

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:

Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa

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**SUBJECT: RESPONSE TO INQUIRY I-20-08 - USE OF FORCE AND DE-
ESCALATION – PART B**

**OBJET: RÉPONSE À LA DEMANDE DE RENSEIGNEMENTS I-20-08 : USAGE
DE LA FORCE ET DÉSESCALADE - PARTIE B**

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.**

INQUIRY

Follow-up inquiry from 27 July 2020: In the police manual and Use of Force training procedure for engagement in negotiations to de-escalate a situation, how important is the role played by language skills (i.e. addressing language barriers) in dealing with such situations; what steps is the OPS planning to undertake and can a timeframe for definitive action be provided.

RESPONSE

As an officer of the Ottawa Police Service (OPS), there are a number of tools that can be used for de-escalation. This includes verbal and non-verbal communication

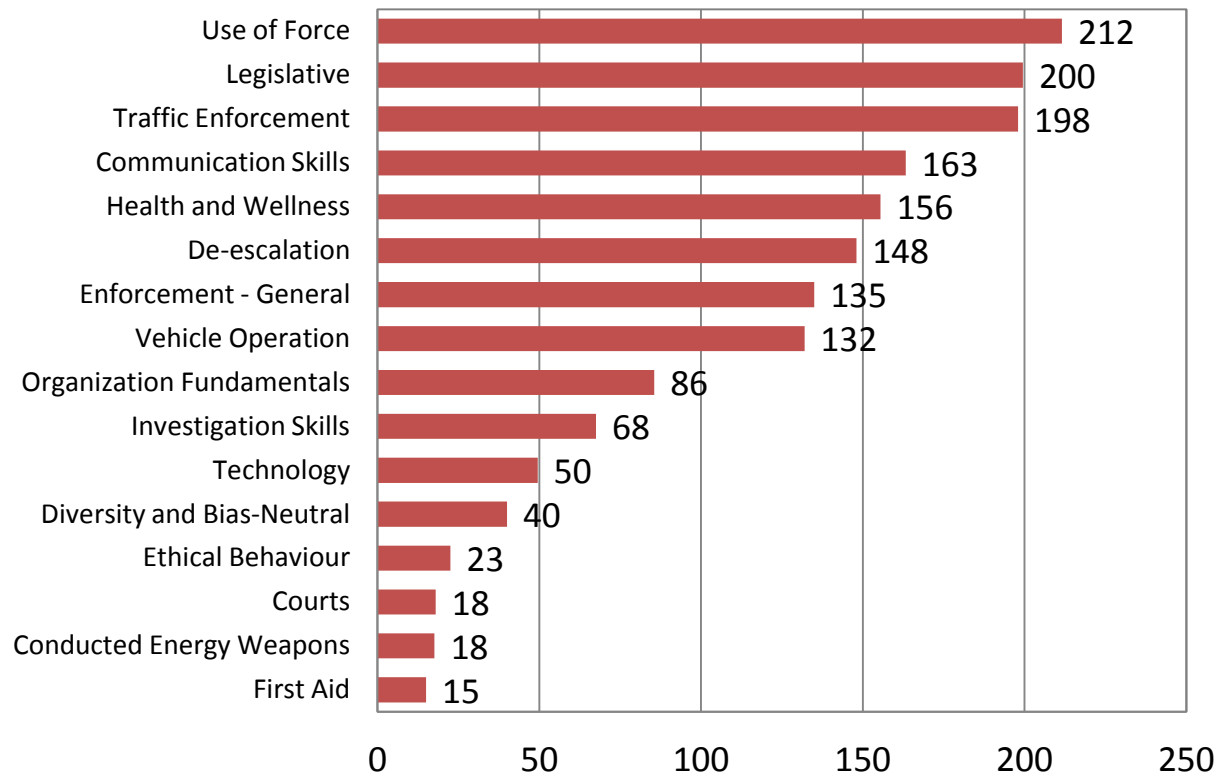
techniques, which is part of mandatory Ontario Police College (OPC) training as well as annual Use of Force (UoF) training at our Professional Development Centre (PDC). This can include using recognized hand signals and other non-verbal calming measures.

If an incident is emergent, an officer can request an ad hoc translator to attend, which would be an on-duty officer who speaks the required language. Officer language profiles are searchable in the OPS staffing directory. If the call becomes prolonged, the chain of command would take over management of response. For example, if a call was for a barricaded person, a critical incident commander would be brought in, along with a crisis management negotiator, who would then determine if a translator was required on site.

From a staffing perspective, the OPS is moving forward towards employing an Equity, Diversity and Inclusion lens on all of its hiring practices. It's important that our members reflect the communities we serve and protect. In a recent recruiting class of 48, more than 20 recruits are bilingual, with 54% of those multilingual. Languages include Albanian, Arabic, Bassa, Cantonese, Creole, French, German, Hebrew, Hindi, Italian, Korean, Mandarin, Russian, Somali, Spanish, Twi and Ukrainian. From a staffing perspective, the OPS is moving forward towards employing an Equity, Diversity and Inclusion lens on all of its hiring practices. It's important that our members reflect the communities we serve and protect. In a recent recruiting class of 48, more than 20 recruits are bilingual, with 54% of those multilingual. Languages include Albanian, Arabic, Bassa, Cantonese, Creole, French, German, Hebrew, Hindi, Italian, Korean, Mandarin, Russian, Somali, Spanish, Twi and Ukrainian. Our police communicators and front line officers also have access to the Language Line and Languages of Life inc. for a variety of translation services to support them during the course of their duties. These services offer accurate, unbiased and confidential translation services 24/7 year round and are available in over 100 languages.

A new recruit to the OPS will receive more than 1,600 hours of training, prior to starting their first shift with their Field Training Officer. This includes approximately 540 hours of training that focuses predominantly on de-escalation and communication skills. A training analyst within the Service monitors training records to determine that all officers are up-to-date, not just the new recruits, on the most current forms of training standards which is mandated by the Ontario Ministry of the Solicitor General.

OPS Recruit Training Hours



In terms of bias-neutral training, the OPS has ensured that all sworn and civilian members have participated in ongoing education to help identify and reduce implicit bias. The following table outlines training modules since 2011.

| Course Title | Rollout Year | Theme | Audience (Sworn/Civilian; Rank) | Mandatory (Y/N) | Reoccurrence and Frequency | Duration of Training | Form of Training | Source of Content |
|------------------------|--------------|--------------|---------------------------------|-----------------|---------------------------------|----------------------|------------------|-------------------|
| Racially Bias Policing | 2011 | Bias-neutral | Sworn | Y | Single session, no reoccurrence | 1.5 hours (Recruit) | Online | CPK N |
| Traffic | 2013 | Bias- | Sworn | Y | Single | 1.5 hours | In-person | PDC |

| | | | | | | | | |
|---|------|----------------------------|-----------------|---|---------------------------------|---|------------------------------------|--------------|
| Stop Race Data Collection | | neutral | | | session, no reoccurrence | (recruit) | and online | and CPKN |
| De-escalation training incorporated into use of force | 2014 | Mental Health and Wellness | Sworn - Recruit | Y | Annual | 8 hours (Recruit), 3 hours Sworn | In-person and scenario application | PDC |
| Fair and Impartial Policing | 2016 | Bias-neutral | Sworn | Y | Single session, no reoccurrence | 4 hours (recruit), 4 hours Sworn | In-person | PDC |
| Regulated Interaction (CIICC) including Bias Awareness | 2016 | Bias-neutral | Sworn | Y | Single session, no reoccurrence | 2 hours online, 3 hours in-class | In-person and online | PDC and CPKN |
| Road to Mental Readiness | 2017 | Mental Health and Wellness | All | Y | Single session, no reoccurrence | 3 hours (non-supervisor); full day (supervisor) | In-person | PDC |
| Incorporating Wellness Strategies | 2018 | Use of Force lecture and | Sworn | y | Annual | 4 hours | In-person training scenarios and | OPC and PDC |

| | | | | | | | | |
|---|------|--|--------------------------|---|-------------------------------|--|---|-----------------|
| into Use of Force | | scenarios | | | | | articulation | |
| Towards Authentic Inclusion | 2019 | Leadership, Ethics, Human Rights, GBA+ | Sworn and Civilian - All | Y | Single session, no recurrence | 8 hours Supervisors, 3 hours non-supervisors | In-person | PDC |
| Bias Awareness and Professional Practice | 2011 | Diversity | Sworn - Recruit | Y | Single session, no recurrence | 3 hours | In-person | OPC |
| Diversity and Professional Practice | | Bias-neutral, Ethics | Sworn - Recruit | Y | Single session, no recurrence | 8 hours | In-person, assignments in the community | PDC |
| Ethics | 2014 | Ethical Behaviour | Sworn-Recruit | Y | Single session, no recurrence | 3 hours | In-person | PDC |
| Road to Mental Readiness Part 2 | 2019 | Mental Health and Wellnes s | All | y | Single session, no recurrence | 3 hours | In-person | PDC, OPS venues |

Additionally, the OPS has recently applied for a federal grant to evaluate and redesign current Use of Force training. The Service has employed the Justice Institute of British

Columbia's UoF de-escalation program since 2014, designed by the Briarwood Inquiry after the death of Robert Dziekansky in Vancouver.

The following suggestions are proposed:

- The OPS proposes a complete program review, re-design, delivery and evaluation of de-escalation training for its sworn officers with particular focus on racial and mental health issues. The proposal is broken down into three components over a 24 month period:
 - 1) Consultation and program design;
 - 2) Training delivery and
 - 3) Program evaluation.
- Program design will consist of consultation with a working group to define de-escalation training along with the targeted outcomes from such training. The working group -- consisting of members of the OPS, the community and academics -- would perform a full curriculum review of existing de-escalation training at the OPS and design an updated curriculum with the goal of achieving the targeted outcomes.

Additionally, OPS Constable Adam Payne has been collaborating on an academic report on de-escalation, commissioned by the Ministry of Community Safety and Correctional Services, and completed by Dr. Judith Anderson at the University of Toronto. That work has kept our Service on top of emerging trends in de-escalation and Cst. Payne will be a valued resource when it comes to our own reconfiguration. We have also reached out to Carleton University's Dr. Craig Bennell, who also assisted with the Ministry's research, and is prepared to work with the OPS to develop its own program.