



HAMILTON POLICE SERVICES BOARD

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Lois Morin, Administrator

March 2, 2016

City of Hamilton
71 Main Street West
Hamilton, ON
L8P 4Y5

Mayor and Members of Council:

Re: Hamilton Police Service Monthly Report (PSB 16-027)

Attached for your information and attention, please find copies of the Hamilton Police Service Monthly Report for February 2016. This report highlights the following:

- **Hamilton Police launch Text with 911 Service for Deaf, Deafened, Hard of Hearing Community Members, as well as Speech Impaired Persons (DHHSI)**
- **Doctor Sergeant Jo-Ann Savoie**

If you any questions or concerns that may arise from these reports please do not hesitate to contact me at the number below.

Sincerely,

Lois Morin, Administrator
Hamilton Police Services Board

Attachment (1)

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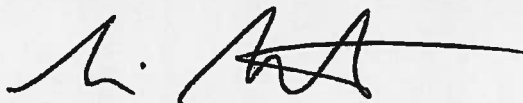
HAMILTON POLICE SERVICES BOARD

- RECOMMENDATION -

DATE: 2016 February 25
REPORT TO: Chair and Members
Hamilton Police Services Board
FROM: Eric Girt
Acting Chief of Police
SUBJECT: *Hamilton Police Service Monthly Report
(PSB 16-027)*

RECOMMENDATION:

That the Board direct the Administrator of the Board to refer this report, in its entirety, to the City of Hamilton, for information.



Eric Girt
Acting Chief of Police

FINANCIAL / STAFFING / LEGAL IMPLICATIONS:

FINANCIAL - n/a

STAFFING - n/a

LEGAL - n/a

BACKGROUND:

Hamilton Police launch Text with 911 Service for Deaf, Deafened, Hard of Hearing Community Members, as well as Speech Impaired Persons (DHHSI)

Hamilton residents who are Deaf, Deafened or Hard of Hearing will now be able to communicate with Hamilton Police via text message when they dial 911 in an emergency. This communication enhancement will also be available to community members with a speech impairment requiring this service.

Launched January 28, 2016 at the Hamilton Police Communications Branch, the wireless-based service lets a 911 operator know that a Deaf, Deafened or Hard of Hearing caller needs to communicate using text messaging rather than by voice.

This new service is only available to persons who are Deaf, Deafened or Hard of Hearing, as well as persons who have a speech impairment requiring this service.

Pre-registration with a wireless service provider is a prerequisite to access this service. Once registered, the caller will be able to dial 911 and converse with an emergency call operator via text.

In an emergency, those who have the service will dial 911 as if making a voice call and will then be able to communicate with a 911 operator via text message.

When the emergency operator receives the 911 voice call, a prompt will appear on the screen advising that the caller is a registered DHHSI member and then a text conversation will be initiated.

Hamilton Police communications operators have received training on the new system to ensure a streamlined process when emergency calls are completed by text.

Texting directly to 911 is not an option for either the registered DHHSI member or anyone from the wider cellular community. The text will not reach an emergency services operator in that way (if you text 911, you will receive an automated text message).

For more information about Text with 9-1-1 in Canada and how to register, visit www.textwith911.ca

Doctor Sergeant Jo-Ann Savoie

After a five-year commitment that saw a weekly commitment of 50 hours of research, class time and study, Sgt. Jo-Ann Savoie is now Doctor Savoie having just earned a Doctorate in Business Administration, with Honours, from Walden University in the United States and was 'hooded' in a graduation ceremony on January 30, 2016.



In her 20th year of policing, Sgt. Savoie is the Executive Officer to the Deputy Chiefs. Her work assignments have included Acting Staff Sergeant of Community Mobilization, Youth Coordinator, Crime Manager, Patrol Supervisor, Divisional Detective and Recruiter.

Her education journey began with a Bachelor of Arts Degree from the University of Western Ontario, Masters of Arts degree from Royal Roads University, Risk Management Certificate from McMaster University and then on to Walden for her doctorate.

"After finishing my Masters in 2009, six (6) months later I still had the 'bug' so I jumped in", said Dr. Savoie.

Skills Women Bring to the Position of Chief of Police is the title of her doctoral study. It's a multiple case study that used a conceptual framework that incorporated the dual lenses of transformational leadership and *doing gender* theory. It was in 1994 that Canada had its first female police chief. Since then, 13 women have become police chiefs; six (6) have retired and seven (7) are current serving.

"It's not a glass-ceiling study," said Dr. Savoie. "It's about leadership skills and the skill sets needed to be competitive. The exciting thing is that I was able to interview all 13 women who have held the position of Chief of Police in Canada."

Coding and analyzing the interviewee's responses showed three (3) underlying themes that the participants considered mandatory for the position of Chief of Police: higher education, political and business acumen and effective interpersonal skills.

The research is ground-breaking as none had been done previously in this area. Recognizing this, Jo-Ann's Chair, Dr. Carol-Anne Faint has nominated her doctoral study for the prestigious Frank Dilley Award for Outstanding Doctoral Study which is bestowed upon a Walden student whose doctoral study is judged as meeting the highest standards of academic excellence. And so far so good. She has made it through the preliminary round and her research is now being fully considered.

Along with her obvious commitment to continuous learning, Jo-Ann also has a passion for law enforcement and the community. For the past six (6) years, Jo-Ann has served as President of Ontario Women in Law Enforcement, OWLE. Additionally, she was the Fundraising Chair of Wil Build, the Women in Law Habitat for Humanity Hamilton project which raised \$250,000 and saw hundreds of women and men in law enforcement across Ontario build a Habitat home for a family in need. The home was completed in December 2015 and the key turned over to the family just before Christmas. Jo-Ann also served with the Canadian Armed Forces from 1987-2007 as a Reservist, retiring at the rank of Major.

Congratulations to Doctor Sergeant Savoie for this remarkable achievement.

EG/C. Martin