

**TORONTO COMMUNITY HOUSING  
COMMUNITY SAFETY UNIT**

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**2016 ANNUAL REPORT  
to the  
TORONTO POLICE SERVICES BOARD**

## INDEX

Executive Summary	2
Background	4
Supervision	4
Organization Chart – Community Safety Unit	5
Appointments	6
Departures	6
Training	6
Mandatory Training	6
Additional Training	6
Equipment	7
Reporting Requirement	7
Crime, Traffic & Order Management	7
Other Reports	8
Property	13
Complaints	14
Use of Force	14
Governance	15
Highlights of the Reporting Year	16

## **EXECUTIVE SUMMARY**

### **2016 SPECIAL CONSTABLE ANNUAL REPORT Toronto Community Housing Corporation**

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Toronto Community Housing's Special Constable Program has been established since March 2000; and as of December 31, 2016, there were 83 sworn members within the Community Safety Unit (CSU). The objectives of the program are to:

- strengthen relationships between the CSU and the Toronto Police Service (TPS)
- enhance law enforcement activities as required
- reduce the level of crime/antisocial behavior in Toronto Community Housing (TCHC) communities
- improve residents' feelings of safety and security
- improve officer safety
- ensure officers are able to spend more time in TCHC communities

Having Special Constables allows Toronto Community Housing to move well-qualified officers into situations that are particularly difficult. A specific focus for Special Constables are trespass to property violations, liquor licence violations and the utilization of Peace Officer powers under the following statutes:

- Criminal Code;
- Controlled Drugs and Substances Act;
- Trespass to Property Act;
- Liquor License Act;
- Mental Health Act.

The Special Constable agreement between Toronto Community Housing and the Toronto Police Service has created a strong partnership reaching back over many years. This relationship has supported communication and co-operation between our organizations to the benefit of all. As a result of the enhanced training, legal status, and access to information available to Special Constables, they have been able to support and assist Toronto Police and TCHC residents in hundreds of investigations.

In 2016, the Special Constable Program for Toronto Community Housing was extremely successful with Special Constables completing 447 Criminal Investigations for Toronto Police Service, of which 67.8% were related to property offences such as Mischief and Theft.

Last year, TCHC Special Constables conducted investigations for theft, mischief, threats, assaults, and other less violent matters. In instances involving major crimes, they have been the first officers on scene, assisting with primary assessments, notifications, perimeter protection, crowd management, witness canvassing, evidence security, and prisoner transports.

TCHC Special Constables and Toronto Police Officers have attended many calls together. The combination of a Special Constable's community knowledge and the Toronto Police Service

Officer's authority have proven to be mutually supportive, allowing incidents and problems to be resolved quickly and safely.

Our communities benefit when Toronto Community Housing Special Constables are able to:

1. Process minor offences and release prisoners at the scene without tying up TPS' resources and holding a citizen in custody for longer than required.
2. Act directly – to apprehend offenders and wanted persons and transport them to the local Division for booking. In so doing, they interrupt illegal and antisocial behavior and help keep the peace in our neighborhoods.
3. Support the Toronto Police Service not only with factual information, but also with detailed intelligence about criminal activity.

In 2016, TCHC submitted five Use of Force Reports to TPS. Within these reports, there was one incident of OC foam deployment , three occurrences of soft, empty hand techniques, two incidents of hard empty hand techniques and two instances where a baton was deployed.

There were six Special Constable Complaints in 2016, all of which were forwarded immediately to Toronto Police Service – Professional Standards for review. The complaints were deemed internal matters and were returned to the attention of the Complaints Coordinator of the Community Safety Unit to investigate. TCHC's investigational results for these incidents were returned to TPS within the specified timeframe.

We continue to value our working partnership with the Toronto Police Service and our joint Special Constable agreement. In 2016, TCHC's Special Constable Program continued to promote safe, secure, and healthy communities.

## **Background**

Toronto Community Housing is legally organized as a corporation, owned completely by the City of Toronto and operated at arms-length from the City. It is governed by a Board of Directors made up of the Mayor (or designate), 4 City Councilors, and 9 other citizens, including 2 tenants (elected by fellow tenants) living in Toronto Community Housing.

Toronto Community Housing provides homes for approximately 164,000 people. Our portfolio is made up of high-rise and low-rise apartment buildings, townhouses, rooming houses, and a variety of detached and semi-detached homes. Our tenants reflect the face of Toronto; we operate about 58,500 housing units, making us the second largest housing provider in North America.

In 2016, The Community Safety Unit employed approximately 139 professionals who performed a variety of functions. These included: Special Constables, Community Patrol Officers, Parking Enforcement Officers, Dispatchers, Community Safety Advisors, Managers and other support staff. As all of our communities are diverse and unique, each position was designed with different authorities and resources to help address those needs.

The Community Safety Unit's mandate and vision express our role in helping to accomplish the goals of Toronto Community Housing. The mandate of the Community Safety Unit is to partner with communities, promote a safe environment for residents, and preserve the assets of Toronto Community Housing.

In March 2000, Toronto Community Housing entered into an agreement with the Toronto Police Service Board for Special Constable Status. There are currently 83 Community Safety Unit staff appointed and sworn as Special Constables with the approval of the Ministry of Public Safety and Security. This report provides an overview of our Special Constable program in 2016.

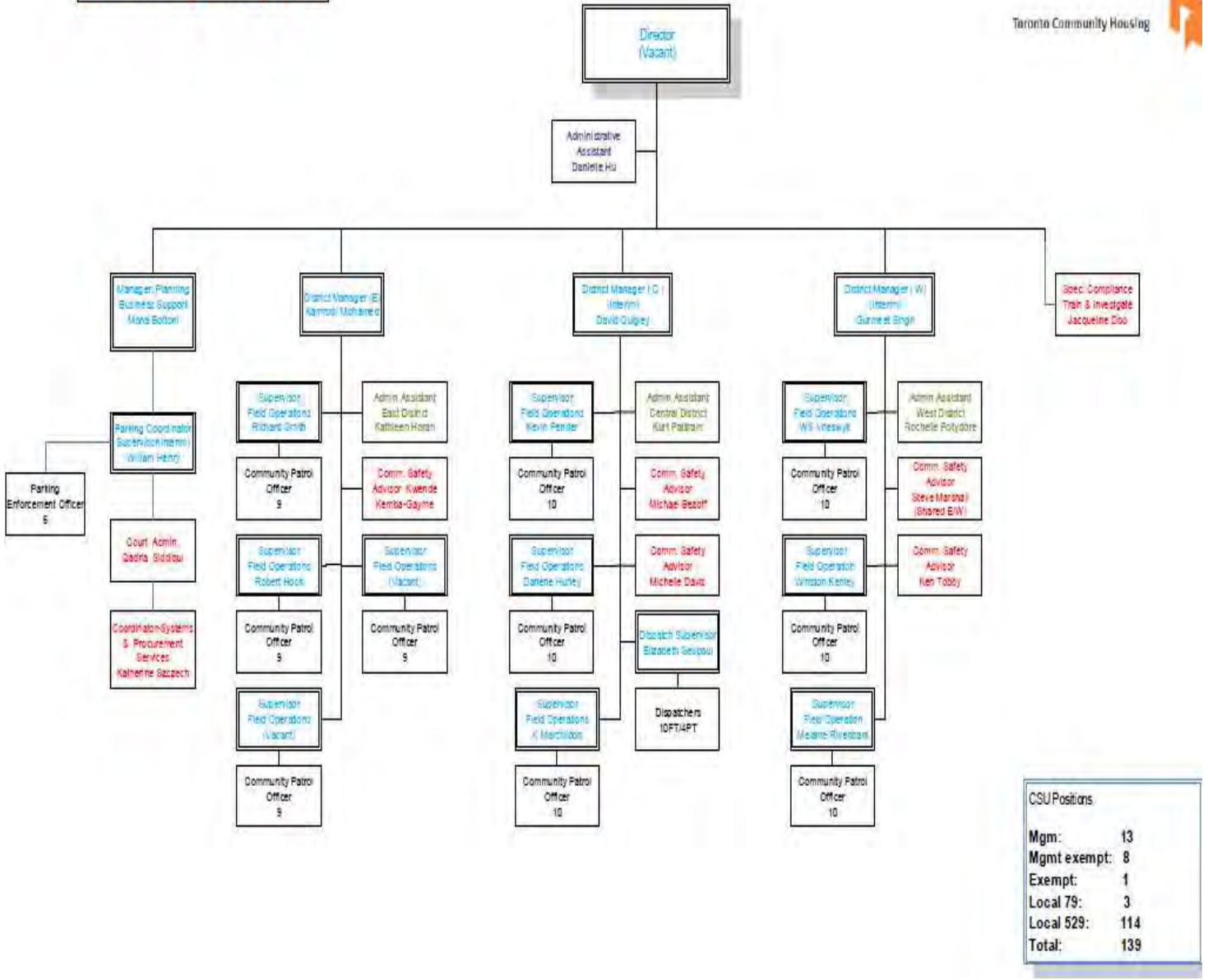
## **Supervision**

As of December 31, 2016 the Community Safety Unit had 9 Field Supervisors with Special Constable status who oversaw operations 24 hours a day, 365 days a year. The CSU had 74 Special Constables, 24 Provincial Offences Officers (Community Patrol Officers), 6 Parking Enforcement Officers and 12 Dispatchers. They were all supported by District Managers, a Manager in Planning and Business Support, a Specialist in Compliance, Training and Investigations, a Dispatch Supervisor, a Parking Coordinator, a Court Administrator and Coordinator Systems and Procurement.

Officers were assigned in Toronto Community Housing communities throughout the city. Methods of operation included foot, bicycle and vehicular deployments. Duties included patrolling for visibility and deterrence, responding to radio calls, conducting investigations and enforcement, answering service requests, parking control, special attention checks, and providing back-up to other officers. Special Constables also participated in many community events, activities and meetings throughout the City of Toronto.

# Organization Chart - Community Safety Unit

## Community Safety Unit



CSU Positions	
Mgm:	13
Mgmt exempt:	8
Exempt:	1
Local 79:	3
Local 529:	114
<b>Total:</b>	<b>139</b>

## Appointments

<b>Total Applications (January 1<sup>st</sup> - December 31<sup>st</sup>)</b>	<b>New Appointments (January 1<sup>st</sup> - December 31<sup>st</sup>)</b>	<b>Re-Appointments (January 1<sup>st</sup> - December 31<sup>st</sup>)</b>	<b>Total Special Constables (December 31<sup>st</sup>, 2016)</b>
4	0	4	83

## Departures

<b>Number of Terminations</b>	<b>Number of Suspensions</b>	<b>Number of Resignations</b>	<b>Number of Retirements</b>
0	0	2	3

## Training

### **Mandatory Training**

<b>Course / Topic</b>	<b>Delivered By</b>	<b>Duration</b>	<b>Number trained</b>
Annual Use of Force (refresher)	The Control Institute	3 days	76
Special Constable Training	The Control Institute	24 day	12
First Aid CPR	Workplace Medical Corp	1 day	61

### **Additional Training**

<b>Course / Topic</b>	<b>Delivered By</b>	<b>Duration</b>	<b>Number trained</b>
Mental Health Awareness	TCHC Human Resources	1 day	83
Fire Safety Awareness	TCHC Human Resources	1 day	83

## Equipment

In 2016, TCHC Special Constables had no changes to the authorized equipment as noted below.

<b>Equipment Issued to Special Constables</b>
<ul style="list-style-type: none"><li>• One badge with appropriate carrier and TCHC Special Constable photo ID card</li><li>• Soft body armor with appropriate carriers</li><li>• One pair of cut-resistant Kevlar-lined leather gloves</li><li>• One pair of winter gloves</li><li>• Disposable bio-hazard gloves, CPR mask and belt pouch</li><li>• One set of handcuffs with appropriate belt case</li><li>• One 21 inch expandable baton with appropriate belt carrier</li><li>• Memo book and cover</li><li>• One CSU Standard Operating Procedures (SOP) manual.</li><li>• One AAA battery flashlight with belt case</li><li>• One container of OC foam with belt case</li><li>• One radio with microphone and Earpiece</li></ul>

## Reporting Requirement

In 2016, Toronto Community Housing Special Constables responded to 40,401 incidents pertaining to requests for service and investigations of events on or related to Toronto Community Housing properties. Please note, the data contained in this report does not include calls for service attended by CSU Patrol Officers without Special Constable Status.

Many of these calls were attended by both Toronto Community Housing officers and the Toronto Police Service. These matters were reported by TPS officers involved and were cross-referenced in the Toronto Community Housing daily activity report submitted to the Special Constable Liaison Office. The statistics below reflect enforcement and investigations that were initiated or conducted independently by Toronto Community Housing Special Constables.

## Crime and Order Management (Qadria)

<b>Authority</b>	<b>Total Arrested and/or Charged</b>	<b>Charged and Released - Form 9/Part III POA /POT</b>	<b>Released Unconditional No Charges</b>	<b>Delivered in Custody to Toronto Police</b>
Criminal Code	164	1 POT LLA 2 FORM 9 1 104 LLA 7 104 TPA 12 POT TPA	4	139



Controlled Drugs and Substances Act	13	0	0	13
Trespass to Property Act	87	1 104 LLA 13 104 TPA 50 POT TPA	10	13
Liquor Licence Act	11	2 POT LLA 1 104 LLA 4 POT TPA	1	3
Mental Health Act	6	0	5	1

*\* As provided in the Special Constable Appointment*

### **Other Reports**

<b>Event Type: Criminal Investigation (TPS General Occurrence filed by CSU)</b>	<b>No.</b>
Arson	1
Assault	16
Assault with Intent to Resist Arrest	1
Assault Peace Officer	10
Assault Police Officer	1
Assault with Weapon or Bodily Harm	6
Attempt Break & Enter - Office	1
Attempt Break & Enter - Residence	1
Breach of Probation (Provincial)	1
Break & Enter - Other	1
Break & Enter - Residence	3
Carrying Concealed Weapon	1
Dispute - Domestic	3
Drug Offence - Possession	2
Drug Offence - Possession for the Purpose of Trafficking	5

Fail to Comply - Probation	6
Fail to Comply - Recognizance	13
Found Property	1
Indecent Exposure (or Act)	2
Mischief	206
Mischief - Graffiti	20
Obstruct (Peace/Police ) Officer	1
Other Weapon Related Offences	1
Possession Weapons Dangerous	1
Public Mischief	1
Recovered Auto	1
Robbery (Not Armed)	2
Theft From Vehicle Over	1
Theft From Vehicle Under	11
Theft of Auto Under \$ 5000	2
Theft of Tricycle/Scooter	1
Theft Under	44
Theft Under (Bicycle)	17
Threatening	3
Vehicle Accident	2
Warrant Executed Arrest	58

<b>Event Type: Non-Offence (CSU internal reports only)</b>	<b>No.</b>
Aggravated Assault	5
Ambulance Call	399
Armed Robbery	25
Arson	25
Assault	162
Assault with Intent to Resist Arrest	1
Assault with Weapon or Bodily Harm	83
Assist Other - Access	222

Assist Other - Eviction	10
Assist Other - General	199
Assist Other - Information	340
Assist Resident - Check Welfare	601
Assist Resident - Information	931
Assist Resident - Other	621
Assist Resident- Access	77
Assist Security - Back-up	1124
Assist Security - Detail	43
Attempt Armed Robbery	1
Attempt Break & Enter - Other	3
Attempt Break & Enter - Residence	11
Attempt Robbery (Not Armed)	3
Attempted Homicide	27
Bike Patrol - Self Initiated	53
Breach of Probation (Provincial)	8
Break & Enter - Office	6
Break & Enter - Other	28
Break & Enter - Residence	96
Call Cancelled	207
Carrying Concealed Weapon	5
Cause Disturbance or Loitering	4267
CCTV (FOI, Legal, OU. TPS)	384
Child Neglect	8
Criminal Harassment	3
Cruelty to Animals	3
Defective Equipment - Access	88
Defective Equipment - CCTV	8
Defective Equipment - Elevator	334
Defective Equipment - Fire & Life Safety	219
Defective Equipment - Other	157
Discharge Firearm (Bodily Harm)	2
Discharge Firearm (Danger Life)	62

Discharge Firearm (Wound, Maim)	4
Dispute - Domestic	197
Dispute - Landlord/Tenant	151
Dispute - Neighbour	5659
Dispute - Other	76
Dog By - laws	16
Dog Owner's Liability Act	37
Drug Offence - Other	30
Drug Offence - Possession	21
Drug Offence - Possession for the Purpose of Trafficking	16
Drug Offence - Trafficking	3
Escape Lawful Custody or Unlawfully at Large	1
FACODE31 - Alarm System Equipment Malfunction	148
FACODE32 - Alarm System Equipment - Accidental Activation (excluding Code 35)	135
FACODE33 - Human - Malicious Intent/Prank	311
FACODE34 - Human - Perceived Emergency	80
FACODE35 - Human - Accidental (alarm accidentally activated by person)	244
FACODE39 - Other False Fire Alarm	627
FACODEFE - Fire	302
Fail to Comply - Probation	32
Fail to Comply - Recognizance	23
Found Property	29
Fraud	6
Hazardous Condition	416
Homicide	11
Indecent Exposure (or Act)	2
Information Only	626
Insecure Premises - Dwelling	77
Insecure Premises - Other	25
Insecure Premises - TCHC	55
Intrusion Alarm - Accidental	24
Intrusion Alarm - Defective	22

Law Enforcement - Information	307
Liquor Licence Act	60
Meeting - Corporate	38
Meeting - CPLC	2
Meeting - Crime Management	22
Meeting - Law Enforcement	32
Mental Health Act	156
Mischief	303
Mischief - Graffiti	40
Missing Person	17
No Status	80
Other Criminal Code Offences	18
Other Provincial Statutes	5
Other Weapon Related Offences	7
Parking Information	1006
Parking Violation	3589
Parking Violation - Towing	64
Patrol - Focused	2008
Patrol - Joint CSU and TPS	555
Patrol - Officer Initiated	8353
Patrol 3rd Party	10
Personal Injury - Other	9
Personal Injury - TCHC Officer	9
Personal Injury - Tenant	28
Possession of House Breaking/Burglar Tools	2
Possession Under - Property Obtained by Crime	1
Possession Weapons Dangerous	13
Recovered Auto	14
Robbery - Delivery Person	5
Robbery - Home Invasion	13
Robbery (Not Armed)	31
Sexual Assault	17
Special Attention - Other	1603

Special Attention - Parking	75
Special Attention - Vacant Unit	61
Sudden Death - Accidental	2
Sudden Death - Natural Causes	57
Sudden Death - Suicide	4
Sudden Death - Undetermined	53
Suicide - Attempt	6
Theft From Vehicle Under	27
Theft of Auto Over \$ 5000	7
Theft of Auto Under \$ 5000	15
Theft of Licence Plate (Single)	2
Theft of Licence Plates (Set)	7
Theft of Licence Val Tag (Sticker)	1
Theft of Tricycle/Scooter	3
Theft Over	4
Theft Over (Bicycle)	1
Theft Under	94
Theft Under (Bicycle)	16
Threatening	57
TPA - Prohibited Activity Illegal Dumping	7
Trespass Release -- 3rd Party	46
Trespass Release -- CSU	9
Trespass to Property Act	487
Unlawfully In Dwelling	7
Vehicle Accident	106
Warrant- Executed Arrest	66
Warrant- Executed Search	59

### **Property**

All property seized by Toronto Community Housing Special Constables were held in accordance with Toronto Police Services policies and procedures.

Any seized property required for cases under investigation by the Toronto Police Service was immediately forwarded to TPS for storage and/or evidence.

All other seizures (drugs, cash, weapons, found property) were surrendered directly to the Toronto Police Service at the time of the initial investigation, including completion of the applicable reports and TPS property processing procedures, and in compliance with our Special Constable agreement.

### **Complaints**

As required by the agreement between Toronto Community Housing and the Toronto Police Services Board, TCHC has established a complaint investigation procedure for Special Constables which corresponds with the procedure used by the Toronto Police Service. Toronto Community Housing provides a quarterly report of all complaints and their investigations to the Toronto Police Services Board. Any findings of misconduct are reported forthwith.

In 2016, there were six complaints received in relation to TCHC Special Constables. The complaints were investigated by Professional Standards and all were categorized as non-serious misconduct and were handled internally; none of the complaints resulted in disciplinary action.

Total Number of Complaints	Investigated by CSU	Investigated by Toronto Police	Number Resolved	Number Outstanding
6	6	0	6	0

### **Use of Force**

In 2016, eight Use of Force reports were completed by Toronto Community Housing Special Constables. There were seven instances Officers used soft, empty hand techniques to apply handcuffs to execute arrests and four instances where hard, empty hand techniques were used for the same.

There was one incident where OC Foam was deployed and two instances where a baton was used.

In three instances, officers only used force when they were assaulted. There were two incidents which resulted in minor injuries to the officers.

In one instance, one officer sustained minor injuries to his shoulder and sought medical attention. One suspect was released on POT; there were three instances where the suspects were transported to Division. In one instance TPS took control of the suspect.

<b>Category of Offence</b>	<b>Use of Force: Baton</b>	<b>Use of Force: OC Foam</b>	<b>Use of Force: Hand (soft/hard)</b>
Assault Peace Officer	1	1	3
Assault			2
Assault With Weapon or Bodily Harm	1		1
Warrant Executed			2
Drug Offence Possession			2
Trespass to Property Act			1

### **Governance**

Toronto Community Housing's Special Constable Program is guided by the Community Safety Unit's mandate and code of ethics in addition to existing Standard Operating Procedures and TCHC's Code of Conduct. Toronto Community Housing Special Constables are fully conversant with the laws and regulations governing enforcement, pertaining to their designation.

Toronto Community Housing employs a team of supervisors who also hold the status of Special Constable and are responsible for the appearance, conduct, discipline and performance of all officers. All Special Constables understand the contract agreement between Toronto Community Housing and Toronto Police Service as well as the expectations concerning their conduct and/or job performance.



## **TPS 2016 Annual Report - Highlights**

### **Special Constable Designations**

On September 15<sup>th</sup>, 2016 the Toronto Police Service (TPS) Board approved Toronto Community Housing's application to increase the complement of Special Constables by 29 from 83 to 112 designations. The change will strengthen how the Toronto Community Housing works with TPS on the ground and foster more consistency and collaboration, ultimately benefitting the tenants and communities we both serve.

### **Memorandum of Understanding (MOU)**

Toronto Police Service and Toronto Community Housing began working on developing a memorandum of understanding to allow for more efficient information sharing between TPS and TCHC.

### **Resident and Community Engagement**

In 2016, the Community Safety Unit organized 306 resident/community engagement activities which consisted of safety council meetings, community fairs and barbeques, festivals, game nights and seminars.

### **Joint Patrols**

Between January 1, 2016 and December 31, 2016 Toronto Police Service and Toronto Community Housing Special Constables participated in 578 joint patrols and walk-throughs in our communities. This initiative has been focused on deterring anti-social behaviour on Toronto Community Housing properties. Please note, this number does not include joint patrols conducted by our Community Patrol Officers who do not hold Special Constable designations

### **Vehicles**

In 2016, the Community Safety Unit acquired 10 new all-wheel drive, Ford Taurus Interceptors, increasing our fleet to a total of 58 vehicles. The increased number of new, high performance vehicles will assist officers in patrolling communities, attending to calls for service and transporting prisoners.