



Hamilton Police Services Board

Thursday, April 11, 2019, 1:00 P.M.
Council Chambers, Hamilton City Hall
71 Main Street West

Pages

1. Call to Order

1.1 Changes to the Agenda

Presentation Item 2.0: Members of the Month

Consent item 4.5

(o) Correspondence from Cameron Kroetsch with respect to the City of Hamilton Citizen Appointment to the Hamilton Police Services Board.

(p) Memorandum from Stephen Waldie, for Stephen Beckett, Assistant Deputy Minister, Public Safety Division and Public Safety Training Division, Ministry of Community Safety and Correctional Services with respect to Survey of Police Services – Calles for Service and Enforcement Practices Related to Animals.

(q) Email from Claire Freeman, Executive Director, Dr. Bob Kemp Hospice with respect to attending Paint the Town Red.

2. Presentations

2.0 Members of the Month

2.1 Year-End Report: Victim Services Branch - 2018

6

(Please see Consent Item 4.5(b) below - PSB 19-022)

2.2 Year-End Report: Crimes Against Seniors Unit (CASU) - 2018

17

(Please see Consent Item 4.5 (e) below - PSB 19-026)

2.3 Year-End Report: Professional Standards Branch - 2018

31

(Please see Consent Item 4.5 (f) below - PSB 19-027)

3. General

3.1 Declarations of Interest

4. Consent Items

4.1 Approval of Consent Items

That the Board approve and receive the consent items as distributed.

4.2 Adoption of Minutes - March 7, 2019

46

The minutes of the meeting held Thursday, May 7, 2019 be adopted as printed.

4.3 Correspondence from the Canadian Association of Police Governance (CAPG) with respect to the CAPG 2019 30th Annual Conference

51

That Board Members be approved to attend the upcoming CAPG 2019 Annual Conference.

4.4 Auction Account Fund

59

Support / Upcoming Events

RECOMMENDATION(S)

- That the Board approve the purchase of tickets to attend the Dr. Bob Kemp Hospice Paint the Town Red Event, scheduled for Thursday, May 2, Michelangelo Banquet Center, at a cost of 150 per ticket, to be paid from the auction account.
- That the Board approve the purchase of tickets to attend the 44th Annual Hamilton Community Prayer Breakfast, scheduled for Tuesday, May 7, 2019, Liuna Station, at a cost of \$25 per ticket, to be paid from the auction account.
- That the Board approve the purchase tickets to attend the John Howard Society of Hamilton, Burlington & Area, Sippin at the Dock of the Bay “Lifting Communities for Over 70 Years”, scheduled for Friday, June 7, 2019, Macassa Bay Yacht Club, at a cost of \$50 per ticket, to be paid from the auction account.
- That the Board provide support to “MADD” 2019 Strides for Change, in the amount of \$200, to be paid from the auction account.
- That the Board provide support to the 11th Year of Telling Tales, in the amount of \$500, to be paid from the auction account.

4.5 For the Information of the Board:

4.5.a	Year-End Report: Police Auction Revenue - 2018 (PSB 19-004a)	60
4.5.b	Year-End Report: Victim Services Branch - 2018 (PSB 19-022)	61
4.5.c	Auction Account Expenditures - For Board Approval: January - March 2019 (PSB 19-023)	72
4.5.d	Year-End Report: Communications - 2018 (PSB 19-024)	74
4.5.e	Year-End Report: Crimes Against Seniors Unit (CASU) - 2018 (PSB 19-026)	80
4.5.f	Year-End Report: Professional Standards Branch - 2018 (PSB 19-027)	101
4.5.g	Year-End Report: Traffic Statistics - 2018 (PSB 19-028)	117

4.5.h	Year-End Report: False Alarm Reduction Unit - 2018 (PSB 19-032)	124
4.5.i	Correspondence from Rita Ramburuth, Appointments Officer, Operations Unit, Ministry of Community Safety and Correctional Services with respect to the appointment of Mr. Robert George Elms to the Police Services Board for a period of three years.	127
4.5.j	Memorandum from Stephen Waldie, for Stephen Beckett, Assistant Deputy Minister, Public Safety Division and Public Safety Training Division, Ministry of Community Safety and Correctional Services with respect to Update on Animal Welfare.	129
4.5.k	Correspondence from Ron J. McKerlie, President, Mohawk College Foundation with respect to the recent announcement from the Minister of Training, Colleges and Universities regarding some changes to postsecondary education in Ontario.	131
4.5.l	Correspondence from Ron J. McKerlie, President, Mohawk College Foundation thanking the Hamilton Police Service for the Hamilton Police Services Board Bursary.	132
4.5.m	Correspondence from Nancy Smith, Executive Director, Interval House of Hamilton, expressing thanks for the support of the Vintage Hollywood Glam Gala.	133
4.5.n	Outstanding Issues as of April 11, 2019	134
4.5.o	Correspondence from Cameron Kroetsch with respect to the City of Hamilton Citizen Appointment to the Hamilton Police Services Board.	135
4.5.p	Memorandum from Stephen Waldie, for Stephen Beckett, Assistant Deputy Minister, Public Safety Division and Public Safety Training Division, MCSCS with respect to Calles for Service and Enforcement Practices Related to Animals.	137
4.5.q	Email from Clare Freeman, Executive Director, Dr., Bob Kemp Hospice with respect to Paint the Town Red and Police Attendance.	139

5. Discussion Items

5.1 Hamilton Police Service Operating Budget - 2019 (No Report)

That the Hamilton Police Services Board approve the 2019 net budget request of \$165,095,699, a \$3,908,593 or 2.42% increase over 2018.

5.2 Donation to Crime Stoppers of Hamilton (PSB 19-030)

140

(a) That a cheque in the amount of \$5,000.00, be presented to Crime Stoppers of Hamilton in memory of members of the service and their family members who passed away in 2018.

6. New Business

6.1 Verbal Update on the Enforcement of Illegal Dispensaries

7. Adjournment

THE POLICE SERVICES BOARD WILL ADJOURN THE PUBLIC PORTION OF THE MEETING AND RECONVENE IN CAMERA FOR CONSIDERATION OF PRIVATE AND CONFIDENTIAL MATTERS.



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VICTIM SERVICES BRANCH ANNUAL REPORT 2018

Susan Double, Administrator
April 11, 2019

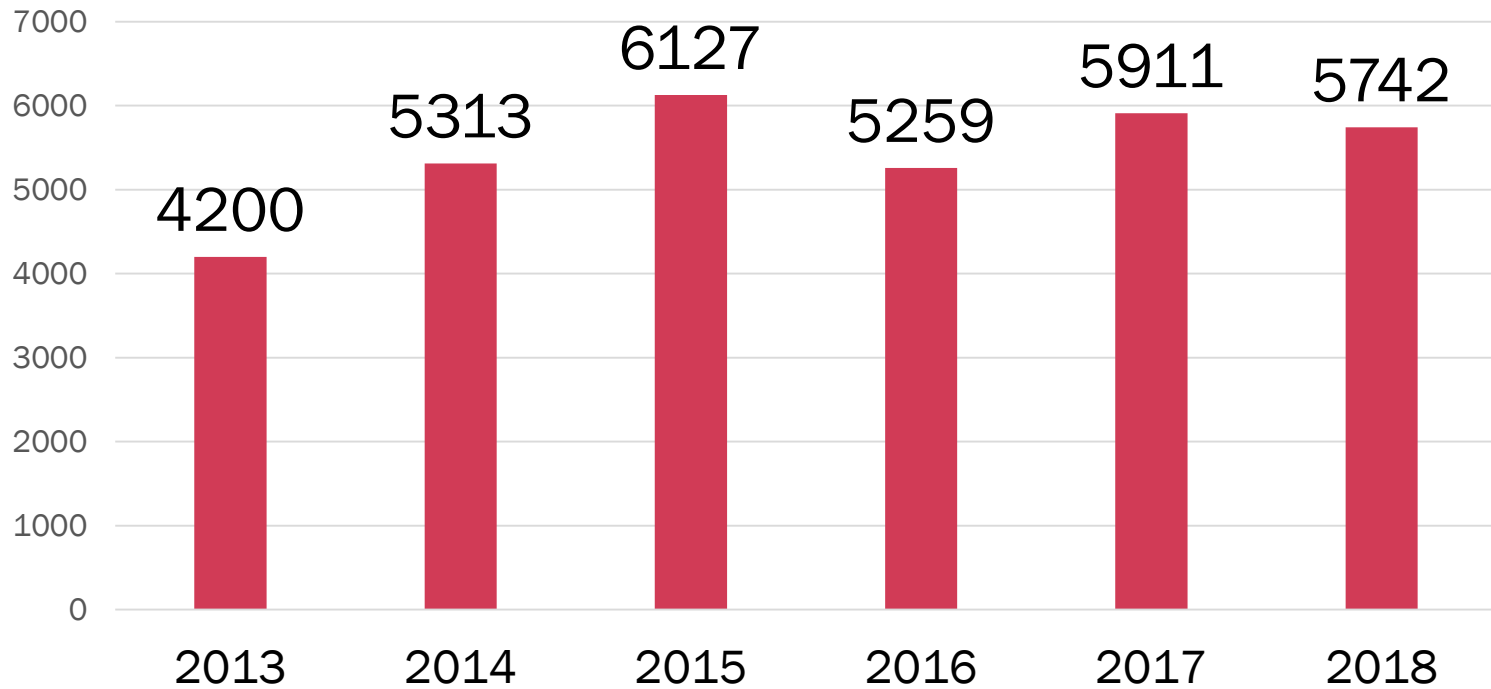
Executive Summary

- 24 years as a Branch within Hamilton Police Service.
- Core mandate to respond to the immediate needs of crime and trauma.
- 4 full-time staff, 95 volunteers.
- Providing crisis intervention 24/7.
- 25th Milestone Anniversary in 2019.



Victim Assistance

Victim Contacts



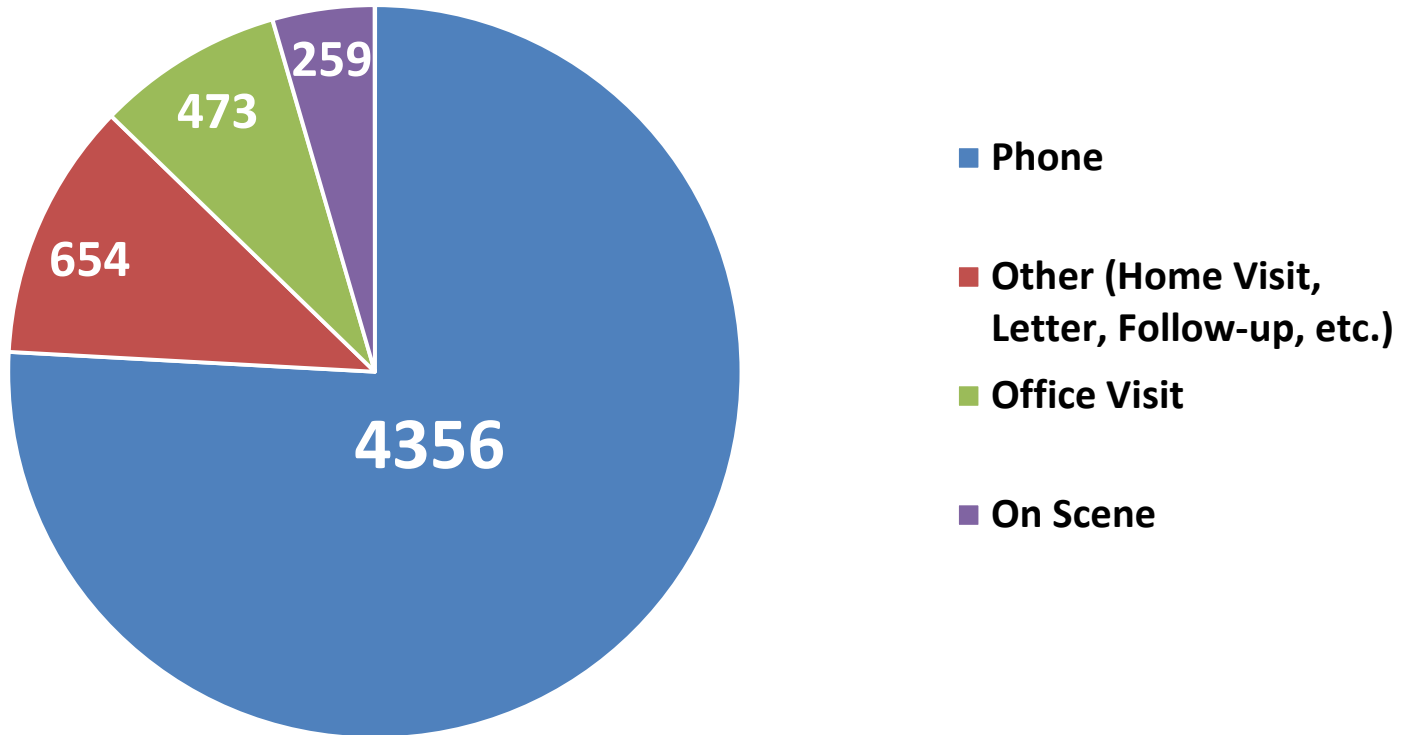
■ Victim Contacts Statistics from Nova Brain

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Victim Contacts 2018

Method of Victim Contacts

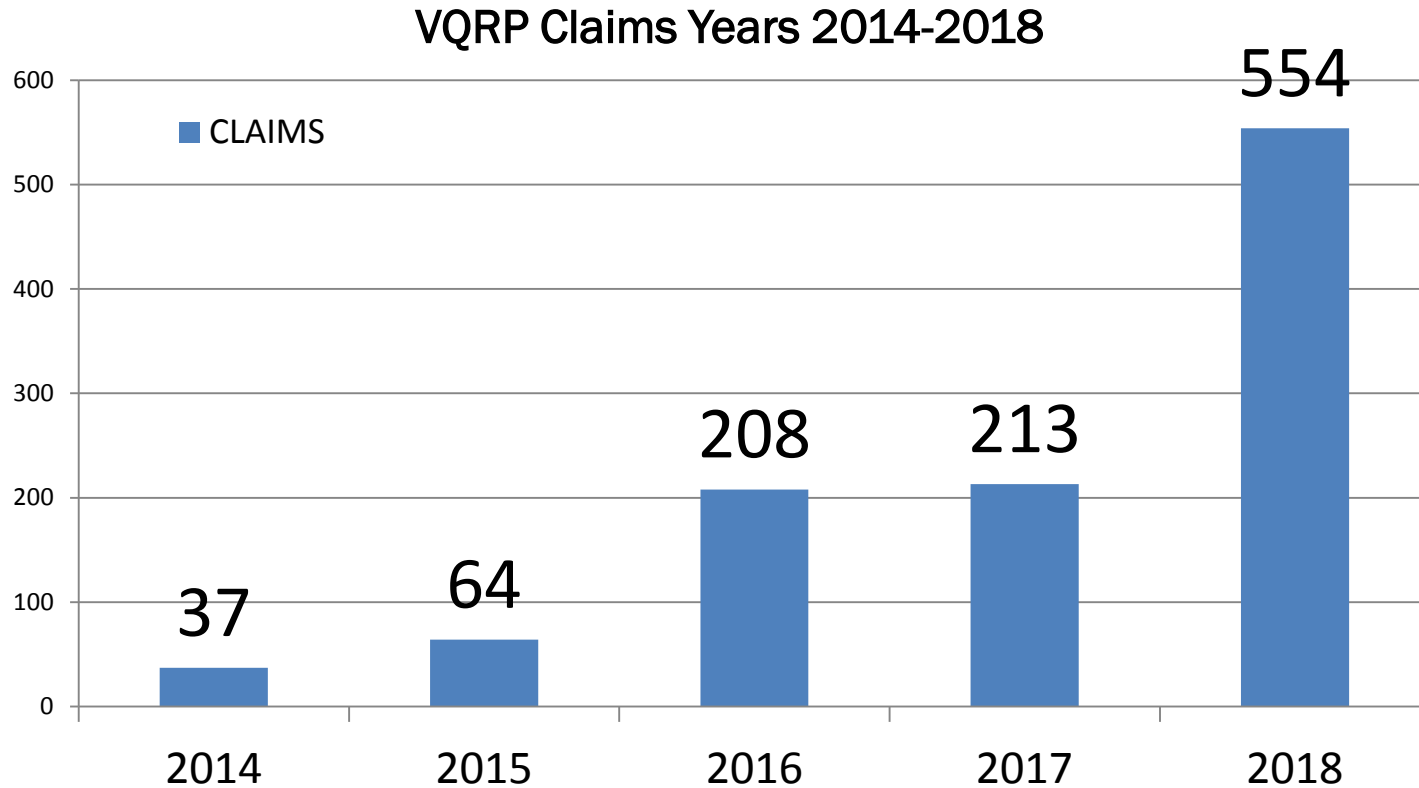


Contracts & Grants

- Victim Quick Response Program (VQRP) Contract, Ministry of the Attorney General.
- Department of Justice Canada Victims Fund grant, supporting individuals exiting sex work.
- National Victims & Survivors of Crime Week grant, Justice Canada.



Victim Assistance



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Community Engagement



- Committee work
- Presentations
- Community events
- Community training opportunities

Deputy Chief Bergen and Victim Services Branch Volunteers at HPS
“Police in the Park” during Police Week in Ontario.

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Valuing Our Volunteers



- Ongoing recognition
- Milestone Years of Service
- National Volunteer Week
- Monthly Newsletter
- Training Opportunities
- Economic value to HPS

“ *I appreciated her professionalism, patience and understanding.* Client Feedback ”

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Support to the HPS Team

“We very much want to follow the victim's wishes. We will do anything we can to be supportive.”

- Deputy Chief Dan Kinsella

- Domestic Violence Unit
- Homicide Unit
- Patrol/CID
- Vice & Drugs Unit
- Crime Prevention Branch
- Training Branch
- Sexual Assault Support Program (SASP)

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Every Victim Matters

Victim Services Branch



Providing a police-based centralized initial assistance service to victims of crime/trauma in Hamilton supported by partnerships with our community and many volunteers.

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Hamilton Police Service Victim Services Branch

905 546-4904 ▪ 24/7

Questions?

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2018 Crimes Against Seniors Unit Report

**Detective Constable
Ian Cottee**



HAMILTON POLICE SERVICE

TO SERVE AND PROTECT IN PARTNERSHIP WITH OUR COMMUNITIES

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Crimes Against Seniors Unit (CASU)



Mandate

CASU is responsible for the investigation of crimes against persons that are 60 years of age and older, and vulnerable adults who are being victimized primarily because of their age/vulnerability



CASU Staffing 2018

- **1 Detective Sergeant**
- **2 Detectives**
- **1 Detective Constable**
- **3 Senior Support Officers (1 per Patrol Division)**



Seniors' Support Officers

- One officer per Patrol Division
- Initial reporting of incidents
- Conduct initial investigations
- Referrals to external agencies
- Presentations to the community



Types of Investigations

- Physical Abuse
- Financial Abuse - Frauds, Scams & Theft, Theft by Power of Attorney
- Neglect
- Mental Health
- Sexual Assault (Assist Sexual Assault Unit)

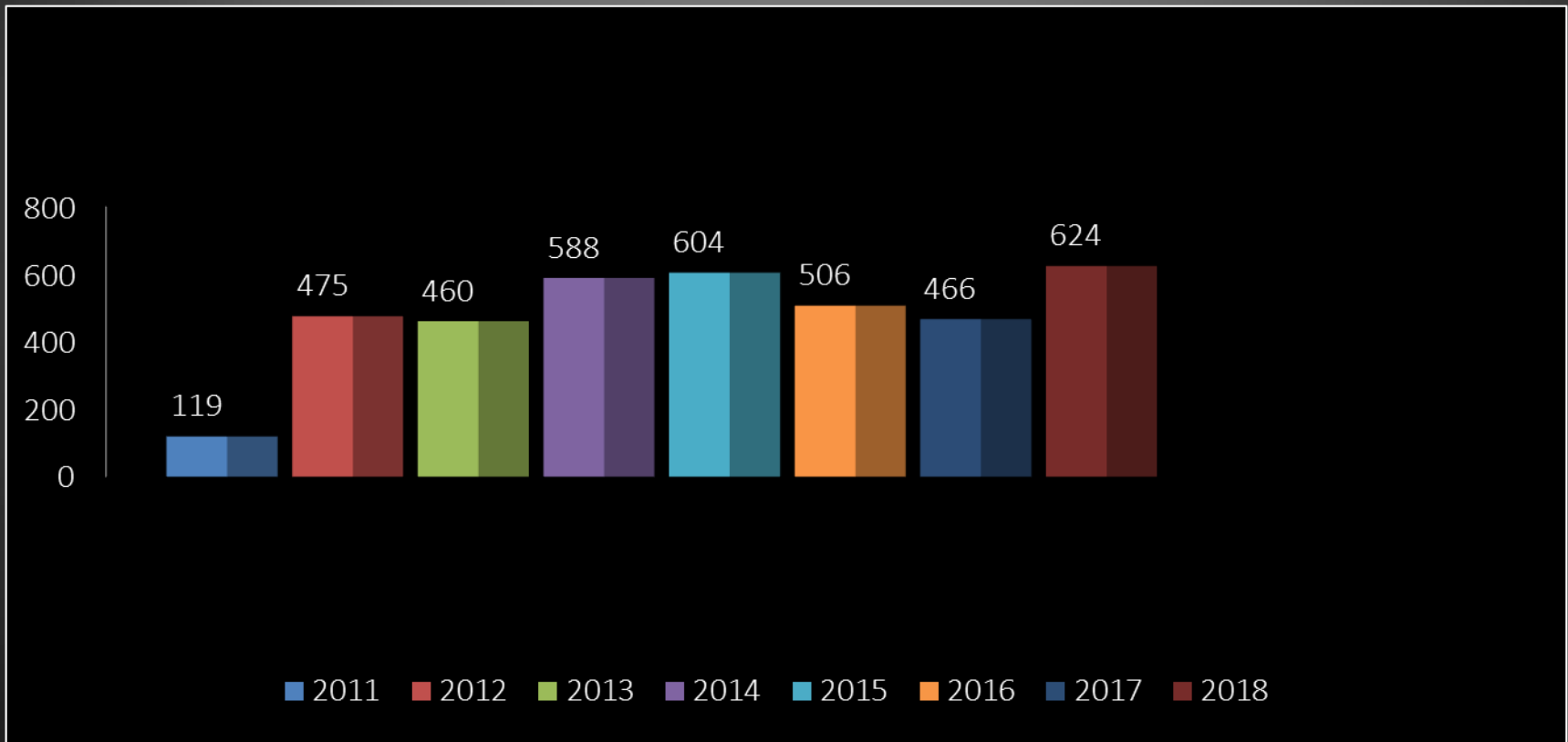


Scams

- **CRA using iTunes & Google Play Gift Cards**
- **Grandparent / Emergency**
- **Mail Scams (Telephone - Prize / Lottery)**
- **Bank Manager / Computer Scams**
- **Direct Marketing (Door-to-Door Sales)**
- **Bitcoin Scams**



Number of Investigations Per Year By CASU





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CASU	2013	2014	2015	2016	2017	2018
EA ASSAULT	74	37	20	21	24	48
EA ASSAULT SEN ON SEN		65	84	70	41	36
EA DV				13	5	18
EA FAIL TO PROVIDE	3	9	2	2	7	12
EA FRAUD OVER	22	28	41	34	30	49
EA FRAUD UNDER	34	35	62	49	34	47
EA OTHER	42	63	102	66	81	80
EA QUALITY OF LIFE	220	228	225	174	151	202
EA SEX ASSAULT	11	5	4	3	5	8
EA SEX ASSAULT SEN ON SEN		18	6	11	11	14
EA SUSPICIOUS	8	20	11	17	9	21
EA THEFT BY POA	18	11	5	9	8	6
EA THEFT OVER	13	11	9	12	14	9
EA THEFT UNDER	32	59	34	13	33	31
VULNERABLE ADULT				20	14	43
TOTAL	477	589	605	514	467	624



Community Outreach

- **Catholic Family Services (Crisis Intervention & Support Team)**
- **Local Health Integration Network** (*formerly known as Community Care Access Centre*)
- **Behavioural Supports Ontario (BSO)**



Internal Training

- **CAD – CASU Reporting System**
- **Investigative Information Sharing – E-parades**
- **Tips of the Week - Trends**
- **Recruit and New Dispatcher Training**
- **Sunday School Education Sessions**
- **SSO Formal Mentoring (Monthly Meetings)**
- **Law Enforcement Agencies Protecting Seniors Conference (LEAPS)**



Community Awareness

- Updated “Be Aware Take Care” resource guide for seniors
- World Elder Abuse Awareness Day celebration in conjunction with Elder Abuse Ontario
- 89 educational community presentations
 - Health Care Facilities
 - Long Term Care Facilities
 - Seniors Clubs
 - Financial Institutions
- Elder Abuse Awareness Campaigns:
 - The Mountain News
 - Cable 14 Police Watch
 - CHCH Morning Live



Moving Forward

- Ongoing training of HPS staff to raise awareness of abuse of our seniors / vulnerable adults to ensure an appropriate police response – Sunday School Presentations
- Continue with a proactive approach within the community to raise awareness (Media Releases)
- An OPC accredited Elder Abuse Course
- Consider changing the defined age of a senior from “60” to “65” to reflect a longer living population and remain consistent with other police services across the province



HAMILTON POLICE SERVICE

TO SERVE AND PROTECT IN PARTNERSHIP WITH OUR COMMUNITIES

Questions?



HAMILTON POLICE SERVICE
TO SERVE AND PROTECT IN PARTNERSHIP WITH OUR COMMUNITIES

Hamilton Police Service



Professional Standards Branch Annual Report 2018

Supt Nancy Goodes-Ritchie

Presented: April 11, 2019



Professional Development Division

- Professional Standards
- SIU Liaison
- Risk Management
- Business Planning
- Policy Development
- Quality Assurance
- Training Branch



Professional Standards Branch

- Investigations from OIPRD
 - Includes conduct, policy and service complaints
- SIU Liaison
- Internal investigations (Chief's Complaints), including Workplace Violence / Harassment complaints



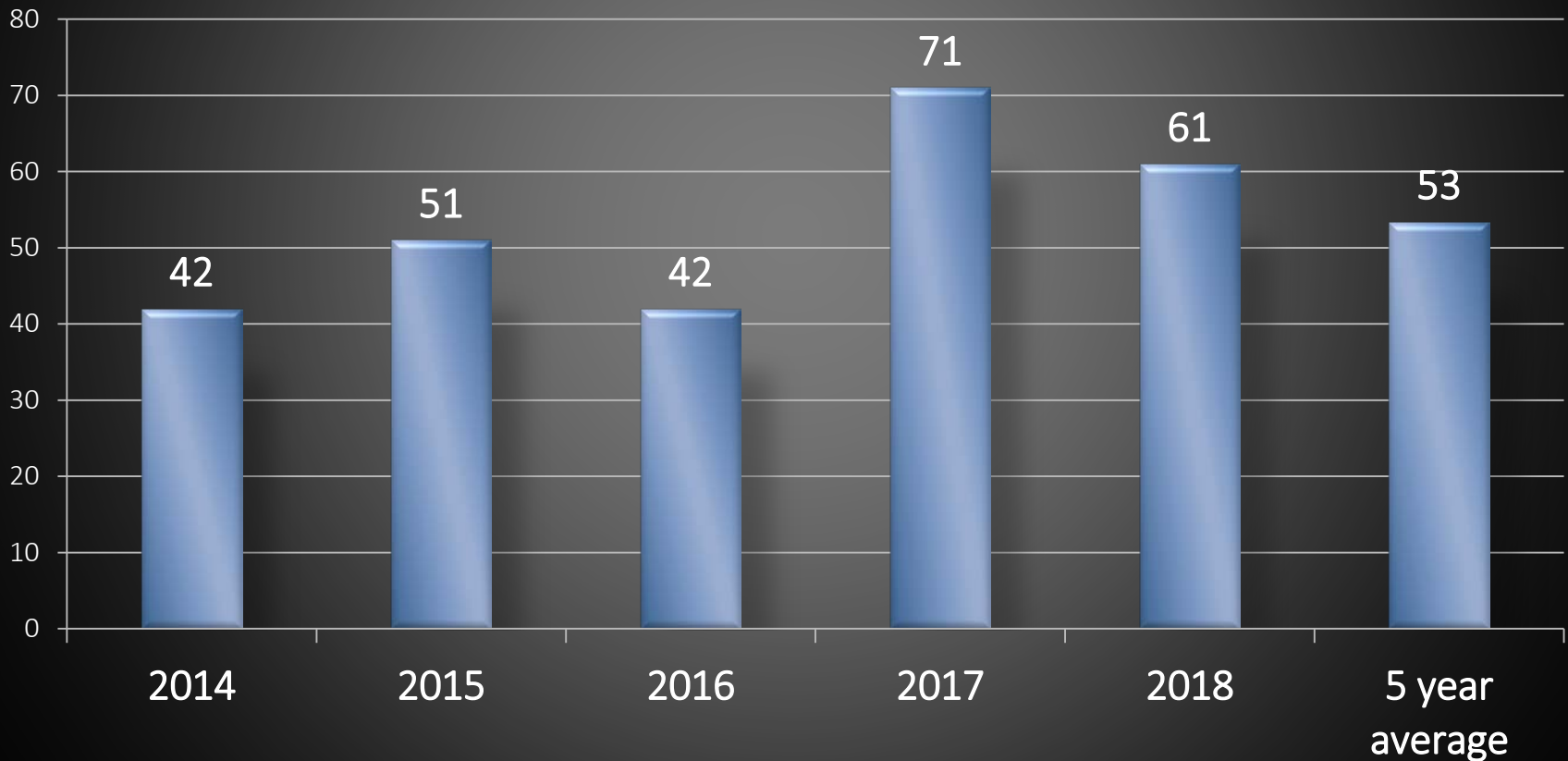
Public Complaints

- In 2018, answered 317,724 calls yet only 120 public complaints filed = 0.04%
- Of the 120 complaints, 61 were screened in for investigation
 - 48 Conduct complaints
 - 1 Service complaint
 - 2 Policy complaints
 - 10 Customer Service Resolutions



Complaint Averages

of Screened in Complaints





OIPRD Investigations

- 1 service complaint
- 2 policy complaints
- 48 conduct investigations
 - 9 complaints withdrawn
 - 18 Informal Resolutions
 - 16 complaints unsubstantiated
 - 4 remain open
 - 1 officer had substantiated discipline



Internal Investigations (Chief's Complaints)

Total of 182 investigations, which includes:

- Motor Vehicle Collisions (113)
- Red Light Camera violations (31)
- Missed Court (10)
- Workplace Harassment (6)
- Other Chief's Complaints (22)

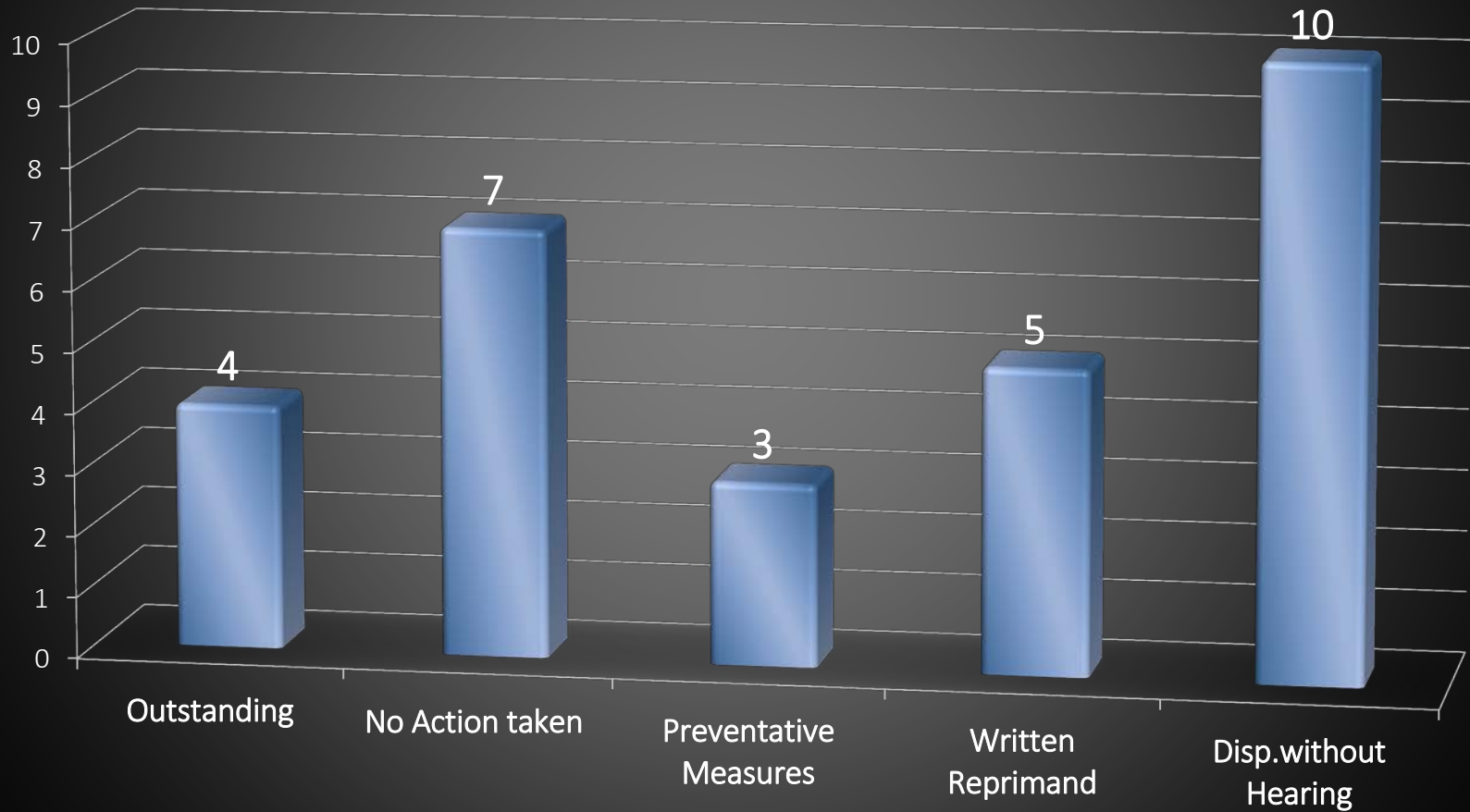


Other Chief's Complaints

- Total of 22 investigations involving 29 members
 - 18 Substantiated
 - 7 Unsubstantiated
 - 4 Outstanding

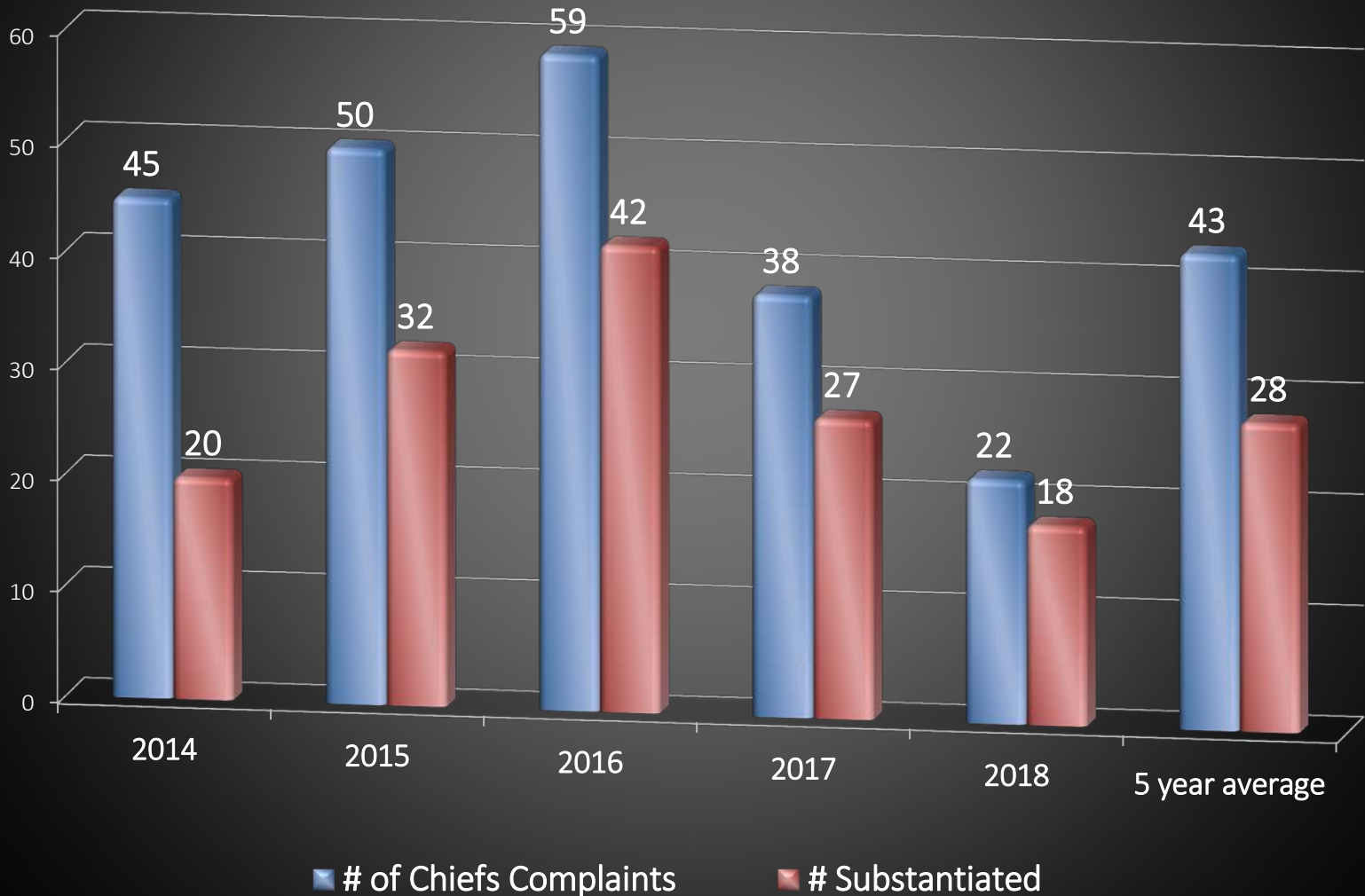


Chief's Complaints





Chief's Complaint Averages



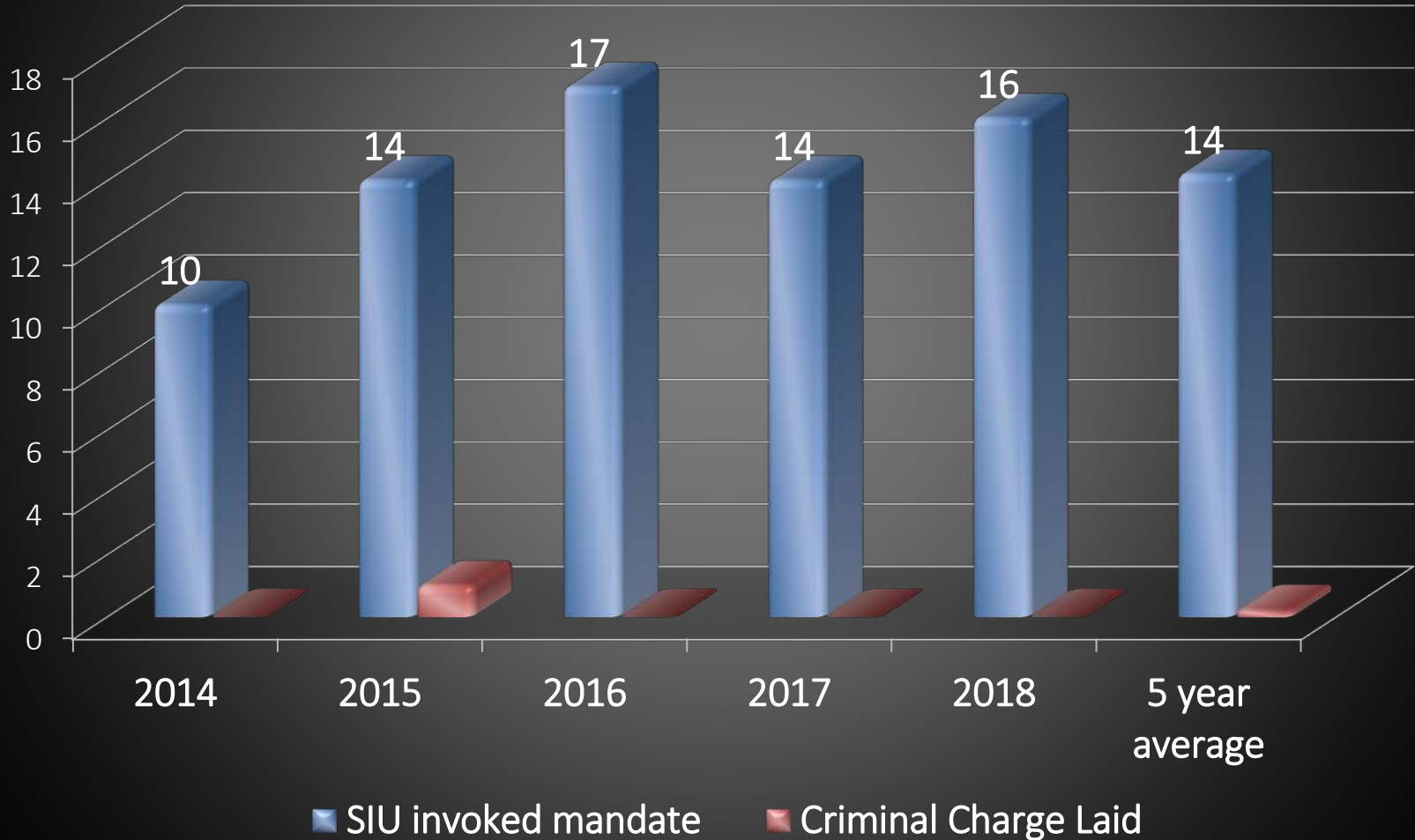


Special Investigations Unit (SIU)

- SIU was notified 22 times and mandate was invoked in 16 of the 22 notifications
 - 8 concluded by memo
 - 8 formal investigations
 - 1 concluded with no charges
 - 7 outstanding (at time of report)

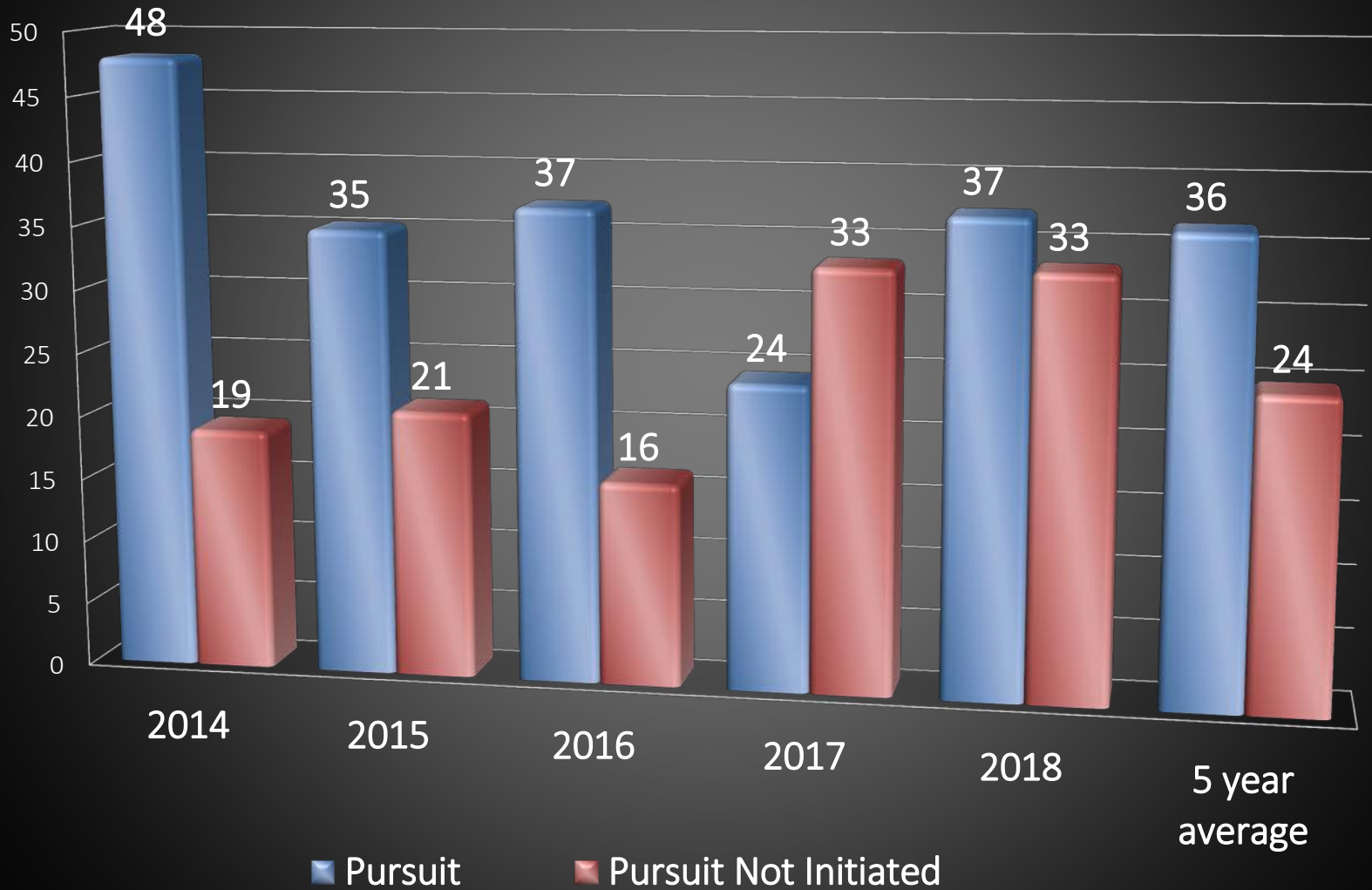


SIU Invoked Mandate





Fail to Stop Reports





Commendations, Awards and Letters

- HPS received 112 good news letters with compliments of quality service
- Issued 53 letters of recognition to public
- Awarded 16 members with Member of the Month
- Issued 139 commendations to members for exemplary service
- 6 members received the Chief's PRIDE Award



HAMILTON POLICE SERVICE

TO SERVE AND PROTECT IN PARTNERSHIP WITH OUR COMMUNITIES

Questions?

**MINUTES OF THE HAMILTON
POLICE SERVICES BOARD**

Thursday, March 7, 2019
1:00pm
Hamilton City Hall
Council Chambers

The Police Services Board met.

There were present: Fred Eisenberger, Chair
Donald MacVicar, Vice Chair
Chad Collins
Tom Jackson
Patricia Mandy

Absent: Walt Juchniewicz

Also Present: Chief Eric Girt
Deputy Chief Dan Kinsella
Deputy Chief Frank Bergen
Chief Administrative Officer Anna Filice
Superintendent Jamie Anderson
Superintendent Ryan Diodati
Superintendent Nancy Goodes Ritchie
Superintendent Greg Huss
Superintendent Will Mason
Superintendent Marty Schulenberg
Superintendent Mike Worster
Staff Sergeant Frank Miscione
Marco Visentini, Legal Counsel
Dan Bowman, Manager, Fleet & Facilities
Jackie Penman, Corporate Communicator
John Randazzo, Manager, Finance
Leanne Sneddon, Director, Human Resources
Lois Morin, Administrator

Chair Eisenberger called the meeting to order.

	<ul style="list-style-type: none"> • Additions/Changes to Agenda <ul style="list-style-type: none"> ○ None
<p>Presentations</p>	<p>2.1 Member of the Month</p> <p>Chair Eisenberger and Chief Girt presented the Member of the Month Award for December 2018 to Christa MacLanders. Ms. MacLanders was commended for her professionalism and perseverance in keeping the victim engaged and calmly reassuring her that help was on the way.</p>

2.2 Year-End Report: Hate Crime 2018
(Please see Consent Item 4.5 (a) below – PSB 19-013)

Detective Paul Corrigan provided a presentation to the Board with respect to the 2018 Hate Bias Statistical Report.

General

3.1 **Declarations of Interest**

None

Consent Agenda

4.1 **Approval of Consent Items**

Moved by: Member Collins
Seconded by: Vice Chair MacVicar

That the Board approve and receive the consent items as distributed.

Carried

4.2 **Adoption of Minutes – February 14, 2019**

The minutes of the meeting held Thursday, February 14, 2019, be adopted as printed.

4.3 **Correspondence from the Canadian Association of Police Governance with respect to the 2019 Membership Fee.**

That the Board approve payment of the 2019 Membership Fees in the amount of \$6,094.00.

4.4 **Auction Account Fund**

Support / Upcoming Events

RECOMMENDATION(S)

- That the Board approve the purchase tickets to attend the 10th Annual Fundraising Gala in support of Helping Hands Street Mission, scheduled for Saturday, April 8, 2019, Olympia Banquet Hall, at a cost of \$80 per ticket, to be paid from the auction account.
- That the Board approve the purchase of tickets to attend the Hamilton Police Chief's Gala Dinner, scheduled for Thursday, April 25, 2019, Winona Vine Estates, at a cost of \$150, to be paid from the auction account.

- That the Board approve the purchase tickets to attend the 75th Anniversary of the D-Day Invasion, scheduled for Saturday, June 1, 2019, Warplane Heritage Museum, at a cost of \$200 per ticket, to be paid from the auction account.
- That the Board approve the purchase of tickets to attend A Mental Health Morning in support of St. Joseph`s Healthcare Hamilton, scheduled for Thursday, October 10, 2019, Michelangelo Conference Centre, at a cost of \$50 per ticket, to be paid from the auction account.

4.5 For the Information of the Board:

- a) Year-End Report: Hate Crime - 2018(PSB 19-013)
- b) Year-End Report: Paid Duties - 2018 (PSB 19-017)
- c) Year-End Report: Towing - 2018 (PSB 19-019)
- d) Correspondence from Mayor Fred Eisenberger, City of Hamilton with respect to Correspondence requesting the City of Hamilton's assistance to put an end to stop-arm violations in order to make travel to and from school safer for children in Hamilton – School Bus Safety and the implementation of Stop Arm technology.
- e) City Clerk's Division Council Follow-up Notice with respect to Request for Enhanced and Dedicated Speed Enforcement on the Red Hill Valley Parkway.
- f) City Clerk's Division Council Follow-up Notice with respect to Request to Continue Regular Speed and Aggressive Driving Enforcement on Both the Lincoln M. Alexander and the Red Hill Valley Parkways.
- g) Correspondence from the Canadian Association of Police Governance with respect to the Call for Nominations: 2019 Emil Kolb Award for Excellence in Police Governance.
- h) Correspondence from the London Police Services Board with respect to a province wide Hospital Emergency Room Handover Protocol.
- i) Outstanding Issues as of March 7, 2019

**Discussion
Agenda**

None

New Business**6.1 Update on the Enforcement of Illegal Dispensaries**

Chief Girt and Deputy Chief Kinsella provided an update with respect to the enforcement on Illegal Dispensaries.

6.2 Verbal Update on Bill 68, *Comprehensive Ontario Police Services Act, 2019*

Chief Girt provided an update with respect to Bill 68, *Comprehensive Ontario Police Services Act, 2019*.

6.3 Animal Cruelty Charges

Moved by: Member Jackson
Seconded by: Member Collins

Whereas, the Ontario SPCA (OSPCA) has publicly stated its intent to remove itself from providing the above services; and

Whereas, the future of the Hamilton/Burlington SPCA (HBSPCA) providing this service is uncertain and unknown; and

Whereas, the safety and protection of animals from cruelty and harm abuse is paramount in a civilized society; and

Whereas, a void will soon exist in our City of the Animal Cruelty Charge Service being available and administered;

Therefore be it resolved that our Police Services Board request Chief Police Eric Girt (Chief) to undertake a review to determine the feasibility of the Hamilton Police Service absorbing into its Service, this important function of Animal Cruelty Charges, and report back to a future Police Services Board meeting with an information report and / or possible recommendations.

Further, that the Chief be requested to engage in conversations with the Municipal Law Enforcement Department, or other stakeholders such as the HBSPCA that might result in possible collaborations.

Further, that Sylvia Jones, Minister of Community Safety and Correctional Services be approached for reallocated funding opportunities that were previously earmarked on an annual basis in the past to the OSPCA for the provision of pursuing Animal Cruelty Charges.

Carried.

Opposed: Member Mandy

Next Meeting of the Board

Chair Eisenberger announced that the next meeting of the Board is scheduled for Thursday, April 11, 2019, 1:00pm, at Hamilton City Hall, Council Chambers.

Adjournment

Moved by: Vice Chair MacVicar
Seconded by: Member Mandy

There being no further business, the public portion of the meeting then adjourned at 2:04pm.

Carried.

* * * * *

The Board then met in camera to discuss matters of a private and confidential nature.

Taken as read and approved

Lois Morin
Administrator

Fred Eisenberger, Chair
Police Services Board

March 7, 2019
lem:

Subscribe

Past Issues

[View this email in your browser](#)



CAPG Annual Conference 2019

The 2019 Conference will explore this theme through a lens of 'representation' and try to answer the overarching question: How do **police boards and police commissions**, collectively and as individuals, effectively **represent the diverse community members** on whose behalf we are tasked with providing oversight?

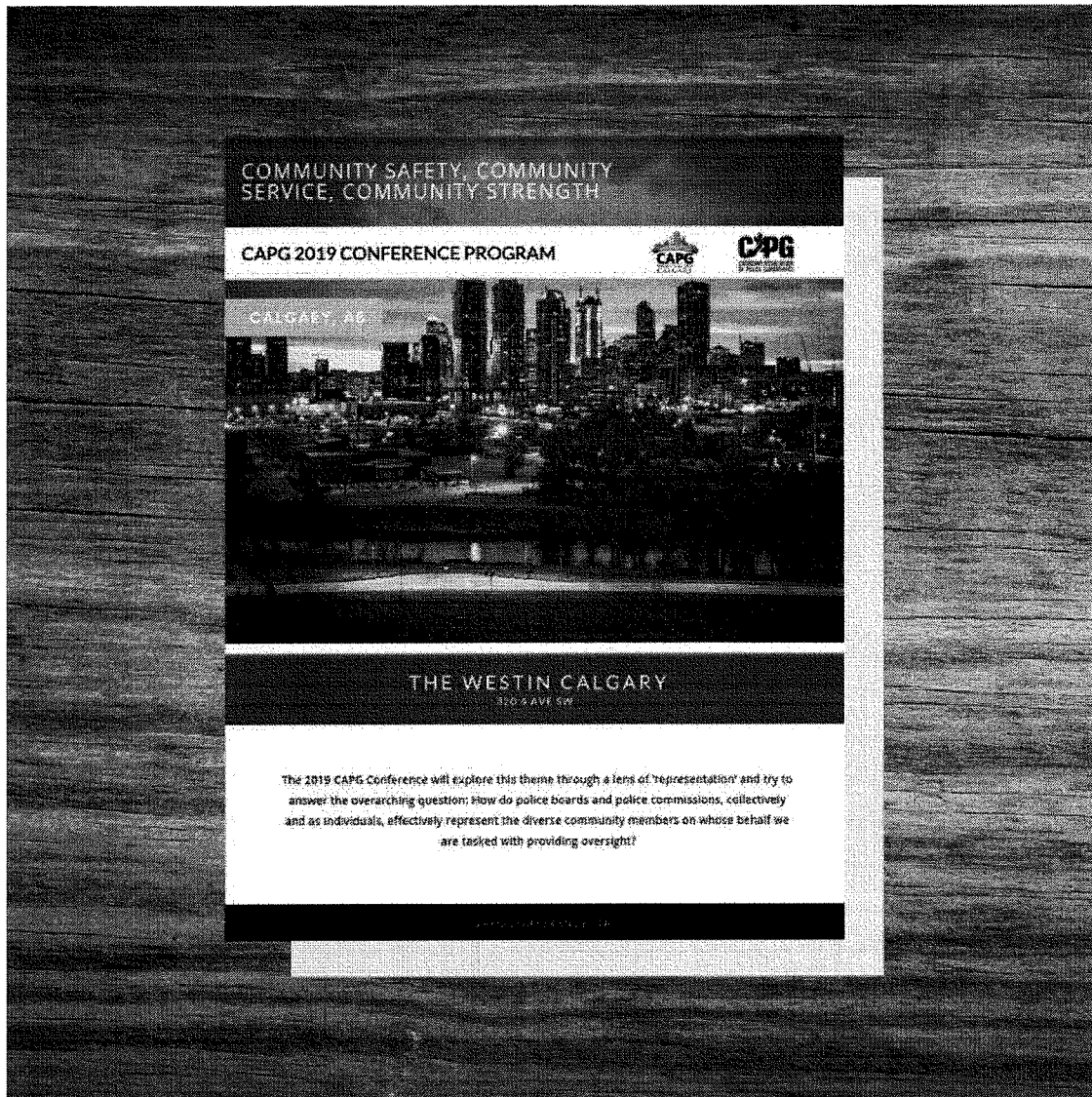
Highlighted sessions:

- KEYNOTE: Update by the Minister of Public Safety (invited)
- Police Governance at a Crossroad: Lessons Learned
- Gold Standard Strategic Plans for Police Services
- Innovations in Community Engagement: Quality of Life Measurements
- Building Community Health, Safety & Well-being
- Police Governance Dashboard

We invite you to join us for the Canadian Association of Police Governance **30th Annual Conference** on August 9th-11th, 2019.

We are also pleased to announce our **FIRST NATIONS CONFERENCE** on August 8th, 2019





Now Available: [Download the 2019 CAPG Conference Program](#)

Register
NOW

Book Your
HOTEL

Early bird pricing expires May 31!

Click below to register for the CAPG 30th Annual Conference in Calgary!

Register Now!

Have you reserved your room?

Click below to reserve a room at the Westin Calgary in Calgary, AB.

Reserve a Room

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COMMUNITY SAFETY, COMMUNITY SERVICE, COMMUNITY STRENGTH

CAPG 2019 CONFERENCE PROGRAM



CALGARY, AB

August 9-11

THE WESTIN CALGARY

320 4 AVE SW

The 2019 CAPG Conference will explore this theme through a lens of 'representation' and try to answer the overarching question: How do police boards and police commissions, collectively and as individuals, effectively represent the diverse community members on whose behalf we are tasked with providing oversight?

CAPG 2019 CONFERENCE PROGRAM



Thursday, August 8

12:00 - 8:00pm

Conference Registration | CENTRAL FOYER

7:00am - 4:30pm

First Nations Police Governance Session

NOTE: This sessions requires a separate registration.

Friday, August 9

7:00am - 8:00am

Breakfast | GRAND FOYER

8:00 - 8:30am

Opening Ceremonies

Master of Ceremonies: **CAPG President Mary Anne Silverthorn**

Speakers: *Premier of Alberta; Minister of Justice and Solicitor General;*

Hon. Naheed Nenshi, *Mayor of Calgary;* **Brian Thiessen**, *Chair of Calgary Police Commission;* **Mark Newfeld**, *Chief of Police, Calgary Police Service*

8:30 - 9:00am

Plenary Session: Opening Keynote

Keynote Speaker: **Hon. Ralph Goodale (invited)**, *Minister of Public Safety*

Minister Goodale will update CAPG delegates on Cannabis Legalization, Opioid Crisis, RCMP Civilian Oversight Board and the Government's response to CAPG Resolutions

9:00 - 10:00am

Plenary Session: **Human Rights Issues for Police Governance**

Speaker: **Chief Commissioner Renu Mandhane (invited)**, *Ontario Human Rights Commission*

Commissioner Mandhane will speak to the gender diversity issues reviewed for the Ottawa Police Service, the study of racial profiling/carding by the Toronto Police Service and how bringing the results of these studies back to the police governance bodies encourages the setting up of appropriate policies, ensuring they are complied with and reporting back to and following up with the community to gauge their satisfaction.

10:00 - 10:15am

Refreshment & Stretch Break | GRAND FOYER

10:15 - 11:15am

Plenary Session: **Police Governance at a Crossroads**

Panel Speakers: **Andrew Graham**, *Queen's University;* **Fred Kaustinen**, *Governedge;* **Celina Reitberger**, *Chair Thunder Bay Police Services Board*

This panel will not dwell on what went wrong with the Thunder Bay Police Services Board as identified in Senator Murray Sinclair's report issued by the Ontario Civilian Police Commission in December 2018 and resulting in the suspension of the board. It will look at the recommendations made; how a board and service can become disconnected from parts of the community they serve; understanding oversight of the chief and deputy chief; acknowledging power and privilege and unconscious bias; and board and police training around inclusivity and diversity. The actions of any board have a direct impact on their ability to carry out their legislated function of setting policy. We will get an update on the steps needed to build that bridge of trust with community.

11:15am - 12:30pm

Plenary Session: **Gold Standard Strategic Plans for Police Services**

Speakers: **Dr. Tullio Caputo**, **Dr. Mike McIntyre**, **Tarah Hodgkinson**

In a survey of CAPG membership conducted by the CAPG in 2018, strategic planning was identified as the research area most significant to the membership, and as the topic that most needed immediate research attention. CAPG conducted a new survey in 2019 to drill down on how strategic plans are built, what is included in them and what is done with the final product. The survey developed and analyzed by Dr. Caputo & Dr. McIntyre provides an initial overview of existing strategic planning practices. Objectives of the study will be to identify areas where existing practices can be improved so that CAPG members can gain the maximum benefit from the time and resources currently devoted to strategic planning in their organizations. Phase II of the project will take a deeper dive and this session will bring you up to speed on the project, what we've learned so far and where we can take this forward to ensure 'Gold Standard Strategic Plans'.

12:30 - 1:15pm

Lunch | GRAND FOYER

1:15 - 2:45pm

CAPG Annual General Meeting

This session is restricted to voting delegates who are full members of the CAPG and their Board staff.

2:45 - 3:00pm

Refreshment & Stretch Break | GRAND FOYER

3:00 - 4:30pm

Roundtable Discussions: Discussion topics will be set in advance. Facilitators for each group will be CAPG Directors.

- **Small Police Boards**
- **Medium Police Boards**
- **Large Police Boards**
- **First Nations Police Boards**

7:00 - 9:30pm

CAPG 30th Anniversary Dinner and Cultural Event |

GREY OWL RESORT, TSUUT'INA

Join your fellow delegates in Tsuut'ina for dinner and a cultural evening. Tsuut'ina Elders will have a smudge ceremony and opening prayer, traditional dancing and a drum circle. We will celebrate 30 years of CAPG working towards the pursuit of excellence in police governance in Canada.

CAPG 2019 CONFERENCE PROGRAM



Saturday, August 10

7:00am - 8:30am

Kick-off Breakfast for Victoria 2020 | GRAND FOYER

8:30 - 9:30am

Plenary Session: **Innovations in Community Engagement**

Speaker: **Chief Neil Dubord**, *Delta Police Department*

Quality of Life Measurements: Engaging the Community in Public Safety

Chief Neil Dubord will cover how Delta Police Department worked with the Delta Police Board and the City to develop a multi-stakeholder public safety committee and develop quality of life indicators. The BC Chiefs of Police are also working on a 5-dimension score card.

9:30 - 10:45am

Plenary Session: **Police Governance Dashboard**

Speaker: **Dr. Gordon McIntosh**, *Banff Executive Leadership*

Dr. Gordon McIntosh will reveal the final product that was developed through the three CAPG Governance Summits. The Police Governance Dashboard includes the core functions framework depicts the Boards/Commissions team as revolving around the service's strategic direction and policy choices. It also portrays service delivery and system coordination as the primary functions in the Chief's realm.

This will be a practical tool that delegates can bring back and apply to their own governance structure. Dr. McIntosh will host two afternoon workshops where attendees can work through their own questions on applying the tool.

10:45 - 11:00am

Refreshment & Stretch Break | GRAND FOYER

11:00am - 12:15pm

Plenary Session: **Building Community Health, Safety, and Well-Being**

Panel Speakers: **Frank Cattoni**, *Executive Director, SORCe*; **Jan Fox**, *Executive Director, REACH*; **Felix Munger**, *Executive Director, Canadian Municipal Network on Crime Prevention*

This panel will explore how various groups and organizations are assisting communities in developing the tools, resources and guides to build a community's capacity for health, safety and well-being.

12:15 - 1:00pm

Lunch | GRAND FOYER

1:00 - 2:30pm - CONCURRENT SESSIONS

Police Governance Dashboard – Practical applications to your own board/commission | BONAVISTA

Led by: **Dr. Gordon McIntosh**, *Banff Executive Leadership*

Community Engagement Through Social Media | BOW VALLEY

Led by: **Michael Nunn (invited)**, *CPS Communications Manager*

Addressing Inequity & Creating Change | EAU CLAIRE NORTH/SOUTH

Led by: **Dr. Rebecca Sullivan (invited)**, *University of Calgary*

Indigenous Awareness Training | LAKEVIEW ENDROOMS

Led by: **Holly Fortier (invited)**, *Nitso Consulting*

2:30 - 2:45PM

Refreshment & Stretch Break | GRAND FOYER

2:45 - 4:15PM - CONCURRENT SESSIONS

- **Police Governance Dashboard**
- **Community Engagement Through Social Media**
- **Addressing Inequality & Creating Change**
- **Indigenous Awareness Training**

6:00 - 9:30pm

Calgary Host Evening & Dinner: Fundraiser for Youthlink

Sunday, August 11

7:30am - 8:30am

Breakfast | GRAND FOYER

8:30 - 9:30am

Plenary Session - **Community Special Needs: Pacific Autism Family Network**

Speakers: **Wendy Lisogar-Cocchia**, **Jack McGee**, **CPKN**

1 in 66 Canadian children are diagnosed with ASD. People with ASD are 7 times more likely to come in contact with police and these calls are 3 times more likely to end in an emergency.

Panelists will discuss why Autism Awareness and Technique Training is important to Canada's citizens and police, some of the indicators that a first responder can recognize as indicative to an individual with autism, as well as some strategies and recommendations that may help first responders adapt or modify their approach to better support the individual with ASD in an emergency situation.

9:30 - 10:00am

Networking Break | GRAND FOYER

10:00 - 11:30am

Plenary Session: **CACP/CPA/CAPG Town Hall**

Join leadership from the Canadian Association of Chiefs of Police (CACP), the Canadian Police Association (CPA) and the Canadian Association of Police Governance (CAPG) for a facilitated discussion on 'Defining the Role of Community in Shaping Future Leaders in Policing'. With a large number of police chiefs retiring the pressure is on police governance bodies to get the right person hired. *What do they look for in a Chief? What is the best process for hiring? How do you engage the community? How do you evaluate you've made the right choice?*

11:30 - 11:45am

Wrap up remarks and brief overview of conference by CAPG President

FIRST NATIONS POLICE GOVERNANCE COUNCIL

2019 CONFERENCE PROGRAM

The Westin Hotel
Calgary, AB

THURSDAY, AUGUST 8

7:00- 7:30am

Opening Ceremonies

7:30am - 8:30am

Hot Breakfast

8:30 - 9:00am

Welcome and Opening Remarks

Speakers: **Chief Lee Crowchild**, *Tsuut'ina Nation*; **Violet Meguinis**, *Governance Advisor/Analyst, Tsuut'ina Nation*; **Keith Blake**, *Chief of Police, Tsuut'ina Nation Police Service*; **Dan Bellegarde**, *Executive Director, Treaty Governance Office of The Federation of Saskatchewan Indian Nations & Board Chair of File Hills Board of Police Commissioners*

9:00 - 10:00am

Keynote Presentation: **Community Safety and Security as a Human Right, an Inherent Right and a Treaty Right**

Speaker: **Dr. Wilton Littlechild (invited)** *founder, International Organization of Indigenous Resource Development*

10:00 - 10:15am

Refreshment & Stretch Break

10:15 - 11:15am

Boards Challenges: **Lessons from Thunder Bay and File Hills Boards of Police Commissioners**

Speaker: **Andrew Graham (invited)**, *Queen's University*

- Understanding role, power, responsibility and authority
- Relationships with the Chief of Police, the public and leadership
- Internal discipline and Board effectiveness
- Board self-evaluation

11:15am - 12:15pm

Learning from Various Jurisdictions

This panel session will showcase examples of good practices that incorporate governance and culture to create safer communities. Topics include Guns & Gangs, Peacemaker programs and innovations in Justice from the Blood Tribal Police, Onion Lake Cree Nation & Lethbridge

12:15 - 1:00pm

Lunch

1:00 - 2:30pm

The Police Board Dashboard

- Training and professional development for Board members
- Groups will work together to flesh out a Police Governance Dashboard for their First Nations Police Governance Authority

2:30 - 2:45pm

Refreshment & Stretch Break

2:45 - 3:45pm

Report: **Policing in Indigenous Communities**

Speakers: *Council of Canadian Academies*

Challenges in Board governance recommendations

3:45 - 4:30pm

Recap, Open Mike, Q&A, Undertakings and Wrap-up

With **Dan Bellegarde**, *Facilitator*

5:00

Tour of Tsuut'ina Police Service headquarters and presentation by Chief of Police and Officers.

Optional dinner at the Grey Eagle Resort and Casino. Travel by cab.



4.4

Auction Account Fund

Support / Upcoming Events

RECOMMENDATION(S)

- That the Board approve the purchase of tickets to attend the 44th Annual Hamilton Community Prayer Breakfast, scheduled for Tuesday, May 7, 2019, Liuna Station, at a cost of \$25 per ticket, to be paid from the auction account.
- That the Board approve the purchase tickets to attend the John Howard Society of Hamilton, Burlington & Area, Sippin at the Dock of the Bay “Lifting Communities for Over 70 Years”, scheduled for Friday, June 7, 2019, Macassa Bay Yacht Club, at a cost of \$50 per ticket, to be paid from the auction account.
- That the Board provide support to “MADD” 2019 Strides for Change, in the amount of \$200, to be paid from the auction account.
- That the Board provide support to the 11th Year of Telling Tales, in the amount of \$500, to be paid from the auction account.

HAMILTON POLICE SERVICES BOARD
- INFORMATION -

DATE: 2019 April 11
REPORT TO: Chair and Members
Hamilton Police Services Board
FROM: Eric Girt
Chief of Police
SUBJECT: *Year-End Report: Police Auction Revenue – 2018*
PSB 19-004a

BACKGROUND:

Police Auctions Canada is contracted to the Hamilton Police Service to provide re-sale services for found and seized property eligible for public auction. Items are sold on the Police Auctions website, 'as-is' with no reserve bids.

At the end of each month, the contractor provides the Service with a detailed listing of the successful bids for each item sold, including the purchaser's information. The contractor withholds a portion of the sale as their approved commission.

In 2018, the Service received \$29,633.43 in net revenue from auction sales of disposed property made from January to December. Due to an accounting error, this number was originally reported to the Board in February 2018 in PSB #19-004 as \$31,195.24. All revenue received from net sales is deposited to the Chief's Auction Account.



Eric Girt
Chief of Police

EG/PB

cc: Anna Filice, Chief Administrative Officer
Peter Bailey, Manager – Records Business Centre/Property

4.5(b)**HAMILTON POLICE SERVICES BOARD****- INFORMATION -**

DATE: 2019 April 11

REPORT TO: Chair and Members
Hamilton Police Services Board

FROM: Eric Girt
Chief of Police

SUBJECT: *Year-End Report: Victim Services Branch – 2018*
PSB 19-022

BACKGROUND

The Hamilton Police Service Victim Services Branch was established in 1992. There are four (4) full time civilian employees and over 80 volunteers. Victim Services respond to the immediate needs of people who have been victimized by crime and/or trauma, such as homicides, suicides, sudden death, assaults, sexual assaults, motor vehicle and fire fatalities, robberies and harassment.

The Victim Services Branch has been the recipient of several prominent Provincial and International Awards for program delivery to victims of crime and trauma.

The Victim Services Branch has also been recognized as a best practices model and have presented at the International Association of Chiefs of Police (IACP) Conference.

Attached is the Victim Services Annual Report for 2018, outlining the quality service provided to the residents of the City of Hamilton.



Eric Girt
Chief of Police

EG/G. Huss

Attachment: *2018 Annual Report – Victim Services Branch*

cc: Frank Bergen, Deputy Chief – Support
Greg Huss, Superintendent – Community Mobilization Division

HAMILTON POLICE SERVICE VICTIM SERVICES BRANCH
155 KING WILLIAM STREET, BOX 1060, LCD1, HAMILTON, ON L8N 4C1
T 905 546-4904 ■ F 905 546-4914 ■ WWW.HAMILTONPOLICE.ON.CA



VICTIM SERVICES BRANCH ANNUAL REPORT

2018

IN PURSUIT OF OUR MISSION WE BELIEVE IN
SENSITIVITY TO VICTIMS OF CRIME

2016 – 2018 HAMILTON POLICE SERVICE BUSINESS PLAN
2018 ANNUAL REPORT VICTIM SERVICES BRANCH

EXECUTIVE SUMMARY

In its 24th year as a Branch within the Hamilton Police Service, Victim Services continues to focus on its core mandate to respond to the immediate needs of victims of crime and trauma.

The Victim Services Branch (VSB) is pleased to share our initiatives for 2018 in this Annual Report. We assisted 2,265 new victims and had a total of 5,742 contacts with victims. We continued to administer existing grants and engage with our community partners. With 4 full-time staff and over 80 volunteers, we are able to provide these services 24/7.

PARTNERSHIPS

- Participant/observer at City of Hamilton Emergency Exercise to role play a large scale disaster/emergency in the city; participated in the creation of City of Hamilton Emergency Planning Training Video. <https://www.youtube.com/watch?v=nBM7T2V48pQ>
- Continue to deliver the Victim Quick Response Program (VQRP) for the City of Hamilton on behalf of the Ministry of the Attorney General (annual contract since 2013).
- Continue to deliver the five-year grant made possible through the Department of Justice Canada Victims Fund for \$15,000/year (2015-2020). The benefits of this grant continue to augment the existing work of community initiatives, enhance education and support individuals exiting sex work.
- HPS VSB was invited by Toronto Victim Services to help provide support to their team in processing VQRP claims for the victims of the Danforth shooting.
- Victim Services Branch participated in the Sexual Assault Review of Unfounded cases in partnership with the Sexual Assault Unit, the Sexual Assault Domestic Violence Care Centre, the Sexual Assault Centre of Hamilton, the Native Women's Centre, and the Regional Crown Attorney's Office.

2016 – 2018 HAMILTON POLICE SERVICE BUSINESS PLAN
2018 ANNUAL REPORT VICTIM SERVICES BRANCH

COMMUNITY ENGAGEMENT

- Victims and Survivors of Crime Week (VSCW) is an annual outreach initiative of the Justice Canada Policy Centre for Victim Issues (PCVI). 2018 was the 9th year that the Victim Services Branch received funding from the Department of Justice Canada; promoted Victim Services on bus/transit ads during VSCW.
- Collaborated with Hamilton Anti-Human Trafficking Coalition (HAHTC) to host two conferences in March and June focusing on human trafficking in Hamilton and unveiled the Community Guide for professionals working with trafficked persons.
- Assisted in planning and delivery of International Women’s Day event featuring keynote speaker HPS Inspector Treena MacSween.



Deputy Chief Bergen and Victim Services Branch Volunteers at HPS “Police in the Park” during Police Week in Ontario.

- Eight HPS Cadets completed the Victim Service Branch volunteer training program as part of their Cadet program.
- Participated in the following community events: Domestic Violence Awareness Rally, Urban Core Street Fair, World Elder Abuse Day, PRIDE Flag Raising, Hamilton Regional Indian Centre Open House, Indigenous Victim Services Open House, Aboriginal Sunrise Ceremony, Sisters In Spirit Flag Raising, McMaster Community Engagement & Volunteer Fair, Women of Colour Sexual Health Event, December 6 “Remembering Victims of the Montreal Massacre: Commemorating the National Day of Remembrance and Action on Violence Against Women”.
- The Victim Services Branch participated in the Trivia Night at the HPS Association to raise funds in support of the Hamilton-Wentworth District School Board’s Rainbow Prom. Rainbow Prom is an important event for many students who do not attend their own school prom because of feelings of anxiety, discomfort or exclusion.

2016 – 2018 HAMILTON POLICE SERVICE BUSINESS PLAN
2018 ANNUAL REPORT VICTIM SERVICES BRANCH

COMMITTEE & COMMUNITY WORK

1. Emergency Preparedness Advisory Committee for City of Hamilton
2. High Risk Domestic Violence Community Advisory Team
3. Trauma Informed Care Committee
4. Hamilton Anti-Human Trafficking Coalition
5. Women's Services Advisory Committee to the Chief
6. Emergency Women's Shelters Protocol Committee
7. Sexual Offences Review Team (SORT)
8. Woman Abuse Working Group and Public Awareness and Education Committees (WAWG)
9. Sexual Assault Community Review Team (SACRT)

COMMUNITY PRESENTATIONS

Victim Services Branch presented to:

- Citizens Police College
- Mohawk College
- Indigenous Victim Services
- WAWG Court Committee
- Human Trafficking Conference
- CCAS
- Women's Weekly
- Hatts Off

“

A volunteer's actions and efforts are valued at the centre of a neighbourhood's development.

”

Chief Eric Girt

2016 – 2018 HAMILTON POLICE SERVICE BUSINESS PLAN
2018 ANNUAL REPORT VICTIM SERVICES BRANCH

VICTIM ASSISTANCE & METHODS OF CONTACT

In 2018, the Victim Services Branch assisted 2,265 new victims and had 5,742 total contacts with victims (includes new and existing clients). Responses to a stressful situation vary greatly from person-to-person and not all people will experience the same reaction at the same level of intensity nor for the same length of time. However, it is important to recognize that whatever the reaction is, it is often a normal human response to a stressful situation. For many victims, they are able to empower themselves with self-supporting options and do not require further assistance after initial contact with Victim Services. Other victims may determine that continued resources/interaction with Victim Services is required for their resiliency. Victimization may have occurred recently or historically. Not all victims request or need on-scene crisis intervention.

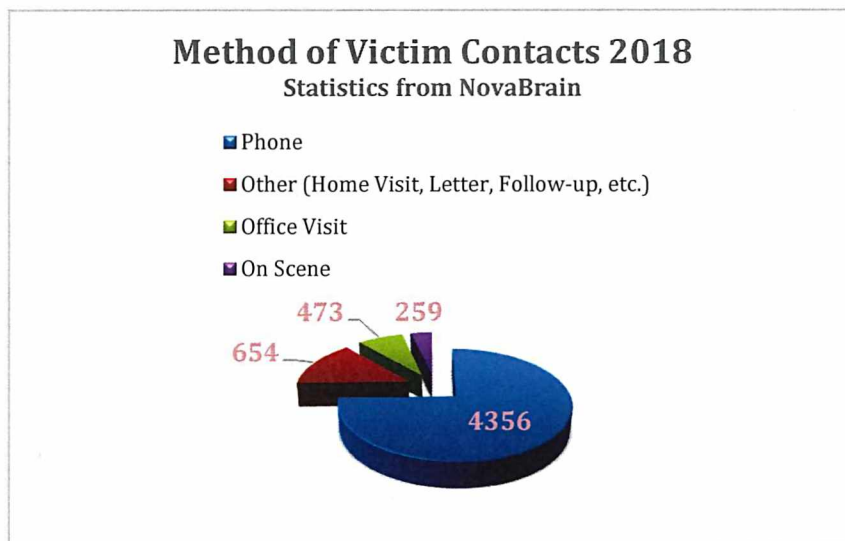


“Imagine being a kid out grocery shopping with your mom midday and witnessing a traumatic attack in person. Hamilton Police gave her a ‘trauma bear’ to help get her mind off what she just saw. Look how tightly she’s holding it! Gestures like that go a long way.”

CHCH Hamilton Reporter/Anchor
[Screenshot CHCH Twitter Account]

There were 554 claims processed through the Victim Quick Response Program in 2018 e.g. door repairs, cell phone replacement, accommodation, transportation, crime scene clean up, counselling, homicide funerals, etc.

The Victim Services Branch administers the Trauma Bear Program by ensuring all Hamilton Police Service vehicles contain Trauma Bears. Police Officers give Trauma Bears to children at scenes to provide some comfort during the aftermath of crime and trauma.



2016 – 2018 HAMILTON POLICE SERVICE BUSINESS PLAN
2018 ANNUAL REPORT VICTIM SERVICES BRANCH

VICTIM SERVICES BRANCH SUPPORT TO HAMILTON POLICE SERVICE UNITS

The Victim Services Branch strives to support all areas of the Hamilton Police Service. The following are examples:

Communications: Provides training to Call Takers and Dispatchers on victim services and responding to victims of crime.

Domestic Violence Unit: Ongoing teamwork regarding High Risk Offenders & Victims.

Bail Support Unit: Continue to support Ministry of the Attorney General & Bail Support when Victim Witness Assistance Program is closed (after-hour support).

Homicide Unit: Crisis response to families of homicide and child deaths under five years.

Patrol/CID: Crisis response on-scene; provide HPS Trauma Bear program supported by Shaw Communications Inc.

Sexual Assault Unit: Support to victims in office during interviews and follow-up with victims to ensure appropriate community resources and supports are in place. Utilizing existing Victim Services Branch staff members, a newly created pilot, Sexual Assault Support Program (SASP) was developed in 2018 to provide pre-interview

appointments to all victims of sexual assault. These appointments are designed to provide victims a comforting atmosphere, while discussing counselling options, next steps and offering accompaniment during the video interview with their assigned detective.

Training Branch: Domestic Violence Officer, Recruit, Major Case Management. Provided training to Officers during these courses.

Vice & Drugs Unit: Coordinated response with Vice Unit to assist victims of human trafficking and individuals involved in sex work.

Crime Prevention Branch: Victim Services Branch works collegially with Crime Prevention Branch to access and schedule safety audits (CPTED) for victims of crime/trauma.

“We very much want to follow the victim's wishes. We will do anything we can to be supportive.”

- Deputy Chief Dan Kinsella

2016 – 2018 HAMILTON POLICE SERVICE BUSINESS PLAN
 2018 ANNUAL REPORT VICTIM SERVICES BRANCH

RECOGNITION/AWARDS

Victim Service Services Branch Award of Distinction presented to PC Michael Ebert. PC Ebert has been with the Hamilton Police Service since 2008 and has worked in Divisions 2 and 3 both on Patrol and in the Criminal Investigations Division (CID). The Award was created in 2011 and recognizes HPS sworn and civilian members whose efforts support victims of crime and trauma.



Ontario Volunteer Service Awards presented to Victim Services Branch volunteers at a spring banquet hosted by the Ministry of Citizenship and Immigration; volunteers invited to the Hamilton Police Awards evening at which Victim Service Branch volunteers were recognized for their 5, 10, 25 milestone years of service: Barb Henderson (25 years); Gillian Schaible and Shereen Mala (10 years), Jennifer Johnston, Jennifer Fazzari, John Stanley, Stephanie Pascoal and Theresa Murphy (5 years).

Sandra Gehlert received the Honouring Indigenous Women's Award in the health category presented by the Native Women's Centre (NWC) Hamilton Chapter on October 14. This award celebrates significant contributions of women in our community who are leaders in several different areas and who demonstrate their gifts by helping others as part of the "We Share, We Are" NWC motto.

The Attorney General's Victim Services Award of Distinction for Province of Ontario was presented to HPS VSB Volunteer, Gaye Yachetti. This Award acknowledges the important services and supports that dedicated organizations and individuals provide to victims of crime.



2016 – 2018 HAMILTON POLICE SERVICE BUSINESS PLAN
2018 ANNUAL REPORT VICTIM SERVICES BRANCH

GOAL 1.1 IMPLEMENT EFFECTIVE AND INNOVATIVE APPROACHES FOR THE HAMILTON POLICE SERVICE TO RESPOND TO CRIME, SAFETY AND QUALITY OF LIFE ISSUES

Victim Services continues to administer and coordinate the Department of Justice “Victims Fund – Measures to Address Prostitution”

- Provided direct benefits to persons seeking supports to exit sex work e.g. assistance with transportation, accommodation, personal needs, etc.
- Implemented a promotional campaign offering supports to persons involved in sex work e.g. bus/transit ads, lip balm, hand sanitizer and posters.

GOAL 2.3 ENGAGE THE COMMUNITY WITH MEANINGFUL AND VARIED VOLUNTEER OPPORTUNITIES

- Volunteers provided in excess of 30,000 hours of on-call coverage; meaningful work by responding to on-scene requests by Police Officers; 1,425 hours of victim crisis intervention in 2018.
- “You Make A Difference” recognition, photos and thank you cards presented throughout the year to acknowledge the value of volunteers’ contributions to the Branch and the citizens in our communities.
- Publication of the *Did You Know* volunteer monthly newsletter.
- Training opportunities included quarterly Professional Development for all volunteers featuring calls presented by their colleagues and guest presenters on community resources; a 13 session training program to 22 new volunteer recruits from January to April.



2016 – 2018 HAMILTON POLICE SERVICE BUSINESS PLAN
2018 ANNUAL REPORT VICTIM SERVICES BRANCH

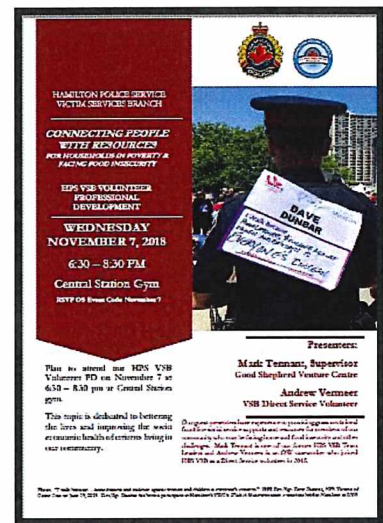
GOAL 3.4 INCREASE TRAINING TO ACHIEVE OUR VISION BY SHARING KNOWLEDGE AND RESOURCES IN OUR COMMUNITIES, FREEING UP TIME FOR TRAINING AND EXPANDING THE TRAINING BUDGET

Victim Services, in partnership with the Sexual Assault Unit, continued to present at weekly block training on the “Neurobiology of Trauma”; the Victim Services Branch training video was also used.

Victim Services continues to present to internal members of the Hamilton Police Service and external agencies regarding the role of Victim Services and the Victim Quick Response Program to further inform and promote.

TRAINING OPPORTUNITIES

- “Let’s Talk” - Indigenous Human Trafficking Training
- National Parole Board Training
- NOVA, Florida (National Organization of Victim Assistance)
- Indigenous Blanket Exercise
- HPS Block Training
- Understanding the Neurobiological Consequences of Trauma in Sexual Assault and Domestic Violence
- Emergency Management (Las Vegas & UK incidents)
- Regional Human Trafficking Forum
- Level 1 Trauma Counselling for Front Line Workers
- Human Trafficking Conference
- Trauma Informed Care
- Trauma Informed Counselling Workshop
- Indigenous Cultural Competency Training
- VSB Direct Service Volunteer, Andrew Vermeer and Mark Tennant, VSB TL [retired] were presenters at the VSB Volunteer Professional Development training in November. The discussion was about connecting people with resources for households in poverty and facing food insecurities. An important message conveyed by Andrew and Mark when supporting someone was “hear their story” before taking any next steps.



I walk because....homelessness and violence against women and children is everyone’s concern.

HPS Det/Sgt. Dave Dunbar
HPS Victims of Crime Unit, June 19, 2018

“ I appreciated her professionalism, patience and understanding. ”
Client Feedback

CONCLUSION

With a shared purpose of responding to the needs of our community, the Victim Services Branch of Hamilton Police Service will continue to:

- focus on its core mandate to respond to the immediate needs of victims of crime and trauma.
- engage with HPS members to develop programs and resources.
- collaborate and foster opportunities for partnerships with community agencies and stakeholders.



“

....two compassionate and good-hearted volunteers of yours attended the scene promptly. Both of them knew what they were doing. They exuded nothing but compassion and confidence. I felt obliged to let you know of how good of a job they did. I am sure they get lots of thanks from the people on scenes but I wanted their excellent work not to go unnoticed within your department.

”

HPS Officer Division 20 Patrol



VICTIM SERVICES BRANCH

Who We Are • What We Do

Victim Services has been a Branch of the Hamilton Police Service since 1994. It is the only 24-hour on-scene crisis intervention service for victims of crime and trauma in the City of Hamilton. We respond to the immediate needs of people who have been victimized by crime and/or trauma such as homicides, suicides, sudden death, assaults, sexual assaults, domestic violence, motor vehicle and fire fatalities, robberies, and harassment.

Victim Services Branch staff are full-time civilian members of the Hamilton Police Service and along with specially trained volunteers provide practical assistance, emotional support and referrals for additional community resources.

Services: Around-the-Clock Intervention (24/7)

Individuals, families, businesses and organizations receive critical crisis intervention as well as support, information and referrals necessary to assist victims in dealing with the trauma of the incident. We know that the earlier the intervention is activated for a victim, the faster a person will regain control over their life once an incident has occurred.

HAMILTON POLICE SERVICES BOARD

- INFORMATION -

DATE: 2019 April 11

REPORT TO: Chair and Members
Hamilton Police Services Board

FROM: Eric Girt
Chief of Police

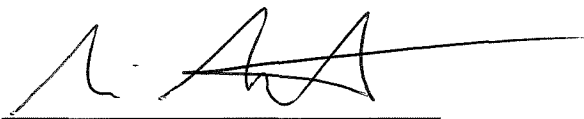
SUBJECT: *Auction Account Expenditures – For Board Approval
January-March, 2019
PSB 19-023*

BACKGROUND:

The Hamilton Police Service is one of several municipal police organizations that utilize the services of Police Auctions Canada, an internal based company that holds public auctions on line to sell property that is acquired by police services in compliance with the *Police Services Act*.

The report capturing all expenditures that have not yet been approved by the Board is attached.

For Board Approval, the expenditures from the Auction Account from January 1 to March 31, 2019, totaled \$1,351.95.



Eric Girt
Chief of Police

EG:FM

**FOR BOARD APPROVAL EXPENDITURES
FROM HAMILTON POLICE SERVICE AUCTION ACCOUNT
JANUARY 1 TO MARCH 31, 2019**

DATE	NAME	DETAIL	TOTAL	DESCRIPTION
January 8	Hamilton Police Association	Brad Boyce Retirement x 3 tickets	\$ 105.00	NON-APPROVED
February 8	Rose's Crafts & Things	Bereavements x 11	\$ 760.49	NON-APPROVED
March 15	Rose's Crafts & Things	Bereavements x 5	\$ 386.46	NON-APPROVED
March 18	Guelph Police Service	Chief DeRuyter's Retirement x 1 ticket	\$ 100.00	NON-APPROVED
TOTAL			\$ 1,351.95	

HAMILTON POLICE SERVICES BOARD

- INFORMATION -

DATE: 2019 April 11

REPORT TO: Chairman and Members
Hamilton Police Services Board

FROM: Chief Eric Girt
Chief of Police

SUBJECT: *Year-End Report: Communications - 2018*
PSB 19-024

BACKGROUND:

The Hamilton Police Service (HPS) Communications Section consists of the Communications Centre and switchboard. It is the Public Safety Answer Point (PSAP) of all 911 calls from residents of the City of Hamilton, and non-residents and motorists passing through the City on the Queen Elizabeth Way, The Lincoln Alexander and Red Hill Valley Parkways, and Highways 403 and 401.

REPORT STATISTICS:

This Annual Report provides both narrative and statistical summaries of significant activities of this Section during 2018.

TELEPHONE CALLS HANDLED	2016	2017	2018
911 calls answered	194,784	193,565	194,828
911 calls abandoned and called back	4,576	4,501	4,606
Administrative calls answered	184,710	169,659	173,916
Total Calls Answered in Communications	384,070	367,725	373,350

CAD	2016	2017	2018
Events created by Call Takers	220,863	228,477	242,377
Events created by Dispatchers	26,054	25,589	24,710
Events generated by Mobile Officers	33,299	29,926	28,159
CAD events to Telephone Reporting Unit (TRU)	10,403	8,942	9,769
CAD Events created by Station Duty and Specialty Units	11,141	15,035	12,709
Total CAD Events Created by HPS	301,760	307,969	317,724

ADVISED EVENTS:	2016	2017	2018
Ambulance Advised Events	45,687	46,927	48,434
Fire Advised Events	3,150	3,225	3,505
911 Advised Events	50,134	51,019	61,766
OPP Advised Events	4,798	5,091	5,408
Cellular Advised Events	56,976	58,230	60,230
Total Advised Events	160,745	164,492	179,343

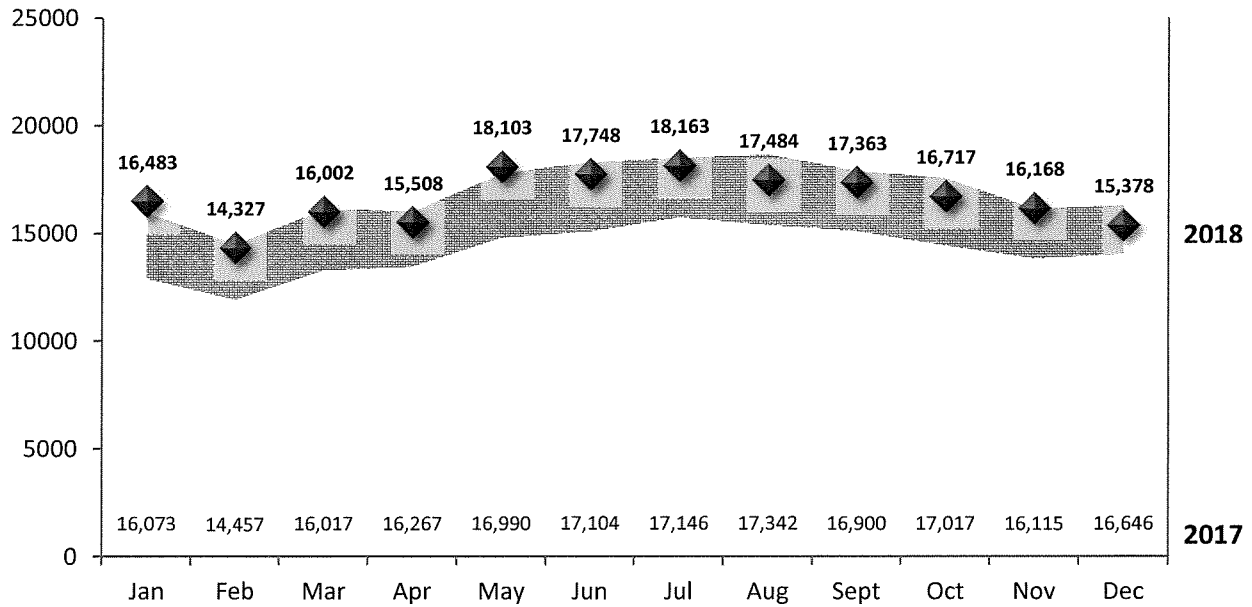
The above tables illustrate telephone call volume and Computer Aided Dispatch (CAD) events created during 2018. A comparison with the two preceding years is also provided.

- Communications received 373,350 telephone calls in 2018, resulting in 317,724 CAD events
- In 2018, when compared to 2017 –
 - The total telephone calls to Communications increased by 1.5%
 - The number of answered 911 calls increased by 0.7%
 - The numbers of abandoned 911 calls increased by 2.3%
 - Administrative calls increased by 2.5%
 - The total CAD events increased by 3.2%
 - The number of calls processed by TRU increased by 9.3%
- Some events were diverted to other agencies: Fire (3,505), Ambulance (48,434), OPP (5,408), and a number were dealt with through our Telephone Reporting Unit (TRU) (9,769)

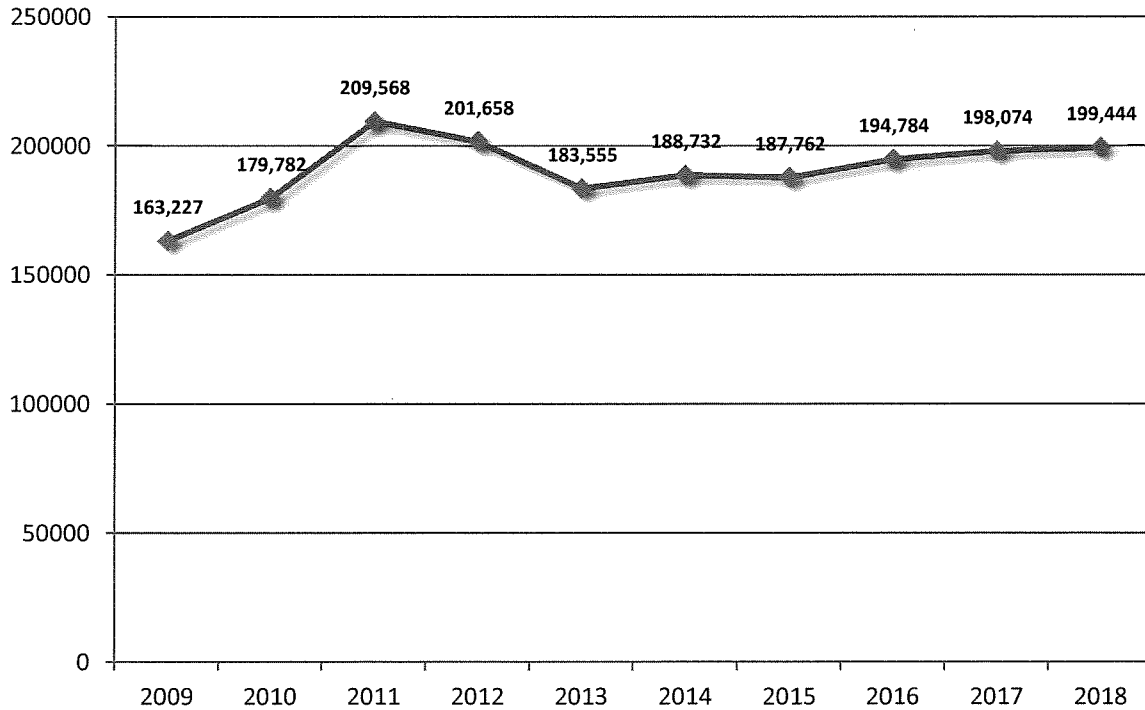
The following four charts display the number of 911 calls and the number of CAD events HPS received each month and over the past 10 years. The shaded area identifies expected monthly trends based on historical CAD data and represents the actual highest and lowest points. The bars are based on the average and standard deviation for each month giving us a normal range of expected values. The number of CAD events is higher than the number of 911 calls, as not all CAD events are created by a 911 call. CAD events are also generated by administrative calls, self-initiated proactive stops by officers, station duty and specialty units' self-generated events, which account for the difference.

The charts below depict a clear increasing trend in both 911 calls and CAD events. These numbers impact workload for both front-line patrol officers, as well as communicators. In an effort to address false calls, the HPS launched a successful 911 media awareness campaign in December, 2018. The intent of the campaign was to draw attention to inappropriate use of 911, as well as pocket dials and other errant uses of the 911 system.

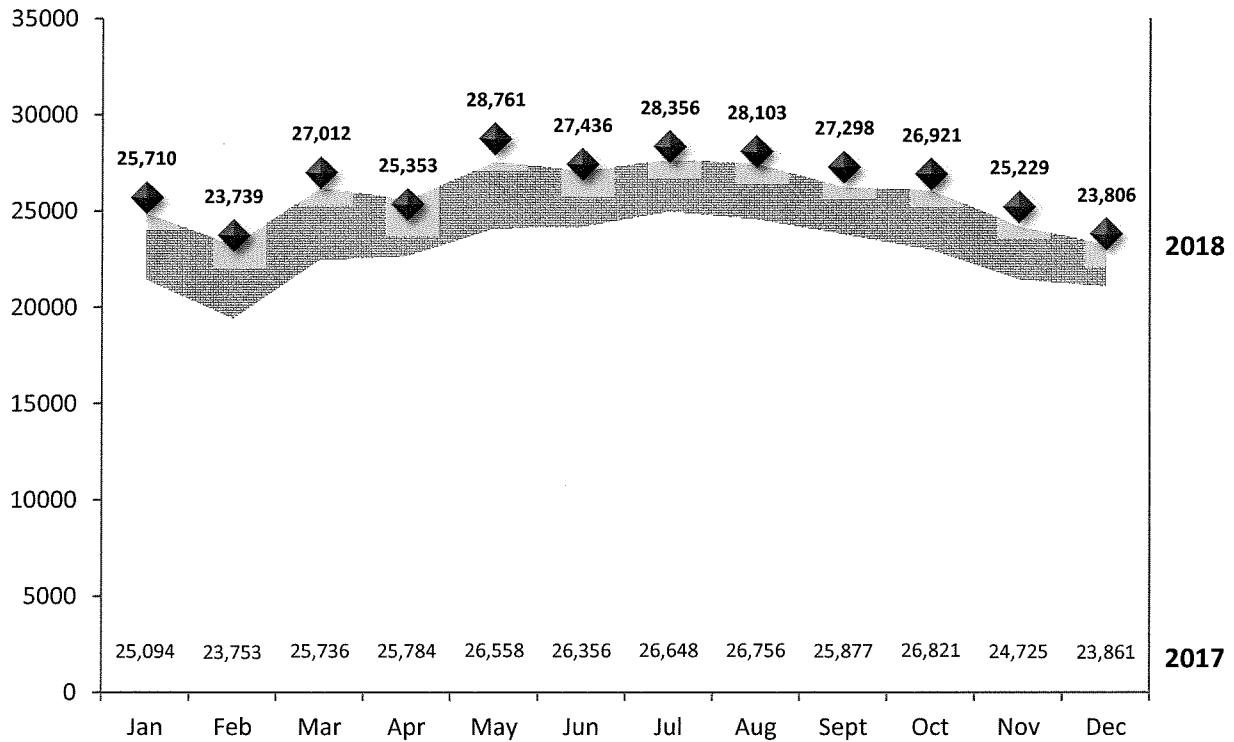
911 CALLS HANDLED BY MONTH (2018)



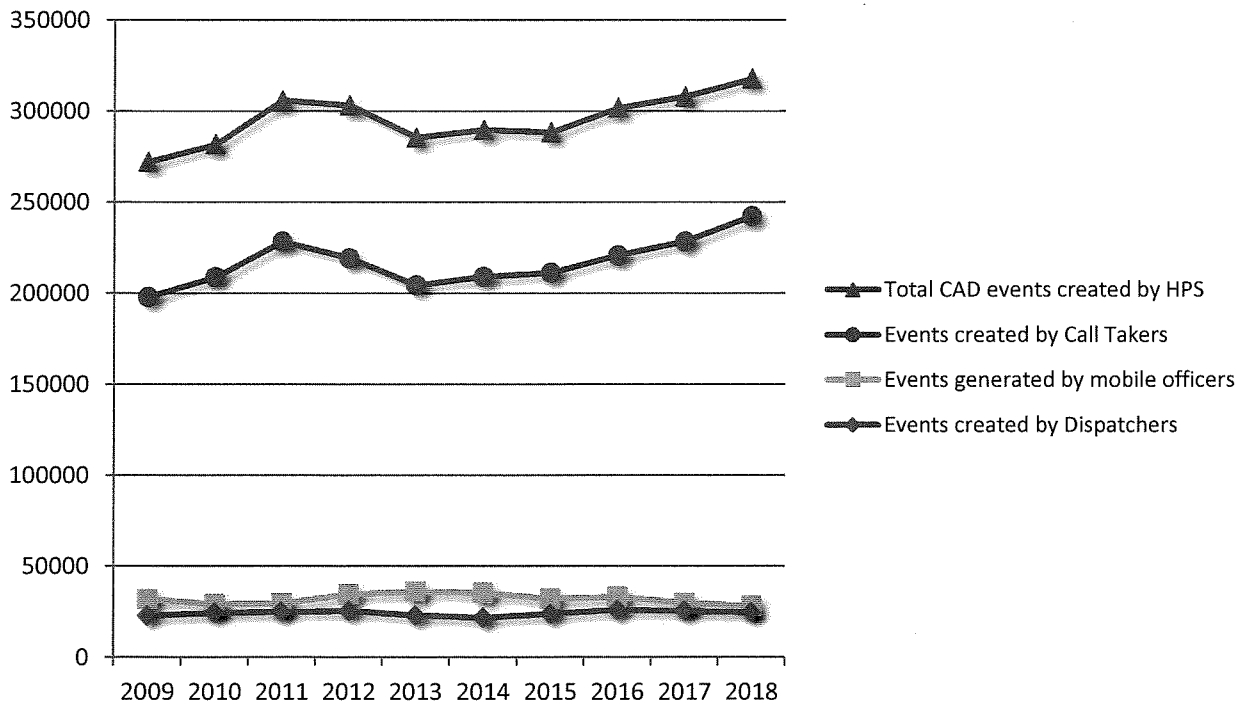
911 CALLS HANDLED BY YEAR (2009 - 2018)



CAD EVENTS CREATED BY MONTH (2018)

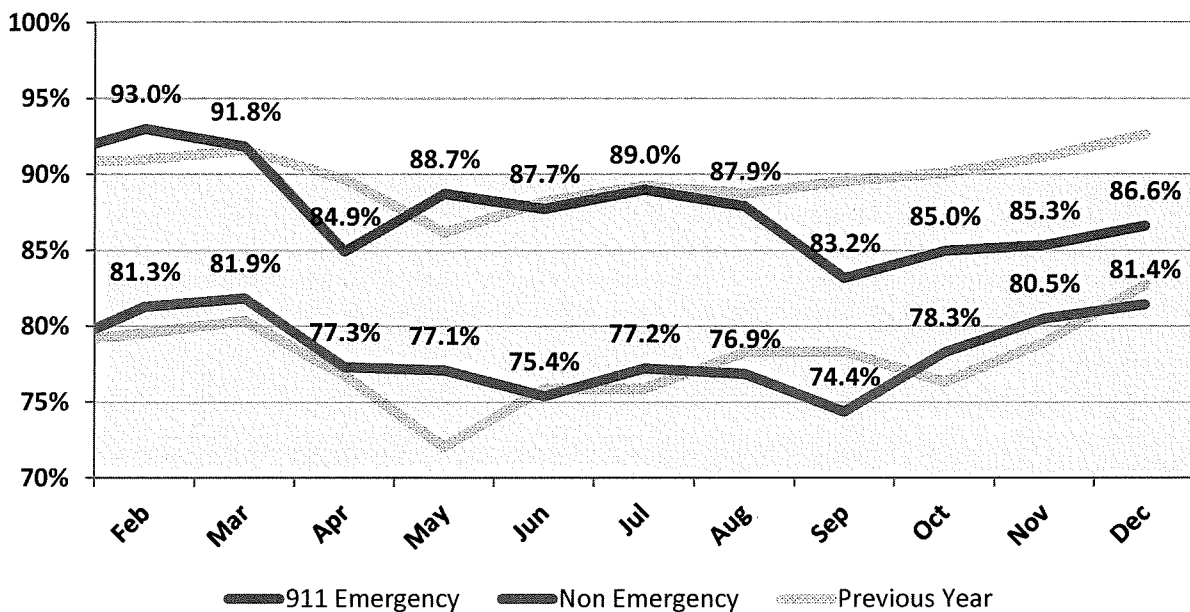


CAD EVENTS CREATED BY YEAR (2009 - 2018)



Service Percentage Levels (2018)

The Avaya telephone software continues to distribute calls efficiently. With the “forced answer” feature, calls are answered as soon as a Call Taker’s telephone is available. Service levels have improved to meet our 90% target. The annual service levels have increased from an average of 72% before Avaya (previously Call Center 7/Symposium) to an average of 88.4% in 2018 (see below chart for monthly service percentage levels). Communication’s efficiency in administering service requests are measured at two critical points – first, the ability to answer telephone calls and second, monitoring the manner in which each call is processed. Telephone answering performance is measured through Service Levels - the percentage of 911 calls answered within two rings, and non-emergency calls answered within three rings.



2018 Training

- Annual Block Training was provided for all members
- All members received a one day of Communications Yearly Development training
- Two Members attended the Provincial Communicators Conference
- The Association of Public Safety Communications Officials (APCO) Conference was attended by three members, with one additional member attending as a representative of APCO
- The Staff Sergeant and two members of Communications attended the National Emergency Number Association Conference
- Two members attended the Toronto Police Service Civilian Coaching and Mentoring Course.
- The Communications Trainer attended the mandatory facilitating Adult Learning Course.
- Six members attended the Crisis Intervention Training. To date, 34 dispatchers have received this training.

Current and Future Challenges

- **911 Disclosure Obligations**

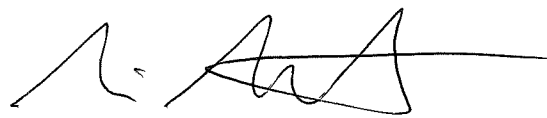
- The mandatory disclosure of 911 Calls for all judiciary matters has increased the workload of our employees. (Ref: R v MGT & OACP/MAG Framework MOU)
- HPS has historically managed intermittent disclosure requests by use of accommodated members.

- **System Upgrades**

Effects on staffing considerations to meet demands are being assessed in anticipation of a 2021 start date for full NG (Next Generation) 911 obligations, for example:

- The CRTC is mandating all Telephone Service Providers to update their systems to facilitate NG911, which will demand PSAPs to update their infrastructure.
- The Communications Section is currently facing a number of system upgrades including CAD, and the NICE audio recording system.
- In the months ahead, Communications will be conducting a Priority Response System review, to ensure police response times continue to align with quality service expectations relative to calls for service.
- The HPS Space Review Committee is currently examining PSAP expansion needs relative to both NG911 and forecasted growth for an additional Patrol Division.

On January 14, 2019, the HPS PSAP celebrated 40 years of service to the City of Hamilton. This occasion will be marked during Communicators Week in April, 2019. The civilian and sworn members in this Section continue to be a vital part of our emergency first response to ensure public safety for our citizens and visitors.



Eric Girt
Chief of Police

EG/M. Schulenberg

cc: Marty Schulenberg, Superintendent – Support Services
Treena MacSween, Inspector – Support Services
George Narozniak, Staff Sergeant – Support Services

4.5(e)

HAMILTON POLICE SERVICES BOARD

- INFORMATION -

DATE: 2019 April 11

REPORT TO: Chair and Members
Hamilton Police Services Board

FROM: Eric Girt
Chief of Police

SUBJECT: *Year-End Report: Crimes Against Seniors Unit (CASU) - 2018*
PSB 19-026

BACKGROUND:

The Hamilton Police Service continues to recognize the need for a specialized unit dedicated to address various seniors' issues within the City of Hamilton. The Crimes Against Seniors Unit (CASU) was formed in March, 2004, which consisted of two (2) Detectives working in the Victims of Crime Branch. The CASU was the first full time investigative unit of its kind in Ontario. This Unit continues to be a leader within the policing community within the province and continues to be one of the few dedicated units that exist. Other police agencies are often reaching out to consult with the Hamilton Police to gain insight as to our policing model in this field of investigation.

One forum that allows police agencies across the province to communicate is through participation in the Law Enforcement Agencies Protecting Seniors (LEAPS) Committee. This committee facilitates the networking of police personnel to discuss and strategize how best to serve seniors and prosecute cases in court. One of our CASU detectives, Detective/Constable Ian Cottee, currently sits as Chair of this committee.

Within the police service CASU, along with our Divisional Senior Support Officers (SSOs), work together to provide education, assistance and enforcement to senior abuse issues. In 2016, the Unit expanded by one (1) Investigator (Detective/Constable position) as approved as part of the 2016 staffing increase for the CASU.

The CASU is responsible for the investigation of crimes against persons 60 years of age or older or vulnerable adults, who are being victimized primarily because of their age or vulnerability. The CASU works closely with community agencies to ensure that all reported cases of assault, financial exploitation and neglect against the elderly are properly investigated. The majority of investigations are complex and time consuming. Officers have an extremely challenging role in these cases. In addition, police must have knowledge of family dynamics and be able to utilize prevention, safety planning and effective intervention. Our investigators are aware of the

different forms of abuse, neglect, and financial exploitation and are able to identify overt and subtle signs of abuse; know what actions are required under provincial and federal laws; and are familiar with the network of social and age related services that support senior abuse victims.

In 2018, CASU members arrested 22 individuals and laid 21 criminal charges. The 2018 Year-End Annual Report outlines the crimes, trends, results and initiatives in which the Service and community partners engage in collaboratively, to reduce crimes against seniors in our community.



Eric Girt
Chief of Police

EG/R. Diodati

Attachment: *Hamilton Police Service - Responding to Seniors' Issues Year-End Report 2018*

cc: Dan Kinsella, Deputy Chief – Operations
Ryan Diodati, Superintendent – Investigative Services Division

Hamilton Police Service
Responding to Seniors' Issues



Year-End 2018 Report

D/Cst Ian Cottee
March 2019

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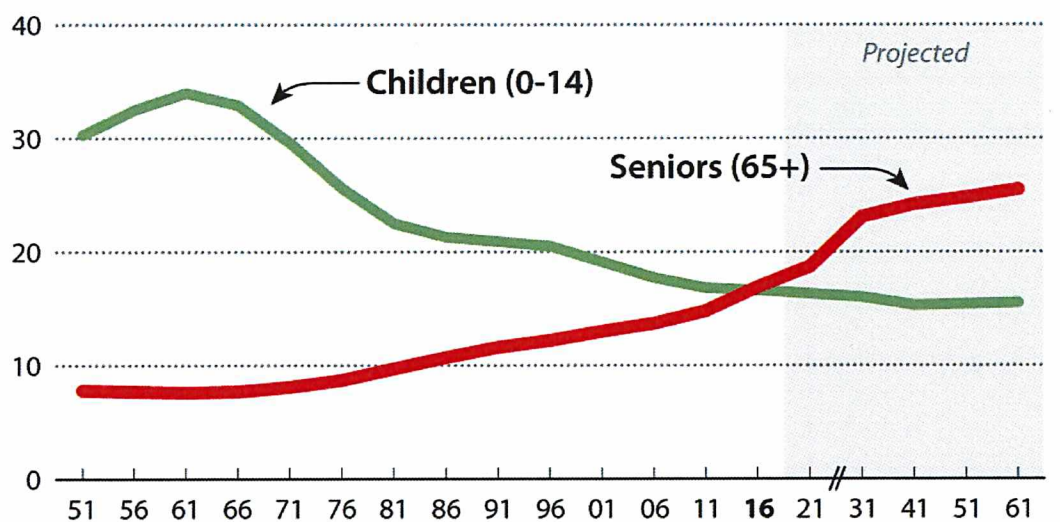
INTRODUCTION

Elder abuse is considered, as much as two decades, behind the fields of child abuse and domestic violence¹ and yet elder abuse continues to be a growing concern in Canada. Of particular unease is the safety and security of our elderly population. According to the 2016 Canadian census the population aged 65 years and older exceeded the population aged 15 years and younger. Almost 25 percent of the population, around eight million people, will be 65 or older by 2031² and by 2061, there could be 12 million seniors and fewer than 8 million children.³ Once a hidden problem, elder abuse is becoming more and more of a growing issue.

MORE SENIORS THAN CHILDREN

In 2016, for the first time, the share of seniors (16.9%) exceeded the share of children (16.6%).

PERCENTAGE OF THE TOTAL POPULATION



SOURCE: STATISTICS CANADA

THE CANADIAN PRESS

Source: Young, L (2017), Census 2016: For the 1st time, more seniors than children living in Canada.

<https://globalnews.ca/news/3423047/more-seniors-than-children-in-canada-2016-census/>

This population trend is also prevalent in the City of Hamilton. In 2006 the population of the City of Hamilton was 504,559. Of that population, 99,630 or 19.7% are persons over the age of

¹ National Center on Elder Abuse, Research, Statistics/Data. <https://ncea.acl.gov/whatwedo/research/statistics.html>

² Source: Statistics Canada, 2009, "Population Projections for Canada, Provinces and Territories (91-520-X)" (<http://www5.statcan.gc.ca/olc-cel/olc.action?objId=91-520-X&objType=2&lang=en&limit=0>).

³ Source: Census in Brief, "Population growth in Canada: From 1851 to 2061" (http://publications.gc.ca/collections/collection_2012/statcan/98-310-x/98-310-x2011003-1-eng.pdf).

60. In 2016, the population in the City of Hamilton had increased to 536,930. Of that population, 233,830 or 43.5% are persons over the age of 60. In 2018, the population again increased to 563,480, 58.1% of which are seniors over the age of 60. Seniors now account for more than half of the City’s population.

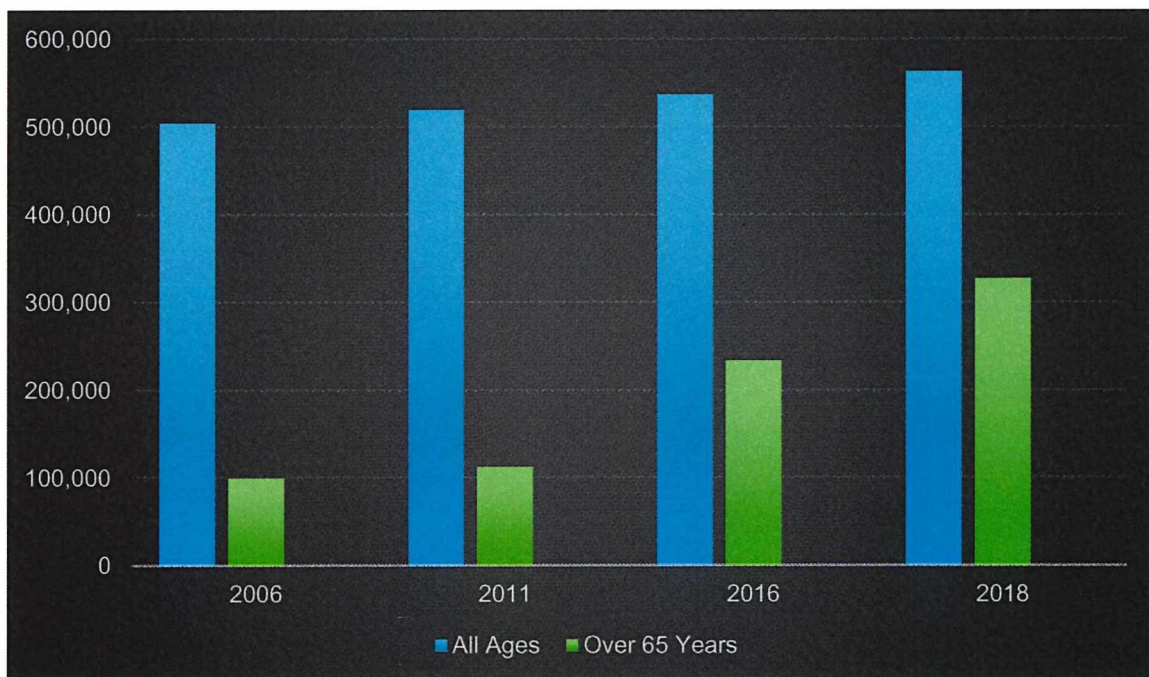
The City of Hamilton Population Growth Change

Year	City Population	City Population (Age 60 +)	Percentage of City (Age 60 +)
2006*	504,559	99,630	19.7%
2011*	519,949	112,385	21.6%
2016*	536,930	233,830	43.5%
2018**	563,480	327,453	58.1%

*Source: The 2006 census values extracted from Statistics Canada Publication 94-576-XCB200602.ivt. The 2011 census values extracted from Statistics Canada. The 2016 census values extracted from Statistics Canada. 2017. Census Profile. 2016 Census. Statistics Canada Catalogue no. 98-316-X2016001. Ottawa. Released November 29, 2017.

**Source: Richard Paola, City of Hamilton Planning and Economic Development, Information System Planner (March 7th,2019).

Population Growth in the City of Hamilton from 2006 to 2018



According to the City of Hamilton planning department, the population of Hamilton rose in 2018 to approximately 563,480. Within that population, an estimated 327,453 (58%) are seniors, an increase of approximately 93,623 since 2016⁴. As the aging population continues to increase, so do the needs for preventative and reactive policing initiatives. The Hamilton Police Service (HPS) has been recognized provincially as a leader in addressing seniors' issues. To continue to remain at the forefront we realize that our response to seniors' issues must continually evolve with the challenges of that growing community.

BACKGROUND

According to the World Health Organization, elder abuse can be defined as a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person. Elder Abuse can include physical, psychological or emotional, sexual and financial abuse. It can also be the result of intentional or unintentional neglect.⁵

Elder abuse is a growing concern especially with an aging population. To meet the needs of the City of Hamilton's growing demographic, the Crimes Against Seniors Unit (CASU) was created in 2004 by the HPS. The unit continues to be a unique investigative unit working out of the Victim of Crimes Branch within the Investigative Services Division (ISD).

CASU, in collaboration with the Seniors' Support Office at each Division, investigates all types of elder abuse and quality of life issues pertaining to seniors and vulnerable persons.

Seniors' Support Officer Mandate:

The Seniors' Support Officer (SSO) deals with issues, concerns and challenges that affect the seniors' community with respect to the law by:

- Cooperation - working with community services / agencies to address seniors' quality of life concerns,

⁴ Richard Paola, Information Systems Planner, Planning Division with the City of Hamilton, personal communication, Thursday March 7th, 2019.

⁵ World Health Organization (2018) "Elder Abuse", Fact Sheet, <http://www.who.int/mediacentre/factsheets/fs357/en/>

- Education - developing, delivering and implementing presentations on seniors' safety and security,
- Investigation - assisting in the investigations of abuse and neglect of senior and / or vulnerable adults.

The SSO position was originally piloted in 1996 and evolved into a full-time position in 1998. In the formative years the position focused on education, not only with service agencies, but within the seniors' community. With the educational ground work set, the position has become more demanding with investigations.

Crimes Against Seniors Unit Mandate:

CASU consists of two Detectives and one Detective Constable. CASU is responsible for the investigation of crimes against persons who are being victimized primarily because of their age or vulnerability. Specifically, persons 60 years of age and older or vulnerable adults (persons 18 years of age and older) who are, or may be, unable to take care of themselves or are unable to protect themselves against harm or exploitation by reason of age, illness, trauma or disability or any other reason. The unit works closely with community agencies to ensure that all reported cases are properly investigated, including:

- Neglect,
- Exploitation,
- Financial Abuse,
- Sexual Assaults in conjunction with the Sexual Assault Unit,
- Fraud and Theft by Power of Attorney cases,
- Incidents of abuse or neglect involving seniors / vulnerable adults residing in Long Term Care Homes, retirement residences, residential care facilities or health care facilities,
- Providing assistance to investigators and outside agencies as required in cases of a senior / vulnerable adult Sudden Death investigation occurring in Long Term Care Homes, retirement residences, residential care facilities or health care facilities, and

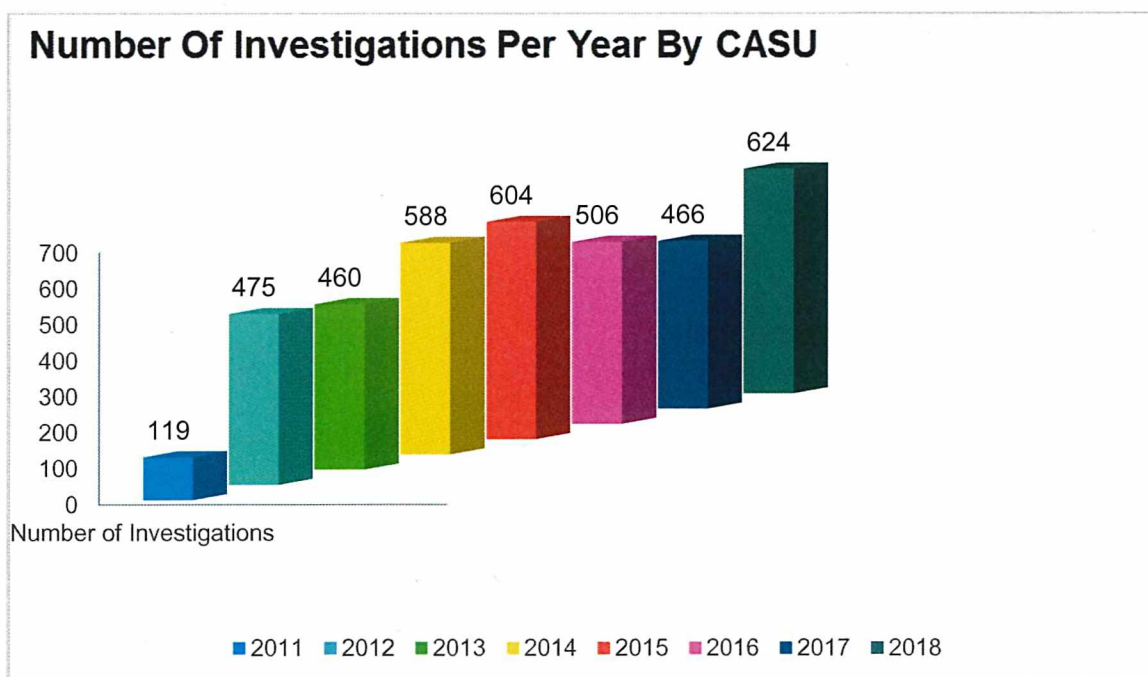
- Other cases as determined by the CASU Detective Sergeant within the Victims of Crime Branch.

These Detectives are trained in Major Case Management techniques and related criminal investigative techniques, including the writing of Production Orders, Search Warrants and similar legal documents in the course of their duties. They represent the HPS on multiple committees at the municipal and provincial levels. Locally, the committees include: The Older Adult Network (OAN) organized through the City of Hamilton and the Senior Isolation Coalition organized by McMaster University. At a provincial level, the HPS is a leader through chairing the Law Enforcement Agencies Protecting Seniors (LEAPS) committee, which is a multiple jurisdiction law enforcement committee.

Additionally, CASU is called upon to provide training to both police personnel and the community at large. The CASU Detectives have provided training to the Health Care Community, Financial Institutions, Long Term Care Facilities, Seniors' Clubs and various other community partners.

CASES ASSIGNED TO CASU

In 2018, CASU investigated 624 cases, a significant increase to the number of investigations from previous years.



CASU Operations 2012 - 2018

CASU	2012	2013	2014	2015	2016	2017	2018
EA ASSAULT	47	74	37	20	21	14	48
EA ASSAULT SEN ON SEN			65	84	70	38	20
EA DV					13	1	18
EA FAIL TO PROVIDE		3	9	2	2	2	12
EA FRAUD OVER	12	22	28	41	34	19	49
EA FRAUD UNDER	34	34	35	62	49	19	47
EA OTHER	154	42	63	102	66	10	80
EA QUALITY OF LIFE	135	220	228	225	174	41	202
EA SEX ASSAULT	13	11	5	4	3	4	8
EA SEX ASSAULT SEN ON SEN			18	6	11	9	14
EA SUSPICIOUS	19	8	20	11	17	6	21
EA THEFT BY POA		18	11	5	9	3	6
EA THEFT OVER	16	13	11	9	12	7	9
EA THEFT UNDER	40	32	59	34	13	22	32
VULNERABLE ADULT					20	9	42
TOTAL	470	477	589	607	514	467*	624

*Classification of the cases were not consistently applied, data has been rectified to reflect the correct number of cases for 2017

From 2004 through to 2010, individual CASU Detectives recorded their own statistics based on cases they personally reviewed and/or investigated. During this time, there were also changes in the type of internal police records management system. The HPS first utilized a system called Records Management Systems (RMS) but later made changes and moved to an internal database called Niche. The changes in the internal records management systems impacted how statistics were captured.

Although SSOs forwarded reports to CASU, this was done previously to share information and further investigations. This was not done specifically for statistical purposes. Statistics mainly reflected crime types and although searchable by age, would not reflect those instances where seniors were the subject of abuse specifically or in which a victim was targeted partially or

completely because they were a senior. This was compounded by the documented concern that seniors' crime is largely unreported.

REPORTING CRIMES - Crimes Against Seniors Unit

The abuse of seniors remains a hidden social problem and is thought to be largely under reported. Factors associated with non-disclosure⁶ have been widely documented within the research literature. Studies have identified that those being abused may be unwilling or unable to report it due to cognitive impairment, physical frailty, literacy, language or cultural barriers, isolation, dependence, and fear of retaliation, institutionalization, deportation, abandonment, outside intervention or that their standard of living will decrease.

In addition, individuals who witness or suspect that an older adult is being abused may not report the abuse. This could be due to a lack of knowledge about the signs and symptoms of abuse or may be that the individual may not recognize that the behaviour constitutes abuse.

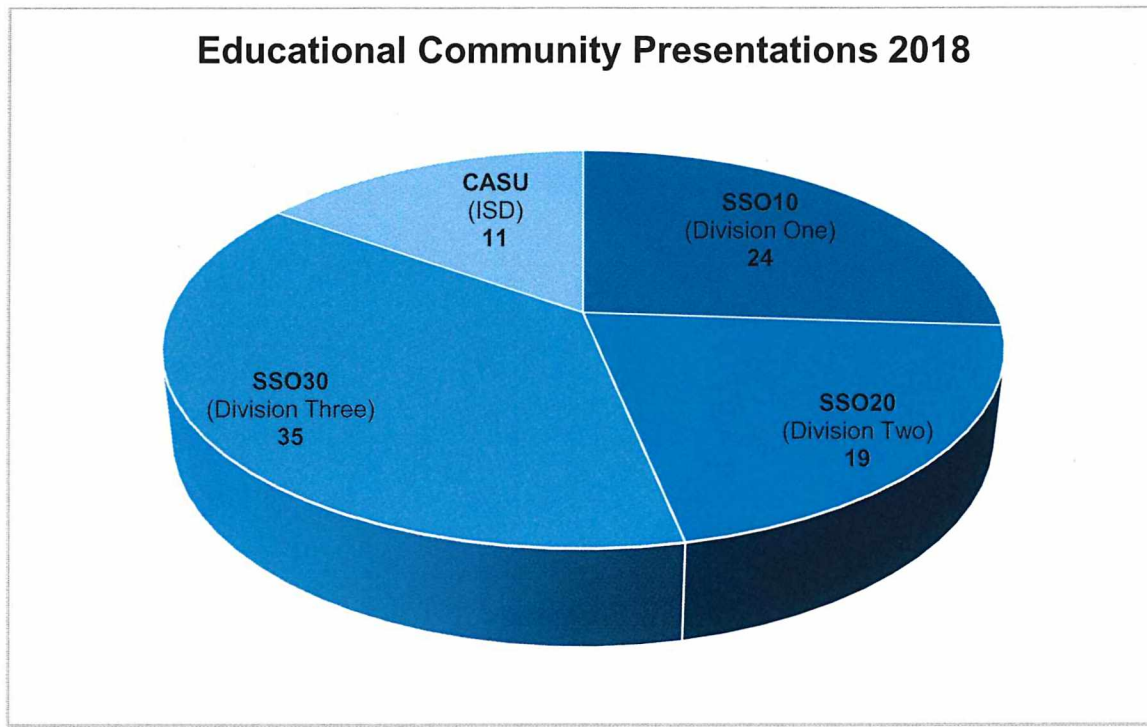
Certain social barriers may also exist that can increase the risk of abuse or neglect to a senior because of language or cultural barriers. They may have more difficulty accessing services, be hesitant to report the abuse or are unable to recognize the behaviour as abusive. Knowing the barriers that exist, the HPS has been proactive and co-active in reaching out to the community and their partners in an effort to break down these barriers.

COMMUNITY PARTNERSHIPS

The Hamilton Police Service believes strongly in fostering effective relationships with all of our community members, including initiatives to promote information sharing. Some of these initiatives included community presentations performed by CASU and the SSO office, which were aimed to increase awareness of crimes that target seniors. Another initiative included an updated version of the "Be Aware Take Care" resource guide that warns the community about different crime scams. The Service also prepared a refrigerator magnet for seniors which includes important contact information should something happen to them and emergency services responds to their home. The magnet acts as resource template to ensure vital

5. Community Mobilization Empowering Seniors Against Victimization, Pages 3 & 9; Public Safety Canada. Written by Selina Lai, M.. - The United Senior Citizens of Ontario, 2008.

information is readily available. All of these initiatives improve knowledge and assist in the safety and prevention of victimization.



Total Community Presentations Performed in 2018 was 89

In 2018, HPS was also involved in several events to help raise awareness of elder abuse. On June 15, also known as World Elder Abuse Awareness Day (WEAAD), HPS in conjunction with Elder Abuse Ontario held a celebration at the Mountain Police Station, inviting senior community members to plant seeds to help “grow the conversation” of elder abuse. Throughout the month, HPS also performed a series of elder abuse awareness campaigns in the Mountain News, on Cable 14 Police Watch with Mike Fortune, and on CH Morning Live.

ARRESTS AND CHARGES

Year	Arrests	Charges
2016	22	22
2017	21	20
2018	22	21

Since the inception of CASU, the unit has experienced a steady increase in the overall caseload, as well as the complexity of the cases investigated. In 2016, 514 cases were investigated and/or reviewed by CASU. Of those cases, there were 22 arrests and 22 charges. In 2018, there was an increase in the number of cases to 618, the highest number of cases investigated by CASU year to date. Many of these cases involved quality of life issues and were non-criminal investigations.

The predominant number of charges laid are a result of investigations by CASU. The SSOs' focus is primarily on quality of life and preventative initiatives. Additionally, the SSOs and CASU Detectives will often resolve many issues by other means that satisfy all parties, such as education, crime prevention initiatives and networking with community partners. With seniors, the criminal justice system is not always the most effective option. Furthermore, in criminal investigations where family members have been identified as the suspects, senior victims are reluctant to support charges against their own family and prefer alternative resolutions.

Of all the crimes that seniors face, the most often reported to the police are financial exploitation, frauds and thefts. These types of investigations are complex, time consuming and challenging. Investigations require multiple interviews, evidence collection including video surveillance, and detailed search warrants of financial records.

RESPONDING TO CRIMES

CASU investigations are generated by:

- Follow-up reports taken by frontline officers
- Referral Forms sent by outside agencies (Long Term Care Homes, Residential Homes, Care Facilities)
- Communication Branch generated incidents (E-mailed CAD reports)
- Direct calls from the community

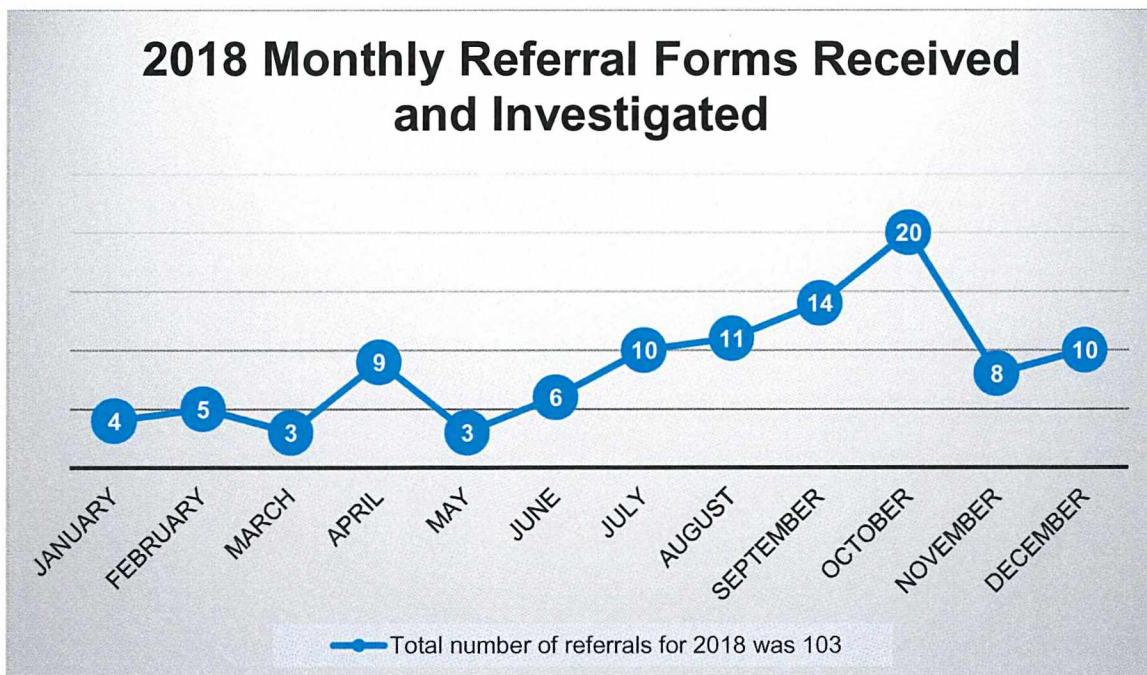
Follow Up Reports from Frontline

Initially, a call for service is generated by the Communications Branch prompting a uniform patrol response to the concerning issue. When these calls involve seniors or vulnerable adults, further follow up is often required. The responding uniform patrol officer will then complete a police report. The uniform patrol officer's supervisor will review the report and task it to either

the SSO Detective Sergeant for follow-up, or to the Detective Sergeant of CASU for case re-assignment.

Referral Forms

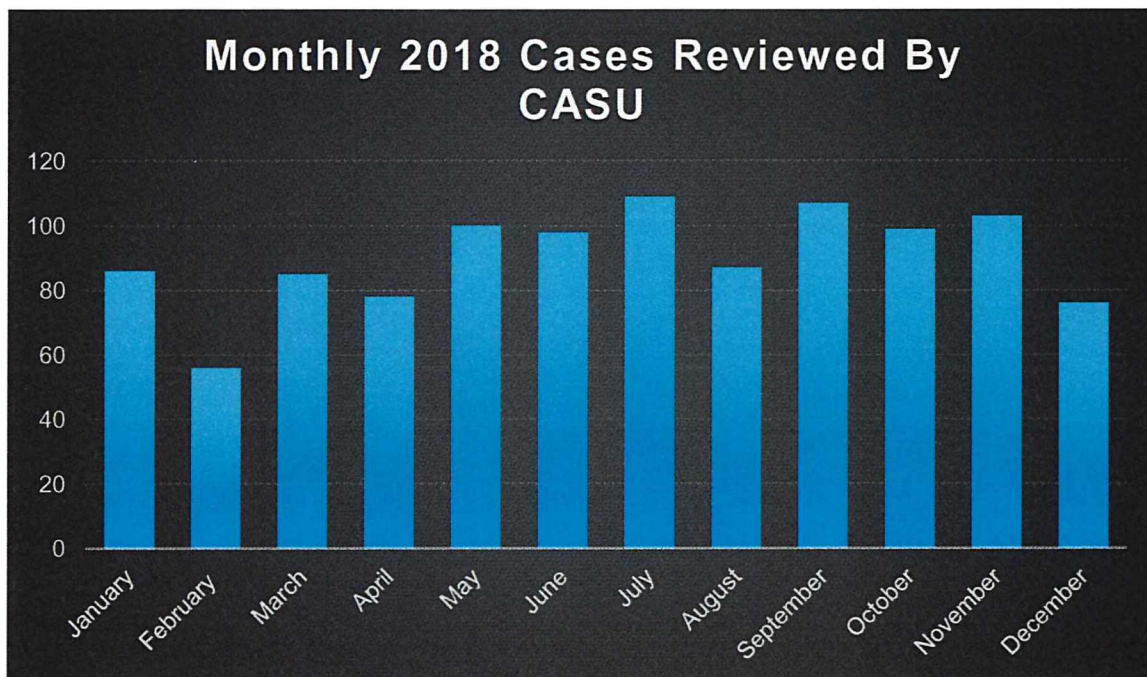
Changes to the Long-Term Care Homes Act (LTCHA) in 2010 made reporting to police mandatory⁷ of any alleged, suspected or witnessed incident of abuse or neglect of a resident. In response to the legislative changes, CASU developed a standardized referral form for all Long-Term Care Home Facilities within the City of Hamilton. In addition, the HPS also facilitated outreach training to assist with understanding the new referral form and protocol. When an incident of abuse or neglect occurs within a Long-Term Care facility, the administration staff of that facility must complete the referral form, as mandated by legislation, and email it to the HPS CASU mailbox for further investigation. In 2018, a total of 103 referrals were received by CASU, and investigations initiated, from various Long-Term Care Homes within the City, compared to 2017 where 73 referrals were received.



⁷ Long-Term Care Homes Act, O.Reg. 79/10, s.98.

Emailed CAD Reports

When a call is received by the Communication Branch involving a senior or vulnerable person, the call is automatically flagged. At the end of the shift a list containing all of the flagged incidents are emailed to the CASU mailbox for review. At the beginning of every shift, officers in CASU must review all the flagged incidents involving a senior or a vulnerable person, as a mechanism of quality control, to ensure that any incidents where a senior has been victimized has not been overlooked. In 2018, a total of 1,084 calls were received by dispatchers involving a senior/vulnerable person, some of which were successfully dealt with by dispatchers and others that required a uniform patrol response and further follow up by CASU or the SSO office.



Total number of cases reviewed by CASU in 2018 was 1084

The above graph demonstrates a slight increase in the number of calls for service during the summer. However, there was a decrease in the number of calls reported at the year end, a similar pattern noted in previous years.

TRENDS CURRENTLY FACED BY CASU

Long-Term Care Referral Increases

When an incident of abuse or neglect occurs within a Long-Term Care facility, the administration staff of that facility must complete the referral form as mandated by legislation. In 2018, there was a 29% increase in the number of referral forms received by CASU from the local Long-Term Care facilities. This increase in reported violence within these facilities has been

noted across the province. According to a report by the Ontario Health Coalition; the violence in Ontario's Long-Term Care homes has reached a scale that can no longer continue to be swept aside⁸ with a 129% increase in the number of resident-on-resident abuse reported between 2011 and 2016. As the senior population continues to grow, so does the complexity of residents residing in Long-Term Care facilities. As a result of this, it is expected that the Long-Term Care referral forms, and the investigations that follow, will continue to increase year after year.

Mass Marketing Frauds (Scams)

Mass Marketing Frauds are an area of growing concern in financial crimes, not just in Hamilton, but across Canada. Seniors and vulnerable adults are being targeted by these frauds. Along with the financial loss suffered by the individual, being a victim to these scams can also have a devastating effect on their overall health and sense of security. The fraudsters will often use very persuasive language and trickery to lure the victims and continue this deceit in order to take as much money as possible from the victim. Mass Marketing Frauds have continued to increase in 2018, not just in Hamilton, but across Canada. Statistics from the Canadian Anti-Fraud Agency show there has been an increase of both victims and dollars lost from 2017 to 2018. In 2017, there were 15,291 complainants related to Mass Marketing Frauds that targeted the senior population. In 2018, the number of reported complainants rose to 17,606. Not only did the number of complainants increase, so did the amount of dollar lost, from \$24,563,986.04 to \$28,710,243.72, an increase of \$4,146,257.68⁹. Some of these Mass Marketing Frauds that target the senior population include:

- CRA (Canadian Revenue Agency) - A fraudster poses as a Canadian Revenue agent and tells the victim that they owe money on their taxes.
- Grandparent/ Emergency - A fraudster calls the victim pretending to be one of their grandchildren who is facing an emergency and needs money quickly.
- Prize Winning (Lottery, Publishers Clearing House, Cruise) - A fraudster calls the victim making them believe they have won a lottery; however they need to send money in order to claim their prize.

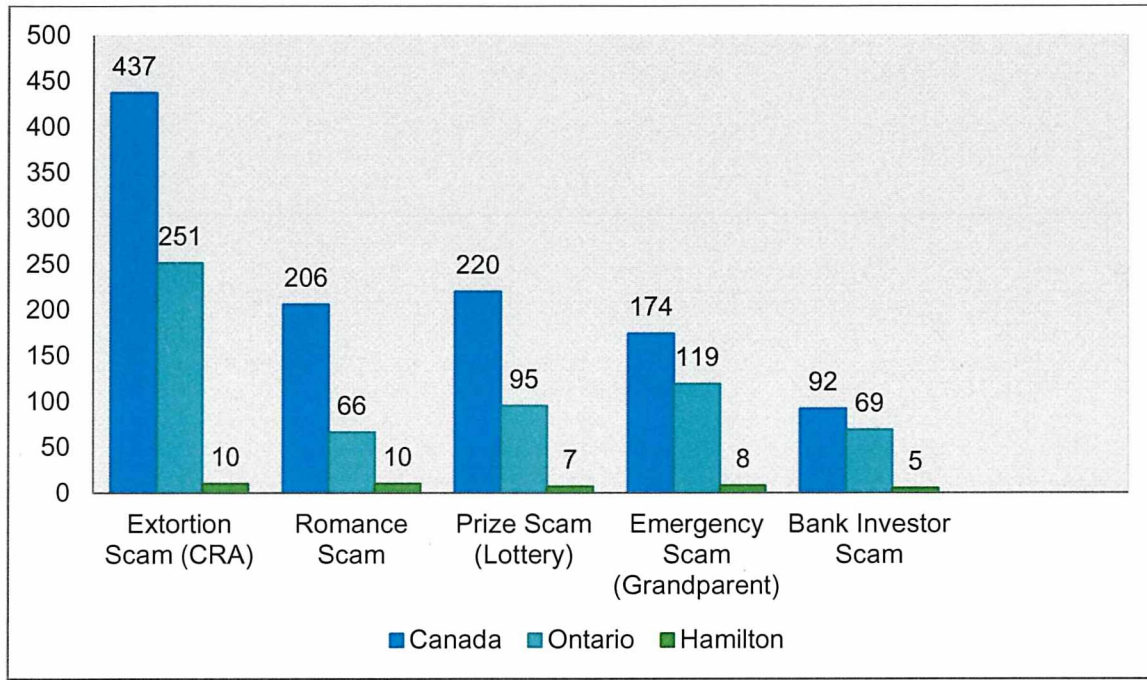
⁸ Ontario Health Coalition (January 21, 2019). "Situation Critical: Planning, Access, Levels of Care and Violence in Ontario's Long-Term Care". <http://www.ontariohealthcoalition.ca/wp-content/uploads/FINAL-LTC-REPORT.pdf>

⁹ Robert Rochefort, Fraud Analyst Canadian Anti-Fraud Centre RCMP, personal communication March 8th, 2019.

- Romance - A fraudster uses false romantic intentions towards the victim gaining their affection in order to trick them into giving the fraudster their money.

Comparison of Five Mass Market Scams on a Federal, Provincial and Municipal Level for

2018



The above graph represents five prevalent mass market scams in 2018, and compares them on a federal, provincial and municipal level. Source: Robert Rochefort, Fraud Analyst Canadian Anti-Fraud Centre RCMP, personal communication, March 8th, 2019.

Digital Currency (Bitcoins)

Bitcoin is one form of digital currency that presently exists. These types of “crypto-currencies” represent a new type of worldwide payment system. It is the first decentralized digital currency that works without a central bank or single administrator. Bitcoin first came into existence in 2009 and since has been used as a collection means for the criminal element.

In this new growing trend, Canada has seen 578 victims and over \$2,450,000.00 lost as a result of scams associated with Bitcoin in 2017 alone. In Hamilton, there have been several confirmed incidents involving this type of scam. These incidents represent examples where the Canadian Revenue Agency (CRA) scam has been updated to include payment by means of Bitcoin. Both victims received a phone call from a Fraudster posing as a CRA agent accusing the victim of tax

fraud. They then demand that the victim immediately pay a fine or face a greater penalty including arrest and criminal charges. They are asked for payment in bitcoin using a “spoofed” phone number which allows the caller to pose as someone else by falsifying the number that appears on the victim’s call display. In previous years, the fraudsters would receive the money from the victims in forms of cash and gift cards. The now growing trend of Bitcoin scams shows that crypto-currencies are now the currency of choice for these fraudsters. This scam is anticipated to increase, especially toward the upcoming tax season.

CHALLENGES

Complexity of Investigations

Most of the cases investigated by the CASU are complex. The investigations do not meet the Ontario Major Case Management (OMCM) criteria; however, they are investigated and managed using the OMCM guidelines/standards.

Significant financial losses through the abuse of Power of Attorney and through other fraud-related offences must be investigated in a timely fashion due to the vulnerability/age of the victims. Because of the vulnerability of the victim, often they are unable to testify or even see the process through, due to the declining mental or physical abilities including death.

Much of the information required to establish criminality comes from financial institutions and Health Care facilities. Due to privacy legislation the investigators are required to seek Judicial Authorization to obtain the required documentation. The writing of lengthy search warrants and the process of having them approved by a Judge or Justice of the Peace can take a lot of time and resources. This process often prolongs an investigation for many weeks and sometimes even months.

As cases are assigned to the CASU Detectives, prioritization is the key for the most time-sensitive investigations.

Aging Population

As we move forward into the future the seniors’ population is continually increasing. As noted on page 3 of this report, our population is aging at an increasing rate. Currently there are

327,453 seniors in our community and we are preparing for the increasing needs of this sector of the community.

Elder abuse is defined by the World Health Organization as a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an exception of trust which causes harm or distress to any older person.

Each Police Service has their own definition of what they view as Elder Abuse. The Criminal Code does not define “elder abuse”. This is why it is critical that we educate the community regarding elder abuse and the services the CASU provides.

Statistical Analysis

HPS has improved the retrieval of relevant data via the Niche Record Management System. We are continuously reviewing our methods of capturing data to ensure all relevant reports are captured for review by the CASU.

COMMUNITY & INTERNAL EDUCATION

Research has shown that seniors face significant barriers to reporting crimes. The abuse, often criminal in nature, may involve family members including children and spouses. These crimes often go unreported and unrecognized. In response the CASU has focused on community and internal education regarding elder abuse. Within the HPS in 2018, CASU performed presentations to new recruits, new dispatchers, and Sunday Schools. Outside of the Service, CASU presented to the McMaster Family Physician Program, McMaster Retirees, and several community and church groups.

FUTURE CHANGES

The population of seniors, not just in Hamilton but across the Country, continues to increase. This is expected to continue as a result of new technology and advancements in medical sciences. As people continue to live longer, there will be a growing senior population susceptible to and victimized by crime. As crime continues to target this population, the SSOs and CASU will require the technical knowledge and resources to meet these challenges head on.

The HPS will have to consider what age to categorize a senior. The Service will consider increasing the current defined age of a senior from 60 to 65. An age increase that does not just reflect of a population that is living longer, but an age that is also consistently used with other police services across the province, including:

- Halton Regional Police Service
- Toronto Police Service
- London Police Service
- Waterloo Regional Police Service

Not only does the defining age of a senior need to be examined, so does the judicial process involving elderly victims. When elder abuse cases have been investigated and charges are laid, they are often particularly difficult to prosecute and so often result in what may be considered as insufficient deterrence. On a federal level, the government has addressed this issue by adding an amendment to the Criminal Code, which includes increased sentencing for convicted perpetrators of elder abuse. On a municipal level, in 2018, the Hamilton Crown's Office acquired two designated crown attorneys to focus on all elder abuse cases brought before the courts within the City of Hamilton. This new partnership with shared expertise between the Crown's Office and the HPS is a substantial step in the right direction of deterrence and justice for cases involving elder abuse.

REFERENCES

1. Crimes Against Seniors Unit - P.S.B. Annual Report, Hamilton Police Service, 2015
2. Crimes Against Seniors Unit - P.S.B. Annual Report, Hamilton Police Service, 2016
3. Crimes Against Seniors Unit - P.S.B. Annual Report, Hamilton Police Service, 2017
4. Responding to Seniors Issues, Hamilton Police Service, 2015
5. Responding to Seniors Issues, Crimes Against Seniors Unit Staffing and Efficiencies Proposal, 2016

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HAMILTON POLICE SERVICES BOARD

- INFORMATION -

DATE: 2019 April 11

REPORT TO: Chair and Members
Hamilton Police Services Board

FROM: Eric Girt
Chief of Police

SUBJECT: *Year End Report: Professional Standards Branch - 2018*
PSB 19-027

BACKGROUND:

Please find attached the annual Professional Standards Branch Report for 2018. The report outlines public complaints, Service complaints and internal investigations including workplace harassment. SIU investigations and their outcomes are also reported. Further, this report also includes areas of risk such as police involved motor vehicle collisions and officer involved pursuits.

Commendations for officers, citizen awards and letters of appreciation are also outlined in this report.



Eric Girt
Chief of Police

EG/N. Goodes-Ritchie

Attachment: *Professional Standards Branch Annual Report 2018*

cc: Frank Bergen, Deputy Chief – Support



Hamilton Police Service Professional Standards Branch

Annual Report 2018

Professional Standards Branch

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Professional Standards Branch

Preface

This report is prepared in accordance with Ontario Regulation 3/99 of the *Police Services Act*. It is a comparative statistical analysis of all complaints received and investigated during 2018, as well as a compilation of relevant Risk Management data for the same year.

The statistical information included in the 2018 Professional Standards Branch Annual Report was compiled with data obtained from the following sources:

Statistical Sources

- Professional Standards Branch Data base
- Internal Affairs Professional Standards Records Management System (IAPro)
- Chief's Office
- Human Resources
- Special Investigations Unit Liaison
- 2017 Professional Standards Branch Annual Report

Definitions

Professional Development Division (PDD)

A division of the Hamilton Police Service responsible for Professional Standards, Risk Management, Policy Development, Business Planning, Quality Assurance and Training. When required, the branches of the PDD work together to examine and assess organizational needs and devise action plans to further enhance work performance. In 2018, the PDD was managed by Superintendent Nancy Goodes-Ritchie.

Professional Standards Branch (PSB)

PSB is responsible for investigating and facilitating the resolution of both internal (Chief) and external (public) complaints in an impartial and professional manner, pursuant to the *Police Services Act*. The PSB acts as the liaison for the investigation of complaints referred by the Office of Independent Police Review Director (OIPRD). Additionally, this branch of the PDD investigates human rights complaints, civilian employee complaints, labour law complaints, Workplace Violence and Harassment and Special Investigations Unit (SIU) Section 11 reviews. The PSB is staffed by three Sergeants and one Staff Sergeant.

Professional Standards Branch

Risk Management

The Risk Management Branch of PDD is responsible for the identification and evaluation of risks and the development, selection and implementation of control measures that change outcomes. The Risk Manager currently handles the McNeil disclosure file and weekly tips for Hamilton Police Service members on current and risk related topics. Additionally, the Risk Manager assesses Police Service Motor Vehicle Collisions (MVC), member Red Light Camera (RLC) infractions; and member Missed Court (MC) attendances. The Risk Management Branch is staffed by one Inspector.

Office of Independent Police Review Director (OIPRD)

The OIPRD receives, manages and oversees all public police complaints in Ontario.¹ They are a civilian oversight agency that accepts complaints about the conduct of police officers and/or the policies and services of a police service. In addition to processing and investigating public complaints, the OIPRD administers the Ontario public complaints system.

Special Investigations Unit (SIU)

The SIU is a civilian law enforcement agency, independent of the police, that conducts criminal investigations into circumstances involving police and civilians that have resulted in serious injury, death or allegations of sexual assault.² Although it is an agency of the Ministry of the Attorney General, its investigations and decisions are independent of the Government of Ontario. The Director of the SIU is empowered under the *Police Services Act* to lay criminal charges against police officers where warranted.

Internal Affairs Professional Standards Software (IAPro)

IAPro is a Professional Standards software used by the PDD to efficiently handle citizen complaints, administrative investigations, use-of-force reporting, and other types of incidents, while providing the means to identify and analyze areas of concern.³

Section 11 Investigations

The Chief of Police is legislated under Section 11 (s.11) of Ontario Regulation 267/10, to cause an administrative investigation to be conducted into any incident of which the SIU is notified.⁴ The investigation reviews the conduct of the involved police officer(s), as well as the policies and/or services provided by the Hamilton Police Service.

¹ Queen's Printer for Ontario, 2015, *Office of Independent Police Review Director*, www.oiprd.on.ca

² Queen's Printer for Ontario, 2016, *Special Investigations Unit*, www.siu.on.ca

³ CI Technologies, 2015, *IAPro*, www.iapro.com

⁴ *Police Service Act, 2011, Ontario Regulation 267/10, Conduct and Duties of Police Officers Respecting Investigations by the Special Investigations Unit*, www.e-laws.gov.on.ca

Professional Standards Branch

Executive Summary

The Professional Standards Branch and Risk Management Branch saw a productive year in 2018. Although public complaints from the OIPRD experienced a slight increase over 2017, there was a 20% decrease in the number of OIPRD complaints that were screened in for investigation. However, the time spent on investigations notably increased, as they were more complex in nature. Internal conduct investigations saw a significant decrease from 2017. In addition, the HPS investigated two external agency OIPRD complaints in 2018.

In 2018, the Hamilton Police Service answered 317,724 telephone calls, yet only 120 public complaints were made to the OIPRD, representing less than 0.04%. This included 105 conduct complaints, 1 service complaint, 2 policy complaints, 2 local resolutions and 10 customer service resolutions. Of the 105 conduct complaints, 48 were screened in for investigation by PSB.

In 2018, the HPS answered 317,724 phone calls.

The HPS received only 120 public complaints, which represents less than 0.04% of all calls.

In 2018, Red Light Camera Violations increased by 9, or 40%.

Discreditable Conduct was the most common allegation of misconduct at 18 counts, followed by Neglect of Duty at 15 counts and Excessive Force at 10 counts. It should be noted that the OIPRD does not screen out any Excessive Force complaints. Of the 48 conduct investigations, only 1 case resulted in a finding of misconduct. The one Service Complaint was later withdrawn, and the two Policy Complaints were unsubstantiated. An OIPRD request for review was requested 3 times by a complainant in 2018. The 3 reviews remain before the OIPRD. In 2017, 2 OIPRD reviews were requested. The 2 HPS decisions were upheld by the OIPRD.

A total of 182 internal complaints were filed in 2018, representing a decrease of 4% from 2017. Red Light Camera (RLC) violations increased by 9, or 40%. Motor Vehicle Collisions (MVC) remained unchanged; and Missed Court (MC) saw a 9% decrease from 2017. Of the total internal complaints came 219 specific allegations of misconduct. Damage to Clothing/Equipment was the most frequent form of misconduct followed by Discreditable Conduct. Damage to Clothing/Equipment includes all major and minor police service collisions, and in some instances, multiple allegations per complaint. There were 6 complaints and/or allegations of workplace harassment in 2018. Three of the allegations have been substantiated, one has been unsubstantiated, and two concluded with no further action. Excluding MC, MVC, and RLC violations, 59% of the remaining 22 chief's complaints resulted in substantiated misconduct.

The SIU invoked its mandate to investigate 16 reported incidents in 2018. Of the 16 investigations, 8 were concluded by memo after a preliminary inquiry, and 8 became formal investigations. Out of the 8 investigations, 1 was concluded with no reasonable grounds to believe that the subject officers committed a criminal offence. The

Professional Standards Branch

remaining 7 investigations are pending the SIU Director’s decision. The subsequent provincially mandated Section 11 investigation completed by the PSB in relation to the one (1) concluded investigation, determined that all HPS policy and procedures were adhered to and no further action was required.

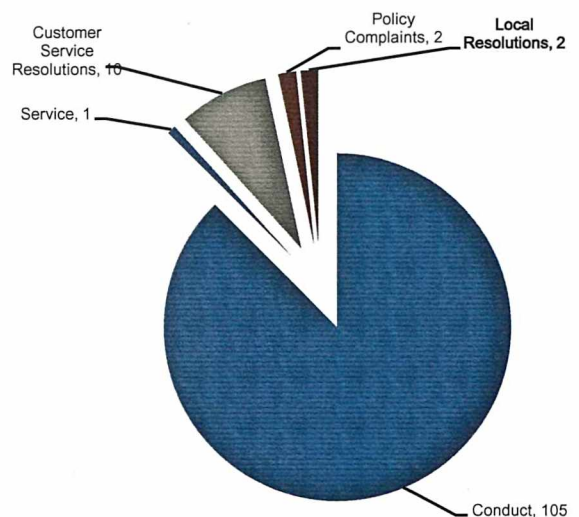
A total of 70 Fail to Stop reports were submitted for 2018. This is an increase of 13 reports or 22% from the previous year. Pursuits were initiated in 37 (52%) of the incidents where a Fail to Stop report was submitted. Officers did not engage in a pursuit 33 times. Of the total Fail to Stop reports, 27 were for *Criminal Code* violations, 40 for *Highway Traffic Act* violations and 3 were suspicious vehicles. In 2018, 8 MVC’s occurred as a direct result of officer initiated pursuits compared to 0 in 2017. There were no pursuit related injuries.

The Hamilton Police Service received 112 Good News letters in 2018. The Service issued 53 letters of recognition to members of the public and a total of 139 commendations to HPS members for exemplary service. Additionally, 16 members were awarded Member of the Month, and 6 members received the Chief’s Pride Award.

Public Complaints

In 2018, the Hamilton Police Service answered 317,724 telephone calls. Only 120 complaints were made to the OIPRD regarding the Hamilton Police Service, representing 0.04% of all calls. This is a very low number of complaints from the public given the frequency of contact and interactions they had with members of our Service.

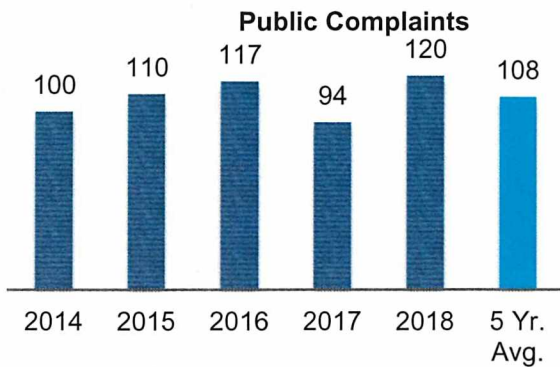
Of the 120 complaint submissions, 105 were related to officer conduct, 1 was classified as a service complaint, 2 as policy complaints, 10 were screened for customer service resolutions (CSR), and 2 were resolved locally (local resolution). It should be noted that a CSR is a confidential process for less serious complaints that provides an opportunity to voluntarily resolve complaints before they are formally screened under the *Police Services Act*.⁵ A local resolution is a process where complaints are made directly with the HPS and a resolution is agreed upon by the involved parties.⁶



⁵ Queen’s Printer for Ontario, 2015, Office of Independent Police Review Director – Customer Service Resolutions, www.oiprd.on.ca

⁶ Queen’s Printer for Ontario, 2015, Office of Independent Police Review Director – Local Resolutions, www.oiprd.on.ca

Professional Standards Branch



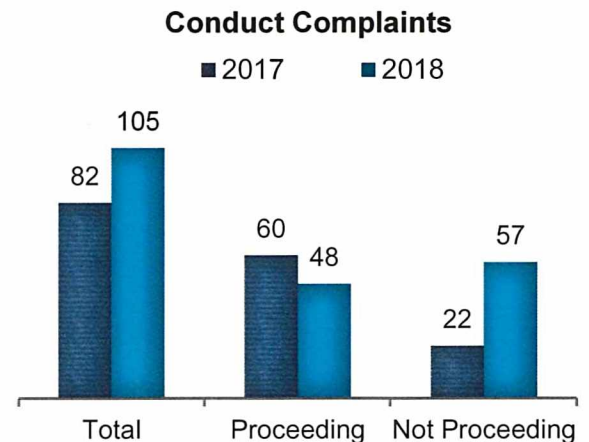
The OIPRD screened in 48 of the 120 complaints, which constitutes 40% of the original public complaints. This includes conduct complaints, customer service resolutions and service and policy complaints. The average number of public complaints between 2014 and 2018 was 108. In 2018, the OIPRD experienced an increase of 12% from the previous four-year average. However, the percentage of complaints screened in by the OIPRD decreased by 46%.

Conduct Complaints

When the behaviour of a police officer is formally questioned by a member of the public, the OIPRD classifies this as a conduct complaint.⁷ Of the 105 conduct complaints, 48 were ultimately screened in by the OIPRD for investigation. The OIPRD determined that police investigation was not required for the remaining 57 submissions based on legislated criteria such as:

- the complaint is better dealt with under another law or act
- the complaint is frivolous – trivial or lacks an air of reality
- the complaint is not in the public interest
- the complaint is made over six months after the incident⁸

Comparing the 2018 conduct complaint data to that of 2017, reveals that there was a 28% increase in these types of complaint submissions to the OIPRD. However, the number of complaints, regarding conduct, screened in was 20% lower when compared to that of 2017.



Allegations of Misconduct

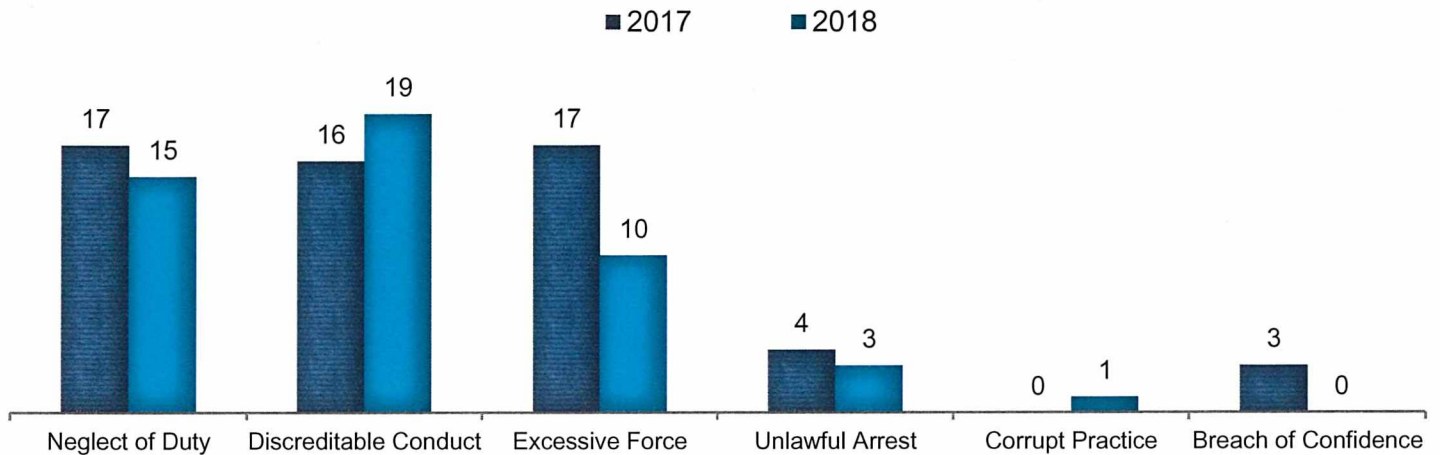
The *Police Services Act Code of Conduct* is used by the HPS as the basis for classifying conduct complaints. Neglect of Duty and Excessive Force allegations decreased from 2017 to 2018. It is important to point out that the OIPRD does not screen out Excessive Force allegations. Discreditable Conduct and Neglect of Duty represented the most common type of complaint made in 2018 at 70%. The number of complaints regarding Excessive Force represented the third greatest type, and saw a decrease of 23% from 2017.

⁷ Queen's Printer for Ontario, 2015, Office of Independent Police Review Director – Complaints, www.oiprd.on.ca

⁸ Queen's Printer for Ontario, 2015, Office of Independent Police Review Director – Screening Complaints, www.oiprd.on.ca

Professional Standards Branch

Conduct Complaints Proceeding by Allegation

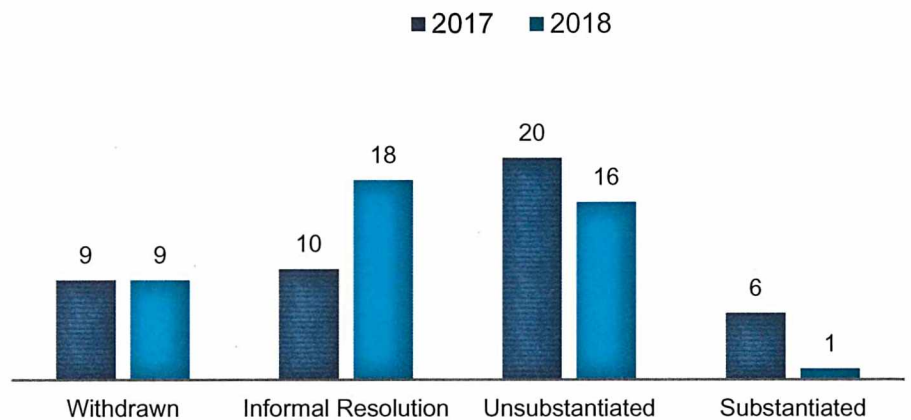


Disposition of Conduct Complaints

Of the 48 officer conduct investigations, 9 complainants voluntarily withdrew their complaints based on subsequent information provided to them. At the preliminary stages, 18 were resolved by informal resolution, and 16 allegations of officer misconduct were unsubstantiated by investigators. Only 1 of the original 48 conduct complaints resulted in a finding of misconduct on behalf of the officer, with penalty to be implemented pursuant to the *Hamilton Police Service Discipline Policy*.

As of February 28, 2019, 4 of the investigations remain open.

Disposition of Investigated Conduct Complaints

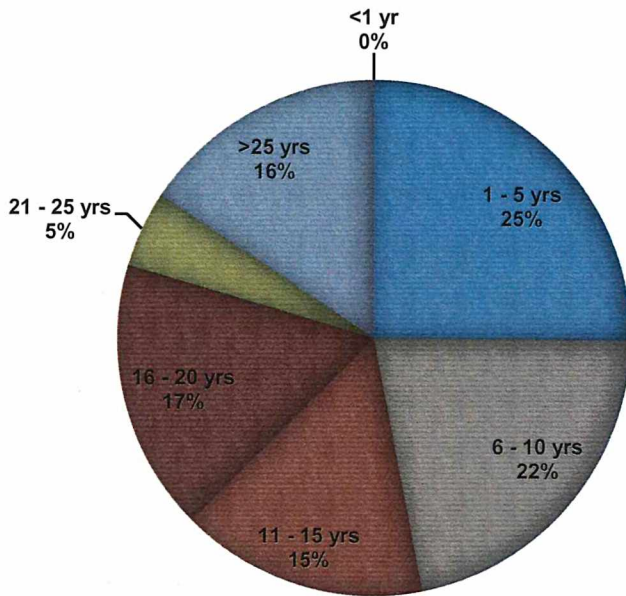


Demographics of Conduct Complaints

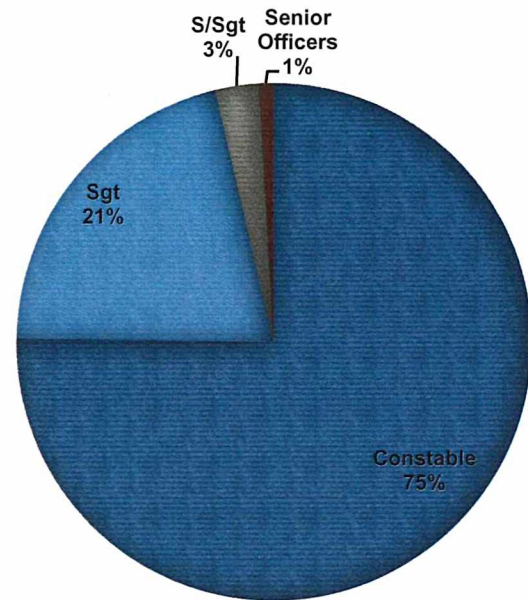
Most conduct complaints involve officers with 1-5 years of experience, as they are typically less experienced uniform police officers who have the highest frequency of contact with members of the public. When looking at the rank of a subject officer, the greatest number of public complaints is made regarding Constables. Similarly, Constables have the most interaction with the general public.

Professional Standards Branch

Years of Service of Subject Officer



Rank of Subject Officer



Service Complaints / Policy Complaints

Service complaints relate to a specific policy and/or processes of the Hamilton Police Service. In 2018, there was 1 service complaint filed against the HPS. The complaint, which was related to the refusal of the HPS to release information on the basis of privacy concerns, was unsubstantiated. Of the two policy complaints, one related to the HPS media policy, and the other to the witnessing of third-party documents. Both complaints were unsubstantiated.

Public Complaint Reviews

In the circumstance that a complainant is not satisfied with the outcome of a complaint investigation, they may request a review by the OIPRD. Complainants have 30 days from the day they are notified of the results to make this request. Once the OIPRD has received the file from the police, they will assess the investigation and determine if the decision is appropriate.⁹

In 2018, the Hamilton Police Service received 3 requests from complainants for an OIPRD review. One HPS decision was upheld and two remain before the OIPRD.

⁹ Queen's Printer for Ontario, 2015, Office of Independent Police Review Director – Request a Review, www.oiprd.on.ca

Professional Standards Branch

Internal Complaints

Pursuant to the *Police Services Act*, the Chief may cause an investigation to be conducted in relation to the conduct of a police officer employed by the Service. These internal complaints are typically initiated by an HPS member or supervisor. The findings of the investigation are provided to the Chief in a written report and where required, discipline is implemented pursuant to the *Hamilton Police Service Discipline Policy*.

With respect to these investigations, the Chief of Police has separated simple violations such as Red Light Camera violations (RLC), Motor Vehicle Collisions (MVC) and Missed Court (MC) to be investigated by Divisional Commanders. More complex member conduct investigations are investigated by the PSB. These are referred to as a Chief's Internal Complaint.



A total of 182 internal complaints were filed in 2018, a 4% decrease from 2017. Specifically, RLC, MVC and MC saw a slight 6% increase from the previous year; and a 40% increase in RLC incidents from 22 in 2017 to 31 in 2018. In addition, there were 10 MC incidents, 113 MVC incidents with 65 of those deeming the officer at fault, while the remaining 48 MVC's were deemed non-preventable.

Allegations of Misconduct

The internal complaints filed in 2018 yielded 219 specific allegations of misconduct. The number of allegations compared to complaints is larger because a single complaint may include multiple HPS members and/or multiple allegations per member. Of the various classifications of alleged misconduct, Damage to Clothing/Equipment was the most frequent at 51%. Damage to Clothing/Equipment is extremely broad and includes all police service collisions, from extremely minor to major and in some instances, multiple allegations per complaint.

Workplace Harassment Investigations

The Hamilton Police Service is committed to providing a respectful work environment in which all individuals are treated with respect and dignity, are able to contribute fully, and have equal opportunities for all its 1238 full and part-time members. Harassment or discrimination is not tolerated in the workplace and all complaints of this nature are investigated thoroughly and in a timely manner.

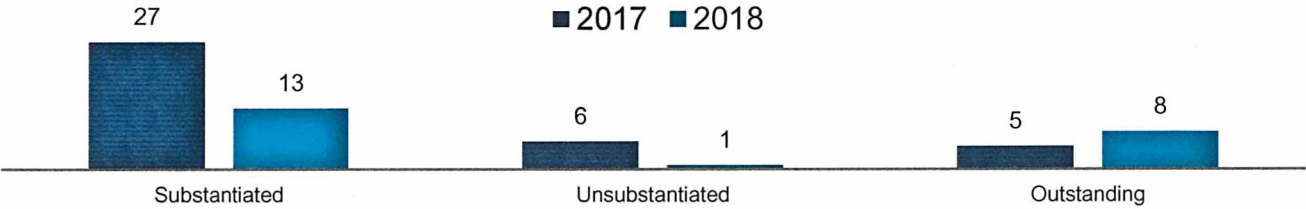
In 2018, there were 6 complaints and/or allegations of workplace harassment. Three of the allegations have been substantiated, one was unsubstantiated, and the investigation into the two remaining allegations concluded with no further action required. There were eight reported complaints of harassment in 2017.

Professional Standards Branch

Chief's Internal Complaints

Of the 22 internal complaint investigations (exclusive of Harassment Allegations, MC, MVC, and RLC) in 2018, 13, or 59% of the cases of misconduct were substantiated. This is a decrease from 2017, where 71% of the complaints were substantiated.

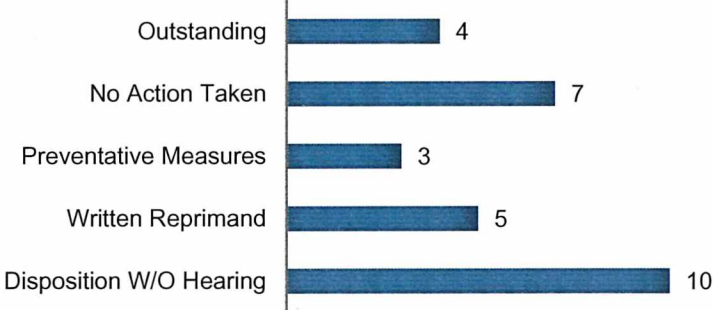
Conclusions of Chief's Internal Complaints



Disposition of Internal Complaints

In the 22 internal investigations, 29 members were identified as subject members. Of the subject members, 52% received corrective discipline. Preventative measures were applied to 10% of subject members. No action was taken against 24%, as either the substance of the allegations were unfounded or the allegations could not be proven through investigation. Outstanding dispositions, including outstanding criminal matters account for the remaining 14%.

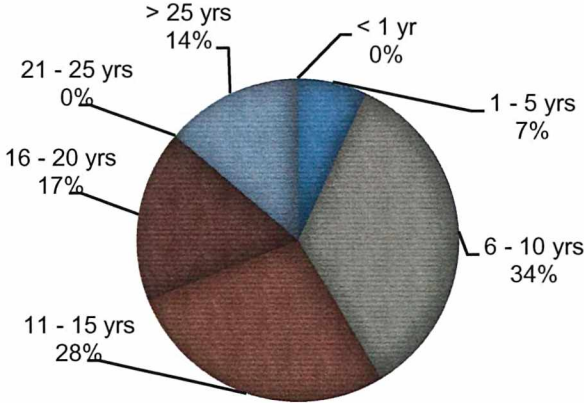
2018 Penalty Dispositions



Demographics of Internal Complaints

Sworn Officers with between 6 and 10 years of service accounted for 34% of internal investigations, while officers between 11 and 15 years of service represented 28%. These two categories alone represent more than half of the officers with allegations of misconduct.

Years of Service (Sworn Members Only)



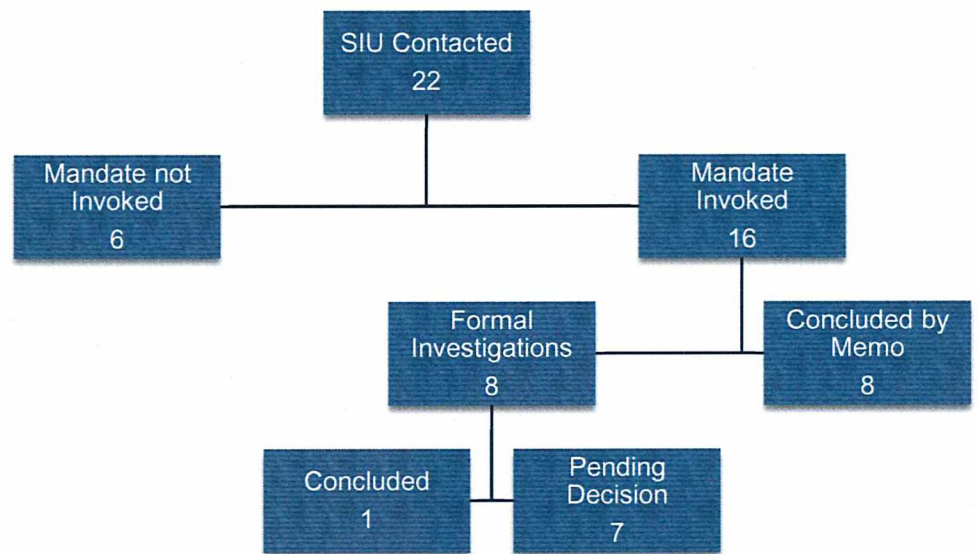
Professional Standards Branch

Special Investigations Unit Incidents

In the pursuit of transparency, the Hamilton Police Service notified the Special Investigations Unit (SIU) on 22 occasions in 2018. The SIU invoked its mandate in 16 of the 22 incidents.

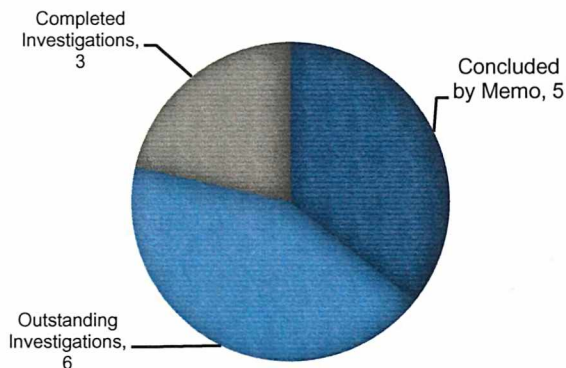
Formal Investigations

Of the 16 SIU investigations, 8 were concluded by memo after the SIU completed a preliminary inquiry and 8 were processed as formal investigations. Out of the 8 investigations, only 1 has been concluded. In that incident, the SIU concluded that reasonable grounds did not exist to believe that the Subject Officer committed a criminal offence. The remaining 7 investigations are pending the Director's decision.

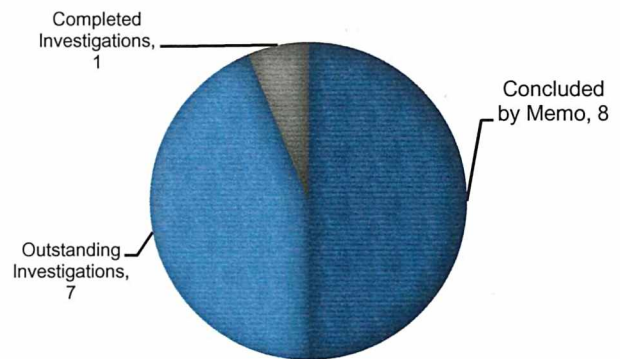


In comparison, the SIU was notified 16 times in 2017 and invoked their mandate in 14 incidents.

Invoked Investigations 2017



Invoked Investigations 2018



Professional Standards Branch

Criminal Allegations

Out of the 16 incidents where the SIU invoked their mandate in 2018, 7 were classified as a Custody Injury, 4 were classified as a Sexual Assault, 3 were classified as a Custody Death, and 2 were classified as a Firearms Death.

Police custody related injury is the most frequently classified incident involving the SIU. Police Custody Injury and Police Custody Death are not clearly defined and do not specifically mean being physically controlled or being in a custody area of the Hamilton Police Service.



Section 11 Investigations

One Section 11 investigation has been completed by the PSB in relation to the one 2018 concluded SIU investigation. The Section 11 Investigation has concluded that all HPS policy and procedures were adhered to and no further action was required on the part of the subject officers or the HPS. There remain 7 outstanding Section 11 investigations for 2018. These cannot proceed until the Director of the SIU has reached a decision pertaining to these matters. A Section 11 Investigation is not required when an officer is criminally charged by the SIU.

Risk Management

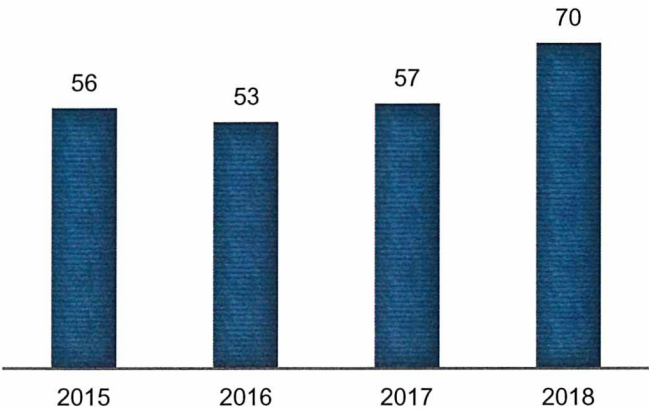
Suspect Apprehension Pursuits

A suspect apprehension pursuit occurs when a police officer attempts to direct the driver of a motor vehicle to stop. The driver refuses to obey the officer and the officer pursues in a motor vehicle for the purpose of stopping the fleeing motor vehicle or identifying the fleeing motor vehicle or an individual in the fleeing motor vehicle.¹⁰

¹⁰ Police Service Act, 2011, Ontario Regulation 266/10, Suspect Apprehension Pursuits, www.e-laws.gov.on.ca

Professional Standards Branch

Number of Fail to Stop Reports

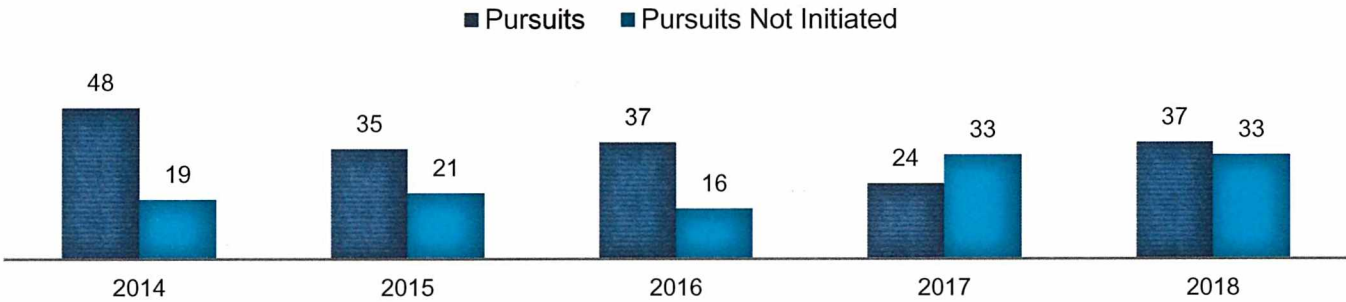


Fail to Stop Report

A Fail to Stop report is used by the HPS whenever an officer attempts to stop a motor vehicle and that motor vehicle refuses to stop as directed, whether or not a pursuit is initiated.

The total number of Fail to Stop reports submitted for 2018 was 70. This is an increase of 23% when compared to 2017. Pursuits were initiated in 52% of the incidents where a Fail to Stop report was submitted.

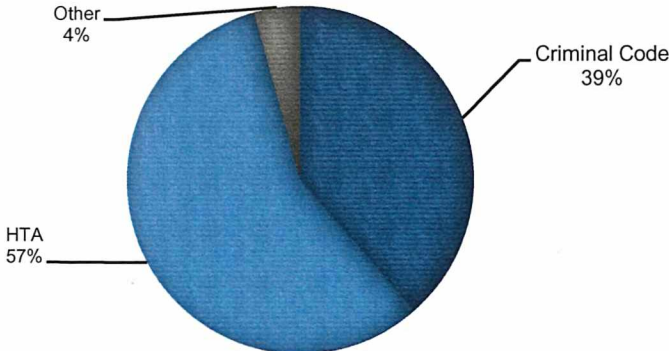
Fail to Stop Report Outcomes



Of 37 initiated pursuits in 2018, 17 were terminated within 1 km, an additional 19 pursuits were terminated within 1-5 km and 1 exceeded 5 km. This can be attributed to strong supervision, training, officer discretion, and the HPS commitment to public and officer safety.

Of the 70 Fail to Stop reports in 2018, 27 were for *Criminal Code* violations, 40 for *Highway Traffic Act* violations and 3 were suspicious vehicles.

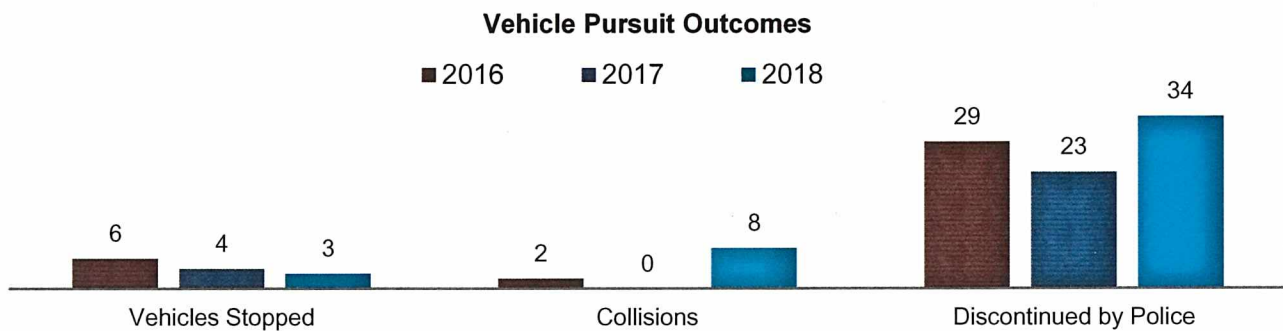
Reason for Pursuit



Professional Standards Branch

Pursuit Outcomes

In 2018, officers discontinued 92% of pursuits, which represents 34 of the total 37 pursuits. In 2017, pursuits were discontinued 85% of the time.



Commendations and Citizen Awards and Letters

The Hamilton Police Service received 112 Good News letters in 2018. This is reflective of the quality service that our members are providing to our communities. In addition to this recognition by members of the public, the Hamilton Police Service also recognized members of the Service and members of our communities in 2018 through various acknowledgements including:

- Issuance of 53 letters of recognition to members of the public.
- Awarded 16 members with the Member of the Month Award.
- 6 members received the Chief’s Pride Award.
- Issuance of 139 commendations to members for exemplary service.

HAMILTON POLICE SERVICES BOARD
- INFORMATION -

DATE: 2019 April 11

REPORT TO: Chair and Members
Hamilton Police Services Board

FROM: Eric Girt
Chief of Police

SUBJECT: *Year-End Report: Traffic Statistics - 2018*
PSB 19-028

BACKGROUND:

In 2018, the Hamilton Police Service developed a year-long Road Safety Education and Awareness Campaign. Our goal was to raise understanding of driver and pedestrian safety rules and gain compliance on the use of safety equipment in order to reduce motor vehicle collisions (MVCs) in Hamilton.

The 2018 Traffic Safety Program targeted seasonal issues. In the spring/summer months, the focus was on distracted driving, seat belts, aggressive driving and speeding. In the fall, emphasis was directed again at distracted driving and speeding. In addition, the Hamilton Police Service joined the provincial Seat Belt Campaign. During the holiday season, R.I.D.E. lanes were emphasized.

This report is a statistical presentation of the Service's traffic efforts.

Seven-Year Motor Vehicle Collision Chart

Motor Vehicle Collisions	2018	2017	2016	2015	2014	2013	2012
Total MVCs	11,071	10,124	9,732	9,719	9,513	8,714	8,800
Property Damage	1,551	1,452	1,341	1,515	1,608	1,316	1,600
Personal Injury	1,381	1,361	1,670	1,587	1,513	1,364	1,448
Citizen Reports	8,139	7,311	6,721	6,617	6,392	6,034	5,752
Fatal Collisions	14	16	14	16	17	14	18
Resulting Deaths	14	16	15	17	19	15	20

Motor Vehicle Collisions

In 2018, 11,071 MVCs were reported. This figure is up from 10,124 in 2017 (9.35% increase), up from 9,732 in 2016 (13.76% increase), and up from 9,719 in 2015 (13.91% increase).

The reported MVC data is obtained by compilation of the three reporting methods that are available to the community. Motorists can report property damage collisions by attending the Collision Reporting Centres (CRCs) during business hours, by having an Officer attend the scene of a property damage collision, and by having an Officer attend the scene of a personal injury collision.

Fatalities

In 2018, there were 14 fatal MVCs, resulting in 14 deaths, which is a 12.50% decrease over 2017. Of the 14 fatal collisions, 7 involved multiple vehicles, 5 involved a motor vehicle and a pedestrian, and 2 involved a single motor vehicle. In 4 of the 16 collisions, alcohol was a factor, and in 6 of the 14 collisions, speed was a factor.

Total Provincial Offence Notices in 2018 - Comparison to 2017

In 2018, 46,488 Provincial Offence Notices (PONs) were issued. This represents a decrease of 5.89% over 2017's total of 49,399.

The PON statistic is a combined total of all PONs given out at the Divisional Level.

Hazardous Moving Violations

Hazardous Moving Violations (red light infractions, stop sign infractions, speeding, careless driving offences, distracted driving, etc.), decreased 10.30% over 2017. In 2018, 31,358 violations were issued in comparison to 34,977 in 2017.

Non-Hazardous Violations

Non-Hazardous Violations (seat belt violations, fail to surrender permits, validation tag offences, etc.), increased 4.90% over 2017. In 2018, 15,130 violations were issued, in comparison to 14,422 in 2017.

Alcohol & Drug-Related Driving Offences

In 2018, there were 706 Alcohol & Drug-Related Driving Offences, which represent an increase of 4.90% over 2017. In 2017, there were 673 Alcohol & Drug-Related Driving Offences.

There were 148 Motor vehicle collisions that involved alcohol and/or drugs in 2018 as compared to 160 in 2017, a decrease of 7.50%.

Type of Charges	2018	2017	% Change
Impaired	282	279	+1.08%
Over 80 mg.	314	322	-2.48%
Impaired Cause Bodily Harm	2	2	0.00%
Impaired by Drugs	52	16	+225.00%
Impaired Cause Death	1	0	+100.00%
Refuse Breath	37	43	-13.97%
Over 80 Cause Death	1	0	+100.00%
Over 80 Cause Bodily Harm	2	3	-33.33%
Refuse Blood/Urine for D.R.E. Exam	9	1	+800.00%
Refuse Approved Screening Device	6	7	-14.29%
Blood Samples Taken	3	1	+200.00%
Totals	706	673	+4.90%

Five-Year Trend: Alcohol & Drug-Related Charges

Type of Charge	2018	2017	2016	2015	2014
Impaired	282	279	273	300	350
Over 80 mg.	314	322	338	377	447
Impaired Cause Bodily Harm	2	2	2	5	2
Impaired by Drugs	52	16	22	24	18
Impaired Cause Death	1	0	1	1	1
Refuse Breath	37	43	36	50	60
Over 80 mg. Cause Death	1	0	1	1	0
Over 80 mg. Cause Bodily Harm	2	3	0	3	0
Refuse Blood	9	0	0	1	0
Refuse Approved Screening Device	6	7	11	16	18
Blood Samples Taken	3	1	0	4	3
Totals	706	673	684	778	896

R.I.D.E. Program

R.I.D.E. is a year-long educational and enforcement program for the Hamilton Police Service. The Service also participates in the Provincial Policing Community's annual R.I.D.E. focus that starts in December.

The Provincial Government provides annual funding to support the R.I.D.E. Program. In 2018/2019, the Service received \$43,598 and, as of the date of this report, most of the monies have been exhausted. This funding is used to enhance day-to-day R.I.D.E.

Programs by employing off-duty Officers to focus on R.I.D.E., during special events and the holiday season. This report is a statistical presentation of the Service's R.I.D.E. Program.

R.I.D.E. 2018 Statistical Information

	2018	2017	2016	2015	2014	2013	2012
R.I.D.E. Stops	136,896	182,228	224,503	245,760	240,344	238,45	228,315
R.I.D.E. Tests	138	156	219	337	391	376	438

In 2018, there were a total of 136,896 vehicles stopped by the R.I.D.E Program. This represents a decrease of 28.88% over 2017.

R.I.D.E. will again be a focus of the 2019 Traffic Management Plan.

	2018 Yearly Total	2017 Yearly Total	% Difference
Stopped	136,896	182,228	-28.86%
Pass	116	107	+8.41%
Warn	14	29	-51.72%
Fail	8	20	-60.00%
Impaired	5	8	-37.5%
Over 80 mg.	11	24	-54.17%
Refuse Approved Screening Device	0	0	0.00%
Refuse Breath	1	0	+100.00%
Other Criminal Code Offences	21	21	0.00%
Roadside Demand	138	156	-11.54%
Alcohol Warn Range Suspension	14	29	-51.72%

Support Services: Parkway Safety Initiative

In 2015, the Support Services Division of the Hamilton Police Service developed a "P.O.P." Project (Problem Oriented Policing), to combat Aggressive Driving issues that were occurring on the Red Hill Valley Parkway and the Lincoln M. Alexander Parkway.

This P.O.P. project was in operation from December 14, 2015 to December 31, 2016 and focused on Enforcement of the *Highway Traffic Act of Ontario* as it pertains to the operation of these roadways. Enforcement on these two roadways continued in 2018 by all uniform members of the Support Services Division. These officers were engaged in directed enforcement and R.I.D.E. lane checks to educate and modify driving behavior as it pertained to Aggressive Driving. During this period the listed officers focused their

proactive initiatives exclusively on the RHVP and the LINC. Additional enforcement was conducted on both roadways by patrol officers from Divisions 20 and 30, as operational calls for service permitted.

The following statistics for the period December 14, 2015 to January 7, 2019, show some of the results of this project.

TOTALS	
Total PONs Issued	11,534
Total Warnings	157
Total Part III Summons	249
Total number of RIDE Stops	37,775
Total number of RIDE Set ups	716
Officers used in RIDE Set ups	1,410
Officer Hours Dedicated to Enforcement Operation	7,633.69 hours

TOP OFFENCES BY TYPE		
Offence	No. of PONs Issued	No. of Summons Issued
Speeding	10,313	
Distracted Driving	68	
Seat Belt Violations	54	
Suspended Driving		97
Drive Motor Vehicle no Licence	78	
Have Radar Warning Device	14	
Unsafe Lane Change	13	
Stunt Driving		53
Totals	10,540	150

The following charts are a comparison of Motor Vehicle Collisions by collision type that occurred on the Red Hill Valley Parkway and the Lincoln Alexander Parkway, and the percentage difference between the years 2017 and 2018.

*Comparison of Motor Vehicle Collisions on the LINC and The Red-Hill Valley Parkway**Total Number of Collisions for Both Roadways*

Type of Collision	2018	2017
Fatal Collisions	0	3
Personal Injury Collisions	66	71
Property Damage Collisions	73	90
Collisions Reported to the Collision Reporting Centres	278	189
Totals	417	353

Total Number of Collisions for the Red Hill Valley Parkway Only

Type of Collision	2018	2017
Fatal Collisions	0	2
Personal Injury Collisions	39	41
Property Damage Collisions	54	59
Collisions Reported to the Collision Reporting Centres	142	91
Totals	235	193

Total Number of Collisions for the LINC Only


Type of Collision	2018	2017
Fatal Collisions	0	1
Personal Injury Collisions	27	30
Property Damage Collisions	19	31
Collisions Reported to the Collision Reporting Centres	136	98
Totals	417	160

The Hamilton Police Service continues to work in partnership with our stakeholders to focus on changing driver behavior in order to improve traffic and public safety.

Participating as a founding member of the Hamilton Strategic Road Safety Committee includes the development of a progressive Traffic Safety Strategy, with a city-wide focus on traffic initiatives where traffic and road safety becomes a shared responsibility between the Police, City Traffic, Public Health and our concerned Community Partners.

Speeding, aggressive driving, distracted driving and impaired driving continue to be the most significant concern for the Hamilton Police Service as they relate to road safety.

Selective enforcement, coupled with education and awareness components assist in targeting at-risk behaviours with the goal of decreasing both property damage and personal injury collisions.

A handwritten signature in black ink, appearing to read 'E. Girt', written over a horizontal line.

Eric Girt
Chief of Police

EG/M. Schulenberg

cc: Frank Bergen, Deputy Chief – Support
Marty Schulenberg, Superintendent – Support Services

HAMILTON POLICE SERVICES BOARD

- INFORMATION -

DATE: 2019 April 11
REPORT TO: Chair and Members
 Hamilton Police Services Board
FROM: Eric Girt
 Chief of Police
SUBJECT: *Year-End Report: False Alarm Reduction Unit - 2018*
PSB 19-032

BACKGROUND:

In 2015, the False Alarm Reduction Unit (FARU) welcomed a new By-Law and new procedures to reduce the number of false alarm calls to the Hamilton Police Service (HPS). PSB #14-086 was approved by the Board on July 21, 2014. The new program began on September 1, 2015.

The new By-Law introduced a contract between HPS and Monitoring Stations that regulates conditions for an alarm dispatch. The By-Law allows HPS to recover costs for a false alarm dispatch that is attended or cancelled en route. The FARU discontinued the collection of registration fees and removed suspensions from accounts to allow our officers to continue to provide outstanding protection and service.

The PSB annual report provides a summary of statistical information concerning false alarm dispatches, false alarm fee structure, false alarms invoiced, amounts written off and cost recovery generated for 2018.

1. False Alarm Response

Table 1.1 – Trend: False Alarm Response

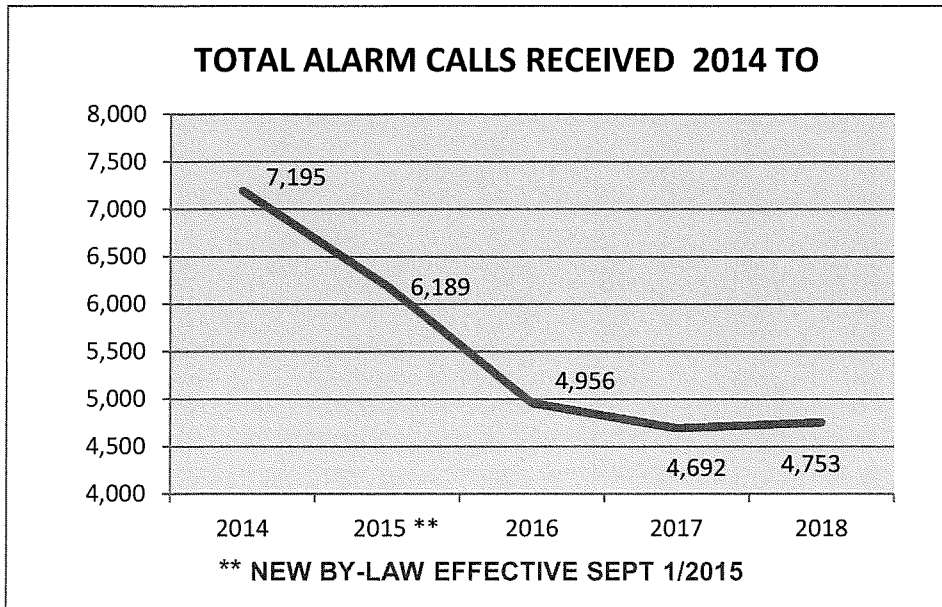
Year	Total Alarm Calls	Alarm Calls Attended	Alarm Calls Skipped	Cancelled En Route	Cancelled Before Dispatch	Total Cancelled Calls	<u>Valid Alarm Calls</u>	% of False Alarms
2014	7,195	4,212				2,559	186	97%
2015	6,189	3,699				2,064	164	97%
2016	4,956	3,107	265	316	1,112	1,428	153	97%
2017	4,692	3,118	245	192	994	1,186	135	97%
2018	4,753	3,145	246	245	900	1,145	214	95%

2018 RATES

False Alarms Attended: \$150 ea

Cancelled En Route: \$75 ea

Cancelled before dispatch: no charge



The chart depicted demonstrates a positive downward trend of annual alarm responses requiring police attendance. The reduction of 2,442 annual calls over a four year period results in a savings of approximately 1,831 hours of front-line time savings, equivalent to 88% of one sworn FTE. This reduction also positively impacts the ability of the HPS to respond to other priority calls.

2. Fee Structure

All fees for service are invoiced directly to the monitoring station representing the alarm owners at a cost recovery rate of \$150.00 per false alarm.

A partial fee of \$75.00 is charged for a cancelled en route dispatch, where Officer(s) have acknowledged the call for service and are actively travelling to the call.

There is no fee if the alarm is cancelled prior to an officer dispatch.

There is no fee if the alarm is valid (e.g. Break & Enter, Property Damage etc.).

In the event a home owner or agent acting on behalf of the home owner calls in an alarm, the home owner will be invoiced at the same cost recovery rate directly.

3. False Alarms Invoiced

In 2018, there was \$530,874.75 invoiced for false alarms. On May 9, 2018, we were directed to start adding 13% HST to our false alarm invoices which is reflected in this total.

4. Write Off Totals

The 2015 By-Law greatly reduced outstanding debt, bad debt and collection measures as the responsibility for the payment of false alarms had shifted from residence/business owners to alarm monitoring stations. The final batch of bad debt invoices, dated prior to the new by-law was written off in 2017.

There were no bad debt/write offs in 2018.

5. Cost Recovery Summary:

The HPS Board By-Law allows for the collection of false alarm fees to recover the costs of false alarms to the Service. The following is a summary of cost recovery generated by the False Alarm Reduction Unit, in the last five years.

YEAR	COST RECOVERY
2014	\$453,396.46
2015	\$276,169.85
2016	\$482,208.60
2017	\$454,480.00
2018	\$563,177.74



Eric Girt
Chief of Police

EG/M. Schulenberg

- cc: Frank Bergen, Deputy Chief – Support
- Marty Schulenberg, Superintendent – Support Services
- Treena MacSween, Inspector – Support Services
- David Leclair, Sergeant – Support Services
- Karen Derry, Alarm Program Administrator

**Ministry of Community Safety
and Correctional Services**

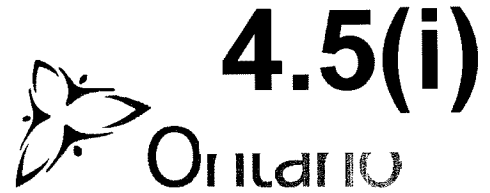
External Relations Branch

25 Grosvenor St.
12th Floor
Toronto ON M7A 2H3
Tel.: 416 212-1497
Fax: 416 326-9351

**Ministère de la Sécurité communautaire
et des Services correctionnels**

Direction des relations extérieures

25, rue Grosvenor
12^e étage
Toronto ON M7A 2H3
Tél.: 416 212-1497
Télééc.: 416 326-9351



March 8, 2019

Mr. Robert George Elms

Dear Mr. Elms:

I am pleased to enclose a copy of Order in Council No. 364/2019 appointing you as a member of the Hamilton Police Services Board for a period of three years, effective March 7, 2019. Please contact Lois Morin Administrator (Secretary), to arrange to take the Oath of Office.

I have also taken the liberty of including a copy of *Police Services Board Orientation* for your information and review.

Should you have any questions now or in the future, please do not hesitate to contact me.

Yours truly,

A handwritten signature in black ink, appearing to read 'Gita Ramburuth', is positioned above the typed name.

Gita Ramburuth
Appointments Officer
Operations Unit



Ontario

**Executive Council of Ontario
Order in Council**

**Conseil exécutif de l'Ontario
Décret**

On the recommendation of the undersigned, the Lieutenant Governor of Ontario, by and with the advice and concurrence of the Executive Council of Ontario, orders that:

Sur la recommandation de la personne soussignée, la lieutenant-gouverneure de l'Ontario, sur l'avis et avec le consentement du Conseil exécutif de l'Ontario, décrète ce qui suit:

PURSUANT TO section 27 of the *Police Services Act*, as amended, Robert George Elms be appointed as a member of the City of Hamilton Police Services Board to serve at the pleasure of the Lieutenant Governor in Council for a period not to exceed three years from the date this Order in Council is made.

EN VERTU DE l'article 27 de la *Loi sur les services policiers*, dans sa version modifiée, Robert George Elms est nommé, à titre amovible à la discrétion du lieutenant-gouverneur en conseil, membre de la Commission des services policiers de la ville de Hamilton pour une période maximale de trois ans commençant le jour de la prise du présent décret.

Recommended: Minister of Community Safety and Correctional Services
Recommandé par: Ministre de la Sécurité communautaire et des Services correctionnels

Concurred: Chair of Cabinet
Appuyé par: Le président/la présidente du Conseil des ministres,

Approved and Ordered:
Approuvé et décrété le: MAR 07 2019

**Lieutenant Governor
La lieutenant-gouverneure**

Ministry of Community Safety
and Correctional Services

Ministère de la Sécurité communautaire
et des Services correctionnels

Public Safety Division

Division de la sécurité publique

25 Grosvenor St.
12th Floor
Toronto ON M7A 2H3

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Télécopieur: (416) 314-4037



MEMORANDUM TO: All Chiefs of Police and
Interim Commissioner G.J. (Gary) Couture
Chairs, Police Services Boards

FROM: Stephen Waldie, for
Stephen Beckett
Assistant Deputy Minister
Public Safety Division and Public Safety Training Division

SUBJECT: Update on Animal Welfare

DATE OF ISSUE:	April 1, 2019
CLASSIFICATION:	General Information
RETENTION:	Indefinite
INDEX NO.:	19-0030
PRIORITY:	Normal

As you may know, the Superior Court of Justice recently issued a decision in *Bogaerts v. Attorney General of Ontario* in relation to portions of the *Ontario Society for the Prevention of Cruelty to Animals Act*, the province's main legislation related to animal welfare.

The court suspended the declaration of invalidity for one year to provide the government an opportunity to review the legislation and make any necessary changes, before the decision takes effect. The government has appealed the decision. During this time, the province will continue to explore options to strengthen and improve the animal welfare model in the province and ensure appropriate measures are in place to protect animals

The OSPCA and the Ontario government have entered in to an agreement whereby the OSPCA will continue enforcement of animal welfare laws in Ontario, until June 28, 2019. However, the OSPCA has indicated that they will not be responding to calls related to livestock or horses as of April 1, 2019. As a result, **police services may see an increase in calls for service related to these matters.**

For context, the OSPCA has estimated that they received approximately 1,650 calls related to livestock and horses last year, translating to under 5 calls per day, province-wide.

-2-

In the event that expertise is required to support police services when responding to livestock or horse related animal welfare calls, the following resources are available:

- To locate a local veterinarian, the College of Veterinarians of Ontario offers the following Find a Veterinarian Tool:
 - <https://onlineservice.cvo.org/webs/cvo/register/#/>.
- The Ontario Ministry of Agriculture, Food and Rural Affairs (OMAFRA) will be able to provide advice or connect police services with agricultural sector stakeholders who have specific expertise and who may be able to assist by providing education and advice to owners of livestock.
- If specialized veterinary expertise is required, you may contact the Office of the Chief Veterinarian for Ontario, OMAFRA at 519-826-3577.

In addition, the OSPCA has advised that they will offer an Enforcement Support Services Program on a fee for service basis. You may contact 310-SPCA and speak with an OSPCA representative for further information.

As part of our work to develop a new animal welfare enforcement model, the Ministry of Community Safety and Correctional Services will be seeking engagement with a diverse range of interested individuals and groups, including police services. This will begin with a short survey you will receive in the coming days. The survey will include questions about calls for services relating to animals, including any investigations and referrals these calls generate.

Sincerely,



Stephen Waldie, for
Stephen Beckett
Assistant Deputy Minister
Public Safety Division and Public Safety Training Division

4.5(k)

February 11, 2019

Chief Eric Girt
 Hamilton Police Services
 155 King William St
 Box 1060, LCD1
 Hamilton, ON L8N 4C1

RECEIVED

FEB 26 2019

CHIEF'S OFFICE
HAMILTON POLICE SERVICE

To PSB.

MA Wile
27 Feb 2019.

Dear Chief Girt:

As one of our donors who has been committed to the success of our students, I thought it was important to reach out to you personally around the recent news regarding support for students in this province. As you may be aware, the Minister of Training, Colleges and Universities announced that the province is making some changes to postsecondary education in Ontario.

The changes include:

- 10% reduction in tuition for Ontario college and university students effective September 2019.
- Removal of grant-only OSAP, meaning every student receiving OSAP will incur some amount of debt.
- Elimination of six-month interest free grace period on OSAP repayment after graduation.

We know from our current students – and those considering post-secondary now - that a modest reduction in tuition will not offset potential changes to OSAP and have them concerned about their ability to finance their education. Students still face rising costs associated with postsecondary education that include textbooks, transportation, rent, food, additional program fees, and more that were not addressed by the government.

I wanted you to know that our message to them is simple – we are here for them. Mohawk College is committed to providing a quality education and positive experience to students. This announcement does not change our commitment. We will continue to educate and serve our students to the high standards they expect from their college and we will work to deploy the support that you have provided to reach as many students as possible.

Thank you for giving the gift of a Mohawk education. Now, more than ever, your support of Mohawk College will positively impact our students. Your generosity serves as a reminder to them that their dreams are meaningful and achievable. If you have any questions, please contact Katie Burrows, Director of Development at Mohawk College Foundation at 905-575-3350.

Regards,

A handwritten signature in black ink, appearing to read "Ron J. McKerlie".

Ron J. McKerlie
 President

4.5(I)



March 18, 2019

RECEIVED

MAR 26 2019

CHIEF'S OFFICE
HAMILTON POLICE SERVICE

Ms. Sandy Pollock
Hamilton Police Services
155 King William Street
Box 1060, LCD1
Hamilton, ON L8N 4C1

Dear Ms. ^{Sandy} Pollock:

"I have always wanted to be the one on your side of an award like this. I imagine it must feel amazing to make such contribution to people's lives, and I hope that it does. And I hope that one day, in part because of your encouraging donation, I can experience it for myself. Thanks again; I assure you that your investment will be used in the spirit in which it was given."

Student Award Recipient

You are transforming our community, one student at a time. Thank you for your ongoing investment in the promise of bright futures, filled with purpose and life-long learning. Your continued support of our awards program inspires, enables and celebrates our students and their achievements.

Thank you for your generous gift of \$2,500.00 to the Hamilton Police Services Board Bursary.

Through experiential learning and research, state-of-the-art facilities and award-winning faculty, we strive to ensure every Mohawk College student is ready to succeed in their chosen career. You are helping to make a student's transformation possible. Thank you for being a part of their journey.

Should you have any questions, please do not hesitate to contact Gena Dureault at (905) 575-2208 or gena.dureault@mohawkcollege.ca.

Regards,

Ron J. McKerlie
President, Mohawk College Foundation

Enclosure: Official Donation Receipt

Be sure to follow us on Twitter @MOHAWKFDN

*Sandy
Thank you to the
Hamilton Police Services
for your ongoing support
for our students.
Ron*



SAVING AND CHANGING LIVES EVERY DAY

February 27, 2019

Sandy Pollock
 Hamilton Police Services
 155 King William Street
 PO Box 1060, LCD1
 Hamilton ON L8N 4C1

RECEIVED

MAR 13 2019

CHIEF'S OFFICE
 HAMILTON POLICE SERVICE

Dear Friends:

Thank you for your sponsorship of the Vintage Hollywood Glam Gala to be held on Friday, February 22, 2019. Presented by the Sheraton Hamilton Hotel, proceeds of the Vintage Hollywood Glam Gala will benefit Interval House of Hamilton.

Over the past 30 years we are proud to say that Interval House of Hamilton has kept its' commitment in providing services to women and their children fleeing abuse/violence as we continue to strive for solutions in ending gender-based violence. There is still much work to be done to ensure women and their children can live the life they deserve: a life free from abuse.

Through financial contributions the community plays a vital role in saving and changing the lives of women and children. With your generous support we are able to keep our doors open and provide essential services such as: safe emergency shelter twenty-four hours a day, 7 days a week which includes all meals, emergency clothing and personal needs at no cost to the women. We are able to offer safety planning and threat assessment/risk management, information and referrals, individual and group counselling, legal advocacy, and programming for children.

Please accept our most sincere thanks for your investment and support of our work.

Warmest Regards,

Nancy Smith, Executive Director
 Recipient of Woman of Distinction - Community Leadership Award, 2017
 Recipient of Hamilton Hero Award, 2018

Proud recipient of Hamilton Chamber of Commerce - Outstanding Not-for-Profit Business Achievement Award (OBAA) of 2016

Proud recipient of Flamborough Chamber of Commerce - Community Service by a Business or Not-for-profit Business Award (OBAA) of 2017

MAIN OFFICE

630 Sanatorium Road, Hamilton, ON L9C 7S7
 Tel: 905-387-9959 | Fax: 905-387-0019
 info@intervalhousehamilton.org

FLAMBOROUGH WOMEN'S RESOURCE CENTRE

17 Main St. S., Unit C, P.O. Box 1499, Waterdown, ON LOR 2H0
 Tel: 289-895-8580 | Fax: 289-895-8525
 fwrc@intervalhousehamilton.org

WOMEN'S CENTRE OF HAMILTON

100 Main St. E., Suite 205, Hamilton, ON L8N 3W4
 Tel: 905-522-0127 | Fax: 905-522-7220
 womenscentre@intervalhousehamilton.org

JARED'S PLACE

100 Main St. E., Suite 205, Hamilton, ON L8N 3W4
 Tel: 905-522-0127 | Fax: 905-522-7220
 legaladvocate@intervalhousehamilton.org



HAMILTON POLICE SERVICES BOARD

OUTSTANDING ISSUES as of April 11, 2019

ITEM	ORIGINAL DATE	ACTION REQUIRED	STATUS	EXPECTED COMPLETION DATE
1. Other Business	May 26, 2016	That Chair Eisenberger work with the Board Administrator to implement the use of Electronic devices for monthly agendas.	PSB 16-001 – Ongoing	2 nd Quarter of 2019
2. Body-Worn Camera Steering Committee Second Year Report (PSB 16-127)	November 16, 2017	That the Board approve that continued investigation occur prior to accepting, rejecting or engaging in a Body Worn Camera pilot deployment program.	Ongoing – Board is waiting for further information with respect to the use of Body Worn Camera use in other Police Services	Ongoing
3. Sex Assault Review - PSB 18-103	November 22, 2018	That the a report be brought back to the Board on the progress of the recommendations presented within the Sexual Assault Review Report (PSB 18-103)		4 th Quarter of 2019
4. New Business – Thunder Bay Police Services Board and the recent report from the OIPRD	December 20, 2018	Member Mandy requested a report on the services / relationships with respect to the indigenous community and the Hamilton Police Service.		2 nd Quarter of 2019

4.5(n)

To: Hamilton City Council
Cc: Hamilton Police Services Board

I'm writing this letter to you as a resident of the City of Hamilton. I am not writing on behalf of any organization to which I may be affiliated. I'm asking that City Council seriously consider reviewing and revoking the process that it recently used to select a citizen representative to sit on the Hamilton Police Services Board.

I am confident that the current process must be improved and that serious mistakes were made when this process was used to select Fred Bennink as a citizen representative to the Board. I should state clearly, at this point, that I am thankful to Fred for his willingness to put his name forward to serve his community. My comments are not about Fred specifically, but about the process used for his selection. I want to make sure that this is clear so that no one misunderstands and so that what I say is not misconstrued in any way.

I am writing this letter, in part, because I identify as queer and am a member of Hamilton's 2SLGBTQIA+ community and feel that a disservice has been done to our community. For me, representation on the HPSB matters and I think that the current composition of the Board does not represent Hamilton's citizens and residents.

I realize that the City has little say in the HPSB's composition. The Province chooses some roles and others are filled by members of Council. In fact, that's why I think that the recruitment process for this citizen role is so important and must be done in a way that instills confidence in our communities and is representative of the concerns and aspirations of Hamiltonians with respect to its police services.

This position is also unique in its standing as an appointment when compared with most other agency, board, or committee positions because it is a paid position (not common). There is a burden, in my opinion, borne by this payment that exceeds the routine appointment of unpaid volunteers.

Apart from that, there are 2 specific things I would like to take this opportunity to outline:

Interviews for the position were often short, at about 10 minutes. In my opinion, this is not a sufficient amount of time to discuss someone's qualifications, suitability, expertise, education, or community involvement as it relates to a (paid) position of this nature. This is especially true when trying to evaluate how individuals from diverse communities might bring additional skills to the HPSB or how they might offer an important but as yet unheard perspective. The notion that transformative justice can come about quickly is not only misplaced but it fundamentally, and structurally, misunderstands what it means for the City to be willing to welcome underrepresented voices. Quick interviews like this can also leave candidates with the impression that either the position has already been filled or that the committee isn't interested in a dialogue with the candidate outside of the scripted questions that have been prepared.

Again, this is not the way to move forward in the spirit of change that recognizes a need for community input but, instead, the way to further instill the status quo.

Interviews were conducted by Councillors only. While it's important that Councillors are in the room to act as decision makers around the appointment process, it's not necessarily appropriate for Councillors to conduct the interviews themselves. The City has paid Human Resources professionals who should conduct these interviews. Those professionals have the necessary expertise and training to conduct interviews as well as the ability to answer questions about the position in an appropriate manner. As is evident from recent committee meetings, very few Councillors have this training (as they have admitted publicly) and many don't see the need to be trained to perform this work. Not only is this insulting of the staff who have spent years building up their professional profiles and honing their expertise in these areas, but it suggests that there isn't a genuine desire on behalf of Council to approach these processes with equity, diversity, or inclusion in mind.

In the case of this particular appointment, it's well-known to Council that there have been major public issues between Hamilton Police Services and the community, especially those that would make it obvious that welcoming members of marginalized and underrepresented communities to the Board would be in its best interest. As these issues are well-known to the public, and Council, I will not summarize them here.

As is clear now, members of marginalized and underrepresented communities came forward publicly to say that they had applied, had been interviewed, but had not been selected. Their qualifications and community activism are widely known, so I will not summarize those here. It is, to say the least, disappointing to me that one of these candidates was not selected for the position considering what I have outlined in this letter.

As a result of the things I mentioned above, and others which I have not detailed here, I strongly recommend that a full and open public review of this process take place before another appointment is made. Further, and perhaps more importantly, I also strongly recommend that Council revoke the current appointment (and the recent appointee, Fred Bennink) and restart the selection process under completely new terms of reference involving consultation from diverse, underrepresented, and marginalized communities in Hamilton.

I have also copied the Hamilton Police Services Board (HPSB) on this correspondence because I think it's important for that body to put this recommendation before Council if Council is unwilling to do so.

Sincerely,

Cameron Kroetsch
Hamilton, ON

Ministry of Community Safety
and Correctional Services

Ministère de la Sécurité communautaire
et des Services correctionnels

Public Safety Division

Division de la sécurité publique

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MEMORANDUM TO: All Chiefs of Police and
Interim Commissioner G.J. (Gary) Couture
Chairs, Police Services Boards

FROM: Stephen Waldie, for
Stephen Beckett
Assistant Deputy Minister
Public Safety Division and Public Safety Training Division

SUBJECT: Update on Animal Welfare

DATE OF ISSUE:	April 1, 2019
CLASSIFICATION:	General Information
RETENTION:	Indefinite
INDEX NO.:	19-0030
PRIORITY:	Normal

As you may know, the Superior Court of Justice recently issued a decision in *Bogaerts v. Attorney General of Ontario* in relation to portions of the *Ontario Society for the Prevention of Cruelty to Animals Act*, the province's main legislation related to animal welfare.

The court suspended the declaration of invalidity for one year to provide the government an opportunity to review the legislation and make any necessary changes, before the decision takes effect. The government has appealed the decision. During this time, the province will continue to explore options to strengthen and improve the animal welfare model in the province and ensure appropriate measures are in place to protect animals

The OSPCA and the Ontario government have entered in to an agreement whereby the OSPCA will continue enforcement of animal welfare laws in Ontario, until June 28, 2019. However, the OSPCA has indicated that they will not be responding to calls related to livestock or horses as of April 1, 2019. As a result, **police services may see an increase in calls for service related to these matters.**

For context, the OSPCA has estimated that they received approximately 1,650 calls related to livestock and horses last year, translating to under 5 calls per day, province-wide.

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In the event that expertise is required to support police services when responding to livestock or horse related animal welfare calls, the following resources are available:

- To locate a local veterinarian, the College of Veterinarians of Ontario offers the following Find a Veterinarian Tool:
 - <https://onlineservice.cvo.org/webs/cvo/register/#/>.
- The Ontario Ministry of Agriculture, Food and Rural Affairs (OMAFRA) will be able to provide advice or connect police services with agricultural sector stakeholders who have specific expertise and who may be able to assist by providing education and advice to owners of livestock.
- If specialized veterinary expertise is required, you may contact the Office of the Chief Veterinarian for Ontario, OMAFRA at 519-826-3577.

In addition, the OSPCA has advised that they will offer an Enforcement Support Services Program on a fee for service basis. You may contact 310-SPCA and speak with an OSPCA representative for further information.

As part of our work to develop a new animal welfare enforcement model, the Ministry of Community Safety and Correctional Services will be seeking engagement with a diverse range of interested individuals and groups, including police services. This will begin with a short survey you will receive in the coming days. The survey will include questions about calls for services relating to animals, including any investigations and referrals these calls generate.

Sincerely,



Stephen Waldie, for
Stephen Beckett
Assistant Deputy Minister
Public Safety Division and Public Safety Training Division

Szachlewicz, Paul

From: Clare Freeman <CFreeman@kemphospice.org>
Sent: April 4, 2019 4:04 PM
To: Office of the Mayor
Subject: Paint town Red and Police attendance

Importance: High

Hi Fred,

I am reaching out for your reconsideration of a request to have the Hamilton Police service attend our Paint the Town Red Event. The Police Service have been such an inspirational attendee to our event for our guest each year and we were shocked to learn they would not join us again. Our strong community partnership with the police is important to us and has expanded as we have officers who are trained bereavement volunteers at our Annual Camp and we are working with our community partners(Aids Network, John Howard etc..) to expand approach support to bereaved families who loved ones have died from Opioid, Suicide,this includes supporting bereaved children. We were also hoping to ask the police if we could play their recent music video that we felt showcased the excellent community work they do.

We understand you will have a Police Service Board meeting on April 11 so we are hoping you would reconsider our event for May 2nd.

Warm Regards,

Clare Freeman

Clare Freeman, CYW, BA, MSW, RSW
Executive Director



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HAMILTON POLICE SERVICES BOARD**- RECOMMENDATION -**

DATE: 2019 April 11
REPORT TO: Chair and Members
Hamilton Police Services Board
FROM: Lois Morin
Administrator
SUBJECT: *Donation to Crime Stoppers of Hamilton
(PSB 19-030)*

RECOMMENDATIONS:

- a) That a cheque, in the amount of \$5,000.00, be presented to Crime Stoppers of Hamilton in memory of members of the service and their family members who passed away in 2018.



Lois Morin
Administrator

FINANCIAL / STAFFING / LEGAL IMPLICATIONS:

FINANCIAL – Funds will be taken from the Hamilton Police Services Board Auction Account.

STAFFING – n/a

LEGAL – n/a

BACKGROUND:

In February of 2016 the Board discussed their responsibilities surrounding the death of a member or family member of the service. After discussion, the Board approved that correspondence be forwarded to the member and / or family, and that the Board would make a small donation to Crime Stoppers of Hamilton in their honour. As a result, the above request is being presented to the Board for approval.

LEM/L. Morin