



Hamilton Police Services Board  
Agenda

Thursday, April 28, 2022, 1:00 P.M.

Due to COVID-19 Hamilton Police Services Board Meetings Will Temporarily be Taking Place Virtually - All electronic meetings can be viewed at: <https://hamiltonpolice.on.ca/about/police-services-board> (under meetings)

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	Pages
1. Call to Order	
2. Approval of the Agenda	
3. Declarations of Conflict & Pecuniary Interest by Members	
4. Presentations, Deputations & Verbal Updates	
4.1. Members of the Month - January and February 2022	
4.2. Chief of Police Verbal Update	
5. Approval of the Minutes	
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6. Consent Agenda	
6.1. 2021 Year End Report – Crimes Against Seniors Unit (22-031)	13
6.2. Revenue from Police Auctions (2021) (22-039)	32
6.3. 2021 Year End Report - Victim Services Branch (22-042)	33

#### 6.4. Auction Account - Request for Funding and Support 46

Based on past practice and in accordance with the Board's Auction Account Policy:

That the Board purchase tickets for the ProAction Cops & Kids 30th Anniversary Gala taking place on May 7, 2022 at the Royal Ontario Museum at a cost of \$500 per ticket to be paid from the Auction Account Fund; and

That the Board purchase tickets for the Ontario Women in Law Enforcement (OWLE) Major Awards and Long Service Gala taking place on June 9, 2022 at a cost of \$100 per ticket to be paid from the Auction Account Fund.

#### 6.5. Canadian Association of Police Governance Annual General Meeting (September 1, 2022) 59

#### 6.6. Outstanding Business List as of April 28, 2022 62

### 7. Discussion Agenda

#### 7.1. 2021 Year End Report - Traffic Statistics (22-030) 64

(Presentation to be provided)

Recommendation: be received.

#### 7.2. 2021 Year End Report – Professional Standards Branch (22-037) 77

(Presentation to be provided)

Recommendation: be received.

#### 7.3. 2021 Year End Report – Hate/Bias Crime Statistics (22-038) 95

(Presentation to be provided)

Recommendation: be received.

#### 7.4. Equity, Diversity and Inclusion (EDI) Strategic Plan (22-041) 112

(Presentation to be provided)

Recommendation: be received.

### 8. New Business

9. In Camera Meeting
10. In Camera Report Back
11. Adjournment

**MINUTES OF THE HAMILTON  
POLICE SERVICES BOARD**

Thursday, March 31, 2022  
1:00 PM  
Virtual

Present: Chair Mandy  
Vice Chair Bennink  
Member Athulathmudali  
Member Elms  
Member Jackson  
Member Farr  
Member Partridge

Also Present: Chief Frank Bergen  
Deputy Chief Ryan Diodati  
Deputy Chief Paul Hamilton  
Director of Human Resources Leanne Sneddon  
Director of Finance / Chief Financial Officer John Randazzo  
Sergeant Scott Moore  
Inspector Michael Spencer  
Staff Sergeant Sara Beck  
Inspectorate of Policing Advisor Ron Le Clair  
Administrator Kirsten Stevenson  
Retired Administrator Lois Morin

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**1. Call to Order**

The meeting was called to order and a land acknowledgement was read.

**2. Approval of the Agenda**

**2.1 Changes to the Agenda**

Moved By: Vice Chair Bennink

Seconded By: Member Athulathmudali

That the agenda be approved, as amended.

**CARRIED**

**3. Declarations of Conflict & Pecuniary Interest by Members**

There were no declarations of conflict or pecuniary interest by Members.

**4. Presentations, Deputations & Verbal Updates****4.1 Member of the Month - January 2022**

THIS ITEM WAS WITHDRAWN

**4.2 Hamilton Police Sexual Assault Support Program Awarded Attorney General's Victim Services Award of Distinction**

<https://hamiltonpolice.on.ca/news/hamilton-police-sexual-assault-support-program-awarded-attorney-generals-victim-services-award-of-distinction/>

Staff Sergeant Sara Beck noted the names of the award recipients:

Detective Sergeant Candace Culp, Detective Sergeant Jen Currie, Detective Ryan Moore, Detective Phil Hedgcock, Detective Kim Milne, Detective John Tselepakis, Detective Constable Mike Buskowski and Detective Constable Ashley Lee (now retired).

Staff Sergeant Sara Beck noted the names of the Members of the Victim Services Branch as follows:

Susan Double (now retired), Kristen Morrison, Rachel Cooper, Theresa DiClemente, Jaelle Etienne and Justin Faulknor.

Moved By: Member Elms

Seconded By: Member Partridge

That the presentation be received as information.

**CARRIED**

**4.3 Special Presentation - Ontario Provincial Police Award of the Commissioner's Commendations and Life Saving Award**

Staff Sergeant Sara Beck recognized Detective Constable Heaslip for being awarded the Ontario Provincial Police Award of the Commissioner's Commendations as well as Life Saving Award.

Moved By: Member Elms

Seconded By: Member Partridge

That the special presentation be received as information.

**CARRIED**

**4.4 2023 - 2026 Strategic Plan - Verbal Update**

Vice Chair Bennink provided an update on the Hamilton Police Services Board 2023 - 2026 Strategic Plan.

Moved By: Member Elms

Seconded By: Member Athulathmudali

That the Strategic Plan verbal update be received as information.

**CARRIED**

**4.5 Chief of Police Verbal Update**

The Chief of Police provided updates on Project Suppression, Saint Patrick's Day enforcement partnerships, RIDE programs and other enforcement initiatives.

Moved By: Member Farr

Seconded By: Vice Chair Bennink

That the verbal update of the Chief be received as information.

**CARRIED**

Member Jackson joined the meeting at 1:19 PM (was delayed due to Board business).

**5. Approval of the Minutes****5.1 February 18, 2022 Minutes**

Moved By: Vice Chair Bennink

Seconded By: Member Athulathmudali

That the minutes of the February 18, 2022 meeting be approved as presented.

**CARRIED**

**6. Consent Agenda**

After discussion, the Board approved the following:

Moved By: Member Elms

Seconded By: Member Partridge

That the Consent Items listed as 6.1 through 6.20 be received as information.

**CARRIED**

- 6.1 Year End Report – McMaster University Special Constables 2021 (22-013)**  
Be received as information.
- 6.2 Interprovincial Policing Act 2009 (22-016)**  
Be received as information.
- 6.3 2021 Year End Report - False Alarm Reduction Unit (22-026)**  
Be received as information.
- 6.4 2021 Year End Report - Towing (22-027)**  
Be received as information.
- 6.5 2021 Year End Report – Paid Duties (22-028)**  
Be received as information.
- 6.6 Auction Account - Request for Funding and Support**  
Based on past practice and in accordance with the Board's Auction Account Policy, a donation in the amount of \$1000 will be made to the Liberty for Youth Lead Program – Youth Building Life Skills in Partnership with Horses and a donation in the amount of \$500 will be made to The Aids Network of Hamilton.
- 6.7 Order in Council - Reappointment of Mr. Elms to the Hamilton Police Services Board**
- 6.8 Ontario Commission of Police Commission (OCPC) Response to Mr. Burley Complaint of January 24, 2022**  
The Commission has determined that the circumstances of the concerns you expressed in your correspondence dated January 24, 2022, do not support the exercise of the Commission's discretion under s.25, in light of the information it received from Mr. Le Clair. Accordingly, the Commission will not open a file or take any further steps in relation to your correspondence.
- 6.9 Correspondence from the Solicitor General with regards to Amendments to Ontario Regulation 71/22 - Critical Infrastructure and Highways under the Emergency Management and Civil Protection Act (22-0019)**
- 6.10 Correspondence from Joshua Weresch - Dynamic Entries**
- 6.11 Correspondence from Kerry Eaton with regards to the Final Report of the Strategic Review of Policing in England and Wales**
- 6.12 The Canadian Institute - Law of Policing Conference, Eastern Edition May 4 - 5, 2022**

- 6.13 Thank You from CityKidz**
- 6.14 Thank You from Liberty for Youth**
- 6.15 Thank You from CHML Children's Fund**
- 6.16 Thank You from Catholic Youth Organization**
- 6.17 Correspondence from the Seniors Advisory Committee thanking PSB Chair Pat Mandy for attending their March 4, 2022 meeting**
- 6.18 Correspondence from the Office of the Chief Coroner with regards to Implementation of Jury Recommendations - Dakaj Inquest**
- 6.19 Outstanding Business List as of March 31, 2022**
- 6.20 Nominations for the Ontario Association of Police Services Boards Board of Directors**

## **7. Discussion Agenda**

### **7.1 Pride Recommendations Update (20-076b)**

(listed as Item # 2 on the Outstanding Business List)

Deputy Diodati and Sergeant Rebecca Moran, 2S&LGMTQIA+ Liaison, provided updates on Pride Recommendations.

Moved By: Member Farr

Seconded By: Member Partridge

That the Pride Recommendations Update Report 20-076b be received as information.

**CARRIED**

### **7.2 Year End Report – Gratitude & Recognition for Retirees – 2021 (22-014)**

After discussion, the Board approved the following:

Moved By: Vice Chair Bennink

Seconded By: Member Farr

- a. That a cheque in the amount of \$1,000.00 be forwarded to the Hamilton Police Retirees Association, with the money to be disseminated to those members who volunteer their time to assist with Association duties and operations; and
- b. That these funds be taken from the Police Services Board Auction Account; and



- c. That Appendix 'A' Hamilton Police Retirees Year End Report January to December 2021 and Appendix 'B' Hamilton Retirees Year End Report January to December 2020 be received as information.

**CARRIED**

**7.3 Amendment to Hamilton Police Services Board By-law 11-001 Schedule 'A' with regards to Amendments to the Police Record Checks Reform Act (22-020)**

After discussion, the Board approved the following:

Moved By: Vice Chair Bennink

Seconded By: Member Elms

- a) That individual fees for Criminal Records Checks (CRCs) and Criminal Record and Judicial Matters Checks (CRJMCs) be eliminated and replaced with one fee of \$50.00 for Employment Background Checks; and
- b) That By-Law 22-001 be enacted to revoke Schedule 'A' of By-Law 11-001; and
- c) That the updated Schedule 'A', as presented in Report 22-020 and listed as Appendix 'B', be approved and enacted.

**CARRIED**

**7.4 Recorded Video Evidence Technology Report (21-22-025)**

(listed on the Outstanding Business List as Item 1 Body Worn Camera Report)

After discussion, the Board approved the following:

Moved By: Vice Chair Bennink

Seconded By: Member Partridge

That the Hamilton Police Service (HPS) move forward with review of the Request for Information (RFI) for In Car Cameras (ICCs) and provide an update to the Board at a later date.

**CARRIED**

**7.5 Yearly Donation to Crime Stoppers of Hamilton (PSB 22-004)**

After discussion, the Board approved the following:

Moved By: Member Elms

Seconded By: Vice Chair Bennink

- 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 2021; and
- b. That these funds be taken from the Auction Account.

**CARRIED**

#### **7.6 Ontario Association of Police Services Boards (OAPSB) 2022 Spring Conference and Annual General Meeting**

After discussion, the Board approved the following:

Moved By: Member Athulathmudali

Seconded By: Member Elms

That Board Members and Staff be approved to attend the OAPBS 2022 Spring Conference and Annual General Meeting.

**CARRIED**

#### **7.7 2022 Hamilton Police Services Board Meeting Schedule - Amended (21-085(a))**

That the following meeting schedule, originally approved at the Board's September 16, 2021 meeting, be approved as amended, for the year 2022.

Monday, January 24, 2022

Friday, February 18, 2022

Thursday, March 31, 2022

Thursday, April 28, 2022

Tuesday, May 24, 2022

Thursday, June 30, 2022

Thursday, July 28, 2022

**Friday, September 23, 2022**

Thursday, October 20, 2022

Thursday, November 17, 2022

Thursday, December 15, 2022

After discussion, the Board approved the following:

Moved By: Member Farr

Seconded By: Member Elms

That the Board's revised 2022 meeting schedule be approved, as amended.

**CARRIED**

**7.8 2021 Year End Budget Variance Report - Preliminary (22-023)**

After discussion, the Board approved the following:

Moved By: Member Jackson

Seconded By: Member Partridge

That the 2021 Year End Budget Variance Preliminary Report be received as information.

**CARRIED**

**7.9 Ontario Association of Police Services Boards (OAPSB) Zone 4 2022 Membership Dues**

After discussion the Board approved the following:

Moved By: Member Elms

Seconded By: Member Athulathmudali

That OAPSB Zone 4 2022 membership dues be approved in the amount of \$70.00.

**CARRIED**

**8. New Business**

There was no new business.

**9. In Camera Meeting**

After discussion, the Board approved the following:

Moved By: Member Farr

Seconded By: Member Athulathmudali

That the Board move in camera for the purpose of considering confidential items pertaining to legal and personnel matters in accordance with Section 35(4) of the *Police Services Act*.

**CARRIED**

**10. In Camera Report Back**

The Board returned to public session at 5:11 PM.

Chair Mandy reported that during its in camera session today, the Board had nothing to report back in open session.

Moved By: Member Elms

Seconded By: Member Athulathmudali

That the Board receive the Chair's report back as information.

**CARRIED**

**11. Adjournment**

Moved By: Member Farr

Seconded By: Member Jackson

As there was no further business, the Board adjourned at 5:13 PM.

**CARRIED**

Taken as read and approved.

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Chair Pat Mandy


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Administrator Kirsten Stevenson



# HAMILTON POLICE SERVICE

## INFORMATION REPORT

<b>TO:</b>	Chair and Members Hamilton Police Services Board
<b>BOARD MEETING DATE:</b>	April 28, 2022
<b>SUBJECT:</b>	2021 Year End Report – Crimes Against Seniors Unit
<b>REPORT NUMBER:</b>	22-031
<b>SUBMITTED BY:</b>	Frank Bergen, Chief of Police
<b>SIGNATURE:</b>	

### EXECUTIVE SUMMARY

In 2004 the Hamilton Police Service recognized the need for a dedicated unit addressing the issue of crimes against seniors. As a result, the Crimes Against Seniors Unit (CASU) was formed. It was the first unit of its kind and has set the standard for other Police Services to follow. The Unit currently consists of one Detective and one Detective Constable. The Unit works with and is supported by three divisional Senior Support Officers (SSO).

### INFORMATION

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 all reported cases of assault, financial exploitation and neglect against the elderly are investigated. Many of the investigations are complex and time consuming involving knowledge of Powers of Attorney.

Detectives must have knowledge of family dynamics and be able to utilize prevention, safety planning and effective intervention. Investigators are aware of the different forms of abuse, neglect and financial exploitation and are able to identify subtle and overt signs of abuse, know what actions are required and are familiar with the network of social and age related services that support senior abuse victims.

CASU is a member of the Law Enforcement Agencies Protecting Seniors (LEAPS) Committee and the Joint Agency Intelligence Liaison (JAIL) who engages in regular community awareness campaigns including presentations in person and on social media platforms.

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**Vision:** To be a trusted partner in delivering public safety.

**Mission:** To serve and protect in partnership with our communities.

**Our Values:** Compassionate, Dedicated, Inclusive, Integrity, Innovative, Professional, Teamwork

COVID-19 has had a significant impact upon all aspects of our life and this includes the operations of the CASU. The delivery of education and awareness programs were impacted due to restrictions brought about by COVID-19.

In 2021, the CASU members arrested 7 people and laid 22 charges. This 2021 year-end report outlines the crime trends, issues and challenges faced by CASU during COVID-19.

## **APPENDICES AND SCHEDULES ATTACHED**

Appendix A: 2021 Crimes Against Seniors Unit Year End Report

FB//M. Schulenberg

cc: Ryan Diodati, Deputy Chief – Operations  
Marty Schulenberg, Superintendent – Investigative Services Division  
Mark Stiller, Superintendent – Investigative Services Division

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# Hamilton Police Service Crimes Against Seniors Unit 2021 Year End Report

Prepared by:  
Detective Sergeant  
Michelle Wiley

Hamilton Police Service  
Victims of Crime  
Crimes Against Seniors Unit

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## **Crimes Against Seniors Unit**

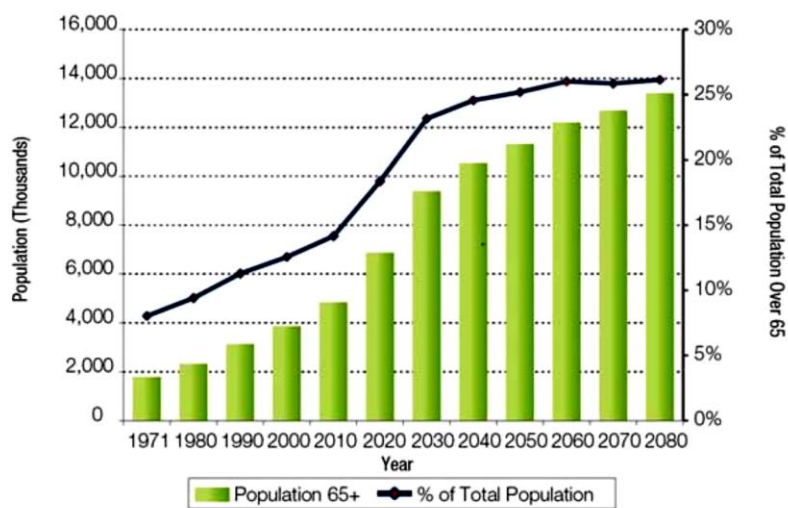
### **2021 Year End Report**

#### **INTRODUCTION**

The Hamilton Police Service Crimes Against Seniors Unit (CASU) was created in 2004 in response to the growing concern of Elder Abuse among Hamilton's aging and vulnerable population. The unit was the first of its kind in Ontario and continues to be a leader for its advocacy and investigative expertise. CASU Detectives are assigned to the Investigative Services Division (ISD) and work out of the Victim of Crimes Branch. CASU, works closely in collaboration with the Seniors Support Office in each of the Divisions to investigate all types of elder abuse and quality of life issues pertaining to vulnerable persons and seniors (60+) in Hamilton.

The population of seniors across the Country continues to rise. This is expected to continue as a result of new technology and advancements in medical sciences. Today's seniors have more choices for living, working, retiring and staying active. According to Statistics Canada, life expectancy in 1921 was 57.1 years, compared to 81.7 years in 2011. Further, from 2011 until 2021 alone, the life expectancy in Canada has increased to 82.6 years. As the population of seniors continues to increase, so does the number of those who may be susceptible to victimization. Although once considered a hidden problem, elder abuse is becoming more and more of a growing issue. This issue is one that needs to be on the forefront of police services across the country.

#### **Total and Share of Population 65 and over by Decade (1971- 2080)**



Source: Statistics Canada (1971 -2010) and Office of the Superintendent of Financial Institutions (2020-2080). Taken from [http:// Canada.ca/en/employment-social-development/programs/seniors-action-report.html](http://Canada.ca/en/employment-social-development/programs/seniors-action-report.html)



Seniors (65 years and older) are the fastest growing age group in Ontario<sup>1</sup>. 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, 75,400 or 14.9% are persons over the age of 65. In 2021, the population increased to 569,353, with an estimated increase of **18.8%** of seniors over the age of 65. As the aging population continues to increase, so do the needs for preventative and reactive policing initiatives.

### The City of Hamilton Population Growth Change

Year	City Population	City Population (Age 65 +)	Percentage of City (Age 65 +)
2006*	504,560	75,400	14.9%
2011*	519,950	81,575	15.7%
2016**	536,915	92,910	17.3%
<b>2021**</b>	<b>569,353 (Est)</b>	<b>106,867 (Est.)</b>	<b>18.8% (Est.)</b>

\*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 Age(131)Sex(3)CD and CSD.ivt. Published by GIS-Planning and Analysis, 2012. <http://https://www.hamilton.ca/sites/default/files/media/browser/2014-12-13/census-2006-2011-populationbyageandsexcohort-table.pdf>

\*\*Source: Statistics Canada. 2017. *Hamilton, CDR [Census division], Ontario and Ontario [Province] (table). Census Profile. 2016 Census.* Statistics Canada Catalogue no. 98-316-X2016001. Ottawa. Released November 29, 2017. <https://www12.statcan.gc.ca/census-recensement/2016/dp-pd/prof/index.cfm?Lang=E> (accessed February 20, 2020).

<sup>1</sup> Government of Ontario, 2019, “Archived – Aging with Confidence: Ontario’s Action Plan for Seniors”. <http://Ontario.ca/page/aging-confidence-ontario-action-plan-seniors>.



## 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/emotional, sexual and financial abuse. It can also be the result of intentional or unintentional neglect.<sup>2</sup> Reporting is completed on the Crimes Against Seniors Unit referral form (APPENDIX A) and is sent to CASU for review and assignment. The reporting and calls for service to the CASU and SSO in 2021 has decreased significantly. It is suspected that isolation due to COVID-19 has lead to a decrease in the reported incidents of criminal abuse and neglect among the aging and vulnerable population.

## CRIMES AGAINST SENIORS UNIT

CASU currently consists of one Detective 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 is 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:

- Criminal Abuse, Neglect
- Exploitation,
- Financial Abuse,
- Sexual Assaults in conjunction with the Sexual Assault Unit,
- Fraud and Theft by Power of Attorney cases
- Sudden Death in LTC and Retirement Homes
  - Any incidents of death in a LTC and Retirement Home is investigated by the Coroner under the Coroners Act. When a person dies in a LTC or Retirement Home the person in charge of the home shall immediately give notice of the death to a coroner and, if the coroner is of the opinion that the death ought to be investigated, they shall investigate the circumstances of the death and may request the Hamilton Police Service to assist them in their investigation.

<sup>2</sup> World Health Organization (2018) “Elder Abuse”, Fact Sheet, <http://www.who.int/mediacentre/factsheets/fs357/en/>



- The impacts of COVID-19 will be studied for many years to come but at its first glance the virus has had a profound negative impact on seniors living in Long Term Care (LTC) and Retirement Homes in Hamilton. The City of Hamilton has numerous documented outbreaks in seniors' facilities throughout the City. Hamilton Public Health and Provincial Regulatory Authorities have monitored these outbreaks. Retirement Homes are regulated by the Retirement Homes Act, 2010 (RHA) and are overseen by the Retirement Home Regulatory Authority. Long Term Care (LTC) Homes are regulated by the Long Term Care Homes Act, 2007 (LTCHA) and is overseen by the Ministry of Health and Long Term Care. It is provincially mandated that Retirement Homes and LTC homes in Hamilton are required to immediately notify the Hamilton Police Service of any alleged, suspected or witnessed incidents of abuse or neglect of a resident that they suspect may constitute a criminal offence. In 2021, The Hamilton Police Service had not received any requests from the coroner to investigate the deaths at the Long Term Care Homes or Retirement Homes due to the COVID-19 pandemic.

The CASU 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 a provincial level, the HPS is a demonstrated leader by being a member on the Law Enforcement Agencies Protecting Seniors (LEAPS) committee and a member of the Joint Agency Intelligence Liaison committee, both multiple jurisdictional law enforcement committees. HPS is also represented at the municipal level through the Older Adult Finance and Physical Abuse, a working group associated to the Senior Abuse Committee at Hamilton's City Hall. 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.

### **SENIORS SUPPORT OFFICER (SSO)**

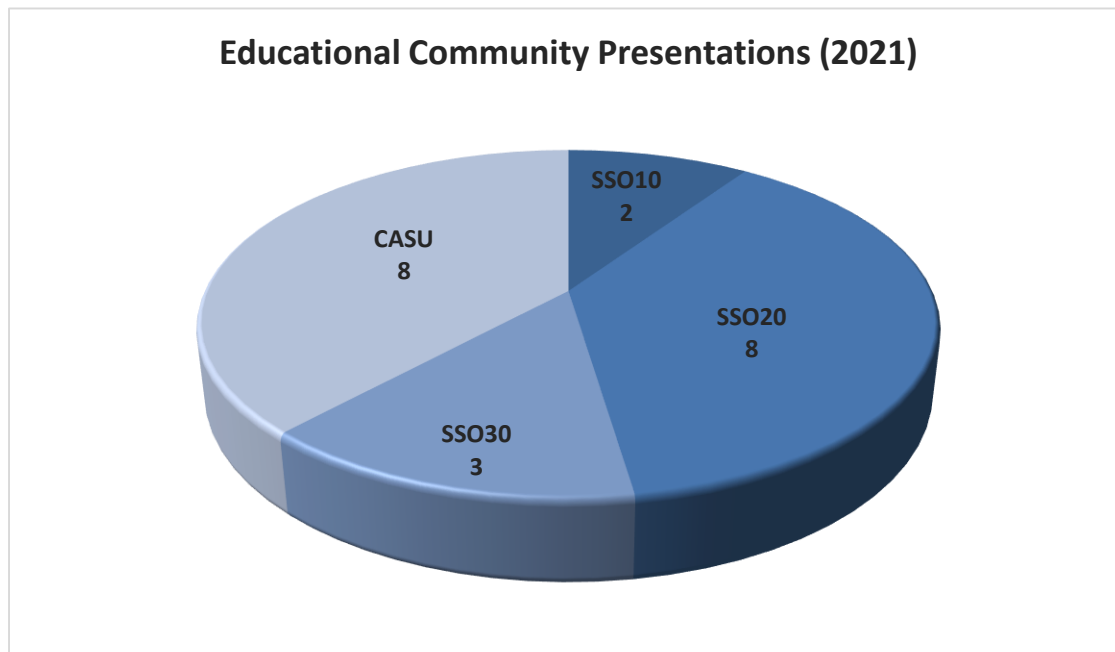
The SSO position was originally piloted in 1996 and evolved into a full-time position in 1998. In the formative years, the position focused on education, not only with service agencies, but also within the seniors' community. The Seniors Support Officer's deal with issues, concerns and challenges that affect the seniors' community with respect to the law by:



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

## 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.



June 15th every year is known as World Elder Abuse Awareness Day (WEAAD), usually the CASU and SSO co-ordinate many events around media and Central station bringing awareness to this event. In 2021, we were not able to host a physical celebration due to COVID-19. Past successful initiatives like the “Be Aware Take Care” resource guide continue to be in demand. The guide warns the community about different crime scams as well as a refrigerator magnet, for seniors, which includes important contact information should something happen to them and emergency services responds to



their home. All of these initiatives improve knowledge and assist in the safety, reporting and prevention of victimization.

CASU detectives conducted presentations to new recruits, new dispatchers, and on the Elder Abuse Investigators course at the Ontario Police College. Outside of the service, CASU presented to the Hamilton Jewish Family Services.

## **REPORTING CRIMES**

The abuse of seniors remains a hidden social problem and is thought to be largely under reported and it appears that COVID-19 has exacerbated this. There are many factors associated with non-disclosure, which have been compounded by COVID-19 and will be heavily researched and documented for many years to come. Even in a non COVID-19 environment, research has 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.

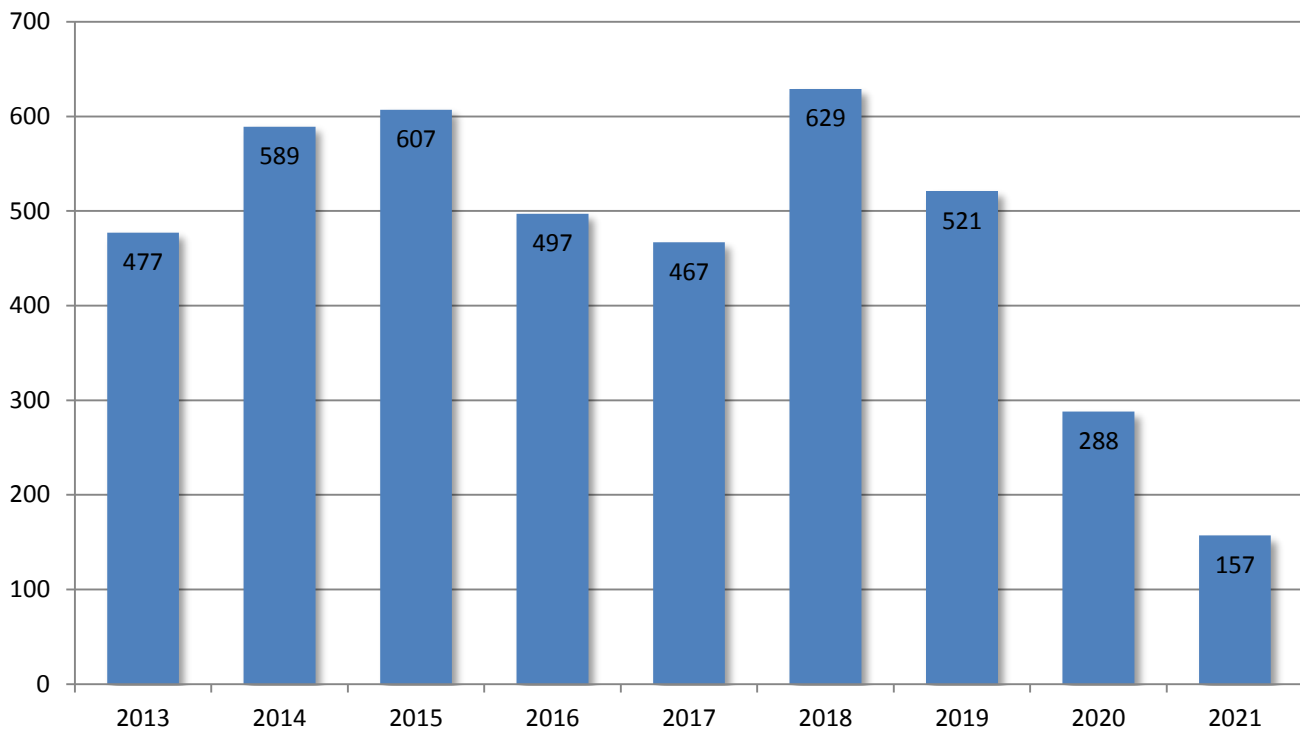
In addition, individuals who witness or suspect that an older adult is being abused may not report the abuse. This could be due to a lack of knowledge about the signs and symptoms of abuse or maybe that the individual may not recognize that the behaviour constitutes abuse.

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 breakdown these barriers.

## **CASES ASSIGNED TO CASU**

In 2021, CASU investigated 160 cases, which is a down from 288 in 2020. As mentioned previously the impact of COVID-19 will take years to determine but the decrease is likely related to a decrease in reporting due to the isolation effects of lockdowns from COVID-19.





CASU investigations are generally generated by:

- Follow up reports taken by frontline officer
- 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 the Detective Sergeant of CASU for case re-assignment. This is the primary source of calls created for Detectives and SSO to investigate.



### Referral Forms

Changes to the Long-Term Care Homes Act (LTCHA) in 2010 made reporting to police mandatory<sup>3</sup> 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. This form was revised in 2019, along with additional 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 2021, a total of **84** referrals were received by CASU, and investigations initiated, from various Long-Term Care Homes within the City compared to **105** in 2020. When COVID-19 restrictions are eased CASU and SSO officers will resume the education and training about referral for and reporting protocol.

See Long Term Care Referral Form- Appendix A

### 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 automatically emailed to the CASU mailbox for review. At the beginning of every shift, officers in CASU and SSO will 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 over looked. In 2021, there were a total of **718** CAD events. This is down from **841** in 2020 that 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 CAD cases reviewed by CASU in 2021 was 718**

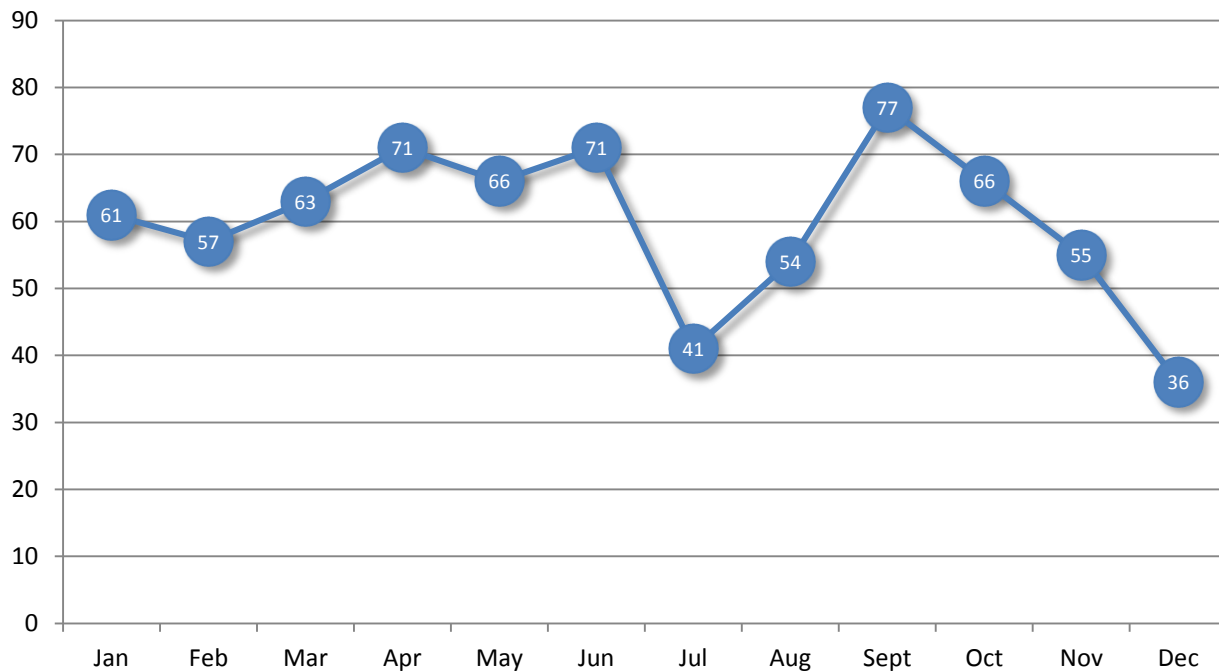
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<sup>3</sup> Long-Term Care Homes Act, O.Reg. 79/10, s.98.





### CAD Reports Involving Senior's and Vulnerable Persons 2021



### TRENDS CURRENTLY FACED BY CASU

#### Long-Term Care/Retirement Home Referral

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 2021, there was a decrease of **21** referral forms received by CASU from the local long-term care facilities. It is possible that the isolation effects of COVID-19 and residents being required to reduce their social interaction had a part to play, as well as the reduced education and involvement of the CASU detectives and SSO officers within the homes and community.

On May 21st, 2021, The Hamilton Police Services Board received a deputation from Hamilton Senior Advisory Committee. The deputation expressed the concern with the Hamilton Police Services apparent lack of investigations regarding care and deaths at Long Term Care and Retirement Homes in Hamilton. A request was made that the Chief report back to the Board at a future meeting to provide more fulsome comments on care and deaths in Long Term Care and Retirement Homes. The Crimes Against Seniors Unit and the Coroner's Branch of the HPS have followed up with the Chiefs Coroners Office.

#### Mass Marketing Frauds (Scams)

Mass Marketing Frauds are an area of growing concern in financial crimes, not just in Hamilton, but also 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. Education and awareness campaigns are likely the root cause with many people now being aware many fraudsters are designing more elaborate scams involving greater dollar loss to try and scam seniors.

- Extortion Scam (Canadian Revenue Agency) - A fraudster poses as a Canadian Revenue agent and tells the victim that they owe money on their taxes.
- Romance Scam – A fraudster will gain the victims affection and then use that goodwill to get the victim to send them money or commit fraud against the victim.
- 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.
- Phishing Scam - A fraudster uses misleading and deceptive emails, falsely claiming to be from a legitimate organization, in an attempt to have the victim surrender private and personal information.

### Extortion Scams

In Hamilton, the Extortion scam remains to be the number one form of fraud faced by seniors. Extortion scams occur when an individual unlawfully obtains money, property or services from a person, entity or institution through coercion. Fraudsters use various reasons why a victim urgently needs to pay them money and in the process impersonate legitimate organizations to convince the victim to pay. Several agencies impersonated in Hamilton include: Service Ontario, Financial Institutions, the Government of Canada and even the Hamilton Police Service. These included suspects calling victims and impersonating themselves as bank employees, advising victims that they have noticed an issue in their account. As well as suspects impersonating government employees advising their social insurance number (SIN) has been compromised, and police officers requesting assistance to catch criminals. In all of these scams, the suspect(s) create reasons why the victim urgently needs to pay the money or why the victim must provide personal information.



A new growing trend associated to the extortion scams is the use of Caller I.D. spoofing. Caller I.D. spoofing involves changing the information that appears on the Caller ID display. Fraudsters tend to falsify the caller ID information and impersonate names and phone numbers, making it appear as if the phone calls are coming from a specific number, either one that is known and/or trusted by the victim, or one that indicates a specific geographic location<sup>4</sup>. Spoofed calls can originate from anywhere internet capability is accessible, in any country. A new and emerging trend for fraudsters is the use of BITCOIN. Fraudsters will convince the citizen using the above-mentioned scams to withdraw cash and then direct them to a BITCOIN terminal in the city. The citizen will then buy BITCOIN and it is transferred into the fraudsters account. These investigations are very complex and policing is just starting to learn the process for following the currency. CASU detectives are participating in training sessions to learn the investigative processes dealing with BITCOIN.

## ARRESTS AND CHARGES

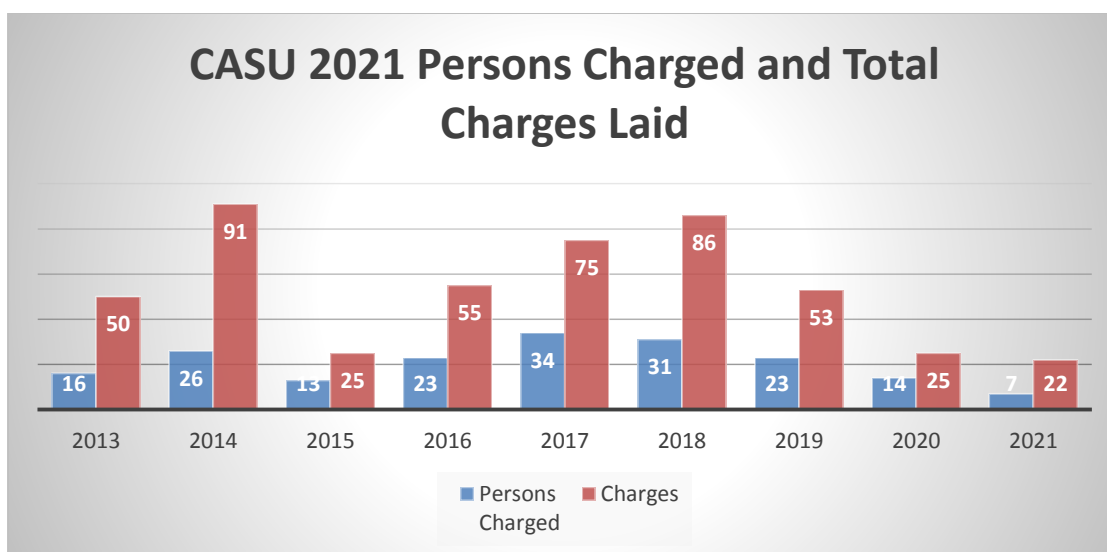
The predominant number of charges laid are a result of fraud investigations by CASU. The SSO's focus is primarily on quality of life and preventative initiatives. Additionally, the SSO's and CASU Detectives often will resolve many issues by other means that satisfy all parties, such as education, crime 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 senior's face the most often reported to the police are financial exploitation, frauds and thefts. These types of investigations are complex, time consuming and challenging. These investigations require multiple interviews, evidence collection including video surveillance, and detailed warrants of financial records.

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<sup>4</sup> Forcepoint (2020). "Cyber EDU, What is Spoofing?". <http://forcepoint.com/cyber-edu/spoofing>.





## CHALLENGES

Most of the cases investigated by the CASU are complex. The investigations often 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.

## FUTURE CHANGES

On June 25th, 2019, The Ontario Association of Chiefs of Police (OACP) adopted Resolution 2019-02 proposed by the LEAPS (Law Enforcement Agencies Protecting Seniors) committee. The resolution calls for the Government of Ontario to develop clear guidelines and best practices for police response



to incidents of abuse against seniors and vulnerable person. Since the resolution was adopted, a working group comprised of expert members from LEAPS, including HPS, and the OACP was formed. The goal of this working group is to work with the government to develop and implement minimum standards in elder abuse investigations, for all police services across Ontario.

## CONCLUSION

The Hamilton Police Service Crimes Against Seniors Unit will continue to be a leader in the Province for its advocacy and investigative expertise dealing with persons 60+ and vulnerable adults. The impact of COVID-19 has been profound affecting every aspect of society. It is clear from the 2021 CASU reporting statistics that COVID-19 has had a significant impact on the reporting of crimes and incidents involving Hamilton's aging and vulnerable population. The CASU in collaboration with the Divisional SSO's will continue to strive to adapt and work on innovative methods to educate and investigate the crimes affecting seniors and vulnerable adults even through the difficulties of COVID-19.

## REFERENCES

1. Abuse and Vulnerable Persons: A Provincial Strategy (OACP/LEAPS working group), 2019
2. Crimes Against Seniors Unit - P.S.B. Annual Report, Hamilton Police Service, 2015
3. Crimes Against Seniors Unit - P.S.B. Annual Report, Hamilton Police Service, 2016
4. Crimes Against Seniors Unit - P.S.B. Annual Report, Hamilton Police Service, 2017
5. Crimes Against Seniors Unit – P.S.B. Annual Report, Hamilton Police Service, 2018
6. Crimes Against Seniors Unit – P.S.B. Annual Report, Hamilton Police Service, 2019
7. Crimes Against Seniors Unit – P.S.B. Annual Report, Hamilton Police Service, 2020
8. Performance Updates, Victims of Crime Branch (Child Abuse/Crimes Against Seniors)
9. Responding to Seniors Issues, Hamilton Police Service, 2015
10. Responding to Seniors Issues, Crimes Against Seniors Unit Staffing and Efficiencies Proposal, 2016.



## APPENDIX A



Hamilton Police Service

P&amp;P 4.1.20

**VICTIMS OF CRIME BRANCH  
CRIMES AGAINST SENIORS UNIT  
REFERRAL FORM**

☐ **RETIREMENT HOMES REGULATORY ACT (O. REG. 166/11) SEC 15(3):** The policy to promote zero tolerance of abuse and neglect of residents described in subsection 67(4) of the Act shall, (f) provide that the licensee of the retirement home shall ensure that the appropriate police force is immediately notified of any alleged, suspected or witnessed incident of abuse or neglect of a resident that the licensee suspects may constitute a criminal offence.

☐ **LONG TERM CARE HOMES ACT (SEC 98, O. REG. 79/10):** Every licensee of a long-term care home shall ensure that the appropriate police force is immediately notified of any alleged, suspected or witnessed incident of abuse or neglect of a resident that the licensee suspects may constitute a criminal offence.

FACILITY NAME			
ADDRESS			
AREA CODE	PHONE NUMBER	EXTENSION	
VICTIM'S NAME			D O B YY MM DD GENDER
OTHER / SUSPECT			D O B YY MM DD GENDER

**DIRECTOR OF CARE - SUPERVISING INCIDENT**

DIRECTOR OF CARE NAME	AREA CODE	PHONE NUMBER	EXT.
PERSON REPORTING THE INCIDENT	AREA CODE	PHONE NUMBER	EXT.

**WHAT IS THE SUSPECTED CRIMINAL OFFENCE?**

HAS MINISTRY OF HEALTH BEEN ADVISED? <input type="checkbox"/> YES <input type="checkbox"/> NO	DATE REPORTED TO POLICE YY MM DD	DATE OF OFFENCE YY MM DD	TIME OF OFFENCE h

**PLEASE SUPPLY A BRIEF DESCRIPTION OF THE INCIDENT:**

HAS MEDICAL ATTENTION BEEN SOUGHT? <input type="checkbox"/> YES <input type="checkbox"/> NO		WAS THE INCIDENT WITNESSED BY ANYONE? <input type="checkbox"/> YES <input type="checkbox"/> NO	
NAME OF WITNESS			
POSITION		AREA CODE	PHONE NUMBER EXT.

PERSONAL INFORMATION IS COLLECTED ON THIS FORM PURSUANT TO THE MUNICIPAL FREEDOM OF INFORMATION AND PROTECTION ACT, S.23(2), S.32(B) AND THE POLICE SERVICES ACT, S.41 FOR THE PURPOSE OF PROCESSING THIS RECORD CHECK. QUESTIONS CONCERNING THIS COLLECTION CAN BE DIRECTED TO: RECORDS SUPERVISOR, HAMILTON POLICE SERVICE, 155 KING WILLIAM STREET, HAMILTON, ONTARIO L8R 1A7 (905) 546-4767








# HAMILTON POLICE SERVICE

## INFORMATION REPORT

<b>TO:</b>	Chair and Members Hamilton Police Services Board
<b>BOARD MEETING DATE:</b>	April 28, 2022
<b>SUBJECT:</b>	Revenue from Police Auctions
<b>REPORT NUMBER:</b>	22-039
<b>SUBMITTED BY:</b>	Frank Bergen, Chief of Police
<b>SIGNATURE:</b>	

### EXECUTIVE SUMMARY

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 50% of the sale as their approved commission.

### INFORMATION

In 2021, the Service received \$44,048.02 in net revenue from auction sales of disposed property made from January to December. All revenue received from net sales is deposited to the Chief's Auction Account.

### APPENDICES AND SCHEDULES ATTACHED

Not applicable

FB/A.Hepplewhite

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**Vision:** To be a trusted partner in delivering public safety.

**Mission:** To serve and protect in partnership with our communities.


**Our Values:** Compassionate, Dedicated, Inclusive, Integrity, Innovative, Professional, Teamwork





# HAMILTON POLICE SERVICE

## INFORMATION REPORT

<b>TO:</b>	Chair and Members Hamilton Police Services Board
<b>BOARD MEETING DATE:</b>	April 28, 2022
<b>SUBJECT:</b>	2021 Year End Report – Victim Services Branch
<b>REPORT NUMBER:</b>	22-042
<b>SUBMITTED BY:</b>	Frank Bergen, Chief of Police
<b>SIGNATURE:</b>	

### EXECUTIVE SUMMARY

- Report and appendix for the 2021 Victim Services Branch Annual Report.

### INFORMATION

The Hamilton Police Victim Services Branch was established in 1992. There are five (5) 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, assault, sexual assault, domestic violence, motor vehicle and fire fatalities, robberies, criminal harassment, hate crime and hate bias incidents, human trafficking and missing persons, among others.

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 2021, outlining the quality service provided to the residents of the City of Hamilton.

### APPENDICES AND SCHEDULES ATTACHED

Appendix A - Hamilton Police Service Victim Services Branch 2021 Annual Report

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**Vision:** To be a trusted partner in delivering public safety.

**Mission:** To serve and protect in partnership with our communities.

**Our Values:** Compassionate, Dedicated, Inclusive, Integrity, Innovative, Professional, Teamwork

FB/K.Morrison



# VICTIM SERVICES BRANCH 2021 ANNUAL REPORT





**VISION:** To be a trusted partner in delivering public safety.

**MISSION:** To serve and protect in partnership with our communities.

**OUR VALUES:** Compassionate, Dedicated, Inclusive, Integrity, Innovative, Professional, Teamwork.

Victim Services is a Branch of the Hamilton Police Service (HPS) established in 1992. 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 assault, domestic violence, motor vehicle and fire fatalities, robberies, harassment, hate crime and hate bias incidents, human trafficking and missing persons, among others.

In 2021, the Victim Services Branch (VSB) assisted 2,438 new victims and had a total of 9,018 contacts with victims. With 5 full-time staff and over 80 volunteers, the Victim Services Branch is able to provide these services 24/7.

The VSB Sexual Assault Support Program (SASP) was awarded the 2021-2022 Attorney General's Victim Services Award of Distinction. This program provides trauma-informed care and supports to victims and survivors of sexual violence throughout the investigative process in collaboration with the Sexual Assault Unit and Criminal Investigations Division. SASP has continued to expand and was able to provide support to 194 individuals throughout 2021. This program has also expanded to support other areas of Hamilton Police Service including the Child Abuse Branch and Human Trafficking Unit.

This year, the Victim Services Branch approach to service was realigned to continue to meet ongoing Provincial and Municipal directives for the pandemic environment to support victims and survivors of crime and/or trauma. Due to health and safety concerns as a result of the pandemic, our Branch expanded the use of technology and virtual platforms to continue to support victims of crime and/or trauma, maintain engagement with our volunteer team and community committees, as well as participate in training. Importantly, our volunteer team has returned to offering on-scene support as of March 1<sup>st</sup>, 2022. Overall, the Victim Services Branch staff and volunteers continue to have a positive impact in supporting victims and survivors 24/7 in Hamilton in collaboration with community partners.

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.





The Victim Services Branch is pleased to share our goals, achievements and initiatives for 2021 that have contributed to the outcomes and success of the 2019-2021 Business Plan in this Annual Report. The goals are aligned with the 2019-2021 Business Plan Strategic Directions and Objectives. The Branch's Annual Objectives & Performance follow.



**COMMUNITY SAFETY GOAL A:** Maximize communication with our community as it relates to services and supports, as well as crime prevention, public safety and harm reduction.

•**ACTION:** Increase community awareness and support for victims by continuing to provide education and supports to staff, and volunteers. Work with victims of crime to reduce the harm and impact of crime and provide supports and resources for recovery.



**ENGAGEMENT & PARTNERSHIPS GOAL B:** Collaborate and encourage participation within communities and organizations to help implement solutions and manage public safety needs.

•**ACTION:** Continue to work with other service providers to increase knowledge base and available resources for victims.



**ENGAGEMENT & PARTNERSHIPS GOAL C:** Provide meaningful volunteer opportunities and continue the development of future ambassadors for the Hamilton Police Service.

•**ACTION:** Provide meaningful opportunities for volunteers at all levels and ensure engagement. Find opportunities to recognize volunteers and the importance of their work.



**ENGAGEMENT & PARTNERSHIPS GOAL D:** Identify funding opportunities available to police services and community groups for the implementation of new programs and the continuation of existing effective programs.

•**ACTION:** Seek out new opportunities for funding and continue to maintain existing sources of funding.



**PEOPLE & PERFORMANCE GOAL E:** Implement effective delivery of internal and external training.

•**ACTION:** Continue to provide training to volunteers and staff to promote programs and supports for victims and ensure awareness of victim issues, supports, and services.



**TECHNOLOGY & ASSET MANAGEMENT GOAL F:** Leverage technology to enhance service to the community.

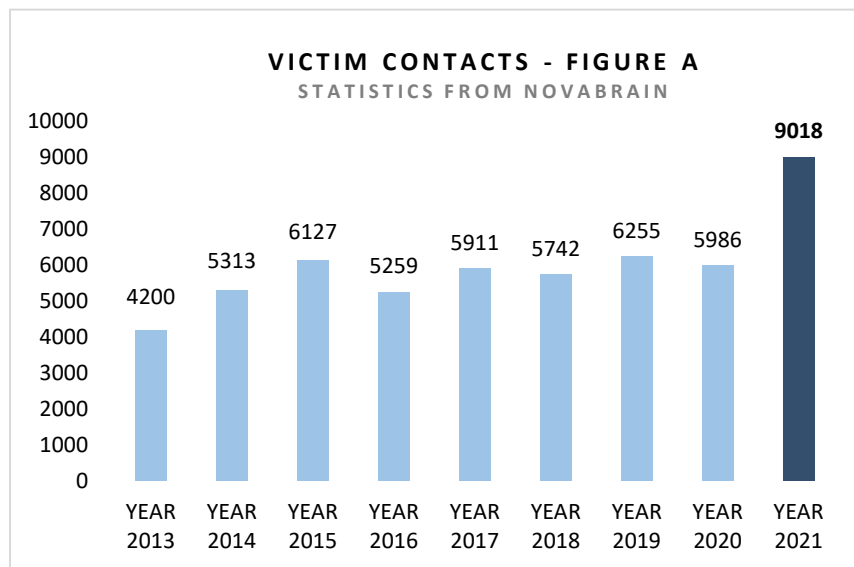
•**ACTION:** Leverage technology to enhance service to the community. Integrate a virtual approach for volunteer training and on-going volunteer engagement.



## GOAL A RESULTS

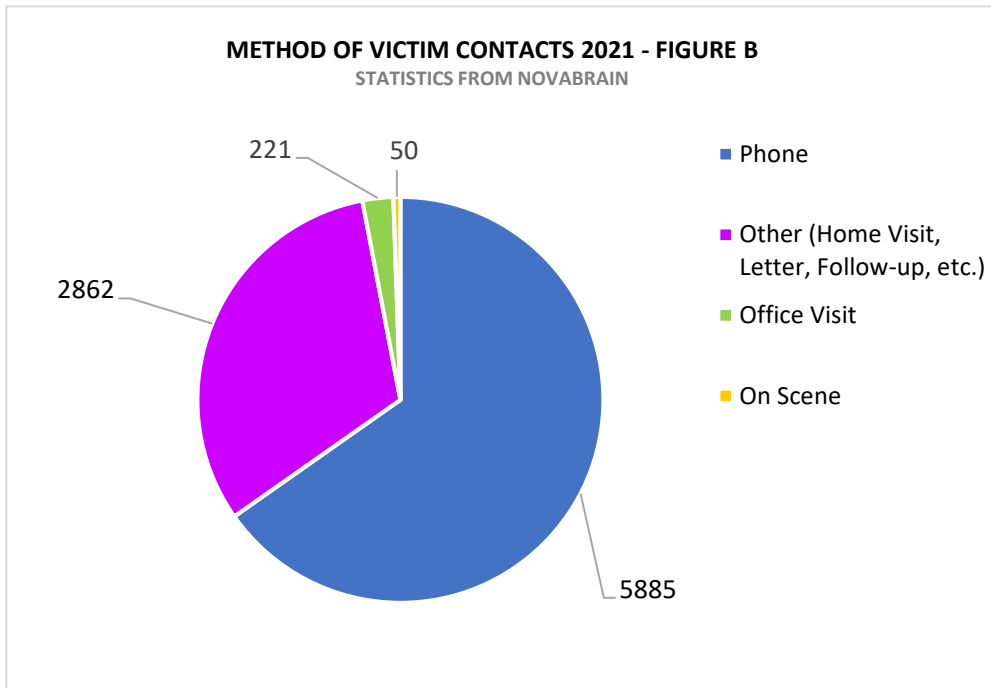
Increase community awareness and support for victims by continuing to provide education and supports to staff, and volunteers. Work with victims of crime to reduce the harm and impact of crime and provide supports and resources for recovery.

- 2,438 new victims assisted.
- See Figure A for 9,018 total contacts with victims (includes new and existing clients).
- For breakdown of contact type, please refer to Figure B [next page].



- Although public health guidelines altered the way Victim Services was able to provide support to those impacted by crime and/or traumatic events throughout 2021, volume of support provided to members of the community significantly increased from 2020.
- Continued to work with victims/survivors of crime in providing support, as well as navigating systems and referrals to reduce harm and promote resiliency.
- Participated in the development of the new Domestic Violence Intervention Program Pilot, which aims to provide support to individuals involved in non-criminal domestic disputes with community resources and system navigation in an effort to reduce escalation and enhance public safety.
- Participated in the development of a potential Hate Crime Community Review Team in partnership with both HPS and community members to enhance safety and support for victims of Hate Crimes.





*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 to support their resiliency. Victimization may have occurred recently or historically. Not all victims request or need on-scene crisis intervention.*

- Involved in planning/collaborating with Hamilton and Halton partners to increase community awareness and education on Human Trafficking.
- Training provided by staff to organizations in the community to raise awareness about Victim Services and supports available.
- Overall, over 170 hours of training provided by community organizations were completed by Volunteers and over 310 hours were completed by Victim Services staff on important topics such as: Human Trafficking, Indigenous Services, Trauma Counselling, Supporting Grief, and the link between Domestic Violence and Animal Abuse, among many others.



- The Victim Services Branch strives to assist all areas of the Hamilton Police Service to best support victims of crime and/or trauma such as: Domestic Violence Unit, Bail Safety Unit, Homicide Unit, Sexual Assault Unit, Criminal Investigations Division, Child Abuse Branch, Human Trafficking/Vice & Drugs Unit, Crime Prevention Branch, Training Branch, Communications, and Patrol, among others.
- All new brochures were developed and distributed throughout the Service to support victims of various circumstances. New/updated brochures in circulation include: Victim Services–Supporting Victims of Crime and Trauma, Domestic Violence, Sexual Assault, Sudden Death, Supporting Children with Grief, Serious or Fatal Motor Vehicle Collisions, Break and Enter, Homicide.



Supporting  
Victims of  
Crime &  
Trauma

Victims of  
Domestic  
Violence

Victims  
Survivors of  
Sexual  
Assault

Helping  
Children  
With Grief

Coping With  
a Sudden  
Death

Victims of  
Break &  
Enter

Families  
Involved  
with Fatal &  
Serious  
Injury  
Collisions

*The Victim Services Branch brochures were developed/revised throughout 2021. The brochures are shared with victims of crime and trauma, community partners, and HPS Members and Volunteers. [Refer to Goal A Results.]*





## GOAL B RESULTS

Continue to work with other service providers to increase knowledge base and available resources for victims.

- Continued to work in collaboration with community organizations to ensure wrap-around supports are available to any victims/survivors supported through the Victim Services Branch.
- Continued involvement on community committees to enhance collaboration and community-based solutions (10+ committees) to support victims/survivors of crime.
- Committee and Community Work: Victim Services Alliance Ontario; Emergency Preparedness Committee for City of Hamilton; High-Risk Domestic Violence Community Advisory Team; Hamilton Anti-Human Trafficking Coalition (HAHTC) and Steering Committee; Women Abuse Working Group (WAWG); Public Awareness and Education – sub-committee of WAWG; International Women’s Day Planning Committee; Hamilton Police Women’s Services Advisory to the Chief; Emergency Women’s Shelter Protocol Committee; Sexual Assault Community Review Team (SACRT); Safe at Home Hamilton, Domestic Violence Court Advisory Committee; Fetal Alcohol Spectrum Disorders (FASD) Network, Hamilton School Board Anti-Human Trafficking Protocol Advisory.
- Resource Manual was updated regularly to ensure up-to-date community resource options are provided by both staff and volunteers. 11 new resources were provided to the team throughout 2021. In addition, information was updated on several existing community resources to reflect current offerings.
- Partnership was developed with “Comfort Bears” to provide teddy bears to individuals impacted by trauma. Bears are now available through the Victim Services Branch, and are also distributed to the Child Abuse Branch, Sexual Assault Unit, and Homicide Unit.
- Continued administration of the Trauma Bear Program in partnership with Shaw Communications Inc. by ensuring all Hamilton Police Service vehicles contain Trauma Bears. Police Officers give Trauma Bears to individuals at scenes to provide some comfort during the aftermath of a crime or traumatic event. This partnership with Shaw Communications Inc. and their donation of the trauma bears has been in place since 2012.
- Continued administration of the Rapid Relief Food Boxes Program to support those experiencing food insecurity.
- The Victim Services Branch continued to participate as a member of the Sexual Assault Community Review Team (SACRT). The team is comprised of the HPS Sexual Assault Unit (SAU), the Victim Services Branch, the Sexual Assault Domestic Violence Care Centre - Hamilton Health Sciences, the Sexual Assault Centre of Hamilton and Area (SACHA), and the Native Women’s Centre.

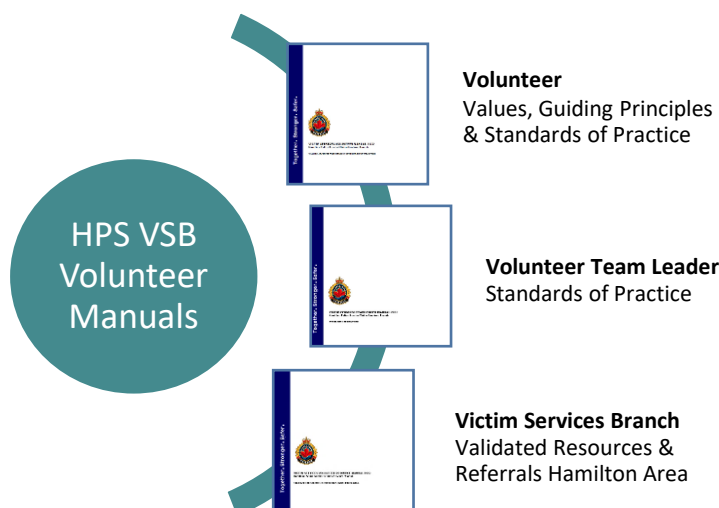




## GOAL C RESULTS

Provide meaningful opportunities for volunteers at all levels and ensure engagement. Find opportunities to recognize volunteers and the importance of their work.

- Volunteers contribute over 30,000 hours of available on-call coverage, provide almost 500 hours of direct support to victims, and offer support in 23 languages in addition to English.
- Trained 35 new Volunteers and 20 Cadets through 39 hours of instruction throughout our annual Victim Services Volunteer Training.
- 4 Professional Development Training Nights (8 hours) provided.
- 20 External Training Opportunities on various topics to support victims of crime were provided throughout 2021.
- Training on new programs and trends including Ambiguous Loss and Supporting Families with Missing Loved Ones, Well-Being and the Impact of Empathetic Strain, Indigenous Services, Services for Youth, among many others.
- Volunteer recognition completed throughout the year through individual notes of appreciation, as well as through National Volunteer Week and International Volunteer Day.
- Continued Volunteer engagement, training, and meetings through Microsoft Teams to ensure health and safety.
- Volunteers were temporarily back to providing on-scene support on November 8<sup>th</sup>, 2021 but due to health and safety returned to phone support December 21<sup>st</sup>, 2021. Our volunteer team has since returned to offering on-scene support as of March 1<sup>st</sup>, 2022.



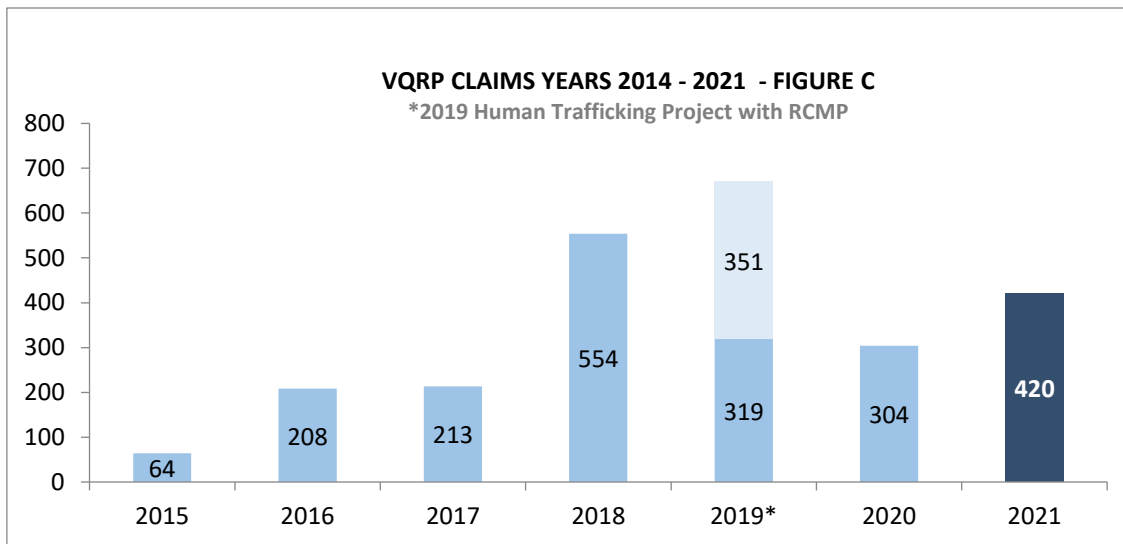
*Together, these form a part of the volunteer's commitment to ensure that our core values, integrity and accountability are held to the highest standards of professional and ethical conduct.*



## GOAL D RESULTS

Seek out new opportunities for funding and continue to maintain existing sources of funding.

- Successful grant application: Victim Support Grant through the Ministry of the Solicitor General.
- Funding secured: \$100,000 per year over 2 years to support victims/survivors of human trafficking and intimate partner violence.
- Continued to deliver the Victim Quick Response Program+ (VQRP+) for the City of Hamilton on behalf of the Ministry of the Attorney General. There were 420 claims processed through VQRP+ in 2021, e.g. door/lock repairs, cell phone replacement, transportation, crime scene clean-up, funeral, counselling, etc. [See Figure C]. The claims totaled over \$679,000 in direct benefit to victims of crime. This is a significant increase from the \$175,000+ provided in 2020.





## GOAL E RESULTS

Continue to provide training to volunteers and staff to promote programs and supports for victims and ensure awareness of victim issues, supports, and services.

- Training provided to staff and volunteers to educate on important topics to best support victims of crime and/or trauma such as: Human Trafficking, Indigenous Services, Trauma Counselling, Supporting Grief, and the link between Domestic Violence and Animal Abuse, among many others.
- Overall, over 170 hours of external training were completed by Volunteers and over 310 by staff.
- Information on new programs and community resources distributed to both staff and volunteers on a regular basis to ensure up-to-date awareness of victim issues and supports. 11 new community resources were provided throughout 2021 and many existing resources were updated to reflect current information.
- Publication of the “Did You Know” volunteer monthly newsletter.
- Provided Victim Services training to new Hamilton Police recruits post-OPC, as well as Communications Branch members.
- Presentations provided to community partners on supports available through the Victim Services Branch.
- In 2021, 20 HPS Cadets completed Victim Services Branch Volunteer training as part of their Cadet training program. The Victim Services Branch continues to be an integral component of the continuum of learning for the HPS Cadet program since 2014. In addition, another 5 Cadets completed a rotation working within the VSB office as part of their supervised practicum.



## GOAL F RESULTS

Leverage technology to enhance service to the community. Integrate a virtual approach for volunteer training and on-going volunteer engagement.

Due to health and safety concerns as a result of the pandemic, our Branch expanded the use of technology to continue to support victims of crime and/or trauma, maintain engagement with our volunteer team and community committees, as well as participate in training.

- Microsoft Teams continued to be used to connect with the Victim Services Branch volunteer team (80+ Volunteers) to promote engagement and training.
- Virtual platforms were also used to facilitate the Victim Services Branch Volunteer Training from January – March, 2021. This virtual format resulted in existing Volunteers joining training sessions to refresh their skills and knowledge.
- Technology and virtual training opportunities allowed for an additional 20 external training opportunities to be offered to our Volunteer team. In addition, our staff team was able to participate in an in-depth Grief course, which was offered by an organization in British Columbia, as well as a Provincial training out of Saskatchewan to support families with missing loved ones.
- Social Media was used to raise awareness for Victim Services throughout the year, as well as to recruit Victim Services Volunteers.

...



*Two benches are located in the courtyard at Hamilton Police Service Central Station. The benches provide a peaceful place for those who wish to pause, rest or reflect. On each bench is a plaque with an inscription: "FORGET ME NOT" ~ A Place of Quiet Reflection to Honour All Victims of Crime Because "Every Victim Matters".*

### **Auction Account – Request for Funding and Support**

Based on past practice and in accordance with the Board's Auction Account Policy:

That the Board purchase tickets for the ProAction Cops & Kids 30th Anniversary Gala taking place on May 7, 2022 at the Royal Ontario Museum at a cost of \$500 per ticket to be paid from the Auction Account Fund; and

That the Board purchase tickets for the Ontario Women in Law Enforcement (OWLE) [Major Awards and Long Service Gala](#) taking place on June 9, 2022 at a cost of \$100 per ticket to be paid from the Auction Account Fund.

Good afternoon ProAction Team members,

Today we are happy to provide a sponsorship and ticket sales update for the ***ProAction Cops & Kids 30th Anniversary Gala on Saturday, May 7 at the Royal Ontario Museum.***

To date, we have **sold one (1) Platinum Sponsorship, three (3) Table Sponsorships and twelve (12) tickets** to our in-person evening of celebration and **achieved 15% of our \$272,500 gross revenue goal.**

**We would like to extend a special thank you to the most recent donors who have confirmed their support for the Gala!**

Platinum Sponsor

**Q Residential** - *thank you so much to John Lago for this generous sponsorship!*

Ticket Sales

**Stephen Kouri** - *thank you Stephen for purchasing four (4) tickets to the event!*

Donations

**Richard Weldon, CDW Engineering** - *thank you to John Lago for bringing in this donation!*

With only **39 days left** before the event, we ask that you all **consider inviting your colleagues, friends and families** to the **30<sup>th</sup> Anniversary Gala** so that we can recognize and celebrate our officer and youth award winners and honour the many past participants and officers who have made ProAction Cops & Kids programs an incredible success for so many.

**The sponsorship deck, including ticket information, is attached. Please share the information widely!**

**We are also looking for donations to the Silent Auction and would appreciate your support!**

Thank you to everyone for helping us bring back ProAction events with a blast and please do not hesitate to contact me should you have any questions.

All the best,  
Michelle

**Michelle Marchetti**  
(She/Her)

*Fund Development & Communications Coordinator*

**ProAction Cops & Kids**

**p:** (416) 222-7011    **f:** (416) 222-0310

**a:** 40 College Street, Suite 623, Toronto, ON M5G 2J3



# *30<sup>th</sup> Anniversary Gala*

PROACTION COPS & KIDS

SPONSORSHIP PACKAGE



# Celebrating ProAction's 30th Anniversary

Please join us on **Saturday May 7, 2022** at the Royal Ontario Museum for the **ProAction Cops & Kids' 30th Anniversary Gala**.

The second annual event will celebrate 30 years of ProAction Cops & Kids! We look forward to learning about the many participants whose lives have been changed because of ProAction programs and the officers who have made a significant impact on their participants and communities.

Doors will open at **6:30pm**.

All COVID-19 protocols will be followed in accordance with Ontario Provincial Government guidelines at the time of the event.



# Agenda

**HOSTED BY**

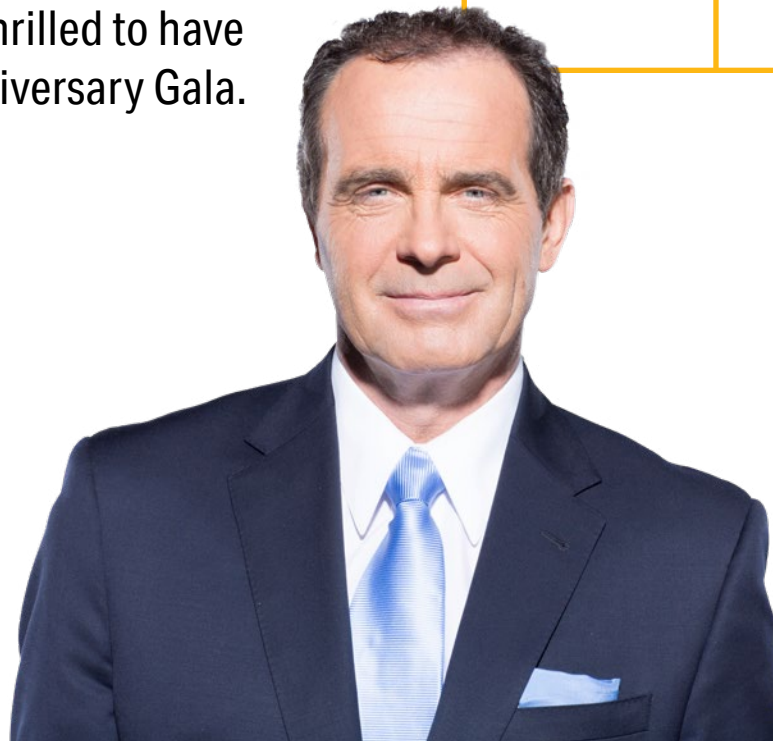
## Rod Black

***Sports Broadcaster & Commentator***

Rod Black's knowledge, versatility, and enthusiasm have earned him a reputation as one of Canada's most recognizable and distinguished sportscasters.

Being a passionate supporter of community initiatives that help to better the lives of young people, ProAction Cops & Kids is thrilled to have Rod Black host the 2022 30th Anniversary Gala.

TIME	PROGRAM
6:30pm	Cocktail Hour
7:30pm	Dinner, Awards & 30th Anniversary Celebrations
9:40pm	Live Auction
10:00pm	Evening Ends <i>*Black Tie Optional</i>





# Sponsor Opportunity

## TITLE

## \$25,000

- "Presented By" naming rights to the Gala
- Two (2) tables (16 tickets) to the event reserved in a prime location with recognition tent cards on each table
- Celebrity guest and/or Police Chief seated at your tables
- Main stage recognition (as provided and set up by sponsor)
- Participate in opening remarks at the main stage (2 minutes) and/or present a company promotional video (up to 1 minute)
- Verbal recognition at the start and conclusion of the event
- Sponsorship recognition on Gala marketing materials including event program full page advertisement
- Sponsorship proceeds directed to a ProAction program of your choice
- Exclusive VIP bartender for the evening
- Logo prominently displayed on on-site event signage and video loop
- Logo included on event section of the ProAction Cops & Kids Website
- Social media mentions on ProAction's Instagram, Twitter, and Facebook accounts
- Option of providing sponsor branded marketing collateral







# Sponsor Opportunity

## PLATINUM

## \$20,000

- Two (2) tables (16 tickets) to the event reserved in a prime location with recognition tent cards on each table
- Police Chief or Sr. Police Officer seated at your tables
- Sponsorship recognition on Gala marketing materials including event program full page advertisement
- Sponsorship proceeds directed to a ProAction program of your choice
- Exclusive VIP bartender for the evening
- Cocktail Hour Sponsor
- Logo prominently displayed on on-site event signage and video loop
- Logo included on event section of the ProAction Cops & Kids Website
- Social media mentions on ProAction's Instagram, Twitter, and Facebook accounts
- Option of providing sponsor branded marketing collateral





# Sponsor Opportunity

## GOLD

## \$15,000

- One (1) table (8 tickets) to the event in premium location
- Sponsorship recognition on Gala marketing materials including event program full page advertisement
- Choice of ProAction program Exhibit Sponsor recognition (4)
- Logo prominently displayed on on-site event signage and video loop
- Logo included on event section of the ProAction Cops & Kids Website
- Social media mentions on ProAction's Instagram, Twitter, and Facebook accounts
- Option of providing sponsor branded marketing collateral





# Sponsor Opportunity

## 30<sup>th</sup> ANNIVERSARY CHAPTER SPONSOR

## \$10,000

- One (1) table (8 tickets) to the event in premium location
- Sponsorship recognition on Gala marketing materials including event program quarter page advertisement
- Logo prominently displayed on on-site event signage and video loop
- Verbal acknowledgment and logo placement on screen as Presenting Sponsor of one Chapter's 30th Anniversary interview section
- Logo included on event section of the ProAction Cops & Kids Website
- Social media mentions on ProAction's Instagram, Twitter, and Facebook accounts
- Option of providing sponsor branded marketing collateral

\* Five sponsorship opportunities available at the 30th Anniversary Chapter Sponsor level.





# Sponsor Opportunity

## TABLE SPONSOR

---

**\$5,000**

- One (1) table (8 tickets) to the event in premium location
- Name recognition in evening's brochure

## TICKET \$500

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Celebrate 30 years of participant successes and award-winning officers and youth while enjoying fine food and entertainment all for a very worthwhile cause.



# About ProAction Cops & Kids

ProAction Cops & Kids brings cops and kids together in skill-building and mentoring programs to create trust, respect and safer communities.

To achieve this, ProAction helps police officers fund skill building and mentoring programs for vulnerable and underprivileged youth that span a wide range of activities including sports, fitness, cooking, the arts, career exploration and virtual programs available on the ProAction Program Portal. ProAction programs operate in five chapters across Ontario, including Toronto, Durham Region, Hamilton, Halton Region and Peel Region.

Since establishing in 1991, we have raised over \$8.5 million dollars in donations that has supported over 2,283 programs and given over 417,000 youth access to activities they could not otherwise afford.

At ProAction, we believe that building stronger relationships between cops and kids improves the lives of the youth involved and benefits our communities today and for the future.







# Sponsorship Form

Title Sponsor - \$25,000

Gold Sponsor - \$15,000

Table - \$5,000

Platinum Sponsor - \$20,000

30<sup>th</sup> Anniversary  
Chapter Sponsor - \$10,000

I am unable to attend but wish to make a donation for:

\$100

\$250

\$500

Other: \$ \_\_\_\_\_  
please enter amount

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

---

## Method of Payment

---

Cheque

Credit Card: VISA AMEX MC

Please make cheques  
payable to:

ProAction Cops &amp; Kids

**ProAction is located at:**  
**40 College Street, 6<sup>th</sup> Floor**  
**Toronto, ON**  
**M5G 2J3**

Tel: 416-222-7011

Fax: 416-222-0310

Charitable Registration No.  
887700862 RR0001

Card Number: \_\_\_\_\_

Expiry Date: \_\_\_\_\_ CVV: \_\_\_\_\_

Company Card: Personal Card (\*If expensing to business,  
please check Company)

Name on Card: \_\_\_\_\_

Signature: \_\_\_\_\_

To purchase your tickets please call

**Michelle Marchetti at 416-222-7011 or**  
**email your completed form to**  
**michelle@copsandkids.ca****ANNIVERSARY**  
PROACTION  
**cops**  
& kids



# Ticket Order Form

Yes, I would like to order a ticket(s) to the 2022 30th Anniversary Gala

Please enter number of tickets required: \_\_\_\_\_

At \$500 per ticket, please enter total amount of purchase: \$ \_\_\_\_\_

I am unable to attend but wish to make a donation for:

\$100

\$250

\$500

Other: \$ \_\_\_\_\_  
please enter amount

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

## Method of Payment

Cheque

Credit Card: VISA AMEX MC

Please make cheques  
payable to:

ProAction Cops & Kids

**ProAction is located at:**  
**40 College Street, 6<sup>th</sup> Floor**  
**Toronto, ON**  
**M5G 2J3**

Tel: 416-222-7011

Fax: 416-222-0310

Charitable Registration No.  
887700862 RR0001

Card Number: \_\_\_\_\_

Expiry Date: \_\_\_\_\_ CVV: \_\_\_\_\_

Company Card: Personal Card (\*If expensing to business,  
please check Company)

Name on Card: \_\_\_\_\_

Signature: \_\_\_\_\_

To purchase your tickets please call

**Michelle Marchetti at 416-222-7011 or**  
**email your completed form to**  
**michelle@copsandkids.ca**



**ANNIVERSARY**  
**PROACTION**  
**cops**  
**& kids**

**From:** [Canadian Association of Police Governance \(CAPG\)](#)  
**To:** [Stevenson, Kirsten](#)  
**Subject:** Virtual AGM - Thursday, September 1, 2022  
**Date:** Thursday, April 7, 2022 1:59:34 PM

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**The following message is an exclusive CAPG member communication sent solely to the designated CAPG liaison. Kindly distribute this email to all relevant members of your organization.**



## Notice of 33rd Annual General Meeting of the Canadian Association of Police Governance (CAPG)

Date: Thursday, September 1, 2022

Time: 2:00 – 4:30 pm EDT.

Location: Via Zoom (link to follow registration)

Only one person per board/commission/organization is permitted to carry a vote and they must be indicated upon registration.

**Please register by August 29, 2022**

[Register Now](#)

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**Hamilton Police Services Board,**

On behalf of the CAPG Board of Directors, I am writing to invite you to attend the 33rd Annual General Meeting of the CAPG on Thursday, September 1, 2022, 2:00 – 4:30 pm EDT via Zoom.

This session is closed to CAPG Members only. Please register using the link above by Monday, August 29, 2022.

Once your information is verified you will receive login details for the virtual meeting for you and your fellow board members.

Please note that according to the CAPG by-laws, only one member per board/commission/organization is permitted to carry a vote and that person needs to be identified on the form so they can receive the voting login.

If you have any questions please do not hesitate to contact me.

Sincerely,

Jennifer Malloy  
CAPG Executive Director

[Download Agenda](#)



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## HAMILTON POLICE SERVICES BOARD

### OUTSTANDING BUSINESS LIST AS OF APRIL 28, 2022


ITEM NUMBER	ITEM	DATE	ACTION	EXPECTED COMPLETION DATE
1.	Body-Worn Camera Report	<p>Nov 14, 2019</p> <p>June 11, 2020 Item 4.4</p> <p>Sept 3, 2020 Item 5.2</p> <p>March 26, 2021 Item 5.2</p> <p>March 31, 2022 Item 7.4</p>	<p>That an Annual report be provided to the Board with respect to Body Worn Cameras. The report is to include the following: data and status of Body Worn Cameras in other Canadian Jurisdictions; the costs associated with a Pilot Project for Body Worn Cameras; and the costs associated for the full implementation of Body Worn Cameras.</p> <p>At its meeting on June 11, 2020 the Board requested the report with respect to Body Worn Cameras be delivered in the 3<sup>rd</sup> quarter of 2020 instead of the fourth quarter of 2020.</p> <p>That the Chief of Police report back to the Board in six months with any evidence on body worn camera operations reported in other jurisdictions.</p> <p>That the Board recommend continued research regarding the possible implementation of body worn cameras; And that the next annual body worn camera update come back to the Board for consideration in the first quarter of 2022.</p> <p><b>That the Hamilton Police Service (HPS) move forward with review of the Request for Information (RFI) for In Car Cameras (ICCs) and provide an update to the Board at a later date.</b></p>	<p>March 31, 2022 – to report back to the Board at a later date</p>

2.	Independent Review of Hamilton Pride 2019 – Recommendations	Sept 3, 2020 Item 5.1	Steering Committee on Pride Recommendations, led by the Deputies and CAO, are to review the implementation framework of the 38 recommendations identified during the independent review of Hamilton Pride 2019 and report back to the Board on its progress.	Sept 2022
3.	Correspondence from the City of Hamilton dated April 20, 2021 with regards to Bill 148, <i>Doored But Not Ignored Act, 2019</i>	May 21, 2021 Item 5.1	That the Board refer correspondence from the City of Hamilton dated April 20, 2021 with regards to Bill 148, Doored But Not Ignored Act, 2019 to the Chief of Police; and  <b>That the Chief of Police provide a report back to the Board after public consultation on this matter.</b>	TBD



# HAMILTON POLICE SERVICE

## INFORMATION REPORT

<b>TO:</b>	Chair and Members Hamilton Police Services Board
<b>BOARD MEETING DATE:</b>	April 28, 2022
<b>SUBJECT:</b>	2021 Year End Report – Traffic Stats
<b>REPORT NUMBER:</b>	22-030
<b>SUBMITTED BY:</b>	Frank Bergen, Chief of Police
<b>SIGNATURE:</b>	

### EXECUTIVE SUMMARY

- The Hamilton Police Service (HPS) has committed to a Traffic Safety Strategy which utilizes an education and enforcement approach to make our roadways safer for all users. The goal is to reduce fatalities, injuries, and property damage, and to address the quality of life concerns for motorists, vulnerable road users, and residents.
- The 2021 Traffic Safety Strategy targeted seasonal issues. In the spring/summer months, the focus was on distracted driving, seat belts, loud mufflers, aggressive driving, and speeding. In addition, the HPS joined the provincial Seat Belt Campaign. During the holiday season, R.I.D.E. lanes were emphasized.
- In 2021, as COVID-19 restrictions eased, traffic volume increased and HPS continued to participate in the R.I.D.E. Program. There were 130,955 vehicles stopped in 2021, an increase of 171.5% over 2020.
- A total of 54,575 Provincial Offence Notices (PONs) were issued in 2021. This is a 19.2% increase over 2020.
- The HPS issued 48,576, traffic related PONs in 2021, a 13.7% increase from 2020 (42,714 PONs issued).
- The Traffic Safety Unit (TSU) continues to be a viable resource for traffic enforcement and collision investigation. The mandate of the TSU is to promote traffic and public safety by the means of pro-active traffic management, collision investigation, high visibility education, awareness, and enforcement.

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## **INFORMATION**

### **Traffic Safety Unit & HPS Annual Traffic Safety Strategy**

In 2021, the Traffic Safety Unit (TSU) was implemented with a complement of 19 officers. This unit is mandated to conduct proactive traffic management, collision investigations, high visibility, education, awareness, and enforcement. The TSU is deployed strategically to address service wide needs in each division. Traffic safety officers focus on special attention problem areas collaboratively and with the assistance of Crime Managers in each patrol division.

In 2021, the HPS initiated numerous traffic safety projects, coordinated between Support Services Division and all three patrol divisions. These projects set clear goals, utilized high visibility deployments, and consistent resources, which were made available by the Traffic Safety Unit. The TSU also supported the Traffic Safety Office with enforcement to support numerous education and awareness campaigns throughout 2021. With the support of the Media Relations Office, over 20 social media messages and info graphs were shared via Twitter and Facebook. These posts focused on topics such as impaired driving, school bus safety, road safety for all users, and long weekend enforcement campaigns.

The HPS will continue to focus on a monthly Traffic Safety Strategy in 2022. The plan is aligned with various other public safety agencies and organizations such as the City of Hamilton, Canadian Association of Chiefs of Police, Ontario Association of Chiefs of Police, and the Ministry of Transportation. The plan will emphasize safety for all road users including pedestrians, cyclists, and motorists. Motorists represent a diverse group of users including novice drivers, commercial motor vehicle drivers, commuters, and recreational enthusiasts. Recent trends involving aftermarket modifications to vehicles including illegal tinting, noisy mufflers, and tires continue to impact safety and quality of life to citizens in Hamilton. The TSU will continue to support the HPS's efforts to reduce these offences through education and enforcement. Further, the HPS will focus on high collision intersections and other special attention locations using a strategic, proactive, data driven approach.

### **Five-Year Motor Vehicle Collision Chart**

See Appendix A

### **Motor Vehicle Collisions**

In 2021, 7,819 Motor Vehicle Collisions (MVCs) were reported. This is up from 7,352 in 2020 (6.4% increase) however, down from 11,593 in 2019 (32.6% decrease) and down from 11,071 in 2018 (29.4% decrease). The COVID-19 pandemic played a role in the fluctuations as lockdowns reducing traffic on our roadways.

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The MVC data is compiled by two reporting methods that are available to Hamilton road users. Property damage collisions can be reported by attending Collision Reporting Centres (CRCs) during business hours. If the collision involves personal injury or occurs outside CRC business hours, an HPS officer will attend the scene to complete the investigation.

### **Fatalities**

In 2021, there were 16 fatal motor vehicle collisions resulting in 16 deaths, which is a 6.7% increase over 2020. Of the 16 fatal collisions, three involved a single motor vehicle, four involved multiple vehicles, while nine involved both a motor vehicle and a pedestrian. Alcohol/drugs were a factor in five of the fatal collisions. Driver and/or pedestrian error was a factor in seven collisions.

### **Total Provincial Offence Notices in 2021 – Comparison to 2020\*\***

\*\* This includes all PONs i.e. LLA, TPA, SSA, EMCPA-ROA etc.

In 2021, 54,575 PONs were issued. This represents an increase of 19.2% over the 2020 total of 45,754.

### **Hazardous Moving Violations**

The HPS issued 38,851 Hazardous Moving Violations (red light, stop sign infractions, speeding, careless, distracted driving offences, etc.), an increase of 20.9% from the 2020 total of 32,111.

### **Non-Hazardous Violations:**

Non-Hazardous Violations (seatbelt violations, fail to surrender permit, validation tag offences, etc.) decreased 8.6% from 2020. In 2021, 9,725 violations were issued, compared to 10,641 in 2020.

### **Alcohol & Drug Related Driving Offences**

In 2021, there were 716 alcohol and drug related driving offences, which represents an increase of 0.4% over 713 offences in 2020. There were 191 motor vehicle collisions involving alcohol and/or drugs in 2021 compared to 172 in 2020 (an 11% increase). The HPS laid 151 impaired by drug charges in 2021 compared to 134 in 2020 (a 12.7% increase). Appendix C shows the five-year trend for alcohol and drug related charges. Drug related driving offences have increased by 118.8% since 2019.

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**Alcohol and Drug Related Driving Offences 2020/2021**

See Appendix B

**Five-Year Trend: Alcohol & Drug Related Charges**

See Appendix C

**R.I.D.E. Program**

R.I.D.E. is an ongoing educational and enforcement program for the HPS. The Service also participates in the annual province-wide R.I.D.E. focus which starts in December of each year.

The provincial government provides annual funding to support the R.I.D.E. program. In 2021/2022, the Service received \$42,894.00. This funding is used to enhance ongoing efforts to reduce impaired driving by utilizing off-duty officers to conduct R.I.D.E. lanes throughout the holiday season and during special events. Appendix D is a statistical presentation of the service's R.I.D.E. program through 2020/2021.

**R.I.D.E. 2020 vs 2021 Comparison**

See Appendix D

**Five-Year R.I.D.E. Program Statistics**

See Appendix E

In 2021, there were a total of 130,955 vehicles stopped by the R.I.D.E. program. This represents an increase of 171.5% above 2020 and a 50.9% increase over 2019 (86,806 vehicles). R.I.D.E. lanes were temporarily suspended from April to November 2020 due to the pandemic.

**Lincoln Alexander Parkway and Redhill Valley Parkway Initiatives**

Since 2015, the Support Services Division of the HPS has been focused on reducing collisions, speed and aggressive driving on the Linc and RHVP. During 2019 and 2020 voluntary paid-duty officers conducted additional enforcement specifically on these two roadways. Enforcement and high visibility presence on the Linc and RHVP continues through officers from Divisions 2 and 3, and Support Services Division units such as

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Centralized Breath Technicians, Marine Unit, Canine Unit, and Emergency Response Unit members.

### **Enforcement on the Linc and RHVP**

See Appendix F

### **Community Concerns – Traffic Safety Initiatives**

The HPS recognizes the importance of addressing public safety and quality of life concerns impacted by traffic related issues. Speeding/racing vehicles, loud mufflers and unsafe/illegal vehicle modifications were the focus of education and enforcement. Divisional crime managers, patrol officers, the Traffic Safety Unit, and Centralized Breath Technicians all supported numerous initiatives to address community complaints and correct driver behavior. Each division developed projects to address complaints specific to their division while some projects were implemented Service-wide. Below is a summary of the traffic safety initiatives conducted in 2021.

#### **Project CCM – Division 2**

Focus: Speeding, stunt driving, basic rules of the road

Duration: January 20 – December 31, 2021

Results: 665 PONs issued  
7 Summons issued  
224 Police warnings

#### **Project Two Wheeler – Division 2**

Focus: Cyclists using bicycles while committing criminal offences and non-compliance of bicycle regulations

Duration: May 19 – December 1, 2021

Results: 216 PONs issued  
13 Individuals arrested  
25 Criminal charges laid  
37 Police warnings

#### **Project Griswold Vacation – Division 3**

Focus: Aggressive driving and speeding

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Duration: November 2021

Results: 109 PONs issued

### **Project Boom – Division 3**

Focus: Reduced vehicular noise generated by aftermarket, modified, defective, and illegal mufflers on motor vehicles. Quality of life issues were a common complaint received from citizens regarding these modified vehicles.

Duration: June 2021. This project later transitioned into the Service-wide Project Torque

Results: 16 Pons issued

7 Summons issued

3 Stunt driving charges

### **Project Torque – City-Wide All Divisions, TSU**

Focus: Illegal vehicle modifications, equipment and loud/improper mufflers, speeding

Duration: June 18 – August 31, 2021

Results: 1,047 PONs issued

40 Stunt driving charges

40 Vehicles seized

371 Muffler infractions

### **Project Share the Road – City-Wide All Divisions, TSU**

Focus: To provide educational awareness between cyclists, pedestrians and motorists

Duration: June 2021

Results: 4 Social Media videos released (Twitter, Facebook)

Over 500 information pamphlets handed out for educational purposes

### **Summary**

The HPS continues to work in partnership with our stakeholders to focus on changing driver behavior in order to improve traffic and public safety. HPS is a founding member of the Hamilton Strategic Road Safety Committee. This Committee includes a City-wide focus on traffic initiatives and road safety. Stakeholders, including Police, City Traffic, and Public Health share responsibility and work collaboratively toward traffic safety goals.

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Speeding, aggressive driving, distracted driving, and impaired driving continue to be the most significant concerns for the HPS as they relate to road safety. The HPS continues to support the City of Hamilton traffic safety “Vision Zero” initiative with the simple goal of zero fatalities and serious injuries on our roadways. Selective enforcement, coupled with education and awareness will continue to inform the HPS strategy in order to decrease collisions and improve roadway safety in the City of Hamilton.

## **APPENDICES AND SCHEDULES ATTACHED**

Appendix A – Five-Year Motor Vehicle Collision Chart

Appendix B – Alcohol and Drug Related Driving Offences 2020/2021

Appendix C – Five-Year Trend: Alcohol & Drug Related Charges

Appendix D – R.I.D.E. 2020 vs 2021 Comparison

Appendix E – Five-Year R.I.D.E. Program Statistics

Appendix F – Enforcement on the Linc and RHVP

FB/S.Blaj

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**22-030 Appendix A – Five-Year Motor Vehicle Collision Chart**

<b>Motor Vehicle Collisions</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Total MVCs	10,124	11,071	11,593	7,352	7,819
Property Damage	1,452	1,551	1,516	868	1,260
Personal Injury	1,361	1,381	1,270	1,039	1,057
Citizen Reports	7,311	8,139	8,807	5,445	5,502
Fatal Collisions*	16	14	17	15	16
Resulting Deaths*	16	14	17	15	16
<b>Total Traffic PONs</b>	<b>49,399</b>	<b>46,488</b>	<b>49,606</b>	<b>42,714</b>	<b>48,576</b>

\*Fatal Collisions and Resulting Deaths are not included in Total MVCs

**22-030 Appendix B – Alcohol and Drug Related Driving Offences 2020/2021**

	<b>2020</b>	<b>2021</b>	<b>% Change</b>
Impaired	250	230	-8%
Over 80 mg	284	273	-3.9%
Impaired Cause Bodily Harm	1	0	-100%
Impaired by Drugs	134	151	+12.7%
Impaired Cause Death	0	0	0%
Refuse Breath	31	30	-3.2%
Over 80 Cause Death	0	0	0%
Over 80 Cause Bodily Harm	0	0	0%
Refuse Blood/Urine or D.R.E. Exam	7	21	+200%
Refuse A.S.D	10	11	+10%
Blood Samples Taken	30	24	-20%
<b>Alcohol &amp; Drug-Related Driving Offences</b>	<b>713</b>	<b>716</b>	<b>+0.4%</b>



**22-030 Appendix C – Five-Year Trend: Alcohol & Drug Related Charges**

Type of Charges	2017	2018	2019	2020	2021
Impaired	279	282	243	250	230
Over 80 mg	322	314	308	284	273
Impaired Cause Bodily Harm	2	2	2	1	0
Impaired by Drugs	16	52	69	134	151
Impaired Cause Death	0	1	0	0	0
Refuse Breath	43	37	29	31	30
Over 80 Cause Death	0	1	0	0	0
Over 80 Cause Bodily Harm	3	2	0	0	0
Refuse Blood/Urine or DRE Exam	0	9	7	7	21
Refuse A.S.D	7	6	5	10	11
Blood Samples Taken	1	3	13	30	24
<b>Alcohol &amp; Drug-Related Driving Offences</b>	<b>673</b>	<b>706</b>	<b>663</b>	<b>713</b>	<b>716</b>

**22-030 Appendix D – R.I.D.E. 2020 vs 2021 Comparison**

	<b>2020 Yearly Total</b>	<b>2021 Yearly Total</b>	<b>% Difference</b>
Stopped	48,239	130,955	+171.5%
Pass	120	140	+16.7%
Warn	4	6	+50%
Fail	4	4	0%
Impaired	1	5	+400%
Over .08	3	6	+100%
Refuse A.S.D.	0	1	+100%
Refuse Breath	0	0	0%
Other C.C.	0	14	+1400%
Roadside Demand	128	151	+18%
Alcohol Warn Range Suspension	2	6	+200%

**22-030 Appendix E – Five-Year R.I.D.E. Program Statistics**

	2017	2018	2019	2020	2021
R.I.D.E. Stops	182,228	136,896	86,806	48,239	130,955
R.I.D.E. Tests	156	138	420	128	151

**22-030 Appendix F – Enforcement on the Linc and RHVP**


<b>LINC &amp; RHVP 2015-Present (CBT, ERU, Marine) TOTALS:</b>	
<b>Total PONs issued = 14,174</b>	
Total Stunting = 150	
Total Part III Summons = 401	
Total number of RIDE Stops = 63,598	
Total number of RIDE Set up = 1,614	
Officers used in RIDE Set up = 3,244	
Officer Hours dedicated to Enforcement_Operation = 10,263 hrs.	

Note: These statistics do not include the 2019-2020 City of Hamilton Voluntary Paid Duty initiative



# HAMILTON POLICE SERVICE

## INFORMATION REPORT

<b>TO:</b>	Chair and Members Hamilton Police Services Board
<b>BOARD MEETING DATE:</b>	April 28, 2022
<b>SUBJECT:</b>	2021 Year End Report – Professional Standards Branch
<b>REPORT NUMBER:</b>	22-037
<b>SUBMITTED BY:</b>	Frank Bergen, Chief of Police
<b>SIGNATURE:</b>	

### EXECUTIVE SUMMARY

The Ontario Police Services Act Regulation 3/99 requires the submission of an annual report for the Board relating to public complaints. The attached *Professional Standards Branch Annual Report for 2021* is attached in compliance with the Regulation.

### INFORMATION

The *Professional Standards Branch Annual Report 2021* provides an overview of all public complaints, Service complaints and internal investigations including workplace harassment, SIU investigations and their outcomes for 2021. Further, the 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.

### APPENDICES AND SCHEDULES ATTACHED:

Appendix A – Professional Standards Branch Annual Report 2021

FB/W. Mason

cc: Paul Hamilton, Deputy Chief – Support  
Will Mason, Superintendent – Professional Development Division

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**Vision:** To be a trusted partner in delivering public safety.

**Mission:** To serve and protect in partnership with our communities.

**Our Values:** Compassionate, Dedicated, Inclusive, Integrity, Innovative, Professional, Teamwork



# **Hamilton Police Service**

## **Professional Standards Branch**

# Annual Report 2021

# Professional Standards Branch

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# Professional Standards Branch

## Preface

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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 2021, as well as a compilation of relevant Risk Management data for the same year.

The statistical information included in the 2021 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
- 2020 Professional Standards Branch Annual Report

## Definitions

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### 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 2021, the PDD was managed by Superintendent Nancy Goodes-Ritchie until her retirement in June when Superintendent Will Mason assumed the role.

### 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, member Missed Court (MC) attendances; and Automatic Speed Enforcement camera (ASE) infractions. The Risk Management Branch is staffed by one Inspector.

## Office of Independent Police Review Director (OIPRD)

The OIPRD receives, manages and oversees all complaints about police in Ontario.<sup>1</sup> 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 that has jurisdiction over municipal, regional and provincial police officers, as well as special constables employed by the Niagara Parks Commission and peace officers with the legislative Proactive Service. The SIU Director may cause a criminal investigation to be conducted into any incident in which any of the following occurs, if the incident may have resulted from criminal conduct by an official: The death of a person, the serious injury of a person, the discharge of a firearm at a person, the sexual assault of a person, as reported by the person. The legislative framework for the SIU is set out in the *Special Investigations Unit Act, 2019*.<sup>2</sup>

## 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.<sup>3</sup>

## 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.<sup>4</sup> 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.

<sup>1</sup> Queen's Printer for Ontario, 2021, Office of Independent Police Review Director, [www.oiprd.on.ca](http://www.oiprd.on.ca)

<sup>2</sup> Queen's Printer for Ontario, 2020, Special Investigations Unit, [www.siu.on.ca](http://www.siu.on.ca)

<sup>3</sup> CI Technologies, 2020, IAPro, [www.iapro.com](http://www.iapro.com)

<sup>4</sup> 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](http://www.e-laws.gov.on.ca)

# Professional Standards Branch

## Executive Summary

The Professional Standards Branch and Risk Management Branch saw a productive year in 2021. Although Public complaints from the OIPRD experienced a slight increase over 2020, the number of OIPRD complaints that were screened out in 2021 increased significantly. Internal conduct investigations saw an increase from 2020. In addition, the HPS investigated one external agency OIPRD complaint in 2021.

In 2021, the Hamilton Police Service created 334,893 Computer Aided Dispatch (CAD) events, yet only 173 public complaints were made to the OIPRD in total, representing just 0.05% of public contacts. This included 157 conduct complaints (proceeding & screened out), 2 policy complaints, 9 service complaints and 6 early resolutions. Of the 157 conduct complaints, 56 were screened in for investigation by PSB.

In 2021, the HPS created 334,893 CAD events.

The HPS received only 173 public complaints, this represents just 0.05% of all calls.

In 2021, Red Light Camera Violations increased by 16, or 52%

Discreditable Conduct was the most common allegation of misconduct at 25 counts, followed by Neglect of Duty at 17 counts, Excessive Force at 13 counts, and Unlawful Arrest at 1 count. It should be noted that the OIPRD does not screen out any Excessive Force complaints. Of the 56 conduct investigations, only 4 cases resulted in a finding of misconduct. Of the 9 Service Complaints, 2 were not proceeding, 2 were withdrawn, 3 were unsubstantiated and 2 were concluded informally. There were 2 policy related complaints in 2021. An OIPRD request for review was requested 3 times by a complainant in 2021. Two HPS decisions were upheld by the OIPRD. The third is still under review. In 2020, 4 OIPRD reviews were requested. The four HPS decisions were upheld by the OIPRD.

A total of 198 internal complaints were filed in 2021, representing the same number as 2020. Red Light Camera (RLC) violations increased by 16, or 52%. Motor Vehicle Collisions (MVC) decreased by 14, or 12%; while Missed Court (MC) saw no change from 2020. Automatic Speed Enforcement came into effect in 2020, with violations representing 8% of the total internal complaints in 2021. Of the total internal complaints came 210 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 2021. Four of the allegations have been unsubstantiated, one has been substantiated and one concluded with the member resigning before the conclusion of the investigation. Excluding MC, MVC, and RLC violations, 46% of the remaining 28 chief's complaints have resulted in substantiated misconduct, 12 of the 28 investigations are ongoing.

# Professional Standards Branch

The SIU invoked its mandate to investigate 21 reported incidents in 2021. Of the 21 investigations, 8 were concluded by memo after a preliminary inquiry, and 13 became formal investigations. Out of the 13 investigations, 10 were concluded with no reasonable grounds to believe that the subject officers committed a criminal offence. The remaining 2 investigations are pending the SIU Director's decision and one was concluded by Criminal Charge. The subsequent provincially mandated Section 11 investigations completed by the PSB in relation to 10 of the concluded investigations, determined that all HPS policy and procedures were adhered to and no further action was required.

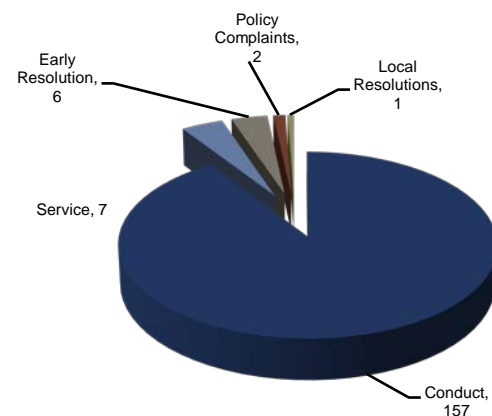
A total of 43 Fail to Stop reports were submitted for 2021. This is a decrease of 12 reports, or 22% from the previous year. Pursuits were initiated in 31 (72%) of the incidents where a Fail to Stop report was submitted. Officers did not engage in a pursuit 12 times. Of the total Fail to Stop reports, 26 were for *Criminal Code* violations, 16 for *Highway Traffic Act* violations and one "Other". In 2021, 1 MVC occurred as a direct result of officer initiated pursuits compared to 0 in 2020. There were no known pursuit related injuries.

The Hamilton Police Service received 38 Good News letters in 2021. The Service issued 33 letters of recognition to members of the public and a total of 96 commendations to HPS members for exemplary service. Additionally, 15 members were awarded Member of the Month, and 0 members received the Chief's Pride Award.

## Public Complaints

In 2021, the Hamilton Police Service created 334, 893 CAD events. Only 173 complaints were made to the OIPRD regarding the Hamilton Police Service, representing 0.05% of all calls. This is a very low number of complaints from the public given the frequency of contact and interactions the public had with members of our Service.

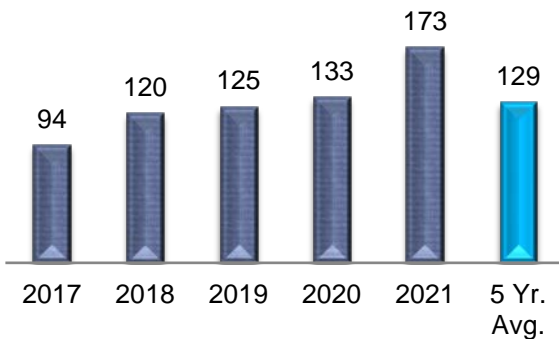
Of the 173 complaint submissions, 157 were related to officer conduct, 9 were classified as a service complaints, 2 were policy complaints, 1 was External and 6 were screened for Early Resolution (ER). It should be noted that an Early Resolution is a confidential process for less serious complaints that provides an opportunity to voluntarily resolve complaints before they are formally screened under the *Police Services Act*.<sup>5</sup> A local resolution is a process where complaints are made directly with the HPS and a resolution is agreed upon by the involved parties.<sup>6</sup>



<sup>5</sup> Queen's Printer for Ontario, 2021, Office of Independent Police Review Director – Customer Service Resolutions, [www.oiprd.on.ca](http://www.oiprd.on.ca)

# Professional Standards Branch

## Public Complaints



The OIPRD screened in 71 of the 173 complaints, which constitutes 41% of the original public complaints. This includes conduct complaints, early resolutions, policy complaints and service complaints. The average number of public complaints between 2017 and 2021 was 129. In 2021, the OIPRD experienced an increase of 10% from the previous five-year average. The percentage of complaints screened in by the OIPRD increased by 30%.

## 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.<sup>7</sup> Of the 157 conduct complaints, 56 were ultimately screened in by the OIPRD for investigation. The OIPRD determined that police investigation was not required for the remaining 101 submissions based on legislated criteria such as:

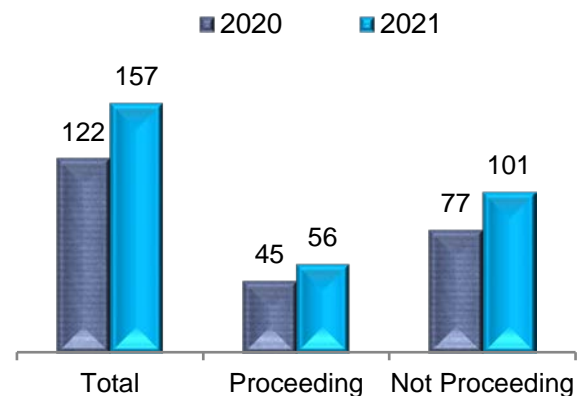
- the complaint is better dealt with under another law or act
- the complaint is frivolous – trivial or lacks an air of reality
- the complaint is not in the public interest
- the complaint is made over six months after the incident<sup>8</sup>

Comparing the 2021 conduct complaint data to that of 2020, reveals that there was a 31% increase in these types of complaint submissions to the OIPRD. However, the number of complaints, regarding conduct, screened in was 24% higher when compared to that of 2020.

## 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 increased from 2020 to 2021. 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 types of complaints made in 2021 at 75%. The number of complaints regarding Excessive Force represented the third greatest type, and saw an increase of 44% from 2020.

## Conduct Complaints



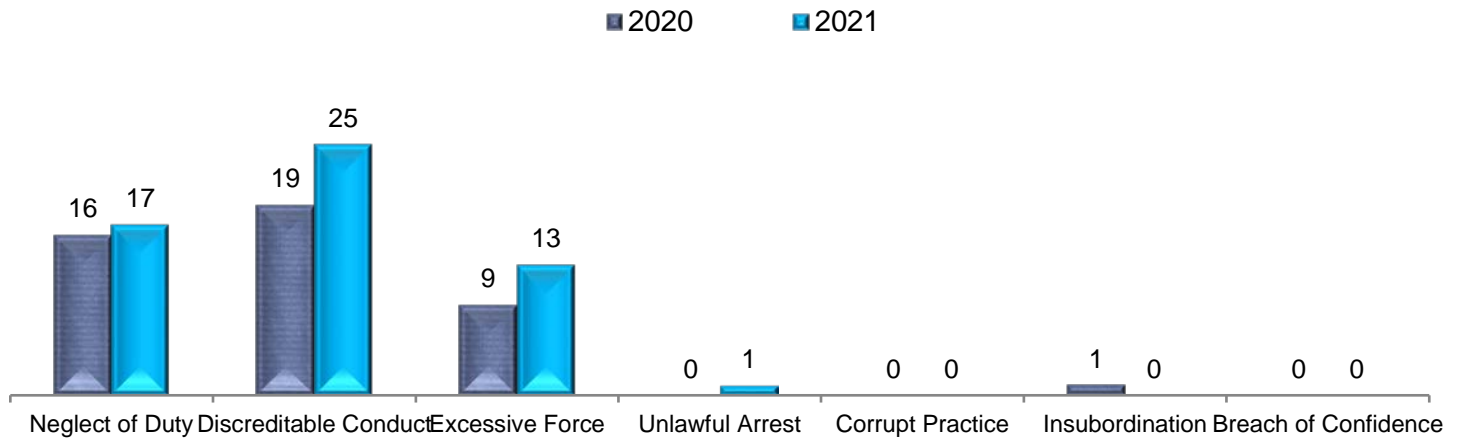
<sup>6</sup> Queen's Printer for Ontario, 2021, Office of Independent Police Review Director – Local Resolutions, [www.oiprd.on.ca](http://www.oiprd.on.ca)

<sup>7</sup> Queen's Printer for Ontario, 2021, Office of Independent Police Review Director – Complaints, [www.oiprd.on.ca](http://www.oiprd.on.ca)

<sup>8</sup> Queen's Printer for Ontario, 2021, Office of Independent Police Review Director – Screening Complaints, [www.oiprd.on.ca](http://www.oiprd.on.ca)

# Professional Standards Branch

## Conduct Complaints Proceeding by Allegation

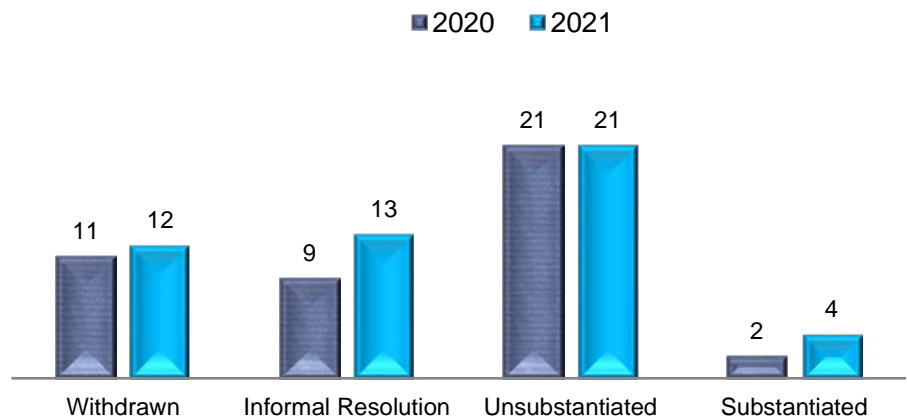


### Disposition of Conduct Complaints

Of the 56 officer conduct investigations, 12 complainants voluntarily withdrew their complaints based on subsequent information provided to them. At the preliminary stages, 13 were resolved by informal resolution, and 21 allegations of officer misconduct were unsubstantiated by investigators. Only 4 of the original 56 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 9, 2022, 6 of the investigations remain open.

### Disposition of Investigated Conduct Complaints

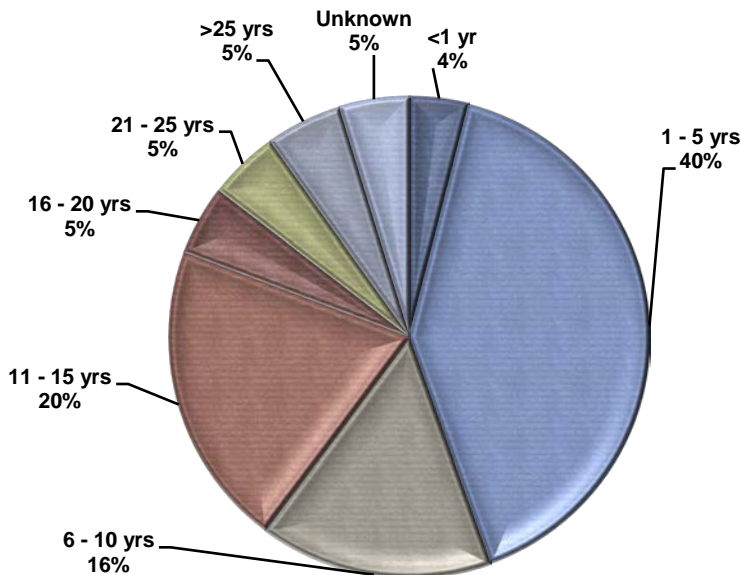


### Demographics of Conduct Complaints

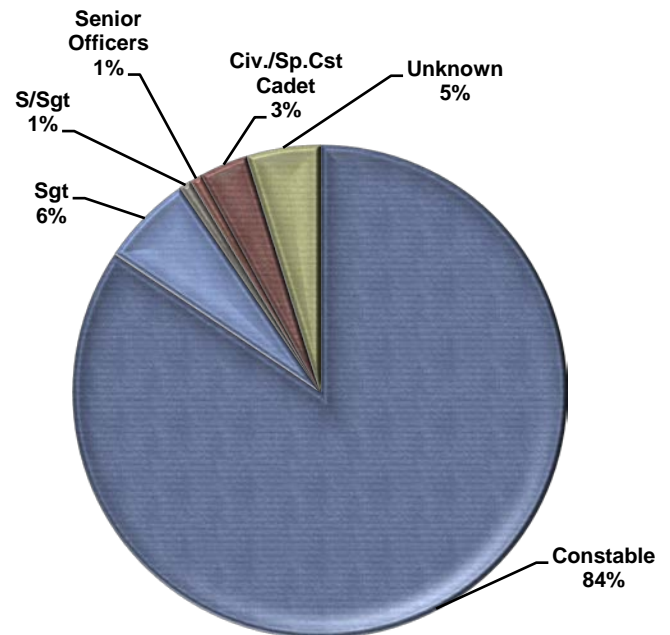
Most conduct complaints involve officers with 1-5 years of experience, as they are typically less experienced uniform police officers who have the highest frequency of contact with members of the public. When looking at the rank of a subject officer, the greatest number of public complaints are made 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 2021, there were 9 service complaints filed against the HPS. Of the 9 service complaints, 2 were deemed by the OIPRD not to be in the public interest, or the complainant was not effected by the alleged conduct, 2 were withdrawn by the complainant, 2 resolved in an Informal Resolution and 3 were deemed 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.<sup>9</sup>

In 2021, the Hamilton Police Service received 3 requests from complainants for an OIPRD review. Two HPS decisions were upheld by the OIPRD. The third is still under review.

<sup>9</sup> Queen's Printer for Ontario, 2021, Office of Independent Police Review Director – Request a Review, [www.oiprd.on.ca](http://www.oiprd.on.ca)

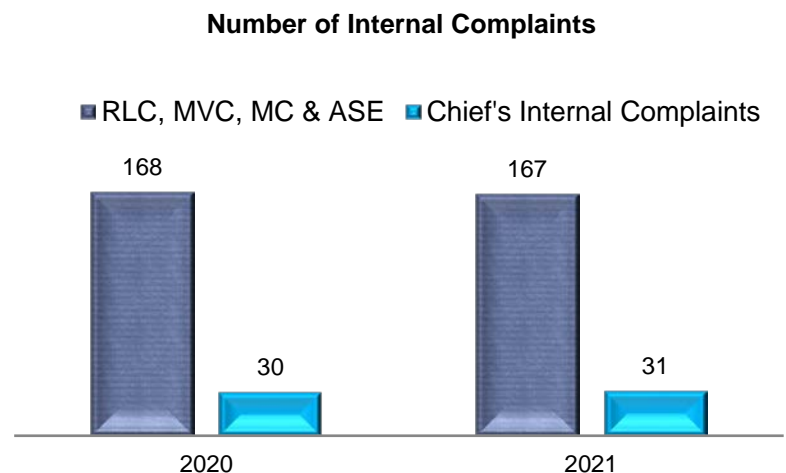


# Professional Standards Branch

## 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), Missed Court (MC) and Automatic Speed Enforcement (ASE) 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 198 internal complaints were filed in 2021; same as in 2020. Specifically, RLC and MVC's saw a decrease from 2020 and MC saw no change from the previous year, in part due to the closure of Courts during the pandemic and the move to virtual appearances by the Officers. Automatic Speed Enforcement (ASE) cameras, which were new for 2020, accounted for 15 of the 198 internal complaints. In addition, there were 47 RLC incidents, 105 MVC incidents with 54 of those deeming the officer at fault, while the remaining 51 MVC's were deemed non-preventable.

### Allegations of Misconduct

The internal complaints filed in 2021 yielded 210 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 127 allegations. 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

As of December 31<sup>st</sup>, 2021, the Hamilton Police Service has 833 Sworn members and 314 Civilian full and part-time members and 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.

# Professional Standards Branch

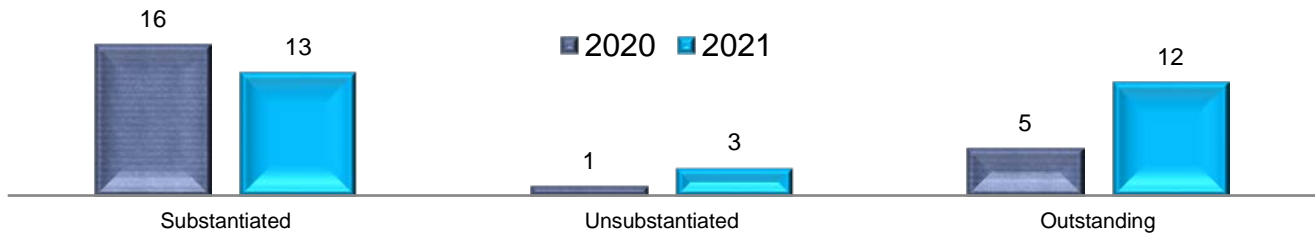
Harassment or discrimination is not tolerated in the workplace and all complaints of this nature are investigated thoroughly and in a timely manner.

In 2021, there were 6 complaints and/or allegations of workplace harassment. One allegation was substantiated, four were unsubstantiated and one investigation ended when the Respondent resigned. There were eight reported complaints of harassment in 2020.

## Chief's Internal Complaints

Of the 28 internal complaint investigations (exclusive of Harassment Allegations, MC, MVC, and RLC) in 2021, 13, or 46% of the cases of misconduct were substantiated. This is a decrease from 2020 of 3, where 72% of the complaints were substantiated.

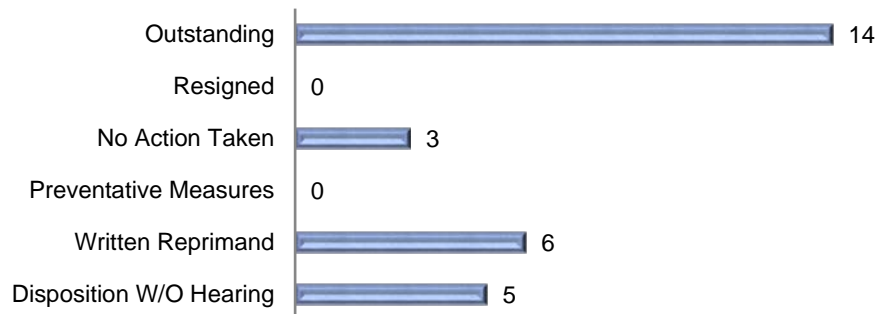
**Conclusions of Chief's Internal Complaints**



## Disposition of Internal Complaints

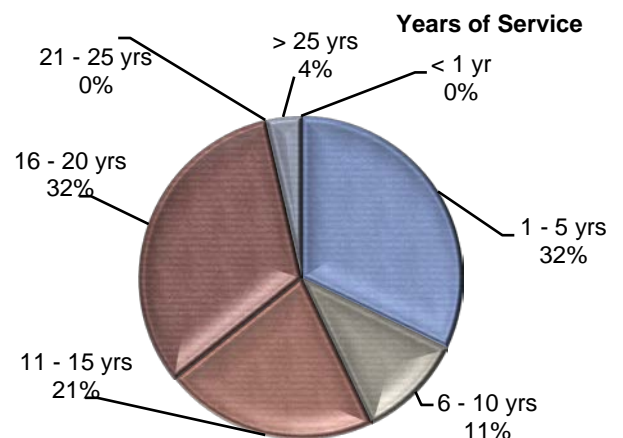
In the 28 internal investigations, 28 members were identified as subject members. Of the subject members, 11 members received corrective discipline. Discipline without a Hearing was applied to 5 members, Written Reprimands to 6 members and 3 required no further action. Outstanding dispositions, including outstanding criminal matters account for the remaining 14.

**2021 Penalty Dispositions**



## Demographics of Internal Complaints

Members with between 1-5 and 16-20 years of service accounted for most internal investigations, while members between 11 and 15 years of service represented the next highest. These two categories alone represent half of the members with allegations of misconduct.





# Professional Standards Branch

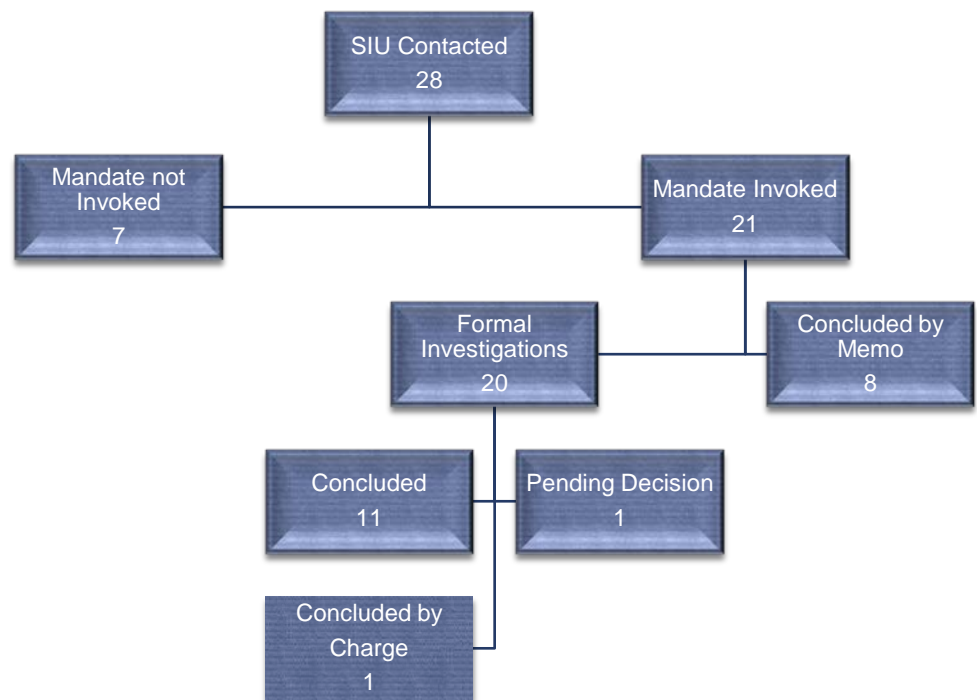
## Special Investigations Unit Incidents

In the pursuit of transparency, the Hamilton Police Service notified the Special Investigations Unit (SIU) on 28 occasions in 2021. The SIU invoked its mandate in 21 of the 28 incidents.

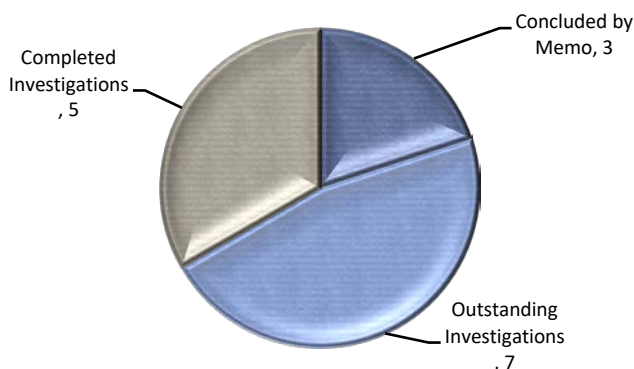
### Formal Investigations

Of the 21 SIU investigations, 8 were concluded by memo after the SIU completed a preliminary inquiry and 10 were processed as formal investigations. Out of the 10 investigations, 7 have been concluded. In those incidents, the SIU concluded that reasonable grounds did not exist to believe that the Subject Officer committed a criminal offence. One was concluded by Charge and the remaining 2 investigations are pending the Director's decision.

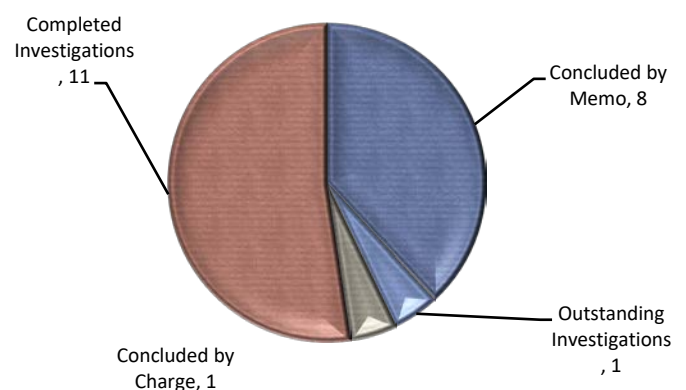
There were 8 less notifications to the SIU in 2020. They invoked their mandate 15 times.



**Invoked Investigations 2020**



**Invoked Investigations 2021**



# Professional Standards Branch

## Criminal Allegations

Out of the 21 incidents where the SIU invoked their mandate in 2021, 16 were classified as a Custody Injury, 3 were classified as a Sexual Assault, 1 was classified as a Vehicle Death and 1 was classified as a Custody 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.



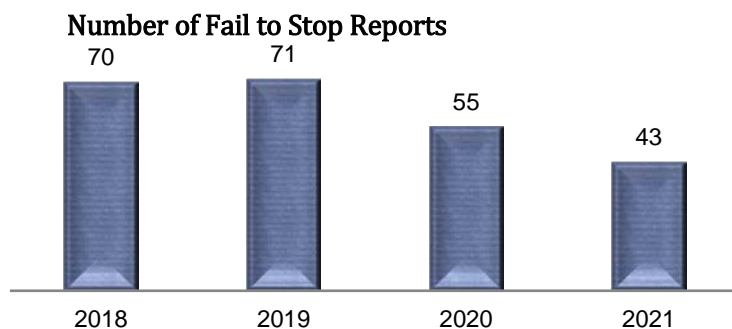
## Section 11 Investigations

Ten Section 11 investigations have been completed by the PSB in relation to the nineteen 2021 concluded SIU investigations. The 10 Section 11 Investigations have 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 are no outstanding Section 11 investigations for 2020. 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.<sup>10</sup>



### Fail to Stop Report

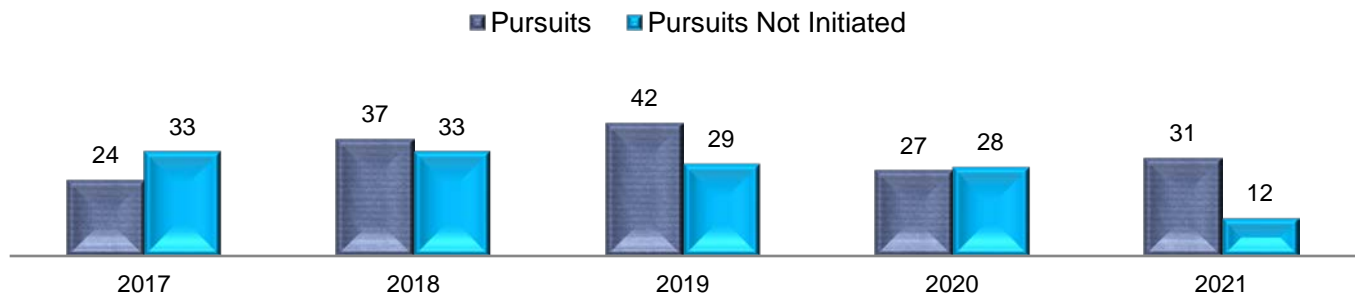
A Fail to Stop report is used by the HPS whenever an officer attempts to stop a motor vehicle and that motor vehicle refuses to stop as directed, whether or not a pursuit is initiated.

<sup>10</sup> Police Service Act, 2011, Ontario Regulation 266/10, Suspect Apprehension Pursuits, [www.e-laws.gov.on.ca](http://www.e-laws.gov.on.ca)

# Professional Standards Branch

The total number of Fail to Stop reports submitted for 2021 was 43. This is a decrease when compared to 2020. Pursuits were initiated in 31 of the 43 incidents where a Fail to Stop report was submitted.

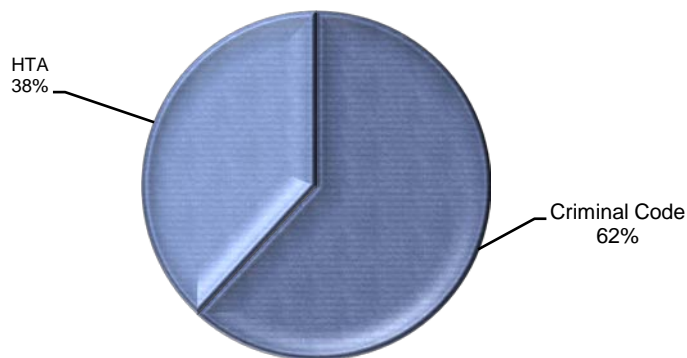
## Fail to Stop Report Outcomes



Of 31 initiated pursuits in 2021, 12 were terminated within 1 km, an additional 14 pursuits were terminated within 1-2 km, 5 were terminated within 2-5 km, and none exceeded 10 km.

Of the 43 Fail to Stop reports in 2021, 26 were for *Criminal Code* violations and 16 for *Highway Traffic Act* violations.

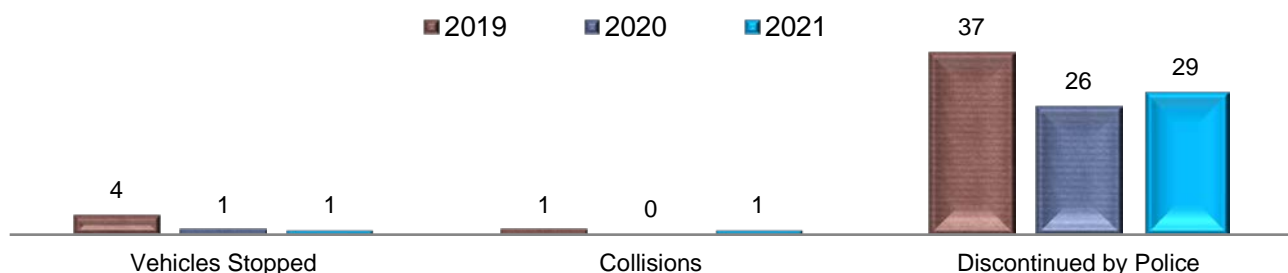
## Reason for Pursuit



## Pursuit Outcomes

In 2021, officers discontinued 93% of pursuits, which represents 29 of the total 31 pursuits. In 2020, pursuits were discontinued in 26 of the 27 pursuits.

## Vehicle Pursuit Outcomes



# Professional Standards Branch

## Service Comparator

The Hamilton Police Service's number of complaints versus number of members sits at 6% of our total complement which is in line with other Police Services across Ontario.

## Training & Training Initiatives

In 2021 Members (Sworn & Civilian) participated in over 11,000 hours in 106 different topics such as diversity and inclusion, mental health awareness, de-escalation practices and other courses which keep our members current with today's issues.

These courses represent training on topics which are relevant to this report however, there are many other additional courses provided to our Members which enhance skills in other areas.

Below is an overview of our annually mandated training courses:

### HPS Internal Training 2021

Crisis Intervention Team Training  
 Mental Health Act Refresher (BLOCK Sept-Dec)  
 Diversity Training (BLOCK Sept-Dec)  
 Equity, Diversity & Inclusion (BLOCK Sept-Dec)  
 2S&LGBTQIA+ (BLOCK Sept-Dec)  
 Workplace Harassment (Coach Officer Course)  
 Canadian Centre for Diversity & Inclusion (CCDI) Sessions  
 Workplace Inclusion for Gender & Sexual Diversity (EGALE)  
 De-Escalation - Sworn Requalification (Jan-June 2021)  
 De-Escalation - Sworn Requalification (BLOCK Sept-Dec 2021)  
 De-Escalation - SpCst/Cadet Requalification (Jan-June 2021)  
 De-Escalation - SpCst/Cadet Requalification (BLOCK Sept-Dec 2021)  
 Pre-OPC - Recruit Training: Harassment & Discrimination  
 Post OPC - Recruit Training: Hate Crime Equity, Diversity & Inclusion 2S&LGBTQIA+  
 Post OPC - Recruit Use of Force Training: De-Escalation  
 New Hire Training Academics - SpCst & Cadets (incl. Summons & MAC) Road to Mental Readiness (R2MR)  
 New Hire Training UOF - SpCst & Cadets (incl. MAC) - De-Escalation

# Professional Standards Branch

## CPKN E-Learning

2SLGBTQ+	Initial Critical Incident Response (ICIR) - Level 100
AODA Core Modules	Items of Religious Significance: Hindu Religion
AODA Module 2: Information and Communication Standard	Items of Religious Significance: Religion of Islam
AODA Module 3: Employment Standard	Items of Religious Significance: Sikh Religion
AODA Module 4: Design of Public Spaces Standard	Kirpan Accommodation
AODA Module 5: Transportation Standard	Managing Unconscious Bias
Autism Spectrum Disorder	Naloxone Nasal Spray Administration
CBRNE Awareness - Public Safety	NARCAN Nasal Spray Training and Administration
CBRNE Basic - Public Safety	OHRC: Call It Out!
Collection of Identifying Information (COII) Training	Police Ethics and Accountability
Crisis Intervention and De-escalation	Recognition of Emotionally Disturbed Persons
Critical Incident Response Refresher	Reflection on Truth and Reconciliation
Critical Incident Stress Management	The Emotionally Intelligent leader
Cultural Awareness and Humility	Using a Trauma-Informed Approach
Epilepsy and Seizure Response Training for Police Officers	Victim Rights in Canada
Excited Delirium Syndrome (ExDS)	Vol. 090 - Suicide Intervention
Hate and Bias Crime Investigation	Vol. 112/113 - Faith Diversity
Honour Based Violence & Forced Marriage	Workplace Violence, Harassment & Discrimination

## Canadian Police College 2021

Advanced Open Source Intelligence  
 Canadian Internet Child Exploitation  
 Crisis Negotiator  
 Critical Incident Commanders Course  
 Digital Technologies for Investigators  
 Internet Evidence Analysis  
 Leading at the Speed of Trust  
 Organized Crime  
 Police Explosive Technicians (2 mileages)  
 Specialized Vehicle Theft Investigative Techniques  
 Tactical Intelligence Analysis  
 Using the Internet as an Intelligence Tool

# Professional Standards Branch

## Ontario Police College 2021

Advanced Footwear Analysis	IC200
Advanced Friction Ridge Analysis	Influential Police Leadership
Basic Bloodstain Pattern Recognition	Investigating Offences Against Children
CEW Master Trainer	IR300
Communications Centre Supervisor	IRD Program at OPC
CPIC Terminal Operator	Managing Investigations Using Powercase
Death Investigations	Managing Investigations Using PowerCase Trainer Workshop
Drug Investigation	OMCM Trainer
Elder Abuse Investigation	OMCM Trainer Workshop
Facilitating Adult Learning	Ontario Major Case Management
Forensic Collection and Recovery of Human Remains	PowerCase for the Command Triangle Trainer
Forensic Identification Officer	Search Warrant
Forensic Shooting Scene Examination	Sexual Assault Investigation
Fraud Investigation	Site Safety Supervisor
Gang Investigators	SOCO
Hate Crime Investigation	SOCO Trainer
Homicide Investigation	Synthetic Drug Operations
Human Trafficking Investigation	Synthetic Drug Operations Recertification
IC Trainer Course	Use of Force Trainer (Toronto Police College)

## Commendations and Citizen Awards and Letters


The Hamilton Police Service received 38 Good News letters in 2021. 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 2021 through various acknowledgements including:

- Issuance of 33 letters of recognition to members of the public.
- Awarded 15 members with the Member of the Month Award.
- Issuance of 96 commendations to members for exemplary service.



# HAMILTON POLICE SERVICE

## INFORMATION REPORT

<b>TO:</b>	Chair and Members Hamilton Police Services Board
<b>BOARD MEETING DATE:</b>	April 28, 2022
<b>SUBJECT:</b>	2021 Year End Report – Hate/Bias Crime Statistics
<b>REPORT NUMBER:</b>	22-038
<b>SUBMITTED BY:</b>	Frank Bergen – Chief of Police
<b>SIGNATURE:</b>	

### EXECUTIVE SUMMARY

The Hamilton Police Service Hate Crime Unit annually completes a report which summarizes the previous year's hate and bias related incidents that have taken place in our community. This statistical report includes all the incidents reported to the Hamilton Police Service in the year 2021.

### INFORMATION

The Hate Crime Unit operates as part of the Intelligence Branch in the Investigative Services Division. The Hate Crime Unit was established in 2003 and their mandate is to investigate incidents where hate or bias has been identified as a precipitating component in the commission of a criminal offence or in an incident affecting the wider community.

The Hamilton Police Hate Crime Statistical Report is an annual report that provides statistical data about criminal offences that are committed against persons or property and are motivated by the victim's race, religion, ethnicity, colour, sexual orientation, mental or physical disability, age, gender identity or expression, or other similar factors.

This report explains the mandate for the Hamilton Police Service Hate Crime Unit and the data based on hate crime reported to the Hamilton Police Service from January 1, 2021 to December 31, 2021.

In 2021, there were a total of 108 hate / bias incidents reported to the Hamilton Police Service. This number represents both the hate / bias incidents and criminal offences.

In comparison to 2020, this represents an increase of 35 percent.

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**Mission:** To serve and protect in partnership with our communities.

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## APPENDICES AND SCHEDULES ATTACHED

Appendix A – 2021 Hate/Bias Statistical Report

FB/M.Schulenberg

cc: Ryan Diodati, Deputy Chief – Operations  
Marty Schulenberg, Superintendent – Investigative Services Division  
Mark Stiller, Inspector – Investigative Services Division





# **Hamilton Police Service**

## **2021 Hate/Bias Statistical Report**

**Prepared By: Detective Fabiano Mendes  
Hate Crime & Extremism Unit – Investigative Services Division**

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**EXECUTIVE SUMMARY**

The Hamilton Police Hate Crime Statistical Report is an annual report that provides statistical data about criminal offences that are committed against persons or property and are motivated by the victim's race, religion, ethnicity, colour, sexual orientation, mental or physical disability, age, gender identity or expression, or other similar factors.

The report explains the mandate for the Hamilton Police Service Hate Crime Unit (HCU) and the data based on hate crimes reported to Hamilton Police Service from January 1, 2021 to December 31, 2021.

In 2021, there were a total of **108** hate/bias occurrences reported to Hamilton Police Service. This number represents both suspected hate/bias incidents (overtones) and criminal offences. In comparison to 2020, this represents an increase of **35** per cent. Over the past 5 years, the average number of reported hate/bias occurrences is approximately **108.2** per year. The number of hate crime-related arrests increased from five in 2020 to fourteen in 2021.

All events were classified by the HCU Investigator based on the information provided by the investigating officers or by the individual(s) directly involved. The classification and breakdown of the 2021 incidents are as follows:

Classification	Number
Hate/Bias Crimes	21
Hate/Bias Incidents (Overtones)	87

The majority of reported occurrences were directly related to racial bias, followed by religion and sexual orientation. In 2021, the Black community, the Jewish community and the 2S&LGBTQIA+ community were the groups most frequently victimized.

Data within the report was gathered from crimes and incidents reported to Hamilton Police. While the HCU encourages the community to report all incidents, the service is aware that not all incidents are reported to police.

There are several reasons why hate/bias occurrences are not reported. For example, people may feel the crime was not important or the chances of the police apprehending the suspect are low. Some victims see the incident as a personal matter, since it may involve family or colleagues, or there may be a feeling of blame and/or embarrassment about being targeted. Furthermore, the victim may not understand that they have been victimized or they may endeavor to solve the issue themselves. Previous negative experiences with the police and judicial system, whether in Canada or overseas, may also affect the willingness of a victim to report to police.

Reporting hate occurrences is an important step in stopping the cycle of hatred and preventing others from being victimized. It is also important for police to be aware of hate crimes so an analysis can be done to ensure actions are taken, including assigning appropriate resources to make our community safer.

Building strong, positive relationships between Hamilton Police and Hamilton's diverse communities is important in helping victims feel more comfortable in reporting occurrences to police. In 2021 the HCU, the Community Relations Coordinator and the 2S&LGBTQIA Liaison Officer continued to liaise with several

community partners and is striving to continue this outreach program in 2022 in order to address citizens' concerns and encourage reporting and information sharing.

## **ONLINE REPORTING**

The Hamilton Police Service continues to offer our citizens an alternate method to report Hate Bias incidents. We recognize these crimes are generally under reported and thus, offer those that do not feel comfortable or could not attend a police station, the ability to report on line. 2021 was the second year our online reporting tool has been in operation.

Out of the 108 hate/bias occurrences reported to the Hamilton Police Service, 21 of them were reported by the public using the Hamilton Police Online Reporting Portal. All 21 occurrences were classified as Hate/Bias incident (overtones).

## **INTRODUCTION**

The HCU operates as part of the Intelligence Branch in the Investigative Services Division. The HCU was established in 2003 and investigates incidents where hate or bias has been identified as a precipitating component in the commission of a criminal offence or in an incident.

The HCU's mandate is:

- Conduct investigations, arrest offenders and prepare cases for court in relation to hate propaganda offences;
- Provide investigative support and specialized skills to officers in all other sections of Hamilton Police Service who are involved in the investigation of hate/bias crimes;
- Collect intelligence and maintain intelligence files to enable the monitoring and tracking of known, active hate groups, and individuals;
- Liaise with other police services to ensure the exchange of relevant information pertaining to hate/bias crimes and groups;
- Work closely with the Community Relations Coordinator and act as a resource to community groups, assisting with education and crime prevention in the area of hate/bias crimes;
- Maintain and track all reported hate/bias incidents for statistical purposes; and,
- Develop and implement internal and external training on hate-based crime.

## **Hate Crime/Extremism Investigative Team (HCEIT) of Ontario**

In 2003, the Hamilton, Guelph, London, Ottawa and Waterloo Regional Police Services, in partnership with the Ministry of Community Safety and Correctional Services, came together and formed the Hate Crime Extremism Investigative Team (HCEIT).

The team has since expanded to include a total of 18 police agencies across Southern Ontario.

The HCU meets quarterly with HCEIT members to discuss trends and concern across the province, discuss new initiatives and exchange intelligence. Member services include:

**Hamilton Police Service: 2021 Hate/Bias Statistical Report**

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- Hamilton Police Service
- Brantford Police Service
- Durham Regional Police Service
- Guelph Police Service
- Halton Regional Police Service
- London Police Service
- Niagara Regional Police Service
- Ontario Provincial Police Service
- Ottawa Police Service
- Peel Regional Police
- Stratford Police Service
- Toronto Police Service
- Waterloo Regional Police Service
- Woodstock Police Service
- York Regional Police
- Kingston Police
- Greater Sudbury Police Service
- Windsor Police Service

**STATISTICAL OVERVIEW**

In 2021, the HCU received and classified a total of 108 hate/bias related occurrences.

The overall number of police-reported hate/bias occurrences increased from 80 to 108, which represents an increase of 35 per cent over the previous year. Of this total number of reported occurrences, 21 were crimes that fell within the parameters of a hate/bias crime as defined below. This number represents an increase of 162.5 per cent in comparison with the number of reported hate/bias criminal offences in 2020.

<b>Classification</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Hate/Bias Crimes	5	5	8	8	21
Hate/Bias Incidents (Overtones)	131	120	84	72	87
<b>Total</b>	<b>136</b>	<b>125</b>	<b>92</b>	<b>80</b>	<b>108</b>

Reported events were classified according to the following definitions:

**Hate/Bias Crime**

Includes any criminal offence where there is evidence to prove that the offence was motivated solely, or in part, because of a bias or prejudice, based on the victim's race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, gender identity or expression, or any other similar factor. Includes all Hate Propaganda offences.

**Hate/Bias Incident (Overtones)**

Can include any incident that involves hate or bias towards any member of the public because of their race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, gender identity or expression, or any other similar factor. These incidents cannot be proven

to have been motivated solely or in part because of the person's bias/prejudice towards the victim, but include some type of racial overtone.

*Note: It should be noted that all hate/bias crimes are hate/bias incidents, but not all hate/bias incidents are classified as hate/bias crimes.*

### TOTAL EVENT CLASSIFICATION BREAKDOWN

The reported event types were broken down by category for hate/bias motivated crimes and hate/bias incidents (overtones). Event types included identified offences in the Criminal Code of Canada, and non-criminal call types to which the Hamilton Police Service responded for service (*Figure 1*).

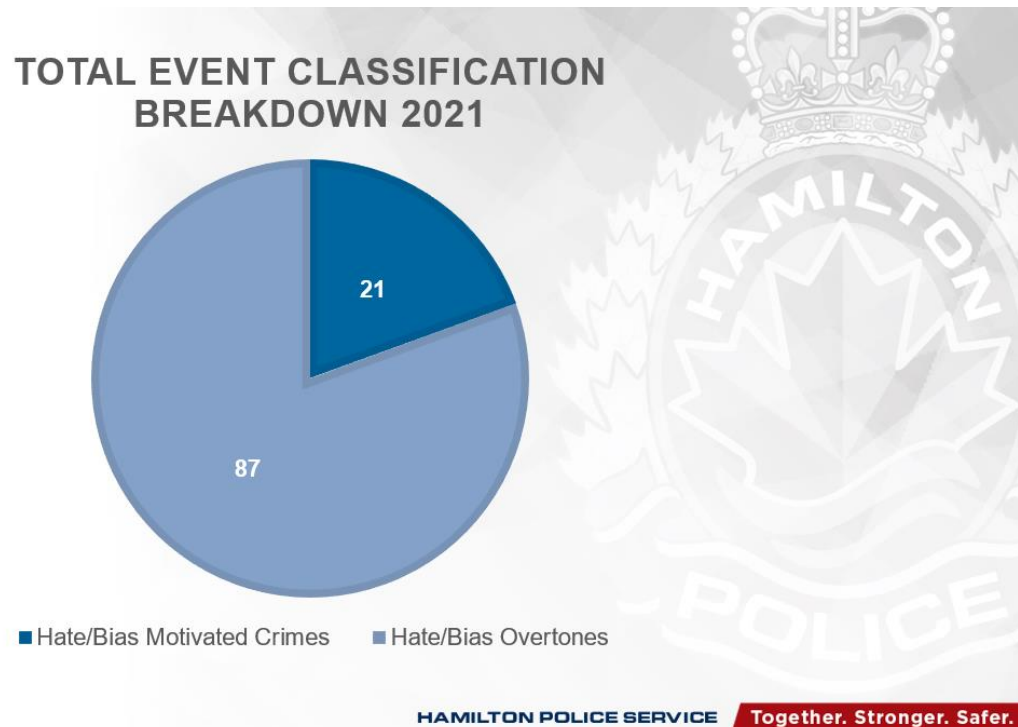


Figure 1

Table 1: 2021 – Total occurrence Breakdown by Type and Category

#### All Categories

Category	Hate/Bias Overtones	Hate/Bias Motivated Crimes	Total
Age (AG)	0	0	0
Disability (DI)	0	0	0
Gender Identity (GI)	1	1	2
Sexual Orientation (SO)	14	5	19
Similar Factor (SF)	0	0	0
Racial Bias (RA)	39	10	49
Religion (RE)	33	5	38

**Hamilton Police Service: 2021 Hate/Bias Statistical Report**

<b>Total</b>	<b>87</b>	<b>21</b>	<b>108</b>
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The highest numbers of reported occurrences were directly related to racial bias.

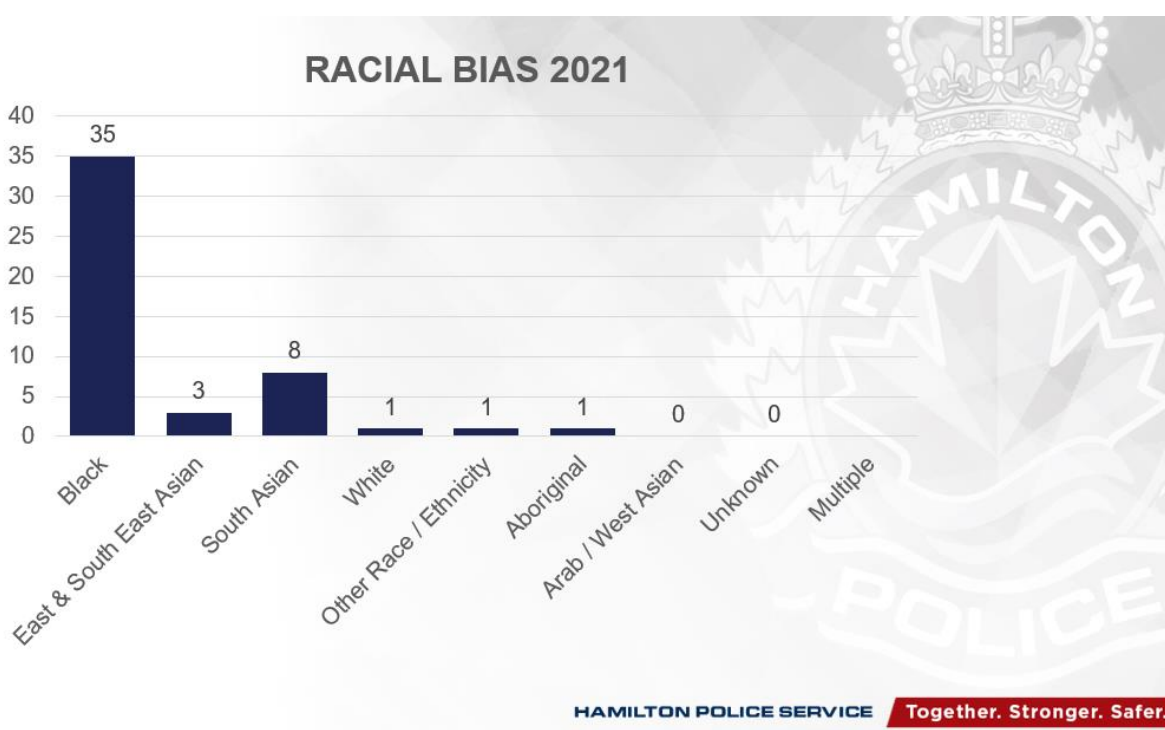
**Total Occurrences Breakdown – Victimization by Group****Racial Bias**

Figure 2

***Increase of 6.06% targeting members of Black community***

***Increase of 100% targeting members of the South Asian community***

The chart above displays reported hate/bias occurrences broken down by race/ethnicity (Figure 2). In 2021, the Black community was the most targeted group with 35 occurrences followed by the South Asian community with 8 occurrences. In comparison, there were 33 hate/bias occurrences targeting the Black community and 4 occurrences targeting members of the South Asian community in 2020. This represents a 6.06 per cent increase in reported hate/bias motivated occurrences targeting the Black community and,

an increase of 100 per cent in reported hate/bias motivated occurrences targeting members of the South Asian community in comparison from the previous year.

## Religion

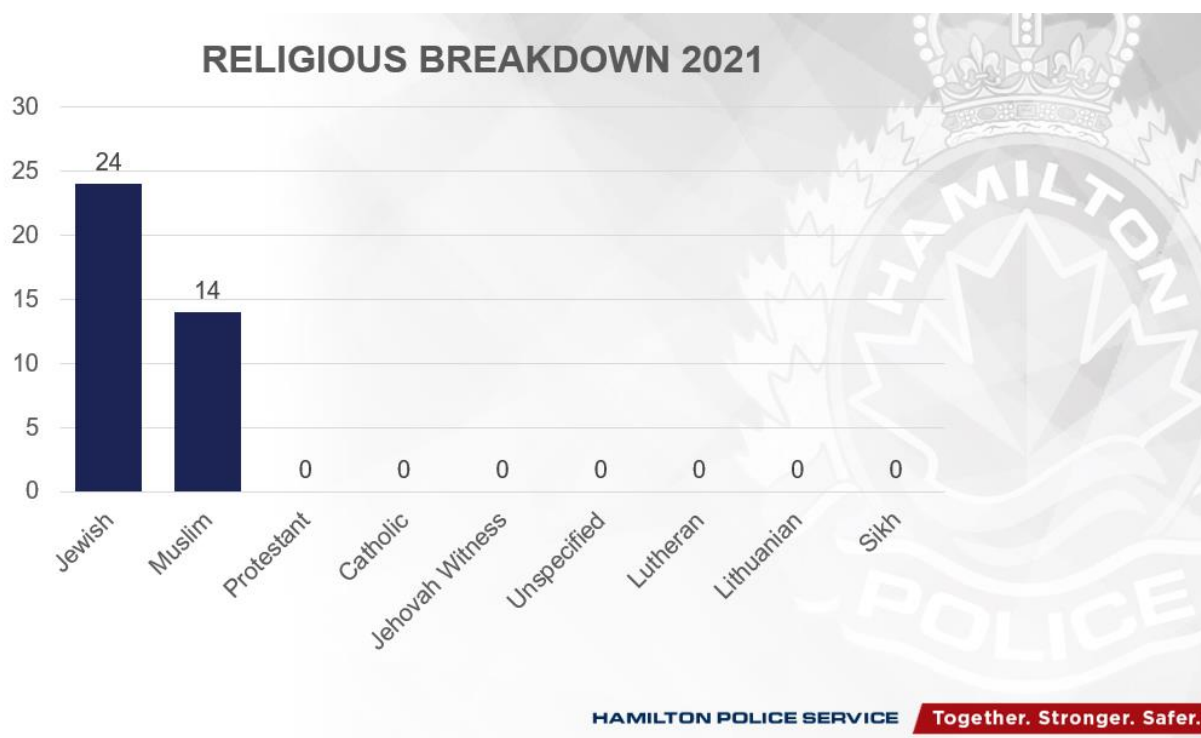


Figure 3

**Decrease of 20 % targeting members of the Jewish community**

**Increase of 1300 % targeting member of the Islamic community**

The chart above displays reported hate/bias occurrences broken down by religion (*Figure 3*). In 2021, members of the Jewish community were the most targeted group in the religious category with 24 occurrences, followed by members of the Islamic community with 14 occurrences. In 2020, there were 30 hate/bias occurrences targeting the Jewish community and 1 occurrence targeting members of the Islamic community. This represents a decrease of 20 per cent reported hate/bias occurrences targeting the Jewish community, and an increase of 1300 per cent reported hate/bias occurrences targeting members of the Islamic community.



## Sexual Orientation and Gender Identity (Self-Identification)

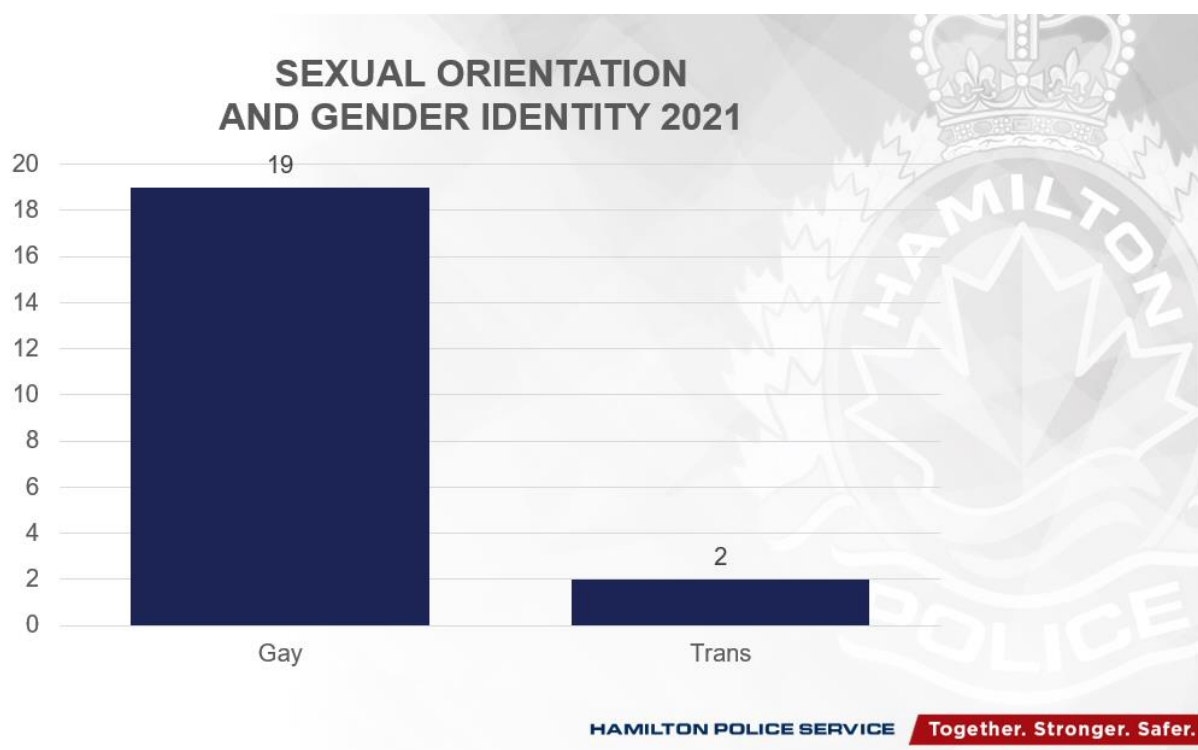


Figure 4

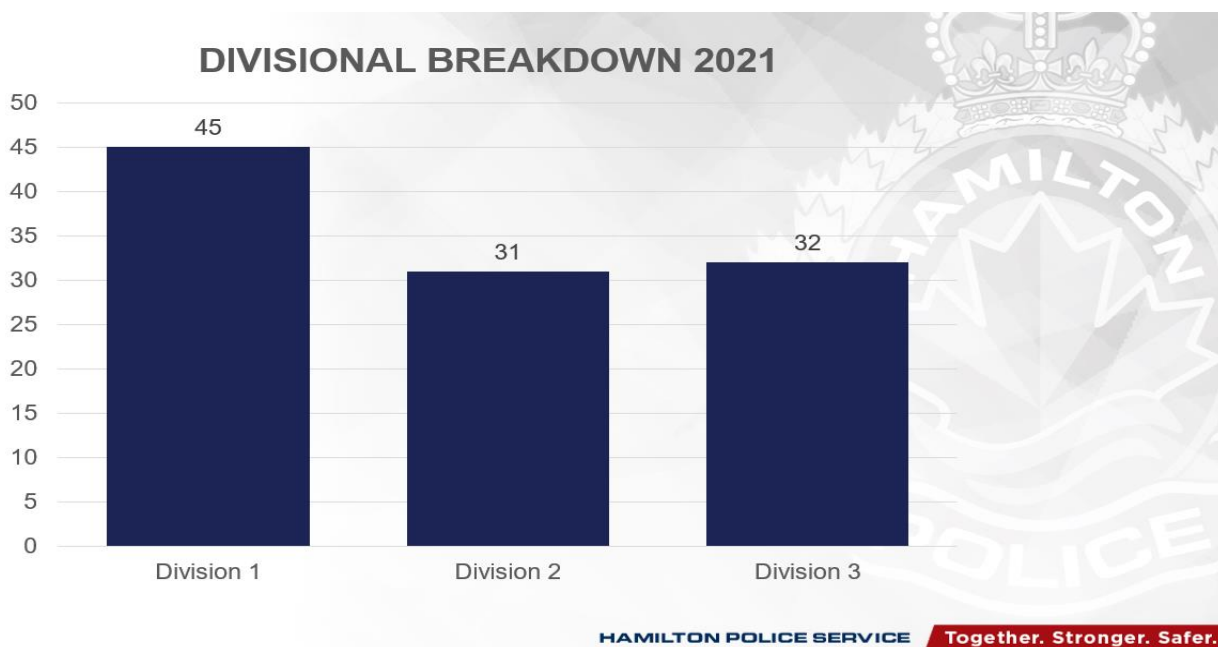
**Increase of 850% targeting individuals self-identifying as gay.**

**Decrease of 33.3% targeting individuals self-identifying as transgender.**

The chart above displays reported hate/bias occurrences broken down by sexual orientation and gender identity (Figure 4). In 2021, members of the 2S&LGBTQIA+ community, specifically with individuals self-identified as gay were the most targeted group with 19 occurrences. There were 2 occurrences involving members of the transgender community. In 2020, the number of hate/bias occurrences targeting the 2S and 2S&LGBTQIA+ community was 2. The number of occurrences targeting community members that self-identified as transgender was 3. There was a 850 per cent increase compared to 2020 of reported

incidents targeting individuals self-identifying as gay. There was a 33.3 per cent decrease compared to 2020 of reported occurrences targeting individuals self-identified as transgender.

**DIVISIONAL BREAKDOWN – HATE/BIAS CRIMES AND INCIDENTS (TOTAL)**



*Figure 5*

In 2021, 45 hate/bias occurrences (crimes and incidents) were recorded in Division One, 31 in Division Two and 32 in Division Three (Figure 5).

## HATE/BIAS MOTIVATED CRIMES

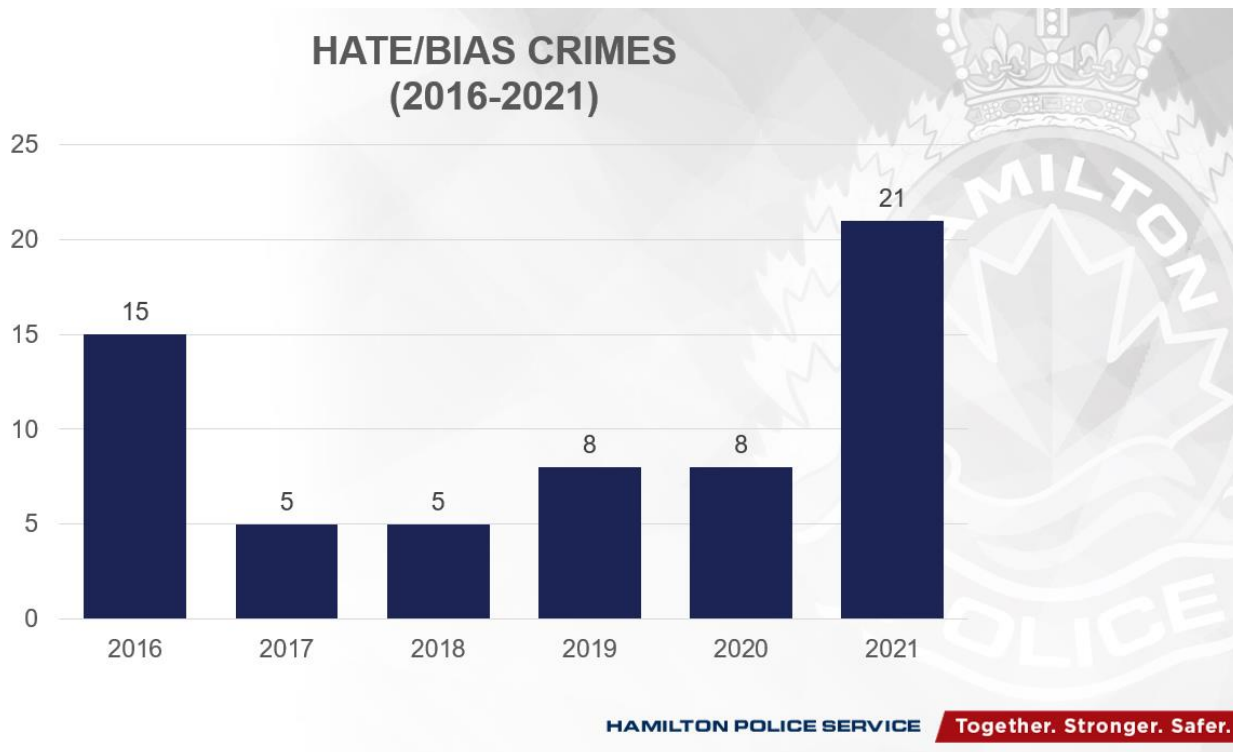


Figure 6

Twenty one of the total reported events involved offences that were classified as hate/bias motivated crimes. The chart shows the number of hate/bias crimes reported annually over the last 5-year-period (Figure 6).

The chart below breaks down the twenty one 2021 hate/bias motivated crimes by type and category (Table 2).

Table 2

<b>Identified Hate Crime Breakdown by Type and Category</b>								
<b>Offence</b>	<b>AG</b>	<b>DI</b>	<b>GI</b>	<b>SO</b>	<b>SF</b>	<b>RA</b>	<b>RE</b>	<b>Total</b>
Arson								
Assault 1				2		1		3
Assault with Weapon				1		2	1	4
Break and Enter								
Cause Disturbance								
Criminal Harassment						1		1
Dangerous Operation of MV								
Domestic								
Harassing Calls								
Neighbour Dispute								
Mischief (Graffiti)			1			1		1
Mischief Under						2	1	4
Sexual Assault				1				1
Suspicious Circumstance								
Theft Over								
Theft Under				1				1
Trespass								
Utter Threats						3	2	5
Wilful Promotion of Hatred							1	1
<b>Total</b>			<b>1</b>	<b>5</b>		<b>10</b>	<b>5</b>	<b>21</b>

Legend

AG - Age

DI - Disability

GI – Gender Identity

SO – Sexual Orientation

SF – Similar Factor

RA – Race/Ethnicity

RE – Religion

In 2021, after the senseless killing of a Muslim family in London, Ontario, a Hamilton man intentionally targeted and promoted hatred against members of the Muslim community through social media. Hamilton Police were notified about the social media posts made by the suspect and an investigation was initiated. During the investigation, grounds were formed to charge the suspect with Wilful Promotion of Hatred. This charge requires prior consent from the Attorney General to be laid. The Hamilton Police Hate Crime Unit applied to lay the charge and consent was granted by the Deputy Attorney General of Ontario. This was the first time that this charge was laid by the Hamilton Police Service.

## DIVISIONAL BREAKDOWN – HATE/BIAS CRIMES

The following chart outlines a breakdown of hate/bias crimes by Division.

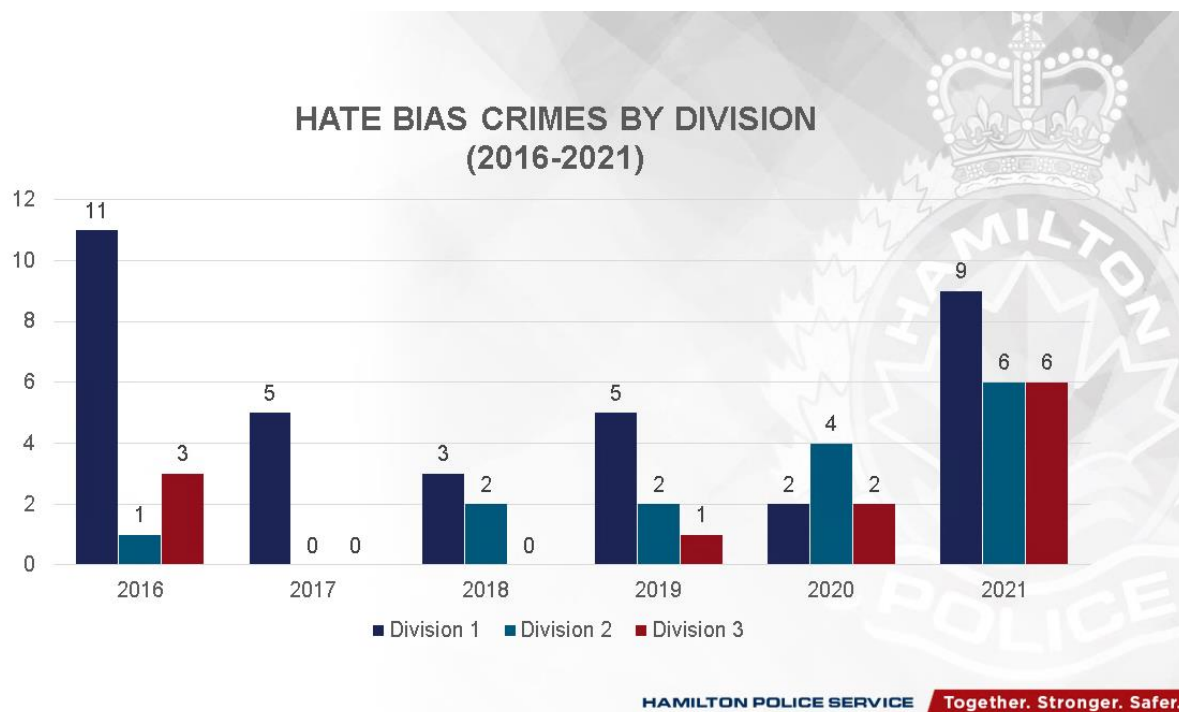


Figure 7

In 2021, 9 hate/bias criminal offences were recorded in Division One, 6 in Division Two and 6 in Division Three (figure 7).

## CONCLUSION

In 2021, the Hamilton Police Service Hate Crime Unit recorded an increase in hate/bias occurrences and an increase in the number of hate/bias motivated crime. The number of hate crime-related arrests increased from five to fourteen over the previous year.

The Hamilton Police are currently working to establish a Hate Crime Case Review Team in response to hate-motivated crimes in Hamilton. The Hamilton Police are holding meetings with community organizations to form the Hate Crime Case Review Team. The goal will be to work collaboratively to develop comprehensive recommendations to improve outcomes for hate crime victims.

Similar to the Sexual Assault Community Review Team (SACCRT), the scope of the review will include an internal and external analysis of hate crime investigations, as well as looking at policies, procedures, and training.

Hamilton Police Service recognizes that hate crime has a devastating impact on victims and communities. The impact of hate crime is far reaching, extending beyond the physical and emotional trauma to the victim. The HCU is committed to investigating hate/bias motivated crimes and incidents to ensure Hamilton remains a safe place to live and work.

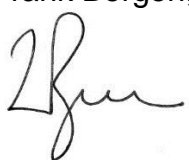
Reporting hate crimes and incidents is an important step in stopping the cycle of hatred and preventing others from being victimized.

Hamilton Police encourage the community to report hate/bias crimes and incidents to ensure actions are taken, including assigning appropriate resources to make our community safer. Together, we can make a difference in stopping the cycle of hate.



# HAMILTON POLICE SERVICE

## INFORMATION REPORT

<b>TO:</b>	Chair and Members Hamilton Police Services Board
<b>BOARD MEETING DATE:</b>	April 28, 2022
<b>SUBJECT:</b>	Equity, Diversity and Inclusion (EDI) Strategic Plan
<b>REPORT NUMBER:</b>	22-041
<b>SUBMITTED BY:</b>	Frank Bergen, Chief of Police
<b>SIGNATURE:</b>	

### EXECUTIVE SUMMARY

- The creation of the Equity, Diversity and Inclusion (EDI) role in late Spring 2020, the hiring of the EDI Specialist in February 2021 and the partnership with the Canadian Centre for Diversity and Inclusion (CCDI) has led to the creation of an EDI framework.
- The purpose of this report is to launch the newly created Equity, Diversity and Inclusion Strategic Plan, *From Strategy to Action: Advancing Equity, Diversity and Inclusion at the Hamilton Police Service, 2021- 2025* (Appendix A).
- *From Strategy to Action: Advancing Equity, Diversity and Inclusion at the Hamilton Police Service*, is a five-year plan, with 4 overarching areas of focus, 14 key priorities and 40 strategic actions to implement.
- The Plan was developed and guided by recommendations from CCDI Survey – “the Diversity Meter” and informed by insights and feedback from Hamilton Police Service members across the organization in an EDI Strategic Planning Day held on February 28, 2022.

### INFORMATION

The EDI Strategic Plan, *From Strategy to Action: Advancing Equity, Diversity and Inclusion at the Hamilton Police Service* includes a background, vision, mission, guiding principles for best practice, 4 areas of focus, 14 priorities and 40 strategic calls to action.

The guiding principles that will inform best practices in EDI implementation are: equity, diversity, inclusion, human rights, collective responsibility and continuous improvement.

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The first area of focus is *Foundation – Drive the Strategy* and includes the priorities of leadership accountability, EDI governance and sustainability of resources. The second area of focus, *Policy Cohesion*, concentrates on analysis of policies and procedures, data collection and the effective communication of EDI processes. *Training Programs* is the third area of focus which aims to develop an EDI training framework and implement organizational-wide, senior leader, manager and supervisor specific training. The final focus area *People – Attract and Retain* relates to diversifying our workforce, career advancement and promotion, recruitment and hiring and mentorship programs.

In fulfilling the vision, mission and implementation of this Strategic Plan, the Chief is accountable and will report annually on the progress advancing EDI within HPS.

The EDI Strategic Plan is supported in advancing EDI by a number of related initiatives already underway and several of which have already been met, including the following:

In setting the 1. *Foundation – Drive the Strategy*:

- Two dedicated resources of an EDI Specialist and a 2S and LGBTQIA Liaison Officer have been established
- The governance structures for both the Diversity and Inclusion and the 2S and LGBTQIA ISNs have been developed and both groups are fully operational
- The Women of HPS ISN is currently setting its Terms of Reference
- Members across the organization have engaged in organizational EDI sharing by learning about the 2021 Diversity Meter results

In terms of 2. *Policy Cohesion*:

- A new “Workplace Harassment, Discrimination and Violence Policy” was created and reviewed by the EDI Specialist
- The “Family Status Accommodation” and “Remote Work Arrangement” policies have been developed and implemented
- A new “Internal Support Network” policy has been created

In terms of 3. *Training Programs*:

- Beginning in September 2021, all members of the Service have access to training on EDI basics, bias and discrimination
- Beginning in September 2021, all members of the Service have access to training with respect to 2S and LGBTQIA
- HPS partnered with EGALÉ, Canada's leading organization for 2S and LGBTQIA people and issues, to provide training to Senior Leaders on workplace inclusion for gender diversity and sexual diversity
- Senior leaders have all participated in an executive boot camp training provided by CCDI on unconscious and conscious bias

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- 327 members have participated in HPS's 2S and LGBTQIA Lived Experience Speaker Series, while 140 have participated in HPS's Indigenous Lived Experience Speaker Series
- KLAIE Diversity, Equity and Inclusion Consulting, Training and Coaching has been retained to train senior leadership in May 2022 on developing empathy, understanding anti-black racism, systemic barriers, and the historical challenges of race in Canada.
- HPS Officers are being trained in Active Bystandership for Law Enforcement (ABLE Project), which provides training on peer intervention, with the aim of creating a police culture in which officers intervene as necessary to: prevent misconduct, avoid police mistakes and promote officer health and wellness. The training was developed by The Georgetown Law Centre for Innovations in Community Safety in the aftermath of the murder of George Floyd.
- Key stakeholders within HPS have participated in the Arbinger Institute training, which focuses on creating conditions for organizational change by starting with individual mindset change; providing tools for fostering belonging, self-awareness and accountability
- The Legacy of Hope Foundation exhibits which aim to increase HPS awareness about challenges facing Indigenous peoples, including the history and impacts of the residential school system, are on loan to the Service for one year and members across the organization have opportunities to engage with the exhibits

In addition to this, in 2021, the Service began acknowledging, recognizing and celebrating a diverse range of days of significance, both internally and externally, reflective of Hamilton's diversity communities we serve. Noteworthy, is the fact that in 2021, HPS along with HPSB made the decision to commemorate Truth and Reconciliation Day on September 30, and in honour of Black History Month 2022, for the first time, a month long weekly program was set in place for membership learning and engagement. Finally, to begin the process of alignment with HPS's overall organizational strategic direction and overarching mission and vision, the EDI Specialist was engaged to review the 2023- 2026 Strategic Plan member survey.

## APPENDICES AND SCHEDULES ATTACHED

Appendix A - *From Strategy to Action: Advancing Equity, Diversity and Inclusion at the Hamilton Police Service*

FB/P.Janik

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# FROM STRATEGY TO ACTION:

Advancing Equity, Diversity and  
Inclusion at the  
Hamilton Police Service  
2021- 2025



# LAND ACKNOWLEDGMENT

Hamilton Police Service (HPS) would like to acknowledge that it is situated upon the traditional territories of the Erie, Neutral, Huron-Wendat, Haudenosaunee and Mississaugas. This land is covered by the Dish With One Spoon Wampum Belt Covenant, which was an agreement between the Haudenosaunee and Anishinaabek to share and care for the resources around the Great Lakes. We further acknowledge that this land is covered by the Between the Lakes Purchase, 1792, between the Crown and the Mississaugas of the Credit First Nation. HPS honours with gratitude this sacred land which, from time immemorial, has been and is home to many Indigenous people from across Turtle Island.





# ACKNOWLEDGMENTS

The release of this strategic plan could not have been made possible without invaluable feedback from the Hamilton Police Service membership across the organization, the Diversity and Inclusion Internal Support Network (D&I ISN) and the Equity, Diversity and Inclusion (EDI) HPS Volunteers. Thank you for sharing your voice and commitment to transformative change on our EDI journey. HPS is grateful to the Hamilton Police Association for their continued support in our shared EDI journey. We express appreciation to our partner the Canadian Centre for Diversity and Inclusion in guiding the Service in its EDI work.



# MESSAGE FROM THE CHIEF OF POLICE



Our world is changing and policing needs to change alongside it. When I was appointed Chief in May 2021, I made a commitment to providing excellence in public safety to the diverse communities we serve.

Equity, Diversity and Inclusion (EDI) is fundamental to making sure everyone inside and outside our organization receives fair treatment and opportunities.

Last year, we launched an internal diversity and inclusion survey with our members. It was clear from the findings that we needed to make changes to some things we do. The findings of the survey are embedded in this EDI strategic plan and have helped set our directions and priorities for the next five years.

As we move forward, we will be sharing our progress and success in building a stronger, more inclusive organization. This work is important and necessary. We believe by focussing our work internally, we will be better able to serve everyone in our community.



# EXECUTIVE SUMMARY

*From Strategy to Action: Advancing Equity, Diversity and Inclusion at the Hamilton Police Service* describes the strategic plan for the Hamilton Police Service (HPS) from 2021 to 2025. In 2021, in partnership with the Canadian Centre for Diversity and Inclusion (CCDI), the Service, engaged membership in a Diversity Census and Inclusion Survey – the “Diversity Meter”. Based on this evidence, CCDI made a number of recommendations to the Service to enhance its EDI efforts. To assess each recommendation, EDI HPS volunteers within the organization came together for an EDI strategic planning day to provide their feedback. The Service has listened closely to the findings of both of these initiatives which have informed the formulation of this EDI strategic plan.

This strategy includes a background, vision, mission, guiding principles for best practice, 4 areas of focus, 14 priorities and 40 strategic calls to action.

The guiding principles that will inform best practices in EDI implementation are: equity, diversity, inclusion, human rights, collective responsibility and continuous improvement.

The first area of focus is *Foundation – Drive the Strategy* and relates to the priorities of leadership accountability, EDI governance and sustainability of resources. The second area of focus, *Policy Cohesion*, concentrates on analysis of policies and procedures, data collection and the effective communication of EDI processes. *Training Programs* is the third area of focus which aims to develop an EDI training framework and implement organizational-wide, senior leader, manager and supervisor specific training. The final focus area *People – Attract and Retain* relates to diversifying our workforce, career advancement and promotion, recruitment and hiring and mentorship programs.

In fulfilling the vision, mission and implementation of this strategic plan, the Chief is accountable and will report annually on the progress in advancing EDI within HPS.



# BACKGROUND

In August 2020, HPS partnered with CCDI to conduct a diversity and inclusion audit (Diversity Meter Survey) to better understand the equity, diversity and inclusion needs of our membership and develop, and improve specific programs, policies and practices to support all members. The survey was administered in January 2021 and all members were invited to participate. The Service also committed to furthering EDI through the creation of an EDI Specialist role in October 2020, with the Specialist hired and starting in February 2021. These actions have all contributed to introducing an EDI lens to the organization<sup>1</sup>.

The results and recommendations of the Diversity Meter Survey were compiled by CCDI (“the findings”) and presented to the Chief and Deputies in June 2021. Shortly thereafter the results and recommendations were shared with HPS Senior Command and key stakeholders including the Hamilton Police Association, the Diversity and Inclusion Internal Support Network (D&I ISN), and the 2S and LGBTQIA ISN. Members (employees) engaged in Information Sessions from July 2021 to September 2021 to gauge understanding and to provide an opportunity to ask questions regarding the findings. Based on this engagement and ongoing dialogue, a need was identified to prioritize and explore how conducive each recommendation made by CCDI was to the HPS context. As such, an EDI strategic planning day was held on February 28, 2022 whereby EDI HPS Volunteers engaged in five focus groups to discuss each strategic area.

The recommendations in the Diversity Meter and the findings of the EDI strategic planning Day have formed the evidence needed to set the foundation for this EDI strategic plan. What has emerged as

central to these outcomes is EDI at Hamilton Police is a people-centric approach, working to ensure that inclusivity is further nurtured and that the diversity of voices, alongside equitable practice, will contribute to the long-term success of the Service.

This strategic plan is supported in advancing EDI by a number of related initiatives already underway and several of which have already been met, including the following:

## **In setting the Foundation – Drive the Strategy:**

- Two dedicated resources of an EDI Specialist and a 2S and LGBTQIA Liaison Officer have been established
- The governance structures for both the Diversity and Inclusion and the 2S and LGBTQIA ISNs have been developed and both groups are fully operational
- The Women of HPS Internal Support Network (WHPS-ISN) is currently setting its Terms of Reference
- Members across the organization have engaged in organizational EDI sharing by learning about the 2021 Diversity Meter results

## **In terms of Policy Cohesion:**

- A new “Workplace Harassment, Discrimination and Violence” policy was created and reviewed by the EDI Specialist
- The “Family Status Accommodation” and “Remote Work Arrangement” policies have been developed and implemented
- A new “Internal Support Network” policy has been created by the EDI Specialist and the Sergeant of Policy Development.

<sup>1</sup>The June 2020 Bergman Report to the HPSB also reinforced the need to embed EDI within HPS.



### In terms of Training Programs:

- Beginning in January 2021, all members have access to CCDI's Knowledge Repository, an online tool with a vast array of EDI related self-paced training
- Beginning in September 2021, all members of the Service have access to training on EDI basics, bias and discrimination
- Beginning in September 2021, all members of the Service have access to training with respect to 2S and LGBTQIA
- HPS partnered with EGALE, Canada's leading organization for 2S and LGBTQIA people and issues, to provide training to Senior Leaders on workplace inclusion for gender diversity and sexual diversity
- Senior leaders have all participated in a executive boot camp training provided by CCDI on unconscious and conscious bias
- 327 members have participated in HPS's 2S and LGBTQIA Lived Experience Speaker Series, while 140 have participated in HPS's Indigenous Lived Experience Speaker Series
- KLAIE Diversity, Equity and Inclusion Consulting, Training and Coaching has been retained to train senior leadership in May 2022 on developing empathy, understanding anti-black racism, systemic barriers, and the historical challenges of race in Canada
- HPS Officers are being trained in Active Bystandership for Law Enforcement (ABLE Project), which provides training on peer intervention, with the aim of creating a police culture in which officers intervene as necessary

to: prevent misconduct, avoid police mistakes and promote officer health and wellness. The training was developed by The Georgetown Law Centre for Innovations in Community Safety in the aftermath of the murder of George Floyd.

- Key stakeholders within HPS have participated in the Arbinger Institute training, which focuses on creating conditions for organizational change by starting with individual mindset change; providing tools for fostering belonging, self-awareness and accountability
- The Legacy of Hope Foundation exhibits which aim to increase HPS awareness about challenges facing Indigenous peoples, including the history and impacts of the residential school system, are on loan to the Service for one year and members across the organization have opportunities to engage with the exhibits

In addition to this, in 2021, the Service began acknowledging, recognizing and celebrating a diverse range of days of significance, both internally and externally, reflective of Hamilton's diversity communities we serve. Noteworthy, is the fact that in 2021, HPS along with Hamilton Police Service Board (HPSB) made the decision to commemorate Truth and Reconciliation Day on September 30, and in honour of Black History Month 2022, for the first time, a month long weekly program was set in place for membership learning and engagement. Finally, to begin the process of alignment with HPS's overall organizational strategic direction and overarching mission and vision, the EDI Specialist was engaged to review the 2023- 2026 strategic plan member survey.

# VISION AND MISSION

## Vision

Hamilton Police Service is committed to building and cultivating an equitable, diverse and inclusive (EDI) organization, fostering a culture of belonging and empathy that deeply values human rights and dignity for all.

## Mission

To successfully integrate and embed EDI within the organization by advancing structural, individual and cultural transformative change in key areas of focus including HPS EDI governance, policy cohesion, training and attracting and retaining talent.







# GUIDING PRINCIPLES FOR BEST PRACTICE

HPS's strategic plan implementation will be guided and defined by the following principles for excellence in EDI best practice.



## **Equity:**

By advancing equity, HPS commits to the fair treatment, opportunity, and advancement for all people, while at the same time striving to identify and eliminate barriers that have prevented the full participation of diverse groups. HPS acknowledges that systemic inequities and barriers have prevented the provision of equitable opportunities and optimal outcomes to all groups. By advancing equity, HPS recognizes that unlike equality, equity often requires different treatments and approaches to overcome pre-existing barriers to ensure access is more equalized.



## **Diversity:**

Diversity describes the existence of difference within any collection of people. In discussions of social equity, diversity addresses differences in social group membership related, for example, to race, Indigenous identity, class, gender identity or expression, sexuality, disability, ethnicity, and religion. Discussions about diversity linked to access, and equity require knowledge and understanding of historical and contemporary experiences of oppression and exclusion. Diversity should be understood as uniting rather than dividing. By fostering and integrating diversity, HPS values the spectrum of human difference while recognizing individual uniqueness, and striving for a workforce reflective of more diverse representation<sup>2</sup>.



## **Inclusion:**

By fostering a climate of inclusion, HPS intentionally and with ongoing effort, strives to create conditions whereby traditionally excluded individuals and groups are engaged in processes, activities and decisions, empowering full participation of all, in all aspects of the work of the organization. In cultivating an inclusive climate, HPS commits to understanding intersectionality and embracing a sense of safety and belonging for all. HPS is dedicated to ensuring people feel safe, feel welcomed, valued and a sense of belonging.

<sup>2</sup>McGill University, 'Equity, Diversity and Inclusion', *McGill Skillsets Unlock Your Potential, Unknown, 2022*, <https://www.mcgill.ca/skillsets/framework/equity-diversity-inclusion>

### **Human Rights:**

By upholding the fundamental human rights of every person within HPS regardless of race, colour, ancestry, place of origin, religious beliefs, gender, gender identity and gender expression, physical disability, mental disability, marital status, family status, sexual orientation, age, political beliefs, and any other protected grounds, HPS commits to dignity for all.

### **Collective Responsibility:**

By building individual and organizational capacity at every level of the organization, including senior institutional level accountability and unit level accountability, HPS members share a collective responsibility in advancing EDI.

### **Continuous Improvement:**

By continuing to monitor and assess progress, collect data, and evaluate strategic initiatives HPS commits to informing evidence-based EDI planning and decision-making for continuous growth and improvement.



# STRATEGIC PLAN

The EDI strategic plan is internally-focused and outlines a five-year road map of directions the Service is taking to advance equity, diversity and inclusion within the organization. We believe by focusing inwardly we simultaneously enhance our service to the community.



Hamilton Police Service's EDI strategic plan includes 4 areas of focus, 14 key priorities and 40 strategic calls to action:

## 1. AREA OF FOCUS: FOUNDATION – DRIVE THE STRATEGY

### **Priority 1: Leadership Accountability**

Shifting organizational culture requires EDI cultural competency among senior-level leadership in order to raise awareness and understanding of how to foster a respectful, inclusive and equitable workplace that embraces diversity. Such learning builds the capacity of leaders to gain EDI buy-in, model behaviour while coaching employees and strengthen holding each other accountable while also holding those they supervise in account. Leadership accountability helps to form EDI culture and tone. To ensure EDI is a priority, leadership transparency and promotion of EDI strategic actions is key. Leadership will drive commitment and have the power to bridge any gaps in perceptions of inclusion experiences at HPS.

### **Priority 2: EDI Governance**

Through the development of EDI governance structures, the strategic directions can be managed, monitored, evaluated and also be reported upon for progress updates to the members and the wider public. In particular, ISN governance mechanisms are vital to the success of the workplace as they provide a psychologically safe space for under-represented groups, while at the same time advancing EDI initiatives for organizational success.

### **Priority 3: Sustainability of Resources**

A sustainable long-term investment by HPS in EDI is critical to the success metrics of its strategic actions. Through the allocation of resources and budget HPS is advancing all four areas of focus. By doing so HPS will ultimately reap the benefits of having a workforce rich with diversity and that is reflective of the communities it serves. HPS will benefit from an increasingly supportive workplace where employees feel safe, appreciated and welcomed for their unique talents. Creating these conditions allows for EDI to blossom within HPS culture.

## 2. AREA OF FOCUS: POLICY COHESION

### **Priority 4: Analysis of Policies and Procedures**

Through the development of an EDI Policy Framework all policies within HPS will be analyzed and updated accordingly from an EDI lens. Such a process allows HPS to embed EDI into its policies and practices, thus shaping and shifting individual and organizational behavioural change.

### **Priority 5: Data-Driven Diversity**

Meaningful change requires data-driven EDI evidence-based metrics. Through regular progress reports HPS commits to showcasing where it has achieved its metrics and where it may have fallen short. Data collection is a priority to understand diverse representation; well-being factors of the workplace and to understand, monitor and address the number of incidents of discrimination, bias, and harassment.

### **Priority 6: Communication of EDI Processes**

HPS members across the organization need to feel a sense of empowerment and a sense of confidence on how to seek supports by providing them with the right and effective tools to address EDI matters. Facilitating clear and continuous communication to membership is vital to an EDI people-centric approach.

## 3. AREA OF FOCUS: TRAINING PROGRAMS

### **Priority 7: EDI Training Framework**

The development of a dynamic five-year Training Framework is essential to ensure the delivery and understanding of the following core competencies: systemic inequities, equity, diversity, inclusion, disabilities, anti-racism, inclusive language, having difficult conversations, intersectionality and much more. EDI training is essential to fully internalize EDI principles of practice for all HPS members.

### **Priority 8: Organizational – Wide Training**

By implementing and disseminating EDI training found in the EDI Framework, members across the organization will be empowered with the necessary, skills, knowledge and tools to respond and address EDI issues. HPS commits to continuing to measure members against the skills, knowledge and abilities they have gained. Such training facilitates the creation of spaces where unique perspectives are heard, while encouraging collaboration and innovation. It allows everyone to develop an inclusive mindset and actions.

### **Priority 9: Senior Leader Training**

Senior leader training is a priority because of the roles they hold across the organization and their capabilities to translate EDI learning into action and everyday practice. Senior leaders will help foster change by being equipped with the skills to identify systemic inequities within the units they are leading and work with the EDI Unit to begin to address them. By undergoing a cultural competence assessment each senior leader will have the skills needed to effectively work within our diverse environment.



**Priority 10: Supervisor Specific Training**

In order to support members across the organization, managers and supervisors will be provided with specific and tailored training to better equip them with the tools to identify the unique needs of employees with various intersectional identities and how to address these specific needs with appropriate supports.

**4. AREA OF FOCUS: PEOPLE – ATTRACT AND RETAIN****Priority 11: Diversifying Our Workforce**

HPS is committed to regularly assessing demographic diversity, potential and existing barriers, and potential inequities preventing opportunities for typically underrepresented groups in order to support the diversification of HPS.

**Priority 12: Career Advancement and Promotion**

In advancing equitable practice in career advancement and promotion, HPS will review its promotion system and policies, work to minimize bias and communicate effectively with its membership to outline career progression paths. Perceptions in fairness in opportunity is considered a paramount priority.

**Priority 13: Recruitment and Hiring**

It is of the utmost importance that HPS be a workplace reflective of the communities it serves. As such, building pathways into communities for the purposes of recruitment is essential and achieving these linkages is a recruitment best practice. HPS equally commits to engaging a diverse hiring panel to mitigate bias and also train those in the hiring process to minimize bias.

**Priority 14: Mentorship Programs**

Establishing clear paths to promotion is essential to equitable practice in talent management practices. To facilitate this process mentorship programs and cross training opportunities are considered a key priority to advancing EDI.

These priorities require interdepartmental connectivity, as they are interdependent and will also be supported by corporate communications and data analytics<sup>3</sup>.

<sup>3</sup>It is important to note that the Diversity Meter Survey goal was to examine diversity and inclusion from within the Service and as such, no questions relating to community were asked of our membership. A decision was thus made in late 2021 not to have a community engagement area of focus in this EDI strategy as there would be no evidence to support its advancement. However, the EDI Strategic Planning day took the opportunity to begin to examine what EDI-related community engagement programs and initiatives could be beneficial to the Service to improve relations with diverse communities. These are now being considered. In addition, within the EDI Strategic Plan areas of focus there are opportunities for community consultation.



# STRATEGIC CALLS TO ACTION

## FOUNDATION – DRIVE THE STRATEGY

Goal: To set the foundation for HPS's first EDI strategy and begin embedding the vision into organizational culture, driven by leadership accountability and dedicated sustainable resources for strategic implementation.

#	Strategic Action	Timeframe
Leadership Accountability		
1	Engage in organizational EDI sharing by informing members of the 2021 CCDI Diversity Census and Inclusion Survey Results	Summer 2021 to January 2022
2	Establish EDI accountabilities for Senior Leaders	February 2021 - ongoing
3	Conduct a Cultural Competency Assessment of leaders	January to June 2023
EDI Governance		
4	Create an EDI Committee with leadership involvement to manage high-level decision making on EDI strategic implementation and for monitoring progress	May to September 2022
5	Establish Employee Resource Groups (known as Internal Support Networks (ISN) for under-represented groups in order to provide a safe space to discuss and share their challenges and provide feedback on areas improvement.	February 2021 to September 2022
Sustainability of Resources		
6	Provide dedicated resources to EDI implementation	May 2022 - ongoing
7	Build capacity by establishing a group of EDI Champions throughout HPS	Summer 2021 - ongoing

## POLICY COHESION

Goal: To review HPS policies from an EDI lens, bridging gaps, making relevant changes, informed by data and communicating processes to HPS membership.

#	Strategic Action	Timeframe
Analysis of Policies and Procedures		
8	Develop and implement an EDI Framework to review all policies and procedures with an EDI lens. The framework should include a system for periodic review of policies.	June to October 2022
9	Update the policy Equal Opportunity, Anti-Racism & Anti-Discrimination	May to October 2022

10	Generate a new Workplace Harassment, Discrimination and Violence Policy	February 2022
11	Periodically review the Work Accommodation, Family Status Accommodation and Remote Work Arrangement policies to determine if they comprehensively integrate accommodations and work flexibility supports.	January 2021 to December 2023
12	Based on strategic action #11 above, establish a standard approval process for family accommodation and work flexibility requests to ensure effective management of all requests.	November to December 2021
13	Review existing conflict resolution management system ensuring it has well-defined procedures and reporting hierarchies; make changes accordingly.	September 2022 to March 2023
Communication of EDI Processes		
14	Provide clear communication to members on the process for reporting harassment, discrimination, and related experiences.	September 2022 to June 2023
15	Provide clear communication to membership on the availability of accommodation and work flexibility supports.	September 2022 to June 2023
16	Consider preparing an annual report to all employees on harassment and discrimination with a high-level view of what kind and number of cases have been filed as well as their ultimate outcome in order to facilitate trust and transparency in the system.	January to June 2023
17	Consider establishing an anonymous helpline that allows employees to report on issues of harassment, discrimination and micro-aggressions.	September to December 2023
Data-Driven Diversity		
18	Develop a proposal to establish a system to collect data from all employees on availability and accessibility of physical and mental health supports and work-life flexibility supports.	June 2024 - ongoing
19	Develop a proposal to establish a system to collect data from typically underrepresented groups to understand issues of harassment, discrimination, and bias.	September to December 2023

## TRAINING PROGRAMS

Goal: To increase EDI awareness, develop knowledge, provide tools and grow key behavioural based skills.

#	Strategic Action	Timeframe
EDI Training Framework		
20	Develop and map out a five-year EDI training framework based	May to September 2022
Organizational - Wide Training		
21	Provide organization-wide training on workplace bias, harassment, discrimination and micro-aggressions.	September 2021 to September 2023
22	Provide training on systemic discrimination.	September 2021 to September 2023
23	Provide organization-wide training on EDI fundamentals and unconscious bias.	January 2021 to September 2022
24	Provide organization-wide training on the different forms of disabilities (including mental health) and available supports	September 2024 to September 2025
Senior Leader Training		
25	Provide leaders with training on EDI fundamentals in the workplace	January 2021 to September 2023
26	Provide leaders with training on systemic inequities in the workplace	September 2021 to September 2023
27	Based on Cultural Competency Assessment (found in Foundation - Drive Strategy, action #3), provide additional training to bridge any gaps in learning	September 2023 to December 2025
Supervisor Specific Training		
28	Provide training to all levels of management, and supervisory staff on supporting people with mental health related matters and disabilities.	April 2023 to June 2023

## PEOPLE – ATTRACT AND RETAIN

Goal: To advance equitable practice in recruitment, hiring processes, career path advancement and performance management systems.

#	Strategic Action	Timeframe
Diversifying Our Workforce		
29	Develop a proposal to establish a system and start to collect data on employee demographics to understand the diversity profile of HPS's workforce and regularly assess demographic diversity, potential and existing barriers and potential inequities for typically under-represented groups.	January 2021 to December 2024
30	Integrate EDI into people and performance management systems	January 2023 to December 2024

Career Advancement and Promotion		
31	Review the hiring and promotion system and related policies to identify and address gaps.	January 2023 to December 2024
32	Establish specific career paths with identified transparent objectives and processes for advancement to minimize bias	January 2023 to December 2024
33	Assess current advancement and development practices for bias; assess any channels that may serve as barriers for different demographic populations	January 2023 to December 2024
34	Establish clear communication plans outlining the details of career progression paths	January to February 2025
35	Provide bias and cultural competency training to those involved in promotion decisions.	January 2023 to December 2024
Recruitment and Hiring		
36	Establish pathways into community for the purposes of recruitment and partnership development	May 2022 - ongoing
37	Establish a hiring panel with individuals from diverse groups to mitigate underlying bias in the hiring process.	January to December 2023
38	Provide bias and cultural competency training to those involved in hiring decisions.	January 2023 to March 2023
Mentorship Programs		
39	Establish a mentoring program to assist individuals in receiving clear direction and guidance for career advancement within HPS.	January 2023 to December 2024
40	Offer cross training opportunities for individuals in receiving clear direction and guidance for career advancement within HPS	January 2023 to December 2024

### Evaluation of Strategic Plan

In ensuring a commitment to our EDI guiding principle of continuously improving, the Strategy will include metrics for progress in each year of the Strategy. Year five will include an overall evaluation in order to fully assess lessons learnt, best practices for moving forward, successes and areas where HPS needs to improve. This evaluation will help shape the basis on how and where the organization will continue in its next steps on its EDI journey in 2025. HPS recognizes that EDI related initiatives and work to embed it within the organization will always continue, even outside the scope of this first Strategy. HSP also recognizes that EDI requires adaptability and flexibility to both the internal and external environment and is committed to the aspiration of continuously adapting by having integrating by change management lens to this Plan.





**HAMILTON POLICE SERVICE**  
**Together. Stronger. Safer.**