

Report to / Rapport au:

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

22 November 2021 / 22 novembre 2021

**Submitted by / Soumis par: Strategic Partnerships & Engagement (SPE)
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**SUBJECT: PUBLIC CONSULTATION POLICY: ANNUAL REPORT
OBJET: POLITIQUE DE CONSULTATION PUBLIQUE : RAPPORT ANNUEL**

REPORT RECOMMENDATIONS

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

RECOMMANDATIONS DU RAPPORT

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

BACKGROUND

The past year was a reflection point for policing. Police services across Canada, and here in Nation's Capital, need to significantly evolve to better-meet the needs of their members and their community. OPS has worked to develop significant and sustainable actions to ensure Ottawans have a policing institution and justice system that are trustworthy and fit for purpose in the new landscape we operate in.

As such the Strategic Partnership and Engagement unit has pivoted focus on the OPS priorities:

- **Public Trust** - To develop our thinking, actions and systems lead to improved OPS member trust and improved public trust in the OPS.

- **Duty of Care** – To demonstrate that we truly care for each other as members of the OPS as well as that we truly care for each member of the community.
- **Community Safety and Well-Being** – To work together internally as “One Team” so we can for better community partnerships what lead to the “Co-Production” of improved community safety and well-being.

The implementation of the Respect, Values and Inclusion (RVI) directorate is leading to improvement in the areas of workplace harassment, discrimination, human rights issues, ethics, diversity and inclusion. The directorate continues to work to ensure overall member inclusion and to promote better practices, policies and decision-making that is fair, respectful, and equitable and to truly acquire significant and sustainable change.

The work of the RVI has been integrated into:

1. The community-led Mental Health Response Strategy
2. The expanded Neighbourhood Resource Team strategy for suburban and rural areas
3. Anti-Indigenous/Anti-Black Racism training for all members; and
4. New community coordinator roles in our SACA/PAU re Violence Against Women (VAW) and Missing and Murdered Indigenous Women & Girls (MMIGWG).

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 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.

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.

Due to the ongoing COVID 19 pandemic, we continue to face challenges to engage with the community. We continuously review all OPS engagement initiatives to adhere to the provincial guidelines of public health measures and continued to design creative new ways to interact with communities.

Like other experiences associated with the pandemic, OPS members and our community have mobilized online engagement methods. While this has been a useful platform, 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 2021 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 2020-2021 Strategic Direction Plan review:

- Advance community policing
- Support Members
- Modernize the work environment
- 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 is determined to continue to be a leader in community engagement.

CONSULTATION

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 Long Term 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 held in person for approximately 200 guests.

Diversity Celebration

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

Safer Supply Project

Following the success of a pilot project, the OPS is pleased to continue its partnership with Ottawa Inner City Health and the Safer Supply project. Ottawa has seen an immense increase of toxic opioid supply throughout the pandemic. The project has helped to reduce the impact of toxic drugs in our community and reduce the criminal activity in the neighbourhood around King Edward Avenue and Murray Street. The project is running in Vancouver, London, and Toronto and now proudly in Ottawa.

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 used when confirming someone's enrollment in this program to avoid them being targeted for robbery of the drugs they may be carrying. Police use their discretion for arresting for possession or possession for the purpose of trafficking when based solely on quantities of pills observed.

The Safer Supply 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.
- Recognizes that treatments like Methadone, Suboxone and Injectable substitution don't work for everyone.

6th Annual Human Rights Learning Forum

The 6th Annual Human Rights Learning Forum: We need to talk: It's about Systemic Racism was a virtual event hosted by the Ottawa Police Service (OPS) and the Community Equity Council (CEC) on December 10, 2020. The Forum was focused on

meaningful dialogue aimed at providing avenues for personal and collective learning and growth and identifying opportunities to learn from lived experiences. The intent was to engage the public, community partners, and OPS members in meaningful dialogue on systemic racism in order to deepen collective understanding. Key objectives included:

- to hold a safe space to have meaningful dialogue on systemic racism,
- to provide avenues for personal and collective learning and growth,
- to learn from examples, and
- to urge us to take personal and collective action.

The afternoon event, hosted on the virtual platform of Zoom, drew just over 170 participants. Approximately 29% of participants were affiliated with community organizations or associations, 17% were service providers, and another 20% were members of the OPS. Other participants included city councilors, as well as individuals from government, universities, emergency services, and local unions.

In his opening comments, Deputy Chief Steve Bell affirmed the commitment of the OPS to continued, meaningful action that would continue to address systemic racism within the service. Panelists Jephthee Elysee, Manager Gender and Race Equity, Indigenous Relations, Diversity and Inclusion Branch at the City of Ottawa; Shirley Cuillierrier, retired RCMP Assistant Commissioner; Carl Cartwright, OPS Inspector; and Gerard Etienne, CEC Co-Chair, shared their perspectives on, and personal experiences with racism.

As with previous OPS Human Rights Learning Forums, this event sought to facilitate a meaningful dialogue between the community and OPS members. OPS shared how knowledge gained from previous forums has been applied within the Service, leading to the development and implementation of the Equity, Diversity and Inclusion (EDI) Action Plan. In order to continue advancing and enhancing the organizational culture change, participants were asked to help identify undercurrents of systemic racism so as to deepen collective understanding of the issue.

Equity, Diversity and Inclusion (EDI) Action Plan

The Equity, Diversity and Inclusion (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 is our guiding strategy for the section. The EDI unit continues the development of its ten priority action items in the Action Plan. The plan's priorities were built on many different

sources including past reports and significant inputs from both police and community members who contributed to the many meetings, interviews, forums and surveys. Close work continues with Community Equity Council (CEC) and its working groups.

The top five priority action items identified for 2020 have been completed.

1. Creation of the EDI Office to enhance EDI efforts and coordination across OPS.
2. Providing EDI Coaching and Mentoring to equip our leaders with culture change and EDI tools.
3. The development of the 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. Reintroducing of the Hate Crime Section to improve response and support to impacted communities.
5. Enhance Community Policing including the expansion of Neighbourhood Resource Teams to suburban and rural communities. (launch January 4, 2022)

United for All Coalition (UFA)

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

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

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

Consultation to Support Draft 2022 Budget Process

In July 2021, the Ottawa Police Service (OPS) developed an ambitious, multi-faceted Budget Consultation plan which was reviewed and approved by the Ottawa Police Service Board (OPSB). The goal was to improve our understanding of the diverse and complex needs of the communities we serve. The plan included a range of various quantitative and qualitative data collection methods spread over a four-month span. It emphasized seeking and obtaining feedback from diverse communities, particularly those which are racialized and marginalized, using a mixture of data collection methods. In addition to OPS/OPSB-led data collection methods that were designed to directly speak to the OPS Budget, other sources were considered as part of the consultation effort since they address topics such as public safety and satisfaction with police and were included because they can enrich our understanding of what Ottawa residents need and expect from the Police Service.

In total, the Budget Consultation process encapsulates five surveys with over 8,000 combined participants; community forums, small group discussions, one-on-one conversations, delegations, and emails; as well as externally-conducted polls, a social impact audit, environmental scan, and social media analyses included in order to understand broader contexts and influences:

- **OPS/OPSB Public and Stakeholder Opinion Survey** – The online Public and Stakeholder Survey was promoted via traditional and online methods as well as direct outreach to traditionally marginalized groups. The survey was distributed in multiple languages, including English, French, Arabic, Spanish, Mandarin, Cantonese, Somali, Farsi, and Inuktitut and made available in paper and accessible formats upon request. Over 4,400 survey responses were received.
- **Advanced Symbolics Social Media Analysis** – Recognizing that online content is another potential source of information about community perceptions, the OPS engaged Advanced Symbolics Inc. (ASI), to analyze social media content relating to the OPS. Their methodology uses Artificial Intelligence that aggregates data to assess trends and patterns, using a sampling method that ensures the demographics of the community are mirrored and that the sample is representative of the population, while protecting the privacy of individuals.
- **Advanis Public Opinion Survey** – OPS obtained data from the Ottawa sample of a national public opinion survey conducted by Advanis Research on the topic of crime, personal safety and perceptions of the police. The surveys were conducted using a random sampling methodology in 2019 and 2020 with samples of 624 and 1,388 Ottawa residents respectively.

- **HelpSeeker Social Impact Audit** – OPS engaged HelpSeeker Technologies to conduct a Social Impact Audit that captures and analyzes all funding sources a the service delivery level in a region as a first step in a cross-sector/jurisdictional assessment of service effectiveness and efficiency in meeting community needs.
- **Community Safety and Well-Being Plan Data Analysis** – OPS reviewed reports and anonymized data from community consultations conducted by the City of Ottawa in 2020 and 2021 in order to identify priorities and strategies to improve the safety and well-being of Ottawa residents.
- **Environmental Scan** – OPS regularly conducts Environmental Scans to examine the range of internal and external factors that will influence how policing services are delivered in the Nation’s Capital. The intersecting factors included in the scan are political, environmental, economic, technological, legal and media.
- **OPS Member Engagement Survey** – OPS regularly conducts engagement surveys with members, and results of the 2020 survey with a sample of 1,089 members were reviewed.
- **OPS/OPSB Community Budget Consultation** – OPS and OPSB co-hosted a virtual Budget Consultation Community Forum on September 14, 2021 in order to have dialogue on community trends and priorities to ensure OPSB and OPS are prioritizing funding, resources and initiatives in line with community needs. A total of 56 individuals attended.
- **Focus Groups and One-on-One Consultations** – Service providers and key leaders representing diverse groups were approached to provide input on the OPS budget, including: individuals and organizations from 2SLGBTQIA+, faith-based, Indigenous and Inuit, Black, and other racialized groups.
- **Mayor and Councillor Survey** – OPS conducted a survey of members of City Council and the Mayor in 2020 to gauge satisfaction and trust in the Service, and to identify areas for improvement. Out of the 23 members of City Council and the Mayor, there were 15 respondents to this survey.
- **Consultations with City Officials** – the OPS has been engaging in consultation with members of Ottawa City Council in order to understand their needs, concerns and priorities, as well as those of their constituents. The first set of on-line video consultations took place from May to July 2021, the second set began in September 2021. To date, OPS executive and members of the Finance and Audit Working Group have consulted with 11 Councillors.
- **Consultations with Diverse Communities** – Through facilitation of the Respect Values and Inclusion Directorate (RVI), OPS members have participated in

numerous discussions, meetings, and community committees that address issues and concerns of various communities, including Black, Indigenous, and other marginalized, diverse, and underserved communities. Inputs and support have been received from hundreds of community groups, such as Communauté Congolaise du Canada (CCC), Canadian Institute for Conflict Resolution (CICR), Burundi Community in Ottawa, Ottawa Nigerian Association, United For All, Canadian Somali Mothers Association, Somerset Street Chinatown BIA, Middle Eastern & Asians Youth, Community Equity Council (CEC) Leadership, African Canadian Association of Ottawa, City of Ottawa - Human Needs Task Force, and the Royal Ottawa Hospital.

- **OPS Social Media Review** – The OPS uses several tools to gauge social media reactions to OPS operations. Zencity is a cross-channel insights and analytics platform OPS uses to ensure all corners of the community are heard through publicly available digital commentary and interactions. Other tools include Hootsuite, TweetDeck, and platform-derived statistics (stats taken directly from social media platforms).
- **Public Delegations at OPSB Meetings** – Public delegations at monthly OPSB and Committee meetings represent alternative viewpoints, concerns of communities, and are key contributors to ongoing enhancements to OPS operations and strategy. Between January and September 2021, nearly 60 unique delegates presented in person to the OPS and OPSB. As some delegates presented on more than one occasion, approximately 95 delegate presentations were delivered during this time. This excludes written delegate submittals, which were also considered as part of the overall 2022 budgeting exercise.
- **Email Correspondence** – As part of this year’s Budget consultation process, and for the first time, the OPS invited community members to submit open-ended email feedback. Though there were less than a dozen emails received, the email input was of value and contributes to the broader consultation plan.

No single survey or forum can provide a complete picture or address all the concerns and priorities regarding police service and community safety. However, as a composite, these consultations demonstrate intersecting and overlapping concerns from residents, stakeholders and community members. As a result of these extensive community consultations and review of additional relevant information, the OPS interprets the following key points, which are generally consistent with past community consultations:

- **Police services matter to Ottawa residents and residents want improvements.** The vast majority of respondents in various consultations provide ways in which the police need to improve, particularly in terms of building

partnership and engagement with diverse, marginalized, and racialized communities.

- **A majority of respondents do not support a reduction in the OPS Budget.** Those calling for abolition or defunding the police are among a small but vocal minority.
- **Residents want a new approach for response to social issues**, particularly mental illness and addiction, in order to have better outcomes and responses. The desired role for OPS in these responses varies significantly, but it is clear that a new approach is needed.
- **There are pronounced community safety issues**, top of which are Mental health and addictions, road and pedestrian safety, violence against women, and violent crime/gun violence.
- **Public trust has been eroded.** Distrust of OPS has gone up by 19% since 2018. Nonetheless, the majority of respondents to various consultations want to see the police improve so as to earn community trust. This degradation of trust measurements continues to be a major concern for all police services and must be addressed.
- **On-going investment is needed in equity, diversity and inclusion (EDI) efforts.** Changes to funding brought about through this Budget should not undermine efforts to increase diversity within the Service, address racism, and improve training.

City of Ottawa Human Needs Task Force

In March 2020, the City of Ottawa activated the Human Needs Task Force (HNTF) as part of the City's Emergency Management Plan and emergency response to COVID19. The HNTF's mandate is to work collaboratively to assess and respond to urgent or emerging community needs/challenges and to disseminate information and resources to the community through various platforms. As the City and community partners transition to service resumption, the HNTF initiated Phase 2 of their strategic plan. As such, we shifted our membership to best meet the needs of the community.

OPS continues to be an active partner at the HNTF table in Phase 2, accompanied by 70 members including municipal City staff, Ottawa Public Health, community service providers and funders, among others. Membership was determined through a call out to community agencies and 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
 - Ottawa Community Housing

The HNTF meets monthly working collaboratively to continue responding to urgent and emerging community needs but has transitioned its focus to identify long term or systemic issues and possible solutions that strengthen service resumption and resilience. The bulk of this work is managed through three primary sub-committees:

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

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

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

The community-led Mental Health Response Strategy

On January 25th, 2021, the OPS presented its Mental Health Response Strategy (MHRS) consultation approach to the Ottawa Police Services Board (OPSB) for approval. Since then, the development of the Mental Health Guiding Council has transitioned to the City of Ottawa. This community-led initiative seeks to provide better

supports for those in mental health crisis. It recognizes that the police are not subject matter experts and looks to augment OPS response with support from mental healthcare workers, addictions specialists, and other professionals to ensure the right response at the right time for the person in need.

Mental health response requires a whole-of-community approach in order to effectively develop a plan that supports the needs of some of the most vulnerable members of our society. The strategy incorporates feedback from stakeholder groups to develop best-practices to ensure an effective response that redirects those impacted away from the criminal process and toward supports that will provide a foundation for wellness.

OPS was proud to engage a project team that helped to inform the initiation of this process including: the Champlain Mental Health and Addictions Network; Kids Come First (Mental Health & Addictions Working Group), Community Development Framework; the African, Caribbean & Black Mental Health Coalition; Ottawa Aboriginal Coalition; the Ottawa Local Immigration Partnership (OLIP); and the Community Equity Council (CEC).

Sexual Violence & Harassment (SV&H) Project

Throughout 2021, the SV&H Project has continued to evolve and be developed with some exciting milestones having been accomplished to address sexual violence and harassment affecting members at OPS.

In continuing the work from 2020, the SV&H Core Working Group (CWG) consisting of a cross section of members from multiple directorates within OPS, continued to develop and formalize the SV&H strategy and future state. As part of this work, the OPS, in partnership with the OPSB, initiated a pilot with Rubin Thomlinson LLP (RT) to serve as an independent third-party advisor to confidentially receive complaints about workplace harassment, discrimination, violence and reprisal based on grounds protected in the Ontario Human Rights Code and the Occupational Health & Safety Act. The project work along with the recommendations from Rubin Thomlinson will fully form the future state of OPS' improved Respectful Workplace Program.

Over the course of 2021, the CWG continued to research information related to sexual violence and harassment in the workplace. They continued to meet with, share and solicit information, receive input and feedback from the OPS Internal Advisory Group (IAG) as well as individual members-at-large. Members of the External Advisory Group (EAG), consisting of a cross section of community experts and peers, were also active participants in further forming the strategy and future state.

Three 'Female Members Only' sessions were hosted on Teams for our female members. These continuing conversation sessions were specific to issues related to sexual violence and harassment at OPS and systemic issues and barriers for female members. Over 70 females participated at each of these sessions.

Two 'Spark Strategy' workshops were completed in October 2021 identifying informal 'Champions' at OPS to continue to support the SV&H strategy, and included a total of 40 members, both sworn and civilian from all ranks and positions.

<i>Group</i>	<i>Number of Sessions</i>
Internal Advisory Group (IAG)	6
External Advisory Group (EAG)	6
Core Working Group (CWG)	11
Female-Only TEAMS Sessions	3
Spark Strategy Workshops	2

With the SV&H Strategy formalized, the SV&H Strategy future state is scheduled to be presented at the OPSB in December 2021.

Animal Abuse Response and Training

In 2020 and 2021, OPS continued to train all recruits on the Violence Link. Violence Link training is the link between animal abuse and human abuse. It has been established through decades of evidenced based research that where there is animal abuse there is a high probability a human has or will be abused by the same offender. This initiative stemmed from an OPS partnership with both the Violence Link Coalition and the Ottawa Humane Society.

In addition to training, new policy was implemented at OPS, in order to respond to, and investigate, occurrences of suspected animal abuse. The Ministry Animal Welfare Unit hotline (1-833-926-4625) was also established, in order to provide direct guidance for animal welfare.

Gender-based violence & Violence Against Women

Reporting incidents of violence against women is critical to identify suspects and determine crime trends. We understand the difficulties and barriers to victims of sexual violence coming forward to police and the OPS will always respect a victim's wish to pursue or not pursue the investigation.

The VAW Community Strategy and Workplan has hired two full time positions dedicated to Violence Against Women (VAW) including a VAW Senior Advisor and an Indigenous

Women's Safety Advisor. OPS have been working with the Ottawa Aboriginal Coalition to fill this important position and Shirley Cuillierrier has been contracted by OPS to be the interim Indigenous Women's Safety Advisor. Shirley is a member of the Mohawk First Nations and is a retired Assistant Commissioner with the RCMP. She was the officer in charge of the RCMP's response to the National Inquiry on Missing and Murdered Indigenous Women and Girls, among other work including work as a task force member of the Canadian Women's Foundation examining human trafficking of women and girls. She has devoted much of her life empowering women and supporting children who have been victims of violence.

As well, after a great deal of discussion with the Violence Against Women Advisory Committee, Melanie Winwood has joined OPS as the VAW Senior Advisor. Melanie is the co-chair of the OPS VAW Advisory Committee. She comes to OPS from Western Ottawa Resource Centre with an extensive background and experience with Violence Against Women. Both of these women have a vast array of experience, community partnerships and relationships to help us better advocate for and provide culturally appropriate services for Indigenous women and all women in our community. The OPS will continue to reach out to the Indigenous people in our city to learn more, to engage better and to form more effective partnerships.

Missing and Murdered Indigenous Women & Girls (MMIGWG)

VAW continues to be a key operational priority as this is a prevalent issue within the communities that we serve. Through our engagement with community stakeholders, OPS has made great progress in implementing effective strategies focused on enforcement, prevention, and education about ending VAW/MMIWG. The 2021 Budget will show an increased commitment to this important work by allocating 5 growth positions within our SACA/PAU. These new investments in VAW/ MMIWG services will allow for:

- Development of a dedicated VAW Liaison Coordinator position. This resource will be focused on improving service delivery addressing VAW and gender-based violence issues. They will support both internal and external stakeholders in enhancing strategies, programs and processes specific to these issues.
- A resource focused on MMIWG to fully implement the MMIWG recommendations in the OPS. This resource will be focused on improving service delivery addressing MMIWG issues. They will support both internal and external stakeholders in enhancing strategies, programs, and processes specific to these issues; and

- Increased investigative capacity and victim services
- Street Violence

Anti-Indigenous / Anti-Racism Training Project

With the ongoing social justice movements going on across North America, OPS has implemented the Anti-Racism Training Project. The project involves doing anti racism training for OPS members that includes Anti-Indigenous, Anti-black, Anti-Asian etc. Internal stakeholders include. In partnership with internal (EDI, REV, EDI, PDC, and many others) and external partnership stakeholders/committees (CEC, OLIP-Equity Ottawa, Ottawa Aboriginal Committee, United for All Coalition, and the City Anti-Racism Secretariat), this project relates to the overarching 2021 culture change at OPS and seeks to educate members on the severity of racism in society.

2SLGBTQQIA+ Community Engagement

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

One of the key findings from the consultation reports, was the community's recommendation of designating and creating a 2SLGBTQQIA+ Liaison Officer position. Based on this recommendation, SPE has composed a business case for a 2SLGBTQQIA+ Liaison Officer position, which has been presented to the Chief, and is currently being considered by his Command Team.

Further, beginning this Fall, SPE will deploy a variety of engagement methods (citizen's panels, focus groups, online surveys, online forums, etc.), to ensure an inclusive approach and assure a wide range of people, including allies, can contribute their diverse insights and ideas towards foraging a path forward for a renewed relationship between OPS and the 2SLGBTQQIA+ community.

Neighbourhood Resource Team Strategy for Suburban and Rural areas

In 2019, the Ottawa Police Service (OPS) started three new Neighbourhood Resource Teams (NRTs) in Vanier/Overbrook, Heron Gate/South Ottawa and Carlington/Caldwell. These NRTs would become the foundation of the OPS' community policing and were added to three new neighbourhoods in 2020: the ByWard Market/Lowertown, Bayshore and Centretown.

The NRT program continues to expand in 2021 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 community itself prior to introduction of teams.

NRT-Youth

The Ottawa Police Service School Resources Officer program has ended. Starting new school year in 2021, there will be no SROs responding to schools. Youth in our community still need services and OPS is dedicated to provide Youth services to the Ottawa residents. The newly created NRT- Youth team will be Youth focused team and youth engagement is its primary goal. The city will be divided in half and will be covered by two teams of officers working day shift and afternoon shift. Officers will liaise and work with area youth group homes, youth shelters, Children Aid Society and schools. High risk youth will be identified and provided support and assistance. These youth and their families will be referred to support programs as needed. NRT-Youth teams will work on bikes, on foot and in cruisers as needed.

Youth Advisory Council

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

Community Equity Council

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

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

The CEC currently has 5 committees: Indigenous Relations, Anti-Racism, Communications, Recruitment & Training and Trending issues. The CEC has engaged

with a number of Community Listening Circles. The Listening Circles create a space for community members to give their thoughts about the current relationship between their community and the Ottawa Police Services and offer suggestions for improvement. Community members talk and the OPS member listen.

Ottawa Police Service Command Centre

The Ottawa Police began the journey to transform OPSOC into a Command Centre, ensuring to maintain the current structure that comprises of three levels: the strategic, operational, and tactical command levels.

The goal is to increase operational command level efficiency through this new structure in the development of the Command Center which will in turn strengthen both 1 -the direction coming from the strategic level and 2- work effort being accomplished at the tactical level. It will enable important decision making in a timely manner, effectively coordinate resources/assets when required, deconflict tasks / activities from both a reactive and proactive standpoint, and overall, diminish silos throughout the organization.

Their mandate is to be the centralized Command Centre for the Ottawa Police Service. It supports the organization as a whole through operations, critical incidents and city-wide events. It provides 24/7 overwatch of police operations in support of the greater service mission of protecting the safety and security of our communities. It collaborates with partner agencies and community stakeholders to ensure that effective policing services are delivered to the City of Ottawa.

Operational Supervisory Review

Over the past several years the OPS has undergone functional changes as it continues to evolve its operations to best meet the needs of the people and communities it serves. The goal of the review is to analyze the current roles and responsibilities within the service and in order to effectively implement any recommendations made from the review.

Organizational Competencies Review

In the last half of 2020, the Ottawa Police Service (OPS) invested in a refresh of our organizational Competencies which were last updated in 2007 and are woven into each of our work performance and HR processes. The Talent Development Team reached out to community members to share their feedback and valued perspective based on their expertise within their professional experiences.

The objective of the project was to see an organization-wide competency framework that is consistent, honors equity, diversity, and inclusion, and is relevant to the needs of the community and all OPS members.

The Talent Development team has personally benefited from working with community members as they endeavor to transform the way we learn, develop, and grow together. In 2021, they had the privilege of co-designing and delivering a new set of Universal Competencies that speak to all of us. These competencies will be embedded into all of our HR programs including Promotions, Performance Management and Leadership Development. Our new OPS Competencies express a set of behaviours that describes the foundation of who we are and how we operate. It's a set of principles that describes our honour, courage, and service. It's a blueprint that directs us to live up to the highest standards possible when serving our community and each other.

How to file an Online report – PRU community outreach

Online reporting is another way the Ottawa Police Service enhances its service to the community. It's easy, timely and effective. Online reports are only reviewed during the Police Reporting Unit's hours of operation from 7 a.m. to midnight. Once you submit the report, you will receive a temporary reference number until it is reviewed by an online agent (approximately 24 hours). Reports taken online:

- Theft (excluding theft of passports)
- Lost Property (with a visible serial number or distinct marking such as a custom engraving)
- Mischief/Damage to Property
- Theft from Vehicle
- Traffic Complaints
- Drug Complaints
- Fraud Complaints
- Hate-Motivated Incidents
- Add information to an existing report

Project 529 Garage

In partnership with Citizens for Safe Cycling (Bike Ottawa) and Safer Roads Ottawa, the OPS has engaged the services of 529 Garage. Adopted with help from our partners at Vancouver Police Service, 529 Garage is a bike registration app that connects cyclists in the greater Ottawa area.

The app works to alert other Ottawa-area cyclists any time a bicycle is stolen or goes missing. Once the user determines his or her bike is missing, they activate an alert notification to 529 Garage, which sends out a broadcast to all users in the area to be on the look out for the missing bicycle. Additionally, it redirects users to the OPS online reporting site so that they can complete an online report, in order to legally claim their bicycle, in the event that it is recovered.

OPS officers are using the 529 Garage app throughout their duties, in order to assist in returning stolen or missing bicycles to their owners.

Project Noisemaker

The OPS continues to enforce the rules of the road related to speeding, stunt driving and excessive noise, through the 2nd annual edition of Project Noisemaker (#NoiseMaker), which launched May 1st, 2021. To date, this community-driven initiative, has led to 2050 charges, to date. The highlights of charges laid, per various legislation, include:

- Stunt driving: 142
- Speeding: 1103
- Improper muffler/excessive noise: 126
- Cell phone (distracted driving): 70

MDT boating safety

All OPS MDT members are specially trained to investigate water related sudden deaths, post-mortem physiology, skeletal remains recovery, weapons recovery and preservation, air crashes and other water related incidents jointly investigated by the OPS and Transport Canada. During the recovery of a capsized vessel, members work with their partners, such as the Ottawa Fire Department Swift Water Rescue team. MDT boating safety unit ensures that the regulations of the Pleasure Craft Operator's Card (PCOC) are followed and that anyone operating the craft has this license. We recommend boaters always check the weather conditions before heading out, make sure that your boat is mechanically sound and that you have enough gas for your trip. A first aid kit as well as the proper safety equipment such as life jackets and emergency contact information should also be on board.

Police Week

Since 1970, Police Week has been observed in May to coincide with Peace Officers Memorial Day, recognized internationally on May 15th. The Ministry of the Solicitor General has designated May 9 – 15th 2021, as Police Week in Ontario and this year's theme was "Working Together to Keep our Communities Safe".

This year, due to the COVID-19 pandemic, OPS celebrated Police Week virtually, with the community. Some of the webinar topics included: how to complete a police report online; learn how you can apply to become a police officer; protect yourself and your family from fraud and scams; and learn how to protect your bike and other tools to enhance your safety.

Crime Prevention Week

In partnership with the Ontario Ministry of Community Safety and Correctional Services, and the Ontario Association of Chiefs of Police (OACP), OPS participated in Crime Prevention Week (November 1-7, 2020). This annual event highlighted how residents and the police can work together, in order to make communities safer.

The 2020 theme was “Serving Ontario, Protecting Communities”, and was an opportunity for OPS officers to connect with residents, to provide guidance and information on how to reduce crime, increase safety, and promote crime prevention.

Some highlighted events and topics included: making the right call (how to report crime); neighbourhood watch; home inspections; 529 Garage; fraud prevention tips; traffic safety; and the Crime Prevention Ottawa (CPO) Community Safety Awards Ceremony.

Support Letters to the Community

The Ottawa Police Service receives numerous requests throughout the year from community groups to provide letters in support of municipal, provincial, and federal grant applications. This year over 30 letters were provided in support of community proposed projects where OPS partnered in principle, and more often, enhanced direct OPS support as project partners including the donation of time, staffing and/or resources. Requests are coordinated to ensure alignment with OPS strategic direction and existing commitments, OPS resources, reputation, and relationships with other community groups.

Chief Meetings

The Respect Values and Inclusion Directorate (RVI) organized numerous community meetings for the Office of the Chief addressing relevant social issues and concerns of various communities. This provided many of our communities an opportunity to meet with Chief Peter Sloly virtually for a preliminary exchange of any major concerns including:

- Embedding meaningful engagement into OPS business strategy

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

Community Committees

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

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

- Community Development Framework (Steering Committee, 6 sub-committees)
- City of Ottawa, COVID 19- Human Needs Task Force
- Ottawa Neighbourhood Social Capital Forum (ONSCF)
- United Way East Ottawa (Collective Impact, Safe Neighbourhoods, Priority Goals, etc.)
- Equity Ottawa
- Restorative Ottawa Community Coalition (ROCC)

- Ottawa Local Immigrants Partnership (OLIP)
- United For All
- Community Equity Council (CEC)

CONCLUSION

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

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

By working with the Ottawa Police Services 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 2022 that meet mutual interests, concerns, and priorities of the service and the community.