

Report to / Rapport au:

**OTTAWA POLICE SERVICES BOARD
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA**

26 September 2022 / 26 septembre 2022

Submitted by / Soumis par:

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SUBJECT: PUBLIC CONSULTATION POLICY ANNUAL REPORT

**OBJET: POLITIQUE DE CONSULTATION PUBLIQUE : RAPPORT ANNUEL
REPORT RECOMMENDATIONS**

That the Ottawa Police Services Board receive this report for information.

RECOMMANDATIONS DU RAPPORT

**Que la Commission de services policiers d'Ottawa prenne connaissance du
présent rapport à titre d'information.**

BACKGROUND

The Public Consultation Policy 2021 Annual Report highlights major community engagement initiatives that span the entire community engagement continuum, while also reporting on the public consultation policy.

The Ottawa Police Service (OPS) is committed to providing a level of service that supports and prioritizes community safety and well-being, through practices and actions that demonstrate a duty to care and foster public trust. This approach requires thoughtful consideration of the rich diversity of Ottawa, both in service delivery and internal practices and decision-making at OPS. To ensure OPS policies, procedures and decision-making are equitable and inclusive, the OPS introduced its Equity, Diversity, and Inclusion (EDI) & Engagement Toolkit.

The core values for the Practice of Public Participation presented within the toolkit mirror those of the CR-6 policy:

1. Public participation is based on the belief that those who are affected by a decision have a right to be involved in the decision-making process.
2. Public participation includes the promise that the public's contribution will influence the decision.
3. Public participation promotes sustainable decisions by recognizing and communicating the needs and interests of all participants, including decision makers.
4. Public participation seeks out and facilitates the involvement of those potentially affected by or interested in a decision.
5. Public participation seeks input from participants in designing how they participate.
6. Public participation provides participants with the information they need to participate in a meaningful way.
7. Public participation communicates to participants how their input affected the decision.

The OPS EDI Action Plan is our blueprint through 2022 and is focused on removing barriers, improving systems, and building a culture that embraces equity, diversity, and inclusion. It's about creating a police service our police and community members deserve. It meets the OPS' priorities to: deliver a duty of care, build public trust, and align with the City and Province's Community Safety and Well-Being (CSWB) strategies.

It will serve to support future strategy, direction, projects, initiatives and action plans.

By weaving EDI and community engagement principles and considerations into current and future practices at OPS, the EDI & Engagement Lens will help OPS members integrate equity into daily and long-term plans, projects, processes, policies, and decision-making. Application of the Lens will help to address systemic barriers and other inequities, supporting fair, equitable and inclusive decision-making and opportunities at OPS by engaging the most impacted community members at the onset.

There are strong linkages between the engagement activities carried out by the OPS and the key strategic priorities identified in the 2020-2021 Strategic Direction Plan review:

- Advance community policing
- Support Members
- Modernize the work environment

- Make Meaningful progress on Equity Diversity & Inclusion

DISCUSSION

Throughout 2021 and 2022, the people of Ottawa have shown immense resiliency despite the pandemic and its physical and mental health impacts. The illegal protests followed by changes in leadership, both at the Ottawa Police Services Board (Board) and within the OPS also had an impact on the service delivery and the ability to engage with the members of vulnerable communities and the general public who were traumatized and continue to be marginalized by acts of hate and violence. As a result, perceptions of the police are greatly affected by the disruptions that posed a threat to public safety impacted the trust and confidence in policing.

As our community begins a collective healing process, police services across Canada, and here in Nation's Capital, work to significantly evolve to better-meet the needs of their members and their community. OPS continues to build sustainable engagement and collaborative partnerships with the community and organizations we serve to develop solutions to problems and increase trust in policing.

The Board Public Consultation Policy CR-6 supports the OPS's vision statement and is fundamental to acquiring public understanding and support for the actions of the Police Service and Police Services Board.

The OPS uses a combination of community engagement and mobilization approaches to address the complexity of the diverse communities within the City of Ottawa.

Engagement methods are founded on the International Association for Public Participation (IAP2) model which defines various levels of community engagement, with each level increasingly impacting the decision as follows: Inform, Consult, Involve, Collaborate and Empower.

CONSULTATION

The goal of this report is to summarize approaches to public participation and community engagement with the public, our partners, and stakeholder organizations, which have enhanced relations and their outcomes. The OPS is determined to continue to be a leader in community engagement. The following is not a comprehensive list of our efforts but rather a summary of key engagements and initiatives.

Partnership In Action, Internal and External Community Engagement Platform

Strategic Partnership & Engagement Unit (SPE) has begun the implementation of an online community engagement platform through "Bang the Table, Engagement HQ Platform". The OPS platform, named Partnership in Action, will enhance our capacity to

connect with communities on a much larger scale. It supports capacity building through a one-stop shop to organize, track, and expand our ability to provide meaningful engagement. We can manage our operation from anywhere online and reduce our dependency on hiring outside professional resources to conduct our virtual engagement. It also enables us to produce professional dashboards, manage our contacts, receive immediate feedback to important issues, and live stream messages. The platform will be essential to reaching the marginalized, underserved, youth and young adult demographic groups, those who are not comfortable sitting face to face with police, and those who face restrictions in participating because of disability, transportation, or childcare.

United for All Coalition (UFA)

On July 28 2020, over 300 participants joined an Online Community Collaboration Listening Forum hosted by the United For All (UFA) Coalition in collaboration with the City of Ottawa.

The virtual event welcomed various organizational representatives and members of the public to share community lived experiences and discuss strategies to overcome systemic racism.

The OPS Strategic Partnerships & Engagement and Hate Crime units are part of the coalition and contributed to the planning process. Ottawa Police Chief, Peter Sloly opened by acknowledging the systemic racism that exists in policing, the justice system and within other institutions including the economy, health care, and social service systems. Sloly expressed his appreciation to both speakers and United for All partners by recognizing the importance of “integrated systems and intersectoral collaboration” while recognizing that “police are only a support role and not the leadership role”. Sloly discussed the Public Safety and Community Well-being Plan, referenced a speech he recently presented to at an OPS board meeting before closing with a reflection on the OPS Equity Action Plan and how OPS is working to make institutional change.

City of Ottawa Human Needs Task Force

In March 2020, the City of Ottawa activated the Human Needs Task Force (HNTF) as part of the City’s Emergency Management Plan and emergency response to COVID19.

In May the committee launched a stakeholder survey to help determine the next steps including recommendations and feedback on the future of the HNTF table.

With the official state of emergency lifted, the Human Needs Command Centre (HNCC) began working on a recovery and transition plan with community partners. The recovery plan seeks to transition the City’s emergency responses back to the community and/or

regular operations and identify opportunities to ensure the needs of our community and most at-risk residents are addressed moving forward.

However, the HNTF demonstrated once again it's unprecedented collaborative model and re-engaged, pivoting to focus on the urgent and emerging priorities of residents in need during the illegal protest in February 2022.

OPS worked daily with the over 70 members including municipal City staff, Ottawa Public Health, community service providers and funders to ensure that the most impacted by the Occupation in Centretown, Overbrook, Vanier and Rideau neighbourhoods received deliveries of essential services including food, pharmaceuticals, oxygen and in home care services like therapy, health or palliative care.

The HNTF continues to support emergency service responses, and community service resumption and resilience by:

- Coordinate and collaborate to address emergency and emerging needs of residents, especially those facing the greatest challenges.
- Provide feedback, high-level guidance, advice and support to the community.
- Consult, provide data and other resources, where possible, to identify long term/systemic solutions to complex issues.
- Resolve and respond to issues, as required.
- Develop partnerships and provide links to other levels of government, agencies and coalitions; and
- Actively and transparently share important information.

This unprecedented model of community collaboration supports the City of Ottawa Community Safety and Well Being plan. Members of the HNTF, including the OPS, have now become part of the new City of Ottawa Service Hubs Advisory Committee.

2SLGBTQQIA+ Community Engagement

Efforts were undertaken the year by Strategic Partnerships & Engagement Unit, to renew and rejuvenate a relationship with the 2SLGBTQQIA+ community. Since the dissolution of the former OPS GLBT Liaison Committee in 2019, a consultation process has taken place (2019-2020), and the reports generated from that consultation process have been analyzed and are being put into practice.

One of the key findings from the consultation reports, was the community's recommendation of designating and creating a 2SLGBTQQIA+ Liaison Officer position. Based on this recommendation, SPE has composed a business case for a

2SLGBTQQA+ Liaison Officer position, which has been presented to the Chief, and is currently being considered by his Command Team.

Further, beginning this Fall, SPE will deploy a variety of engagement methods to ensure an inclusive approach and assure a wide range of people, including allies, can contribute their diverse insights and ideas towards foraging a path forward for a renewed relationship between OPS and the 2SLGBTQQA+ community.

Post-Illegal Protest Community Conversations

The people of Ottawa have faced immense disruptions, fear, and uncertainty due to the illegal protests in our city. That was followed by significant changes in leadership, both at the Board and within the OPS.

On the evenings of May 31, June 7 & 8, 2022 the Strategic Partnerships & Engagement unit hosted a series of 'Community Conversations' with impacted communities via Zoom. Thirty-one people engaged in the dialogue between OPS and representatives of community resident groups and service organizations and Stakeholders.

The purpose of the conversations was to allow for community-led discussions with a unique and custom neighbourhood focus to understand the community impact of the Freedom Convoy Demonstration in Ottawa and the lived experiences of the community and learn how to move forward with a more inclusive understanding of the impacts of feelings of safety.

The following six (6) key themes were identified as recommendations for improved response and better community collaboration.

- 1.Lack of Structure: Communication, Planning, Collaboration, Authentic outreach, Training/ Briefing policing partners, Re-allocation resources (CPO, NRT)
- 2.Perceptions of safety vs support - legitimate users vs agitators, protection for most vulnerable population, concern convoys will reconvene, access and transportation restrictions.
- 3.Economic and social impact.
- 4.Racism, discrimination, and inconsistent policing of protest groups.
- 5.Fractured trust and confidence in Policing.
- 6.Addressing Challenges of Community Policing.

The goal of the conversations was to assist OPS to identify new partnerships and bridge fragmented relationships through mutual trust. OPS acknowledged the underlying challenges and confirmed commitment to the community for implementing cultural and

systemic changes in our approach to the Rolling Thunder and Canada Day celebrations.

Neighbourhood Resource Teams (NRT) join Their Opportunity

This year, local NRT's teamed up with their Opportunity's, Physical Activity, and Nutrition (PAN) program, engaging with over 90 youth over a 5-week period in five priority community centres, Albion- Heatherington CC, Alexander CC, Foster Farm CC and Overbrook CC.

Connecting our youth to these positive role models and the enhancing community policing. Having the NRT's participate in program, some in uniform, some not, helped the participants to connect with the officers on a personal level and have fun while building trust! It enabled our youth to see the value of service provided by OPS members in a safe and fun environment and allowed for casual dialogue so that each group has a better understanding of how we can build these relationships together.

The City of Ottawa supported PAN program blends physical activity and nutrition into one dynamic program providing participants from 6-17 years of age with a variety of opportunities for growth and development.

PAN introduced a variety of traditional and non-traditional sports to participants in a structured but fun approach. They took part in a variety of activities including Basketball, Soccer, Volleyball, Large indoor gym games, Indoor ball hockey, Football, Lacrosse and Boxing.

PAN conducted group sessions on nutrition, food security, food handling, meal preparations and cooking at community centers equipped with a commercial kitchen. The NRT's cooked up a storm supporting the PAN program goal of further developing the youth's:

- **Sensory skills** - Through tasting, hearing, touching, smelling, and seeing, youth were exposed to and identified different foods.
- **Mathematics** – Youth went over how to count, measure, and follow recipe directions
- **Safety** - During food preparation youth were taught the importance of safety when dealing with food, utensils, and appliances.
- **Emotional development** - As youth learned skills to make something for themselves, they developed a sense of independence and a positive self-image.

- **Language skills** - Food activities provided a rich opportunity to learn the names of foods and utensils. Many food activities also encouraged conversations about food likes, dislikes and experiences youth have had with food.

Visits to the PAN program continue through 2022, forming the building blocks of a strong and positive future between youth and the OPS.

NRT-Youth

With the conclusion of the School Resource Officer (SRO) program in 2021, the OPS Youth - NRT was allocated members from the former SRO program. The newly NRT-Youth team primary goal is focused on engagement. Officers liaised and worked with area youth group homes, youth shelters, Children Aid Society and schools. High risk youth, and their families, are identified and provided support and assistance, including referrals to other youth focused service providers.

Youth Advisory Council

The OPS Youth Advisory Committee form part of a broader youth engagement strategy and encourage a police-youth relationship by providing a youth voice to Ottawa Police and facilitate greater input and involvement by youth in Ottawa. Youth-led with police support and resources, the main purpose of the committee is to help the Ottawa Police to gain a broader understanding of youth by collaborating on events, programs, and other initiatives. During the past year YAC met monthly.

Canadian Police Youth Network

In May 2021 members of OPS and Surrey Police co-founded the Canadian Police Youth Network (CPYN). This network has grown to over 120 sworn and civilian members representing 42 police services across Canada. Its mission “is to create a network of police & civilian members, across Canada, who share similar values and goals and to provide an opportunity for us to share “best practices” and initiate learning opportunities for one another. Our vision is to enhance everyone’s incredible work and ultimately to contribute to healthier and safer communities” The work with CPYN allows us to highlight our work with Youth here in Ottawa and to learn of best practices/initiatives from other jurisdictions.

Youth In Policing Initiative

YIPI is part of OPS’s investment programs for in youth in our community. Youth in Policing Initiative (YIPI), seeks to set our city's youth up for a lifetime of success. The program, started in 2007 has continued annually. In the 2022 summer 25 youth, and 4

coordinators participated in the program. In addition to exposure to OPS, youth participated in the community through attending community events, working with service providers, as well as addressing concerns such as graffiti removal.

Market Initiative

As Ontario has moved past the pandemic related mandates and/or capacity limitations, the By-Ward Market saw a considerable increase of patrons in the 2022 summer months. Residents, members of BIA and other community members have expressed concern about the impact this has on the community. To ensure a safe environment for the public, businesses, and emergency services, members of the OPS Neighborhood Resource Teams (NRT) assisted by other OPS sections provided a greater policing presence to manage potential issues around disorder, and to promote community safety.

Community Equity Council

The Ottawa Police Community Equity Council, working within an intersectional framework, will collaborate with the OPS to work more effectively with Indigenous, racialized, and faith-based communities in Ottawa. The roles of the council are:

- a. Respond to community around specific situations and facilitate resolution within the OPS. (Bridge or liaison role)
- b. Provide advice and solutions from a bigger perspective (post incidents and based on thematic trends) on the relationships between OPS and the community.
- c. Provide advice and solutions to the OPS around internal changes that they need to make to address thematic trends.

The CEC currently has five committees: Indigenous Relations, Anti-Racism, Communications, Recruitment & Training and Trending issues. The CEC has engaged with a number of Community Listening Circles. The Listening Circles create a space for community members to give their thoughts about the current relationship between their community and the OPS and offer suggestions for improvement. Community members talk and the OPS member listen.

Support Letters to the Community

The OPS receives numerous requests throughout the year from community groups to provide letters in support of municipal, provincial, and federal grant applications. This year over 30 letters were provided in support of community proposed projects where OPS partnered in principle, and more often, enhanced direct OPS support as project partners including the donation of time, staffing and/or resources. Requests are

coordinated to ensure alignment with OPS strategic direction and existing commitments, OPS resources, reputation, and relationships with other community groups.

Community Meetings with Interim Chief Bell

The Respect Values and Inclusion Directorate (RVI) organized numerous community meetings for the Office of the Chief addressing relevant social issues and concerns of various communities. This provided many of our communities an opportunity to meet with Interim Chief Steve Bell virtually and in person to exchange of any major concerns or ideas including:

- Embedding meaningful engagement into OPS business strategy
- Understand and negotiate with Indigenous youth stakeholder demands
- Address and minimize the use of excessive force
- Address mental health needs and adopt a trauma informed approach
- The need for collaboration and partnership between the community and police
- The need to invest in strategies which will allow police and community to collaborate on eliminating gun violence and tragedies.
- The urgent need to build relationships of trust between Black youth and police
- The need for co-creation of activities and initiatives to deter youth from crime
- Better leverage the OPS Asian members – recognize and utilize their linguistic skills, cultural competencies, and community networks to improve services to the Asian community
- Better reporting of hate incidents to the OPS and providing stats
- Addressing Racial profiling, islamophobia, anti-Semitism, anti-black racism, anti-Indigenous racism, homophobia and over all systemic racism

Safe Workplace Program (previously Sexual Violence & Harassment (SV&H) Project)

As part of the broader Joint Strategy on Workplace Sexual Violence & Harassment (JS-WSVH), the Project Team presented a future state concept to the Board in January 2022, which was subsequently approved for implementation. The concept, formed through both the project work and recommendations from Rubin-Thomlinson, sets into motion the introduction of a new independent Safe Workplace Office responsible for addressing workplace sexual violence, harassment and discrimination complaints in an effort to address harmful systemic issues and behaviors, heal the organization, and

strengthen the overall culture. Since 2020, the project adopted a full collaborative and consultative approach and have reported consultation activities to the Board on an annual basis. The JS-WSVH Project has since transitioned to a full Program state, naturally, opportunities for consultation have decreased.

Throughout 2022, the Safe Workplace Implementation Team has been actively working on implementation activities associated with bringing the new Safe Workplace Office to fruition, as well as ensuring that the broader JS-SWVH strategy is fully entrenched within other OPS initiatives associated with the Safe Workplace initiative. Particular focus has been placed on aligning with the strategy's key components of Prevent; Understand; Support; Respond; and Restore. This includes engaging with numerous stakeholders to ensure that respect, inclusiveness, equity, and diversity are interwoven into a new and improved workplace culture, and that those concepts support the development and adoption of new codes of conduct, policies, and performance expectations.

Over the past number of months, the Safer Workplace Implementation Team has consulted with several groups in order to share/solicit information and receive input on a variety of items, these include, the development of a Safe Workplace Policy, a Code of Professional Ethics, and an Evaluation & Monitoring Plan. Significant improvements have been made to these documents as a direct result of these consultations. Through these efforts, we have responded to identified gaps, shifted content tone and direction in the formation of our Code of Professional Ethics, strengthened our approach and data collection methods associated to the Safe Workplace Program evaluation plan and applied an EDI lens to challenge our current-way-of-thinking and helped identify unintended and unconscious biases. A total of 22 consultation sessions were held between September 2021 to August 2022. with internal (5) and external (5) groups.

We are reaching the final steps of establishing the Safe Workplace Office and expect to launch end of September 2022. It is envisioned that the new SWO will greatly assist with creating a workplace where OPS members can feel safe, respected, and supported.

Community Committees

The OPS and its members continue to engage with the community at various levels. Across the organization, there are numerous long-standing committees with community partners, neighbourhood organizations and residents that our members attend. Each section has its own relationship with their stakeholders and continue to work in collaboration with those committees and groups to enhance personal and community safety and a sense of security.

The Strategic Partnerships and Engagement participates in various city wide, enterprise and executive level committees including but not limited to;

- Community Development Framework
- City of Ottawa, COVID 19- Human Needs Task Force
- Ottawa Neighbourhood Social Capital Forum (ONSCF)
- United Way East Ottawa (Collective Impact, Safe Neighbourhoods, Priority Goals)
- Equity Ottawa
- Restorative Ottawa Community Coalition (ROCC)
- Ottawa Local Immigrants Partnership (OLIP)
- United For All
- Community Equity Council (CEC)

Central and Vanier Community Advisory Groups

CONCLUSION

This report serves as a snapshot of the ongoing efforts by the OPS to engage and collaborate with the community and highlights the numerous benefits that can be gained through public participation in policing.

SPE continues to research and evaluate better integration of best practices and available technologies to better support our efforts in five (5) key areas: Stakeholder management, Track interactions, Qualitative analysis, Surveys and Insights & reports. Leveraging these tools commonly used in the stakeholder and engagement sectors will assist OPS to improve:

- Regulatory compliance (e.g. Environmental and Social Impact Assessments)
- Reducing project risk, resistance, and delays
- Earning a 'social license to operate' and demonstrating project due diligence
- Sustainability reporting and programs & initiatives
- Community involvement, transparency and accountability in decision-making

By working with the Board, partners, community organizations, and residents, the OPS is committed to continued efforts to build trust, increase communication, gain legitimacy, and create openness to utilizing services. This translates into a safer community as everyone is provided with an opportunity to contribute. Work is already underway to

determine public engagement projects for 2023 that meet mutual interests, concerns, and priorities of the Board, Service and the Community.