

Report to / Rapport au:

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

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Submitted by / Soumis par:

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

Contact Person / Personne ressource:

**Hamid Mousa, Manager Community Development, Community Development/
Gestionnaire, développement communautaire
*MousaH@ottawapolice.ca***

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 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, Collaborate, and Mobilize.

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 2018 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 2016-2018 Business Plan entitled: Innovation & Investment in Community Safety:

- Community: Working with our communities on our shared responsibility for safety
- Members: Engaging and investing in all our people
- Service: Delivering service excellence through our operations

The 2016-2018 Business Plan adopted an 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 been developed in relation to the Chief's identified 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 2018 as supported in the OPS 2016- 2018 Business 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 Engagement Toolkit

The Community Development Section (CDS) developed a Community Engagement Toolkit in consultation with OPS members and community stakeholders.

The Toolkit meets the requirement from the PSB consultation policy CR-6. According to the policy, “Staff required conducting and managing effective consultation, receiving adequate resources, training and professional development; a training module is adopted by the Professional Development Centre;” This toolkit will be useful for members who are engaged in community outreach and relationship building activities.

Public Opinion Research to Inform the 2019-2021 Business Plan

Public opinion research is conducted every three years as part of the business plan development process. This public opinion research is needed to assess perceptions of:

- Neighbourhood safety and security
- Crime and safety concerns
- Community priorities; and
- Satisfaction, trust and confidence

Following a competitive procurement process, Ipsos Public Affairs was awarded a contract to conduct the research on behalf of the Ottawa Police Services Board (OPSB) and the Ottawa Police Service (OPS). This research was conducted over the summer 2018. OPS’s Planning, Performance and Analytics (PP&A) Directorate managed the engagement process, in collaboration with the Community Development Section.

The OPSB/OPS wanted to be able to compare results to previous research (2015); analyze results by Ward; collect input from neighbourhoods, and hard to reach groups that have been under-represented in the past. Various research methods were used to achieve these goals, including:

- **Representative Survey:** A total of 3,553 Ottawa residents were surveyed based on randomly-drawn sample of 17,200 households. The survey was available in seven languages and in print format. This reflected an overall response rate of 21% and a representative sample in each of the 23 Wards;

- **Public-wide Survey:** A total of 1,526 residents completed an online open link version of the representative survey posted on the OPS and OPSB websites and promoted via social media and the Community Development's networks for all interested residents to provide feedback;
- **Partnership in Action (PIA) Consultation sessions:** A total of 122 citizens participated in the four OPSB/OPS "Let's Chat – Priorities" sessions hosted during the week of July 11.
- **Community Engagement Consultation Toolkits:** A total of 20 self directed sessions run by community stakeholders allowed 360 citizens to participate in their own discussions and provide input as a group;
- **Social Media Scan/Dialogue** – a social media scan was conducted to capture the volume of mentions of OPS/OPSB on social media and to understand the sentiment of those mentions. The scan found 66,017 mentions from 24,124 users, a random sample of which was analyzed for sentiment.
- **Mayor and Council:** OPS is currently administering an online survey to collect feedback from the Mayor and City Councillors.
- IPSOS will be consolidating all of the public opinion research and the results will be presented at a public Board meeting in the fall.

Police Week 2018: "Celebrating Policing and Community Partnerships".

The Community Development Section, Community Police Centre officers, and their volunteers coordinated 4 major events to engage the community and celebrate police week. These events highlight our ongoing commitment to working together to strengthen the positive relationship between the police and the community.

The focus of the engagement was on neighbourhoods that have experienced trauma through the impact of major incidents. The three catchment areas selected were: Bells Corners, Hunt Club-Riverside, and Overbrook. In addition, BBQ event was organized by CDS with City of Ottawa Mayor Jim Watson, Ottawa Police Services Board Chair Eli El-Chantiry and Ottawa Police Chief Charles Bordeleau launching the week.

We continue to believe that our community is our inspiration. It was truly exciting to see approximately 2000 people engage with our members in a positive environment. It created the opportunity to have positive and constructive interactions between the communities and the police services, leading to enhanced trust and confidence.

Community Connection Newsletter

One of the Community Development Section mandates is to develop sustainable partnerships and engagement strategies within the community. In an effort to enhance communication with the community, a quarterly E-Newsletter was created. The “Community Connection” is an effective communication piece currently reaching over 1500 community members that:

- Informs the public on different events and initiatives of the Community Development, Diversity & Race Relations and Crime Prevention sections.
- Offer crime prevention tips
- Provides the reader with interesting stories and points of view to keep them informed and involved with a basis in community development and engagement
- Promote that the OPS is committed to protect the safety, security and quality of life in Ottawa
- Informs the community on community issues, events and programs that they may be unaware of

Conducted Energy Weapons (CEW) Expansion:

The Training & Development Section and the Superintendent of Frontline Operations designed a two phase Conducted Energy Weapons (CEW) Consultation Plan. It was designed to raise awareness about the revised guidelines, provide some education on CEW's and their use within the Ottawa Police Service (OPS) and ensure that both the public (particularly those representing diverse communities) and OPS members had an opportunity to provide their feedback through a variety of approaches.

Phase 1: Questionnaire

A questionnaire building on a similar consultation in 2014 was developed and distributed to the public via social media and the OPS website in March and the beginning of April 2018. Open-ended questions were transferred to an Excel file and coded using pre-set codes from previous research on CEWs and new codes that emerged from the data on subjects such as transparency.

Phase 2: Face-to-Face Consultations

The OPS also conducted a series of in-person consultations with various community experts and stakeholders representing vulnerable populations, including people with mental health issues.

This Consultation helped identify that there is broad support for the expansion of the CEW program as a viable option that reduces the risk of death or injury in situations where an individual is out of control and/or in danger of harming themselves or others. The feedback will also assist with officer de-escalation and mental health training opportunities.

Violence Against Women

In 2017, the Ottawa Police Service continued to engage its partners in establishing best practices for dealing with issues relating to Violence Against Women. After extensive input from our community frontline partners, the OPS introduced a Philadelphia-type model for the evaluation of sexual assault reports. The creation of the first-ever Domestic Violence and Sexual Violence Advocate review tables saw members from frontline agencies engaged in providing a review and feedback of recently finalized reports. The tables helped to guide the creation of the community-based committee, which had members visit the OPS to review these files in early 2017. Their conclusion, after reviewing the files, was that there were no systemic issues with how these cases were being processed. Ongoing talks in 2018 will determine the frequency of these reviews, and will include outlining which agencies should be involved to represent the community and its workers.

The OPS also conducted three Sexual Assault Response Officer (SARO) courses in 2017, which saw more than 60 sworn officers engage in the new program, and included several members from Ottawa's frontline agencies in the classes. This collaborative and transparent approach to providing essential services to some of the most vulnerable members of our community will continue going forward and help to ensure a standardized quality of response to these survivors and victims of crime.

As well, May is Sex Assault Awareness month, and the OPS leveraged social media and a radio ad campaign to educate the public, on how to stay safe and prevent these kinds of incidents from occurring in our city.

Facilities Strategic Plan - South Campus Phase 1 Public Pre-Consultation

On June 26, 2018 the Ottawa Police Services (OPS) held a Public Engagement Session at the Rideau Valley Conservation Authority at 3889 Rideau Valley Drive to solicit public input into its South Campus project which will be located at 55 Lodge Road.

The session offered members of the public an early opportunity to learn more about the aspects of the Campus Master Plan and the first phase of the campus design; and to

provide their input on how to best integrate with the surrounding communities and the riverfront.

In advance of the public session, meetings were held with external stakeholders (local city Councillor, administrator from Carleton Lodge and representatives of the Chapman Mills Community Association) to identify potential community concerns. These meetings helped provide a deeper understanding of key issues, concerns and opportunities which served to better frame the engagement session with the community.

The public pre-consultation session used an open house format and combined information boards and engagement kiosks for participants to browse and hold in-depth discussions with staff and experts. Topics included the boarder purpose for the new OPS South Campus, connectivity to the community, building architectural and sustainable design, and site development opportunities related to public art, green spaces and site access.

The desired outcome of the session was to develop a set of “Community Design Principles” that will complement the “OPS Corporate Design Principles” articulated in the OPS South Campus Master Plan.

Thirty-four (34) members of the public attended, representing residents, community groups and OPS stakeholders. Overall there was general support for the project, and in some cases, enthusiasm for the new campus and the proposed site uses. The majority of comments received related to green space, safety, access, traffic and noise concerns. As a result, the Project Design Team is well positioned to integrate both sets of principles into the design of South Campus Phase 1.

The next step in the consultation process is to produce a Public Pre-Consultation Report that will be included with the Site Plan Application submission to the City.

Community Equity Council (CEC)

A full and comprehensive review of the Community and Police Action Committee (COMPAC) was conducted By Catalyst Research and Communications in collaboration with the Diversity and Race Relation Section. The intent was to develop a new community based committee that can support the Ottawa Police Service. The Council’s mandate will be to “collaborate with the OPS to work more effectively with Indigenous, racialized, and faith based communities in Ottawa.”

A community partners’ survey to was conducted and provided the community partners with the opportunity to give feedback on a new direction in Police and Community relations. The COMPAC Leadership Team (police and community members) and

Catalyst Research and Communications analyzed the survey results, and developed recommendations on how to move forward.

The Diversity and Race Relations section is moving forward with processing applicants for the selection of the Community Equity Council (CEC) members.

This new council is an opportunity to build stronger relationships with the many diverse communities served by OPS. Part of their responsibilities will be to provide advice and insight on ways to improve and strengthen relationships between the OPS and the Indigenous, faith based and racialized communities in Ottawa.

Ottawa Police Human Rights Learning Forum: “Participating in Reconciliation by Understanding the History of Canada’s Indigenous Peoples”.

Over 220 individuals, including 60 OPS members participated in the third Annual Human Rights Learning Forum. The Diversity and Race Relations Sections (DRR) Led the Forum which was held on December 13, 2017 in honour of International Human Rights Day (Dec. 10). The forum was a great success in building on previous OPS learning forums and in acknowledging the Truth and Reconciliation Commission’s Call to Action.

The Forum provided attendees with:

- A learning or reminder of the legal history of colonialism, Canada’s assimilation policies, and the legacy of the residential school system;
- Firsthand stories of the personal impacts of the residential school system and cultural reconciliation from an Indigenous perspective; and
- Effective strategies and best practice tools in providing services and ways to interact with the urban Indigenous population while creating a foundation to further enhance the Indigenous-police relationship.

Subsequently DRR, in collaboration with frontline officers, developed the Indigenous cultural training.

GLBT Liaison Committee: Annual Pride Week

The Diversity and Race Relations Section (DRR) in collaboration with the GLBT Liaison Committee planned, organized and participated in a range of activities marking Pride Week in August. Along with ensuring the Pride flag is raised at the main headquarters of the police station, DRR and Liaison Committee members assisted an Emergency & Protective Services Fundraising barbeque, raising the Rainbow Flag at city hall, participated in the family picnic, and took part in the Pride Parade.

The Liaison Committee continues to engage with the community on ways of responding and resolving the challenge of Capital Pride's request to have police uniforms restricted to on-duty officers at the annual parade. This year, many OPS members joined the parade in their OPS marked polo's.

Diversity Celebration

The third annual diversity celebration was held in partnership with Immigration, Refugees, and Citizenship Canada where 20 new Canadians were sworn in at Ottawa Police Headquarters. Approximately 150 participants representing another 14 diverse communities in Ottawa took part in the celebration recognizing Multiculturalism Day. The annual event provides a significant and beneficial opportunity to interact with the diverse community and contributes toward the Ottawa Police's commitment to Bias Neutral Policing.

Annual Iftar Dinner

The OPS, through DRR and in partnership with Intercultural Dialogue Institute, hosted an Iftar dinner to building inclusive and safe communities. Approximately 200 people attended and participated in a panel discussion focusing on youth relations.

Recruit Training

2018 saw the continuation of a working relationship with the Catholic Centre for Immigrants and Ottawa area mosques. Diversity training for all new recruits was held at Jami Omar mosque in Nepean. The training sessions were augmented by the participation of members from the diverse communities as well as service providers within the marginalized communities. It provided the recruits an opportunity to engage positively with members of the Muslim community and familiarize with their culture. At the same time, it gave the community members an understanding of police work, roles, responsibilities and processes

Flotilla for Friendship

This annual event continues to enhance the relationship between the police and Indigenous Youth from around the Ottawa and Gatineau area. This year, over 20 officers joined more than 30 youth in canoes to discuss indigenous historic facts and future strategies to strengthen the relationship between OPS and the Indigenous communities.

Newcomer Soccer League and Girls-on-the-Go

The Diversity and Race Relations Section, in partnership with the Catholic Centre for Immigrants, has designed and implemented two initiatives that create opportunities for

Newcomer youth to interact with police. OPS members engage with both initiatives in coaching and mentoring young people.

OPS Internal Peer Support Program –Wellness Project

The Peer Support program was launched on July 1st, 2018. The program was built by our members, families and retirees, for our members, families and retirees. Of the 12 Engagement sessions delivered, 3 sessions were officially open to our family members, veterans and retirees. At these sessions we heard what OPS members, families and retirees wanted and needed in order to successfully build and create an environment of safety and support for all. We heard that it is connecting with another person who has lived experience of their own and who can relate to what you are going through that could be the ‘difference –maker’. Through these engagement sessions, along with a mail out to all homes of active and retired members, we invited interested individuals to apply for a volunteer peer support position. Through this invitation and meetings with interested volunteers, OPS now has 37 trained Peer Supporters, 5 of whom are retirees and 2 who are family members. Information on how to access our Peer Supporters can be found both internally as well as externally.

The support for our members to better their mental health can have a long and impactful influence on the community we serve. It allows us to better cope with calls for service in the community and builds awareness and understanding for our members about the mental health of those we serve.

School Resource Officer Program (SRO)

The purpose of the SRO program is to Liaise with the four public school boards, as well as private schools in the city of Ottawa. The officers take part in school functions including: interschool sports competitions; concerts; end of school year events and proms; organized sport events such as hockey and soccer games.

SROs were involved in bicycle safety programs, rallies and excursions. They delivered in-class lectures and parent presentations on many topics such as: cyber-bullying, drug usage, arrests and charges, police officers’ work and equipment.

SROs participated in many fund raising events such as the Epic Walk, Cop Shop, Youth mental health to name a few.

This year the school resource officers took a key role in assisting Ottawa Public Health with their presentations to parents during the Opioid/Fentanyl crisis.

Leave the Phone Alone (LTPA) Distracted Driving Campaign

Again this year, OPS partnered with Safer Roads Ottawa, Bell Media (CTV, TSN 1200, CFRA, Magic 100), the Canadian Automobile Association (CAA), the Canadian Council of Motor Transport Administrators (CCMTA), the Ottawa RedBlacks, and Ottawa's four school boards to provide a distracted-driving education, awareness and enforcement campaign called Leave the Phone Alone (LTPA). This program is aimed at educating the public and initiating a cultural change in the perception of drivers to one that lets people know that texting and driving is dangerous and illegal. The age group most at risk for being involved in a distracted driving collision is drivers 16 to 29 years old.

LTPA presentations, education and awareness activities were conducted with several partners. Outreach included local hospitals, high schools, colleges and universities, media outlets, enforcement projects and seminars.

Background Clearance Fee Structure Consultation

The Background Clearance Section conducted a public online survey looking for community feedback and public sentiment on a proposed cost recovery model for records check services. The survey was posted on the Ottawa Police website for a two-week period from June 27, 2018 to July 12, 2018.

There were 2946 surveys completed with 70% of respondents not in support of a cost recovery model for all applicants. The survey result recommendations are under review as the project continues into the next phase.

Outreach and Recruitment

The OPS introduced a new Framework to seek out and hire new recruits and increase its sworn officer complement with a focus on ensuring we reflect the community we serve. The Framework included a new approach to outreach, modernizing recruitment and selection processes, and tracking metrics.

In 2018, the outreach and development team continued their community consultation with Black Agenda/Agenda Noir network and will continue to meet on quarterly basis. These consultation meetings were set up to share the recruitment Framework, process and to answer any questions the network may have. These meetings also provided an opportunity to provide valuable feedback on our approaches. The feedback that has been received has been implemented into the hiring process.

Furthermore, the recruitment and outreach team continued their efforts to understand relevant community concerns. The team participated in the justice Tulloch community

consultation session on Carding recognizing the importance of the issue to the racialized communities.

In addition, the team continued with planning and delivering 10 Information Sessions at Ben Franklin Place with up to 400 people attending. These sessions provide potential candidates with information on sworn and civilian hiring processes.

We are confident that this responsive Framework can be used to engage and respond to the needs and values of the diverse cultural communities across Ottawa. We remain committed to building partnership with the community and working with them to hire qualified candidates that are reflective of the community we serve and protect.

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.

The Community Development Section will be working with the Board as well as areas of the organization to determine public engagement projects for 2019 that meet community interests, concerns, and priorities.