

Report to / Rapport au:

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

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Submitted by / Soumis par:

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SUBJECT: PUBLIC CONSULTATION POLICY ANNUAL REPORT

**OBJET: RAPPORT ANNUEL SUR LA POLITIQUE DE CONSULTATION
PUBLIQUE**

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 Ottawa Police Service (OPS) is committed to the philosophy of community policing as a means of improving community wellbeing, 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 is able to work alongside 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 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 as follows: Inform Consult, Involve, and Collaborate.

The daily efforts of OPS staff in engaging with community members, partners, and stakeholders, allow the OPS to serve the community in a manner that is responsive to changing needs. Community relations continue to be strengthened as a result of sound engagement and consultation practices.

The Ottawa Police Services 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.

DISCUSSION

The Public Consultation Policy 2019 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:

- *Advance community policing*
- *Support Members*
- *Modernize the work environment*
- *Make Meaningful progress on Equity Diversity & Inclusion*

The 2019-2020 strategic direction Plan EDI Lens that helps us to see things from differing and new perspectives provides us clear focus and gives us a more complete view. "Interweaving knowledge and awareness of equity, diversity and inclusion (EDI) in our day-to-day work is essential to our success as a service organization. EDI has emerged as a worldwide practice and OPS will continue integrating these principles into its business practices, processes, planning and culture."

Engagement strategies have also continued in relation to operational priorities of 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. Strategies continued

through consultation and engagement activities carried throughout 2019 as supported in the 2019-2020 strategic direction Plan.

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 is determined to continue to be a leader in community engagement.

CONSULTATION

Community Development

Community Policing Forum

The Ottawa Police Service hosted the Community Policing Forum: Building Trust Together on May 13, 2019. The aim of the event was to explore the status of community policing in Ottawa and identify actionable recommendations for building community policing initiatives. The day-long event at St. Elias Centre drew over 100 participants, of which 30 percent were members of the Ottawa Police Service (OPS). Other participants included representatives of community associations and service organizations, advocacy groups, OPS board members, city councillors, students and members of public.

Participants heard from police members who shared their frontline experience and community policing perspectives, as well as from community members who offered academic and grassroots perspectives on the application of community policing approaches.

Their recommendations can be grouped in four key themes:

- *Build partnerships and bridges:* Meaningful, intentional connections need to be developed and strengthened between police and residents.
- *Be visibly and actively engaged:* Communities appreciate police participation in events, and positive engagement with children and residents.
- *Foster mutual trust:* Trust is fostered when police are known to residents, when they listen to concerns in the community.
- *Acknowledge underlying challenges:* It is necessary to address the root causes of challenges in the community, such as racism and inequality.

The forum feedback was a clear indication that community policing is a top priority for the community. It helped provide the opportunity to promote these discussions at varying levels both within our organizations and with our broader community. It was followed by a Joint Senior Officers, Staff Sergeants and Managers Meeting that focused

on exploring and sharing the results of the Forum and continues to support the service with the implementation of the Integrated Community Policing Strategy.

In an effort to continue the work for the safety and well being of the community, the Ottawa Police Service will launch a pilot program whereby Neighbourhood Resource Teams will be reintroduced into three Ottawa priority neighbourhoods in October, 2019:

- Vanier/Overbrook
- Carlington
- Heron Gate/South end

The effectiveness of the teams will be independently assessed by a team of researchers from Carleton University lead by Dr. Linda Duxbury who will report their findings after a 1-year assessment period.

Diversity and Race Relations Community Engagement Team

This team was created to perform community outreach and engagement with regard to the ongoing trial of Cst. Dan Montsion.

Court 101 information session: organized and facilitated an information session to introduce the community to the processes and procedures of the court processes. The session was facilitated by a Crown Attorney. The session allowed for the community to ask questions and learn about the court processes. There were approximately 30 community members in attendance and positive feedback was received. Participant's knowledge with respect to court proceeding increased which allowed them to be more comfortable with the overall court process.

The DRR Community Engagement Team has regularly attended the court house and informally liaised with various community Stakeholders to allow for open communication. Connected with various stakeholders and groups that are affected by and attending the trial including Justice for Abdi, Black Agenda Noir, African Canadian Association of Ottawa, and the National Council of Canadian Muslims.

The DRR Community Engagement Team has also reached out to and made contact with individuals that are not formally connected to a group, but have an interest in the outcome of the trial.

In February 2019, The DRR Team attended the vigil for Justice for Abdi and has also attended the annual event to recognize the anniversary of Mr. Abdi's death.

Interfaith Safety Forum

On June 18th, OPS Diversity and Race Relations Section's Community Engagement Team hosted an Interfaith Security Forum. The concept for the Interfaith Forum was

born out of a series of tragic events at religious institutions that created concerns and fear in the faith communities in Ottawa. The forum provided an interactive learning opportunity for Ottawa's interfaith community to network and addresses current community practices, gaps in service and identifies important next steps.

The Interfaith Security Forum objectives included:

- To provide Ottawa's interfaith community the opportunity to address and focus on safety issues pertaining to their place of worship.
- To provide a venue to discuss perspectives, address risks, and mitigate victimization in relation to active threats and hate crimes.
- To provide an initial platform to strengthen existing faith networks and establish new relationships.
- To provide Ottawa's faith communities with resources, tools and examples of plans directly related to the safety and security of their places of worship.

The day-long event at St. Elias Centre drew almost 80 participants, of which 40 percent were members of the Ottawa Police Service (OPS) and the Ottawa Police Service Board. Other participants represented leaders and members of various faith communities in Ottawa.

A summary report of the event was completed and shared with the participants. The report summarized the recommendations derived from the interactive table top discussions, and suggested next steps in ensuring the work related to the safety of Ottawa's Interfaith Community continue.

Ottawa Police Service Human Rights Learning Forum

On December 6th, 2018 the Diversity and Race Relations Section of the Ottawa Police Service hosted the 4th annual Human Rights Learning Forum at the Hellenic Meeting and Welcome Centre in Ottawa. The Forum was held as part of the events leading up to the International Human Rights Day, which took place on December 10, 2018. The theme for the 2018 forum was, "Hate in the community: how to recognize the signs and mitigate the impact". The Forum participants aimed to achieve a better understanding of the concept of extremism in our society, its root causes, and the concept of community empowerment as a prevention tool.

The objective of the event was to empower participants to:

- Broaden their understanding of hate/bias in the community;
- Identify the progressive indicators of radicalization; and

- Develop recommendations to mitigate the effects of hate/bias

There were approximately 175 police and community participants in attendance at the event. The day began with Crown Attorney Mark Moors who provided a legal definition of “Hate Crimes” and “Free Speech” from the Canadian legal perspective. Rabbi Bulka and Ms Jannah Campbell then provided their experiences and personal stories which demonstrated the impact hate related incidents and crimes have had on their community, both locally and globally.

The US Embassy was a key partner this year; they graciously sponsored our afternoon speakers. The first was Dr. Marian Misdrahi from the Centre for the Prevention of Radicalization Leading to Violence. The second speaker of the afternoon was the former Commissioner of the Boston Police Department, and current Chief at Boston College, Bill Evans. Chief Evans recounted a compelling story about his involvement in the Boston Marathon Bombing, the initiatives that Boston Police have undertaken in the community, and how to bring community together after serious incidents.

The day was captured through a report and video which was shared with those in attendance.

Diversity Celebration

The Fifth Annual Ottawa Police Service (OPS) Diversity Celebration event was held on June 27th, 2019 at 110 Laurier Avenue West, Jean Pigott Place, Ottawa City Hall. This event provides an opportunity to bring members of the public, particularly those from racialized and Indigenous communities, together to celebrate in an environment of diversity, equality and mutual respect.

This yearly celebration includes music, food, and entertainment which are generously donated by members of our diverse communities. This year, Immigration, Refugees and Citizenship Canada, swore-in 25 individuals from around the world as Canadian Citizens

The Diversity Celebration recognized Canadian Multiculturalism Day, including Canada’s National Aboriginal Day, which is also part of a series of national Celebrate Canada Days that take place at the end of June.

The event offered an opportunity for members of the OPS to meet, learn about, and socialize with approximately 100 members of the diverse communities of Ottawa who came together to make this happen. Community members had an opportunity to share their culture, cuisine and heritage while also learning about the OPS.

Ottawa Police Community Equity Council

As of September 2018 the mandate of the Ottawa Police Community Equity Council (CEC) is to collaborate with the Ottawa Police Service 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 Ottawa Police Service on how to improve the relationship.
- Community members will provide engagement support to help resolve critical incident involving the community and the police.
- Police members will offer insights 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 council consists of 1 Community Chair, 1 Police Chair, 12 Community members (one of the 12 is the community vice-chair), 7 Police Members (Staff Sergeant, Diversity and Race Relations is the OPS Vice Chair), 3 Indigenous Elders representing the Inuit, First nations and Métis Communities. The council is supported by an independent facilitator.

The CEC currently has 5 committees: Indigenous Relations, Anti-Racism, Communications, Bias Neutral Policing, Trending issues and a 2SLGBTQ+

The CEC had its initial orientation in November of 2018. At the full day orientation session, 2 main questions were explored:

- 1) How do we build trust between communities and the OPS?
- 2) How do we build trust and full engagement to inclusion within the OPS?

The CEC has held meetings in December 2018, January, March, May and July 2019.

The CEC has hosted two Listening Circles to date and are planning more in the upcoming months. In April 2019, the CEC had an opportunity to meet with Community and School Resource Officers in an opened environment of dialogue and sharing. In July 2019, the CEC had a Listening Circle with the African Canadian Association of Ottawa (ACAO). The event was well attended by approximately 20 members of the ACAO as well as OPS members of CEC.

LGBT Liaison Committee

The Ottawa Police Service continues to be committed to providing bias neutral services to the 2SLGBTQ+ community members in Ottawa. In the last 30 years, the OPS 2SLGBTQ+ Liaison Committee has played a vital role in improving services to the 2SLGBTQ+ community.

In April of 2019, The OPS 2SLGBTQ+ Liaison Committee participated in a Diversity Audit consultation session with Graybridge Malkam.

Earlier this year, the OPS 2SLGBTQ+ Liaison Committee with assistance from Catalyst Research conducted a survey and took the opportunity to critically reflect on its work and structure in the current context of policing and the 2SLGBTQ+ communities. A number of factors have prompted this initiative. Feedback has been received that the Liaison Committee in its current structure has not been as effective as it has been in the past. Issues have been raised regarding the importance of addressing issues from an intersectional lens.

Based on the result of the survey, the 2SLGBTQ+ Liaison Committee Leadership Team is meeting to determine next steps and to coordinate the implementation of a Steering Group that will examine various scenarios with regard to the re-structuring of the GLBT Liaison Committee.

While the OPS 2SLGBTQ+ Liaison Committee is being reviewed the committee is not meeting.

Planning, Performance and Analytics

Public Opinion Research to Inform the Strategic Direction for the Service

Public opinion research is conducted every three years as part of the business plan development process. The methodology for the research conducted in 2018 on behalf of the Board and the Service, as well as the participation rates for each method was reported in last year's consultation report.

The results of the public opinion research were presented to the Board and the public at the Board's Policy and Governance Committee meeting on November 18, 2018, as well as at the Board's regular meeting on November 21, 2018. In summary:

- Satisfaction the quality of policing service remains high however there has been a small decline since 2015;
- Public trust in the Service remains high however more residents say their trust has declined;

- The vast majority of residents feel safe in their homes however there is growing concern with guns and gangs, traffic and road safety, drugs/dealers, and violence against specific groups (women, youth, seniors, ethnic minorities, and LGBTQ2); and
- There is a greater desire for transparency, more community policing (increased presence and familiarity with officers at the neighbourhood level), diversity in the workforce, enhanced training in mental health and cultural diversity for frontline officers.

The enhancements to the research methodology produced more robust results and enabled input from segments of the Ottawa population traditionally hard to reach. The results of public opinion research were used as a key input to the Board's 2019-2020 Strategic Direction for the Service.

Background Clearance Fee Structure Consultation

The Background Clearance Section posted an open link online survey looking for community input on a fee structure model for records check services. The survey was posted on the Ottawa Police website from June 5, 2019 to June 17, 2019. Corporate Communications sent notifications through social media as well as traditional media. Records & Information Management sent emails including the survey link to all major contacts in the employment and volunteer sector requesting that they fan out the survey to their membership.

Three fee structure options were presented based on a financial review, a scan of other police services, as well as previous community feedback. The survey requested public input to identify the best option to meet the community's needs while being financially sustainable for the police service.

The first part of the survey consisted of three [3] questions asking respondents to rank order their preferred choice of fee structure options as well as provide open commentary on their selection choice and any other feedback they wished to share. The second part of the survey asked questions relating to the demographics of respondents including age range, status (seeking employment, employed, student, etc), household income, as well as current and previous police record check requests.

The final sample size represented 3,144 responses. The majority of respondents (52%) selected a fee structure model where volunteers pay \$0 and employees pay \$75 for a records check. The current model where volunteers pay \$0 and employees pay \$90 was selected by 26% of respondents. The third recommended option to phase-in a fee for volunteers was the least favorable at 23%.

On June 24, 2019 the Police Services Board approved, based on staff recommendations, a partial cost-recovery fee structure model which will phase-in a fee for police records checks for volunteers. As of September 1, 2019, a fee of \$10 will apply for all volunteers. The fee for employment checks will be reduced to \$65. As of January 1, 2020, the volunteer police record check fee will increase to \$20 with employment checks remaining at \$65.

A public news release was distributed in August.

Community Relations

Formalized Community Networks

Formalized Community Networks (FCN) were introduced in several communities to enhance collaboration and partnerships and improve well-being, safety and security at the local level. In keeping with the principles of the Community Policing Strategy, OPS actively engages with local residents and community partners to develop evidence based strategies focused on crime prevention and early intervention of low level crimes and social disorders in their neighbourhoods.

OPS adopted the *SafeGrowth Program* methodology to build and sustain community capacity for self-directed problem-solving. The community safety planning and development program comprises a range of neighbourhood problem-solving tactics, police problem-resolution strategies, risk assessment methods and crime prevention methods.

To date, *SafeGrowth* training has been conducted in the Lowertown and Carlington communities, where community partners and residents participated in a series of workshops to learn the methodology before undertaking field assignments where they would apply the methodology, develop safety plans and strategies for addressing specific problems in their neighbourhoods. The project plans were presented to the community at large and are currently in various stages of implementation.

Approximately 50 community partners, residents and OPS officers participated in the full-day workshops in Lowertown on September 17-18 and November 8-9 2018 and Carlington on April 30-May 1 and June 12-13 2019. Post training surveys were conducted and 90% of participants agreed that the methodology was effective and that they had greater knowledge, skills and abilities to take responsibility for community problems within their control.

SafeGrowth

The Ottawa Police Community Safety Services applied for and received, a Proceeds of Crime Grant to bring Gregory Saville, creator of SafeGrowth, to Ottawa and train 3rd generation CPTED to community members.

The SafeGrowth training took place on September 17th, 18th and November 8th and 9th of 2018 and was delivered to the Lowertown community members and its partners. The 4 day training, separated by a 2 month data collection/field study period, taught the participants the basic CPTED model as well as the 3rd generation CPTED in order to help Lowertown develop their own safety planning and crime prevention strategies to resolve crime and safety problems.

The training provided 25 Lowertown community and its Safety committee members with the tools and resources required in order to help them work together to continue to improve safety issues in the coming years. Three safety projects have been initiated and will have a direct impact on their perception of safety in their neighbourhood.

The goal for SafeGrowth is to continue the implementation practice in Lowertown. In addition to that, expand the implementation to many other communities in order to help improve safety issues throughout the City.

“Ask an Officer” pilot

In the spring of 2018, the Youth Section launched its “Ask an Officer” sessions with parents. The goal was to create an informal opportunity to increase the awareness of parents around youth and the law. It included topics such as the YCJA, the Parental Responsibility Act, age of consent, curfew, and resources they could access for support. These pilot sessions were hosted by our community partners in Russell Heights, Overbrook, and for Syrian refugees via the Ottawa Chinese Community Service Centre. This model has also since been adapted to meet with youth in group homes in Ottawa. These sessions provide opportunities for parents and youth to ask questions and gain knowledge around youth & the law in an informal and non-threatening, accessible setting within their own communities.

Citywide Cannabis Parent Information Nights

In the spring of 2018, our School Resource Officers delivered cannabis awareness presentations in both English and French in collaboration with all four Ottawa school boards (OCDSB, OCSB, CEPEO, CECCE), Ottawa Public Health, Rideauwood, and Maison Fraternité. They were delivered in school auditoriums strategically located in communities citywide in order to make them most accessible to parents. The goal was to increase the awareness of parents around the health implications, school policies, legal aspects, and community resources given the legalization of cannabis. There was also a resource fair with service providers both before and after presentations to encourage informal dialogue and facilitate parents asking questions. We continue to work closely with our school-based partners around this issue and other emerging trends as they arise in order to respond in a proactive, coordinated way.

MERIT and the Ottawa CR2V Strategy

Ottawa's Multi-Agency Early Risk Intervention Table (MERIT) a multi-sector intervention coordination table, housed within the Ottawa Police Service. It brings police, health and social service agencies together to collaboratively and proactively plan and implement targeted interventions to support individuals and families who are experiencing situations of "acutely elevated risk" (AER). MERIT launched as a pilot in select neighbourhoods of the city in 2015. In 2017, the project received funding from Public Safety Canada's (PSC) Community Resiliency Fund to develop a local strategy to counter radicalization to violence (CVE), and to integrate CVE interventions as part of MERIT's Situation Table.

In developing and implementing the Ottawa CR2V Strategy, MERIT sought to accomplish the following:

- Raise front-line awareness and community capacity to intervene to reduce the risk, victimization, and criminality associated with radicalization to violence (R2V)
- Develop a "whole of society" approach to address the threat of radicalization, build a more resilient community, and develop the capacity of MERIT and partners to provide targeted interventions that are:
 - Focused on and responsive to local priorities and drivers of R2V;
 - Based on local assets and on the knowledge and expertise of our community and local health, education, and social service practitioners;
 - Aligned with and complementary to existing local initiatives;
 - Supported by evidence and incorporates the most up-to-date knowledge and expertise of leading local, national and international practitioners and researchers;

- Driven by those outside of the national security establishment;
- Acknowledges the need to address long-term structural injustices, poor governance, and overreliance on securitized responses that overstate the role of ideology as a causative factor of R2V;

Committed to contributing to the improvement of the overall state of knowledge about CR2V through program evaluation and sharing lessons learned, promising practices, challenges, and overall impact outcomes, including any potential negative outcomes. Engaged local stakeholders in 16 focus groups; participants included representatives from local schools and school boards, health and resource centres, hospitals and paramedic services, child and youth services, parole and law-enforcement agencies, municipal services, community development organizations, equity and inclusion organizations, and local community members. Some participants attended several focus groups. The exact number of participants could not be verified.

- Delivered 8 presentations about MERIT and the strategy being developed to local stakeholders.
- Delivered 5 presentations about MERIT and the strategy being developed at provincial, national, and international conferences.
- Benefited from 7 information-gathering meetings with national and international P/CVE and CR2V practitioners and subject experts.
- Produced a business case for MERIT.
- Developed an asset map of partner expertise

“MERIT worked with trusted community partners to convene and engage stakeholders in a series of dialogues. It was evident during these dialogues that some stakeholders were participating at considerable personal cost, as the conversations required them to engage with painful topics, reflect on difficult experiences, and speak truth to power by directly sharing their experiences of institutional racism, including their experiences with OPS. Thanks to their contributions, the MERIT was able to gain invaluable insight into the community context within which it is seeking to develop and implement the local CR2V strategy.”

“The MERIT team has made significant progress in aligning local work on CR2V, supported the development of CR2V capacity among community partners, and connected Ottawa to other provincial, national and international efforts and expertise on CR2V. The consultation process revealed the need for a prevention-focused initiative to accompany the more intervention-focused work of MERIT. In fact, many key stakeholders were not interested in supporting a strategy singularly focused on intervention in cases of acutely elevated risk. Accordingly, MERIT is working with United Way Ottawa to co-create the United Against Hate Coalition which will bring together

local stakeholders to develop and implement an integrated approach. United Against Hate will be composed of two core components: (1) a community-wide prevention strategy where most Coalition partners will play a role through the provision of expertise and alignment of their strategies; and (2) an intervention strategy, where participating service providing agencies will work with MERIT to coordinate services and provide targeted interventions. The Coalition has been formalized and is in the process of applying for funding.”

Training & Development

Outreach Recruitment Team

The purpose of the Recruitment Information Sessions is to meet potential candidates and explain what makes a candidate competitive in our process, as well as the application and interview process. These sessions are open to everyone and promoted through the OPS website and various social media platforms. The sessions are shown live on Instagram. In 2018 the Outreach Recruitment Team has conducted four (4) Information Sessions since the inception of the Outreach Team in July 2018 where a total of 289 participants took part.

The Outreach Recruitment Team has continued to develop new initiatives and partnerships with various community groups. These assist in increasing our exposure, but also assist in the transparency of the Police Constable Recruitment process.

The sessions allow us to reach out to wider audiences and ensure that potential candidates understand the process fully, leading to better prepared candidates who are successful in the process.

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 Ottawa Police Services Board, partners, community organizations, and residents, the OPS is able 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 2020 that meet community interests, concerns, and priorities.