



The following *draft* Minutes of the meeting of the Toronto Police Services Board held on January 20, 2016 are subject to adoption at its next regularly scheduled meeting.

The Minutes of the meeting held on December 17, 2015, previously circulated in draft form, were approved by the Toronto Police Services Board at its meeting held on January 20, 2016.

MINUTES OF THE PUBLIC MEETING of the Toronto Police Services Board held on **JANUARY 20, 2016** at 1:00 PM in the Auditorium, 40 College Street, Toronto, Ontario.

PRESENT:

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

ABSENT:

Ms. Marie Moliner, Member

ALSO PRESENT:

Mr. Mark Saunders, Chief of Police
Mr. Karl Druckman, City of Toronto - Legal Services Division
Ms. Deirdre Williams, Board Administrator

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JANUARY 20, 2016**

#P1. ELECTION OF THE CHAIR AND VICE-CHAIR

Election of the Chair, Toronto Police Services Board

In accordance with section 28 of the *Police Services Act*, which provides that the Board is required to elect a Chair at its first meeting in each year, the Board Administrator requested nominations for the position of Chair of the Toronto Police Services Board.

Dr. Dhun Noria nominated Mr. Andy Pringle which was seconded by Councillor Shelley Carroll. Mr. Pringle accepted the nomination. There were no further nominations and nominations were closed.

The Board voted and, based upon there being only one nomination for the office of Chair, Toronto Police Services Board, Mr. Pringle was declared elected Chair of the Board for the year 2016 and until his successor is appointed.

Election of the Vice-Chair, Toronto Police Services Board

In accordance with subsection 5(4) of the Toronto Police Services Board Procedural By-Law No. 107 which provides that the Board shall elect a Vice-Chair at its first meeting in each year, the Board Administrator requested nominations for the position of Vice-Chair of the Board.

Dr. Dhun Noria nominated Councillor Chin Lee which was seconded by Mayor John Tory. Councillor Lee accepted the nomination. There were no further nominations and nominations were closed.

The Board voted and, based upon there being only one nomination for the office of Vice-Chair, Toronto Police Services Board, Councillor Lee was declared elected Vice-Chair of the Board for the year 2016 and until his successor is appointed.

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JANUARY 20, 2016**

#P2. LAW ENFORCEMENT OF GROUND TRANSPORTATION

At its meeting held on December 17, 2015, the Board approved the following Motions:

1. THAT, based on the request of representatives of the taxi industry, the Board agree to include on its public agenda at its January 20, 2016 meeting deputations on the matter of law enforcement related to ground transportation in Toronto;
2. THAT, in the light of the potential significant number of deputations on this issue, under Section 32 of the Board's Procedural By-Law, the Board waive various aspects of Section 30 of the By-Law, which allows for an unlimited number of five-minute deputations to the Board as follows:
 - (i) The Board will accept all written submissions on the issue, which submissions should be limited to four pages;
 - (ii) The number of oral deputations to the Board will be limited to 40 deputations and each deputation will be limited to three minutes, excluding time involved in answering questions from Board Members, and that the Board communicate with ground transportation industry and driver representatives to seek their assistance in co-ordinating such oral deputations; and
3. THAT the Board request the Chief to provide a presentation to the Board prior to the deputations on issues in respect of ground transportation law enforcement.

(Min. No. P297/15 refers)

A copy of correspondence dated November 04, 2015 from Jim Karygiannis, Councillor, City of Toronto, containing a request for a deputation regarding the enforcement of unlicensed taxicabs, including Uber was placed on the January 20, 2016 agenda. A copy is appended to this Minute for information.

Chief Saunders provided brief comments regarding the manner in which current legislation constrains the TPS's ability to conduct law enforcement of Uber operations.

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

1. Jim Karygiannis, Councillor, City of Toronto *
2. Sajid Mughal, TaxiWorkers Association of Ontario *
3. Kristine Hubbard, Operations Manager, Beck Taxi Limited *
4. Sam Moini *

5. Shafique Hossain *
6. Akrem Mohammed
7. Munir Ahmad
8. Derek Moran
9. Rita Smith *
10. Ian Black, General Manager, Uber Canada *
11. Judi Barr *
12. Gerald Parker
13. Esther Nerling
14. Neil Shorey *
15. Paul Sekhon, General Manager, City Taxi
16. Majid Naser Fard
17. Spencer Berger
18. Emily Chung *
19. Bob Kinnear, President/Business Agent, Amalgamated Transit Union, Local 113*

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

The Board was also in receipt of:

- a written submission dated November 06, 2015 from Shafique Hossain with respect to taxi services in Toronto; and
- a communiqué dated January 19, 2016 issued by Municipal Licensing & Standards (ML&S), City of Toronto, containing an update on the enforcement for Uber and Uber X and the status of current investigations.

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

Following the deputations, Chief Saunders said that if he were to order TPS officers to conduct law enforcement with respect to the operation of Uber services, he would be telling the officers to break the law and he is not willing to do that. Chief Saunders also said that he had confirmed that neither the Ottawa nor Waterloo police services are conducting law enforcement with respect to the operation of Uber services in those cities.

The Board approved the following Motions:

1. **THAT the Board receive Councillor Karygiannis' correspondence, the deputations, written submissions and ML&S communiqué;**

cont...d

- 2. THAT the City Solicitor provide a report to the Board for its next meeting on the shortcomings in legislation that make it difficult for the TPS to enforce ground transportation issues and the specific changes that may be required to the legislation. The report should include specific recommendations with respect to the changes that may be required as well as an update on the status, or results, of the charges that were laid by ML&S with respect to their investigations of Uber operations that were being heard in court on January 20, 2016.**

Moved by: J. Tory

Toronto City Hall Suite A1
100 Queen St. W.
Toronto Ontario M5H 2N2
(416) 392 1374 Tel
(416) 392 7431 Fax

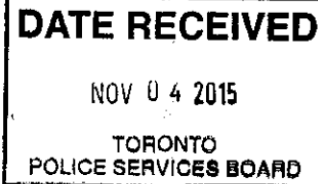


City of Toronto

3850 Finch Ave E. #G7
Scarborough Ontario
M1T 3T6
Tel (416) 321 2788
Fax (647) 723 0287

November 4, 2015

Mr. Andy Pringle
Chair
Toronto Police Services Board
40 College Street
Toronto, Ontario M5G 2J3



Dear Mr. Pringle:

I am writing to you in your capacity as the Chair of the Toronto Police Services Board. I request that a deputation item be placed on the next meeting of the Toronto Police Services Board, regarding the enforcement of unlicensed taxicabs including Uber.

As you are aware, City Council has requested the Toronto Police Services Board to provide an update on the action taken with respect to enforcement of unlicensed taxicabs.

There is immense public interest in this issue; specifically, when it comes to private cars transporting people around for a fee without having appropriate insurance, and putting Torontonians and visitors at risk. The public should have an opportunity to understand and discuss how the Toronto Police will move forward in upholding legislation including the Highway Traffic Act and the Provincial Offences Act.

This remains a critical issue for both the City of Toronto and for the Police Services Board to engage in. I have heard from many parties including those in the taxi industry and the public that they would like the opportunity to come forward to discuss these enforcement issues, with the Board directly.

In a previous email I asked Chief Mark Saunders to meet with members of the taxi industry to address and listen to items which are affecting them. Unfortunately, to date I have not received an answer from the Chief and/or his office. Therefore, I am looking to your positive response regarding this public safety and security issue.

Thank you in advance for your assistance and cooperation.

Regards,

Jim Karygiannis
Councillor Ward 39
Scarborough-Agincourt

Jim Karygiannis, Councillor
Ward 39, Scarborough-Agincourt
www.karygiannis.net

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JANUARY 20, 2016**

#P3. TORONTO POLICE SERVICE INTERNSHIP AT THE GATEHOUSE

The Board was in receipt of the following report December 30, 2015 from Mark Saunders, Chief of Police

Subject: TORONTO POLICE SERVICE INTERNSHIP AT THE GATEHOUSE

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.

Background/Purpose:

At its meeting of July 16, 2015, the Board was in receipt of correspondence (dated July 3, 2015) from Mr. Brad Hutchinson, Executive Director, The Gatehouse, with regards to the feasibility of accepting the opportunity for Toronto Police officers to participate in an internship-style program with The Gatehouse in order to learn how the trauma of childhood sexual abuse can lead to mental health problems as an adult (Min. No. P180/15 refers). The following information is provided in response to the request.

Discussion:

The Gatehouse has been a long-standing partner of the Toronto Police Service (Service). It is situated at 3101 Lakeshore Boulevard West, in the City of Toronto. It partners most frequently with officers assigned to 22 and 23 Division. On a weekly basis, both divisions use The Gatehouse facility for interviewing predominantly young victims of physical and sexual abuse. The Gatehouse provides a child-friendly environment and support, and reduces stress for victims and their families before and after the investigative interview has taken place.

Acting Superintendent Steven Molyneaux of the Toronto Police College (College) has reviewed the proposed internship, as the In-Service Training (IST) staff at the College currently provide Service-wide training in de-escalating confrontations with emotionally disturbed individuals. The proposed internship would enhance such training at the College.

The proposed internship would occur over a four-month period. Two members of the IST Section would spend up to five hours per week undergoing extensive facilitator training with members of the Gatehouse. Officers will learn of methods to de-escalate confrontations with

victims who suffer from continued emotional scarring due to sexual trauma suffered during their childhood years. Officers will learn powerful techniques to defuse crisis situations when dealing with these specific types of victims. Police officers with an understanding of the underlying issues that result from childhood sexual trauma will have greater skills to de-escalate and bring about peaceful resolutions in the face of conflict and anti-social behaviour.

Upon completion of the internship program, the participating IST members will share the knowledge with front line officers during the annual In-Service Training.

Staff Sergeant Mandeep Mann of the IST Section will work directly with Mr. Brad Hutchinson, the Executive Director to coordinate the timelines of the proposed internship.

Presently, the IST Section partners with Dr. Nancy McNaughton, the Associate Director and Director of Research of the Standardized Patient Program in the Faculty of Medicine at the University of Toronto. In preparation for the 2016 IST program, Dr. McNaughton and her colleagues have provided training to members of the In-Service Training Section.

Additional partnerships have been formed with Dr. Graham S. Vardy and Dr. Paul Martin Demers from the Centre for Addiction and Mental Health (CAMH) and Dr. T. G. Coleman and Mr. Samuel Breau of the Mental Health Commission of Canada. These experts have attended and participated in de-escalation training at the Toronto Police College. All of these initiatives and partnerships are consistent with the proposed Gatehouse internship, and serve continuously to enhance TPS members' competence in this important and sensitive area.

Conclusion:

This training opportunity in conjunction with an existing external partner will enhance training being provided by the Toronto Police College. The College continues to develop and deliver training to all Service members who deal with (or may potentially deal with) an emotionally disturbed person. IST members have also presented de-escalating training to the Ontario Provincial Police, Hamilton Police Service, and the Ontario Police College along with researchers from the Social Justice Tribunals Ontario.

In addressing the Service priority of Safe Communities and Neighborhoods, this is a valuable opportunity to learn of innovative methods to effectively de-escalate confrontations with individuals suffering from childhood sexual abuse.

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

The Board received the foregoing report.

Moved by: C. Lee

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JANUARY 20, 2016**

#P4. CENTRAL JOINT HEALTH & SAFETY COMMITTEE

The Board was in receipt of the Minutes from the Central Joint Health and Safety Committee meeting held on November 05, 2015. A copy of the Minutes is appended to this Minute for information.

Ms. D!ONNE Renée was in attendance and delivered a deputation to the Board with respect to the attached Minutes.

The Board received the Minutes from the CJHSC Meeting held on November 05, 2015 and Ms. Renée's deputation.

Moved by: S. Carroll



Central Joint Health and Safety Committee

- MEETING MINUTES -

**Board Room
7th Floor
Police Headquarters**

**Thursday,
November 05, 2015
at 9:00 AM**

Meeting No. 55

Members Present: Mr. Andy Pringle, TPSB, Committee Co-Chair
Mr. Keith Bryan, TPA, Committee Co-Chair
Mr. Tony Veneziano, TPS, Command Representative
Mr. Jon Reid, TPA, Executive Representative

Also Present: Ms. Wendy Ryzek, Manager, OH & Safety
Mr. Rob Duncan, Safety Planner & Program Coordinator, OH & Safety
Ms. Deirdre Williams, Recording Secretary

Guests: S/Sgt. Adrienne Johnstone, Marine Unit*

* Member of the Marine Unit Local Joint Health and Safety Committee

Chair for this Meeting: Mr. Keith Bryan, TPA, Committee Co-Chair

Opening of the Meeting:

1. Mr. Bryan extended a welcome to the Committee members and noted that this was Mr. Pringle's first meeting as the new Chair of the TPSB. The Committee also welcomed S/Sgt. Johnstone who attended the meeting in order to provide comments with respect to a matter involving the Marine Unit.
2. The Committee approved the public and confidential Minutes from its meeting that was held on June 12, 2015.

The Committee considered the following matters:

3. Police Dog Services: Installation of a Washing Machine and Dryer
Update by: Mr. Tony Veneziano, TPS Command Representative

Mr. Veneziano advised the Committee that the request for a washing machine and dryer had been included in the list of items for consideration in the 2015 State of Good Repair. He confirmed that the washing machine and dryer would be installed in approximately three to four months, subject to any urgent priorities.

Written notes provided by Mr. Veneziano with respect to this matter are attached to these Minutes for information.

Status:	Police Dog Services: Installation of a Washing Machine and Dryer: <u>Ongoing</u>
Action:	Mr. Veneziano will provide an update on this matter at the next Committee meeting.

4. Marine Unit: Barn Swallows
Update by: Mr. Tony Veneziano, TPS Command Representative

The Committee was provided with a copy of a letter (dated July 28, 2015) sent jointly by Dr. Alok Mukherjee, former Committee Co-Chair, and Mr. Bryan to the City's Chief Corporate Officer. The letter was sent pursuant to a request made by the Committee at its June 12, 2015 meeting. The letter expressed the Committee's disappointment at the length of time that it is taking the City to resolve the problems arising from the infestation of barn swallows in the boat house. The Committee was advised that neither Co-Chair received a response or an acknowledgement from the City with respect to their letter. A copy of the letter is attached to these Minutes for information.

Mr. Duncan said that wildlife specialists retained by the City of Toronto had made visits to the Marine Unit in August 2015 to identify potential options for preventing the barn swallows from nesting in the boat house. He advised the Committee that the wildlife specialists prepared a report with findings following their visits to the Marine Unit and it was provided directly to the City. To date, a copy of the report had not been shared with the TPS.

S/Sgt. Adrienne Johnstone of the Marine Unit provided the Committee with an update on the condition of the boat house and the extent to which members of the Marine Unit are required to power wash the boats. She said that this problem has been ongoing for 10 years and that the mess and the risk of potential harmful respiratory effects from the continued exposure to bird feces are of great concern to the members of the Marine Unit.

The Committee and S/Sgt. Johnstone said that they would like to receive a copy of the report that was submitted to the City.

Written notes provided by Mr. Veneziano with respect to this matter are attached to these Minutes for information.

Status:	Marine Unit: Barn Swallows: <u>Ongoing</u>
Action:	Mr. Veneziano will provide an update on this matter at the next Committee meeting.

5. Improvements to Internal Communication and Education with Respect to Workplace Violence and Harassment
Update by: Mr. Tony Veneziano, TPS Command Representative

Mr. Veneziano advised the Committee that OHS had met with TPS – Video Services and that the internal public service announcement-style video cannot be produced until an as yet to be determined time in 2016 due to other priorities. It is anticipated that one full day of filming and 35-40 person hours will be required to produce the video. The video will include a “tag line” indicating that it is presented to TPS members by the Committee and will encourage all members to report any observations or suspicions of potential workplace violence or harassment.

Written notes provided by Mr. Veneziano with respect to this matter are attached to these Minutes for information.

Status:	Improvements to Internal Communication and Education with Respect to Workplace Violence and Harassment: <u>Ongoing</u>
Action:	Mr. Veneziano will provide an update on this matter at the next Committee meeting.

6. List of Healthy Takeaway Meals for Members Who Are Working Shifts
Update by: Mr. Rob Duncan, Safety Planner & Program Coordinator, OHS

Mr. Duncan said that the new *Healthy Eating on the Run Initiative* has resulted in a guide that lists a selection of healthy eating options at specific locations within a TPS Division. There will be one guide for each Division. Copies of the guides for 13 and 14 Divisions were circulated for review.

Mr. Reid and Mr. Bryan emphasized the importance of ensuring that the *Healthy Eating* guides are widely circulated and in a format that allows TPS members to access them quickly and easily while working on the road. Mr. Bryan recommended that all of the guides be posted on the Intranet and that the locations of healthy eating options be available through a click-and-drop-down feature that is created for each Division.

The Committee expressed its appreciation to the TPS Nutritionist and OHS for the *Healthy Eating on the Run Initiative* and commended all of the members who were involved in its development.

Copies of the healthy eating guides for 13 and 14 Divisions and written notes provided by Mr. Duncan with respect to this matter are attached to these Minutes for information.

Status	Request for a List of Locations with Healthy Takeaway Meals for Members Who Are Working Shifts: <u>Ongoing</u>
Action	Mr. Veneziano will provide an update at the next Committee meeting.

7. Scheduling Traffic Court – Time Between Midnight Shift and Traffic Court
Update by: Mr. Keith Bryan, TPA, Committee Co-Chair

The Committee was provided with a copy of a letter (dated July 24, 2015) sent jointly by Dr. Alok Mukherjee, former Committee Co-Chair, and Mr. Bryan to Chief Mark Saunders. The letter was sent pursuant to a request made by the Committee at its June 12, 2015 meeting. The letter indicated that several police officers had expressed their concerns to the TPA about the limited time that exists between the end of a midnight shift and the time at which traffic court commences. Mr. Bryan advised the Committee that Chief Saunders had provided a response in a letter dated October 29, 2015 and he circulated copies of it to the Committee for review. Copies of both letters are attached to these Minutes for information.

Mr. Veneziano said that in addition to the information contained in the Chief’s response, the TPS will also review the current guidelines pertaining to the number of regular and paid duty hours that are worked in one day.

Mr. Reid said that the TPA’s concerns are specific to the limited time between the end of a midnight shift and the time that an officer is required to attend traffic court. He emphasized that officers are required to attend court – it’s not optional – and do so even after having worked all night. He said that paid duties are optional and that the TPA’s concerns about the number of hours worked in one day as a result of regular and court hours should not be considered by the TPS as being similar to any concerns that the TPS may have about the number of regular and paid duty hours worked in one day.

No written notes with regard to this matter were provided to the Committee.

Status	Scheduling Traffic Court – Time Between Midnight Shift and Traffic Court: <u>Ongoing</u>
Action	Mr. Veneziano will provide an update at the next Committee meeting.

8. Status of On-Line Injured on Duty (IOD) Processing System

Update by: Mr. Rob Duncan, Safety Planner & Program Coordinator, OHS

Mr. Duncan provided an update on the status of a potential on-line system that is being researched by OHS to process IOD occurrences. The new system would eliminate the current practice which requires members to transmit IOD reports to OHS by fax, hard copy, or as scanned attachments to email.

Mr. Duncan said that other police services in Ontario have adopted a similar approach to improve the way in which IOD reports are transmitted and managed. Several of these police services also use software from Parklane Systems which produces health, safety and risk management software products.

Mr. Duncan said that after reviewing several potential solutions for on-line IOD reporting, OHS decided to request TPS-Information Technology Services to build a custom interface to permit electronic entry of IODs into the existing Parklane software.

Additional information with respect to this matter is also contained in the confidential Minutes for this meeting.

No written notes with regard to this matter were provided to the Committee.

Status:	Status of On-Line IOD Processing System: <u>Ongoing</u>
Action:	Mr. Duncan will provide an update at the next Committee meeting.

Quarterly Update:

9. TPS Wellness Initiatives & Wellness Information on the Intranet

Update by: Mr. Tony Veneziano, TPS Command Representative

Mr. Veneziano and Mr. Duncan delivered the quarterly wellness update, including the results of recent wellness initiatives.

Written notes provided by Mr. Veneziano with respect to these issues are attached for information.

Status:	Quarterly Update: TPS Wellness Initiatives: <u>Ongoing</u>
Action:	Mr. Veneziano will provide a further update at the next meeting.

Critical Injuries:

10. Preliminary details of critical injuries that had occurred since the previous meeting and copies of completed Critical Injury Investigation Reports were considered by the Committee. Details of the Committee’s discussions and decisions are recorded in the confidential Minutes for this meeting.

****Confidential Matters****

The Committee also considered several other confidential matters.

Details of the Committee’s discussions and decisions regarding these matters have been recorded in confidential Minutes which form part of the Minutes for this meeting.

Next Meetings:

Mr. Bryan referred to the following provision in the *Terms of Reference*:

The Committee shall meet at least four times each year (or every three months) with dates to be established based on the availability of the Committee members.

Mr. Bryan noted that, to date, the Committee had met on two occasions in 2015 and inquired as to whether the Committee wished to schedule another two meetings prior to the end of the year. After a discussion, the Committee agreed that additional meetings would not be required in 2015.

The Committee agreed to schedule four meetings in 2016 on the following dates:

- Monday, February 01
- Wednesday, March 30
- Wednesday, June 29
- Wednesday, October 12

All meetings will commence at 9:30 AM.

The Committee requested that the meeting scheduled for February 01, 2016 be held at 31 Division, if possible, and agreed to identify the locations for the remaining meetings during the year.

Members of the Central Joint Health and Safety Committee:

Mr. Andy Pringle, Co-Chair Toronto Police Services Board	Mr. Keith Bryan, Co-Chair Toronto Police Association
Mr. Tony Veneziano, Command Representative, Toronto Police Service	Mr. Jon Reid, Executive Representative Toronto Police Association



Toronto Police Services Board

40 College Street, Toronto, Ontario, Canada. M5G 2J3
(416) 808-8080 FAX (416) 808-8082
www.tpsb.ca



July 28, 2015

Ms. Josie Scioli
Chief Corporate Officer
City of Toronto
Metro Hall
55 John St., 2nd Floor
Suite 204
Toronto, ON M5V 3C6

Dear Ms. Scioli,

Re: Request for a Resolution on the Matter of the Barn Swallow Infestation at the Toronto Police Service Marine Unit - 259 Queen's Quay West.

The Central Joint Health & Safety Committee ("the Committee") of the Toronto Police Service met on June 12, 2015, at which time the Committee members discussed the matter of the barn swallow infestation which occurs every spring at the Marine Unit located at 259 Queen's Quay West.

Each spring, the barn swallows arrive to build nests in the interior of the boathouse, and over the course of their nesting season produce ongoing disruptions to the operations of the Marine Unit. These disruptions continue throughout the year until the birds depart again for the winter. The most significant of these disruptions results from the extensive deposition of bird droppings throughout the facility. This necessitates costly cleaning operations, and utilizes the resources of the unit unnecessarily. It can also have an adverse effect on public safety, as it can at times impede emergency response due to the need to remove bird feces from boats and equipment. Furthermore, it poses a risk to the health and safety of our members by increasing the risk of exposure to diseases such as histoplasmosis.

As the barn swallows are protected as a Species at Risk in Ontario, neither the birds nor their nests may be disturbed during the nesting season. However, it is our understanding that there are solutions available which can be applied to discourage the birds from returning to nest in the spring. The Toronto Police Service has been attempting to engage with the City of Toronto to find a solution to this issue over the past several years, but to date no progress has been made. The Committee is of the view that this constitutes an unacceptable delay in resolving an issue which has potential impacts on operational resources and public safety, as well as on the health and safety of the members of the Marine Unit.

The Committee, therefore, requests that the City of Toronto review this matter and take any action that it deems to be appropriate in order to find a prompt resolution to this issue.

Please contact Mr. Tony Veneziano, Chief Administrative Officer, Toronto Police Service, if you should require additional information regarding this request.

Yours truly,



Alok Mukherjee
Co-Chair, Central JHS Committee
Toronto Police Services Board



Keith Bryan
Co-Chair, Central JHS Committee
Toronto Police Association

c. Tony Veneziano, Chief Administrative Officer, Toronto Police Service

13 Division

RESTAURANT	WHAT TO AVOID		ALTERNATIVE
California Sandwiches 2474 Dufferin St. Hours: Mon - Sat 10 - 10 pm Sun 10 - 5 pm	Meatball Sandwich with provolone cheese	Veal Sandwich (no toppings)	Mini Veal Sandwich (no toppings)
	*Nutrition info not available	Cal - 1049 Fat - 37g Sodium - 3885mg	Cal - 743 Fat - 23g Sodium - 2529mg
Pizza Pizza 536 St Clair Ave W Hours: Mon - Wed, Sun 11 - 2 am Thurs - Sat 11 - 3 am	Walk in Slice - Canadian Ehl (1 slice)	Walk in Slice - Bacon Double Cheeseburger (1 slice)	Walk in Slice - Garden Veggie on Whole Grain dough (1 slice)
	Cal - 670 Fat - 29g Sodium - 1560mg	Cal - 670 Fat - 29g Sodium - 1440mg	Cal - 590 Fat - 17g Sodium - 1040mg
Tim Hortons 815 Caledonia Rd. Hours: Open 24 hrs	Spicy Crispy Chicken Sandwich (on white bun)	Breakfast Sandwich Biscuit, Sausage, Egg, Cheese	Breakfast Sandwich English Muffin, Egg, Cheese
	Cal - 450 Fat - 16g Sodium - 1080mg	Cal - 490 Fat - 31g Sodium - 1130 mg	Cal - 270 Fat - 10g Sodium - 610mg
Subway 396 Spadina Rd. Hours: Mon - Fri 8 - 10 pm Sat 9 - 9 pm Sun 9 - 10 pm	6" Chicken & Bacon Ranch Melt on 9 grain bun (includes cheese)	6" Pizza Sub with cheese on 9 grain bun	6" Oven Roasted Chicken on 9 grain bun
	Cal - 500 Fat - 23g Sodium - 1030mg	Cal - 450 Fat - 20g Sodium - 1410mg	Cal - 320 Fat - 5g Sodium - 610mg
McDonalds 2781 Dufferin St. Hours: Open 24 hrs	Big Mac with Large Fries	Sausage 'N Egg McMuffin (Egg, Cheese, Sausage Patty)	Egg McMuffin Sandwich (Egg, Cheese, Canadian Bacon)
	Cal - 1090 Fat - 56g Sodium - 1390mg	Cal - 440 Fat - 25g Sodium - 880mg	Cal - 290 Fat - 11g Sodium - 730 mg
Aroma Espresso Bar 446 Spadina Rd. Hours: Mon - Fri 9 - 5 pm	Steak Sandwich (steak, veggies, cheese, aroma sauce)	Tuna Sandwich (tuna, veggies, aroma sauce)	Avocado Sandwich (avocado, veggies, hard-boiled egg)
	Cal - 494 Fat - 22g Sodium - 996mg	Cal - 390 Fat - 19.5g Sodium - 1049.6mg	Cal - 335 Fat - 15g Sodium - 476.8mg
Big Slice 1154 St Clair Ave W Hours: Mon - Thurs, Sun 11 - 1 am Fri - Sat 11 - 5 am	Veal Cutlet Sandwich	Buffalo Chicken Wrap w/ Fries	Grilled Chicken Sandwich w/ grilled veggies (peppers, onions, mushrooms)
	*Nutrition info not available	*Nutrition info not available	*Nutrition info not available

14 Division - (including Court Services Prisoner Transport, Hanna Avenue Garage & Mounted Unit)

RESTAURANT	WHAT TO AVOID	ALTERNATIVE
Tim Hortons 726 Bloor St. W Hours: Open 24 hrs	Spicy Crispy Chicken Sandwich (on white bun) Cal - 450 Fat - 16g Sodium - 1080mg 6" Chicken & Bacon Ranch Melt on 9 grain bun (includes cheese) Cal - 500 Fat - 23g Sodium - 1030mg	Breakfast Sandwich English Muffin, Egg, Cheese Cal - 270 Fat - 10g Sodium - 610mg 6" Oven Roasted Chicken on 9 grain bun Cal - 320 Fat - 5g Sodium - 610mg
Subway 1029 King St W Hours: Mon - Fri 7 - 12 am Sat/Sun 9 - 12 am	Original Bacon Cheeseburger (6 oz.) Cal - 505 Fat - 24.5g Sodium - 1755mg *all burgers include tomato, lettuce, ketchup and mustard Breaded Chicken Wings (5 pcs) Cal - 210 Fat - 15g Sodium - 530mg	Grilled Chicken on Multigrain Bun Cal - 280 Fat - 3.5g Sodium - 720mg Harvey's Angus Burger (5.5 oz.) Cal - 405 Fat - 18.5g Sodium - 1005mg
Harvey's 75 Hanna Ave. Hours: Mon - Thurs, Sun 10:30 - 10 pm Fri/Sat 10:30 - 10:30 pm	Walk in Slice - Canadian Eh! (1 slice) Cal - 670 Fat - 29g Sodium - 1560mg	Walk in Slice - Garden Veggie on Whole Grain dough (1 slice) Cal - 590 Fat - 17g Sodium - 1040mg
Metro 425 Bloor St. W Hours: Open 24 hrs 735 College St. Hours: Open 24 hrs	Chicken Parmesan (1 cutlet) Cal - 340 Fat - 15g Sodium - 620mg Walk in Slice - Bacon Double Cheeseburger (1 slice) Cal - 670 Fat - 29g Sodium - 1440mg	Stuffed Chicken (1 piece) Cal - 190 Fat - 5g Sodium - 810mg Asian Grilled Chicken Delite Salad w/ Asian sesame dressing Cal - 430 Fat - 18g Sodium - 910mg
Pizza Pizza 979 Bloor St. W. Hours: Mon - Wed, Sun 11 - 2 am Thurs - Sat 11 - 3 am	Large Steak Burrito on White Tortilla (6oz) Cal - 1141 Fat - 62g Sodium - 1730mg *values include ALL toppings (see back for all topping ingredients)	Small Chicken Burrito on Whole Wheat (4oz) Cal - 849 Fat - 35g Sodium - 1580mg *values include ALL toppings (see back for all topping ingredients)
Burrito Boyz 575 College St. Hours: Mon - Thurs, Sun 11 - 11 pm Fri/Sat 11 - 4 am	Chicken Quesadilla on White Tortilla Cal - 998 Fat - 41g Sodium - 11168mg	Small Naked Chicken Burrito Bowl Cal - 703 Fat - 30.6g Sodium - 1354mg *values include ALL toppings (see back for all topping ingredients)



Toronto Police Services Board

40 College Street, Toronto, Ontario, Canada. M5G 2J3
(416) 808-8080 FAX (416) 808-8082
www.tpsb.ca



July 24, 2015

Chief of Police Mark Saunders
Toronto Police Service
40 College Street
Toronto, Ontario
M5G 2J3

Dear Chief Saunders:

Re: Request for a Review: Scheduling of Traffic Court and/or
Applying a 15.5 Hour Rule to Regular and Court Duties Worked in
One Day

At its meeting on June 12, 2015, the Central Joint Health and Safety Committee (the "Committee") was advised that several officers have expressed concerns to the Toronto Police Association about the limited time that exists between the end of a midnight shift and the time at which traffic court commences. The limited time is reduced further for the officers who reside beyond the City of Toronto. The Committee noted the risks that can occur when officers operate vehicles while they have had little or no sleep.

The Committee discussed whether the existing TPS 15.5 hour rule pertaining to regular and paid duties worked in one day could also be applied to regular and court duties worked in one day.


The Committee agreed that the Co-Chairs should jointly send a letter to you with a request that you conduct a review to determine whether any improvements could be made to the way in which traffic court is scheduled in order to increase the time between the end of a midnight shift and the commencement of traffic court and/or apply a 15.5 hour rule to regular and court duties worked in one day, similar to the 15.5 hour rule pertaining to regular and paid duties.

We are forwarding this request to you on behalf of the Committee. The Committee would like to emphasize that it has taken the position that this issue affects the wellness of officers and has potential safety implications.

An extract of the Minutes from the June 12, 2015 meeting with respect to this matter is attached for your information.

Please contact Keith Bryan, Co-Chair, at 416-491-4301 or email kbryan@tpa.ca if you should require additional information with regard to this request.

Yours truly,



Alok Mukherjee
Co-Chair, CJHS Committee
Toronto Police Services Board



Keith Bryan
Co-Chair, CJHS Committee
Toronto Police Association

Extract of the Minutes from the Central Health and Safety Committee Meeting held on June 12, 2015:

14. New Matters for Consideration– 2015 Review
Review by: All Members

The Committee considered the following new matters:

- (a) Mr. Duncan said that OHS, along with technical assistance to be provided by TPS - Information Technology Services, will commence a pilot project to test the effectiveness of an on-line system for processing injured-on-duty (“IOD”) occurrences. A proposed user-friendly on-line system will, hopefully, be more efficient than the current system which relies upon the use of fax machines for transmitting IOD documents.

No written notes with regard to this matter were provided to the Committee.

Status	Pilot Project: On-Line IOD Processing System: <u>Ongoing</u>
Action	Mr. Duncan will provide an update at the next Committee meeting.

- (b) Mr. Bryan said that officers have expressed concerns to him and Mr. Reid about the limited time that exists between the end of a midnight shift and the time at which traffic court commences. The limited time is reduced further for the officers who reside beyond the City of Toronto. Mr. Reid emphasized the risks that can occur when officers operate vehicles while they have had little or no sleep.

Mr. Bryan inquired as to whether the existing TPS 15.5 hour rule pertaining to regular and paid duties worked in one day could also be applied to regular and court duties worked in one day.

The Committee agreed that the Co-Chairs would jointly send a letter to the Chief of Police with a request that he conduct a review to determine whether any improvements could be made to the way in which traffic court is scheduled in order to increase the time between the end of a midnight shift and the commencement of traffic court and/or apply a 15.5 hour rule to regular and court duties worked in one day, similar to the 15.5 hour rule pertaining to regular and paid duties. The letter will emphasize that the current situation affects the wellness of officers and has potential safety implications.

No written notes with regard to this matter were provided to the Committee.

Status	Scheduling Traffic Court – Time Between Midnight Shift and Traffic Court: <u>Ongoing</u>
Action	Mr. Bryan will provide an update at the next Committee meeting.

- (c) Mr. Bryan raised one additional new matter for 2015 which was considered during the confidential portion of the meeting and is recorded in the confidential Minutes.



Toronto Police Service

40 College Street, Toronto, Ontario, Canada. M5G 2J3
(416) 808-2222 FAX (416) 808-8202
Website: www.TorontoPolice.on.ca



Mark Saunders
Chief of Police

File Number:

October 29, 2015

DATE RECEIVED

NOV 03 2015

TORONTO
POLICE SERVICES BOARD

Andrew Pringle, Chair
Co-Chair, CJHS Committee
Toronto Police Services Board
40 College Street
Toronto, ON M6G 2J3

Dear Chair Pringle:

RE: Request for Review – Scheduling of Traffic Court and/or Applying a 15.5 Hour Rule to Regular and Court Duties Worked in One Day

The foregoing is submitted in response to the request for a review of the manner in which *“traffic court is scheduled in order to increase the time between the end of a midnight shift and the commencement of traffic court and /or apply a 15.5 hour rule to regular and court duties in one day...”*. As you know, officer availability is provided to the court electronically for Minor Traffic Court and Accident Court using the Computer Assisted Scheduling of Court (CASC) 800 Online Report. This is updated daily and is available electronically for all POA court clerks to use during court. Members of the CASC section also use this report when recommending officer availability during court.

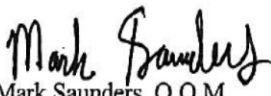
As per Routine Order 2006.06.28-0633 (CASC) when CASC sends officer availability reports to the POA courts to use for court scheduling, they ensure that no court dates are provided for officers who are on night shifts. Although the courts do take officer availability into consideration, the court sometimes selects dates that have not been indicated as available by CASC. Ultimately, the court decides the date and time based on the availability of all participants in the case.

With regard to instituting the application of a 15.5 hour rule in relation to Traffic Court, further time is required to examine the frequency with which the courts are scheduling officers contrary to our recommended availability which may lead to further discussion with City representatives in this regard. This entails a manual examination of the data

and the number of times the Courts have disregarded the unavailability of an officer on the midnight shift. It will also be necessary to review this recommendation in consultation with our Labour Relations unit and this will follow upon review of the available data.

Please be assured that the review is active and we will share our findings with you. We anticipate that the data analysis can be completed toward the end of November. We respectfully ask that you advise Co-Chair Keith Bryan accordingly.

Sincerely,


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

cc: Keith Bryan, Co-Chair, CJHS Committee, Toronto Police Association

PS/kk

CENTRAL JOINT HEALTH & SAFETY COMMITTEE (CJHSC)

CHIEF ADMINISTRATIVE OFFICER - NOTES FOR MINUTES

Date of Meeting: Thursday, November 5, 2015
Time: 09:00 – 11:00 hrs
Location: Toronto Police Service Headquarters
 TPSB Boardroom, 7th Floor

Public Agenda Items

#	Item	Notes
3	Police Dog Services: installation of washer/dryer.	<ul style="list-style-type: none"> ▪ This item was to have been included in the 2015 State of Good Repair process. This has not been approved by Command as yet, so there is no further action at this time.
4	Marine Unit: update on management of Barn Swallows.	<ul style="list-style-type: none"> ▪ Facilities Management advises that the City of Toronto has been provided with a report regarding the barn swallows, but a copy of that document has not yet been received by TPS.
5	Workplace Violence & Harassment Communication	<ul style="list-style-type: none"> ▪ The OHS Unit – Safety Section met with Video Services to discuss the logistics of developing a short “PSA-style” video, and to develop a storyline. Several ideas for a theme were developed, and OHS will engage with Diversity & Inclusion to produce the framework. Video Services has advised that they are unable to work on the project until 2016 due to other priorities, but that in the interim the framework can be developed and finalized. ▪ There was also discussion initiated by the OHS Unit to produce a short series of videos, with facility security awareness as the topic for a second video. The videos will follow a common theme and have a similar “look and feel” in order to create consistency in messaging.
6	List of healthy takeaway meals for members working shifts.	<ul style="list-style-type: none"> ▪ The <i>Healthy Eating on the Run Initiative</i> is well underway. Each Division has six or more thoroughly researched restaurant options. The guide is structured in an “Eat This, Not That” format with calories, fat, and sodium listed for each meal. General information and healthy eating tips still need to be added, and the guide needs to be fact checked, formatted, and added to the Wellness Website. Plans also include printing copies of the guide and creating laminated wallet sized cards. Research for the guide has

#	Item	Notes
		included visiting select grocery stores and restaurants and the TPS Nutritionist, Ms. Erin Moore completed 4 days of night shift to better understand what officers experience. During this week she made note of restaurants open during this time (limited options) as well as helpful snacks.
14	Wellness Update	<p data-bbox="716 548 1287 604"><i>Wellness statistics for June to September, 2015 are summarized below:</i></p> <p data-bbox="394 625 565 653"><u>Wellness Updates</u></p> <p data-bbox="394 667 565 695">TPS Yoga Program</p> <ul data-bbox="440 716 1052 856" style="list-style-type: none"> ▪ Bi-weekly sessions (on-going) at the Toronto Police College ▪ Number of people attending: 5-15 per session ▪ Yoga class for Pre-OPC Recruits ▪ Yoga Platoon Training for 14 Division and 32 Division – Ongoing ▪ Yoga Platoon Training for 43 Division <p data-bbox="394 877 524 905">ISTP Wellness</p> <p data-bbox="394 919 1089 947">Topic: Building Resiliency & Post-Traumatic Stress Disorder (PTSD) – Ongoing</p> <p data-bbox="394 961 565 989">Wellness Website</p> <p data-bbox="394 1003 1287 1209">The Wellness Team has continued to develop and generate content for the topic sections which include Eat Right, Think Right, Move Right, Heart Right and Sleep Right. Newly generated content includes, but is not limited to, fitness articles as well as nutrition articles on digestion, healthy eating for shift workers and weight management. The Wellness Website has been a practical way for members sign up for Fitness Pin Testing. The online process is easy to use and also provides preliminary Fitness Pin instructions. The Wellness Website also has a recipe section, which includes Breakfast, Lunch and Dinner options, as well as Dairy and Gluten Free meal ideas.</p> <p data-bbox="394 1224 743 1251">Average number of monthly visits: 300</p> <p data-bbox="394 1266 1122 1293">Nutrition Presentations (including Pre + Post OPC Recruits and Platoon Training)</p> <ul data-bbox="431 1308 837 1365" style="list-style-type: none"> ▪ Number: 28 ▪ People attended/reached: 450 members <p data-bbox="394 1379 565 1407">Nutrition Consults</p> <ul data-bbox="431 1421 829 1449" style="list-style-type: none"> ▪ Number of consults/people reached: 44 <p data-bbox="394 1463 602 1491">TPS Fitness Pin Testing</p> <ul data-bbox="431 1505 911 1533" style="list-style-type: none"> ▪ 420 Total Fitness Pin Tests (402 passed, 18 failed) <p data-bbox="394 1547 873 1575">Fitness Consults and Movement Screening Sessions:</p> <ul data-bbox="431 1589 829 1617" style="list-style-type: none"> ▪ Number of consults/people reached: 65 <p data-bbox="394 1631 711 1659">RZMR (Road to Mental Readiness)</p> <ul data-bbox="431 1673 773 1730" style="list-style-type: none"> ▪ 1 presentation for MCIT members ▪ Total reached: 40

#	Item	Notes
	<p data-bbox="394 375 837 401">UPCOMING & CURRENT WELLNESS INITIATIVES</p> <ul data-bbox="431 420 954 506" style="list-style-type: none"> <li data-bbox="431 420 889 445">▪ Fitness Consults/Fitness Pin Testing – Ongoing <li data-bbox="431 447 954 472">▪ Nutrition Consults/Nutrition Presentations – Ongoing <li data-bbox="431 474 867 499">▪ Road to Mental Readiness – Still in Progress <p data-bbox="394 518 821 543">TPS Yoga Program to be offered Service-Wide</p> <ul data-bbox="431 562 1086 588" style="list-style-type: none"> <li data-bbox="431 562 1086 588">▪ Yoga Platoon Training in the New Year at 52 Division and 33 Division <p data-bbox="394 604 626 630">Recruit Training Updates</p> <ul data-bbox="431 648 1235 674" style="list-style-type: none"> <li data-bbox="431 648 1235 674">▪ 30 minutes of Wellness training daily in the form of Fitness, Yoga, Team Building, etc. 	

** End of public agenda items. **

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JANUARY 20, 2016**

**#P5. MONTHLY REPORT: BODY-WORN CAMERA PILOT PROJECT –
JANUARY 2016**

The Board was in receipt of the following report January 05, 2016 from Mark Saunders, Chief of Police:

Subject: BODY WORN CAMERA PILOT PROJECT: JANUARY 2016

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.

Background/Purpose:

The Board at its meeting of July 16, 2015, approved the following motion:

- (1) The Chief be requested to provide a monthly public report to the Board, starting with the August 2015 meeting of the Board, on the implementation of the Body-Worn Camera Pilot Project, including any issues, emerging patterns, member feedback and community response (Min. No. P183/2015 refers).*

Discussion:

On May 18, 2015, the Service implemented a 12-month pilot project to explore the benefits, challenges, and issues surrounding the use of Body Worn Cameras (BWC) in Toronto.

Using both quantitative and qualitative data, the pilot project will be evaluated to assess how the project was implemented and what results it achieved. If appropriate, it will offer recommendations on possible adjustments to assist in achieving the project's stated goals and assist with wider implementation, if such expansion is shown to be desirable and feasible.

The Service's evaluation is being assisted by an external Evaluation Advisory Committee, comprised of evaluation and data specialists. This independent panel of experts is providing advice on, and is monitoring the quality of the evaluation.

The following information is submitted in response to the Board's request for a monthly update on any issues, emerging patterns, member feedback and community response on the BWC pilot project.

Issues:

There have been no new issues arising since the last report. The pilot project is continuing with the assistance of the two remaining vendors, Panasonic Canada and Reveal Media (Integrys).

Emerging Patterns:

As of December 29, 2015, the total number of videos recorded was 19,812, using 6.5TB of storage. This is a total of 2,470 hours recorded.

Member Feedback:

A meeting with Traffic Services Motor Squad is scheduled for January 7, 2016.

The following topics in relation to BWCs will be discussed:

- Technical issues arising from the use of the cameras, including the companion equipment and software
- Impacts experienced on daily operations and duties
- General feedback
- Questions and comments

Community Response:

The Service's BWC website contains a link to two online surveys for ongoing community input during the pilot. One survey is for general members of the public and one survey is specifically for members of the public who have had contact with a BWC equipped officer.

The link can be accessed at: <http://www.torontopolice.on.ca/bodyworncameras>. The surveys will remain available until March 17, 2016.

Conclusion:

The BWC pilot project implementation team will continue to report to the Board on a monthly basis with regard to any issues, emerging patterns, member feedback and community response.

Chief Mark Saunders will be in attendance to answer any questions that the Board may have regarding this report.

The Board received the foregoing report.

Moved by: S. Carroll

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JANUARY 20, 2016**

**#P6. ANNUAL REPORT: 2015 AWARDS GRANTED BY THE TORONTO
POLICE SERVICES BOARD**

The Board was in receipt of the following report December 02, 2015 from Andy Pringle, Chair:

Subject: AWARDS GRANTED BY THE TORONTO POLICE SERVICES BOARD:
JANUARY TO DECEMBER 2015

Recommendation:

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:

The following Toronto Police Services Board awards were presented to members of the Toronto Police Service during the period from January to December 2015:

MERIT MARK:

Det.	ANSARI, Ali (21)	SCI-Sex Crimes
PC	BORSBOOM, Marcelinus (7603)	14 Division
PC	CORBA, Erik (10769)	14 Division
Det.	THOMAS, Robert (3917)	SCI - Sex Crimes

COMMENDATION:

PC	ALVAREZ, Jorge (5406)	43 Division
PC	AMANTEA, Anthony (10259)	23 Division
PC	BEAULAC, Joseph (8719)	23 Division
Sgt.	BERNARDO, Israel (99557)	11 Division
PC	CHRISTODOULOU, Yiorgo (10346)	42 Division
Sgt.	COSGROVE, Sean (8612)	33 Division
PC	COURT, Andrew (9831)	41 Division
Sgt.	DUBE, David (4417)	54 Division
Sgt.	FLIS, Candice (1382)	Toronto Police Operations Centre
PC	GOW, Michael (10759)	43 Division
PC	GRANDE, Pietro (99504)	43 Division

Det.	HARRIS, Richard (5321)	SCI – Hold-Up
PC	HART, Peter (10189)	31 Division
S/Sgt.	HOGAN, James (6274)	14 Division
PC	HOWELL, Wayne (8268)	41 Division
PC	JOSEPH, Marc (10668)	Community Safety Command
PC	KELLY, Denise (10309)	14 Division
PC	KELLY, Kimberley (65271)	42 Division
PC	KHAN, Bahroze (10788)	14 Division
PC	LAND, Jason (65823)	54 Division
PC	LI, Ming (10834)	13 Division
Sgt.	MORRIS, Peter (99470)	14 Division
Sgt.	NAIR, Sajeev (8221)	53 Division
PC	OSBORNE, Keith (9422)	Organized Crime Enforcement
PC	PATHAK, Davinder (9069)	12 Division
PC	REEVES, Michael (10751)	41 Division
Civ.	SCHOFIELD, Gregory	SCI – Forensic Identification Services
Sgt.	SIDHU, Ajay (8675)	54 Division
PC	TAYLOR, Robert (10191)	54 Division
PC	VAN RUYVEN, Marc (10438)	14 Division
Sgt.	WATSON, Christopher (8778)	14 Division
Sgt.	YEANDLE, Mark (7250)	43 Division
S/Sgt.	ZAJAC, Julie (2164)	Records Management Services

TEAMWORK COMMENDATION:

Det.	ABDEL-MALIK, Maher (7670)	SCI – Hold-Up
PC	AGOSTINHO, Roy (10516)	51 Division
PC	AHMAD, Syed (7790)	22 Division
Sgt.	AKESON, Aaron (8315) (x2)	54 Division
Det.	ALLINGTON, Jeffrey (7497)	SCI - Homicide
PC	ANDERSON, Gareth (10050)	Community Safety Command
Civ.	ANTRAM, Kristen (88630)	Organized Crime Enforcement
PC	ANGUS, John (86527)	Intelligence Services
PC	ANNETTS, Amanda (8644)	Organized Crime Enforcement
PC	GRIER, Megan (9078)	13 Division
Civ.	ANTRAM, Kristen (88630)	Organized Crime Enforcement
Det.	APOSTOLIDIS, John (7529)	53 Division
PC	APOSTOLOPOULOS, G. Dimitrios (90217)	53 Division
PC	ARMSTRONG, Christopher (5475)	55 Division
PC	ARMSTRONG, Robert (7547)	SCI – Forensic Identification Services
PC	ARRUDA, Sandra (87970)	SCI – Sex Crimes
PC	ARSHAD, Sheraz (9560)	51 Division

Sgt.	ASSELIN, Glenn (1717)	23 Division
PC	ATKINSON, Graham (5184)	OCE – Drug Squad
Det.	AZARRAGA, Jose (461)	OCE – Drug Squad
PC	BABOULAS, Steve (90460)	55 Division
Sgt.	BARTLETT, Jason (8781)	42 Division
PC	BEAUDOIN, Shane (9638)	12 Division
PC	BELANGER, Lisa (7771)	Intelligence Services
PC	BELL, Darryl (7479)	Professional Standards
PC	BLACKADAR, Janelle (5016)	SCI – Sex Crimes
PC	BONCARDO, Peter (8866)	Organized Crime Enforcement
PC	BOURGEOIS, Jean (5461)	53 Division
PC	BOWERS, Sean (9689)	14 Division
S/Sgt.	BOYCE, Ronald (3267)	Divisional Policing Support Unit
PC	BOYKO, Dayna (8109)	SCI – Sex Crimes
PC	BRADY, Peter (10011)	SCI – Sex Crimes
PC	BRANKER, Darryl (9450)	43 Division
PC	BRETT, Tyler (10254)	51 Division
Civ.	BRIELL, Sandra (86134)	Communications Services
Civ.	CALDWELL, Tamara (87637)	Communications Services
PC	CAMARA, Tommy (8410)	22 Division
PC	CAMPBELL, Phillip (6099)	SCI – Sex Crimes
PC	CARUSO, Salvatore (9158)	42 Division
PC	CENSONI, Lorenzino (9786)	31 Division
PC	CHAN, Justin (10844)	12 Division
PC	CHANT, James (7646) (x2)	Organized Crime Enforcement
PC	CHARIANDY, Mark (7412)	12 Division
PC	CHHINZER, Randeep (9402)	Organized Crime Enforcement
PC	CHOO-WING, Dexter (7378)	OCE – Bail & Parole
PC	CHOURYGUINE, Dmitry (9702)	Intelligence Services
Det.	CHRISTIE, Peter (6563)	OCE – Financial Crimes
PC	CLARKE, Douglas (6280)	Organized Crime Enforcement
PC	CLARKE, Matthew (8025)	Organized Crime Enforcement
Det.	CLENDINNING, Mark (1298)	OCE – Bail & Parole
PC	CONLEY, Timothy (9563)	55 Division
Det.	CORREA, David (5157)	SCI – Sex Crimes
Sgt.	COSGROVE, Sean (8612)	33 Division
PC	CURTIS, Teresa (8168)	SCI – Sex Crimes
PC	DANIELS, Jeffery (9240)	SCI – Hold-Up
PC	DA SILVA, Mark (9677)	23 Division
PC	DAVEY, Amy (7317) (x2)	SCI – Sex Crimes
PC	DAVIS, Jason (9840)	23 Division
PC	DAVY, Brian (10660)	55 Division
PC	DAY, Joanne (9517)	23 Division
PC	D’CUNHA, Michael (9526)	32 Division
PC	DE ANGELIS, Mary-Gina (10756)	12 Division

PC	DEMARCHE, Henry (10908)	55 Division
PC	DEVRIES, Tanya (5205)	42 Division
PC	DEWLAND, William (9772)	51 Division
S/Sgt.	DEWLING, Norman (2704)	22 Division
D/Sgt.	DiDANIELI, Roberto (1859)	Organized Crime Enforcement
Sgt.	DIRENZO, Raymond (931)	22 Division
Sgt.	DIXON, Helen (8111)	32 Division
PC	DOE, Lionel (9955)	SCI – Forensic Identification Services
PC	DOYLE, Christopher (9090)	Organized Crime Enforcement
PC	DUNCAN, Phillip (7580)	Toronto Police College
PC	DUNNING, Brian (9185)	13 Division
Det.	DUNSTAN, Douglas (3255)	SCI - Homicide
PC	DZELAJLIJA, George (7900)	12 Division
PC	EAST, Jeffrey (10123)	31 Division
D/Sgt.	ECKLUND, David (5053)	43 Division
PC	ELO, Douglas (8865)	54 Division
PC	ELZINGA, Siu-Mia (5420)	OCE – Financial Crimes
PC	EMOND, Christian (90249)	55 Division
Sgt.	ENTWISTLE, Warren (5497)	42 Division
PC	ETHIER, Christopher (9723)	11 Division
PC	FERLISI, Onofrio (99696)	14 Division
Sgt.	FERNANDES, Dwayne (5081)	51 Division
PC	FIGLARZ, Radoslaw (90231)	32 Division
PC	FRIGON, Robert (4571) (x2)	Organized Crime Enforcement
PC	FRITZ, Gordon (124)	Professional Standards
Det.	GAGLIARDI, Vito (5245)	13 Division
PC	GALLANT, Caroline (4877) (Ret.)	Professional Standards
D/Sgt.	GALLANT, Stacy (2515)	SCI - Homicide
PC	GANJ, Arran (9107)	53 Division
PC	GARVEY, Andrew (8893)	OCE – Drug Squad
PC	GEBORSKI, Piotr (10854)	12 Division
Supt.	GILBERT, Scott (5955)	53 Division
PC	GILL, Shawn (9790)	Community Safety Command
D/Sgt.	GIROUX, Gary (2268)	SCI - Homicide
Civ.	GOOCH, Katherine (88003)	Communications Services
Civ.	GOOCOOL, Meera (88805)	Intelligence Services
Det.	GRIALDI, Thierry (6789)	Intelligence Services
Det.	GOMES, Susan (1004)	SCI - Homicide
PC	GOMEZ, Ricardo (8222)	SER - Marine
Civ.	GOOCH, Katherine (88003)	Communications Services
PC	GORDON, William (9255)	12 Division
PC	GOUGH, Jeffrey (10316)	13 Division
PC	GRANT, Christopher (7854)	43 Division
Insp.	GRAY, Pauline (3761)	23 Division

Sgt.	GREGORY, Sandra (1972)	12 Division
Det.	GREKOS, Michael (770)	Organized Crime Enforcement
Det.	GRIALDI, Thierry (6789)	Intelligence Services
PC	GRIER, Megan (9078)	13 Division
PC	HAINES, Richard (8956)	Organized Crime Enforcement
Det.	HANCOCK, Kimberly (4523)	SCI – Sex Crimes
PC	HARNETT, Elizabeth (9120)	51 Division
PC	HARRISON, Keith (9244)	54 Division
PC	HAWKINS, Hilary (7791)	SCI – Sex Crimes
PC	HEARD, Jason (7480)	43 Division
Det.	HEITZNER, Robert (702) (x2)	SCI – Sex Crimes
Sgt.	HEWSON, Brooke (5195)	54 Division
Sgt.	HICKMOTT, Marcie (5198)	Records Management Services
PC	HO, Matthew (10178)	23 Division
PC	HOLDER, Paul (4693)	OCE – Bail & Parole
D/Sgt.	HORNER, Gavin (6550)	Intelligence Services
PC	HUNG, Jeffrey (99886)	32 Division
PC	HUNTLEY, Melissa (10396)	51 Division
PC	HURST, Clayton (10287)	31 Division
PC	HUTCHINGS, Tracey (8975)	52 Division
D/Sgt.	IDSINGA, Hank (6830)	SCI - Homicide
PC	INGLEY, Paul (9065)	55 Division
PC	INGLIS, Craig (7204)	31 Division
PC	IRVINE, Zachary (7611)	Intelligence Services
PC	ISMAIL, Ahmed (10466)	Intelligence Services
PC	JACKSON, Wesley (10730)	12 Division
PC	JAMES, Shandon (90458)	55 Division
PC	JAMIESON, Nicole (10561)	12 Division
Sgt.	JANSZ, Gawain (5330)	14 Division
Sgt.	JOHNSTON, Brent (8744)	41 Division
Sgt.	JOHNSTON, Nancy (8734)	41 Division
Det.	JOHNSTONE, Timothy (456)	43 Division
PC	JONES, Jason (8105)	41 Division
PC	KAINZ, Christopher (1047)	SER - Marine
PC	KARPUC, Dawid (10121)	12 Division
Civ.	KEARNS, Susan (99523)	Communications Services
PC	KELLY, Diane (5298)	OCE – Financial Crimes
PC	KENNEDY, Candice (7669)	12 Division
Civ.	KERR, Kimberley (87619)	Communications Services
Sgt.	KERR, Steven (5474)	51 Division
PC	KHOSHBOOI, Ali (9568)	Traffic Services
PC	KIM, Judy (9820)	32 Division
PC	KIM, So-Yeon (82047)	52 Division
PC	KNILL, Graham (5443) (x2)	Organized Crime Enforcement
PC	KOLAR, Andrew (6534) (Ret.)	Professional Standards

Det.	KRAWCZYK, Paul (7451)	SCI – Sex Crimes
PC	KROUSTALLIS, Michael (10069)	32 Division
PC	LAND, Jason (65823)	54 Division
PC	LANDRY, Joel (8749)	SCI – Hold Up
PC	LaVALLEE, David (8663)	Traffic Services
PC	LEAL, Jason (8232)	52 Division
Det.	LECK, Richelle (7546)	SCI - Homicide
PC	LEONARD, Monika (10721)	32 Division
PC	LEUNG, Norman (5969)	55 Division
PC	LINDELL, Kurtis (90221)	55 Division
Det.	LINQUIST, Darryl (7505)	55 Division
Sgt.	LITTLE, David (469)	Intelligence Services
PC	LOU, Bing (7600)	32 Division
Det.	LUFF, Daniel (4246) (x2)	SCI – Sex Crimes
PC	MA, Derek (10080)	32 Division
PC	MAC DONALD, Wayne (10683)	32 Division
Sgt.	MAC KAY, Shari (5251)	Strategy Management
Sgt.	MAC KINNON, Richard (90014) (x2)	54 Division
PC	MAC NAB, Daniel (5353)	SER - Marine
PC	MAC NAUGHTON, Mary (10796)	51 Division
PC	MAC STEVEN, Peter (7617)	12 Division
PC	MACIEK, John (4032)	52 Division
PC	MAHMOOD, Tayyab (10181)	32 Division
PC	MAKARENKO, Thomas (10590)	12 Division
PC	MANAFO, Saverio (9524)	51 Division
PC	MANHERZ, Joel (7962)	SCI – Sex Crimes
Det.	MARGETSON, John (2103)	OCE – Drug Squad
PC	MARKS, Stacey (10582)	12 Division
PC	MARSHALL, Kevin (90054)	51 Division
PC	MARSHALL, Michael (10375)	31 Division
PC	MARXER, Matthew (8004)	22 Division
PC	MAU, Richard (8825)	32 Division
PC	MAVROU, Danny (9397)	54 Division
PC	MAXWELL, George (7702)	SCI – Sex Crimes
PC	MC CARTHY, Bradley (8444)	23 Division
PC	MC CONNELL, William (1684)	31 Division
PC	MC CULLOUGH, Kristal (8849)	14 Division
PC	MC GEE, Brady (8507)	32 Division
PC	MC KENZIE, Peter (7934)	OCE – Bail & Parole
PC	MC KEOWN, Sean-Brendan (10356)	51 Division
PC	MC MAHON, Joseph (2356)	22 Division
PC	MICHAUD, David (7863)	12 Division
PC	MILDENBERGER, Kaine (8503)	OCE – Financial Crimes
Det.	MIRON, Bruno (5020)	22 Division
Sgt.	MOORE, Steven (5819)	SER – Police Dog Services

PC	MORAES, Timothy (4854)	Professional Standards
Sgt.	MOREHOUSE, Rita (6735)	Toronto Police College
Det.	MOREIRA, John (4424)	Organized Crime Enforcement
PC	MOXHAM, Sean (9520)	OCE – Drug Squad
PC	MURPHY, Shane (10541)	52 Division
PC	NEATH, Patricia (5399)	SCI - Homicide
D/Sgt.	NICOL, Brett (99444) (x2)	Organized Crime Enforcement
PC	NISHIKAWA, Brian (10188)	51 Division
PC	OGG, Stuart (9899)	14 Division
PC	OH, David (9657)	51 Division
PC	OLVER, Robert (1272)	54 Division
PC	OTTEN, Edward (9647)	SER - Marine
PC	PALERMO, Loredana (8765)	53 Division
PC	PARGETTER, Kevin (9943)	43 Division
PC	PATRICK, Colin (10430)	12 Division
D/Sgt.	PATTERSON, Michael (7576)	SCI - Homicide
PC	PEACOCK, Jason (7548)	32 Division
PC	PELECH, Danylo (10340)	32 Division
PC	PERSICHETTI, Donato (8165)	13 Division
PC	PINFOLD, Matthew (8802)	12 Division
PC	PISCHEDDA, Mark (6383)	51 Division
PC	PLUNKETT, Patrick (7831)	Organized Crime Enforcement
PC	POWELL, Michelle (99511)	SCI – Sex Crimes
PC	PRODANOS, Alexi (7645)	42 Division
PC	PROSPER, Mark (10027)	Traffic Services
Supt.	QUAN, Douglas (587) (Ret.)	Organized Crime Enforcement
PC	RABBITO, Corrado (7460)	Organized Crime Enforcement
Sgt.	RALLIS, Peter (99627)	32 Division
PC	RECTOR, Jason (8898)	SCI – Sex Crimes
PC	REDICK, Amanda (8883)	OCE – Drug Squad
PC	REGNIER, Paul (10502)	31 Division
PC	REID, Gregor (9088)	51 Division
PC	RIBAROVIC, David (7937)	14 Division
PC	RICE, Deborah (4455)	55 Division
PC	RIGGS, Brian (99605)	52 Division
PC	ROCHON, Becky (8817)	22 Division
Sgt.	RODEGHIERO, Robert (7703)	41 Division
PC	ROMANO, Robert (9205)	OCE – Drug Squad
PC	ROSE, Ninrod (10453)	12 Division
Det.	ROSETE, Lester (5188)	Organized Crime Enforcement
PC	ROSS, Matthew (9851)	Intelligence Services
PC	RUGHOO, David (8570)	32 Division
PC	RYAN, Clinton (9430)	14 Division
D/Sgt.	SCHERTZER, Joyce (3952)	SCI - Homicide
PC	SCHOONBERG, Bobbi (9241)	32 Division

PC	SHANLY, Paul (10837)	51 Division
PC	SHARMA, Atul (10036)	32 Division
Sgt.	SHARMA, Sanjay (5194)	55 Division
PC	SHAW, Kempton (90278)	51 Division
PC	SIDDIQUI, Mohammed (10868)	12 Division
PC	SIDHU, Ajeet (10700)	13 Division
Insp.	SINOPOLI, Domenic (6868)	Professional Standards Support
Civ.	SKOK, Bonnie-Jean (88386) (x2)	Organized Crime Enforcement
PC	SMITH, Ryan (8958)	Organized Crime Enforcement
PC	SPRIGGS, Brett (5008)	Organized Crime Enforcement
Det.	STEINWALL, Andrew (5352)	Organized Crime Enforcement
Det.	STEPHENSON, Katherine (7947)	55 Division
PC	STEWART, Patrick (9344)	Community Safety Command
PC	STIBBE, Clinton (7609)	Traffic Services
PC	STRIBOPOULOS, Chris (9360)	55 Division
Det.	SUKUMARAN, Rajeev (7089) (x2)	Organized Crime Enforcement
PC	SUTHERLAND, Brian (8839)	31 Division
PC	SYRMBOS, Tom (7846)	41 Division
Civ.	TALSMA, Carol (87317)	Communications Services
PC	TANABE, Shingo (8252)	SCI – Sex Crimes
Det.	THERIAULT, John (1408)	Professional Standards
Det.	THOMAS, Robert (3917)	SCI – Sex Crimes
PC	THOMPSON, Jennifer (99559)	43 Division
PC	THORNTON, Neil (8522)	55 Division
Sgt.	TILLSLEY, John (1653)	Divisional Policing Support Unit
PC	TOBIN, Jacqueline (8426)	31 Division
PC	TOMLINSON, Jason (8279)	Toronto Police College
D/Sgt.	TRACY, Steven (528)	Organized Crime Enforcement
PC	TREMBLAY, Andrew (9242)	55 Division
PC	TROTTER, Timothy (5433)	OCE – Financial Crimes
PC	TUCKER, Adriana (99860)	Intelligence Services
Det.	VAN NEST, Ryan (8141)	52 Division
S/Sgt.	VANDER HEYDEN, Justin (5018)	Central Field
PC	VANDER MEER, Elena (7948)	Divisional Policing Support Unit
Sgt.	VENDRAMINI, Luigi (6276)	32 Division
PC	VERRUNO, Frank (9334)	42 Division
PC	VIEIRA, Larry (8843)	SCI – Sex Crimes
PC	VILLAFLO, Rogelio (5310)	SCI - Homicide
PC	VILVANATHAN, Piratheepan (10053)	32 Division
Det.	WALTERS, Gregory (6842) (x2)	Intelligence Services
Civ.	WARR, Amy (82018)	SCI – Hold Up
Det.	WATERS, Jason (7477)	11 Division
Det.	WEBSTER, David (402)	Intelligence Services
PC	WEIR, Ian (9933)	13 Division
Sgt.	WEST, Lee (99641) (x2)	55 Division

PC	WEST, Michael (8977)	SCI – Hold-Up
PC	WHELER, Katherine (90119) (x2)	Intelligence Services
Det.	WHITE, Kevin (3538)	52 Division
PC	WHITEFIELD, Ross (7200)	42 Division
Sgt.	WILSON, Timothy (6094) (x2)	Emergency Management - Mounted
PC	WINDSOR, David (8277)	SCI – Sex Crimes
PC	WITHROW, Jennifer (8649)	SCI – Sex Crimes
Sgt.	WOODHOUSE, Stephen (6645)	22 Division
Det.	WOOKEY, Charles (4031)	32 Division
PC	YARDE, Ryan (8776)	32 Division
Det.	YARMOLUK, David (813)	55 Division
PC	YOUNGER, Chad (8451)	Organized Crime Enforcement
Det.	ZAJAC, David (2014)	32 Division
PC	ZEBROWSKI, Tomasz (9091)	51 Division
PC	ZLOBICKI, Aleksandra (10335)	51 Division

Members who were unable to attend the ceremonies were presented with their awards at the unit level.

In summary, there were a total of 4 Merit Marks, 33 Commendations and 313 Teamwork Commendations during 2015.

The following Toronto Police Services Board awards were presented to members of the community during the period from January to December 2015:

COMMUNITY MEMBER AWARD

NAME	SUBMITTED BY:
AEDMASU, Gelila	41 Division
ALVAREZ, Rhea	43 Division
ALVES, Aurora	23 Division
ALVES, Victor	23 Division
ANDREWS, Kyle	52 Division
BASANEZ, Frederick	54 Division
BEAVERS, Lindsay	Traffic Services
BOND, Jarod	53 Division
CAMPBELL, Connor	41 Division
CARDONA, Johnny	12 Division
CARDONA, Jorge	12 Division
CASSIDY, Stephanie	54 Division
CATALANA, Agnes	55 Division
CHAN, Meagan	52 Division
CHEN, Chin-Hua	51 Division
CHENG, Qian	42 Division
COLLIOPOULOS, Nikolas	11 Division

CONNELLY, Joy	54 Division
CROSTHWAIT, Rachel	54 Division
DELA CRUZ, Vincent	41 Division
DEL-CAMPO, Justin	42 Division
DENNIS, John	53 Division
DE OLIVEIRA, Rosa	41 Division
DESJARDINS, Noel	51 Division
DIAS, Jorge	31 Division
DOOKHRAN, Michael	51 Division
ELLIOTT, Keith	Divisional Policing Support Unit
ELLIOTT, Thomas	51 Division
FLOWERS, Sherman	22 Division
FOSTER, Anthony	14 Division
GAZMEN, Claro	14 Division
GIALLO, Christina	14 Division
GIBSON, Lisa	53 Division
HAMILTON, Peter	SCI – Sex Crimes
HAN, Jiyeen Jasper	52 Division
HARRIS, Janie	51 Division
HUDSON, Emilie	51 Division
KATSIJIORGIS, Demetre	54 Division
KERR, Mathew	33 Division
KEYS, Jessica	51 Division
LANDRY, William	52 Division
LUO, Charles	52 Division
MAC KENNA, Karen	14 Division
MAC KAY, William	52 Division
MAC PHERSON, Kevin	41 Division
MANIATIS, Eva	33 Division
MARWART, Mohammed	41 Division
MEGHANI, Salman	41 Division
MINUK, Carly	41 Division
MOUZAKITIS, Damianos	54 Division
NEILSON, Erica	14 Division
NGUYEN, Bon	52 Division
NICHOLSON, Troy	14 Division
NOBLE, David	14 Division
OAKLEY, Matthew	52 Division
O’HARA, William	53 Division
ORTIZ, Kevin	52 Division
OSWALD, Timel	14 Division
PERDOMO HENRIQUEZ, George Manuel	11 Division
PEREZ, Jorge	11 Division
PETTYPIECE, Charles	41 Division
PORTER, Lindsay	54 Division

RAMOUTAR, Nigel	33 Division
RANDO, David	54 Division
REID, Robin	43 Division
RESTREPO, Catalina	52 Division
REYES, Michael	14 Division
ROSA, Jessie	11 Division
SAM, Victoria	11 Division
SCOTT, Carla	54 Division
SEKANDIRI, Soheil	42 Division
SINGH, Timothy	52 Division
SLOCUM, James	23 Division
SMITH, Eric	54 Division
SMITH, Jason	54 Division
SMITH, Kaitlyn	SER – Police Dog Services
SPEAKMAN, Gary	23 Division
SPEIRS, Natalie	11 Division
SPENCE, Larry	14 Division
ST. JOHN, Anthony	51 Division
STANTON, Tyler	41 Division
STILES, Marit	11 Division
TINKER, Illya	52 Division
TITLEY, Andrew	53 Division
TRINH, Danny	52 Division
TUCCITTO, Rob	54 Division
WENGER, James	23 Division
WITHERS, Alison	14 Division

PARTNERSHIP AWARD

NAME	SUBMITTED BY:
ADAMS, Tia	SCI – Homicide
DUFFIELD, Ellen	33 Division
DUFFIELD, Timothy	33 Division
EVANS, Christopher	33 Division
KELL, Melissa	SCI - Homicide
MAC MULLIN, Eric	51 Division
MC AULEY, Thomas	33 Division
PANCER, Erin	Organized Crime Enforcement
REFAAT, Moustafa	Financial Management
SHIELDS, Glenda	Financial Management

In summary, there were a total of 88 Community Member Awards and 10 Partnership Awards presented during 2015. Members of the community who were unable to attend the ceremonies were presented with their awards by the units who had submitted them for nomination.

Conclusion:

The purpose of the report is to provide a record of awards granted by the Toronto Police Services Board during the period from January to December 2015.

The Board received the foregoing report.

Moved by: C. Lee

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JANUARY 20, 2016**

**#P7. MOTION FROM TORONTO CITY COUNCIL – UPDATE ON THE
SPECIALIZED PROGRAM FOR INTERDIVISIONAL ENHANCED
RESPONSIVENESS (SPIDER)**

The Board was in receipt of the following report December 30, 2015 from Andy Pringle, Chair:

Subject: MOTION FROM TORONTO CITY COUNCIL – UPDATE ON THE
SPECIALIZED PROGRAM FOR INTERDIVISIONAL ENHANCED
RESPONSIVENESS (SPIDER)

Recommendation:

It is recommended that the Board determine how it wishes to respond to City Council’s Motion regarding the Specialized Program for Interdivisional Enhanced Responsiveness (SPIDER).

Financial Implications:

There are no financial implications arising from the recommendation contained in this report.

Background/Purpose:

Toronto City Council, at its meeting of December 9 & 10, 2015, adopted Item 8.3, “Update on the Specialized Program for Interdivisional Enhanced Responsiveness (SPIDER).”

Discussion:

Toronto City Council has forwarded this item to the Toronto Police Services Board, among others, for consideration.

The report is attached for your information.

Conclusion:

Therefore, it is recommended that the Board determine how it wishes to respond to the Council’s Motion regarding SPIDER.

Mr. Scott McKean, Manager, and Mr. Todd Orvitz, Policy Development Officer, Social Development, Finance and Administration, City of Toronto, were in attendance and provided a presentation on the SPIDER initiative.

Following the presentation, Mr. McKean and Mr. Orvitz responded to questions by the Board.

The Board received the foregoing report and approved the following Motion:

THAT the Board continue to support the SPIDER initiative and any future enhancements that may be made to it.

Moved by: S. Carroll



Ulli S. Watkiss
City Clerk

City Clerk's Office

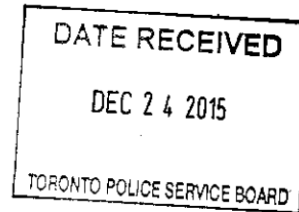
Secretariat
Marilyn Toft
Council Secretariat Support
City Hall, 12th Floor, West
100 Queen Street West
Toronto, Ontario M5H 2N2

Tel: 416-392-7032
Fax: 416-392-2980
e-mail: mtoft@toronto.ca
web: www.toronto.ca

**In reply please quote:
Ref.: 15-CD8.3**

December 17, 2015

Mr. Andrew Pringle
Chair
Toronto Police Services Board
40 College Street
Toronto, Ontario
M5G 2J3



Dear Mr. Pringle:

**Subject: Community Development and Recreation Committee Item 8.3
Update on the Specialized Program for Interdivisional Enhanced
Responsiveness (SPIDER) (Ward All)**

City Council on December 9 and 10, 2015, adopted this Item as amended, and in so doing, has forwarded this Item, for consideration, to the Toronto Police Services Board.

Yours truly,

for City Clerk

M. Toft/sb

Attachment

- Sent to: Minister of Community Safety and Correctional Services,
Province of Ontario
Minister of Health and Long-Term Care, Province of Ontario
Attorney General, Office of the Public Guardian and Trustee
Commissioner, Office of the Information and
Privacy Commissioner of Ontario
Chief Executive Officer, Toronto Central Local Health Integration Network
Director, New Ventures and Community Programs, VHA Home Health Care
(Toronto Hoarding Support Network)
President and Chief Executive Officer, United Way Toronto and York Region
Board of Health
Interim President and Chief Executive Officer,
Toronto Community Housing Corporation
Chair, Toronto Police Services Board
All Interested Parties
- c. City Manager
-

Community Development and Recreation Committee

CD8.3		Amended		Ward:All
-------	--	---------	--	----------

Update on the Specialized Program for Interdivisional Enhanced Responsiveness (SPIDER)

City Council Decision

City Council on December 9 and 10, 2015, adopted the following:

1. City Council direct the Executive Director, Social Development, Finance and Administration to implement the Specialized Program for Interdivisional Enhanced Responsiveness (SPIDER) on an ongoing basis.
2. City Council direct the Executive Director, Social Development, Finance and Administration to identify additional funding requirements to operate SPIDER as part of the 2017 Operating Budget.
3. City Council request the Executive Director, Social Development, Finance and Administration, the Executive Director, Municipal Licensing and Standards, and the Medical Officer of Health to allow City Councillors and their staff to refer cases to SPIDER for consideration.
4. City Council direct the Executive Director, Social Development, Finance and Administration to report back to Community Development and Recreation Committee by the third quarter of 2016 with a further progress report on the outcomes of SPIDER, including recommendations for policy innovations to improve safety and well-being for vulnerable Torontonians.
5. City Council direct the Executive Director, Social Development, Finance and Administration, the Executive Director, Municipal Licensing and Standards, and the Medical Officer of Health to implement a communication strategy for City Councillors and their staff regarding SPIDER and how it assists vulnerable Torontonians following the release of the progress report on the outcomes of SPIDER to Community Development and Recreation Committee in the third quarter of 2016.
6. City Council request the Minister of Health and Long-Term Care and Toronto Central Local Health Integration Network to increase access to evidence-based mental health supports for vulnerable residents, including supports to address hoarding disorders.
7. City Council forward this Item, for consideration, to the Toronto Board of Health; the Board of Directors of Toronto Community Housing Corporation; the Toronto Police Services Board; the Office of the Information and Privacy Commissioner of Ontario; the Minister of Health and

Long-Term Care; the Office of the Public Guardian and Trustee; the Minister of Community Safety and Correctional Services; the Toronto Central Local Health Integration Network; United Way Toronto and York Region and the Toronto Hoarding Support Network.

8. City Council direct the Executive Director, Social Development, Finance and Administration to engage in, and provide input to, the provincial review of the Mental Health Act, specifically in regards to compulsive hoarders and other vulnerable adults, and report back to the Community Development and Recreation Committee.

Committee Recommendations

The Community Development and Recreation Committee recommends that:

1. City Council direct the Executive Director, Social Development, Finance and Administration to implement the Specialized Program for Interdivisional Enhanced Responsiveness (SPIDER) on an ongoing basis.
2. City Council direct the Executive Director, Social Development, Finance and Administration to identify additional funding requirements to operate SPIDER as part of the 2017 Operating Budget.
3. City Council request that the Executive Director, Social Development, Finance and Administration, the Executive Director, Municipal Licensing and Standards, and the Medical Officer of Health allow City Councillors and their staff to refer cases to SPIDER for consideration.
4. City Council direct the Executive Director, Social Development, Finance and Administration to report back to Community Development and Recreation Committee by the third quarter of 2016 with a further progress report on the outcomes of SPIDER, including recommendations for policy innovations to improve safety and well-being for vulnerable Torontonians.
5. City Council direct the Executive Director, Social Development, Finance and Administration, the Executive Director, Municipal Licensing and Standards, and the Medical Officer of Health to implement a communication strategy for City Councillors and their staff regarding SPIDER and how it assists vulnerable Torontonians following the release of the progress report on the outcomes of SPIDER to Community Development and Recreation Committee in the third quarter of 2016.
6. City Council request the Minister of Health and Long-Term Care and Toronto Central Local Health Integration Network to increase access to evidence-based mental health supports for vulnerable residents, including supports to address hoarding disorders.
7. City Council forward the report (November 9, 2015) from the Executive Director, Social Development, Finance and Administration, the Executive Director, Municipal Licensing and Standards and the Medical Officer of Health, for consideration, to the Toronto Board of Health; Board of Directors of Toronto Community Housing Corporation; the Toronto Police Services Board; the Office of the Information and Privacy Commissioner of Ontario; the Minister of Health and Long-Term Care; the Office of the Public Guardian and Trustee; the Minister of Community Safety and Correctional Services; the Toronto Central Local Health Integration

Network; United Way Toronto and York Region and the Toronto Hoarding Support Network.

Committee Decision Advice and Other Information

The Community Development and Recreation Committee requested the Executive Director, Social Development, Finance and Administration, the Executive Director, Municipal Licensing and Standards, and the Medical Officer of Health report to the Community Development and Recreation Committee in the first quarter of 2016 on strategies to lower the threshold for residents who qualify to have their cases reviewed and resolved by SPIDER so that residents who are vulnerable and whose cases are complex, but who do not meet currently meet the standards to be resolved by SPIDER, can have their cases be directed through the program to address well-being, mental health, and housing needs.

Origin

(November 9, 2015) Report from the Executive Director, Social Development, Finance and Administration, the Executive Director, Municipal Licensing and Standards, and the Medical Officer of Health

Summary

This report summarizes proof-of-concept results for the City's new initiative to address vulnerability, the Specialized Program for Interdivisional Enhanced Responsiveness (SPIDER). The report recommends that the City continue to implement SPIDER on an ongoing basis and to review future funding needs starting in 2017.

In its first year of operation, SPIDER has strengthened the effectiveness of coordinated City services and improved safety and well-being for vulnerable individuals and the communities they live in.

Complex situations that could not be resolved by individual City divisions have been brought to resolution through SPIDER. Timely risk resolutions have been achieved and in most situations, vulnerable residents have been helped to remain living at home safely, with appropriate supports. Coordination across City services and with third party service providers has been enhanced. City policies and procedures for responding to vulnerability have been aligned, new interdivisional information-sharing protocols have been introduced and staff training in vulnerability and risk reduction has been expanded. Finally, system-level policy changes to improve responsiveness to vulnerable residents have been identified and recommended.

Background Information (Committee)

(November 9, 2015) Report from the Executive Director, Social Development, Finance and Administration, the Executive Director, Municipal Licensing and Standards, and the Medical Officer of Health, on Update on the Specialized Program for Interdivisional Enhanced Responsiveness (SPIDER)

(<http://www.toronto.ca/legdocs/mmis/2015/cd/bgrd/backgroundfile-85652.pdf>)

(July 16, 2014) Appendix 1 - Letter: Office of the Ombudsman

(<http://www.toronto.ca/legdocs/mmis/2015/cd/bgrd/backgroundfile-85653.pdf>)

(September 5, 2014) Appendix 2 - SPIDER Information-Sharing Protocol

(<http://www.toronto.ca/legdocs/mmis/2015/cd/bgrd/backgroundfile-85671.pdf>)

Appendix 3 - Open Dialogue on Vulnerability Series

(<http://www.toronto.ca/legdocs/mmis/2015/cd/bgrd/backgroundfile-85654.pdf>)

Speakers

Lori Lucier, Toronto Central Local Health Integration Network (LHIN)
Councillor Kristyn Wong-Tam
Councillor Shelley Carroll
Councillor Josh Matlow



**STAFF REPORT
ACTION REQUIRED**

Update on the Specialized Program for Interdivisional Enhanced Responsiveness (SPIDER)

RECEIVED
CITY CLERK'S OFFICE
SECRETARIAT 10/11

Date:	November 9, 2015	2015 NOV 9
To:	Community Development and Recreation Committee	FM 1 35
From:	Executive Director, Social Development, Finance and Administration Executive Director, Municipal Licensing and Standards Medical Officer of Health	
Wards:	All	
Reference Number:	AFS # 20377	

SUMMARY

This report summarizes proof-of-concept results for the City's new initiative to address vulnerability, the Specialized Program for Interdivisional Enhanced Responsiveness (SPIDER). The report recommends that the City continue to implement SPIDER on an ongoing basis and to review future funding needs starting in 2017.

In its first year of operation, SPIDER has strengthened the effectiveness of coordinated City services and improved safety and well-being for vulnerable individuals and the communities they live in.

Complex situations that could not be resolved by individual City divisions have been brought to resolution through SPIDER. Timely risk resolutions have been achieved and in most situations, vulnerable residents have been helped to remain living at home safely, with appropriate supports. Coordination across City services and with third party service providers has been enhanced. City policies and procedures for responding to vulnerability have been aligned, new interdivisional information-sharing protocols have been introduced and staff training in vulnerability and risk reduction has been expanded. Finally, system-level policy changes to improve responsiveness to vulnerable residents have been identified and recommended.

RECOMMENDATIONS

The Executive Director, Social Development, Finance & Administration, the Executive Director, Municipal Licensing and Standards, and the Medical Officer of Health recommend that:

1. City Council direct the Executive Director, Social Development, Finance and Administration to implement the Specialized Program for Interdivisional Enhanced Responsiveness (SPIDER) on an ongoing basis;
2. City Council direct the Executive Director, Social Development, Finance and Administration to identify additional funding requirements to operate SPIDER as part of the 2017 Operating Budget;
3. City Council direct the Executive Director, Social Development, Finance and Administration to report back to Community Development and Recreation Committee by the third quarter of 2016 with a further progress report on the outcomes of SPIDER, including recommendations for policy innovations to improve safety and well-being for vulnerable Torontonians;
4. City Council request the Minister of Health and Long-Term Care and Toronto Central Local Health Integration Network to increase access to evidence-based mental health supports for vulnerable residents, including supports to address hoarding disorders; and
5. City Council forward this report, for consideration, to the Toronto Board of Health; Board of Directors of Toronto Community Housing Corporation; the Toronto Police Services Board; the Office of the Information and Privacy Commissioner of Ontario; the Minister of Health and Long-Term Care; the Office of the Public Guardian and Trustee; the Minister of Community Safety and Correctional Services; the Toronto Central Local Health Integration Network; United Way Toronto and York Region and the Toronto Hoarding Support Network.

Financial Impact

There are no immediate financial implications resulting from the adoption of the recommendations included in this report, as funding for the existing SPIDER Program is included in the 2015 Approved Operating Budget and the 2016 Operating Budget Submission for Social Development, Finance and Administration **with zero net impact**. Funding for 2017 and beyond will be considered as part of future year budget processes. The Deputy City Manager and Chief Financial Officer has reviewed this report and agrees with the financial impact information.

Equity Impact

The City of Toronto serves all residents, including those who may be subject to increased vulnerability related to aging, chronic health challenges, diminished capacity, mental health issues, social isolation, and other factors. To ensure equitable outcomes for all Torontonians, City Council and the Toronto Public Service have committed to the removal of systemic barriers to City services. This commitment requires innovating to deliver different or even higher levels of service to residents experiencing vulnerability.

SPIDER is an innovative mechanism for delivering enhanced levels of service in accordance with this commitment. SPIDER delivers customized responses to elevated risks involving vulnerable residents to ensure that safety and well-being is available equally to everyone.

DECISION HISTORY

On December 16, 17 and 18, 2013, City Council authorized the Executive Director, Social Development, Finance and Administration to establish the Specialized Program for Interdivisional Enhanced Responsiveness (SPIDER) on a 'proof of concept' basis and authorized a transfer of funds in the amount of \$199,000 from the Social Assistance Stabilization Reserve (XQ1054) to fund two temporary staff positions.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2013.EX36.10>

SPIDER was established to respond to several 2013 City Council directions related to the need for improved coordination between service systems (e.g. municipal, provincial, community-based) in extreme cases involving chronic hoarding, multiple property standards and fire code violations, bed bug and other pest infestations as well as the need to train staff more broadly on their role in serving all residents, including those facing heightened vulnerability. The links to these motions are provided below.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2013.MM30.6>

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2013.HL19.13>

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2013.LS18.6>

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2013.CD18.5> (part c)

ISSUE BACKGROUND

Responding to Vulnerability

Various City divisions and agencies are first responders to complex property and community standards issues, some of which arise as a result of a person experiencing vulnerability. City staff have encountered extreme cases of chronic hoarding of animals, possessions and refuse, multiple property standards and fire code violations, bed bug and other pest infestations. While staff take the immediate appropriate actions to remedy the circumstance at the time, it is often the case that additional, chronic issues go unresolved.

To respond to these challenges and improve the coordination and effectiveness of City services and enforcement responses, in December 2013 City Council allocated funding for two temporary staff positions and authorized the Executive Director, Social Development, Finance, and Administration to establish the Specialized Program for Interdivisional Enhanced Responsiveness (SPIDER) on a "proof of concept" basis.

The City of Toronto Working Group on Vulnerability has defined vulnerability as a gap between the challenges a person faces and the resources they can access when facing those challenges. Vulnerability must be assessed in context – a person's vulnerability or resilience will depend on their circumstances, environment and resources in the broadest sense.

This definition of vulnerability emphasizes service and resource gaps, not characteristics of the person, as the core driver of vulnerability and affirms the role of the service provider to make extra efforts to reduce vulnerability by closing these gaps.

In the first year of operation, responding to 45 acutely elevated risk situations, SPIDER has achieved ten major accomplishments:

1. Timely risk resolutions.
2. Safer housing outcomes for vulnerable residents.
3. Stronger alignment of City policies and procedures for responding to vulnerability.
4. New linkages and partnerships with community services and health care providers.
5. Vulnerable residents have been connected or re-connected to appropriate services and service coordination has been enhanced.
6. Positive community impacts and better quality of life for neighbours.
7. Exploration of information-sharing and privacy protection legislation, policies, and procedures.
8. Staff training in vulnerability and risk reduction.
9. Positive impacts for staff workplace health and safety.
10. System-level policy reforms have been prioritized and recommended.

The SPIDER program model and details on Year 1 impacts are described below.

COMMENTS

Program Model

The SPIDER program design and implementation was rolled out in four phases between January 2014 and October 2015 under the direction of a Steering Committee comprised of the Executive Director, Social Development, Finance and Administration, the Executive Director, Municipal Licensing and Standards (MLS), and the Medical Officer of Health. The Deputy City Clerk, Corporate Information Services has also joined the Steering Committee to oversee SPIDER's information-sharing and privacy protection protocols.

The SPIDER program design has been modelled on international and Canadian best practices in Collaborative Risk Driven Community Safety. These approaches have been adapted for use in Toronto on the basis of extensive interdivisional consultations and consultation with City of Toronto Ombudsman (See Appendix 1) and the Office of the Commissioner of Housing Equity for Toronto Community Housing. Both have endorsed SPIDER as a valuable City of Toronto innovation.

External stakeholders have also been closely consulted throughout the proof of concept phase, including Toronto Central Local Health Integration Network, Toronto Community Care Access Centre, the Information and Privacy Commissioner of Ontario and the Office of the Public Guardian and Trustee of Ontario. Many of these agencies are now participating in SPIDER.

Program Scope

Vision and Mandate: The vision guiding SPIDER is the safe inclusion of vulnerable Torontonians in their communities. The program mandate is to reduce acutely elevated health and safety risks involving vulnerable residents, their homes or property and their neighbours by:

- (a) coordinating front-line responses across City of Toronto divisions and agencies;
- (b) building effective linkages to relevant health care and social services; and
- (c) driving policy reforms related to vulnerability.

Focus on Elevated Risk Situations Involving Vulnerability: SPIDER is not designed to supersede normal City services. Strict case selection methods and threshold criteria are applied to ensure that the resource intensity delivered through SPIDER is reserved for the most complex and intractable situations of vulnerability encountered by City staff, and to ensure that SPIDER interventions are implemented only when an enhanced interdivisional response is required to reduce vulnerability and risk. Results from similar intensive service programs have shown that effectiveness can diminish when intensive interventions are directed to cases of lesser severity. For this reason, there are no plans to expand SPIDER to address non-acute risks situations.

Program Functions

SPIDER fulfills five functions related to vulnerability and risk reduction; these include:

1. Service Coordination;
2. System Reform and Innovation;
3. Case Management;
4. Data Collection; and
5. Staff Education and Training.

1. **Service Coordination and Innovation:** The SPIDER Situation Table coordinates innovative front-line responses to immediate situations of risk and documents systemic barriers that prevent coordination or long-term solutions. The term "situation" is used rather than "case" to distinguish the work of the table from conventional case management that may be delivered by any of the participating services, which include City divisions and agencies from across the Toronto Public Service and external service providers. The Situation Table is chaired by SPIDER staff. The division and agencies participating at the SPIDER Situation Table are:

City of Toronto Services:

Children's Services
Fire Services
Long-Term Care Homes and Services
Municipal Licensing and Standards
Paramedic Services
Revenue Services
Toronto Public Health
Shelter, Support, and Housing Administration
Social Development, Finance and Administration
Toronto Community Housing Corporation

External Services:

Cota (Serving adults with mental health and cognitive challenges)
Mid-East Toronto Health Link
Office of the Public Guardian & Trustee
Toronto Community Care Access Centre
Woodgreen Community Services

2. **System Reform:** The System Reform and Innovation Table on Vulnerability in Toronto assesses the barriers identified by front-line providers from SPIDER and other City programs, and recommends policy change to improve the capacity of the City and partners to respond effectively to vulnerability and risk. The Table is chaired by the Deputy City Manager, Cluster A and receives guidance from the City Solicitor. Membership includes executive leadership from Toronto Public Health and MLS, Toronto Police Service, United Way Toronto and York Region, and the Toronto Central Local Health Integration Network.
3. **Case Management:** SPIDER staff have professional backgrounds in public health nursing and human services. They facilitate interdivisional service coordination and provide specialized case management services where a lead service agency cannot be designated due to the complexity of the situation, or where the situation does not meet threshold criteria for consideration by the Situation Table but still requires City support.

4. **Data Collection:** Prior to the launch of SPIDER, the City did not maintain data on its cross-corporate service to the same vulnerable individuals and high risk situations. This lack of data limited the City's capacity to assess costs and to develop coordinated policies and services. SPIDER has now put in place an infrastructure for data collection adhering to privacy legislation to enable staff to proactively identify trends and address them accordingly.
5. **Staff Education and Training:** SPIDER offers formal and informal interdisciplinary education for City of Toronto staff and professionals across Toronto to better understand best practices for responding to vulnerability and assessing acutely elevated risks.

Risks, Vulnerabilities and Service Gaps Identified in Year 1

SPIDER has coordinated responses to 45 acutely elevated risk situations. Data collected about these situations shed light on the vulnerabilities, risks and risk drivers that have been historically most challenging for the City to address through normal mechanisms.

- **Imminent Eviction/Homelessness, Fire, and Sanitation were the Highest Risks:** Most situations involved acutely elevated risk of eviction (67%), risk of fire (39%), and/or sanitation issues associated with odor and waste (43%).
- **Problematic Hoarding was a Core Risk Driver:** Problematic Hoarding behaviours and related property maintenance issues were core drivers of these risks. For example, among the fire risks, 88% involved problematic hoarding, 71% involved excessive storage of combustible materials, and 65% had blocked exits. Among the eviction risk situations, 50% had safety risks due to excessive clutter.
- **Social Isolation and Low Income were the Major Vulnerabilities:** In the majority of situations, vulnerabilities were associated with social isolation (73%), and low income (56%). Individuals were not at elevated risk due to distance from services (4%). Although ageing is not a vulnerability, it may exacerbate or trigger a vulnerability. Seniors aged 60+ represented 45% of situations. In most situations (69%), the individual had refused services that were offered to them, prior to the SPIDER intervention.
- **Half of all situations were introduced by Toronto Community Housing (TCHC):** Many vulnerable Torontonians live in TCHC buildings, and TCHC is frequently the first point of contact with municipally-funded services for many residents facing complex or acutely elevated risks. The City will continue to work with TCHC to respond to vulnerable tenants. Going forward, SPIDER will explore options for expanding risk identification related to private residences.

- **Vulnerable Residents were Lacking Appropriate Mental Health Services and Help with Functional Activities of Daily Living:** Service needs were reported for mental health (82%), assistance with activities of daily living (53%), hoarding relapse prevention (47%), and financial assistance for housing repairs and maintenance (31%).

These early results aligns with the Toronto Public Health report, *Unequal City* (2015), which documented health inequities in Toronto and with the City's new poverty reduction strategy, *TO Prosperity*. Low income and unmet health and social service needs lead to poor quality of life for vulnerable Torontonians. They can also produce unsustainable pressures on City services, including enforcement and safety services that do not have a primarily therapeutic or social service mandate. SPIDER is generating administrative data that over time will help to quantify the extent of this pressure. Through its system reform function, SPIDER will support the City to build effective linkages with other sectors and orders of government that are responsible for health and social supports and to drive municipal and intergovernmental policy changes to respond to residents' unmet needs.

Program Impacts in Year 1

Proof-of-concept results show that SPIDER has strengthened the effectiveness of City services and has brought resolution to complex situations that could not be resolved by City divisions working alone or in limited coordination. SPIDER has improved safety and quality of life for vulnerable individuals, their neighbours and the surrounding community. Major accomplishments in Year 1 include:

- **Timely Risk Resolutions:** Within the first twelve months of operations, 33 of 45 (73%) of risk situations introduced to the SPIDER Situation Table were "closed/resolved" (i.e. elevated health and safety risks were reduced to levels manageable by normal services and the appropriate services are in place). Prior to coming to SPIDER, many of these situations had gone unresolved for months or even several years, despite the repeated efforts of City enforcement services. The average length of time to achieve resolution through SPIDER service coordination was less than four months. Twelve situations remain open as work progresses. New situations are introduced to the SPIDER Table on a continuous basis.
- **Vulnerable Residents Connected or Re-Connected to Services and Enhanced Service Coordination:** Early assessment during the program design phase showed that in many cases, City services have been very well coordinated across divisions to respond to vulnerable residents. However, SPIDER has enhanced the effectiveness of City services and reduced repeat or "revolving door" encounters for some divisions by expanding the scope of appropriate service to address unmet needs. For example, in every risk situation that was closed through a coordinated SPIDER response, an average of 4 agencies or services was involved in the solution, reflecting the high level of complexity of the situations, and at least one additional City service or external agency was introduced as part of the solution. Table 1 shows how frequently additional services were introduced to help resolve SPIDER Situations. In one third of the situations that

have been resolved by the SPIDER Table, vulnerable individuals were provided with home care and supports to assist with activities of daily living through the Toronto Community Care Access Centre.

Table 1: Additional Services Introduced by SPIDER to Resolve Situations, September 2014-15

Services	%	# (of 33)
Toronto Community Care Access Centre	33%	11
Shelter, Support, and Housing Administration	27%	9
Toronto Public Health	27%	9
Toronto Paramedic Services	24%	8
Cota (Services for Adults with Mental Health and Cognitive Challenges)	21%	7
Toronto Employment and Social Services	18%	6
Revenue Services	15%	5
Toronto Fire Services	15%	5
Office of Public Guardian and Trustee	15%	5
Woodgreen Community Services	12%	4

- **Safer Housing Outcomes for Vulnerable Residents:** In 85% of the resolved situations, SPIDER made it possible for most vulnerable individuals to remain living in their own homes safely (67%) or to be relocated to more appropriate housing (18%), such as long-term care. Table 2 shows housing outcomes for 33 resolved situations.

Table 2: Housing Outcomes for SPIDER Resolved Situations, September 2014-15

Housing Outcome	%	# (of 33)
Averted Eviction/Homelessness	85%	28
Resident Remains at Home Safely	67%	22
Relocated to Supportive Housing, Long-Term Care or Private Dwelling	18%	6
Evicted to or Remains at Shelter or No Fixed Address	15%	5
Resident Remains at Home Safely - TCHC	58%	19
Resident Remains at Home Safely - Private Dwelling	9%	3

- **Positive Community Impacts and Improved Quality of Life for Neighbours:** Most SPIDER Situations were first brought to the attention of City services by distressed neighbours and community members. The nature of many of these situations, including problem hoarding, excess animals, environmental odours, or housing in a poor state of repair has impinged on quality of life for the surrounding community for long periods of time, and has prevented neighbours from the full enjoyment of their own homes and property. Moreover, in most cases the community has felt seriously concerned about the

welfare of their vulnerable neighbours and has sought City support to ensure the safety of the individual and the community. The risk resolutions that have been achieved over the past year through the SPIDER initiative have brought relief to a number of communities and improved overall quality of life in the neighbourhood.

- **Alignment of Policies and Procedures to Respond to Vulnerability:** SPIDER is leading the harmonization of policies and procedures related to vulnerability across the Toronto Public Services. This is advancing service coordination that will improve outcomes for vulnerable residents and their communities. The Heads of all divisions and agencies participating in SPIDER have signed Memoranda of Commitment to expedite resource delivery to risk situations at the request of the Situation Table. For example:
 - **Toronto Community Housing:** Participation in the SPIDER initiative and the vulnerability definition have been adopted into new eviction prevention policies and procedures of Toronto Community Housing. The interagency relationships that TCHC has developed through SPIDER is enabling TCHC to provide better and more coordinated responses to vulnerable tenants and their neighbours.
 - **Municipal Licensing and Standards:** Participation in SPIDER and the approach to vulnerability has also been written into standard operating procedure documents guiding Municipal Licensing and Standards Division (MLS) and has led to operational and staffing restructuring within the Division. MLS has created a dedicated team from existing staff resources and has identified two management-level staff positions (Investigation Services and Toronto Animal Services) to oversee vulnerability responses and to work regularly with SPIDER.
 - **Long-Term Care Homes and Services (LTCHS):** LTCHS is working with SPIDER to develop a protocol in response to vulnerable residents who are dealing with infestations in the home, and who require assistance with homemaking services.
- **New Linkages and Partnerships with Community Services and Health Care Providers:** Health and human service providers and funders external to the City are essential partners in improving outcomes for Toronto residents. Although many City divisions and agencies have well-established referral relationships with community-based service organizations, access to these referral opportunities and knowledge of organizational roles and governing regulations is uneven across City staff. A significant achievement of the SPIDER initiative has been the formal inclusion of third-party organizations that provide diverse support services, including mental health care, addictions services, case management and housing supports on an expedited basis to SPIDER situations of risk.
- **Advances in Information-Sharing and Privacy Protection:** SPIDER Staff and Legal Services worked together to build a step-by-step protocol for sharing any personal information as part of SPIDER. This protocol outlines the steps that must be followed when Situations are discussed at the Situation Tables and further, when interventions are developed by participating divisions and agencies. Each step in the protocol aims to ensure compliance with all applicable legislation. Further, the SPIDER information sharing protocol serves to both (i) reduce the number of parties receiving personal

information (i.e. only those persons that require the information as part of their divisional mandate) and (ii) reduce the amount of information that will be shared (i.e. only that information that is necessary). (See Appendix 2).

- **Expanded Staff Education and Training:** The array of perspectives present at the Situation Table builds interdisciplinary knowledge and relationships and helps first responders to leverage diverse services, policies, and regulations to achieve positive outcomes for residents and the surrounding community. In addition to educational opportunities through the Situation Table, SPIDER has also launched a monthly series of free half-day training workshops for front-line and policy professionals in Toronto, focused on best practices, innovations, and operational and regulatory issues in responding to vulnerability. The workshop series, called "Open Dialogue on Vulnerability" has attracted an average of 120 participants each month, including City staff, City Councillors, and service providers in the health and community service sectors from within Toronto and beyond. (See Appendix 3).
- **Positive Impacts for Staff Workplace Health and Safety:** Staff who have worked repeatedly without resolution to address risk situations involving vulnerable residents often experience distress and even vicarious trauma. The introduction of SPIDER has equipped staff in the Toronto Public Service with a network of resources and colleagues to bring about effective resolution of acutely elevated risks involving vulnerable residents. As the SPIDER model develops, workplace well-being can improve. Going forward, a system reform goal for SPIDER is to increase staff access to workplace psychological safety supports to ensure the well-being of employees working with vulnerable residents (see below).
- **System Reform and Innovation Priorities Identified:** The System Reform and Transformation Table has been established to assess barriers to reducing vulnerability, health risk, and safety risks identified by the SPIDER Situation Table and other front line City programs. Based on preliminary information collected from the Situation Table, the following five system changes have been identified as priorities for 2016:
 - Expansion of evidence-based community treatment for hoarding disorders with a focus on prevention of acutely elevated safety risks and linked to SPIDER program for expedited referrals;
 - Further development of hospital-to-community communication protocols and resources to ensure that appropriate supports are in place for vulnerable residents following discharge from hospital to home, building on work completed to date by the General Manager, Shelter, Support and Housing Administration and the five Local Health Integration Networks operating in Toronto;
 - Preparation of a SPIDER Partnership Protocol for reviewing conditions for mandating extreme clean/decluttering interventions related to Toronto residences and for ensuring adequate supports are made available to residents and neighbours in the event of an intervention;

- Further development of City of Toronto staff education and guidelines concerning privacy protection legislation and grounds for lawful disclosure of personal information and personal health information to address health or safety risks;
- Further development of Psychological Safety at Work policies and vicarious trauma supports for employees of the City and partner organizations that work with vulnerable Torontonians, to ensure the health and well-being of our staff.

The City-5 LHINs Leadership Table, co-chaired by the Executive Director of Social Development, Finance and Administration and the Chief Executive Officer of Toronto Central Local Health Integration Network was established in 2013 to address issues of mutual concern for the City and the five local health integration networks operating in Toronto. This will be a valuable forum for moving forward with several of these system change priorities, aimed to increase the effectiveness of the municipality and the health care system in working together to reduce health and safety risks.

This report recommends that City Council communicate with the Minister of Health and Long-Term Care and other relevant stakeholders on the value of a coordinated service model such as SPIDER and the need for specialized mental health services, including services for hoarding disorders, to respond to risks involving vulnerable Torontonians, their homes and property and their neighbours.

Conclusion

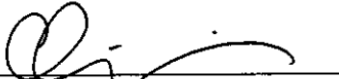
Within its first year of operation, SPIDER has demonstrably strengthened the City's capacity to reduce acutely elevated health and safety risks involving vulnerable Torontonians, their homes or property, and their neighbours. It has introduced new information-sharing protocols that aim to protect personal privacy while allowing City Agencies, Divisions and partners to communicate and coordinate more effectively to reduce harms. SPIDER has also launched a vulnerability-focused staff and stakeholder education program attracting more than 120 participants each month from within Toronto and beyond and has created new relationships for the City with local health care systems stewards and the Province of Ontario to promote the safety of vulnerable Torontonians. Going forward, expansion options for SPIDER will be explored, to ensure that services are available in all communities across Toronto.

CONTACT

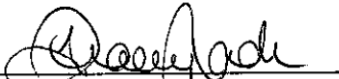
Kelly Murphy
Policy Development Officer
Social Policy, Analysis and Research
Social Development, Finance and
Administration
416-338-8368
kmurphy@toronto.ca

Scott McKean
Manager, Community Development
Community Resources
Social Development, Finance and
Administration
416-392-0103
smckean2@toronto.ca

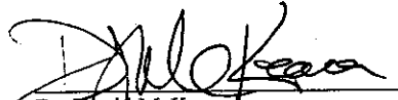
SIGNATURE



Chris Brillinger
Executive Director
Social Development, Finance and Administration



Tracey Cook
Executive Director
Municipal Licensing and Standards



Dr. David McKeown
Medical Officer of Health
Toronto Public Health

ATTACHMENTS

Appendix 1: July 16, 2014 Letter: Office of the Ombudsman
Appendix 2: SPIDER Information-Sharing Protocol
Appendix 3: Open Dialogue on Vulnerability Series

July 16, 2014

Joseph Pennachetti
City Manager
Toronto City Hall, 11E
100 Queen St. West
Toronto ON M5H 2N2

Fiona Crean, Ombudsman
375 University Avenue, Suite 203
Toronto, Ontario M5G 2J5
Tel: 416-392-7061
TTY: 416-392-7100
fcrean@toronto.ca
www.ombudstoronto.ca

Dear Mr. Pennachetti,

Re: Integrated Service System Approach to Vulnerability

Yesterday Chris Brillinger and members of his team provided us with an overview of the work regarding the above noted initiative that I understand has been led by Brenda Patterson.

I wanted to commend you and your staff for the first rate conceptualization of this model. The team has taken on some very complex, some might say, intractable challenges for a government as large and complex as this public service. Yet it has done so in bold, imaginative and courageous ways cutting across silos and putting the right expertise in the right places. The mix of "situational" problem solving on the ground with the systemic and structural reform possibilities is impressive in its design and the configuration of expert front line with senior systems thinkers. It is quite brilliant!

Bravo to all your dedicated, smart and hard working public servants. The implementation of this approach and the program itself will of course assist public servants across divisions but most importantly this is progressive public administration at its best and will go a long way to helping some of the most vulnerable residents in our communities.

I applaud your staff's work and if there is any way on an ongoing basis that we can be of assistance, the team knows where to find us. A very big congratulations to everyone involved.

Yours sincerely,

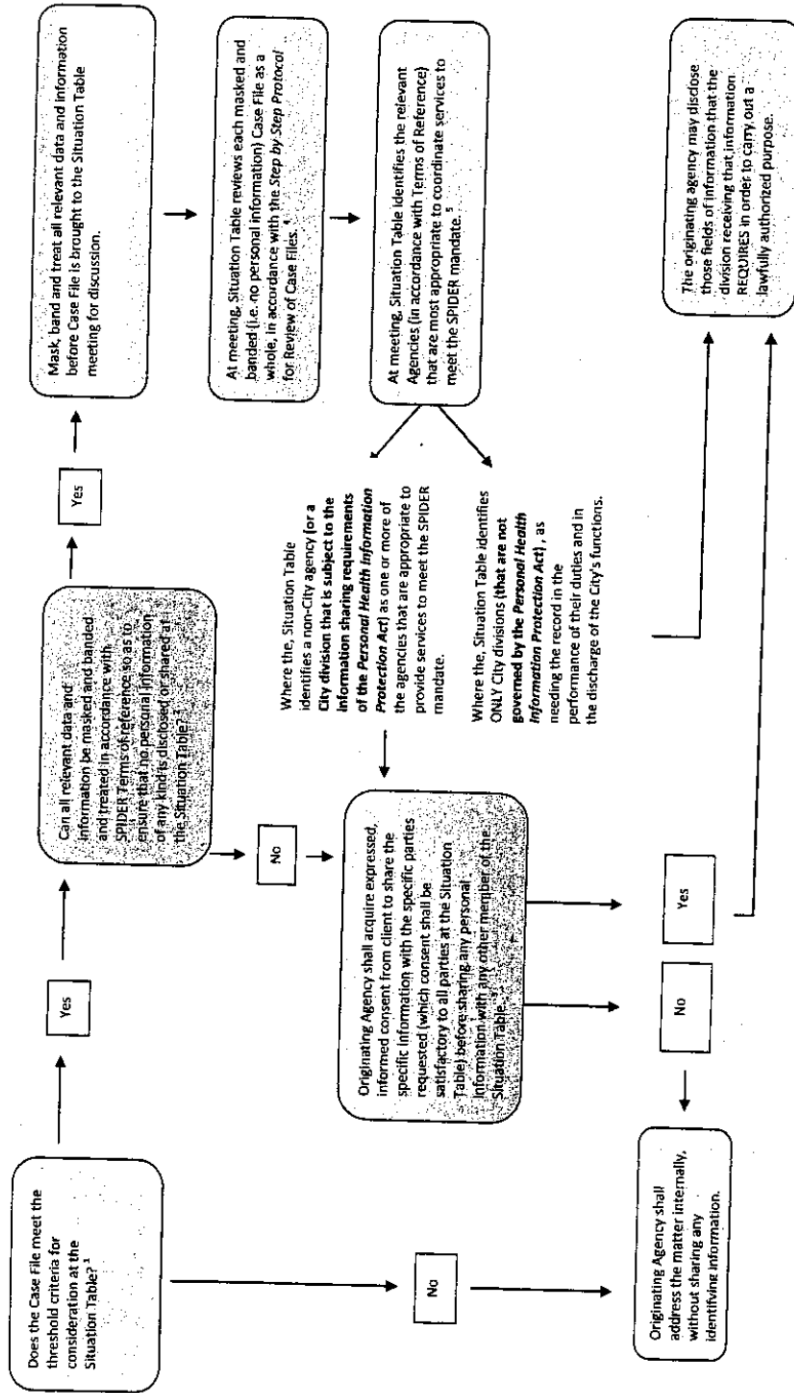


Fiona Crean
Ombudsman

Cc: Brenda Patterson, Deputy City Manager
Chris Brillinger, Executive Director, SDFA
Kelly Murphy, Policy Development Officer, SDFA
Scott McKean, Manager, Community Development, SDFA
Bikram Chawla, Commander Policy & Project Management, EMS

INFORMATION SHARING PROTOCOL: SPIDER PROGRAM

This Protocol is intended to serve as a mechanism for ensuring that the requirements of the *Municipal Freedom of Information and Protection of Privacy Act* ("MFIPPA") and the *Personal Health Information Protection Act, 2004* ("PHIPA") are complied with at all times. Specifically, this protocol ensures that no personal information is disclosed except where authorized by applicable legislation. Please also see "Legislative Priority" and "Application of PHIPA"



INFORMATION SHARING PROTOCOL: <SPIDER PROGRAM>

1. Threshold Criteria for consideration at Situation Table:

A. There is an Identified Unresolved and Elevated Health or Safety Risk involving vulnerable residents, their homes or property, and their neighbours. If left unresolved, there is high probability of requiring targeted enforcement, such as eviction and/or other emergency response. Such situations may include, but are not limited to: possession of many animals, multiple property standards and fire code violations, dilapidated living conditions, accumulation of refuse, environmental and odour issues, bed bug and other pest infestations.

And / Or

B. There is an Existing Need for the Situation Table to intervene to assign a coordinated response to the situation, for example:

(B1) A Participating Division has demonstrably exhausted all normal service provisions – including efforts to coordinate with another participating division(s) – without resolution of the situation;

(B2) A Participating Division has identified an immediate need to coordinate a complex response involving multiple Participating Divisions and lacks the resources to mobilize the response without the advice and support of the Situation Table.

2. Masking, Banding and Confidentiality Requirements for all information:

1. Describe individual by reference to gender and age category and identify housing situation (e.g. Homeless, etc.)

4. Step-by-step protocol for review of Case Files at Situation Table Meetings:

1. Originating Agency identifies case through masked and banded information.
2. Originating Agency to identify the scope of any consent to share personal information.
3. Originating agency responds to questions in accordance with this protocol while minimizing disclosure of any information that could be used or combined with other information to identify client.

5. Criteria for Identification of Relevant Agencies:

1. Lead Agency and Assisting Agencies require additional information in order to provide services.
2. Participants identify potential Lead Agency and Assisting Agencies with reference to Risk Category and Risk Variables.
3. If there is insufficient information for identification of Lead Agency, the Chair will determine which agency is best suited to obtain additional information.
4. Once Lead Agency and any Assisting Agencies are identified, those Agencies will discuss the case and create actions within the scope of this protocol.
5. Identifying details may only be shared with a City division or agency where necessary for that division or agency to carry out a lawfully authorized purpose for response to the situation.
6. Where reporting back, assigned Agencies will describe the specific actions taken as well as the services provided to mitigate the risks on the situation table.

3. Express Informed Consent

1. Describe PURPOSES for collection, use and disclosure.
2. Identify AGENCIES to whom disclosure will be made, including the agencies.
3. Identify CONSEQUENCES of giving consent, where practical. Originating Agency to get WRITTEN CONSENT.
4. Lead Agency and Assisting Agencies should obtain WRITTEN CONSENT once informed of how expressing consent is necessary. Originating Agency may share details with participating agencies only for a lawfully authorized purpose.

LEGISLATIVE PRIORITY

While this Protocol has been designed to ensure that no personal information is collected, used or disclosed except for in accordance with applicable law, it is understood that should any conflict arise between this protocol and any applicable law, the applicable shall, at all times, take precedence.

APPLICATION OF PHIPA

For the purposes of this protocol, the term "personal information" shall include personal health information, as defined in the *Personal Health Information Protection Act, 2004*

The Specialized Program for Interdivisional Enhanced Response to Vulnerability Proof of Concept Program is working with City Divisions and Partnership Agencies to develop "The Open Dialogue on Vulnerability in Toronto" series to create opportunities for dialogue on a number of topics articulated by the City and its partners. The series will increase awareness about situations impacting vulnerable Torontonians, the programs and services available, build networks across the service system and create opportunities for operation and systemic level innovation.

Open Dialogue on Vulnerability in Toronto Series

Tuesday June 16, 2015

Hoarding Responses in Toronto

This session was geared towards those who would like to learn more about what Hoarding is, what the current municipal and community responses are and what we need to think about as a city to enhance our supports services.

Friday September 18, 2015

Information Sharing and Privacy for Collaborative Risk Driven Approaches

This session, presented by FOCUS Rexdale and SPIDER aimed to increase the knowledge of service providers about information sharing, privacy legislation, and effective practices to support risk mitigation. It included a Q&A period and discussed permissiveness and prohibitions within the legislative frameworks (e.g. PHIPA, MFIPPA, etc.) that guide front line service providers.

Friday October 16, 2015

Exploring Legal Capacity and Consent

This session aimed to increase the knowledge of service providers about capacity assessments and processes, governing legislation, and opportunities for reform. It included a Q&A period for discussion of practical strategies for "trouble-shooting" when deal with situations of complex or unresolved risk.

Friday November 20, 2015

The Mental Health Act: Challenges and Opportunities in the Provision of Care to Vulnerable Torontonians

This session aims to increase knowledge about the Mental Health Act and its applications, as well as to explore services and opportunities for innovation. It will include a facilitated discussion regarding the challenges faced in co-ordinating community and hospital care when dealing with complex or unresolved situations of risk.

Friday December 18, 2015:

Vulnerability in Winter: Considerations and Emergency Preparedness (TBD)

S.P.I.D.E.R.



Specialized Program for Interdivisional Enhanced Response to Vulnerability (Pilot Project)

Future 2016 Topics to include:

- Collaborative Risk Driven Approaches to Community Health Service Provision
- Collaborative Risk Driven Approaches to Community Safety
- Innovations in Pest Management Policies and Practices
- Human Trafficking
- Access Equity and Human Rights and best practices to reduce vulnerability.
- Changes in the Definition of Hoarding as a Mental Illness and the Ramifications for Landlords
- Toronto Youth Equity Strategy I & II
- Update: Toronto's Playbook on the Support and Management of Experiences of Hoarding

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JANUARY 20, 2016**

**#P8. SPECIAL CONSTABLES: UNIVERSITY OF TORONTO –
SCARBOROUGH CAMPUS – REQUEST TO INCREASE APPROVED
STRENGTH**

The Board was in receipt of the following report December 11, 2015 from Mark Saunders, Chief of Police:

Subject: SPECIAL CONSTABLES: INCREASE OF APPROVED STRENGTH 15 TO
19 SPECIAL CONSTABLES:
UNIVERSITY OF TORONTO, SCARBOROUGH CAMPUS

Recommendation:

It is recommended that the Board approve the request from the University of Toronto, Scarborough Campus to increase their approved authorized strength of special constables from 15 to 19.

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 (TCHC) and Toronto Transit Commission (TTC) governing the administration of special constables (Min. Nos. P571/94, P41/98 and P154/14 refer).

The University of Toronto, Scarborough Campus, Community Policing, Services is requesting that the Board increase their approved strength from 15 to 19 special constables.

Their current strength consists of 15 special constables, one manager, two staff sergeants, four corporals, and eight special constables. The Scarborough Campus is experiencing exponential growth in student and staff population as well as facility construction. The student population has grown 20% since 2011 and with plans for future construction in place it is expected to continue to grow at a rapid rate.

Discussion:

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. With the expected increase in student/staff population and the construction of buildings to be used by both the University and the community, the University will need to hire more special constables to meet the growing demands placed upon them. The Scarborough Campus is home to the recently completed Pan Am/Parapanam Aquatic Centre and Tennis Centre. Both facilities are used by students and the community. Additionally a new Environmental Science and Chemistry Building has been built. There are future plans for the development of several additional buildings in the coming years.

Special constables are charged with the responsibility securing these facilities while ensuring the safety of the University faculty and students.

The collective agreement between OPSEU 519, representing the University of Toronto special constables, stipulates that there must be a minimum of two officers scheduled for duty at all times. The increase in their approved strength will allow them to have at least four special constables assigned to each shift, which will help accommodate short falls due to vacation, training, maternity leave etc. The additional special constables will aid in securing the facilities and ensuring the safety of the University community including the University special constables.

Agency	Approved Strength	Current Complement
U of T, Scarborough Campus	15	15

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 TTC, TCHC and U of T properties within the City of Toronto.

The Toronto Police Special Constable Liaison Office is in support of the request from the University of Toronto, Scarborough Campus to increase their approved authorized strength of special constables from 15 to 19. We are confident that the University of Toronto can manage this increase and it would be beneficial to both the University Community and the Toronto Police Service.

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

The Board approved the foregoing report.

Moved by: S. Carroll

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JANUARY 20, 2016**

**#P9. INTEGRATED RECORDS AND INFORMATION SYSTEM (IRIS) –
SINGLE SOURCE EXTENSION OF CONTRACTS**

The Board was in receipt of the following report January 04, 2016 from Mark Saunders, Chief of Police:

Subject: INTEGRATED RECORDS AND INFORMATION SYSTEM (IRIS) – SINGLE
SOURCE EXTENSION OF CONTRACTS

Recommendations:

It is recommended that:

- 1) the Board approve the extension of a contract with Modis Canada Inc. to provide senior business analyst services at an estimated cost of \$134,000 (excluding taxes) for the period January 1, 2016 to August 31, 2016;
- 2) the Board approve the extension of a contract with Andy Hunter Consultants Inc. to provide senior business analyst services, on an as-required basis, up to an estimated cost of \$34,000 (excluding taxes) for the period January 1, 2016 to December 31, 2016; and the Board approve the extension of a contract with Modis Canada Inc. to provide information technology system development services at an estimated cost of \$101,000 (excluding taxes) for the period January 1, 2016 to June 30, 2016.

Financial Implications:

The total cost to continue to use the contracted service providers recommended in this report will total \$269,000 (plus applicable taxes), and will be funded from the Service's capital budget (SOGR).

Background/Purpose:

At its meeting on October 20, 2011, the Board approved a contract award to Versaterm Inc. for the supply and delivery of software, maintenance and professional services in relation to the acquisition and implementation of a new records management system (Min. No. P262/11 refers).

The records management system is the core business system of the Service and is critical to and impacts front line and support operations across the Service. Due to the complexity of the implementation, the Service engaged information technology professional service contractors for the provision of required information technology related services. The services of two business analysts and three system developers were acquired from organizations specializing in the provision of such services. At the end of 2014, two system developers were released from their contracts, as their services were no longer required. Two business analysts and one system developer continued working for the Service, to help address outstanding requirements.

The Service-wide implementation of the Versadex system on November 5, 2013, was followed by a stabilization period managed by Business Change Management (BCM) team, who continue to enable and enhance the full scope of the multi-year/multi-million dollar investment introduced as part of the Integrated Records and Information System (IRIS) capital project. The BCM team, which sustains the Service-Versadex change management efforts, provides day-to-day application/business support and addresses system, process and other issues, remains staffed with uniformed members and external contractors, and is not permanently resourced.

Modis Canada Inc. (former Ajilon Inc.) was awarded the contract for senior business analysts for the IRIS projects, based on a competitive procurement process for the services required (Min. No. P221/10 refers). The senior business analyst provided by Andy Hunter Consultants Inc. was originally a single source arrangement based on the contractor's extensive experience with the implementation of the Versadex records management system at the London (Ontario) Police Service. The agreements with Modis Canada Inc. and Andy Hunter Inc. expired before the end of 2014. As a result of a continued need for these services, at its meeting on November 13, 2014, the Board approved a one year single sourced extension of contracts for Modis Canada Inc. and Andy Hunter Inc. (Min. No. P254/14 refers).

These external professional services contractors have served the Service well during the Versadex implementation and post-implementation stabilization period, and have provided required day-to-day support, issue management and resolution services. In addition to process change, field support and configuration management, the contractors have acted as business intelligence (BI) development resources and have created the Service's reporting infrastructure related to Versadex.

Given the pending expiration of the contracts and the fact that each contract will now either exceed the Chief's \$500,000 commitment authority or the Service's additional commitment authority of up to 10% of the original commitment allowed under the Board's Financial Control By-law No. 147, the purpose of this report is to request Board approval to extend the contracts at the current rates.

This will enable the Service to maintain continuity of external professional services required to improve this large and complex system, by continuing to use the same outside service contractors, until their work is complete and or internal staff resources are identified to provide on-going required services.

Discussion:

The external professional services providers engaged by the Service to provide business analysis and system development services have acquired significant knowledge in how the Versadex and eJust products relate to front-line police operations and other end-users within the Service.

Modis Canada Inc. - Senior Business Analyst Services- \$134,000 (excluding taxes):

Over the course of the Versadex project and up to today, the senior business analyst provided by Modis Canada Inc. has provided excellent service through his contract term in assisting with:

- Day-to-day support including user profile provisions;
- BCM intake;
- Issue Management/Resolution;
- Change Requests;
- On-going projects (Powercase mapping with the Ministry of the Attorney General);
- Environment management;
- Change Controls; and
- Other daily tasks.

The extension of this senior business analyst contract is required to:

- address, what have been now confirmed as, on-going and necessary resource support requirements for the Service's core business system; and
- assist with the knowledge transfer of Versadex as it relates to the above tasks until the Service has the internal capacity to meet the BCM unit's requirements on a sustained basis.

Andy Hunter Consultants Inc. – Senior Business Analyst Services - \$34,000 (excluding taxes):

Over the course of the project and up to today, the senior business analyst provided by Andy Hunter Consultants Inc. has provided excellent service during his contract term, in assisting and facilitating:

- Day-to-day support including setting system permission for Service members
- Product changes and vendor/production change management
- Real-time/adhoc reports for CPIC and Master Name Index (MNI) maintenance
- Business analysis and technical writing
- Developing 4GL programs
- Confirming business processes and many other tasks to support front-line officers

Through his significant and direct previous knowledge of the Versadex system, the business analyst provided by Andy Hunter Consulting Inc. has developed numerous customized reports created outside the Versadex application, which provide major efficiencies to various business units across the organization. Some examples of the daily reports are as follows:

- Outstanding Disclosure Report
- Fail to Appear for Print Report
- Route/Audit Report
- Stale Folder Report
- Transcription Activities Report

- Charge Processing Activities Report
- Case Manager Updates via Outlook Report
- Charge Disposition/Next Court Date eJust Sync
- Court Folder/eJust Information Number Update
- Outstanding Video Disclosure Report
- Outstanding Warrant Report
- CDM Follow-Ups Closed by Non-CDM Personnel Report
- Occurrences To Be Reported to VWAP Report
- Occurrences To Be Reported to Victim Services Report
- Change Lead Investigator In VDX/eJust Update
- Computer Aided Dispatch (CAD) calls/GO's at Critical Infrastructure Locations Report
- D/S 6 Month in Advance Member Court Report

These reports create efficiency in business operations by delivering pertinent information required in real-time, negating the need for manually searching/extracting data from Versadex.

The extension of this senior business analyst contract is required to assist with the knowledge transfer of Versadex as it relates to the above tasks and reports development, until the Service has the internal capacity to effectively deal with these and future requirements.

Modis Canada Inc. – Information System Developer - \$101,000 (excluding taxes)

Over the course of the contract, the information system developer, provided by Modis Canada Inc. to Information Technology Services, has been responsible for the development of a number of interfaces into the new records management system, including the electronic disclosure attachment program and the property wizard application. The developer is now focused on the following:

- Consolidation and re-writing of almost all property related functionality (i.e. the Property and Evidence Management System (PEMS), Property Disposition Inquiry (PDI), and the Property Forms Wizard into one property application, along with the integration of the consolidated application into Versadex;
- Developing functionality for the new City Archive module;
- Providing code changes to scanner/go attach programs based on how the Versadex application is being used; and
- Integrating the Major Case Management (MCM)/Viclas Tracker with Versadex.

The extension of the system developer contractor is required to complete the re-engineering of the Property Management application, including the integration with Versadex, finalize the user acceptance testing and complete the Service-wide rollout.

Conclusion:

Versadex is the Service's largest core information system that touches, and is utilized by, almost every operational and support unit in the Service. The system went live in November 2013, and is working relatively well. However, the size and complexity of the system, combined with the large number of users, has required significant effort over the post-implementation period to deal with process, system, reporting and other issues, and to ensure the full scope of the system is enabled. There are still some "pain points" that need to be addressed, and the Service is working diligently to deal with those issues, and ensure we get full value from the investment in the system.

Due to the period of time required for the Versadex knowledge transfer and to ensure the proper implementation of the Property Management application, approval for the continued use of three current external professional services contractors are being requested in this report. This will also give the Service time to build the necessary internal capacity for what has now been confirmed as an on-going requirement for business analyst services, to effectively manage and enhance the Versadex system, and support the needs of the Service members who utilize this mission critical system 24/7, 365 days a year.

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.

In response to questions by the Board, Mr. Tony Veneziano, Chief Administrative Officer, confirmed that there would be no further requests for extensions to the contracts.

The Board approved the foregoing report.

Moved by: C. Lee

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JANUARY 20, 2016**

**#P10. APPLICATIONS MADE BY THE CHIEF OF POLICE PURSUANT TO
SUBSECTION 83(17) OF THE *POLICE SERVICES ACT* – REVIEW OF
ADMINISTRATIVE PROCESS**

The Board was in receipt of the following report December 02, 2015 from Andy Pringle, Chair:

Subject: Applications Made by the Chief of Police Pursuant to Subsection 83(17) of the
Police Services Act – Review of Administrative Process

Recommendation:

It is recommended that the Board approve four amendments, as set out in this report, to the administrative processes governing the procedures to be followed by the Chief of Police, police officers and complainants, for delay applications made by the Chief, pursuant to subsection 83(17) of the *Police Services Act*.

Financial Implications:

There are no financial implications arising from the recommendation contained in this report.

Background:

At its meeting held on May 15, 2014, the Board approved a report containing proposed administrative processes governing the procedures to be followed by the Chief of Police, officers and complainants, to enable the Board to consider a delay application made by the Chief, pursuant to subsection 83(17) of the *Police Services Act* (the “Act”). The procedures dealt with delay applications arising from both external/public complaints and internal complaints concerning the conduct of an officer.

As part of its development of the procedures, the Board considered recommendations that were made in deputations by George Cowley, legal counsel acting on behalf of the Toronto Police Association, and Peter Rosenthal, Barrister. The Board incorporated most of their recommendations into the administrative procedures.

At the time that the Board approved the procedures, it authorized the Chair to approve any minor clarifications that may be necessary during the first year following the adoption of the new process and directed the Chair to report back to the Board at the end of one year on the suitability of the administrative procedures (Min. No. P118/14 refers).

Discussion:

The Board has considered four delay applications since the introduction of the administrative procedures in May 2014. Two of the delay applications were submitted by the Chief of Police as a result of external/public complaints that had been retained by the Office of the Independent Police Review Director (the “OIPRD”) concerning the conduct of officers and two were submitted by the Chief as a result of internal complaints concerning the conduct of officers. In all four cases, the Chief, officers and complainants elected to participate in the delay application proceedings, were represented by legal counsel and made oral and/or written submissions to the Board in accordance with the new procedures.

No minor clarifications were required to be made to the procedures as a result of the four delay applications that have been considered by the Board. A few procedural and administrative issues were raised and, although they were resolved at the time, I believe they should be formally incorporated into the procedures to ensure as much clarity as possible. Therefore, I recommend the following amendments to the procedures:

I. Delay Applications Procedures – Allegations Arising from External/Public Complaints

Issue 1: Section 3(e) – implies that the delay application and all written submissions would form part of the agenda for a regularly-scheduled *in camera* Board meeting. This is consistent with previous practice. However, following the Board’s decision to invoke section 34 of the *Act* and delegate its authority to consider delay applications to four members of the Board (Min. No. P140/15 refers), delay applications can now be considered at special, as opposed to regular, meetings and scheduled at times that are convenient for the officers, complainants and legal counsel.

Recommended change to Section 3(e):

upon receipt of any supplementary written submissions, place the delay application and all written submissions on ~~the an~~ agenda for the *in camera* Board meeting identified in 3(a)(i) and provide a copy of the ~~portion of the Board meeting agenda pertaining to the delay application~~ to the Chief of Police, the officer or his/her legal counsel, the complainant or his/her legal counsel and the OIPRD for information.

Issue 2: Section 4, Paragraph 1 – indicates that a complainant and/or his/her legal counsel may attend the meeting at which the delay application is considered by the Board. It is possible that a complainant may request that a person, other than a lawyer, act on his/her behalf at the meeting. In my view, a complainant should be permitted to have a representative at the meeting who may or may not be a legal representative. Also, there may be circumstances for which it may be appropriate to permit the attendance of persons other than those who are currently identified as persons who are permitted to attend the meeting.

Recommended change to Section 4, Paragraph 1:

The Board will consider the delay application in conjunction with any oral and/or written submissions provided by the Chief of Police, the officer and/or the complainant at an *in camera* meeting. The Chief of Police and/or his/her representative, the officer and/or his/her legal counsel, the complainant and/or his/her legal counsel **or representative**, the Board's legal counsel and Board staff will be the only persons present when the Board considers the delay application. **The Board may also permit the attendance of others as it considers appropriate.**

II. Delay Applications Procedures – Allegations Arising from Internal Complaints

Issue 1: Section 2, Last Paragraph – the current procedures do not indicate that copies of the agenda for the meeting at which the delay application will be considered are provided to the Chief of Police and the officers and/or their legal counsel.

Recommended change to Section 2, Last Paragraph:

Following the receipt of a delay application and any written submissions that may be provided by the officer, the Board Office will place them on the agenda for the *in camera* Board meeting noted in 2(c)(i) **and provide a copy to the Chief of Police and the officer and/or his/her legal counsel.**

Issue 2: Section 3, Paragraph 1– there may be circumstances when it would be appropriate to permit the attendance of persons other than those who are currently identified as persons who are permitted to attend the Board meeting.

Recommended change to Section 3, Paragraph 1:

The Board will consider the delay application in conjunction with any oral and/or written submissions that may be provided by the Chief of Police or his/her representative and the officer or his/her legal counsel at the *in camera* meeting. The Chief of Police **and/or** his/her representative, the officer and/or his/her legal counsel, the Board's legal counsel and Board staff will be the only persons present when the Board considers the delay application. **The Board may also permit the attendance of others as it considers appropriate.**

III. Notice of Hearing:

The Board should be aware of an issue that has been raised as a result of a delay application that was approved in 2012 and which is now the subject of a hearing by the Ontario Civilian Police Commission (“OCPC”).

Subsection 83(17) provides as follows:

If six months have elapsed since the day described in subsection (18), no notice of hearing shall be served unless the board, in the case of a municipal police officer, or the Commissioner, in the case of a member of the Ontario Provincial Police, is of the opinion that it was reasonable, under the circumstances, to delay serving the notice of hearing.

Courts considering this section have identified the types of things that a board can consider in making a decision on a delay application. Among other things, these include the public interest in seeing serious police misconduct adjudicated, which arguably would involve the Board in considering the seriousness of the alleged conduct.

In light of those criteria, the Board considered it necessary to review the Notice of Hearing (“Notice”) in order to assess the nature of the allegations against the officer. Accordingly, the Board established a requirement in the procedures for delay applications that compels the Chief to append a copy of the “draft Notice of Hearing” to the delay application at the time that it is submitted to the Board. The Board has been of the view that the meaning of “draft” refers to a step in a process, i.e. the Notice is to be considered draft pending the Board’s approval of the delay application and, if the delay application is approved, the Notice – in the format and with the content as submitted – would be served immediately upon the officer.

I was recently advised that the Chief does not share the same interpretation. The Chief has interpreted the meaning of “draft” to include the ability to alter the content of a Notice after the Board has approved a delay application, provided the circumstances giving rise to the issuance of the Notice have been considered by the Board.

In one specific case in 2012, a Notice was altered after the Board approved a delay application. As a result, several legal arguments were made at the disciplinary hearing by counsel for both the officer and the complainant about the legality of changing the Notice after the Board’s approval of delayed service. The matter has progressed to a hearing of the OCPC which will specifically address the issue.

I believe that it would be prudent to wait until the OCPC decision in this case is released prior to considering whether any changes should be made in our procedures regarding the interpretation of the meaning of a draft Notice. I will report back to the Board on the outcome of the OCPC consideration of the issue.

Conclusion:

I am satisfied that the revised administrative processes, as proposed, governing the procedures to be followed by the Chief of Police, police officers and complainants for delay applications are concise, fair to all parties and meet the Board's responsibilities with respect to subsection 83(17) of the *Act*. Given that there is always room for improvement, the Board should continue to review comments or recommendations that may be made by any of the parties during any stage of the consideration of a delay application.

Therefore, I recommend that the Board approve four amendments, as set out in this report, to the administrative processes governing the procedures to be followed by the Chief of Police, police officers and complainants, for delay applications made by the Chief, pursuant to subsection 83(17) of the *Act* regarding external/public complaints and internal complaints concerning the conduct of an officer.

Copies of the procedures which incorporate the recommended amendments are attached as Appendix "A" for information.

The Board was also in receipt of correspondence dated January 19, 2016 from Mike McCormack, President, Toronto Police Association, with respect to the proposed amendments contained in the foregoing report. A copy of Mr. McCormack's correspondence is appended to this Minute for information.

The Board approved the following Motions:

- 1. THAT the Board receive the correspondence from the TPA and refer it to the Chair to consider in conjunction with the foregoing report and request the Chair to report back to the Board upon the conclusion of the review; and**
- 2. THAT the Board receive the foregoing report in light of Motion No. 1.**

Moved by: A. Pringle

Appendix “A”



Toronto Police Services Board

Administrative Process to Consider Applications Made by the Chief of Police Pursuant to Subsection 83(17) of the *Police Services Act* – Allegations Arising from External/Public Complaints

1. Legislative Authority

Subsection 83(17) of the *Police Services Act* (the “*Act*”) states that:

If six months have elapsed since the day described in subsection (18), no notice of hearing shall be served unless the board, in the case of a municipal police officer, or the Commissioner, in the case of a member of the Ontario Provincial Police, is of the opinion that it was reasonable, under the circumstances, to delay serving the notice of hearing.

Subsection 83(18) of the *Act* states that, in the cases where allegations against an officer arise from a public complaint, the delay is deemed to have begun at the time of the date that the complaint against an officer was retained by the Office of the Independent Police Review Director (the “OIPRD”) or the day on which the Chief of Police received the complaint referred to him/her by the OIPRD.

A recommendation from the Chief of Police seeking approval to serve a Notice of Hearing pursuant to subsection 83(17) of the *Act* is sometimes referred to as a “delay application”.

2. Preparation of the Delay Application and the Confidential Undertaking:

The Chief of Police will:

- (a) prepare a delay application when
 - (i) a complaint was retained by the OIPRD, no Notice of Hearing has been served on the officer within six months of that retention and the OIPRD directs the Chief of Police to prepare a delay application; or
 - (ii) an investigation was referred by the OIPRD to the Chief of Police and no Notice of Hearing has been served on the officer within six months of that referral;
- (b) prepare the delay application in writing, containing the reasons for the delay in the service of a Notice of Hearing and a copy of the draft Notice of Hearing;

- (c) prior to completing the delay application, advise the office of the Toronto Police Services Board (the “Board Office”) that a delay application is being prepared and provide the name of the officer, the name and address of the complainant and the file number for the complaint that was retained by the OIPRD and which is the basis for the delay application;

The Board Office will:

- (d) advise the complainant that a delay application is being prepared and, subject to the completion of a confidential undertaking in respect of the information and materials that would be provided to him/her as part of the delay application process, he/she will be provided with an opportunity to provide submissions with regard to the delay application;
- (e) upon the receipt of the completed confidential undertaking, advise the Chief of Police that a completed confidential undertaking has been received;

3. Completion of the Delay Application, Notification and Opportunity to Respond

The Chief of Police will:

- (a) consult with the staff in the Board Office to:
 - (i) identify the date of an *in camera* Board meeting at which the Toronto Police Services Board (the “Board”) will consider the delay application; and
 - (ii) identify the date by which any initial written submissions that may be provided by the officer and the complainant must be submitted to the Board Office;
- (b) deliver a copy of the delay application to the officer and the complainant by a date which ensures that they have a period of at least 20 business days prior to the date noted in 3(a)(ii) to provide a written response to the Board Office, and provide the officer and the complainant with written notice that:
 - (i) the delay application will be heard on the meeting date identified in 3(a)(i) and that their submissions must be submitted by the date identified in 3(a)(ii);
 - (ii) any written submissions to be provided in response to the delay application should be transmitted in electronic format to the Board Office or in a format as agreed upon by the Board office;
 - (iii) a response must refer specifically to the issue of the delay and the reasons for the delay as outlined in the delay application;

- (iv) that if either of them decides not to provide a response, the matter of the delay application will be considered by the Board solely on the basis of the information contained in the delay application and in any responses actually submitted;
 - (v) that a copy of one party's written submission noted in 3(b)(ii) and (iii) will be provided to the other party by the Board Office along with a date, which ensures a period of at least five business days, by which they can provide a supplementary electronic written submission in response to the other party's submission noted in 3(b)(ii) and (iii); and
 - (vi) oral submissions may also be made in addition to any written submissions that may be provided and that the oral submissions would be delivered at the meeting identified in 3(a)(i).
- (c) deliver the original delay application to the Board Office at the same time that a copy is delivered to the officer and the complainant.

Following the receipt of a delay application and any written submissions that may be provided by the officer and the complainant pursuant to 3(b), the Board Office will:

- (d) forward a copy of each party's written submission to the other parties along with the date by which each party may submit a supplementary written submission; the Board Office will also request that each party confirm with the Board Office whether they intend to provide an oral submission at the meeting at which the Board considers the delay application; and
- (e) upon receipt of any supplementary written submissions, place the delay application and all written submissions on an agenda for the *in camera* Board meeting identified in 3(a)(i) and provide a copy of the agenda to the Chief of Police, the officer or his/her legal counsel, the complainant or his/her legal counsel and the OIPRD for information.

4. Board Decision and Reasons

The Board will consider the delay application in conjunction with any oral and/or written submissions provided by the Chief of Police, the officer and/or the complainant at an *in camera* meeting. The Chief of Police and/or his/her representative, the officer and/or his/her legal counsel, the complainant and/or his/her legal counsel or representative, the Board's legal counsel and Board staff will be the only persons present when the Board considers the delay application. The Board may also permit the attendance of others as it considers appropriate.

Prior to making a decision on the delay application, the Board may seek clarification or request additional written submissions from the Chief of Police, the officer and/or the complainant and, in doing so, would defer further consideration of the delay application until the date specified by the Board for receipt of a clarification or additional written submission. If such a request is made for a clarification or additional information, a copy of the request will be provided to the other parties and all parties would be given an opportunity to respond.

In making a decision, the Board will review the submissions from the Chief of Police, the officer and/or the complainant.

The Board's decision will be recorded in writing in a Minute and it will contain reasons for the Board's decision.

The Board Office will provide a copy of the Minute regarding the delay application to the Chief of Police, the officer or his/her legal counsel, the complainant or his/her legal counsel and the OIPRD.



Toronto Police Services Board

Administrative Process to Consider Applications Made by the Chief of Police Pursuant to Subsection 83(17) of the *Police Services Act* – Allegations Arising from Internal Complaints

1. Legislative Authority

Subsection 83(17) of the *Police Services Act* (the “*Act*”) states that:

If six months have elapsed since the day described in subsection (18), no notice of hearing shall be served unless the board, in the case of a municipal police officer, or the Commissioner, in the case of a member of the Ontario Provincial Police, is of the opinion that it was reasonable, under the circumstances, to delay serving the notice of hearing.

Subsection 83(18) of the *Act* states that the delay is deemed to have begun at the time of the day on which the facts on which the complaint is based first came to the attention of the Chief of Police or Board, as the case may be.

A recommendation from a Chief of Police seeking approval to serve a Notice of Hearing pursuant to subsection 83(17) of the *Act* is sometimes referred to as a “delay application”.

2. Preparation of the Delay Application, Notification and Opportunity to Respond

The Chief of Police will:

- (a) prepare a delay application when he/she seeks to serve a Notice of Hearing and six months have elapsed since the day on which the facts became known to him/her;
- (b) prepare the delay application in writing, containing the reasons for the delay in the service of a Notice of Hearing and a copy of the draft Notice of Hearing;
- (c) prior to completing the delay application, consult with the staff in the office of the Toronto Police Services Board (the “Board Office”) to:
 - (i) identify the date of an *in camera* Board meeting at which the Toronto Police Services Board (the “Board”) will consider the delay application; and
 - (ii) identify the date by which any written submissions that may be provided by the officer must be submitted to the Board Office in order to place them on the Board meeting agenda;

- (d) deliver a copy of the delay application to the officer by a date which ensures that he/she has a period of at least 20 business days prior to the date noted in 2(c)(ii) during which a written response can be provided to the Board Office, and provide the officer with written notice that:
 - (i) the delay application will be heard on the meeting date identified in 2(c)(i) and that the officer's written submissions must be submitted by the date identified in 2(c)(ii);
 - (ii) any written submissions to be provided in response to the delay application should be transmitted in electronic format to the Board Office or in a format as agreed upon by the Board office;
 - (iii) a response must refer specifically to the issue of the delay and the reasons for the delay as outlined in the delay application;
 - (iv) if he/she decides not to provide a response, the matter of the delay application will be considered by the Board solely on the basis of the information contained in the delay application;
 - (v) oral submissions may also be made by the officer or his/her legal counsel in addition to a written submission and that the oral submissions would be delivered at the meeting identified in 2(c)(i);
- (e) deliver the original delay application to the Board Office at the same time that a copy is delivered to the officer.

Following the receipt of a delay application and any written submissions that may be provided by the officer, the Board Office will place them on the agenda for the *in camera* Board meeting noted in 2(c)(i) and provide a copy to the Chief of Police and the officer and/or his/her legal counsel.

3. Board Decision and Reasons

The Board will consider the delay application in conjunction with any oral and/or written submissions that may be provided by the Chief of Police or his/her representative and the officer or his/her legal counsel at the *in camera* meeting. The Chief of Police and/or his/her representative, the officer and/or his/her legal counsel, the Board's legal counsel and Board staff will be the only persons present when the Board considers the delay application. The Board may also permit the attendance of others as it considers appropriate.

Prior to making a decision on the delay application, the Board may seek clarification or request additional written submissions from the Chief of Police and/or the officer and, in doing so, would defer further consideration of the delay application until the date specified by the Board for receipt of a clarification or additional written submission.

In making a decision, the Board will review the submissions from the Chief of Police and the officer. , The Board's decision will be recorded in writing in a Minute and it will contain reasons for the Board's decision.

The Board Office will provide a copy of the Minute regarding the delay application to the Chief of Police and the officer or his/her legal counsel.



**TORONTO
POLICE
ASSOCIATION**

200 – 2075 Kennedy Road
Toronto, Ontario
Canada, M1T 3V3

Telephone
(416) 491-4301
Facsimile
(416) 494-4948

Mike McCormack
President

Dan Ross
Vice President

Keith Bryan
*Director
Member Benefits*

Edward Costa
*Director
Civilian Field Services*

Ed Fleming
*Director
Civilian Field Services*

Mike Abbott
*Director
Uniform Field Services*

Rondi Craig
*Director
Uniform Field Services*

Jon Reid
*Director
Uniform Field Services*

Brian Callanan
*Director
Administrative Services*

January, 19, 2016

SENT BY EMAIL: andy.pringle@tpsb.ca & joanne.campbell@tpsb.ca

Mr. Andy Pringle, Chair
Toronto Police Services Board
40 College St
Toronto ON M5G2J3

Dear Chair:

Re: Submission - Board Item 12 (January 20, 2016): Applications made by the Chief of Police pursuant to subsection 83(17) of the Police Services Act – Review of Administrative Process

I have read your report to the Toronto Police Services Board (the Board) on the above captioned issue that is included as Item 12 on the public agenda for the meeting to be held on January 20th, 2016.

As you know, at a Board meeting held in May, 2014, the Toronto Police Association made a deputation on this issue and I would like to supplement those submissions with the following comments on three (3) areas in your report:

I. Delay Applications Procedures – Allegations Arising from External/Public Complaints:

Issue 2: Recommended changes to Section 4, Paragraph 1:

The Association disagrees with the proposal “to permit the attendance of persons other than those who are currently identified as persons who are permitted to attend the meeting.”

Delay applications are meant to be heard at the Board in an *in camera* setting. That has always been the case at the Board. The Board acknowledged this in Minute 118/14 from May 15, 2014 when it was stated:

I believe that the consideration of a delay application and the release of the Board's decision regarding a delay application should continue to remain confidential and have not, therefore, made any changes to the procedures in this regard. As Board members are aware, subsection 35(4)(b) of the Act provides that Board hearings may be held *in camera* if, in the Board's opinion, intimate financial or personal matters or other matters may be disclosed of such a nature, having regard to the circumstances, that the desirability of avoiding their disclosure in the interest of any person affected or in the public interest outweighs the desirability of adhering to the principle that proceedings be open to the public.

In my view, the balancing of the considerations under that subsection leads to the conclusion that the matters should continue to be dealt with *in camera*. Intimate personal matters about an officer or a complainant may be considered as part of a delay application, even though such matters may not be the focus

WE PROTECT THOSE WHO PROTECT OTHERS



of the application. While these intimate personal matters may ultimately be made public as part of the hearing into the substance of the complaint if the matter proceeds to that stage, the disclosure of such matters at this initial, procedural and administrative stage of the complaints process, when it is still uncertain whether the matter will proceed to a hearing and the disclosure of the information could negatively affect the individuals involved, reinforces the desirability of continuing to consider the applications in confidential session.

[Emphasis added]

In recognition of the requirement that the meetings be held *in camera*, the Board required, pursuant to section 95 of the *Police Services Act* (the *Act*), a confidential undertaking from the complainant and his/her counsel. The Board held in their minute from May 15, 2014 that:

Given my conclusion, above, on the question of the consideration of the application *in camera*, I believe it is appropriate that the Board requires the parties to a delay application to undertake not to disclose any information learned as part of their participation in the delay application (including that contained in the application materials).

Section 95 of the *Act* provides that:

Every person engaged in the administration of this Part shall preserve secrecy with respect to all information obtained in the course of his or her duties under this Part and shall not communicate such information to any other person except,

- (a) as may be required in connection with the administration of this Act and the regulations;
- (b) to his or her counsel;
- (c) as may be required for law enforcement purposes; or
- (d) with the consent of the person, if any, to whom the information relates.

According to this section, the Board must preserve the secrecy of information it obtains in respect of the administration of a complaint (including delay applications), and shall not communicate such information except in the limited circumstances set out above.

Given this statutory obligation, the Board is not authorized to disclose to people other than the participants in the application process, any information obtained as a result of its participation in the administration of a delay application. To allow a participant to disclose the application materials in any manner he or she sees fit may have the effect of nullifying the legislative obligation of the Board to preserve secrecy as set out in section 95 of the *Act*.

In order to ensure it can meet its obligations under section 95 of the *Act*, the Board should require a legal undertaking from the participants in the process not to disclose any of the information received.

[Emphasis added]

The Board now proposes to change Section 3(e) of its administrative process to permit a complainant to have a representative at the meeting who may or may not be a legal representative. While that concept has some merit, it must be clear that the complainant cannot have both a legal counsel and a representative. It should be one or the other since only one will be making submissions. In addition, it must be clear that the representative will be



required to complete a confidential undertaking before participating in the *in camera* proceeding.

The greater concern for the Association with the proposed revision to the Board's administrative process is the inclusion of "... the Board may also permit the attendance of others as it considers appropriate." The only persons who should be permitted to attend the *in camera* meeting are the participants. Having the Board permit "others" detracts away from the *in camera* nature of the proceeding. It also makes the requirement of a confidential undertaking for the participants meaningless and makes it more difficult to enforce compliance with the confidential undertaking.

In conclusion on this point, the attendance of others is neither necessary nor appropriate.

II. Delay Applications Procedure – Allegations Arising from Internal Complaints:

Issue 2: Recommended change to Section 3, Paragraph 1:

See submissions above on this point.

III. Notice of Hearing:

The Association submits that after the Board approves a notice of hearing for service on a police officer it cannot be amended or altered by the Chief.

It has always been a requirement at the Board and pursuant to the *Act* that the Chief must provide the Board with a draft copy of the notice of hearing which they seek to serve on the police officer. The Board obviously requires this draft notice of hearing to determine whether it was reasonable under the circumstances to delay serving the notice of hearing.

It is noted in the report for the January 20th, 2016, meeting, that the "Chief has interpreted the meaning of draft to include the ability to alter the content of a notice after the Board has approved a delay application, provided the circumstances giving rise to the issuance of the notice have been considered by the Board".

The Association submits that the Chief's new interpretation is wrong in law and wrong in terms of jurisdiction. To our knowledge, historically, this has never been the Chief's position and, except in one case, the Chief has never altered the notice of hearing after Board approval of service has been given. In that case, The Hon. Mr. Justice Gonet ruled that the Chief had no jurisdiction to alter the notice of hearing. The complainant has sought to appeal Justice Gonet's decision to the Ontario Civilian Police Commission (OCPD).



It is correctly noted in the report that it would be prudent to wait until the OCPC decision is released prior to considering whether any changes should be made to the Board's procedures regarding the interpretation of the meaning of a draft notice.

Should you have any questions in relation to the Association's submission, above, please do not hesitate to contact me.

Yours sincerely,

TORONTO POLICE ASSOCIATION

Mike McCormack
President

MM:hb

[Chair Pringle Submission TPSB Item 12 Jan 20, 2016 App by Chief PSA Jan 19, 2016]

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JANUARY 20, 2016**

**#P11. RESPONSE TO BOARD'S RECOMMENDATION TO OPEN THE
POLICE SERVICES ACT FOR A REVIEW OF THE POLICE
DISCIPLINARY SYSTEM**

The Board was in receipt of correspondence dated November 27, 2015 from Yasir Naqvi, Minister of Community Safety & Correctional Services, containing a response to the Board's previous recommendation that the Province open the *Police Services Act* for the purpose of reviewing the police disciplinary process. A copy of the Minister's correspondence is appended to this Minute for information.

Ms. D!ONNE Renée was in attendance and delivered a deputation to the Board with respect to the Minister's response.

The Board received Ms. Renée's deputation and the Minister's correspondence.

Moved by: A. Pringle

Ministry of Community Safety
and Correctional Services

Office of the Minister

25 Grosvenor Street
18th Floor
Toronto ON M7A 1Y6
Tel: 416-325-0408
Fax: 416-325-6067

Ministère de la Sécurité communautaire
et des Services correctionnels

Bureau du ministre

25, rue Grosvenor
18^e étage
Toronto ON M7A 1Y6
Tél. : 416-325-0408
Téloc. : 416-325-6067



MC-2015-3005

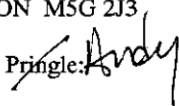
DATE RECEIVED

DEC 08 2015

TORONTO POLICE SERVICE BOARD

NOV 27 2015

Mr. Andy Pringle
Chair
Toronto Police Services Board
40 College Street
Toronto ON M5G 2J3

Dear Mr. Pringle: 

Thank you for your letter of September 1, 2015, enclosing a motion passed by the Toronto Police Services Board, which supports the recommendation that the ministry review the police disciplinary system. I apologize for the delay in responding.

A review of the *Police Services Act* is one part of the Ontario government's development of a new Strategy for a Safer Ontario to build safer, stronger communities, and an effective, sustainable and community-based policing model. Internal discipline processes, including the current dialogue around when to suspend police officers with or without pay depending on the circumstances, are among the issues being discussed as part of the Strategy. The police disciplinary process is part of a comprehensive and integrated framework that ensures that police officers are held fully accountable for their actions.

Generally, the Strategy represents the biggest transformation of policing in Ontario in 25 years, helping communities to develop local solutions to improve public safety and overall community well-being. This involves using evidence and experience to improve outcomes, and continuing our well-established collaborative partnerships that include police and other sectors, such as education, health care and social services, to make communities safer. We have also been looking across other jurisdictions to discover innovative solutions and identify best practices.

The Strategy advances the priorities outlined in the Ministry of Community Safety and Correctional Services' mandate letter from Premier Kathleen Wynne. Some areas specifically identified include the need to:

- Develop a new strategic vision for community safety and policing
- Accelerate the development of a package of reforms to policing service delivery
- Maintain a strategic focus on community safety through a made-in-Ontario Community Safety and Well-Being Planning Strategy that builds on past work and complements other key government initiatives
- Engage with stakeholders and ministry partners to review issues, such as officer suspension without pay.

.../2

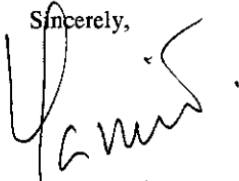
• Mr. Andy Pringle
Page 2

For more information on the ministry's mandate letter, please visit www.ontario.ca/government/2014-mandate-letter-community-safety-and-correctional-services.

The ministry is currently developing a process for eliciting input into the Strategy. Public input will be critical in shaping future policy directions, and in garnering public understanding and trust. Specifics pertaining to the public consultations, including dates and how the public can provide their feedback on the new strategy, will be available in the coming weeks. I would encourage you to watch for the release of those details so that you may participate.

Thank you for writing and sharing your concerns.

Sincerely,

A handwritten signature in black ink, appearing to read 'Yasir Naqvi', written in a cursive style.

Yasir Naqvi
Minister



**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JANUARY 20, 2016**

**#P12. RESPONSE TO BOARD'S CONCERNS ABOUT THE PROPOSED
ONTARIO REGISTERED PENSION PLAN**

The Board was in receipt of correspondence dated November 19, 2015 from Yasir Naqvi, Minister of Community Safety & Correctional Services, containing a response to concerns that had been expressed by the Board with regard to the proposed Ontario Registered Pension Plan. A copy of the Minister's correspondence is appended to this Minute for information.

The Board received the Minister's correspondence.

Moved by: S. Carroll

**Ministry of Community Safety
and Correctional Services**

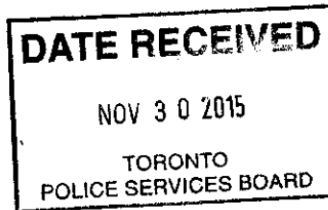
Office of the Minister

25 Grosvenor Street
18th Floor
Toronto ON M7A 1Y6
Tel: 416-325-0408
Fax: 416-325-6067

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

Bureau du ministre

25, rue Grosvenor
18^e étage
Toronto ON M7A 1Y6
Tél. : 416-325-0408
Télééc. : 416-325-6067



MC-2015-2352

NOV 19 2015

Mr. Andy Pringle
Acting Chair
Toronto Police Services Board
40 College Street
Toronto ON M5G 2J3

Dear Mr. Pringle:

Thank you for your letter of June 26, 2015, regarding the Toronto Police Services Board's concerns about the Ontario Registered Pension Plan.

The mandate of the Ministry of Community Safety and Correctional Services is to ensure the safety and security of communities across Ontario through effective policing, correctional services, and emergency services programs.

As such, the specific issues you raise fall within the jurisdiction of the Ministry of Finance. I note that you have sent a copy of your letter to my colleague the Honourable Charles Sousa, Minister of Finance. I am sure Minister Sousa will review your concerns and respond to you.

Thank you again for writing.

Sincerely,

A handwritten signature in black ink, appearing to read "Y. Naqvi".

Yasir Naqvi
Minister

c: The Honourable Charles Sousa
Minister of Finance

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JANUARY 20, 2016**

#P13. SPECIAL FUND – LETTER OF APPRECIATION

The Board was in receipt of correspondence dated December 14, 2015 from Sevaun Palvetzian, Chief Executive Officer, and Rod Phillips, Chair, CivicAction, containing an update on the Better City Bootcamp, a CivicAction project that was partially funded by a financial contribution from the Board's Special Fund. A copy of the correspondence is appended to this Minute for information.

The Board received the correspondence from Ms. Palvetzian and Mr. Phillips.

Moved by: D. Noria

CivicAction

Greater Toronto CivicAction • Alliance

BECAUSE THIS IS WHERE WE LIVE

Andrew Pringle
Chair
Toronto Police Services Board
40 College Street
Toronto, Ontario
M5G 2J3

December 14, 2015

Dear Andrew,

What a year for our region! As we approach the end of 2015, we want to take stock of the incredible accomplishments we've achieved together and to thank you for your support of CivicAction.

The Toronto Police Services Board is an important partner: your contributions have enabled us to bring a non-partisan, inclusive, and results-oriented approach to issues critical to our shared prosperity. The Toronto Police Services Board has helped CivicAction create a brighter future for the Greater Toronto and Hamilton Area.

The Toronto Police Services Board's support of the 2015 Summit: Better City Bootcamp has jump started our work to build a bolder, brighter, and better region. We invite you to reach out to us over the coming days to find out more about Champions Councils and our new suite of actions.

Our success is your success. 2015: A Year in Review (attached) shares some key milestones from the past year. We hope you will share these highlights of what we've achieved together with your colleagues and stakeholders.

Andrew, the ongoing support of the Toronto Police Services Board helps us address some of our region's most pressing challenges in a unique and impactful way.

We are most grateful for your continued partnership. Wishing you and yours all the best for a wonderful holiday season.

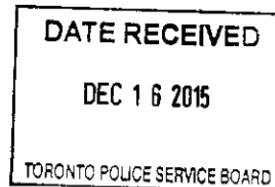
Best regards,



Sevaun Palvetzian
Chief Executive Officer



Rod Phillips
Chair



CivicAction

Greater Toronto CivicAction Alliance

BECAUSE THIS IS WHERE WE LIVE

2015: A Year in Review



Better City Bootcamp: April 28, 2015 and Beyond

- Convened nearly 1,000 established and rising leaders from across the GTHA.
- Put our finger on the pulse of some of the most pressing issues, including Mental Health in the Workplace, the First 1,000 Days, Public Space, Seniors Housing, and Infrastructure Resilience. Set the four-year agenda for CivicAction and its partners.
- CivicAction will drive progress in each of the five Summit issues, starting with the launch of an initiative around Mental Health Support in the Workplace.
- We will be tapping our multi-sector partners to help breakdown stigma and drive action that better protects our people's mental capital.
- Reach out to Linda Weichel (linda.weichel@civicaaction.ca) if you are interested in getting involved.

Reaching the Next Level of Opportunity for Youth Facing Barriers

ESCALATOR
JOBS FOR YOUTH FACING BARRIERS

#Escalate



- Launched netWORKS, a regional mentoring initiative with United Way of Toronto & York Region and TenThousandCoffees.com
- Saw our partner NPower Canada graduate its first class of students with the program doubling the size of its employer-driven IT skills and employment program.
- In partnership with LinkedIn, trained almost 250 youth workers from 90 community agencies with the capacity to reach over 3,000 young people by the end of 2015 on 21st century job search skills.
- Led research with LinkedIn on Toronto region's tech sector, labour market, and in-demand skills.
- Check out the enclosed brochure for more information.

CivicAction

Greater Toronto CivicAction • Alliance

BECAUSE THIS IS WHERE WE LIVE

LIVE HERE. LEAD HERE.



RACE TO
REDUCE

Young Leaders Rising to the Challenge

- CivicAction's Emerging Leaders Network delivered its 9th year of dynamic programming for its network of 900+ rising leaders' (including 150+ DiverseCity Fellows alumni), capped off by ELNstudio which saw close to 200 emerging leaders reimagine public space in the GTHA.
- We introduced our 7th cohort of DiverseCity Fellows, who represent the top 27 rising leaders from all sectors in the GTHA. The program continues to shine with 93% of past Fellows seeing their networks expand as a result of their participation. The program was recently awarded the 2015 NextGen Award from the Canadian Urban Institute.
- This fall, we also launched a number of new initiatives including CivicSpark (a pilot project with students from the University of Toronto) and the Urban Reader Bookclub (in partnership with the Ryerson City-Building Institute).
- Find enclosed a brochure introducing our newest cohort of fellows.
- These programs are a great way to engage your employees. Please contact Adrienne Yiu (adrienne.yiu@civicaaction.ca) for more information.

Over the Finish Line

- In its final year, office buildings participating in the *Race to Reduce* celebrated a 12.1% drop in collective energy use, charging past the program's four-year 10% target.
- This is the equivalent of taking 4,200 cars off the road and putting \$13.7 million back into participants' pockets.
- The *Race* has achieved broad industry participation, with over 42% of the region's office space participating.
- In 2015, the Race earned a National ENERGY GLOBE Award for Canada and was named a Clean50 Top Project.
- Find enclosed an infographic showcasing the *Race to Reduce's* unprecedented impact.

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JANUARY 20, 2016**

#P14. *IN CAMERA* MEETING – JANUARY 20, 2016

In addition to the public meeting conducted by the Board today, an *in camera* 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 in-camera meeting:

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

Absent: Marie Moliner, Member

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JANUARY 20, 2016**

#P15. ADJOURNMENT

Andy Pringle
Chair