



Public Meeting Minutes

Auditorium
40 College Street, 2nd Floor
Toronto, Ontario
www.tpsb.ca

Thursday,
April 20, 2017
at 1:00 PM

The following *draft* Minutes of the meeting of the Toronto Police Services Board that was held on April 20, 2017 are subject to adoption at its next regularly scheduled meeting.

Attendance:

The following members were present:

Mr. Andrew Pringle, Chair
Mr. Chin Lee, Councillor & Vice-Chair
Ms. Shelley Carroll, Councillor & Member
Mr. Ken Jeffers, Member
Ms. Marie Moliner, Member
Dr. Dhun Noria, Member
Mr. John Tory, Mayor & Member

Chief of Police Mark Saunders, Toronto Police Service
Ms. Sandy Murray, Acting Executive Director, Toronto Police Services Board
Ms. Sheri Fulton, Acting Executive Assistant, Toronto Police Services Board
Mr. Karl Druckman, Solicitor, City of Toronto - Legal Services Division

Declarations:

Declarations of Interest under the [Municipal Conflict of Interest Act](#) - none

Previous Minutes:

The Minutes of the meeting that was held on [March 23, 2017](#), previously circulated in draft form, were approved by the Board.

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Services Board that was held on April 20, 2017

P75. [Supporting the Psychological Health of Our Members](#)

The Board was in receipt of a report dated April 04, 2017 from Mark Saunders, Chief of Police, with regard to this matter.

The following were in attendance and delivered a [presentation](#) to the Board:

- Jeanette May, Director, Human Resources
- Robert Duncan, Acting Manager, Occupational Health and Safety

Following the presentation Mr. Duncan, Dr. Carol Vipari and Dr. Catherine Martin-Doto, TPS Psychologists, responded to questions by the Board.

Ms. Brenda Ross was in attendance and delivered a deputation to the Board.

Board members encouraged MAS to review the recommendations of the deputant and explore how they might be incorporated into the Service's wellness strategy. Dr. Noria asked if the volunteers could be used more effectively within the Divisions to provide outreach to members. The Service stated that it supports this notion and will encourage the Peer Support Team Coordinator to continue to promote the message about the services that are offered.

The Board was also in receipt of a report dated April 11, 2017 containing a copy of the TPS Employee Wellness and Post-Traumatic Stress Disorder Prevention [Plan](#).

The Board approved the following Motions:

1. THAT the Board receive the Chief's report dated April 04, 2017, presentation and deputation; and
2. THAT the Board approve the Chief's report dated April 11, 2017.

Moved by: M. Moliner
Seconded by: C. Lee

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Services Board that was held on April 20, 2017

P76. [Toronto Police Service – Parking Enforcement Unit: Final Operating Budget Variance Report Year-Ending December 2016](#)

The Board was in receipt of a report dated April 03, 2017 from Mark Saunders, Chief of Police, with regard to this matter.

The Board approved the foregoing report.

Moved by: S. Carroll
Seconded by: M. Moliner

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Services Board that was held on April 20, 2017

P77. [Special Constables – Appointments and Re-Appointments](#)

The Board was in receipt of a report dated March 24, 2017 from Mark Saunders, Chief of Police, with regard to this matter.

The Board approved the foregoing report.

Moved by: C. Lee
Seconded by: J. Tory

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Services Board that was held on April 20, 2017

P78. [City of Toronto Council Decision – Municipal Alcohol Policy Update and Caffeinated Energy Drinks](#)

The Board was in receipt of a report dated April 06, 2017 from Mark Saunders, Chief of Police, with regard to this matter.

The Board approved the foregoing report.

Moved by: J. Tory
Seconded by: C. Lee

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Services Board that was held on April 20, 2017

- P79. [Annual Report – 2016 Audit of the Drug Repository Section, Property and Video Evidence Management Unit](#)

The Board was in receipt of a report dated March 15, 2017 from Mark Saunders, Chief of Police, with regard to this matter.

The Board received the foregoing report.

Moved by: C. Lee
Seconded by: D. Noria

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Services Board that was held on April 20, 2017

- P80. [Annual Report – 2016 Police Cooperative Purchasing Group Purchases](#)

The Board was in receipt of a report dated April 03, 2017 from Mark Saunders, Chief of Police, with regard to this matter.

The Board received the foregoing report.

Moved by: C. Lee
Seconded by: D. Noria

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Services Board that was held on April 20, 2017

- P81. [Annual Report – 2016 Sole and Single Source Purchases](#)

The Board was in receipt of a report dated April 03, 2017 from Mark Saunders, Chief of Police, with regard to this matter.

The Board received the foregoing report.

Moved by: C. Lee
Seconded by: S. Carroll

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Services Board that was held on April 20, 2017

P82. [Annual Report – 2016 Toronto Police Services Board’s Consulting Expenditures](#)

The Board was in receipt of a report dated March 09, 2017 from Andy Pringle, Chair, with regard to this matter.

Vice-Chair Lee requested that an error located on page one of the report be corrected to indicate that the 2016 consulting expenditures for the Board are to be forwarded to the City on or before February 29, 2017, and not February 29, 2016 as noted in the report.

The Board noted the correction and received the foregoing report.

Moved by: C. Lee
Seconded by: S. Carroll

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Services Board that was held on April 20, 2017

P83. [Annual Report – 2016 Toronto Police Service’s Consulting Expenditures](#)

The Board was in receipt of a report dated April 03, 2017 from Mark Saunders, Chief of Police, with regard to this matter.

Mr. Derek Moran was in attendance and delivered a deputation to the Board.

The Board received the deputation and the foregoing report.

Moved by: S. Carroll
Seconded by: C. Lee

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Services Board that was held on April 20, 2017

P84. [City of Toronto Council Decision – 2017 Capital and Operating Budgets](#)

The Board was in receipt of a report dated March 29, 2017 from Andy Pringle, Chair, with regard to this matter.

The Board was also in receipt of a written submission (not dated) from Kris Langenfeld with regard to this matter. A copy of the submission is on file in the Board office.

The Board received the written submission and approved the foregoing report.

Moved by: C. Lee
Seconded by: J. Tory

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Services Board that was held on April 20, 2017

P85. [Response to City of Toronto Council Decision – Update on Member Motion: 9-1-1 Texting](#)

The Board was in receipt of a report dated March 15, 2017 from Mark Saunders, Chief of Police, with regard to this matter.

The Board received the foregoing report.

Moved by: D. Noria
Seconded by: C. Lee

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Services Board that was held on April 20, 2017

P86. [Toronto Police Service – Final Operating Budget Variance Report Year-Ending December 2016](#)

The Board was in receipt of a report dated April 03, 2017 from Mark Saunders, Chief of Police, with regard to this matter.

The Board approved the foregoing report.

Moved by: M. Moliner
Seconded by: S. Carroll

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Services Board that was held on April 20, 2017

P87. [Various Code 3 Light Bar Replacement Parts and Retro-fit Kits Contracts](#)

The Board was in receipt of a report dated March 30, 2017 from Mark Saunders, Chief of Police, with regard to this matter.

The Board approved the foregoing report.

Moved by: C. Lee
Seconded by: S. Carroll

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Services Board that was held on April 20, 2017

P88. [Request for Funds – 50th Annual Police Officer of the Year Awards](#)

The Board was in receipt of a report dated April 04, 2017 from Andy Pringle, Chair, with regard to this matter.

Mr. Chris Worth, Chair, Police Officer of the Year Awards, was in attendance and delivered a deputation to the Board.

The Board received the deputation and approved the foregoing report.

Moved by: C. Lee
Seconded by: D. Noria

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Services Board that was held on April 20, 2017

P89. [Chief's Administrative Investigation: Custody Death \(Case: TPS 2015-26\)](#)

The Board was in receipt of a report dated January 13, 2017 from Mark Saunders, Chief of Police, with regard to this matter.

The Board received the foregoing report.

Moved by: C. Lee
Seconded by: S. Carroll

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Services Board that was held on April 20, 2017

P90. [Chief's Administrative Investigation: Custody Death \(Case: TPS 2015-33\)](#)

The Board was in receipt of a report dated March 13, 2017 from Mark Saunders, Chief of Police, with regard to this matter.

The Board received the foregoing report.

Moved by: D. Noria
Seconded by: S. Carroll

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Services Board that was held on April 20, 2017

P91. [Chief's Administrative Investigation: Custody Injuries to Filmon Adnekom](#)

The Board was in receipt of a report dated March 13, 2017 from Mark Saunders, Chief of Police, with regard to this matter.

The Board received the foregoing report.

Moved by: D. Noria
Seconded by: M. Moliner

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Services Board that was held on April 20, 2017

P92. [Request for Funds: 35th Annual Black Business and Professional Association Harry Jerome Awards Event](#)

The Board was in receipt of a report dated April 13, 2017 from Andy Pringle, Chair, with regard to this matter.

The Board approved the foregoing report.

Moved by: J. Tory
Seconded by: C. Lee

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Services Board that was held on April 20, 2017

P93. [Request for Feedback on Police Street Checks Public Awareness](#)

The Board was in receipt of correspondence dated April 04, 2017 from Stephen Beckett, Assistant Deputy Minister, Public Safety Division and Public Safety Training Division, Ministry of Community Safety and Correctional Services, containing a request for feedback on police street checks public awareness.

Chair Pringle read a [statement](#) with respect to the Board's expectations regarding the public's submissions on this matter.

The following were in attendance and delivered deputations to the Board:

- Peter Rosenthal *
- Jack Gemmell, Law Union of Ontario
- Kris Langenfeld *
- Desmond Cole

*written submission also provided; copy on file in the Board office.

The Board also received written submissions from:

- Valarie Steele, Black Action Defense Committee
- Mary Birdsell, Justice for Children and Youth

Copies of the written submissions are on file in the Board office.

The meeting unexpectedly adjourned at this time.

Moved by: C. Lee
Seconded by: M. Moliner

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P94. Items Deferred to the Next Meeting

The following matters were deferred to the May 2017 meeting:

- Report dated March 28, 2017 from Andy Pringle, Chair
Re: Sexual Violence and Harassment – Memo from the Honourable Marie-France Lalonde
- Report dated March 13, 2017 from Mark Saunders, Chief of Police
Re: Chief's Administrative Investigation: Custody Injuries to Hamza Sheikh
- Report dated March 13, 2017 from Mark Saunders, Chief of Police
Re: Chief's Administrative Investigation: Alleged Sexual Assault Complainant 2016-C
- Report dated April 03, 2017 from Mark Saunders, Chief of Police
Re: Annual Report – 2016 Public Sector Salary Disclosure

Copies of the foregoing reports are on file in the Board office.

Moved by: C. Lee
Seconded by: M. Moliner

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Police Services Board that was held on April 20, 2017**

P95. Confidential Meeting

In addition to the public meeting conducted by the Board today, a confidential meeting was held to consider a number of matters which were exempt from the public agenda in accordance with the criteria for considering confidential matters set out in s.35(4) of the *Police Services Act*.

The following members attended the confidential meeting:

Mr. Andrew Pringle, Chair
Mr. Chin Lee, Councillor & Vice-Chair
Ms. Shelley Carroll, Councillor & Member
Mr. Ken Jeffers, Member
Ms. Marie Moliner, Member
Dr. Dhun Noria, Member
Mr. John Tory, Mayor & Member

Next Regular Meeting

Date: Tuesday, May 23, 2017
Time: 1:00 PM

Minutes Approved by:

--original signed--

Chin Lee
Acting Chair

End.



Toronto Police Services Board Report

April 4, 2017

To: Chair and Members
Toronto Police Services Board

From: Mark Saunders
Chief of Police

Subject: SUPPORTING THE PSYCHOLOGICAL HEALTH OF OUR MEMBERS

Recommendation:

It is recommended that the Board receive the following report and presentation on programs and initiatives related to supporting the psychological health and well-being of our members.

Financial Implications:

There are no financial implications relating to the recommendation contained within this report.

Background / Purpose:

At the Toronto Police Services Board meeting on November 17, 2016 (Board Min. C194/16 refers), the Board approved a Motion to identify a Board meeting date in 2017 for the purpose of discussing the steps that the Service is taking to address mental health issues.

The purpose of this report is to provide a presentation by Jeanette May, Director, Human Resources, and Robert Duncan, Acting Manager, Occupational Health and Safety, regarding the programs and resources available to members to support their psychological health and well-being.

The presentation will provide an overview of the various units which play a role in supporting psychological health, and a brief description of some of the key programs, initiatives, and resources available to members. The presentation will also highlight the key sections of the post-traumatic stress disorder (P.T.S.D.) prevention planning document which will be submitted to the Ministry of Labour in response to their request. Significant work has been done by the Toronto Police Service to support members who

may require these services, to reduce stigma associated with seeking support, and to support the resiliency of members.

Conclusion:

It is recommended that the Board receive this report and presentation on the Toronto Police Service's internal mental health programs and initiatives.

Mr. Tony Veneziano, Chief Administrative Officer, Corporate Services Command, will be in attendance to answer any questions that the Board may have regarding this report.

Respectfully submitted,

Mark Saunders, O.O.M.
Chief of Police

TPS Wellness Resources



Supporting the Psychological
Health of our Members

April 20, 2017



OUR MISSION IS COMMUNITY SAFETY

We are dedicated to delivering police services, in partnership with our communities, to keep Toronto the best and safest place to be

OUR PRINCIPLES

Actively Accountable and Trusted • Transparent and Engaged • Inclusive and Collaborative • Affordable and Sustainable

OUR GOALS



Be where the public needs the Service the most



Embrace partnerships to create safe communities



Focus on the complex needs of a large city

HOW WE WILL GET THERE

BY TRANSFORMING

How we relate to the public: focusing on safe communities and neighbourhoods

How we deliver our services: from Primary to Priority response

Access to Services

Affordability and sustainability

Culture change

Our people are our greatest asset

Leadership and Commitment



The Chief of the Toronto Police Service and the Chair of the Toronto Police Services Board have signed a joint “Statement of Commitment to the Psychological Wellness of Toronto Police Service Members”. This statement has been approved and endorsed by the Toronto Police Services Board and is displayed prominently in all Toronto Police Service units and facilities.

Overview: Internal Mental Health Resources



Psychological Services

- Prevention, Intervention, and Education Programs
- Critical Incident Response Team
- Employee & Family Assistance Program (EFAP)

Occupational Health & Safety Unit

- Medical Advisory Services
- Chaplaincy Services
- Workers' Compensation Section
- Safety Section

Toronto Police College

- In-Service Training
- Road to Mental Readiness (R2MR)
- Wellness Section
- Canadian Police Knowledge Network (CPKN)



Psychological Services



- Mandate is the maintenance and enhancement of the psychological health and resilience of members, both uniform and civilian
- Long-term goal is to promote a cultural shift which supports greater acceptance of the importance of psychological health, and to reduce the stigma surrounding mental health issues and help-seeking
- Offer extensive programs and resources designed to address mental health issues and wellness within the Service

Prevention, Intervention, and Education Psychological Services



- Psychological Wellness Program for members at risk due to the demands of the job
- Early Career Wellness Program for new officers, a pilot project at three pilot Divisions
- Individual consultation visits with members at times of heightened distress and risk
- Presentations regarding psychological health, coping and resilience, including contributions to the training of all new supervisors

Critical Incident Response Team (CIRT) Psychological Services



- Team of 88 Peer Support Volunteers trained in Critical Incident Stress Management and Peer Support Principles
- Received additional training in suicide prevention and intervention including safeTALK (LivingWorks) and Mental Health First Aid (Mental Health Commission of Canada)
- Comprised of both uniform and civilian members
- Available for support after critical incidents as well as for guidance for personal problems including family problems, stress, addiction and substance abuse

Critical Incident Response

Psychological Services



- In conjunction with the response from the Peer Support team, psychological debriefings with a mental health professional are conducted after critical incident events
- Follow-up support and intervention is available to members, including support at the time of inquest or other legal proceedings

Employee & Family Assistance Program Psychological Services



Employee & Family Assistance Program

- Confidential personal counselling available at no cost to members, available 365/24/7
- Available to members and their family in person, by telephone, or various electronic means
- Offers support for a wide variety of personal challenges and can provide referrals for treatment as required

Extended Health Care Benefits

- In addition to the EFAP, Extended Health Care benefits provide coverage for reimbursement of counselling and other psychological services provided by community care-givers

Occupational Health & Safety Unit



- Medical Advisory Services
- Chaplaincy Services
- Workers' Compensation Section
- Safety Section

Medical Advisory Services

Occupational Health & Safety Unit



- Perform fitness for duty assessments
- Develop, review and monitor return to work plans
- Determine eligibility for Central Sick Leave Bank
- Monitor members exposed to communicable diseases
- Verify and medically substantiate member absences

Chaplaincy Services

Occupational Health & Safety Unit



- Volunteer Chaplains provide spiritual support, emotional care and faith based guidance to members both personally and professionally
- Have religious certification and are members in good standing of a recognised religious organization
- On call 24 hours to provide support in times of celebration, bereavement, and crisis situations to Service members and their extended family

Workers' Compensation Section

Occupational Health & Safety Unit



- Responsible for administration of all Injured on Duty (IOD) reports
- Review IODs and initiate claims process with WSIB as required
- Identify claims involving traumatic mental stress and critical incidents and advise MAS
- Bill 163 (2016) has had a measurable impact on traumatic mental stress claims

Safety Section

Occupational Health & Safety Unit



- Participate in provincial police health and safety associations
- Liaise with other police services with respect to current and best practices
- Investigate critical injuries to members of the Toronto Police Service
- Participate in Central Joint Health & Safety Committee meetings and initiatives

Toronto Police College



- In-Service Training Program
- Road to Mental Readiness (R2MR), paired with SafeTALK training
- Wellness Section
- Canadian Police Knowledge Network training



Other Resources



- Internal Support Networks
- Toronto Police Amateur Athletic Association
- Internal anti-stigma campaigns, such as the “Elephant in the Room” in collaboration with the Mood Disorders Society of Canada

PTSD Prevention Plan



- *Supporting Ontario's First Responders Act (Posttraumatic Stress Disorder)* received Royal Assent on April 6, 2016
- Minister of Labour directed all emergency services employers to submit information on PTSD prevention planning by April 23, 2017
- Direction from Minister published in *Ontario Gazette Vol. 149, Issue 17*

PTSD Prevention Plan



- TPS submission provides an overview of current programs and resources, as well as future plans such as R2MR
- The Service's plan takes a holistic, wellness-based approach to address the many potential health outcomes of exposure to traumatic events, rather than limiting planning to strictly one specific diagnosis (PTSD)



Thank You Questions?



Toronto Police Services Board Report

April 11, 2017

To: Chair and Members
Toronto Police Services Board

From: Mark Saunders
Chief of Police

**Subject: Employee Wellness and Post-traumatic Stress Disorder
Prevention Plan**

Recommendation:

It is recommended that the Chief forward a copy of the Toronto Police Service's Employee Wellness and Post-traumatic Stress Disorder Prevention Plan to the Minister of Labour.

Financial Implications:

There are no financial implications relating to the recommendation in this report.

Background / Purpose:

At its March 2017 meeting, the Board received a report from the Service on a consolidated report that was submitted to the City's Executive Committee on Post-traumatic Stress Disorder and Suicide Prevention Mental Health Support for first responders.

This report provided information on the activities and programs carried out by Toronto Fire Services, Toronto Paramedic Services and the Toronto Police Service (Service) in support of their respective members.

The *Supporting Ontario's First Responders Act, 2016* came into force on April 6, 2016. This legislation is a key component of Ontario's strategy to address prevention of and resiliency to post-traumatic stress disorder (P.T.S.D.). The Act allows the Minister of Labour to direct certain employers to provide information about their plans to prevent P.T.S.D. and authorizes the Minister to publish any information collected.

Under this authority, the Minister of Labour directed all employers who employ workers to whom section 14 of the *Workplace Safety and Insurance Act, 1997* applies, which includes police, to provide the Minister with information on their workplace P.T.S.D. prevention plans by no later than April 23, 2017.

Further to the report provided to the Board in March 2017, attached is a copy of the P.T.S.D. prevention plan to be submitted to the Minister of Labour (see Appendix A).

Discussion:

The Service has programs and supports in place aimed at preventing P.T.S.D. Recent efforts within the Service have focused on reviewing best practices as well as identifying and addressing any gaps identified as a result of the assessments and reviews.

The Service continues to strive to develop mental help programs and initiatives that give Service members different options that they can access to seek the help they and their families need, depending on their comfort level.

The various programs that the Service has or is putting in place are outlined in the P.T.S.D. prevention plan as well as in the presentation provided on the Service's wellness resources and psychological supports. These include both reactive and proactive programs, as well as education initiatives to increase awareness and reduce the stigma around mental health. More detail on each of the Service's programs is included in the attached P.T.S.D. plan.

Conclusion:

The Service is committed to the psychological wellness of its members and has developed a number of programs/procedures designed to ensure attention to the mental health and wellness of members in the workplace.

As requested by the Minister of Labour, the Chief will forward a copy of the Service's Employee Wellness and Post-traumatic Stress Disorder Prevention Plan to the Minister, by the April 23, 2017 deadline.

Mr. Tony Veneziano, Chief Administrative Officer, will be in attendance to answer any questions from the Board.

Respectfully submitted,

Mark Saunders, O.O.M.
Chief of Police

MS/PT

File name: TPS Employee Wellness and P.T.S.D. Prevention Plan.docx

Psychological Wellness and PTSD Prevention Plan



**Toronto Police Service
Human Resources**

APRIL 2017

TABLE OF CONTENTS

<u>EXECUTIVE SUMMARY</u>	4
<u>STATEMENT OF COMMITMENT</u>	6
<u>UNITS AND PROGRAMS</u>	7
<u>Psychological Services</u>	7
<u>Prevention Programs</u>	7
<u>Selection Processes</u>	7
<u>Psychological Wellness Programs</u>	8
<u>Wellness Supports for Deployed Members and Families (International Policing)</u>	9
<u>Pre-Inquest Preparatory Sessions</u>	9
<u>Presentations and Training</u>	10
<u>Intervention Programs</u>	10
<u>Critical Incident Response Team (CIRT) / Peer Support Volunteers (PSV)</u>	10
<u>Critical Incident Response</u>	10
<u>Employee and Family Assistance Program (EFAP)</u>	12
<u>Benefit Coverage – External Psychologist</u>	12
<u>Consultation with Service Psychologist</u>	12
<u>Toronto Police College</u>	13
<u>In-Service Training Program</u>	13
<u>Post Incident Firearms Exposure Program</u>	13
<u>Wellness Section</u>	14
<u>Canadian Police Knowledge Network (CPKN)</u>	14
<u>Supervisor In Service Leadership Course</u>	15
<u>Road to Mental Readiness (“R2MR”)</u>	15
<u>Occupational Health & Safety Unit</u>	16
<u>Medical Advisory Services</u>	16
<u>Fitness for Duty Assessments</u>	17
<u>Workplace Accommodations</u>	17
<u>Workers’ Compensation Services</u>	17

<u>Chaplaincy Services</u>	18
<u>About the Program</u>	18
<u>Roles and Responsibilities</u>	18
<u>Other Programs and Activities</u>	19
<u>Internal Support Networks</u>	19
<u>Toronto Police Amateur Athletic Association</u>	19
<u>TORONTO POLICE SERVICE PROCEDURES</u>	20
<u>Toronto Police Service Procedures</u>	20
<u>Toronto Police Services Board Policies</u>	20
<u>WORKPLACE ASSESSMENT</u>	21
<u>HUMAN RESOURCES WELLNESS STRATEGY</u>	22
<u>CONCLUSION</u>	22

EXECUTIVE SUMMARY

This document provides an overview and summary of the key programs, resources, and tools which support the Toronto Police Service's strategy to enhance psychological wellness, improve resiliency, address mental health concerns, and reduce the risk of Post-Traumatic Stress Disorder (PTSD) and other occupational stress injuries among members. Members of police services throughout Ontario are regularly and routinely exposed to stressful and potentially traumatic events in the course of their day-to-day duties, and in a city as large and complex as Toronto, the challenges and risks involved in protecting community safety are significant. The Statement of Commitment from Chief Mark Saunders and Toronto Police Services Board Chair Andrew Pringle reinforces this important message to the community and our members.

Although PTSD among first responders and military personnel has received considerable attention, especially in recent years, it is important to note that the stresses inherent in this type of work can lead to a variety of challenges and medical conditions. These can include anxiety-related disorders, substance abuse issues, depression, and a wide range of personal and emotional difficulties. Therefore, it must be emphasized that the Toronto Police Service views the need to support all aspects of psychological health and emotional wellness as being of critical importance. It is also important to note that it is not only police officers who have the potential to be exposed to traumatic events when serving the public as a member of the Toronto Police Service. The Toronto Police Service employs civilian members in a wide range of positions in which there is the potential for exposure to traumatic events, and it is our goal to provide support to all of these members throughout their career.

One of the great strengths of the Toronto Police Service strategy is the wide range of options which are available to members, and the ease of accessibility of these options. These range from ready access to in-house professional support or trained peers, to the ability to select community psychologists, many of whom have extensive experience with workers in the field of emergency services. The goals of the Toronto Police Service programs include increasing resilience, reducing stigma, providing education, and preparing members for the challenging experiences they will face on the job, in addition to providing the supports they need following high stress events or incidents. This document provides information on the various units which are involved in psychological wellness initiatives and programs, and describes the resources available to members.

As the knowledge and understanding of the psychological hazards inherent in policing improves within the medical community, within the emergency services, and in the

public in general, the capacity to develop and implement the necessary resources to support first responders also improves. The next steps in this evolution for the Toronto Police Service include the Service-wide implementation of the Road to Mental Readiness Program, in which all members will receive training to help reduce stigma and promote mental health and resiliency, and the establishment of a comprehensive organizational wellness strategy which will help support members in all aspects of wellness throughout their careers.

STATEMENT OF COMMITMENT

The following joint statement was issued in December, 2015 by Chief Mark Saunders and Toronto Police Services Board Chair Andrew Pringle:

OUR COMMITMENT TO YOU AND YOUR PSYCHOLOGICAL HEALTH

We are dedicated to delivering police services that keep Toronto the best and safest place to be. We take pride in the uniform that we wear and in the job that we do. Yet we know that there can be challenges, with decisions and sacrifices made that can take an emotional toll on individuals and on families.

JUST AS YOU ARE COMMITTED TO THE JOB, WE ARE COMMITTED TO YOU.

We will provide you with a work environment that is positive and constructive, that respects our similarities and differences, and recognizes that we are all human and that sometimes we struggle, both in body and in heart and mind.

We will encourage you to take care of your psychological health, and we will encourage you to take care of each other, knowing that, on occasion, all of us need to lean on someone else.

Just as we provide you with protective equipment that keeps you from physical harm, we will encourage you to make use of wellness supports and resources that can build resilience and help to protect you from psychological injury.

When we see you struggle, we will offer you the supports that you need, knowing that tomorrow it may be our turn to face a challenge. As supervisors, we will encourage you to seek help, and we will assist you in finding the supports and services that you need without judgement or blame. If you need to be away from work, we will help you to return to the job with dignity and respect.

The Toronto Police Service strives as an organization to continually improve the existing supports provided to members, and to find new and innovative ways to help instill and enhance resiliency. This statement of commitment from Chief Saunders and Chair

Pringle serves to reinforce the work that is performed every day by the men and women of the Toronto Police Service whose mandate includes psychological wellness and the delivery of support and services to our members.

There are a wide range of resources, services, tools, and support systems available to members of the Toronto Police Service. This document outlines the key programs and strategies designed to help support our members while they protect and serve the City of Toronto.

UNITS AND PROGRAMS

The Toronto Police Service employs a comprehensive and holistic approach to supporting the psychological health and safety of our members. As such, there are a number of units within the Service which implement and manage programs focused on mental health and resilience.

Psychological Services

The Psychological Services section is staffed by two full-time clinical psychologists whose mandate is to deliver a program of psychological services to support and enhance the mental health and wellness of TPS members, both uniform and civilian. As clinicians embedded within the Service in a full-time capacity, the Service psychologists are uniquely placed to develop a comprehensive understanding of the complexity of police culture, the inherent issues and challenges that impact officers and civilians in various roles, and the political context in which they work. Operating with an eye to both prevention and intervention, Psychological Services is well-positioned to identify gaps in the provision of services and resources for members and to develop new initiatives to address those gaps.

Prevention Programs

Selection Processes

There are a number of positions and placements within the Toronto Police Service which could expose members to potential stressors and to challenging situations. In order to seek to ensure that candidates are prepared for the stress of doing police work, there are a number of points during a member's career during which they will participate in psychological screening, including:

- Pre-employment psychological screening of new constable candidates;

- Pre-transfer psychological screening of candidates to the Emergency Task Force;
- Pre-deployment psychological screening of candidates for secondments to the RCMP International Peace Operations Branch (IPOB) for overseas missions;
- Psychological screening of members requesting membership on the Peer Support/Critical Incident Response Team.

Psychological Wellness Programs

The goal of the Psychological Wellness Program is to improve and sustain psychological health by fostering the development of effective strategies for coping with stress and for enhancing psychological strength and resilience. Since its inception in 2007, the program has seen a gradual and steady expansion in the number of members served. Currently, there are ten groups, comprised of over 600 TPS members, who are scheduled to attend wellness visits, at least annually, with one of the two TPS Psychologists.

The following groups participate in Psychological Wellness Programs requiring them to meet regularly with Psychological Services (annually unless otherwise noted):

- Sex Crimes: investigators from Child Exploitation (twice annually), the Child and Youth Advocacy Centre; (Human Trafficking to commence in 2017);
- Intelligence: investigators from Technical Crimes (twice annually) and Undercover Operators;
- Organized Crime Enforcement: investigators from the Toronto Drug Squad;
- Emergency Task Force: Gun Team members and Training Office;
- Forensic Identification Services: investigators and civilian Photo Technicians;
- Traffic Services: Collision Reconstruction officers;
- Communication Services: call taking - dispatch and tape analysts;
- Homicide: investigators (Detectives and Detective Sergeants), Cold Case and Major Case Management (including civilian support);
- All members who have been deployed on overseas missions, either as reserve members of the Canadian Forces or those seconded to the RCMP through the IPOB Program; these members are seen upon return and then at three, six, and twelve months post-deployment;
- Early Career Program: currently being piloted with officers from 22, 14, and 51 Divisions

In his 2014 review entitled *Police Encounters with People in Crisis*, the Honourable Frank Iacobucci noted that mandatory attendance at wellness sessions removes some of the stigma, hesitation, and cultural resistance associated with psychologist visits. In addition, attendance can foster acceptance and a positive attitude toward mental health, facilitate early identification of any difficulties in coping, and increase the likelihood that members will access appropriate resources when needed. Proactive wellness check-ins provide an opportunity to establish rapport and trust, and to develop a level of comfort

with the discussion of issues related to emotional health, which serves to reduce the stigma and creates a greater familiarity with the range of resources available to members and their families. As previously indicated, wellness visits are scheduled at least annually with members of teams who engage in activities considered at risk for the development of Operational Stress Injury.

In discussing the benefits of the Psychological Wellness Program in his 2014 report, the Honourable Frank Iacobucci stated that “There is a compelling body of opinion suggesting that officers’ mental health needs should be monitored and treated early to ensure that mental health issues do not grow into significant problems that can affect the individual and the Service as a whole....the value of mandatory psychological visits in helping PRU [Primary Response Unit] officers and in fostering the growth of a culture that emphasizes mental health and wellness is clear. This is especially so for officers in their first years of service at the TPS.” The TPS strongly agrees with Iacobucci Recommendations #35 and #36 that state that all front-line primary response officers, particularly those new to the job, would greatly benefit from an opportunity to participate in a Psychological Wellness Program. Indeed, Psychological Services has identified the development of an Early Career Wellness Program as a key priority for program expansion. The Early Career Wellness Program has been introduced as a pilot project in three divisions, with evaluation data collected. Initial analyses of these data suggest overwhelming support from officers participating in the program.

Wellness Supports for Deployed Members and Families (International Policing)

International Policing deployments represent an exceptional opportunity for members to develop their knowledge and skills, and to gain experience in global aspects of policing. However, these deployments also have the potential to expose members to significant levels of stress as they may be called upon to work in conflict zones or in areas experiencing humanitarian catastrophes. In order to support members who apply for and are selected for these deployments, a number of processes are in place including:

- Pre-deployment training with deploying members, their families, and their Family Liaison Officers (FLOs);
- Supportive contact with family members and FLOs throughout the course of the mission;
- Training with family members and FLOs regarding the challenges of re-integration to family and work life after the stresses of mission deployment.

Pre-Inquest Preparatory Sessions

In order to prepare members for the personal impact of testimony at Coroner’s Inquests, Psychological Services collaborates with Legal Services to provide briefing sessions.

These sessions are designed to familiarize officers with the Inquest process and prepare them for the unique psychological demands associated with giving testimony regarding the loss of life resulting from actions taken on the job.

Presentations and Training

Psychological Services also facilitates a wide range of training and presentations for members. The presentations are delivered in a variety of locations throughout the Service and are carefully designed to address the unique needs of police officers, civilian members, and family members. Presentations include:

- Regular contributions to the training of Communication Operators and new Peer Support / Critical Incident Response team members regarding topics related to mental health, PTSD, cumulative stress and burnout, and responding to critical incidents;
- Contributions to topics in the Toronto Police College curriculum relating to wellness, mental health, operational stress injury, and anti-stigma campaigns;
- Family Day presentation to new recruit classes and their families prior to graduation;
- Mental health awareness and suicide prevention training to all newly promoted supervisors.

Intervention Programs

Critical Incident Response Team (CIRT) / Peer Support Volunteers (PSV)

The Service supports a team of 88 Peer Support Volunteers who are carefully selected to represent many of the Divisions and Units within the organization, both uniform and civilian members, from a broad cross section of ranks participating in the program as volunteers. These volunteers, many with lived experience, form the Critical Incident Response Team, and are trained to provide critical incident response, support to peers, and liaison with or referral to available resources. A listing of the CIRT/PSVs is maintained on the Service Intranet, and contains brief biographies of each volunteer so that Service members wishing to consult with a peer can familiarize themselves with the volunteer's background.

Critical Incident Response

The Toronto Police Service is committed to ensuring that members involved in traumatic critical incidents are given appropriate support both at the onset and conclusion of a traumatic critical incident, as well as the opportunity for professional assistance in dealing with critical incident stress. Critical Incident Response refers to the immediate

response after critical incident events, including events for which the province's Special Investigations Unit (SIU) has invoked its mandate.

Keeping in mind that *any* event has the potential to interfere with a member's ability to function professionally or personally, supervisors, officers in charge and unit commanders must assess each traumatic critical incident to determine the appropriate level of support for members involved. Factors that may impact the assessment include, but are not limited to the:

- Nature of the event
- Member's Service experience
- Member's life experience
- Member's involvement in previous traumatic critical incidents, and
- Member's behaviour

In determining whether an event should be reported as a "Traumatic Critical Incident", TPS procedures dictate that the decision should be based on the nature and circumstances of the event rather than on the reactions, or apparent lack of reaction, of the involved individuals, as it is recognized that a member suffering from critical incident stress may display a wide variety of symptoms. In addition, it should be emphasized that notwithstanding a supervisor's determination, procedure stipulates that the Critical Incident Response Team must be contacted in all instances in which a member has requested immediate support. It is deemed the responsibility of *all* members to assist and support each other in such high stress circumstances.

When a critical incident response is initiated, the response involves both psychological defusing and debriefing provided to involved Service members. The CIRT Coordinator and EFAP Liaison gathers additional information, coordinates with leadership, and oversees the planning and timely deployment of the CIRT team. Care is taken to consider any unique aspects of a particular event to ensure that an appropriate response is initiated. The CIRT Coordinator also assesses the nature of initial clinical support required, consulting with the Service Psychologists and/or liaising with the Employee and Family Assistance provider, as needed. The Psychological Services team considers the relative benefits of individualized (one-on-one) and group interventions, and works to ensure that appropriate follow-up is made available. The CIRT Coordinator and her team also have adopted a proactive approach to monitoring events that occur throughout the Service, and to providing support and follow-up to individuals and units as appropriate.

Employee and Family Assistance Program (EFAP)

The Service actively supports participation in the Employee and Family Assistance Program, which provides free counselling services available 24 hours a day, 7 days a week on every day of the year. These services are available to all Service members and their dependents, as well as retired members. The counselling is provided at no cost to members and their immediate family members, and can be used to help members cope with a wide range of issues and challenges. Counselling can be provided in person, over the phone, or through a variety of electronic means. The service is completely confidential, and the Toronto Police Service does not receive any information as to which members have utilized any of the many resources available through the EFAP.

Benefit Coverage – External Psychologist

Members are also entitled to \$3500 per year in benefits for both themselves and their dependents to access the services of a community psychologist. Members are welcome to contact any psychologist of their choosing directly, or may request assistance via Psychological Services in identifying practitioners with specific competencies (including knowledge of policing) practicing in their area.

Consultation with Service Psychologist

The psychologists at Psychological Services are available to provide consultation and brief intervention to members who are experiencing distress at home or on the job. As full-time dedicated staff members, they are available to provide ready access during a crisis or to assist in arranging appropriate community resources and follow-up, as required. Members can contact the psychologists directly, or be referred by a supervisor or management. Sessions are strictly confidential, and members are advised that the Service Psychologists will not become involved in formally assessing a member's fitness for duty, in order to ensure that members feel able to openly discuss any difficulties or areas of emotional concern. The Service Psychologists also are available to consult with Unit Commanders and supervisors on issues relating to the psychological health of members.

Toronto Police College

The Toronto Police College is responsible for planning and delivering training to members of the Toronto Police Service. Training requirements are established based on legislative requirements, established best practices, and Service priorities.

In-Service Training Program

The In-Service Training Program is an important means by which police officers receive ongoing training in all aspects of their public safety role. The In-Service Training Section is the largest section in the Toronto Police College. It encompasses training in the essential skills that officers use on a daily basis. The Section is comprised of two teams consisting of highly skilled and dedicated officers. Emphasis is placed on providing officers with a positive confidence building experience through the use of interactive discussion and practical exercises relevant to what they would experience in the line of duty.

The In-Service Training Section is responsible for delivering annual Provincially-mandated Use of Force qualification and officer safety training to both frontline and non-frontline personnel. These highly trained teams of officers are dedicated to delivering quality training that provides officers with the tools to de-escalate aggressive behaviour and to use sound judgment in selecting the most appropriate use of force option when confronted with violent behaviours. Training is provided in skills such as firearms, tactical communications, and response to persons in crisis. Enhancing resiliency and improving psychological wellbeing is a key feature of the training program, and members receive instruction specifically designed in collaboration with Psychological Services, to help them to cope with stressful and adverse situations which arise in the course of their duties.

Post Incident Firearms Exposure Program

It is recognized that, on occasion, officers may discharge their firearms in the line of duty, an event which inevitably will become one of the most impactful events in an officer's career. It is also recognized that the impact of these traumatic critical incidents may include not only the officer(s) who discharged their firearms but also other officers who attended but did not discharge their weapons. Given that the next opportunity for officers to discharge a firearm may not occur until their annual requalification, an event that may not be scheduled for several months, a Post Incident Firearms Exposure Program has been established to re-introduce officers to their firearms in a controlled and supportive setting. This program requires all officers involved in a shooting incident to attend the Toronto Police College for a session with a specially-trained Use

of Force instructor who will facilitate the officers' use of their weapons on the range, with the goal of restoring confidence in its use through graduated use and exposure. These sessions are designed to be strictly non-evaluative in nature, with a focus on the provision of education and support.

Wellness Section

The Mission Statement of the Toronto Police Service's Wellness Section is: to develop a sustainable, evidence-based, employee driven and management supported wellness model to improve the health and productivity of all Toronto Police Service Employees. The Wellness Section provides support and resources for members which include but are not limited to: annual Fitness Pin testing, nutrition and fitness consultations, mindfulness resources including yoga and meditation classes, and the "Toronto Police Healthy Eating on the Run Guide".

The Wellness Section also delivers lectures and information during the annual In-Service Training Program. The 2017 Wellness Lecture topic is "Suicide Awareness", and is comprised of a two-hour lecture to help members identify warning signs of suicide and to learn how to support their fellow officers. The training material addresses stigma in the workplace, strategies for enhancing personal resiliency, potential barriers and the importance of seeking help, and health and wellness tips to help members manage stress. Recommendation No. 2 of the Iacobucci Report emphasizes the importance of education for members on the availability of mental health resources and addressing stigma. The 2017 Wellness presentation provides officers with training in suicide awareness and prevention, emotional survival, social support, and fatigue management. The goals are to improve overall work safety and efficiency while boosting resiliency and overall employee health.

Canadian Police Knowledge Network (CPKN)

Another training tool utilized by the Toronto Police Service to provide training in a readily accessible and geographically distributed format is online training. Online training specific to policing in Canada is available through the Canadian Police Knowledge Network. The CPKN draws from subject matter experts from police and law enforcement agencies across the country, and is a key resource for up-to-date training material.

The Toronto Police Service makes extensive use of this flexible and important training tool. Some of the training modules which are available to members of TPS include:

Critical Incident Stress Management (for First Responders)

- *Fatigue Management*
- *Suicide Awareness and Prevention*
- *Suicide Awareness and Prevention for Supervisors*
- *When Trauma Doesn't Bleed*

Supervisor In Service Leadership Course

The Supervisory In Service Leadership course provides theoretical tools and frameworks for leaders to address human connections, individuality and crises within the context of worker/supervisor interaction. Employee wellness is addressed throughout the course, from Occupational Health and Safety legislation and lectures on harassment, violence and sexual harassment in the workplace, to Caretaking for Members after Trauma. In addition, emphasis is placed on the communication process in counseling individuals and Critical Conversations. The leadership course is designed to assist leaders in better understanding the needs of the individual, placing them in a better position to lead, and to support the ongoing wellness of Toronto Police Service members.

Road to Mental Readiness (“R2MR”)

Part of the Service’s commitment to psychological wellbeing is to engage in efforts to reduce stigma and increase resiliency surrounding the issue of mental health. To this end, the Service is rolling out a training program called *Road to Mental Readiness (R2MR)*. Previously implemented by the Department of National Defence for members of the military, R2MR has also been adapted by the Mental Health Commission of Canada (MHCC) for a policing environment.

The R2MR curriculum is set by the Mental Health Commission of Canada, and the success of the program is based on addressing all of these modules thoroughly. The Ontario Police College has assisted in the development of a team of in-house trainers which includes the Service Psychologists, as well as members recruited from the Toronto Police College and the TPS Critical Incident Response Team, to deliver this training.

The topics addressed during the training include:

- Mental Health and Stress;
- Stigma and Barriers to Care;
- The Mental Health Continuum Model;

- Mental Toughness and the Brain;
- Promoting Positive Mental Health in Employees;
- Model for Incident Review; and
- Techniques for Recognition and Support.

This training is mandatory for all members of the Service, uniform and civilian, of all ranks and classifications. It is being delivered in a phased roll-out based on rank and job function. Initially, Command and leaders will be provided with the tools and resources to facilitate resiliency and appropriate response to mental health concerns in the workplace. Training will then follow for all other members throughout 2017 and beyond. As part of the implementation, all front-line members and civilians will also receive SafeTALK training which addresses suicide alertness and support strategies.

Occupational Health & Safety Unit

The Occupational Health & Safety Unit (OHS) provides support and guidance to the Board, Command and members of the Service on matters relating to occupational and non-occupational injury/disease, workplace safety, return to work initiatives and services provided by our Chaplains. OHS ensures services are in compliance with the *Police Services Act*, the *Occupational Health & Safety Act*, *Workplace Safety and Insurance Act*, the *Personal Health Information and Protection Act* and any other governing legislation and the Toronto Police Service's policies, procedures and collective agreements. The Unit is comprised of Medical Advisory Services, the Workers' Compensation Section, the Safety Section, and Chaplaincy Services.

Medical Advisory Services

Medical Advisory Services (MAS) staff provide a supportive, caring environment to assist members who are recovering from a non-work related illness or injury. MAS staff work with members to create an individualized return to work plan that addresses the member's unique circumstances and concerns. A medical team of doctors and occupational nurses is dedicated to the development of programs to enhance and enrich the health and wellbeing of our members. Responsibilities include:

- Assess members' fitness for duty;
- Develop, review and monitor return to work plans;
- Determine eligibility for Central Sick Leave Bank (CSLB);
- Monitor members exposed to communicable diseases;
- Verify and medically substantiate extended member absences due to illness;
- Collaborate with Toronto Police Association (TPA) to provide suitable return to work plans for members in order to support their return to duty

MAS staff can advise and assist members with a wide range of health and wellness topics. Guidance is available by phone, email, or in person in order to help members access available resources.

Fitness for Duty Assessments

In certain situations, conduct or behaviour on the part of a member may cause supervisors or Unit Commanders to have concerns regarding the ability of that member to perform his or her duties. The Collective Agreements include provisions to give the Service's Medical Advisor "medical charge of every member who, on account of illness, injury or other physical or mental disability, is unable to do his or her police duties", and gives the Medical Advisor the sole right to determine when a member shall resume duty. It is extremely important, both in the interest of the wellbeing of members as well as public safety, that all members deployed by the Toronto Police Service are fit to perform their duties. The Medical Advisors perform a key role in supporting members and ensuring that their needs are addressed in a caring, compassionate, and professional manner.

Workplace Accommodations

When a member is unable to perform the full duties of his or her position, an assessment is conducted in order to determine the degree of impairment, the impact on the member's capacity to perform their role, the need for workplace accommodations, and the anticipated duration of accommodation requirements. The goal of the workplace accommodation program is to provide meaningful, respectful, and relevant work which contributes to the overall priorities and operational requirements of the Toronto Police Service.

Workers' Compensation Services

The role of the Workers' Compensation Section is to report and manage WSIB claims related to occupational illness and injury, represent the Service at hearings and adjudications, and to provide support and information to members and supervisors.

Key Responsibilities

- Collect, record, and assess all incoming injured on duty (IOD) reports;
- Determine which IODs meet the minimum criteria for submission to the WSIB;
- Prepare and submit the appropriate WSIB forms accurately and within legislated timelines;
- Manage WSIB claims relating to occupational illness and injury;
- Facilitate the early and safe return to work of members who have sustained occupational injuries or illnesses;
- Represent the Service at WSIB hearings and adjudications.

During the claim adjudication process, members are contacted by the Workers' Compensation Section in order to communicate and clarify requests for information, to advise as to the steps in the claim management process, and to answer questions.

Chaplaincy Services

The College Street Chapel and the Toronto Police Service Multi-faith Chaplaincy Service is dedicated to offering chaplaincy services in partnership with community faith groups to members of the Toronto Police Service. The Chaplaincy Services Coordinator is responsible for coordinating the provision of spiritual, moral/ethical and supportive emotional counselling for members of the Toronto Police Service and their families. This is achieved through interfaith recognition of diverse religious faiths and belief systems, and the development and maintenance of partnerships within various communities and groups as outlined within the Chaplaincy Services mandate.

About the Program

The Toronto Police Interfaith Chaplaincy Service was established in October 1999 to provide spiritual support, emotional care and faith based guidance to members of the Toronto Police Service both personally and professionally. Members of the Toronto Police Interfaith Chaplaincy Service (Volunteer Chaplains) have ecclesiastical/religious certification and are members in good standing of a recognised religious organization.

Roles and Responsibilities

Volunteer Chaplains provide support in times of celebration, bereavement and crisis situations to Service members and their extended family. On request, Volunteer Chaplains act as a liaison between Service members and community faith group leaders. In addition to being on call 24 hours, Volunteer Chaplains will often accompany patrol officers to better understand work issues, stress levels and concerns of front-line officers. They encourage open communication with front-line members while maintaining a high level of confidentiality where appropriate.

Key Responsibilities

- Recruiting and coordinating the services of new volunteer chaplains to assist with visiting Divisions and hospitals, and attending Service functions and ceremonies;
- Providing guidance or spiritual/emotional counselling and assistance for members of the Service and their families;
- Ensuring timely provision of onsite crisis management support and religious/emotional counselling for traumatic incidences/situations;
- Assigning areas and Divisions where chaplains work so that members receive spiritual support;
- Coordinating scheduling of worship and other spiritual activities at the Chapel.

Other Programs and Activities

In addition to programs specifically directed at psychological wellness, the Toronto Police Service also supports a number of internal programs intended to enhance overall wellbeing. These programs include a number of Internal Support Networks (ISNs), and the Toronto Police Amateur Athletic Association (TPAAA).

Internal Support Networks

Voluntary internal support networks have been established to help specific, self-identified groups share information and experiences, and to provide mentoring and guidance to assist members in their personal and professional development. The Toronto Police Service recognizes that fostering a workplace where members feel appreciated and included is important to its mission, and seeks to ensure that all members enjoy a high degree of job satisfaction and feeling of inclusivity.

One factor that contributes to job satisfaction is the presence of supportive members and supervisors who can provide ongoing advice and guidance that helps members integrate into the workplace or prepare for advancement. One of the ways to achieve this goal is through an Internal Support Network (ISN). There are a wide range of ISNs available to members, with the “No Boundaries” group being of particular importance with respect to providing support for members from the psychological and mental health perspective. The group provides members with important support to help manage stress.

Toronto Police Amateur Athletic Association

The Toronto Police Amateur Athletic Association provides members with opportunities to participate in a wide range of sports at varying levels of competition, from recreational “fun leagues” to national competitions. Not only does participation in sports activities help improve physical fitness, but it encourages teamwork and fosters camaraderie in a setting outside of the workplace. Participation in physical activities can be a valuable outlet and a way to enhance physical and emotional wellness. All of these factors can contribute to a better overall sense of wellbeing for members, and the TPS is proud to support the athletic endeavours and team-building participation among our members.

TORONTO POLICE SERVICE PROCEDURES

Psychological wellbeing and mental health are addressed not only through internal resources, programs, and tools, but are also ingrained in every aspect of Toronto Police Service operations through formal Service governance. TPS Procedures provide clear and specific direction to members with respect to the necessary steps to be taken in a range of activities which could have an impact on, or be impacted by, Service operations. Service governance is informed by the Toronto Police Services Board Policies, which provide direction to the Chief of Police with respect to the type of governance which is required.

Toronto Police Service Procedures

Following is a list of Toronto Police Service Procedures with direct relevance to the psychological wellbeing of members:

- 08-01 Employee & Family Assistance Program (EFAP)
- 08-02 Sickness Reporting
- 08-03 Injured on Duty Reporting
- 08-04 Members Involved in a Traumatic Critical Incident
- 08-05 Substance Abuse
- 08-11 Workplace Violence
- 08-12 Workplace Harassment
- 08-13 Workplace Accommodation – Medical
- 13-14 Human Rights
- 14-18 Internal Support Network (ISN)

The existence of Service governance which directly addresses topics relevant to wellness underscores the significant importance of wellbeing to the Chief and Command of the Toronto Police Service.

Toronto Police Services Board Policies

Toronto Police Service governance is created based on the policies of the Toronto Police Services Board. Three important Toronto Police Services Board Policies which are relevant to psychological wellness in the workplace for members of the Toronto Police Service are:

Policy	URL
Accommodation	Accommodation
Human Rights	Human Rights
Occupational Health & Safety	Occupational Health & Safety

A complete listing and the full text of all Toronto Police Services Board Policies can be found at: [Board Policies](#).

WORKPLACE ASSESSMENT

The Toronto Police Service has long recognized the importance of supporting the psychological wellbeing of our members. The most recent formal assessment of our existing procedures and programs took place in 2015. At that time, a joint committee was formed comprised of members of the Toronto Police Services Board, the Toronto Police Service, the Senior Officers' Organization, and the Toronto Police Association.

The committee requested that the Service conduct a gap analysis to compare the Service's existing support systems to the voluntary CAN/CSA Z1003-13 National Standard for *Psychological Health & Safety in the Workplace*, and report the results to the Toronto Police Services Board. A review team from the Service's Audit & Quality Assurance Unit was established; the team conducted an exhaustive and thorough audit of Service programs and resources. The audit team determined that the Service "has an enviable record of effectively and efficiently supporting the psychological health and safety of its members", observing acknowledgements by the Ontario Psychological Association and the American Psychological Association in 2008, 2009, and 2010 for efforts in this area.

The audit team identified numerous successful initiatives, but also identified certain areas for improvement. In particular, the audit team recommended improvements in "communication and coordination" between the units with responsibilities relevant to psychological wellness, and recommended more incorporation into strategic planning. The audit team also recommended better consolidation of the "evaluation criteria and process" to assess overall performance of the programs. Overall, the review team found that the entire National Standard "was, at least in part, addressed by the Service". Following a review of the results, the committee recommended that the Service should "consider adapting the Standard to the Service's needs instead of adopting it as it is currently written" in order to ensure that it meets the needs and circumstances of this large and complex organization.

HUMAN RESOURCES WELLNESS STRATEGY

The Toronto Police Service is committed to ongoing and continuous improvement in the development and delivery of services, programs, and resources designed to support the emotional and psychological wellbeing of all of our members, both civilian and uniform. As academic research and industry practice advance in all sectors including law enforcement, the Service evolves and expands the range of resources available. A Service-wide Human Resources Wellness Strategy is critical to the ongoing support, education and protection of our members.

In January 2017, the Final Report of the Transformational Task Force (“Task Force”) was published, detailing key recommendations for the future of the Toronto Police Service. The report included a section on “People Management and Human Resources”, in which the Task Force recommended the creation of a “specialized service focused on key outcomes including wellness, leadership, talent management, culture, and diversity”.

One of the key elements of this recommendation was to create a “broader, coordinated, and sufficiently resourced wellness strategy that provides physical and psychological services to ensure that all Service members are supported and have the mental and physical wellbeing and resilience to contribute effectively to organizational excellence”. The Task Force recommendation to establish a Service-wide strategy for wellness initiatives is consistent with the Service’s objectives and aligned with the recommendations from the Audit & Quality Assurance Unit’s review team. It is an important priority for the Toronto Police Service and the Toronto Police Services Board. Planning for a new HR Strategy, including a Service-wide Wellness Strategy, is currently underway with significant progress anticipated in the 2017 calendar year. The Wellness Strategy will take into consideration all aspects of wellness, including psychological wellness.

CONCLUSION

Chief Mark Saunders and the men and women responsible for leading the Toronto Police Service are strongly committed to the psychological wellbeing of all of our members. When the Transformational Task Force released its Final Report and Action Plan in January 2017, the Service and the Board committed to moving forward to modernize community safety in Toronto. An important part of this modernization will involve reshaping and enhancing the internal processes and procedures of the organization, with the intention of creating a model of policing that is “innovative, sustainable, and affordable”.

In order to be successful and to achieve the goal of establishing a culture of excellence, it is essential that the wellness of all members is viewed as a key priority. As the Task Force stated, “our people are our greatest asset”, and the Toronto Police Service is committed to measurable, constant improvement in the training, programs, resources, and tools which are available to support the psychological wellbeing of our members.



Toronto Police Services Board Report

April 3, 2017

To: Chair and Members
Toronto Police Services Board

From: Mark Saunders
Chief of Police

Subject: Operating Budget Variance Report for the Toronto Police Service Parking Enforcement Unit –Year Ending December 31, 2016

Recommendation:

It is recommended that the Board forward a copy of this report to the City of Toronto's (City) Deputy City Manager and Chief Financial Officer for information and inclusion in the variance reporting to the City's Budget Committee.

Financial Implications:

At its October 19, 2015 meeting, the Toronto Police Services Board (Board) approved the Parking Enforcement Unit's 2016 operating budget at a net amount of \$45.9 Million (M) (Min. No. P274/15 refers). Subsequently, Toronto City Council, at its February 17, 2016 meeting, approved the Parking Enforcement Unit's (P.E.U.) 2016 operating budget at the same amount.

Background / Purpose:

The Toronto Police Service P.E.U. operating budget is not part of the Toronto Police Service's (Service) operating budget. While the P.E.U. is managed by the Service, the P.E.U.'s budget is maintained separately in the City's non-program budgets. In addition, revenues from the collection of parking tags issued accrue to the City, not the Service.

The purpose of this report is to provide information on the P.E.U.'s 2016 final year-end variance.

Discussion:

The final year end variance is a surplus of \$2.63 Million (M).

The following chart summarizes the variance by category of expenditure, followed by information on the variance for both salary and non-salary related expenses.

Category	2016 Budget (\$Ms)	Year-End Actual Expend (\$Ms)	Fav/(Unfav) (\$Ms)
Salaries	\$30.12	\$29.03	\$1.09
Premium Pay	\$2.83	\$2.85	(\$0.02)
Benefits	\$7.53	\$7.36	\$0.17
Total Salaries & Benefits	\$40.48	\$39.24	\$1.24
Materials	\$1.48	\$1.04	\$0.44
Equipment	\$0.03	\$0.02	\$0.01
Services	\$5.46	\$5.03	\$0.43
Revenue (e.g. TTC, towing recoveries)	(\$1.52)	(\$2.03)	\$0.51
Total Non-Salary	\$5.45	\$4.06	\$1.39
Total Net	\$45.93	\$43.30	\$2.63

Salaries & Benefits (including Premium Pay):

The final favourable variance for salaries and benefits (including premium pay) is \$1.24M.

P.E.U. generally schedules one recruit class per year and hires the appropriate number of officers to ensure that, on average, it is at its full complement of officers during the year. The size of the recruit class is based on projected separations in 2016. However, due to the current hiring freeze and the fact the Service has issued a Request for Information for alternative service delivery options for parking enforcement services, the P.E.U. did not hire a recruit class in 2016. In addition, the 2016 attrition rate was higher than the budgeted amount, resulting in an increased favourable variance in parking enforcement officer salaries.

The favourable variance in benefits is a result of reduced staffing levels.

Nearly all premium pay at the P.E.U. is related to enforcement activities, attendance at court and the backfilling of members attending court. With respect to enforcement activities, premium pay is utilized to staff special events or directed enforcement activities. The opportunity to redeploy on-duty staff for special events is minimal, as this will result in decreased enforcement in the areas from which they are being deployed.

Directed enforcement activities are instituted to address specific problems. All premium pay expenditures are approved by supervisory staff and carefully controlled. During 2016, P.E.U. would have experienced a favourable variance in premium pay. However, significant expenditures were incurred for recoverable activities, resulting in a favourable revenue variance, as discussed below. The favourable revenue variance offsets the small unfavourable variance in premium pay.

Non-salary Expenditures:

The favourable variance in materials was due to reduced outfitting costs resulting from the hiring freeze and lower than expected purchases of manual parking tickets. The favourable variance in Services was mainly attributable to reduced maintenance costs for the handheld parking devices.

A favourable variance in revenues was mainly the result of the P.E.U. receiving significant recoveries for premium pay expenditures that were incurred to enforce parking by-laws on T.T.C. right of ways, which were necessitated by the continuing weekend subway closures for signal replacements.

Conclusion:

The Parking Enforcement Unit approved 2016 net operating budget was \$45.93M. The final year-end expenditure was \$43.3M (94.3% of the approved budget), resulting in a year-end operating surplus of \$2.63M.

Mr. Tony Veneziano, Chief Administrative Officer, Corporate Services Command will be in attendance to answer any questions from the Board.

Respectfully submitted,

Mark Saunders, O.O.M.

Chief of Police

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Toronto Police Services Board Report

March 24, 2017

To: Chair and Members
Toronto Police Services Board

From: Mark Saunders
Chief of Police

Subject: Special Constable Appointments and Re-Appointment

Recommendation(s):

It is recommended that the Board approve the appointment of the individuals listed in this report as special constables for the Toronto Community Housing Corporation, subject to the approval of the Minister of Community Safety and Correctional Services.

Financial Implications:

There are no financial implications relating to the recommendation contained within this report.

Background / Purpose:

Under Section 53 of the *Police Services Act of Ontario*, the Board is authorized to appoint and re-appoint special constables, subject to the approval of the Minister of Community Safety and Correctional Services. Pursuant to this authority, the Board now has agreements with the University of Toronto (U of T), Toronto Community Housing Corporation (T.C.H.C.) and Toronto Transit Commission (T.T.C.) governing the administration of special constables (Min. Nos. P571/94, P41/98 and P154/14 refer).

The Service has received a request from the Toronto Community Housing Corporation to appoint the following individuals as special constables:

Table 1 Name of Agency and Special Constable Applicant

Agency	Name
Toronto Community Housing Corporation	William Gregory ANDERSON (New Appointment)
Toronto Community Housing Corporation	Kinga FRONCZAK- LOFORTE (Re-Appointment)
Toronto Community Housing Corporation	Azariah REID (Re- Appointment)
Toronto Community Housing Corporation	Brien Matthew SEGUIN (New Appointment)
Toronto Community Housing Corporation	Benny WAN (New Appointment)

Discussion:

The special constables are appointed to enforce the *Criminal Code of Canada*, *Controlled Drugs and Substances Act*, *Trespass to Property Act*, *Liquor Licence Act* and *Mental Health Act* on their respective properties within the City of Toronto.

The agreements between the Board and each agency require that background investigations be conducted on all of the individuals who are being recommended for appointment or re-appointment as special constables. The Service’s Employment Unit completed background investigations on these individuals and there is nothing on file to preclude them from being appointed as special constables for a five year term.

The Toronto Community Housing Corporation have advised the Service that the above individuals satisfy all of the appointment criteria as set out in their agreement with the Board. The agency’s approved strength and current complement is indicated below:

Table 2 Name of Agency, Approved Strength and Current Number of Special Constables

Agency	Approved Strength	Current Complement
Toronto Community Housing Corporation	112	102

Conclusion:

The Toronto Police Service continues to work together in partnership with the agencies to identify individuals who may be appointed as special constables who will contribute positively to the safety and well-being of persons engaged in activities on T.T.C., T.C.H.C. and U of T properties within the City of Toronto.

Deputy Chief of Police, James Ramer, Specialized Operations Command, will be in attendance to answer any questions that the Board may have with respect to this report.

Respectfully submitted,

Mark Saunders, O.O.M.
Chief of Police



Toronto Police Services Board Report

April 6, 2017

To: Members
Toronto Police Services Board

From: Andy Pringle
Chair

Subject: CITY OF TORONTO COUNCIL – MUNICIPAL ALCOHOL POLICY UPDATE AND CAFFEINATED ENERGY DRINKS

Recommendation(s):

It is recommended that the Board forward this report to the Chief of Police for information

Financial Implications:

At its meeting held on March 28 and 29, 2017, City Council amended and adopted two Toronto Board of Health reports, dated February 16, 2017, with respect to Caffeinated Energy Drinks and the Municipal Alcohol Policy.

Background/Purpose:

The reports detailing the City's consideration of these items are available at these links: <http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.HL18.2> and [Agenda Item History - 2017.HL18.1](http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.HL18.1)

Discussion:

In considering issues related to the Municipal Alcohol Policy and the sale and marketing of caffeinated energy drinks, City Council:

2. Forwarded the report (February 16, 2017) from the Acting Medical Officer of Health to the City's agencies requesting them, where applicable, to:

- a. consider not selling caffeinated energy drinks to individuals under the age of majority; and**
- b. support compliance with Health Canada's conditions regarding the marketing and distribution of caffeinated energy drinks.**

Additionally, City Council adopted a number of amendments to its Municipal Alcohol Policy and directed that the changes be forwarded to the City's agencies for their information. Council also requested agencies "...to take into consideration the City's Municipal Alcohol Policy".

Conclusion:

I recommend that the Board forward this report to the Chief of Police for information.

Respectfully submitted,

Andy Pringle
Chair



Toronto Police Services Board Report

March 15, 2017

To: Chair and Members
Toronto Police Services Board

From: Mark Saunders
Chief of Police

**Subject: Annual Report – 2016 Audit of the Drug Repository
Section, Property and Video Evidence Management Unit**

Recommendation(s):

It is recommended that the Board receive the following report.

Financial Implications:

There are no financial implications relating to the recommendation contained within this report.

Background / Purpose:

Ontario Regulation 03/99, Adequacy and Effectiveness of Police Services, was created under the Police Services Act to provide provincial standards for the delivery of policing services in six core areas. One of the requirements of the Regulation is that there are policies and procedures in place with respect to property and evidence control and the related collection, handling, preservation, documentation and analysis of physical evidence.

The provisions of the Regulation make the Board responsible for establishing policy and the Chief of Police responsible for creating processes and procedures that set the Board policies into operation.

At its meeting of August 10, 2006, the Board approved policy T.P.S.B. L.E.-020, Collection, Preservation and Control of Evidence and Property (Minute Number P244/06 refers). One requirement of this policy is that the Chief of Police "shall ensure that an annual audit of the property/evidence held by the Service is conducted by a member not routinely or directly connected with the property/evidence control function, and report the results to the Board." On December 13, 2006, Service Procedure 09-04, Narcotics and Drugs, was updated to include the requirement that the Unit Commander – Audit

and Quality Assurance “shall ensure that an audit of the property/evidence held by the Service is conducted annually and that the results of the audit are reported to the Toronto Police Services Board.”

Discussion:

In 2016, Audit and Quality Assurance conducted an audit of the Drug Repository Section of the Property and Video Evidence Management Unit. The scope of the audit included an examination of the internal controls, physical inventory and supporting documentation along with storage, tracking and disposal of property.

Conclusion:

Audit and Quality Assurance determined that the Drug Repository Section, Property and Video Evidence Management Unit is in compliance with the relevant section of the Police Services Act and Ontario Regulation 03/99. Once evidence and property have been submitted into the property system, there is very low risk to the Service due to the strong internal controls and security that have been put in place by the Property and Video Evidence Management Unit regarding the preservation and control of evidence and property in their possession.

Acting Deputy Chief Richard Stubbings, Operational Support Command, will be in attendance to answer any questions that the Board may have regarding this report.

Respectfully submitted,

Mark Saunders, O.O.M.
Chief of Police

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Toronto Police Services Board Report

April 3, 2017

To: Chair and Members
Toronto Police Services Board

From: Mark Saunders
Chief of Police

Subject: Annual Report: 2016 Police Cooperative Purchasing Group Purchases

Recommendation:

It is recommended that the Board receive this report.

Financial Implications:

Funding for the expenditures detailed in this report was included in the 2016 operating budget. The goods expenditures referenced in this report are at a net of rebate amount.

Background / Purpose:

The Toronto Police Services Board Financial Control By-Law No. 147 amended by By-Law No. 148, 151, 153, 156, and 157, requires that the Chief of Police report annually to the Board on any expenditure over \$500,000 processed through the Police Cooperative Purchasing Group (P.C.P.G.) in the preceding year. In response to this requirement, the following information is provided.

Discussion:

During 2016, the following expenditure with a value exceeding \$500,000 was made through the P.C.P.G. consolidated purchasing process.

ITEM	VENDOR	2016 EXPENDITURE
Body Armour	Pacific Safety Products	\$611,000

Conclusion:

The Service has been and continues to be a member of the P.C.P.G. since its inception in 1996. The group continues to provide its members (police services) throughout the Province the opportunity for cost savings through volume buying and standardization of equipment. Pricing agreements are awarded through the P.C.P.G. process for related items such as marked and unmarked police cars, tires, ammunition, pepper spray, body armour, uniform clothing, and footwear. The process continues to work well with P.C.P.G. members sharing the administration of the various procurement processes.

Mr. Tony Veneziano, Chief Administrative Officer, Corporate Services Command will be in attendance to answer any questions from the Board.

Respectfully submitted,

Mark Saunders, O.O.M.
Chief of Police

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Toronto Police Services Board Report

April 3, 2017

To: Chair and Members
Toronto Police Services Board

From: Mark Saunders
Chief of Police

Subject: Annual Report: 2016 Sole and Single Source Purchases

Recommendation:

It is recommended that the Board receive this report.

Financial Implications:

Funding for the expenditures detailed in this report were included in the 2016 operating budget and capital program. The goods and services expenditures referenced in this report are at a net of rebate amount.

Background/Purpose:

The Toronto Police Services Board Financial Control By-Law No. 147 amended by By-Law No. 148, 151, 153, 156 and 157, requires that the Chief of Police report annually to the Board on any sole and single source purchases for goods or services with a value greater than \$10,000 in the preceding year. The purpose of this report is to respond to this requirement, which includes expenditures made by both the Service and the Board.

Discussion:

“Sole sourcing” is defined as the procurement of goods or services that are unique to a particular vendor and cannot be obtained from another source. In a sole source procurement arrangement, there is no choice but to use a certain vendor.

“Single sourcing” is defined as the procurement of goods or services from a particular vendor rather than through an open solicitation of bids from other vendors who can provide similar items.

Both sole and single source purchases are made and can be justified, in the following circumstances:

- in emergency situations;
- when the vendor has proprietary rights to a product or service;

- for situations where confidentiality is a requirement in order to do business with the Service;
- where a product is required to match existing equipment;
- for purchases where health and safety concerns exist;
- where there are time constraints associated with making a purchase;
- where there is scarcity of supply in the market; and
- to avoid violating warranties and guarantees where service is required for a good that already exists in the organization.

In these cases, the award is made to a specific vendor without going through a competitive process.

In accordance with the Toronto Police Service's (Service) Purchasing and Expenditure Procedures, requests to retain a vendor on a sole or single source basis are submitted to the Service's Purchasing Services (P.U.R.) unit with justification. If the justification is acceptable to the Manager, P.U.R. and the purchase meets the above criteria, the request is processed.

Appendix A and Appendix B summarize the sole and single source purchases over \$10,000 that occurred in 2016.

Sole Source Purchases:

Appendix A identifies 57 instances, over \$10,000, where goods and/or services, totalling \$3,591,302 were sole sourced.

These sole source purchases were made because of proprietary arrangements (i.e. rights, sole distributor, manufacturer), including, but not limited to annual maintenance, the avoidance of violating warranties and guarantees, to match existing equipment and to maintain continuity of services, where necessary, on projects.

The 57 purchase orders represent 5.8% of the 985 purchase orders issued by the Service in 2016. The dollar value of the sole source purchases represents 4.7% of the total dollar value of purchase orders issued by the Service.

Single Source Purchases:

Appendix B identifies 35 instances where goods and/or services, totalling \$1,767,105, were single sourced. In addition, there were nine purchases totalling \$260,430 that were classified as highly confidential for covert reasons. Therefore, the Service engaged in 44 instances (over \$10,000) of single sourcing totalling \$2,001,331.

These single source purchases were made using one supply source without a competitive bidding process for justifiable reasons (i.e. health and safety, time constraints, specialized services, confidentiality of purchase). Many of the instances

were the result of specialized services (e.g. legal services) which require a specific expertise to properly execute the required work.

The 44 instances represent 4.5% of the 985 purchase orders issued by the Service in 2016. The total dollar value (\$2 Million) represents 2.6% of the total dollar value of purchase orders issued by the Service.

Conclusion:

The Service's purchasing procedures require that goods/services be obtained through a competitive process, and the Service is committed to keeping single source purchases to an absolute minimum. However, there are situations where goods/services must be single or sole sourced. These types of procurements are managed through a formal procedure that is overseen by the Manager, Purchasing Services., and must meet specific criteria and require proper justification and approval before a commitment is made.

In 2016, the Service engaged in 101 instances where purchases were made on a single or sole source basis. In all instances, the Manager, Purchasing Services, determined that adequate justification was received from the procuring area.

The sole and single source purchases included in this report represent a total of 10.3% of the total number of purchase orders (985) issued by the Service in 2016. They also represent 7.3% of the total dollar value (\$76,193,532) of purchase orders issued by the Service. The majority of the total (56%) is sole source purchases made for proprietary reasons.

Mr. Tony Veneziano, Chief Administrative Officer, Corporate Services Command, will be in attendance to answer any questions from the Board.

Respectfully submitted,

Mark Saunders, O.O.M.

Chief of Police

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Filename: Sole-Single Source 2016.doc

Appendix A
2016 Sole Source Purchases

Vendor Name	Goods/Services	Vendor Total PO Value (net of rebate)
Airclean Systems Canada Corp	Specialized Equipment	\$12,912
Aqua Lung Canada Ltd.	Specialized Equipment	\$15,759
Avepoint Canada Ltd.	Annual Maintenance	\$94,351
Bluestar Canada	Support and Maintenance	\$68,224
Burtol Cleaners	Dry Cleaning Services	\$12,211
Canadian Towing Equipment Inc.	Assorted Parts	\$12,720
Cellebrite U.S.A. Corp.	Support and Maintenance	\$28,740
Cherwell Software Inc.	Support and Maintenance	\$50,371
Ci Technologies Inc.	Annual Maintenance	\$24,130
Colt Canada	Specialized Equipment	\$59,435
Coplogic Inc.	Support and Maintenance	\$31,882
D&R Electronics Co. Ltd.	Emergency Equipment and Repairs	\$634,746*
Dejero Labs Inc.	Transmitter	\$30,930
F12.net Inc.	Rack Wise Support	\$17,150
Fujifilm Canada Inc.	Photographic Material	\$17,604
I.B.M. Canada Limited	i2 Analyst Notebook	\$16,933
Infor (Canada) Ltd.	Support and Maintenance	\$263,218
Inland Life Rafts & Marine Ltd.	Assorted Boat Parts	\$20,352
Institute of Internal Auditors	I.I.A. External Assessment	\$13,000
Lexmark Canada Inc.	AccuRead	\$11,673
M.D. Charlton Co. Ltd.	Various Accessories	\$33,235

Vendor Name	Goods/Services	Vendor Total PO Value (net of rebate)
M.D. Charlton Co. Ltd.	Ultralyte	\$95,995
M.D. Charlton Co. Ltd.	Cartridges	\$25,048
M.D. Charlton Co. Ltd.	Holsters	\$134,404
M.D. Charlton Co. Ltd.	Cartridge	\$117,666
Media Sonar Technologies	Licences	\$15,264
Mental Health Commission of Canada	First Aid Training	\$21,370
Mercury Marine	Mercury Boat Parts	\$139,152
Micro Systemation Canada Inc.	License	\$11,743
Mobilepd Inc.	Support and Maintenance	\$28,544
Modern Niagara Toronto Inc.	Specialized Equipment	\$45,919
Morpho Canada Inc.	Support and Maintenance	\$30,878
Netpresenter	Enterprise Site License	\$29,884
Oracle Canada U.L.C.	PeopleSoft License and Support	\$367,957
Oracle Canada U.L.C.	PeopleSoft H.R. Upgrade	\$137,046
Oracle Canada U.L.C.	PeopleSoft Maintenance and Support	\$128,949
Oracle Canada U.L.C.	Technical Support Services	\$53,821
Oxford Properties Group Inc.	Renovations	\$48,606
Paradigm Business Systems North	Support and Maintenance	\$85,478
Planview Inc.	Maintenance Renewal	\$35,496
Porter Lee Corporation	Annual Support	\$15,146
Progress Software Corporation	Client Networking	\$24,856
Psychometrics Canada Ltd.	I.D. Report Cards	\$22,336

Vendor Name	Goods/Services	Vendor Total PO Value (net of rebate)
Public Safety Corporation	Licence and Maintenance	\$24,847
Quest software Canada Inc.	Maintenance Renewal	\$93,702
Ram power systems Ltd.	Specialized Equipment	\$143,264
Rapid7 llc	License	\$18,829
Regional Municipality of Niagara	O.P.T.V.A. Renewal	\$27,577
SRA International Inc.	Support and Maintenance	\$15,722
Summit Canada Distributors	Assorted Specialty Items	\$80,212
Taramis Distributions Inc.	Specialized Equipment	\$29,387
Toronto Hydro Electric System Ltd.	C.C.T.V. Pole	\$24,709
Userful	Software, Support and Maintenance	\$14,948
Wolverine supplies ltd	Specialized Equipment	\$15,874
Xerox Canada Limited	Support and Maintenance	\$17,096
Grand Total		\$3,591,302

*approved by the Board (Min. No. P53/16 refers)

Appendix B**2016 Single Sourcing Purchases**

Vendor Name	Goods/Services	Vendor Total PO Value (net of rebate)
Addario Law Group L.L.P.	Legal Services	\$71,232
Aeryon Labs Inc.	U.A.S. Purchase	\$134,384
Brooks Performance Horse Feeds	Specialty Food	\$23,405
Centre for Addiction & Mental Health	Medical Evaluations	\$12,000
Cristofaro Consulting Inc.	Consulting Services	\$39,181
Dasco Storage Solutions Ltd.	Customized Storage Carts	\$13,855
Dejero Labs Inc.	Mobile Transmitter	\$32,146
Edelman P.R. Worldwide Canada Inc.	Professional Services	\$13,133
Environics Analytics Group Ltd.	Model Demand	\$448,070
Fenton, Smith Barristers	Legal Services	\$15,264
Gartner Canada	Professional Services	\$149,282
Gonet, Walter	Legal Services	\$27,882
Grant Thornton L.L.P.	Legal Services	\$26,305
Hamilton, John F.	Legal Services	\$61,174
Henein, Hutchison L.L.P.	Legal Services	\$63,549
Hicks Morley Hamilton Stewart	External Legal Services	\$36,939
John Howard Society of Toronto	Outreach Project	\$28,181
Kane Veterinary Supplies Ltd.	Specialty Food	\$16,966
K.P.M.G. L.L.P.	Professional Services	\$49,940
Lexis Nexis	Specialty Subscription	\$13,758

Vendor Name	Goods/Services	Vendor Total PO Value (net of rebate)
Mental Health Commission of Canada	Training	\$23,405
Met-Scan Canada Ltd.	Projector	\$12,097
Miller Thomson L.L.P.	Legal Services	\$122,112
Minden Gross L.L.P.	Legal Services	\$37,549
Ministry of Finance	Forensic Accounting Services	\$23,120
M.N.P. L.L.P.	Forensic Accounting Services	\$13,270
Pink Elephant Inc.	Specialty Subscription	\$11,189
P.O.I. Business Interiors	Furniture	\$14,415
Regional Municipality of York	Project Cyclone	\$18,311
Spacesaver Solutions Inc.	Specialty Cabinets	\$12,052
Goodwin Consulting Service Inc.	T.T.F. Writer	\$75,048
Vitruvian Ergonomics	Ergonomic Assessments	\$45,792
Volvo Penta	Volvo Penta Boat Parts	\$50,880
Workplace Calm Inc.	Legal Services	\$10,219
Zapata, Pablo Velasquez	Website Designer	\$21,000
Grand Total		\$1,767,105



Toronto Police Services Board Report

March 9, 2017

To: Chair and Members
Toronto Police Services Board

From: Andy Pringle
Chair

Subject: ANNUAL REPORT: TORONTO POLICE SERVICES BOARD'S 2016 CONSULTING EXPENDITURES

Recommendation(s):

It is recommended that the Board receive this report for information.

Financial Implications:

There are no financial implications relating to the recommendation contained within this report.

Background / Purpose:

At its meeting on February 20, 2003 the Board approved a motion requiring the reporting of all consulting expenditures on an annual basis. (Min. No. P45/03 refers). The City of Toronto - Accounting Services also requires annual reporting of consulting expenditures as per their prescribed format. As a result, consulting expenditures are provided to the Board and this information is also forwarded to the City's Accounting Services' Manager. Attachment A reflects the 2016 consulting expenditures for the Toronto Police Services Board.

Discussion:

The City's Accounting Services requires the attached 2016 consulting expenditures for the Board on or before February 29, 2016 and in order to comply with this, the attached has been forwarded to the Manager.

Conclusion:

It is therefore recommended that the Board receive this report for information.

Respectfully submitted,

Andy Pringle
Chair



Agency / Corporation:

Toronto Police Services Board

2016 Consulting Expenses - Operating

Expense Category	Agency/Board	Program	Contract Date (mm-dd-yy)	Contract # / PO # / DPO #	Consultant's Name (Note 1)	Description of the Work (Notes 1 & 2)	Expected Completion Date	Recoveries by Source (Note 3)	Contract/PO Balance Remaining 12/31/2016 (Note 4)	2016 Budget (Notes 5 & 6)	2016 Expenditure (Note 4)	2015 Expenditure (Note 5)
Management/R&D												
			10-23-15	6042196	Crisdiano Consulting Inc	Provided consulting and guidance to the Toronto Police Services Board regarding 2016 and 2017 budgets and other related budget matters (COMPLETE - from Innovation Reserve) BM #C210/15 - September 17, 2015	12/31/2016			50,000	1,831	3,100
			04-18-16	6043095	Egelman PR Worldwide Canada	Provided strategic communications advice for the Toronto Police Services Board (COMPLETE - from Innovation Reserve CM #P272-15 October 19, 2015)	12/31/2016			30,000	27,407	
			05-02-15	6043216	Diversity Trainers Plus	Facilitator at Toronto Police Services Board Mental Health External Advisory Committee meeting held on May 2, 2015 (COMPLETE) Authorization: Purchasing By-law #147	12/31/2016			0	2,742	
			12-13-2015	6038540	Addario Law Group	Provided advice with respect to the policy practice of street checks and carcing (COMPLETE - from Innovation Reserve)	12/31/2016			70,000	70,438	75,032
			08-19-2015	3539846	Littler LLP (formerly Kuretzky Vassos Henderson LLP)	Provided advice with respect to an employment contract - COMPLETE	12/31/2016			0	560	1,231



Agency / Corporation:

2016 Consulting Expenses - Operating

Agency / Corporation	Start Date	End Date	Project Description	Amount	Actual	Variance
	06-19-2015	8950056	Hicks Morley Hamilton Steward Store Provide expert advice/opinion on general employment and labour relations issues (BMP 240/2016 - October 20, 2016)	50,000	56,308	50,840
				200,000	159,286	130,203
				200,000	159,286	130,203
TOTAL						
GRAND TOTAL						

Note 1 - Provide full and official name of consultant and description of service provided in regular text, both upper & lower case, and no abbreviations or acronym.
 Note 2 - Description of work should include details of work done, specific reports prepared, expected completion date, and specific Board authorization.
 Note 3 - Provide information on any external funding sources and % recoverable.
 Note 4 - Provide amount rounded to nearest dollar and net of HST rebate. Formula can only be used for subtotal & total.
 Note 5 - Provide (a) Sub-Total by program and (b) Total for each expense category, with all amounts rounded to nearest dollar.
 Note 6 - Provide explanation for significant Budget and Actual variances on an attached sheet.
 Note 7 - Please ensure the project description is consistent for multi-year project.

COMPLETED BY: NAME: Shari Fulton, A/Executive Assistant PHONE #: 416-808-8030

CERTIFIED CORRECT: NAME: Joanne Campbell SIGNATURE:

TITLE: Executive Director CONTACT TEL #: 416-808-8031

AGENCY / CORPORATION: Toronto Police Services Board DATE: FEB 2 2 2017



Toronto Police Services Board Report

April 3, 2017

To: Chair and Members
Toronto Police Services Board

From: Mark Saunders
Chief of Police

Subject: Annual Report: 2016 Toronto Police Service's Consulting Expenditures

Recommendation:

It is recommended that the Board receive this report.

Financial Implications:

There are no financial implications relating to the recommendation contained within this report.

Funding for the consulting expenditures reported was available through the Toronto Police Service's (Service) operating or capital budget in 2016.

Background / Purpose:

At its meeting of February 20, 2003 (Min. No. P45/03 refers), the Board requested that the Service report all consulting expenditures on an annual basis. In addition, at its meeting of March 23, 2006 (Min. No. P103/06 refers), the Board requested that future annual reports be revised so that capital consulting expenditures are linked to the specific capital project for which the consulting services were required. City Finance also requires the annual reporting of consulting expenditures in their prescribed format, so that the City's Deputy City Manager and Chief Financial Officer can provide a consolidated report to City Council.

This report provides details of the 2016 consulting expenditures for the Service's operating and capital budgets, in the City's prescribed format and based on the definition of consulting services provided by the City. The City's definition of consulting services is as follows:

any firm or individual providing expert advice/opinion on a non-recurring basis to support/assist management decision making in the areas of technical, information technology,

management/research and development (R&D), external lawyers and planners, and creative communications.

The information contained in this report has already been forwarded to the City, as the completion of the Service's year-end accounting process and the timing of the Board meetings did not allow this report to be forwarded to the Board in advance of the City's February 28, 2017 deadline.

Discussion:

Details of the 2016 consulting expenditures for the Service's operating and capital budgets are provided in Attachments A and B, respectively.

The Service has taken steps to manage the use of consultants and only contract for these services where the skills are not available in-house and/or where there is not a permanent requirement for the expertise/skill set, as well as when additional resources are required to deliver projects within prescribed timelines, and the Service does not have the required resource capacity.

The 2016 operating consulting actual expenditures (as reflected in Attachment A) totalled \$0.34 Million (M) net of rebate. The operating budget for consulting services is developed using zero-based budgeting. As such, 2016 expenditures for consulting services are based on requirements identified during the 2016 budget process. However, additional consulting fees were incurred in 2016 to support the Transformational Task Force initiative to modernize policing in Toronto.

The 2016 capital consulting actual expenditures (as reflected in Attachment B) were \$0.59M net of rebate. This amount represents expenditures for the Integrated Records and Information System (I.R.I.S.) project and the Service's Facilities Realignment project. Capital projects generally involve multi-year cash flow requirements, and the 2016 expenditure may therefore represent only a portion of the total contract value.

Conclusion:

Consulting expenditures incurred against the Service's operating and capital budgets are reported annually to the Board and the City. The Service ensures that consulting services are used only where necessary and beneficial. The 2016 actual consulting expenditures totalled \$0.93M net of rebate (\$0.34M for operating and \$0.59M for capital).

Mr. Tony Veneziano, Chief Administrative Officer, Corporate Services Command will be in attendance to answer any questions from the Board.

Respectfully submitted,

Mark Saunders, O.O.M.

Chief of Police

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Filename: Consulting Expenditures 2016.doc

Attachment A



Agency / Corporation: **Toronto Police Service**

2016 Consulting Expenses - Operating

Expense Category	Agency/Board	Program	Contract Date (mm-dd-yy)	Contract # / PO # / DPO #	Consultant's Name (Note 1)	Description of the Work (Notes 1 & 2)	Expected Completion Date	Recoveries by Source (Note 3)	Contract/PO Balance Remaining 12/31/2016 (Note 4)	2016 Budget (Notes 5 & 6)	2016 Expenditure (Note 4)	2015 Expenditure (Note 5)
									\$	\$	\$	\$
Management/R&D												
		Centralized Unit Process Innovation (Labour Relations Unit)	09/11/2015	6041997	Mercer (Canada) Limited	Extension to the Job Evaluation consultation contract for the review of existing Job Evaluation Process and reporting of recommendations for efficiencies. (On-going)	12/31/2017	50% from Toronto Police Association	7,835	18,455	9,438	66,652
		HR Strategy	09/26/2016	6043924	Deloitte & Touche L.L.P.	Strategic consultation services to facilitate the development of a human resources professional services delivery model, including, strategy, organizational chart, job competencies. (Completed)	12/31/2016		0	178,000	178,080	0
			06/24/2016	6043465	Institute of Internal Auditors (I.I.A.)	Assessment and report of T.P.S. Audit and Quality Assurance Unit's conformity with the I.I.A. framework. (Completed)	12/31/2016		0	17,065	17,330	0
		Process Innovation (Payroll and Benefits Administration)	06/07/2016	Contract #47019970/ Contract Release Order #9029185	Mercer (Canada) Limited	Develop employee benefits strategies and recommendations on the employee health program. (Ongoing)	12/31/2020		147,043	26,400	5,597	0
		Payroll and Benefits Administration	01/01/2013	#47017621/ Contract Release Order #9008499	Buck Consultants Limited	Provide actuarial valuation of non-pension benefits and pension consultation. (Ongoing)	12/31/2017		21,051	29,520	31,795	0



Agency / Corporation: **Toronto Police Service**

2016 Consulting Expenses - Operating

Expense Category	Agency/Board	Program	Contract Date (mm-dd-yy)	Contract # / PO # / DPO #	Consultant's Name (Note 1)	Description of the Work (Notes 1 & 2)	Expected Completion Date	Recoveries by Source (Note 3)	Contract/PO Balance Remaining 12/31/2016 (Note 4)	2016 Budget (Notes 5 & 6)	2016 Expenditure (Note 4)	2015 Expenditure (Note 5)
									\$	\$	\$	\$
		Transformational Task Force	08/15/2016	6043884	Milspec Consulting Inc.	Provided guidance for statement of work for potential outsourcing of services. (Completed)	08/22/2016		0	5,500	5,449	
		Transformational Task Force	09/14/2016	6043885	RFP Solutions Inc.	Consultation of procurement document development services for assessment, review and recommendations relating to alternative delivery. (Completed)	12/31/2016		-	8,100	8,078	
		Sub-Total							-	175,929	255,767	66,652
		TOTAL							-	175,929	255,767	66,652
Legal												
					Paul Mergler	Legal consultation regarding seized property in relation to homicide. (Completed)	12/31/2016		0		247	
					Borden Ladner Gervais L.L.P.	Consultation for Detective Services seeking legal advice for informants. Consultation for legal matters related to UBER. (Completed)	12/31/2016		0		8,861	
			12/27/2016	3550506	Ceyssens & Bauchman	Consultation for legal matters related to P.S.A. issues. (Completed)	12/31/2016		0		1,018	



Agency / Corporation: **Toronto Police Service**

2016 Consulting Expenses - Operating

Expense Category	Agency/Board	Program	Contract Date (mm-dd-yy)	Contract #/ PO #/ DPO #	Consultant's Name (Note 1)	Description of the Work (Notes 1 & 2)	Expected Completion Date	Recoveries by Source (Note 3)	Contract/PO Balance Remaining 12/31/2016 (Note 4)	2016 Budget (Notes 5 & 6)	2016 Expenditure (Note 4)	2015 Expenditure (Note 5)
									\$	\$	\$	\$
				3541854 3545204 3545205 3545469 3546586 3546600 6043719	Fenton, Smith Barristers	Consultation for legal matters related to UBER. (Completed)	12/31/2016		0		10,277	
				3545605	Henein, Hutchison L.L.P.	Consultation for legal matters related to carding. (Completed)	12/31/2016		0		550	
				3544478 3546908 3550720	Johnstone and Cowling L.L.P.	Consultation for Detective Services seeking legal advice for informants. (Completed)	12/31/2016		0		4,269	
				3549148 3549149	Mclaran, James, L.L.P.	Consultation for Intelligence unit seeking legal advice for informants. (Completed)	12/31/2016		0		2,020	
					Miller Thomson L.L.P.	Provision of opinion letter related to the distribution of estate funds seized by police. (Completed)	12/31/2016		0		11,658	
		Sub-Total							0	32,000	38,900	
TOTAL									0	32,000	38,900	0



Agency / Corporation: **Toronto Police Service**

2016 Consulting Expenses - Operating

Expense Category	Agency/Board	Program	Contract Date (mm-dd-yy)	Contract # / PO # / DPO #	Consultant's Name (Note 1)	Description of the Work (Notes 1 & 2)	Expected Completion Date	Recoveries by Source (Note 3)	Contract/PO Balance Remaining 12/31/2016 (Note 4)	2016 Budget (Notes 5 & 6)	2016 Expenditure (Note 4)	2015 Expenditure (Note 5)
									\$	\$	\$	\$
Creative Communications												
		Transformational Task Force	09/21/2016	6043920	Edelman P.R. Worldwide Canada Inc.	Provided strategic communication advice for the Toronto Police Service. (Completed)	12/31/2016		0	13,100	13,133	0
		Strategy Management	11/21/2016	Contract #47020296/ Contract Release Order #9039915/ 2016	Sandra Buckler	The Strategic Communications Advisor regarding both internal and public communications, including the release of information, media interaction and strategies related to police modernization process. Authorization: B.M. #P266/16 - November 17, 2016) (On-going)	11/20/2017		221,609	33,400	28,415	0
		Sub-Total							221,609	46,500	41,548	0
TOTAL								0	221,609	46,500	41,548	0
GRAND TOTAL								0	397,538	361,540	336,215	66,652

Appendix B



Agency/Corporation : **Toronto Police Service**

2016 Consulting Expenses - Capital

Expense Category	Agency/Board	Program	Contract Date (mm-dd-yy)	Contract #/ PO #/ DPO #	Consultant's Name (Note 1)	Description of the Work (Notes 1 & 2)	Expected Completion Date	Rcoveries by Source (Note 3)	Contract/PO Balance Remaining 12/31/2016 (Note 4)	2016 Expenditure (Note 4)	2015 Expenditure (Note 5)
									\$	\$	\$
Information Technology											
		T.P.S. - Project I.R.I.S. (Integrated Records and Information System)	01/20/2012	6034495	Modis Canada Inc. Consultant. Sanjay Arasaratnam	Extension of contract to provide senior Business Analyst services for the Integrated Records and Information System (I.R.I.S.) to address on-going and necessary resource support requirements for the Service's core business system and assist with the knowledge transfer of Versadex. This Business Change Management initiative is funded from the State of Good Repair Capital Project. Authorization: B.M. #P9/16 (Completed)	08/31/2016		0	141,894	203,439
		Sub-Total							0	141,894	203,439
Management/R&D											
		T.P.S. Facilities Realignment (Demand review)	05/06/2016	6043387	Environics Analytics Group Limited	Provision of professional data analytics and modelling services to support the work of the T.P.S. Transformational Task Force whose mandate is to develop and recommend a modernized policing model for the City of Toronto that is innovative, sustainable, and affordable. The work includes data preparation, manipulation, querying, geodemographic analysis, spatial modelling and provide guidance to staff and overall technical approach. This demand review is part of the realignment strategy and funded from the Facilities Realignment Capital Project. (Completed)			0	448,070	0
		Sub-Total							0	448,070	0
GRAND TOTAL											
									0	589,964	203,439



Toronto Police Services Board Report

March 29, 2017

To: Members
Toronto Police Services Board

From: Andy Pringle
Chair

Subject: CITY OF TORONTO COUNCIL – 2017 CAPITAL AND OPERATING BUDGETS

Recommendation(s):

It is recommended that the Board forward this report to the Chief of Police for preparation of reports to the Board which are responsive to City Council's recommendations 101, 272, 273 and 274.

Financial Implications:

At its meeting held on February 15 and 16, 2017, City Council approved the Toronto Police Service Capital budget with a total project cost of \$55.737 million, an operating budget of \$1,004,464.6 and an operating budget for the Toronto Police Services Board of \$2.309 million.

Background/Purpose:

The entire report detailing the City's consideration of the budgets is available at this link: <http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.EX22.1>

Discussion:

In approving the capital and operating budgets, Council also adopted a number of motions specifically directed to the Toronto Police Services Board, as follows:

101. City Council direct the Toronto Police Service Board to provide an in-year report to the Budget Committee on the final Transformation Task Force's recommendations regarding City Wide Divisional Boundary and Facilities Realignment and the repurposing of existing facilities and locations as it develops its updated facility footprint.

272. City Council direct the Chair, Toronto Police Services Board to report to the Budget Committee, no later than by the June 30, 2017 quarterly variance

report, with an update on the status of funding the Toronto Police Service may receive from any new Ontario policing grant programs.

273. City Council direct the Toronto Police Services Board to request the Chief of Police to report on the current deployment of Traffic Services Officers on a Ward by Ward basis for the purposes of addressing enforcement of speed limits in residential neighbourhoods.

274. City Council request the Chair, Toronto Police Services Board to report to the Executive Committee on the current status and cost of the School Resource Officer Program being run out of Toronto's public schools and funded through the Operating Budget for the Toronto Police Service, such report to include, but not be restricted to, the number of full and part time officers stationed in various schools, the estimated cost of the program, the level of Provincial funding (if any) and if Provincial funding was provided at one point, when that funding was removed.

Conclusion:

I recommend that the Board forward this report to the Chief of Police for the preparation of reports to the Board which are responsive to City Council's recommendations 101, 272, 273 and 274 as noted above.

Respectfully submitted,

Andy Pringle
Chair



Toronto Police Services Board Report

March 15, 2017

To: Chair and Members
Toronto Police Services Board

From: Mark Saunders
Chief of Police

Subject: City of Toronto Council Decision – Update on Member Motion: 9-1-1 Texting

Recommendation(s):

It is recommended that the Board receive the following report.

Financial Implications:

There are no financial implications relating to the recommendation contained within this report.

Background / Purpose:

At its meeting on December 13, 14 and 15, 2016, City Council adopted a report from the Executive Committee which recommended that City Council receive a report from the Board containing a response to a Member Motion regarding 9-1-1 texting.

Council's decision and the complete report are available at this link:

[Agenda Item History - 2016.EX20.37](#)

Discussion:

At its meeting on September 15, 2016, the Board was in receipt of a City Council decision arising from a Member Motion which recommended that the Board review the possibility of introducing 9-1-1 texting. The Board referred the decision to the Chief of Police and requested that, as part of the report recommending approval of the capital program, the Chief include a summary of the status of Next Generation 9-1-1 (Min. No. P219/16 refers).

The Service's 2017 – 2026 Capital Program request does not include a request for Next Generation 9-1-1 (N.G. 9-1-1) as the cost and timing of this project is unknown at this point. Various requirements to costs, equipment, retention schedule, disclosure and staffing should be considered related. Careful consideration of new technology implementation will be required in order to maintain service levels and the integrity of the current systems.

N.G. 9-1-1 investments are also opportunities to coordinate communications infrastructure investments for all emergency responders serving the same community for Toronto Police, Fire and Paramedic Services. The Ministry of Community Safety and Correctional Services is researching a potential leadership role with representatives of provincial police, fire and paramedic organizations. Recommendations for action may come through the Future of Policing Advisory Committee, of which Toronto is a member.

Text with 9-1-1 (T9-1-1)

T9-1-1, which is a call then text method, is a service offering that was launched across Canada in 2014. The Toronto Police Service (T.P.S.) has offered this service since December 8, 2014. T9-1-1 was implemented to allow the Deaf, Hard of Hearing and Speech Impaired (D.H.H.S.I.) community better access as well as mobile access to 9-1-1 services. The traditional Tele-Typewriter (T.T.Y.) services are antiquated, expensive, and not portable. Many D.H.H.S.I. members no longer use T.T.Y. since they have access to texting via cell phone. T9-1-1 is available in most major centres across country.

To be eligible to use this service, a D.H.H.S.I. person must first register for T9-1-1 through their wireless service provider and must have an eligible cell phone. The user may choose their language of choice (English or French). It is important to note that the registration is for the telephone number associated to the device and not for the person. This means that if a D.H.H.S.I. caller uses another unregistered device, the Public Safety Answering Point (P.S.A.P.) will be unaware that T9-1-1 is required.

In the event of an emergency, the T9-1-1 registered user must dial 9-1-1 on their cell phone, just like they were making a voice call. This is a new concept and has been challenging for D.H.H.S.I. users. However, it is the only way to leverage the T9-1-1 service. Due to the registration process, even if the user cannot speak, the Calltaker should automatically receive an indicator (a 3 digit class of service, and for T.P.S., a Computer-Aided Dispatch (C.A.D.) message pop-up box) that indicates that communication with the caller is required by text message. Further, the voice portion of the call allows the P.S.A.P. to make use of valuable information that is present with a 9-1-1 wireless voice call today, for example cell tower location, telephone number of the caller and additional latitude/longitude information which can assist in locating a caller.

The Canadian Wireless Telecommunications Association (C.W.T.A.) hosts the website www.Textwith911.ca which provides detailed information about the service along with

two instructional videos (one captioned and one in American Sign Language [A.S.L.]). This website is and will continue to be the best and most up to date resource with regard to T9-1-1.

It is important not to confuse T9-1-1 with Text to 9-1-1 as there are unique differences.

Text to 9-1-1

Text to 9-1-1 is not available anywhere in Canada. The current 9-1-1 network does not support direct texting to 9-1-1. When a text message is sent to the digits '9-1-1', the network sends the following bounce back message to the originator of the text: "Voice dial 911 directly, as texting to 911 is not supported / Appelez le 911 directement, le SMS au 911 n'est pas disponible."

- The 9-1-1 infrastructure is evolving to a next-generation network that will handle a variety of communications based on Internet Protocol (I.P.) standards
- In preparation for an I.P. infrastructure which will support new 9-1-1 services such as texting, pictures and videos, Bell Canada has been working with P.S.A.P.s to replace software and hardware to support I.P. communications
- Bell Canada is the Incumbent Local Exchange Carrier and maintains and supports the 9-1-1 network in Ontario
- Bell Canada estimates that the network modifications will take approximately three to five years to complete in order to provide text to 9-1-1 services
- The Canadian Radio-television and Telecommunications Commission (C.R.T.C.) conducted a notice of consultation to explore N.G. 9-1-1 technologies and held a public hearing from January 16 – 20, 2017, inclusive.
- The C.R.T.C. Emergency Services Working Group (E.S.W.G.) is monitoring N.G. 9-1-1 evolution and as technologies advance, the E.S.W.G. will consider introducing N.G. 9-1-1 technologies in P.S.A.P. environments
 - The 9-1-1 Emergency Voice Services Coordinator for T.P.S. Communications Services is an active participant at E.S.W.G. and on all N.G. 9-1-1 committees

In Canada, the 9-1-1 network is not able to receive direct text messaging to the digits 9-1-1. As we move toward a N.G. 9-1-1 infrastructure, this may become possible, and brings the promise of potentially receiving Multi-Media Messages (M.M.S.) such as pictures and video. However, this functionality will result in challenges to the P.S.A.P. and there will be a need to identify, investigate and examine this carefully going forward. Challenges identified to date include data ownership, data storage and retention, the court disclosure processes, and post-traumatic stress disorder (P.T.S.D.) for Calltakers as a result of exposure to graphic images. Although the delivery of M.M.S. may be

considered as part of “texting”, it is very different and should be evaluated and discussed separately. The associated infrastructure and staffing costs are unknown at this time.

Short Message Service (S.M.S.) or text messaging is considered a “best efforts” service and it is important to note that T9-1-1 is no different. Unlike a 9-1-1 voice call that has priority routing, text messages, whether delivered person to person or between the caller and the P.S.A.P., have no delivery priority. As with any text messaging service, there is no guarantee that the text message will be sent, delivered or received in a timely manner. In the unlikely event that this happens, the user will need to re-send the message or use an alternative means to communicate with 9-1-1.

Although T9-1-1 leverages the wireless technology that the P.S.A.P. has come to expect with any wireless call including location of the cell tower, telephone number and additional latitude/longitude location information, there is no guarantee of locating a caller who cannot articulate the location of the emergency. This is no different than a wireless voice call today; the information provided with a wireless or T9-1-1 call is simply an additional tool that can be useful in attempting to locate a caller.

The C.R.T.C. E.S.W.G. thoroughly considered the various types of text communications available when they decided on T9-1-1 for the D.H.H.S.I. community, fully acknowledging that the public demand for text to 9-1-1 would continue to grow. P.S.A.P.s understand this requirement and until the 9-1-1 network is ready, any implementation that offers a text to 9-1-1 solution at this time would be a temporary work-around and would be limited to the jurisdiction where implemented. Such an endeavour would not be cost-effective as it may not work with any text to 9-1-1 solution that may be available with the implementation of N.G. 9-1-1 technologies. Further, it is believed that receiving a text message in the same manner as we text one another today, with simply a telephone number as an identifier and no approximate location information, would provide no valuable information unless the caller is able to articulate the location of the emergency. In fact, text messages to 9-1-1 without this information would provide less information than is received on a wireless 9-1-1 call today and could essentially be another wireless device we cannot locate. P.S.A.P.s would like a minimum set of basic requirements, including location, on each and every 9-1-1 call. The implementation of a new 9-1-1 service, regardless of the call-type, would need to meet these basic requirements.

The P.S.A.P. is aware of the value of the ability to send and receive a text message in circumstances where a voice call cannot be placed and considerations of the advantages and disadvantages have been discussed in detail, which are summarized below:

Advantages

- During a high-risk volatile event such as a mass shooting, violent domestic or abduction, members of the public may not have the opportunity to place a voice call

to a 9-1-1 operator requesting help

- Placing a voice 9-1-1 call may increase the risk to victim's safety. The ability to send a text to 9-1-1 may be the only safe way to reach a 9-1-1 operator
- If a violent incident involves multiple victims, the 9-1-1 system may quickly become overloaded and members of the public may be unable to connect to 9-1-1 when needed
- The ability to send a text message to a 9-1-1 operator may be the only way that information can be relayed to emergency services. The victim can send the information when they have the ability to do so, as opposed to waiting for an available operator and perhaps losing their opportunity to request assistance

Disadvantages

- S.M.S. or text messaging is considered a “best efforts” service – there is no priority routing, as there is for a 9-1-1 dialled call
- If text to 9-1-1 were available, the public may inundate P.S.A.P.s with unnecessary information while believing that the information is relevant
- P.S.A.P.s would have to process all of the information from multiple sources in order to determine validity
- Pertinent information could potentially be lost when large amounts of information is streaming in
- Text conversations will require more time to process than a traditional voice call and this will negatively impact the ability of the 9-1-1 operator to answer other incoming calls for assistance
- Information that typically accompanies a 9-1-1 voice call: location, subscriber information and emergency routing to the correct P.S.A.P., may not be available with text to 9-1-1. This could cause a delayed emergency response
- Background noise and emotion in a caller's voice can offer information or indication of the severity of an emergency to help the 9-1-1 operator to accurately assess and prioritize an incident. This information is non-existent with texting to 9-1-1

Conclusion:

The T9-1-1 service was implemented to offer better 9-1-1 access to the D.H.H.S.I. community across the country. Until such time as text to 9-1-1 is available in Canada, voice calling remains the only way for Canadians to access 9-1-1 services.

Although text to 9-1-1 will offer access to Emergency Services beyond the voice call, it is important to note that conversations by text message take significantly longer than a traditional voice call. This can slow emergency response when time is of the essence. In addition, key emergency indicators that are present with a voice call today, such as background noise, tone of voice and emotional state of the caller, will be missing during a text conversation. As a result, this contributes to longer call processing times; the effect of this will be a requirement for additional staff and equipment to provide timely access to all citizens for emergency services.

The T.P.S. will continue to follow best practices as technologies and infrastructure are implemented across the country.

Acting Deputy Chief Richard Stubbings, Operational Support Command, will be in attendance to answer any questions that the Board members may have regarding this report.

Respectfully submitted,

Mark Saunders, O.O.M.
Chief of Police

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Toronto Police Services Board Report

April 3, 2017

To: Chair and Members
Toronto Police Services Board

From: Mark Saunders
Chief of Police

Subject: Final Operating Budget Variance for the Toronto Police Service, Year Ending December 31, 2016

Recommendations:

It is recommended that the Board:

- (1) request City Council to establish a Toronto Police Service Modernization Reserve to help fund necessary costs required to enable the implementation of the recommendations in the Transformational Task Force final report;
- (2) request that City Council approve a \$3.5 million increase to the 2017 Council Approved Gross Operating Budget for the Police Service funded by a \$3.5 million contribution from the Toronto Police Service Modernization Reserve, conditional upon the creation of the Reserve and the allocation from the City's 2016 year-end surplus to the Reserve;
- (3) request the City's Deputy City Manager and Chief Financial Officer to allocate a \$3.5M contribution for the newly established Toronto Police Service Modernization Reserve from the City's 2016 Year-end surplus;
- (4) request the City's Deputy City Manager and Chief Financial Officer to allocate a \$2.5M contribution to the Toronto Police Services Vehicle and Equipment Reserve from the City's 2016 Year-end surplus; and
- (5) forward a copy of this report to the City's Deputy City Manager and Chief Financial Officer for information and for inclusion in the Year-end Variance Report to City Council.

Financial Implications:

At its February 24, 2016 meeting, the Toronto Police Services Board (Board) approved the Toronto Police Service's (Service) revised budget request of \$1,003.7 Million (M) (Min. No. P29/16 refers).

Toronto City Council (Council), at its February 17, 2016 meeting, approved a \$0.2M reduction to the Service's 2016 operating budget, bringing the total to \$1,003.5M.

At the time the Service's budget was approved, the impact from the collective agreement negotiations between the Senior Officers Organization (S.O.O.) and the Board was not known, and was therefore not included in the budget request.

Impact of Ratified Collective Agreement between the Board and the Senior Officers' Organization (S.O.O.):

The Board, at its May 19, 2016 meeting, requested the approval of a transfer of \$1.3M to the Service's 2016 net operating budget from the City's Non-Program operating budget, with no incremental cost to the City, to reflect the salary and benefit impact of the now-ratified contract with the S.O.O. (Min. No. P122/16 refers).

As a result of the foregoing adjustment, the Service's 2016 net operating budget increased to \$1,004.7M.

Final 2016 Year-end Surplus:

The Service's 2016 year-end surplus is \$9.5M. This amount is \$0.6M more favourable than reported to the Board in September 2016. It is important to note that \$4.8M of this surplus is a result of one-time revenues from the reversals of liabilities and other adjustments. Details regarding these adjustments are discussed in the revenue section of this report. Without these one-time adjustments, the surplus would be \$4.7M.

As part of the 2017 operating budget process, the Service had originally intended to increase its reserve contribution budgets for some of its reserves in order to provide a sustainable funding source to meet current and future obligations and requirements. However, due to significant fiscal pressures, the Service was not able to increase these budgets as much as originally planned.

As a result, the Service is recommending that the Board request the City's Deputy City Manager and Chief Financial Officer to allocate an additional \$6.0M in reserve contributions from the City's 2016 year-end surplus (\$9.5M of which came from the Service), to help mitigate the pressures in some of the reserves. Specifically, to allocate \$2.5M to the Service's Vehicle and Equipment Reserve and \$3.5M to a Modernization Reserve that the Service is requesting be established. The Service has discussed these additional contributions with the Deputy City Manager and Chief Financial Officer, who concurs with this approach.

Should the two additional reserve contribution recommendations be approved, the Service is effectively contributing a net of \$3.5M to the City's final year-end operating surplus.

Background / Purpose:

The purpose of this report is to provide information on the Service's 2016 final year-end operating budget variance, and to request that the Board obtain Council approval to establish a Service Modernization Reserve as well as City approval for additional contributions to Service reserves from the City's 2016 year-end surplus, as noted in the Financial Implications section of this report..

Discussion:

The following chart summarizes the variance by expenditure and revenue category. Details of each major expenditure category and revenue are discussed in the sections that follow.

Category	2016 Budget (\$Ms)	Year-End Actual (\$Ms)	Fav / (Unfav) (\$Ms)
Salaries	\$763.4	\$759.7	\$3.7
Premium Pay	\$44.2	\$47.1	(\$2.9)
Benefits	\$206.8	\$198.7	\$8.1
Materials and Equipment	\$23.0	\$21.2	\$1.8
Services	\$66.1	\$61.5	\$4.6
Contributions to / (Draws from) Reserves	\$11.9	\$24.8	(\$12.9)
Revenue	(\$110.7)	(\$117.8)	\$7.1
Total	\$1,004.7	\$995.2	\$9.5
Increased Reserve Contributions			(\$6.0)
Total Net			\$3.5

Salaries:

Salaries were underspent by \$3.7M.

Expenditure Category	2016 Budget (\$Ms)	Year-End Actual (\$Ms)	Fav / (Unfav) (\$Ms)
Uniform Salaries	\$576.9	\$578.0	(\$1.1)
Civilian Salaries	\$186.5	\$181.7	\$4.8
Total Salaries	\$763.4	\$759.7	\$3.7

The 2016 approved budget included funding for 146 uniform hires. The Service hired 15 cadets in April 2016, as a commitment had already been made to the successful individuals. However, as the Service is undergoing a transformational review, planned

and budgeted uniform hiring for the rest of 2016 was cancelled. Savings from the reduced hiring were \$2.3M.

Separations for the first half of 2016 were lower than originally anticipated. However, by year end, the Service experienced 171 uniform officer separations for the year, compared to the 165 included in the 2016 budget. Although the number of separations was higher than estimated, the earlier slowdown in separations, combined with fewer staff on unpaid leaves than originally budgeted, created a cost pressure of \$0.6M, which partially offset the savings from the reduced hiring.

Included within the Uniform Salaries are salaries for Paid Duty officers. For 2016 there was an unfavourable variance of \$2.8M for Paid Duty officer salaries. However, this unfavourable variance was directly offset by a favourable recovery, as outlined in the "Revenue" section of this report.

In anticipation of the transformational review, the Service significantly reduced civilian hiring as well. Savings from not filling vacancies that existed prior to the moratorium and new vacancies amounted to \$4.8M. However, due to workload pressures and the critical nature of work performed in units with significant vacancies, the Service had to utilize premium pay to complete work and other activities that must be performed.

Impacts of Civilian Hiring Moratorium:

A temporary hold on civilian vacancies is appropriate and necessary in some areas, in order to achieve the planned transformational changes, and the right sizing of the organization that will result.

However, it is important to note that not filling some civilian position vacancies is not realistic or practical, and has and will expose the Service to significant risk, in terms of errors, reduced service levels and non-compliance with procedures and legislation.

It also puts significant pressure and stress on the remaining staff who must continue to perform all required work that is not part of the transformation exercise, but an operational requirement for the Service. Some key position vacancies must therefore be filled.

Investment in some skilled civilian positions must also occur, as transformed functions, re-engineered business processes, and strategies are rolled out. In addition, filling key vacancies that support and enable Service/Board priorities, including some of the recommendations in the Transformational Task Force (T.T.F.) final report, are an important investment and critical to successfully achieving the overall goal of a modern, professional and sustainable police service.

Consequently, a full civilian hiring freeze over a three year period is simply not sustainable, as services must continue to be provided while the Service is modernizing. It is also not cost-effective in some cases, as it forces management to utilize overtime (premium pay) or hire temporary contractors to fill the gaps to enable the continuation of key services.

Premium Pay:

Premium pay was overspent by \$2.9M.

Expenditure Category	2016 Budget (\$Ms)	Projected Year-End Actual (\$Ms)	Fav / (Unfav) (\$Ms)
Court	\$10.4	\$10.9	(\$0.5)
Overtime	\$6.4	\$6.4	\$0.0
Callback	\$9.7	\$10.0	(\$0.3)
Lieu Time Cash Payment	\$17.7	\$19.8	(\$2.1)
Total Premium Pay	\$44.2	\$47.1	(\$2.9)

Additional premium pay was incurred as units continually addressed critical workload issues resulting from a significant number of civilian staff vacancies across the Service. Civilian overtime and call-backs are authorized where required to ensure deadlines are met and key service levels are maintained and risks are mitigated. As a result of reduced staffing levels, the unfavourable premium pay variance for civilian premium pay was \$2.1M, which has been more than offset by a corresponding savings in civilian salary costs. However, as previously noted, the ability for existing staff to continue working significant overtime to meet workload and other requirements, is creating anxiety and putting stress on some individuals and is therefore not sustainable from an additional work and wellness perspective.

The Service continues to strictly monitor and control premium pay. Uniform overtime is authorized by supervisory personnel based on activities for protection of life (i.e., where persons are at risk), protection of property, processing of arrested persons, priority calls for service (i.e., where it would be inappropriate to wait for the relieving shift), and case preparation (where overtime is required to ensure court documentation is completed within required time limits). There are situations where more premium pay than expected was incurred. For example, the Service incurred \$0.8M in overtime and call back costs as a result of enhanced policing required for the N.B.A. All-Star game.

Benefits:

Benefits were underspent by \$8.1M.

Expenditure Category	2016 Budget (\$Ms)	Year-End Actual (\$Ms)	Fav / (Unfav) (\$Ms)
Medical / Dental	\$42.6	\$42.8	(\$0.2)
O.M.E.R.S. / C.P.P. / E.I. / E.H.T.	\$132.0	\$130.0	\$2.0
Sick Pay /C.S.B./L.T.D.	\$18.6	\$12.4	\$6.2
Other (e.g., W.S.I.B., life insurance)	\$13.6	\$13.5	\$0.1
Total Benefits	\$206.8	\$198.7	\$8.1

Medical / Dental benefits came in slightly unfavourable variance with a variance of \$0.2M. Favourable variances totaling \$2.0M in the OMERS/C.P.P./E.I./E.H.T. category are mainly a result of reduced staffing levels.

The favourable variance in the Sick Pay and Central Sick Bank (C.S.B.) accounts were offset by reduced draws from reserves. This is discussed in the “Contributions to / (Draws from) Reserves” section of this report.

Materials and Equipment:

Expenditures in this category reflect a favourable variance of \$1.8M.

Expenditure Category	2016 Budget (\$Ms)	Projected Year-End Actual (\$Ms)	Fav / (Unfav) (\$Ms)
Vehicles (gas, parts)	\$10.6	\$9.8	\$0.8
Uniforms	\$3.5	\$2.8	\$0.7
Other Materials	\$4.5	\$4.5	\$0.0
Other Equipment	\$4.4	\$4.1	\$0.3
Total Materials & Equipment	\$23.0	\$21.2	\$1.8

Most of the savings in the Vehicles category was as a result of reduced consumption of gasoline, a portion of which resulted in reduced revenue from the City as the Service purchases gasoline on behalf of Toronto Paramedic Services and their usage was down compared to budget as well. The favourable variance in the uniforms category arose as a result of outfitting costs saved due to reduced uniform hiring. Savings in the other equipment categories were made up of numerous savings achieved as a result of the Service’s initiative to reduce spending where operationally feasible.

Services:

Expenditures in this category were underspent by \$4.6M.

Expenditure Category	2016 Budget (\$Ms)	Year-End Actual (\$Ms)	Fav / (Unfav) (\$Ms)
Legal Indemnification	\$2.6	\$2.1	\$0.5
Uniform Cleaning Contract	\$1.2	\$1.1	\$0.1
Courses / Conferences	\$2.1	\$1.8	\$0.3
Clothing Reimbursement	\$1.5	\$1.5	\$0.0
Computer / Systems Maintenance	\$16.5	\$15.8	\$0.7
Phones / cell phones / 911	\$4.9	\$4.7	\$0.2
Caretaking / maintenance utilities	\$19.5	\$19.6	(\$0.1)
Other Services	\$17.8	\$14.9	\$2.9
Total Services	\$66.1	\$61.5	\$4.6

The savings in Legal Indemnification was offset by reduced draws from reserves, discussed later in this report. The favourable variance in course/conferences is a result of action taken by the Service in an effort to reduce expenditures wherever possible. The favourable variance in Computer / Systems Maintenance was a result of contracts coming in at lower than estimated prices.

The Service experienced a \$2.9M favourable variance in Other Services as a result of savings in related hiring costs (e.g. psychological screening, medical assessments) due to reduced uniform hiring, and lower expenditures in other accounts.

Contributions to / (Draws from) Reserves:

The final variance for this category is \$12.9M unfavourable.

Reserves Category	2016 Budget (\$Ms)	Year-End Actual (\$Ms)	Fav / (Unfav) (\$Ms)
Contribution to Reserves	\$35.6	\$35.6	\$0.0
Draws from Reserves	(\$23.7)	(\$10.8)	(\$12.9)
Contributions to / (Draws from) Reserves	\$11.9	\$24.8	(\$12.9)

As part of the annual operating budget process, the Board and Council approve contributions to and expenditures from reserves, as included in the net operating budget request. The various reserves are established to provide funding for anticipated expenditures to be incurred by the Service, and to avoid large swings in costs from year

to year. The Service contributes and/or draws from the following reserves: City Sick Pay Gratuity; City Insurance; Vehicle and Equipment; Central Sick; Post-Retirement Health; Legal; and City Tax Stabilization.

The adequacy of reserves is reviewed annually, based on the Service's estimated spending and asset replacement strategies. Contributions are made and expensed to the operating budget accordingly. The Service works closely with City Finance staff to ensure that assumptions are reasonable and justifiable.

In 2016, the Service made all required contributions to its reserves. However, the above unfavourable variance was a result of not fully drawing from the reserve funding sources, given the need to balance funding for the current year with the need to help sustain the future health of the reserves. Of particular note, as outlined below, are the actions taken regarding the Central Sick Bank, Post-Retirement Health and City Tax Stabilization reserves.

The Central Sick Bank (C.S.B.) Reserve funds salaries for staff that have exhausted regular sick time and are on long-term sick leave. The Service funds C.S.B. expenditures through this reserve. During the budget process, the Service has been attempting to bring the budgeted reserve contribution to sustainable levels. In order to restore the financial sustainability of this reserve, the Service did not make any draws during the year, resulting in an unfavourable revenue variance of \$3.7M.

The Post-Retirement Health Reserve funds benefit payments, as negotiated by the Board, to current and future retirees from ages 65 to 75. As the cost of this benefit is projected to increase significantly in the coming years, the Service did not make any draws from this reserve during 2016, resulting in an unfavourable revenue variance of \$0.6M. This allows the Service to begin to establish adequate funds in this reserve.

As the Service is reporting a year-end surplus, a draw was also not made from the City's Tax Stabilization Reserve that was budgeted to offset onetime leap year costs. This resulted in a \$1.9M unfavourable revenue variance.

The above approach of not fully drawing from reserves was discussed with the Deputy City Manager/Chief Financial Officer, who agreed that the methodology was sound, given the need to balance funding for the current year with the future health of the reserves and taking into account the financial position of the Service and the City.

In addition, full draws to budget were not required for Sick Pay Gratuity, Central Sick Bank and Legal, as the associated expenses were favourable. Not drawing to budget resulted in a further unfavorable revenue variance of \$6.7M in this category. However, since the associated expense was favourable by the exact same amount, the net overall impact was zero.

Revenue:

Revenues were \$7.1M favourable.

Revenue Category	2016 Budget (\$Ms)	Year-End Actual (\$Ms)	Fav / (Unfav) (\$Ms)
Recoveries from City	(\$10.9)	(\$11.3)	\$0.4
C.P.P. and Safer Community grants	(\$14.9)	(\$11.0)	(\$3.9)
Other Government grants	(\$38.0)	(\$38.2)	\$0.2
Fees (e.g., paid duty, alarms, reference checks.)	(\$12.5)	(\$13.4)	\$0.9
Secondments	(\$2.6)	(\$2.5)	(\$0.1)
Other Revenues (e.g., prisoner return)	(\$7.1)	(\$13.9)	\$6.8
Paid Duty - Officer Portion	(\$24.7)	(\$27.5)	\$2.8
Total Revenues	(\$110.7)	(\$117.8)	\$7.1

The Community Policing Partnership (C.P.P.) and 1,000 Officers - Safer Communities grants are tied to staffing levels. The original grant revenue budget assumed class sizes that would maintain staffing levels close to the grant threshold outlined in the agreement between the Board and Province. However, in order to start the process towards future cost containment, the Service made a decision in the first quarter of 2016 to not hire beyond the 15 recruits already committed to in the April 2016 class. As a result, uniform staffing levels went below the required provincial threshold, which resulted in lower grant revenue and an unfavourable variance of \$3.9M from the 1,000 Officers - Safer Communities Grant.

The favourable variance in recoveries from the City consists of various offsetting items such as recoveries for premium pay for attendance at Provincial Offences Act courts and recoveries for the joint radio system incurred by the Service on behalf of Toronto Paramedic Services and Toronto Fire Services, as part of the shared communications system operated and maintained by the Service.

The favourable variance in fees is mainly a result of increased recoveries for criminal reference checks and clearance fees.

The \$6.8M favourable variance in Other Revenues is primarily comprised of the following one-time revenues, resulting from liabilities no longer required:

- \$2.9M favourable amount as a result of the Service taking into income the remaining liability for Pay Equity issues. In 2002, a file was opened with the Ontario Pay Equity office as a result of a complaint related to legislative changes requiring employers to self-manage pay equity plans. At the time, a liability was established to cover potential grievance and other costs while compliance requirements were evaluated and implemented. Recently, it was confirmed that this file has been closed, as the Service is in full compliance with the legislation.

Since there are no outstanding obligations for the Service, the remaining liability was brought into income.

- \$1.9M as a result of the Service taking into income the allowance for doubtful accounts established at the 2015 year end related to the outstanding receivable for the PanAm Games costs. The outstanding amounts owing have now been settled and the remaining allowance can be brought into income.

The favourable variance in the Paid Duty Officer Portion results in a net zero overall variance, as it directly offsets salaries paid to officers performing paid duties.

Increased Reserve Contributions:

As explained to the Board when the Service presented its 2017 Operating Budget Request (Min. No. P242/16 refers), the Service works with City Finance to review required spending and the adequacy of reserves. Based on the Service's estimated spending and replacement strategies, the Vehicle and Equipment Reserve will fall into a deficit position by 2019, unless significant additional contributions are made to the Service's base budget in future years. As a result, in order to help ensure adequate funds in the reserve, it is recommended that the Board request the City's Deputy City Manager and Chief Financial Officer to allocate an additional \$2.5M contribution to the Service's Vehicle and Equipment Reserve from the City's 2016 year-end operating budget surplus, to which the Service contributed \$9.5M from its year-end surplus. The Deputy City Manager/Chief Financial Officer supports this additional allocation to the Vehicle and Equipment Reserve.

Establishment of a Modernization Reserve for T.T.F. Requirements:

In February 2016, the T.T.F. began work on a vision to modernize the Service. The final T.T.F. report, which was approved by the Board at its February 2017 meeting (Min. No. P19/17 refers), includes recommendations that will change how police services are organized and delivered.

In 2016, necessary costs were incurred for T.T.F. related activities. These costs were funded from the Board's special fund, as well as the Service's 2016 operating and capital budgets, depending on the nature of the expenditure.

The Service's preliminary 2017 operating budget request included a \$3.5M contribution to a new Modernization Reserve which would be established to help cover one-time costs for the implementation of the T.T.F. initiatives. These costs include items such as: project management services; technological, financial and procurement expertise at various stages of implementation; feasibility and due diligence studies; and any initial investments for changes in programs.

However, in order to achieve a zero budget increase in 2017, the final budget submission was based on the assumption that the Service would be able to contribute \$3.5M of its 2016 operating budget surplus to the modernization reserve.

The Service is therefore requesting that the Board request City Council to approve the establishment of a Modernization Reserve, and request the City's Deputy City Manager

and Chief Financial Officer to allocate an initial \$3.5M contribution from the City's 2016 year-end operating budget surplus. This approach is supported by the Deputy City Manager/Chief Financial Officer.

Conclusion:

The 2016 year-end surplus is \$9.5M, which includes taking \$4.8M of liabilities that are no longer required, into income.

This surplus will be returned to the City and will therefore be part of the City's overall 2016 surplus.

However, recommendations have been made in this report to utilize \$6.0M of the City's 2016 surplus, as follows:

- \$2.5M to the Vehicle and Equipment Reserve so it can meet future asset replacement requirements; and
- \$3.5M to a new Modernization Reserve to help fund T.T.F. requirements.

The foregoing strategies helped take pressure off of the approved 2017 budget request, and enabled the Service to achieve a final approved budget of slightly under a 0% increase over 2016.

If the recommendations are approved, the Service's final year end surplus of \$9.5M will effectively result in a net contribution of \$3.5M towards the City's 2016 year-end operating budget surplus - \$9.5M surplus less the \$6M to be allocated by the City towards the Service's reserves.

Mr. Tony Veneziano, Chief Administrative Officer, Corporate Services Command will be in attendance to answer any questions from the Board.

Respectfully submitted,

Mark Saunders, O.O.M.
Chief of Police

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Toronto Police Services Board Report

March 30, 2017

To: Chair and Members
Toronto Police Services Board

From: Mark Saunders
Chief of Police

Subject: Various Code 3 Light Bar Replacement Parts and Retro-fit Kits Contract

Recommendation(s):

It is recommended that the Board:

1. Award the supply and delivery of various Code 3 light bar replacement parts and retro-fit kits to P.E.S. Canada Inc., for the initial period to commence upon approval of the contract award by the Board to end March 31, 2019; and
2. Authorize the Chief of Police to execute the two optional years of the existing contract on behalf of the Board to March 31, 2021.

Financial Implications:

P.E.S. Canada Inc. has quoted the Toronto Police Service (Service) for the supply of various Code 3 light bar parts at an approximate cost of \$366,000 for the initial two-year term of the contract, with an additional \$183,000 for each of the optional one year terms, if approved. The estimated total value of the contract including the option years, is \$733,000, including taxes. Funds for this purpose are provided in the Service's annual operating budget. These estimates are based on current Service requirements. However, there is no contractual obligation to purchase any minimum quantities, therefore allowing for budgetary reductions without penalty.

Background / Purpose:

Purchasing Services posted a Request for Quotation on MERX effective January 9, 2017, with a closing date of January 31, 2017. Two companies reviewed the procurement opportunity and one bid was received. The Code 3 roof bar replacement parts and retro-fit kits will be utilized by the Service to refurbish/rebuild the current in

service light bar during vehicle replacement life cycle and up-fitting.

Discussion:

The bid was reviewed by Fleet & Materials Management staff, in collaboration with Purchasing Services, who were satisfied the bidder met all specifications.

Conclusion:

It is recommended that the Board approve a contract award for the supply and delivery of Code 3 roof bar replacement parts and retro-fit kits to P.E.S. Canada Inc., for an initial two year term ending March 31, 2019, with the option to extend for an additional two one-year terms, at the Chief's discretion.

Acting Deputy Chief Richard Stubbings, Operational Support Command and Tony Veneziano, Chief Administrative Officer, will be in attendance to answer any questions the Board may have concerning this report.

Respectfully submitted,

Mark Saunders, O.O.M.
Chief of Police

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Toronto Police Services Board Report

April 4, 2017

To: Chair and Members
Toronto Police Services Board

From: Andy Pringle
Chair

Subject: Request for Special Funds – 50th Annual Police Officer of the Year Awards

Recommendation(s):

It is recommended that:

- (1) the Board approve an expenditure from the Special Fund in the amount of \$15,000.00 to sponsor the 50th Annual Police Officer of the Year Awards, taking place on May 16th, 2017; and
- (2) the Board approve the purchase of tickets for interested Board members and/or Board staff members.

Financial Implications:

If the recommendations contained in this report are approved, the Special Fund will be reduced in the amount of \$15,000.00 for sponsorship as well as \$95.00 for the cost of tickets for interested Board members and/or Board staff members. The current balance of the Special Fund is approximately \$1,314,254.

Background / Purpose:

The Police Officer of the Year Awards was initiated in 1967 by the Toronto Region Board of Trade for the purpose of recognizing the admirable contributions made by members of the Toronto Police Service (TPS), who have gone beyond the call of duty to ensure that Toronto is one of the safest cities in the world. All nominations are initiated through the Awards Co-ordinator, Professional Standards Support, and a panel of judges comprised of members of the local crime media and representatives from the Toronto Region Board of Trade.

Nominees are judged according to the following criteria:

Bravery
Humanitarianism
Superior Investigative Work; and
Outstanding Police Skills

This is an especially important year as we are celebrating 50 years of this significant event. The event will take place on May 16, 2017, at the Toronto Region Board of Trade, Downtown Centre. Each year, an average of 24 members of the TPS are recognized for their outstanding contributions to policing in our communities.

Attached is a letter from Mr. Christopher Worth, Toronto Region Board of Trade, providing details about the event.

Discussion:

The Police Officer of the Year Awards program is a very important initiative, which the Board has historically supported. This initiative is in keeping with provisions in the Board's Special Fund policy to recognize the work of TPS members. It is an important demonstration of the community and the police working together, supporting one another and celebrating community safety achievements together. These awards celebrate excellence in policing and show the immense appreciation that our community has for its police officers.

Board Members were canvassed for their availability and are encouraged to attend this important event. The authority to purchase tickets for Board Members who wish to attend has already been set out in the Board's Special Fund Policy.

Conclusion:

It is, therefore, recommended that:

- (1) the Board approve an expenditure from the Special Fund in the amount of \$15,000.00 to sponsor the 50th Annual Police Officer of the Year Awards, taking place on May 16th, 2017; and
- (2) the Board approve the purchase of tickets for interested Board members and/or Board staff members.

Respectfully submitted,

Andy Pringle
Chair



TORONTO
REGION
BOARD OF TRADE

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March 24, 2017

Mr. Andy Pringle
Chair
Toronto Police Services Board
40 College St.
Toronto, Ontario
M5J 2G3

The 50th Annual Police Officer of the Year Awards will be taking place on May 16th, 2017 from 6:00pm-9:00pm here at the Toronto Region Board of Trade Downtown Centre, 1st Canadian Place. Created by the Board of Trade in 1967, this annual Awards event pays tribute to the men and women of the Toronto Police Service who have made extraordinary contributions to making Toronto one of the safest cities in the world.

Last year, the Toronto Police Services Board had generously provided sponsorship which went to assisting in the cost of the event itself. This year, being a milestone with the 50th year celebration, the Toronto Region Board of Trade in conjunction with the Toronto Police Service Board wants to ensure the event is a huge success by growing the attendance and awareness out to selected business community leaders, the community, and our members. We are looking to add some additional elements on both the communications and event aspects to make it a very special evening. We are respectfully requesting your support to provide \$15,000 in sponsorship, which will assist us with the additional initiatives and expenses.

The Toronto Region Board of Trade is very proud of this event and the impact it has on our members for so many years. Your support will ensure the strength of this event and help carry on tradition.

Thank you for your time.

Kind regards

Christopher Worth

Christopher Worth
Chair, Police Officer of the Year Awards



Toronto Police Services Board Report

January 13, 2017

To: Chair and Members
Toronto Police Services Board

From: Mark Saunders
Chief of Police

**Subject: Chief's Administrative Investigation: Custody Death
(Case #TPS2015-26)**

Recommendation(s):

It is recommended that the Board receive the following report.

Financial Implications:

There are no financial implications relating to the recommendation contained within this report.

Background / Purpose:

Whenever the Special Investigations Unit (S.I.U.) is notified of an incident involving serious injury or death, provincial legislation directs that a chief of police shall conduct an administrative investigation.

Ontario Regulation 267/10, Section 11(1) states:

"The chief of police shall also cause an investigation to be conducted forthwith into any incident with respect to which the S.I.U. has been notified, subject to the S.I.U.'s lead role in investigating the incident."

Section 11(2) of the Regulation states:

"The purpose of the chief of police's investigation is to review the policies of or services provided by the police force and the conduct of its police officers."

Section 11(4) of the Regulation states:

“The chief of police of a municipal police force shall report his or her findings and any action taken or recommended to be taken to the board within 30 days after the S.I.U. director advises the chief of police that he or she has reported the results of the S.I.U.’s investigation to the Attorney General, and the board may make the chief of police’s report available to the public.”

Upon conclusion of their investigation, the S.I.U. provides the Toronto Police Service (T.P.S.) with a letter. The S.I.U. does not provide the T.P.S. with a copy of the report that was provided to the Attorney General.

Discussion:

On June 15, 2015, officers from 53 Division responded to an address on Balliol Street, in regards to a suicidal person.

The caller stated he was a friend of the resident who was terminally ill and was in chronic pain from his illness. The terminally ill man made a phone call to his friend to say that he was going to shoot himself and end his pain. The friend called the T.P.S. to report the suicide threat.

When officers arrived at the apartment door, the responding officers could hear two people talking inside the apartment. One of the officers knocked on the door and verbally announced that police officers were at the door. The officers heard a single gunshot coming from within the apartment following their announcement.

The door opened and a man stepped out of the apartment. The man was taken into custody. He told the officers that his friend, who was terminally ill, shot himself. The man informed the officers that he had been living in the apartment with him and acting as his caregiver.

Officers entered the apartment and located the terminally ill man lying in a bed with an obvious gunshot wound to his head. He had a firearm in his right hand held close to the right side of his head.

The man was in poor condition and appeared emaciated; consistent with the initial information provided in the call. Toronto Paramedic Services (Paramedics) entered the apartment and pronounced the man dead via hospital link.

The S.I.U. was notified and invoked its mandate.

The S.I.U. had designated one officer as subject officer; seven other officers were designated as witness officers.

In a letter to the Service dated March 3, 2016, Director Tony Loparco of the S.I.U. advised that the investigation was complete, the file had been closed and no further action was contemplated.

The involved party's name has been excluded from the following report in order to respect his/her privacy and confidentiality.

Summary of the Service's Investigation:

Professional Standards Support (P.S.S.) conducted an investigation pursuant to Ontario Regulation 267/10.

P.S.S. examined the custody death in relation to the applicable legislation, service provided, procedures, and the conduct of the involved officers.

The P.S.S. investigation reviewed the following Service procedures:

- Procedure 01-01 (Arrest)
- Procedure 01-02 (Search of Persons)
- Procedure 01-03 (Persons in Custody)
- Procedure 04-02 (Death Investigations)
- Procedure 10-06 (Medical Emergencies)
- Procedure 13-16 (Special Investigations Unit)

The P.S.S. investigation also reviewed the following legislation:

- *Police Services Act* Section 113 (Special Investigations Unit)
- Ontario Regulation 267/10 (Conduct and Duties of Police Officers Respecting Investigations by the Special Investigations Unit)
- Ontario Regulation 926 Section 14.2 (Use of Force Qualifications)

The Professional Standards Support Unit investigation determined that Service's policies and procedures associated with the custody death were found to be lawful, in keeping with current legislation and written in a manner which provided adequate and appropriate guidance to the members. None of the examined policies and procedures required modification.

Acting Deputy Chief Richard Stubbings, Operational Support Command, will be in attendance to answer any questions that the Board members may have regarding this report.

Respectfully submitted,

Mark Saunders, O.O.M.
Chief of Police

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Toronto Police Services Board Report

March 13, 2017

To: Chair and Members
Toronto Police Services Board

From: Mark Saunders
Chief of Police

**Subject: Chief's Administrative Investigation: Custody Death
(Case #TPS 2015-33)**

Recommendation(s):

It is recommended that the Board receive the following report.

Financial Implications:

There are no financial implications relating to the recommendation contained within this report.

Background / Purpose:

Whenever the Special Investigations Unit (S.I.U.) is notified of an incident involving serious injury or death, provincial legislation directs that a chief of police shall conduct an administration investigation.

Ontario Regulation 267/10, Section 11(1) states:

“The chief of police shall also cause an investigation to be conducted forthwith into any incident with respect to which the S.I.U. has been notified, subject to the S.I.U.’s lead role in investigating the incident.”

Section 11(2) of the Regulation states:

“The purpose of the chief of police’s investigation is to review the policies of or services provided by the police force and the conduct of its police officers.”

Section 11(4) of the Regulation states:

“The chief of police of a municipal police force shall report his or her findings and any action taken or recommended to be taken to the board within 30 days after the S.I.U. director advises the chief of police that he or she has reported the results of the S.I.U.’s investigation to the Attorney General, and the board may make the chief of police’s report available to the public.”

Upon conclusion of their investigation, the S.I.U. provides the Toronto Police Service (T.P.S.) with a letter. The S.I.U. does not provide the T.P.S. with a copy of the report that was provided to the Attorney General.

Discussion:

On July 1, 2015, a call for a suspicious event came into the Toronto Police Service (T.P.S.) Communications Services for the area of 12 Earnscliffe Road in 13 Division. Callers were reporting that a vehicle had crashed through fences in several backyards and that the male driver had exited the vehicle and had fled the scene.

Several uniformed officers responded to the area and set up a containment perimeter. An officer of the T.P.S. Police Dog Services responded to the area and a search of the contained area was commenced. A male party was located within the contained area hiding behind a fence; he was suffering an abrasion on his forehead and was bleeding slightly from the wound.

When engaged by officers from 13 Division, the male became violently assaultive. He clawed at the ground, removed some rocks and threw them at the officer and then fled on foot and attempted to scale another fence. Other officers from 13 Division responded to calls for assistance and together, all four officers located him in another backyard. The officers attempted to talk to the male to calm him, but he was not responding to their request to surrender himself. He again reached for some rocks and large sticks and repeatedly threatened the officers.

The male lost his balance and fell to the ground. The officers attempted to subdue and arrest the male by rolling him over and taking control of his arms and hands; however, the male kept his hands underneath him to prevent the officers from gaining control of him.

A violent struggle ensued and during the struggle, one officer utilized his baton in an effort to pry the male’s hands into a position to be handcuffed. The officers gained control of the male and handcuffed him. The officers then placed him into a seated recovery position and called for Toronto Paramedic Services (Paramedics) to attend.

The male began to display symptoms of medical distress while the medical personnel were on the way to the scene. Upon the arrival of Paramedics, the male was assessed as vital signs absent and immediately transported to hospital. The male was

pronounced dead by the medical staff.

The S.I.U. was notified and invoked its mandate.

The S.I.U. designated four constables as subject officers; seven other officers were designated as witness officers.

In a letter to the T.P.S. dated March 21, 2016, Director Tony Loparco of the S.I.U. advised that the investigation was complete, the file had been closed and no further action was contemplated.

The investigating Pathologist determined that the male's cause of death was a fatal cardiac arrhythmia indicative of cocaine intoxication by an individual with chronic heart disease and a history of anabolic steroid use.

The involved party's name has been excluded from the following report in order to respect his/her privacy and confidentiality.

The S.I.U. published a media release on July 1, 2015. The media release is available at: www.siu.on.ca.

Summary of the Toronto Police Service's Investigation:

Professional Standards Support (P.S.S.) conducted an investigation pursuant to Ontario Regulation 267/10, Section 11.

P.S.S. examined the custody death in relation to the applicable legislation, service provided, procedures, and the conduct of the involved officers.

The P.S.S. investigation reviewed the following T.P.S. procedures:

- Procedure 01-01 (Arrest)
- Procedure 01-02 (Search of Persons)
- Procedure 01-03 (Persons in Custody)
- Procedure 04-27 (Use of Police Dog Services)
- Procedure 10-05 (Incidents Requiring the Emergency Task Force)
- Procedure 10-06 (Medical Emergencies)
- Procedure 13-16 (Special Investigations Unit)
- Procedure 13-17 (Memorandum Books and Reports)
- Procedure 15-01 (Use of Force)
- Procedure 15-02 (Injury/Illness Reporting)

The P.S.S. investigation also reviewed the following legislation:

- *Police Services Act* Section 113 (Special Investigations Unit)

- Ontario Regulation 267/10 (Conduct and Duties of Police Officers respecting investigations by the Special Investigations Unit)
- Ontario Regulation 926 Section 14.2 (Use of Force Qualifications)
- Ontario Regulation 926 Section 14.5 (Use of Force Reports)

The P.S.S investigation determined that the T.P.S.'s policies and procedures associated with the custody death were found to be lawful, in keeping with current legislation and written in a manner which provided adequate and appropriate guidance to the members. None of the examined policies and procedures required modification.

Acting Deputy Chief Richard Stubbings, Operational Support Command, will be in attendance to answer any questions that the Board members may have regarding this report.

Respectfully submitted,

Mark Saunders, O.O.M.
Chief of Police

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Toronto Police Services Board Report

March 13, 2017

To: Chair and Members
Toronto Police Services Board

From: Mark Saunders
Chief of Police

Subject: Chief's Administrative Investigation into the Custody Injury of Mr. Filmon Adnekom.

Recommendation(s):

It is recommended that the Board receive the following report.

Financial Implications:

There are no financial implications relating to the recommendation contained within this report.

Background / Purpose:

Whenever the Special Investigations Unit (S.I.U.) is notified of an incident involving serious injury or death, provincial legislation directs that a chief of police shall conduct an administrative investigation.

Ontario Regulation 267/10, Section 11(1) states:

“The chief of police shall also cause an investigation to be conducted forthwith into any incident with respect to which the S.I.U. has been notified, subject to the S.I.U.’s lead role in investigating the incident.”

Section 11(2) of the Regulation states:

“The purpose of the chief of police’s investigation is to review the policies of or services provided by the police force and the conduct of its police officers.”

Section 11(4) of the Regulation states:

“The chief of police of a municipal police force shall report his or her findings and any action taken or recommended to be taken to the board within 30 days after the S.I.U. director advises the chief of police that he or she has reported the results of the S.I.U.’s investigation to the Attorney General, and the board may make the chief of police’s report available to the public.”

Upon conclusion of their investigation, the S.I.U. provides the Toronto Police Service (T.P.S.) with a letter. The S.I.U. does not provide the T.P.S. with a copy of the report that was provided to the Attorney General.

Discussion:

On July 13, 2015, the S.I.U. contacted the T.P.S. and made an inquiry with respect to an event that reportedly occurred on July 7, 2015. The S.I.U. informed the T.P.S. that they had received information that a male, who had been taken into custody in 14 Division, had been kicked in the head and sustained a fractured orbital bone.

The T.P.S. determined that the individual, identified as Mr. Filmon Adnekom, was one of six persons arrested and charged by plainclothes officers on July 5, 2015. His arrest and charges stemmed from an investigation into a street robbery and aggravated assault that occurred on July 3, 2015. Officers were aware that a weapon had been used during the commission of the original offence and that the victim had sustained serious injuries. Therefore, during his arrest, officers took physical control of Mr. Adnekom by taking him to the ground.

Mr. Adnekom sustained what appeared to be a minor injury to his right cheek when he struck the ground during his arrest. No serious injury was determined at that time and an injury report was submitted.

Mr. Adnekom was transported to 14 Division where he was processed and charged.

Mr. Adnekom appeared in Old City Hall court where he was remanded into custody. On July 8, 2015, while in the holding cell at Old City Hall, Mr. Adnekom was assaulted by another inmate. During the altercation, Mr. Adnekom received several punches to the head and facial area. Mr. Adnekom and the other involved inmate were separated by court officers. Toronto Paramedic Services (Paramedics) was contacted; both Mr. Adnekom and the other involved party refused any medical treatment. Mr. Adnekom and the inmate refused to cooperate in any investigation into the altercation.

On July 13, 2015, the S.I.U. invoked its mandate.

On August 10, 2015, the S.I.U. designated Detective Darren Worth (5335) as a subject officer; fourteen other officers were designated as witness officers.

On January 6, 2016, Director Tony Loparco caused an information to be sworn to against Detective Worth alleging one count of Assault Causing Bodily Harm. On January 8, 2016, the officer surrendered to S.I.U. investigators, was processed and placed before the courts.

On November 17, 2016, the criminal charges against the officer were withdrawn at the request of Crown Prosecutors.

The S.I.U. published a media release on January 8, 2016. This media release is available at: www.siu.on.ca.

Summary of the Toronto Police Service's Investigation:

Professional Standards Support (P.S.S.) conducted an investigation pursuant to Ontario Regulation 267/10, Section 11.

P.S.S. examined the use of force in relation to the applicable legislation, service provided, procedures, and the conduct of the involved officers.

The P.S.S. investigation reviewed the following T.P.S. procedures:

- Procedure 01-01 (Arrest)
- Procedure 01-02 (Search of Persons)
- Procedure 01-03 (Persons in Custody)
- Procedure 06-04 (Emotionally Disturbed Persons)
- Procedure 10-06 (Medical Emergencies)
- Procedure 13-16 (Special Investigations Unit)
- Procedure 13-17 (Memorandum Books and Reports)
- Procedure 15-01 (Use of Force)
- Procedure 15-02 (Injury/Illness Reporting)
- Procedure 15-17 (In-Car Camera System)

The P.S.S. investigation also reviewed the following legislation:

- *Police Services Act* Section 113 (Special Investigations)
- Ontario Regulation 267/10 (Conduct and Duties of Police Officers Respecting Investigations by the Special Investigations Unit)
- Ontario Regulation 926 Section 14.2 (Use of Force Qualifications)

The P.S.S. investigation determined that the T.P.S.'s policies and procedures associated with the applied use of force were found to be lawful, in keeping with current legislation and written in a manner which provided adequate and appropriate guidance to the members. None of the examined policies and procedures required modification.

Acting Deputy Chief Richard Stubbings, Operational Support Command, will be in attendance to answer any questions that the Board members may have regarding this report.

Respectfully submitted,

Mark Saunders, O.O.M.
Chief of Police

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Toronto Police Services Board Report

April 13, 2017

To: Chair and Members
Toronto Police Services Board

From: Andy Pringle
Chair

Subject: Request for Special Fund – The 35th Annual Black Business and Professional Association Harry Jerome Awards Event

Recommendation(s):

It is recommended that the Board approve an expenditure from the Special Fund, in an amount not to exceed \$1,750.00 to purchase a table at the Harry Jerome Awards event.

Financial Implications:

If the recommendation contained in this report is approved, the Special Fund will be reduced in the amount of \$1,750.00.

Background / Purpose:

The Harry Jerome Awards (HJA) is considered the most distinguished African Canadian awards in the country. The HJA is affiliated with the Black Business and Professional Association (BBPA) whose mission is to advance Canada's Black community by facilitating the delivery of programs that support business and professional excellence, higher education and economic development. The HJA was established in the memory of Harry Jerome, an outstanding African Canadian Olympic athlete, scholar and social advocate. The HJA is an annual celebration that pays tribute to outstanding and inspirational African-Canadians who are truly role models of excellence.

Recipients receive awards in sixteen to eighteen categories, yearly. This year's categories are: Academics, Arts, Athletics, Leadership, Business, Entertainment, Professional Excellence, Health Science, Technology and Innovation, Community Service, Lifetime Achievement, Diversity, Trailblazer, Social Advocacy, Volunteer, Public Advocacy, Youth Advancement, and the President's Award.

Discussion:

The HJA is a very important initiative, which the Board has historically supported. Mr. Ken Jeffers, Board Member will be attending this year's award on behalf of the Toronto Police Services Board. An invitation is also being extended to other interested Board Members to attend. Tickets that are not utilized by Board Members will be donated by Mr. Jeffers, on behalf of the Board, to youth.

This year's event is being held on April 22, 2017, at 6:30 p.m. at the International Center.

Conclusion:

I believe that the HJA is a significant and worthwhile event, and is one of the ways in which the Board can continue to develop and build stronger linkages with our communities. Therefore, it is recommended that the Board approve an expenditure from the Special Fund, in an amount not to exceed \$1,750.00 to purchase a table at the Harry Jerome Awards event to be held on April 22, 2017.

Respectfully submitted,

Andy Pringle
Chair

**Ministry of Community Safety
and Correctional Services**

Public Safety Division

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Division de la sécurité publique

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MEMORANDUM TO: All Chiefs of Police and
Commissioner J.V.N. (Vince) Hawkes
Chairs, Police Services Boards

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

SUBJECT: Request for Feedback on Police Street Checks Public
Awareness

DATE OF ISSUE:	April 4, 2017
CLASSIFICATION:	For Action
RETENTION:	April 19, 2017
INDEX NO.:	17-0025
PRIORITY:	Normal

I am pleased to share with you the attached memo from Communications Branch Director Stuart McGetrick, dated March 31, 2017, requesting feedback on the ministry's public education campaign materials in relation to O. Reg. 58/16 Collection of Identifying Information in Certain Circumstances ("street checks").

All feedback must be submitted to MCSCS.Feedback@ontario.ca no later than April 19, 2017. Please see the attached memo for further details.

Thank you for your collaboration,

A handwritten signature in black ink, appearing to be "S. Beckett", written over a horizontal line.

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

**Ministry of Community Safety
and Correctional Services**

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



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DC-2017-45

FROM: Stuart McGetrick
Director, Communications Branch

DATE: **MAR 3 1 2017**

SUBJECT: Request for Feedback on Police Street Checks Public Awareness

On January 19, 2017, I wrote to you and shared the public awareness materials developed by the ministry in support of the new street checks regulation. These materials included web content, social media shareables and a printable poster and fact sheet.

The products were designed to prevent confusion and help people understand what they can expect during police interactions under the new regulation. The products address when the regulation applies and when it does not, including that it does not apply to a driver who is the subject of a traffic stop.

I am now writing to ask for your feedback on these materials as well as to ask you for any overall insights you have about public awareness about the new regulation. Your feedback will help inform decisions about whether changes are needed to these products to ensure that they meet the objective of clearly communicating the changes in a way that members of the public can understand.

If you can also share any information about whether you used these products, and how, that would be greatly appreciated. I would be grateful for receiving any feedback you have by April 19, 2017.

I would like to thank you in advance for your assistance.

Sincerely,

A large, stylized handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke at the bottom.

Stuart McGetrick
Director, Communications Branch
Ministry of Community Safety and Correctional Services

New changes to policing

When and how a street check (also known as carding) can be done.

A street check, also known as carding, is when a police officer asks someone for identifying information (ID) in a particular type of situation.

Starting January 1, 2017, in certain circumstances, police must follow new rules about when and how they can ask someone to identify themselves.

When new rules apply

New rules (<https://www.ontario.ca/laws/regulation/r16058>) **apply** if an officer asks you to identify yourself when they are:

- looking into suspicious activities
- gathering intelligence
- investigating general criminal activity in the community

New rules for street checks **do not apply** if the officer is:

- talking to a driver during a traffic stop
- arresting or detaining you
- executing a warrant
- investigating a specific crime

The rules and what they mean for you

As of January 1, 2017, if a police officer asks you for ID in a situation when the rules apply, they must:

- **have a reason**, which cannot be:
 - based on race
 - arbitrary (not meaningful)
 - only because you are in a high-crime area
 - because you refused to answer a question or walked away
- **tell you why** they want your identifying information
- **tell you that you can refuse** to give identifying information
- **offer you a receipt** – even if you refuse to share information – that includes:
 - the officer's name

- the officer's badge number
 - how to contact the Office of the Independent Police Review Director (<http://www.oiprd.on.ca/EN/AboutUs/Pages/Contact-Us.aspx>), which handles complaints about police in Ontario
 - who to contact to access personal information about you that the police service has on file
- **keep detailed records** of their interaction with you – even if you refuse to share information

If a police officer does not follow these rules, it is a Code of Conduct (<https://www.ontario.ca/laws/regulation/100268#BK39>) violation under the *Police Services Act* and they may be disciplined.

Exceptions

In rare cases, if following the rules above could negatively affect an investigation, threaten public safety or force officers to reveal confidential information, police officers may not have to:

- tell you why they are asking for information – for example, the reason involves a tip from a confidential informant
- tell you that you have the right to refuse giving ID – for example, the officer suspects a car passenger may be a victim of human trafficking
- give you a receipt from the interaction – for example, the officer receives an urgent call for service and must quickly end the interaction

In these cases the officer must record their reason for not following the rule.

Managing data

Identifying information collected under the new rules must be restricted five years after being entered into a database. No one can access restricted information without permission from the chief of police.

Each police service must regularly review records and – if an officer didn't comply with the regulation – access to that information must be restricted immediately.

Each year, police services must produce and share a report with the public that includes:

- information about how many times officers tried to collect ID
- how often police relied on exemptions from the rules
- demographics (age, sex, race) about the people police tried to collect ID from

Training

All police in Ontario who may collect ID will have received training on the new rules. This training also includes topics such as:

- individual rights
- unlawful detention

- discrimination
- bias awareness

Officers must refresh their training at least every three years.

Updated: January 19, 2017
Published: December 21, 2016

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Changes to policing in effect: What you need to know

As of January 1, 2017, police must follow new rules for street checks. A street check, sometimes referred to as carding, is when a police officer asks someone for identifying information in a particular type of situation.

The new rules apply if an officer asks you to identify yourself when they are:

- looking into suspicious activities
- gathering intelligence
- investigating general criminal activity in the community

The new rules do not apply if the officer is:

- talking to a driver during a traffic stop
- arresting or detaining you
- executing a warrant
- investigating a specific crime

If a police officer asks you for identifying information, they must also:

- have a reason, which cannot be:
 - based on race
 - arbitrary (not meaningful)
 - only because you are in a high-crime area
 - because you refused to answer a question or walked away
- tell you why they want your identifying information
- tell you that you can refuse to give identifying information
- offer you a receipt – even if you refuse to share information – that includes:
 - the officer's name
 - the officer's badge number
 - how to contact the Office of the Independent Police Review Director, which handles complaints about police in Ontario
 - who to contact to access personal information about you that the police service has on file
- keep detailed records of their interaction with you.

In rare cases, if following the rules would create a significant risk to public safety or to the health of a person, a police officer may not have to:

- tell you why they are asking for information (e.g. the reason involves a tip from a confidential informant)
- tell you that you have the right to refuse giving ID (e.g. the officer suspects a car passenger may be a victim of human trafficking)
- give you a receipt from the interaction (e.g. the officer receives an urgent call for service and must quickly end the interaction).

In these cases, the officer must record their reason for not following the rule.

Get more information at ontario.ca/streetchecks



Changes to policing in effect:

What you need to know

Police can't ask you for ID just because of your race or the fact that you are in a high-crime neighbourhood.

Read the full report at:

ontario.ca/streetchecks



Ministry's Public Education Campaign
re: Street Checks Regulation

The purpose of the item today is to offer the public **an opportunity to provide input on the materials sent out by the Ministry of Community Safety and Correctional Services pertaining to a communications plan with respect to the new Regulation.**

This Board has said throughout its policy development process that the inclusion of a public education campaign is critical. We want this public education campaign to be clear, meaningful and accessible to all members of the community.

The Ministry has now undertaken to develop a campaign with input from stakeholders and today's agenda item presents an opportunity to the public to be a part of this important process. We welcome your suggestions.