

**Report to / Rapport au:**

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

**28 September 2020 / 28 septembre 2020**

**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 receives 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 Ottawa Police Service (OPS) is committed to the philosophy of community policing as a means of improving community well-being, safety and security, through joint problem identification, analysis, response, and evaluation.

Through the identification and mobilization of community assets, as well as the initiation of engagement activities, the OPS works along-side community members, organizations, and leaders, to:

Develop partnerships and engagement strategies;

- Identify problems, opportunities, and potential solutions; and,
- Promote trust and confidence in policing.

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

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

Engagement methods are founded on the International Association for Public Participation (IAP2) model which defines various levels of community engagement: Inform, Consult, Involve, and Collaborate.

The COVID 19 pandemic created unprecedented challenges for community engagement. Following guidelines and recommendations from our partners at Ottawa Public Health (OPH) to reduce the risk of exposure to residents and staff, our members were able to quickly pivot and design creative new ways to interact with communities. We reviewed all OPS engagement initiatives during the pandemic to assess, prevent, and mitigate COVID-19 risks.

Alternative plans were developed that allowed for engaging communities virtually. We conducted online public engagement using Zoom, WebEx, Microsoft Teams, Whova, Teleconference and increased our presence on Social Media platforms.

Our experiences have demonstrated that the most successful engagement happens when you *go to where the people are* and giving people multiple opportunities and varied means/channels to contribute.

## **DISCUSSION**

The Public Consultation Policy 2020 Annual Report highlights major community engagement initiatives that span the entire community engagement continuum, while also reporting on the public consultation policy.

There are strong linkages between the engagement activities carried out by the OPS and the key strategic priorities identified in the 2019-2020 Strategic Direction plan, including:

- Advancing community policing;
- Supporting our members;
- Modernizing the work environment; and
- Make meaningful progress on Equity, Diversity & Inclusion.

Engagement strategies have also continued in relation to Violence Against Women, Road Safety and Guns and Gangs, to demonstrate the importance of dedicating appropriate resources to these issues and involving the community in the development of solutions to these problems.

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 outcomes. The OPS will continue to be a leader in community engagement.

## **CONSULTATION**

### **Fatigue Management Strategy**

The Fatigue Management Strategy (FMS) Resiliency and Performance Group (RPG) is a collaborative effort between the Ottawa Police Association (OPA) and the OPS.

For the past five years RPG has worked alongside Queen's University, the Royal Ottawa Hospital and Washington State University to determine the best approach to managing fatigue within our active and retired membership.

Fatigue management is not just about getting proper sleep.

We are looking at organizational, operational and individual contributors and how they could impact members. Oftentimes, and in particular in policing, fatigue stems from multiple issues; from shiftwork to inadequate recovery, burnout, exposure to human suffering, moral injury, conflict, family related concerns, health, public pressure, to mention a few.

A survey was completed by our partner, the Counselling Group of the Jewish Family Services. Individuals were given the opportunity to discuss results findings, recommendations, and possible treatment options with the team. One option was to attend the Sleep Disorders Clinic with the Royal Ottawa Hospital.

In September, Washington State University, which specializes on Fatigue in Policing from a performance and health perspective, started working on the organizational and operational components of the strategy.

This is a three-year commitment, with extensive work having already been completed by the OPA and the OPS under the RPG banner.

### **Police Week**

Traditionally, the OPS engages with the community at four divisional events throughout Police Week in May. Through these events we celebrate our profession, share

information about community policing, crime prevention programs, as well as promoting policing as a fulfilling career opportunity. It also allows the community to approach, interact, and ask our members questions in a social and welcoming atmosphere.

Due to the COVID 19 pandemic, we successfully implemented a virtual engagement approach that offered an opportunity to reach residents that we wouldn't have otherwise.

Key areas of engagement included:

- Combined video launch message from the Chief and A/Chair of the Board;
- Mayor video proclamation of Police Week in Ottawa;
- Member virtual outreach and engagement;
- Social media community engagement;
- Website and press release announcement; and
- OPS internal splash page expressing thanks to all members for their service.

Online social engagement methods promoted our Service and its members, and how we continue to serve them during this unprecedented time. By leveraging our member/unit social media influencers, we were able to ensure a wide scope of social media presence throughout the week. While some events were scheduled using live or pre-recorded content, others were organic, capturing an engagement in a moment of time.

Supports included those of the Mayor's office and the Board who shared a video message, highlighting the importance of the work of all our members and the significance of a shared responsibility for the safety and security in our community.

Community partners like the Community Development Framework, Community Health Resource Centres and Ottawa Public Health were a few of many who supported our efforts and encouraged others to emulate their posts of positive interactions and projects with police. This earned support from community organizations, coalitions, associations, BIA's, to engage and celebrate the neighbourhoods they live in.

The cross-posting support for events showed our members ongoing commitment to community and each other, making each one a fun-filled and captivating adventure for all ages.

### **Ottawa Intercultural Dialogue Institute (IDI) IFTAR Dinner**

On Wednesday, May 20, members of the OPS' Diversity and Race Relations (DRR) section assisted the Ottawa Intercultural Dialogue Institute (IDI) in delivering 30 meals to night staff at Carlingview Longterm Care Home in Ottawa. This initiative represented

an alternative to our traditional IFTAR dinner held in previous years during the month of Ramadan, which is typically hosted in person with 200 guests.

Due to COVID 19 restrictions, IDI and the OPS were interested in providing meals to a group that was in need due to the pandemic and to honour the spirit of giving during Ramadan. Carlingview was jointly chosen as the recipient due to a large number of resident deaths and positive COVID 19 cases for staff. Carlingview management was grateful for the charitable act and receptive to receiving meals.

The OPS identified a recipient, conducted logistical planning, and facilitated a connection between IDI and Carlingview. Members of DRR attended Carlingview in uniform with OPS cruisers and conducted a lights and siren salute as a sign of support for the initiative and to provide a morale boost to staff and residents.

### **Diversity Celebration**

The OPS Diversity Celebration is an annual event, held in June, to coincide with Multiculturalism Day and acknowledge National Indigenous Peoples Day. It is an opportunity to celebrate the diversity in our city and inclusion of all people. The Diversity Celebration highlights various heritages and traditions, includes cultural performances and food, and is an opportunity for the OPS and community members to interact in a friendly environment.

The 2020 OPS Diversity Celebration was scheduled to take place at City Hall on Thursday June 25th. Due to the COVID 19 pandemic, a virtual online celebration was scheduled for the week of June 22-27th.

In mid June, in light of local and international events surrounding the Black Lives Matter movement, the decision was made to cancel the Virtual Diversity Celebration, and instead take the time to allow OPS members to listen to the community, to reflect, and to learn.

Multiculturalism Day and National Indigenous Peoples Day continued to be recognized with internal messaging to our members and on OPS social media.

### **Ottawa Civic Prayer Breakfast**

On Friday, October 25, 2019, the Tenth Annual Ottawa Civic Prayer Breakfast was hosted from 7:15 a.m. to 9:00 a.m., at the Ottawa Convention and Event Centre, 200 Coventry Road.

The breakfast is an annual event which allows interested members of the community to show appreciation to, and pray for, civic officials and first responders. Though put on by a faith-based community, the goal is not to seek support for a specific worldview, but to

have citizens join together to acknowledge those who make decisions in our city and keep it safe. The event planning committee has made it clear that they see city police as some of the most important to show honour to due to the challenges of our job.

Members were invited to attend free of charge. The organizers and sponsors paid for as many OPS member that wished to attend.

### **Ottawa Police invites women to experience ‘A day in the life of a police officer’**

The Outreach and Recruitment team paired up with the Algonquin College Policing Professional Development Centre to show potential female candidates exactly what to expect in a career in policing. The four hour event on October 5, 2019, was limited to 40 participants.

The event was the first of its kind for the OPS and Sergeant Maria Keen, who works in Outreach and Recruitment, is one of the organizers. “We want to open the doors for women to see exactly what a career in policing entails, especially those who have never thought about it before,” said Sgt. Keen. “We want to attract more women to our Service as we strive to be an employer of choice.”

Registrants participated in:

- Panel discussion with women from various police units;
- Firearms - Use of Force;
- Defensive Tactics (DT) presentation;
- Simulation Lab; and
- Shoot/don't shoot & tactical communications.

### **Safer Supply Pilot Project**

The OPS has partnered with Ottawa Inner City Health in the launch of a Safer Supply pilot project. This is intended to reduce the impact of toxic drugs in our community and reduce the criminal activity in Sector 24 - the neighbourhood around King Edward Avenue and Murray Street. The project is running in Vancouver, London, and Toronto, and has shown enough potential to warrant a pilot in Ottawa. It is believed that the program works to reduce or eliminate access to the illicit market and associated criminal activity.

To-date, only a few people are registered in this program but more are expected to participate as the program expands. Participants in this program may have prescription opiates with them but should have photo ID provided by Ottawa Inner Health so police can tell who is in the program.

Discretion is advised when confirming someone's enrollment in this program to avoid them being targeted for robbery of the drugs they may be carrying. It is also advised that police avoid arresting for possession, or possession for the purpose of trafficking, when based solely on quantities of pills observed.

The Safer Supply pilot project:

- Provides prescription opiates (pills) at no cost to the user;
- Is different from treatment; the goal is not to change drug use but to take people out of the illicit drug market; and
- Recognizes that treatments like Methadone, Suboxone and Injectable substitution don't work for everyone.

### **NHL Alumni to support the Law Enforcement Torch Run for Special Olympics.**

The Law Enforcement Torch Run (LETR) has been partnered with the NHL Alumni Series for 20+ years. On December 13th, 2019 a game was played in Nepean at the Sportsplex.

Chris McCullough, the Tour Organizer invited the OPS to submit a team (in partnership with other Services, where practicable) to play against the NHL Alumni members. The Ottawa Police Hockey League (OPHL) recruited various OPS members to participate in support of logistical roles of the tournament including registration check-in to time keepers.

### **Miracle League of Ottawa Charity BBQ**

On Friday September 13, 2019, the East Fixed Afternoons patrol shift held a charity BBQ to raise money for the Miracle League of Ottawa. Overwhelmed by the generosity of officers and civilians who attended and donated to this great cause, they were able to raise \$500 that was put toward the Miracle League baseball diamond.

On September 14, 2019, numerous OPS officers attended the 4th annual OPS versus Miracle League game and the money was presented to the Miracle League organizers, Michelle and Rolly, who were greatly appreciative.

### **Paddle for the Bahamas**

The Ottawa Police Dragon Boat Club hosted a marathon paddle on September 27 to 28, 2019, at Dow's Lake. All proceeds went to the Canadian Red Cross for Bahamas Relief.

### **Sexual Violence & Harassment (SV&H) Project**

The OPS and the Board have partnered to develop a joint strategy on workplace sexual violence and harassment.

The Sexual Violence and Workplace Harassment (SVWH) project, led by the Respect Values and Inclusion (RVI) Directorate, has adopted an inclusive and collaborative approach. Various working groups, representing OPS members and external community partners and experts, have been formed to collaborate and develop a Service-wide strategy and plan that strengthens the current Respectful Workplace Program and identifies current systemic barriers that contribute to this issue.

The External Advisory Group (EAG) is comprised of 16 community professionals that are leading change in sexual violence, harassment, and gender equality within their respective areas. To-date, the following working sessions have been held with EAG members:

- June 23, 2020
- July 22, 2020
- August 13, 2020

It is anticipated that an additional six more EAG sessions in 2020 will be required.

Through these consultations, the OPS will be presenting and submitting a recommendations report to the Board and OPS Executive by February 2021 for approval.

### **Project #Noisemaker**

The OPS continues to receive complaints about speeding/stunt driving and excessive noise issues resulting from street racing, sport's motorcycles, and modified/muscle car enthusiasts congregating in the Merivale Road/Meadowlands Drive area, as well as locations to the East and West of the city. These issues have a direct impact on local residents and road-users' quality-of-life and safety; as evidenced by the increase in complaints to the OPS, Ottawa By-Law Services (By-Law), and municipal leaders.

Since June 13, 2020, OPS Traffic Services, in the preparation and development of Project #Noisemaker, consulted with several police services throughout Ontario and across the country, examining various approaches to addressing the same issues of careless/dangerous and stunt driving, as well as excessive noise negatively impacting road safety and residents' quality-of-life.

Overall, our consultative approach established a greater awareness of the issue while aligning the OPS and the Ontario Provincial Police (OPP) enforcement focus toward



problematic road users. Education efforts included an extensive media and social media exposure/promotion.

Project partners included Ottawa By-Law, OPP, and property management for the identified location of concern. The MTO was not available to participate. The OPS was able to deploy an average of 10 OPS Traffic officers per night (Thurs/Fri/Sat). Efforts resulted in 1,606 Provincial Offence Notices & 149 Part III's issued.

### **LGBT Liaison Committee**

The OPS continues its commitment to providing bias-neutral services to 2SLGBTQ+ community members in Ottawa. In the last 30 years, the OPS GLBT Liaison Committee, along with key organizations and individuals in the community, has played a vital role in helping to improve policing services to, and relationship with, the 2SLGBTQ+ community in Ottawa. Over the last 10 years, concerns were raised by community members about the work of the Liaison Committee. In light of this, the Liaison Committee took the opportunity in 2019 to critically reflect on its work and structure in the current context of policing and the 2SLGBTQ+ communities. As part of that reflection, the committee reached out to over 90 organizations and individuals who are part of and/or work with the 2SLGBTQ+ community, including OPS members, to complete a survey in order to provide feedback and suggestions on the future directions for the committee.

The survey data was collected and analyzed by December 2019 and a preliminary report was provided to the OPS. Based on a review of this preliminary report, it was decided to separate the responses from OPS members and community members, in order to validate the analysis and provide a higher level of precision in the results. This validation was conducted in the initial months of 2020 and confirmed the preliminary findings.

As a result of the survey and the reflection process by the committee, the GLBT Liaison Committee completed operations in 2019. With the closing of the Liaison Committee, and based on the preliminary survey results received in December 2019, the OPS began further work to rebuild its relationship with the 2SLGBTQ+ community. This included an initial round of interviews with a cross-section of organizations and individuals in the community which are intended to lead to further discussions with the wider 2SLGBTQ+ community. Due to the Covid-19 pandemic, this process has been temporarily suspended but will continue in the future as conditions permit.

The OPS continues its commitment to providing professional and equitable policing, as well as moving forward with meaningful and measurable progress on equity, diversity

and inclusion by focusing on culture change, removing barriers, and improving our systems. The focus is on creating a police service that our 2SLGBTQ+ community members in Ottawa deserve.

### **Ottawa Police Community Equity Council**

As of September 2018 the mandate of the Ottawa Police Community Equity Council (CEC) is to collaborate with the OPS to work more effectively with Indigenous, racialized, and faith-based communities in Ottawa.

The main objectives of the CEC are:

- Community and police service members will provide meaningful and honest feedback about the ongoing relationship with the community and police.
- Community members will provide strategic advice, based on input from the community, to the OPS on how to improve the relationship.
- Community members will provide engagement support to help resolve critical incident(s) involving the community and the police.
- Police members will offer insight into police processes and systems to influence positive change within the police systems while recognizing the limitations of the police structure.
- Police members will be advocates for change within the police service.

The CEC is made up of 15 community members from the Indigenous, racialized and faith-based communities along with nine members in senior leadership roles at the OPS. Committee meetings were held in September 2019, November 2019, January, May and July 2020. On June 10, 2020, an informal meeting was held with some Board members and members of the CEC.

The CEC currently has five committees: Indigenous Relations, Anti-Racism, Communications, Recruitment & Training, and Trending issues.

In February 2020, the CEC took steps to meet with the Special Investigations Unit (SIU), in an effort to offer experience and knowledge of the Indigenous community, after concerns were raised about the cultural knowledge and terms used in the draft report regarding the death of Greg Ritchie. The CEC reached out to the SIU to discuss expectations of an oversight body when assessing the OPS' response to Indigenous community members.

In September 2019, the CEC hosted a Listening Circle with the Somali Community. The event was well attended by approximately 40 community members, the majority of them being mothers and grandmothers from the community.

A virtual Listening Circle was held with the local black community on June 3, 2020, to discuss unfolding events and collective efforts locally in response to the death of George Floyd in the United States of America.

A listening circle with the Inuit community was held on September 19, 2020.

### **5th Annual Human Rights Learning Forum**

On December 4, 2019, the OPS hosted its 5th Annual Human Rights Learning Forum: *From Recommendations to Action*. The aim of the event was to present two key reports: the Traffic Stop Race Data Collection Report and the Diversity Audit, as well as to gather community input on finalizing a strategy and action plan for Equity, Diversity and Inclusivity (EDI).

The half-day event at St. Elias Centre drew around 100 participants. Approximately 40% of participants were affiliated with community organizations or associations, 30% were service providers, and another 29% were members of the OPS. Other participants included Board members, representatives of other law enforcement services (such as RCMP, Gatineau Police and Ottawa By-Law Service), students, educators, and members of government.

The aim of the forum was to identify priorities for action in 2020. Participants were asked to review a worksheet that offered 27 recommendations and select their 'top five.' Community partnership, training, inclusion, and support for OPS members were common themes in the most frequently selected action areas, which were:

- explore new anti-racism training with community partners;
- enhance community policing and community engagement;
- implement human rights training to all OPS members;
- implement a mandatory debrief process after emotionally difficult events/calls;
- continue working with communities to ensure police deployment addresses under and/or over-policing concerns; and
- develop innovative outreach recruitment approaches to recruit from underrepresented communities.

### **Equity, Diversity and Inclusion (EDI)**

The OPS is pleased to release its Equity, Diversity, and Inclusion (EDI) Action Plan, complete with 10 priority action items for 2020.

The plan, and this year's priorities, was built on many different sources, including the recently released reports and significant inputs from both police and community members who contributed to the many meetings, interviews, forums and surveys over the last two years. We also worked closely with the Community Equity Council (CEC) and its working groups to design the plan and set priorities.

The top five priority action items for 2020 are well underway and include:

1. Create an EDI Office to enhance EDI efforts and coordination across the OPS. \*
2. Provide EDI Coaching and Mentoring to equip our leaders with culture change and EDI tools.
3. Develop an EDI Lens Toolkit to improve our decision-making for internal and external systems and responses – ie. missing persons/Indigenous women and internal transfer, promotions, and developmental rotation processes.
4. Reintroduce a Hate Crime Section to improve response and support to impacted communities.
5. Enhance Community Policing, including the expansion of Neighbourhood Resource Teams (NRTs).

The plan was presented to the Board at its January 27, 2020, meeting, and later tabled at the February regular meeting. It was updated on August 18, 2020.

\*The EDI Section focuses on how we can bring the broader membership together by implementing inclusive practices, as well as leading and incorporating systemic change throughout the organization. The EDI Action Plan will be the guiding strategy for the section.

### **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 Community Development and Hate Crime Unit are part of the coalition and contributed to the planning process. Ottawa Police Chief, Peter Sloly, opened the event

by acknowledging that systemic racism exists in policing, the justice system and within other institutions including the economy, healthcare, and social service systems. Chief Sloy expressed his appreciation to both speakers and United For All partners by recognizing the importance of “integrated systems and inter-sectorial collaboration” while recognizing that “police are only a support role and not the leadership role.” Chief Sloy discussed the Public Safety and Community Well-being Plan, referenced a speech he recently presented to at a Board meeting, before closing with a reflection on the EDI Action Plan and how the 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 COVID 19.

The HNTF’s mandate is to work collaboratively to assess and respond to urgent or emerging community needs or challenges and to disseminate information and resources to the community through various platforms. HNTF membership is composed of municipal City staff, OPH, community service providers and funders, among others. The OPS continues to be an active partner at the HNTF table with representatives from Community Development, NRTs and Crime Prevention Ottawa.

As the City and community partners transition to service resumption, the HNTF will meet bi-weekly to continue to work collaboratively to respond to urgent and emerging community needs, and will also focus on identifying longterm or systemic issues and possible solutions that strengthen service resumption and resilience. The HNTF will have three primary areas of focus:

- 1) Homelessness and sheltering (with Sub-group);
- 2) Financial and Food Security (with Sub-group); and
- 3) Longterm/Systems Planning (with staff lead).

The HNTF will be comprised of up to 70 members. The HNTF sub-groups will be comprised of up to 25 members. Membership will be determined through a call out to community agencies and will include:

- Community representatives of agencies working in the HNTF priority areas of focus and representing the diversity of the community, including representation from Indigenous community organizations, and from agencies/networks representing and working for the needs of equity-seeking groups.
- City of Ottawa (or affiliated) representatives will include but not be limited to staff from:

- Community and Social Services;
- Ottawa Public Health;
- Recreation, Culture and Facility Services;
- Ottawa Police Service; and
- Ottawa Community Housing.

To support emergency service responses, and community service resumption and resilience, the HNTF will:

- 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 longterm/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.

### **Chief Chat with the Federation of Community Associations**

On June 17, 2020, the Federation of Community Associations (FCA) invited Chief Sloy to participate in dialogue with its members. The FCA is made up of 133 community associations; 43 are registered members and another 90 are informally connected.

The group provided three to four questions ahead of time with top priority focus areas they would like to hear about from Chief Sloy.

Chief Sloy re-stated his commitment to continue to work in partnership with the community. He spoke of the sense of what we want to do, the need to do it, and the urgency to do it. The first of many measures would come through a comprehensive EDI Action Plan that included assigned resources, responsibilities, and accountabilities. He shared some of the recent initiatives, partnerships and organizational changes that will help the OPS to achieve collective goals:

- Enhance community policing and community engagement by continuing to work with communities on NRTs;
- Develop innovative outreach and recruitment approaches to recruit from underrepresented communities;

- Continue working with partners like the CEC, Equity Ottawa, and the FCA in an attempt to be more connected and effective; and
- Launch the OPS' RVI Directorate that will incorporate a whole-of-service approach to issues like workplace harassment, discrimination, human rights issues, as well as ethics, equity, diversity and inclusion principles.

The OPS continues its engagement efforts with FCA communities through an engagement series; "Community Conversations."

### **Community Relations and Frontline Specialized Services Directorate (CRFSS)**

Input from the 2019 Community Policing Learning Forum informed a comprehensive action plan that was released at the end of January 2020. The plan includes assignment of resources, responsibilities, and accountabilities. Chief Sloy explained to participants that his goal is to "create a police service that our community members and police deserve."

The Community Relations and Frontline Specialized Services Directorate (CRFSS) is an expansive directorate with several community engaged sections, including NRTs, Community Police Officers (CPOs), and School Resource Officers (SROs).

Notably in 2020, the OPS has returned to a more robust community policing model that brings officers directly into neighbourhoods to engage in a direct way, with face-to-face interactions through business visits, attending community meetings to hear directly from community members, or walking and cycling through a community to bring a familiar face to the neighbourhood.

The NRT program continues to expand as staffing allows and is a priority for the OPS. Recognizing that each neighbourhood is unique in needs and demographics, there is outreach to city partners and the community itself prior to introduction of teams. Engagement with Carleton University to conduct an independent review of the effects (negative and positive) of the NRT program will continue over the next few years to assist with building a supportive program. These contacts have also allowed the NRTs to engage other community agencies and partners to solve specific issues for the betterment of residents, including:

1. Officer involvement at short-term immigrant housing noted a barrier to apply for jobs.
2. Identified needed social services for elderly.
3. Engaged partnerships with Ottawa Community Housing to make the environment safer and to engage in youth programs.

Our CPOs are engaged in their communities at the ground level and support the NRT response by keeping teams aware of issues. Throughout the pandemic response, CPOs maintained community connection and communication by holding well-attended online sessions, as well as making appointments to drop by locations of need. CPOs link the community to the Service in order to plan activities and initiatives.

The SRO program is about engaging community partners as a whole, while providing youth-based services to the community and to families. Due to maintained connections and community involvement, SROs are able to link youth to outside services for help in addiction issues, human trafficking, and social services. SROs are not only in schools, but also offer services to youth throughout the community. The relationships built up during the school year translate into youth interactions in parks and communities when school is out of session. This relationship has made the SRO a confidant in the lives of many young people who have approached them about bullying, sexting, and other potentially harmful behaviours, and officers will assist and /or engage the correct resources to help.

The OPS continues to develop its Neighbourhood Directorate by engaging community partners and residents directly in order to meet the challenging and changing needs of today.

### **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 continues to work in collaboration with those committees and groups to enhance community safety and a sense of security.

Community development focused committees include;

- Safer Roads Ottawa;
- Community Development Framework (Steering Committee, 6 sub-committees);
- Ottawa Neighbourhood Social Capital Forum (ONSCF);
- United Way East Ottawa (Board, Collective Impact, Safe Neighbourhoods, Priority Goals, etc.);
- Equity Ottawa;
- Restorative Ottawa Community Coalition (ROCC);



- Ottawa Local Immigrants Partnership (OLIP);
- United For All;
- Community Equity Council (CEC); and
- Ottawa Neighbourhood Watch (ONW)

## **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.

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 2021 that meet mutual interests, concerns, and priorities of the service and the community.