



HAMILTON POLICE SERVICES BOARD

**NOTICE OF MEETING
PUBLIC AGENDA**
Thursday, April 13, 2017
2:00 o'clock p.m.
Hamilton City Hall
Council Chambers

Lois Morin
Administrator

AGENDA

1. CALL TO ORDER

- 1.1 Changes to the Agenda

2. PRESENTATIONS & DEPUTATIONS

- 2.1 Members of the Month
- 2.2 Deputation provided by Erin O'Neil with respect to the Board considering implementation of the Philadelphia Model of annual case review for improved transparency.
- 2.3 Professional Standards Branch
- 2.4 Crimes Against Seniors Unit (CASU) & Child Abuse Unit (CAU)
- 2.5 Five Year Statistical Analysis of Fatal Collisions in Hamilton

3. GENERAL

- 3.1 Declarations of Interest

4. CONSENT AGENDA

4.1 Approval of Consent Items

That the Board approve and receive the consent items as distributed.

4.2 Adoption of Minutes – March 9, 2017

The minutes of the meeting held Thursday, March 9, 2017, be adopted as printed.

4.3 Registration information to attend the Ontario Association of Police Services Boards 55th Annual General Meeting and Conference

That Board Members be approved to attend the upcoming Ontario Association of Police Services Boards 55th Annual General Meeting and Conference.

4.4 Auction Account Fund

Support / Upcoming Events

RECOMMENDATION(S)

- That the Board purchase tickets to attend the 2017 Ontario Women in Law Enforcement 20th Anniversary Annual Awards Banquet, scheduled for April 28, 2017, Mississauga Grand Banquet & Convention Centre, at a cost of \$85 per ticket, to be paid from the auction account.
- That the Board purchase tickets to attend the 2017 Chief's Gala Dinner, scheduled for Thursday, May 4, 2017, Winona Vine Estates, at a cost of \$125 per ticket, to be paid from the auction account.
- That the Board purchase tickets to attend the Bob Kemp Hospice, Paint the Town Red, scheduled for Thursday, May 4, 2017, Michelangelo's, at a cost of \$150 per ticket, to be paid from the auction account.
- That the Board purchase tickets to attend the Children's Aid Society Grape Expectations Spring Gala, scheduled for Monday, May 29, 2017, Michelangelo's, at a cost of \$125 per ticket, to be paid from the auction account.
- That the Board purchase tickets for Food 4 Kids is turning 5, scheduled for Thursday, June 8, 2017, Knollwood Golf Course, at a cost of \$100 per ticket, to be paid from the auction account.
- That the Board provide support to the Around the Bay Road Race and Paris 2 Ancaster Bike Ride in the amount of \$1,000, to be paid from the auction account.

4.5 For the Information of the Board:

- a) Auction Account Expenditures – For Board Approval: March 2017 (PSB 17-054)
- b) Year-End Report: Police Auction Revenue – 2016 (PSB 17-038)
- c) Year-End Report: Hamilton Police Service Auction Account - 2016 (PSB 17-039)
- d) Year-End Report: Professional Standards Branch - 2016 (PSB 17-048)
- e) Year-End Report: Hamilton Police Service – McMaster University Partnership – 2016 (PSB 17-049)
- f) Year-End Report: Child Abuse Unit (CAU) – 2016 (PSB 17-051)
- g) Year-End Report: Crimes Against Seniors Unit (CASU) – 2016 (PSB 17-052)

- h) Year-End Report: Victim Services Branch – 2016 (PSB 17-053)
- i) Five Year Statistical Analysis of Fatal Collisions in Hamilton (PSB 17-057)
- j) Correspondence from Mayor Fred Eisenberger, City of Hamilton with respect to the Protocol respecting Gender Identity and Gender Expression; Transgender and Gender Non-Conforming Persons.
- k) Correspondence from Ron J. McKerlie, President, Mohawk College Foundation with respect to the Hamilton Police Services Board Bursary.
- l) Correspondence from Chief Eric Girt to Mr. Ron J. McKerlie, President, Mohawk College with respect to Annual Gift Agreement Bursary – Pledged Between the Hamilton Police Services Board and The Mohawk College Foundation, Our Reference: PSB 15-127.
- m) Correspondence from Stephen Beckett, Assistant Deputy Minister, Public Safety Division and Public Safety Training Division, Ministry of Community Safety and Correctional Services with respect to the Request for Feedback on Police Street Checks Public Awareness.
- n) Correspondence from Nancy Smith, Executive Director, Interval House of Hamilton thanking the Hamilton Police Services Board for the sponsorship of “Drives for Lives” golf tournament.
- o) Correspondence from Leo Nupolu Johnson, Executive Director, Empowerment Squared thanking Vice Chair Levy and Chief Girt for supporting the 2017 Gala.
- p) Correspondence from The Hamilton Victory Gardens Team with respect to the Second Annual KICK-OFF EVENT on Saturday, April 22, 2017.
- q) Outstanding Issues as of April 13, 2017

5. DISCUSSION AGENDA

5.1 Donation to Crime Stoppers of Hamilton

- a) That a cheque, in the amount of \$2,500.00, be presented to Crime Stoppers of Hamilton in memory of the members of the service and their family members who passed away in 2016.
- b) That these funds be taken from the Police Services Board Auction Account.

6. NEW BUSINESS

7. ADJOURNMENT

| |
|---|
| <p>THE POLICE SERVICES BOARD WILL ADJOURN THE PUBLIC PORTION OF THE MEETING AND RECONVENE IN CAMERA FOR CONSIDERATION OF PRIVATE AND CONFIDENTIAL MATTERS.</p> |
|---|



2.2

Hamilton Police Services Board Deputation Request Form

(Request to appear before the Police Services Board)

****Please note** - The information on this form will be published on a public agenda and therefore released to the public and media.**

Your Name: Erin O'Neil

Firm / Organization: —
(if applicable)

E-mail Address: oneil.erin@gmail.com

Home Phone: 905 317 2308

Fax No.: —

Business Phone: —

Mailing Address: 105 Robinhood Drive Dundas ON

Details of Deputation to be discussed including a summary and the objective(s) of the presentation:

In light of the recent Globe + Mail "Unfounded" series
and follow-up reporting, I would like to implore
the PSB to consider implementation of The Philadelphia
Model of annual case review for improved transparency.

Will you require a LCD Projector: ☐ Yes ☒ No
(Please note, you must bring your own computer)

Have discussions or correspondence taken place with a member of the Hamilton Police Services Board or the Administrator? If so, with whom and when?

No.

Please submit the completed form either in person, via fax or e-mail to:

Administrator
Hamilton Police Services Board
155 King William Street
P.O. Box 1060, LCD1
Hamilton, ON
L8N 4C1

Fax: 905-546-4720
E-Mail: lmorin@hamilton.ca

**MINUTES OF THE HAMILTON
POLICE SERVICES BOARD**

4.2

Thursday, March 9, 2017
2:05pm
Hamilton City Hall
Council Chambers

The Police Services Board met.

There were present: Lloyd Ferguson, Chair
Madeleine Levy, Vice Chair
Fred Eisenberger
Walt Juchniewicz
Don MacVicar
Terry Whitehead

Absent with regrets: Stanley Tick
Deputy Chief Ken Weatherill

Also Present: Chief Eric Girt
Deputy Chief Dan Kinsella
Superintendent Dave Calvert
Superintendent Debbie Clark
Superintendent Ryan Diodati
Superintendent Will Mason
Superintendent Nancy Goodes-Ritchie
Superintendent Mike Worster
Acting Superintendent Glenn Bullock
Inspector Greg Huss
Inspector Scott Rastin
Inspector Marty Schulenberg
Staff Sergeant Andrea Torrie
Staff Sergeant Mike Spencer
Marco Visentini, Legal Counsel
Rosemarie Auld, Manager, Human Resources
Peter Bailey, Manager, Records Business Centre
John Randazzo, Manager, Finance
Yakov Sluchenkov, Labour Relations
Lois Morin, Administrator

Chair Ferguson called the meeting to order.

Moment of Silence

The Board observed a moment of silence in memory of Catherin Martin who was a serving member for twelve years with the Hamilton Police Service and Reverend George Horton who served as a Hamilton Police Service Chaplain for the past nine years. Our thoughts and prayers are with their families.

2.1 Additions/Changes to Agenda

- That the Board purchase tickets to attend the Empowerment Squared Second Annual Gala, scheduled for Friday, March 24, 2017, Liuna Station Banquet and Conference Centre at a cost of \$75 per ticket, to be paid from the auction account.

After discussion, the Board approved the following:

Moved by: Member MacVicar
Seconded by: Member Juchniewicz

That the Agenda for the Hamilton Police Services Board Public meeting be adopted, as amended.

Carried.

Presentations

2.1 Member of the Month

Chair Ferguson and Chief Girt presented the Member of the Month Award for October 2016 to Constable Terry Pursley, Constable Ahron Ashukian and Constable Michael Lacombe. Constables Pursley, Ashukian and Lacombe were commended for the courage they exhibited in saving a life.

Chair Ferguson and Chief Girt presented the Member of the Month Award for November 2016 to Constable Shaun Fennessy and Constable Vince Starrs. Constables Fennessy and Starrs were commended for the courage by putting their own safety aside to apprehend an accused and remove the violent offender off the streets of Hamilton.

2.2 Project Springston Award

Mr. Malcolm Chivers of the Canadian Bankers Association presented an award to Detective Mark Clausen for his work on Project Springston.

2.3 Hate Crime Statistics - 2016

Detective Paul Corrigan provided a presentation with respect to the 2016 Hate Crime Statistics.

Moved by: Member Whitehead
Seconded by: Vice Chair Levy

That the presentation with respect to the 2016 Hate Crime Statistics be received, as provided.

Carried.

General

3.1 Declarations of Interest

None

Consent Agenda**4.1 Approval of Consent Items**

Moved by: Member Eisenberger
Seconded by: Vice Chair Levy

That the Board approve and receive the consent items as distributed.

Carried

4.2 Adoption of Minutes – February 9, 2017

The minutes of the meeting held Thursday, February 9, 2017, be adopted as printed.

4.3 Registration information to attend the Bridge to Restorative Justice Conference

That Board Members be approved to attend the upcoming Bridge to Restorative Justice Conference.

4.4 Auction Account Fund

Support / Upcoming Events

RECOMMENDATION(S)

- That the Board purchase tickets to attend the Gala Fundraiser for Helping Hands Street Mission, scheduled for Saturday, April 1, 2017, Grand Olympia Banquet Hall, at a cost of \$75 per ticket, to be paid from the auction account.
- That the Board purchase tickets to attend "Hold Mommy's Cigarette" in support of PTSD Research, scheduled for May 1, 2017, at a cost of \$50 per ticket, to be paid from the auction account.
- That the Board provide support to the Ontario Women In Law Enforcement 30 Year Service Award in the amount of \$500, to be paid from the auction account.
- That the Board provide support to the 15th Annual Drives for Lives Golf Tournament in the amount of \$200, to be paid from the auction account.
- That the Board purchase tickets to attend the Empowerment Squared Second Annual Gala, scheduled for Friday, March 24, 2017, Liuna Station Banquet and Conference Centre at a cost of \$75 per ticket, to be paid from the auction account.

4.5 For the Information of the Board:

- a) Auction Account Expenditures – For Board Approval: February 2017 (PSB 17-028)
- b) Year-End Report: Hate Crime – 2016 (PSB 17-030)

- c) Year-End Report: Freedom of Information Branch Statistics - 2016 (PSB 17-032)
- d) Year-End Report: Communications - 2016 (PSB 17-033)
- e) Correspondence from Stephen Beckett, Assistant Deputy Minister, Ministry of Community Safety and Correctional Services with respect to Sexual Violence and Harassment.
- f) Correspondence from Paul Hindo, CD, Honourary Colonel, Provincial Chair, Canadian Forces Liaison Council with respect to the Hamilton Police Service receiving a Province-wide award as a leading employer in Ontario.
- g) Correspondence from Chief John W. Mina, City of Orlando thanking the Hamilton Police Service for their support during a tragic loss.
- h) Correspondence from Jerry L. Demins, Sheriff of Orange County thanking the Hamilton Police Service for their support during a tragic loss.
- i) Information on the 23rd Commemoration of the Genocide against the Tutsi of Rwanda scheduled for Saturday, April 29, 2017, 2:00pm.
- j) Outstanding Issues as of March 9, 2017

**Discussion
Agenda****5.1 Year-End Report: Gratitude and Recognition for Retirees – 2016 (PSB 17-035)**

As recommended by Chief Girt in PSB 17-035 dated March 9, 2017, the Board approved the following:

Moved by: Vice Chair Levy
Seconded by: Member Eisenberger

- a) That a cheque in the amount of \$1,000.00 be forwarded to the Hamilton Police Retirees Association, with the money to be disseminated to those members who volunteer their time to assist with the Studebaker Program, and the police *Tuck Shop*. This amount is consistent with the funds that were released in 2016.
- b) That these funds be taken from the Police Services Board Auction Account.

Carried.

5.2 Request from Erin O'Neil, to Provide a Deputation to the Board

After discussion, the Board approved the following:

Moved by: Vice Chair Levy
Seconded by: Member MacVicar

That the request from Erin O'Neil to provide a deputation to the Board with respect to the Board considering implementation of the Philadelphia Model of annual case review for improved transparency, be approved.

Carried.

New Business**Guide to Police Services in Toronto Dedicated to our Trans Communities**

Vice Chair Levy brought forward to discuss the Toronto Police Service pamphlet dedicated to the Trans Communities asking how Hamilton could utilize the pamphlet.

Chief Girt noted that he has reviewed the pamphlet and finds it very comprehensive and further mentioned that he had provided it to staff for review and discussion. Chief Girt noted that the Service does have a comprehensive policy with respect to the issue(s). He further discussed that washrooms for all gender or gender neutral would need to be reviewed, and the service would look at repurposing space for this issue.

Safe Injection Sites

Vice Chair Levy asked for an update with respect to the Hamilton Police Service response for Safe Injection Sites.

Chief Girt stated that Deputy Chief Kinsella has taken the lead on this issue. Deputy Chief Kinsella provided an update with respect to Safe Injection Sites.

Investigative Services Division

Chief Girt provided a brief update with respect to the new Investigative Services Division building noting that timelines were being met.

Chair Ferguson made the following comments:

- Congratulations to the Hamilton Police Service for partnering with the Woman Abuse Working Group to review the past unfounded cases of sexual assault with the goal of improving service delivery to the community. Great Job! And Well Done!!
- Congratulations to the Hamilton Police Service for being involved in the recent food drive in Ancaster which raised 102,000 pounds of food. Chair Ferguson was proud to see Sergeant Blaj and the 10 Hamilton Police Service Officers participate in this event. Congratulations, and well done!

Next Meeting of the Board

Chair Ferguson announced that the next meeting of the Board is scheduled for Thursday, April 13, 2017, 2:00pm, at Hamilton City Hall, Council Chambers.

Adjournment

Moved by: Member MacVicar
Seconded by: Member Juchniewicz

There being no further business, the public portion of the meeting then adjourned at 3:38pm.

Carried.

The Board then met in camera to discuss matters of a private and confidential nature.

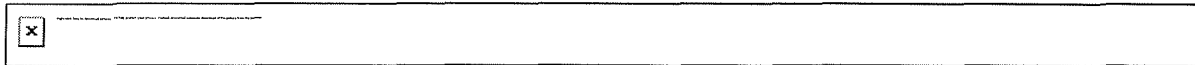
Taken as read and approved

Lois Morin
Administrator

March 9, 2017
lem:

Lloyd Ferguson, Chair
Police Services Board

From: Eli El-Chantiry, OAPSB President <admin=oapsb.ca@cmail19.com> on behalf of Eli El-Chantiry, OAPSB President <admin@oapsb.ca>
Sent: March-10-17 4:59 PM
To: Morin, Lois
Subject: Join Us for OAPSB's 55th Annual AGM & Spring Conference



Registration is now open for OAPSB's 55th Annual AGM & Spring Conference on June 21 - 24 at Blue Mountain Resort!

Dear Members,

It is my pleasure to invite you to attend the OAPSB 2017 Spring Conference & AGM from June 21 – 24th, 2017 at the Blue Mountain Resort in Blue Mountain.

We have put together a very interesting and informative program featuring a variety of special guest speakers, topical learning sessions, networking opportunities and social events.

The future holds many changes not only for policing, but also for police governance. Attending the OAPSB Conference will provide you with information about those potential changes, allow you to influence what and how reforms will take shape, and help you prepare to implement such changes within your board and community.

Known for skiing in the winter, golfing in the summer and its amazing spas Blue Mountain Resort is located just northwest of Collingwood.

This year we will be offering a companion program that will consist of a luxury spa day, three hot breakfasts, 2 dinners (including an Elvis Tribute Evening and the Gala), 2 receptions and 1 drink ticket. Please refer to the companion program details. Tourist information will also be available at the Registration Desk.

A Preliminary Conference Program, Preliminary Companion Program, transportation information, a map and directions to Blue Mountain Resort, as well as a personalized hotel reservation link and information is available on the OAPSB website under <https://oapsb.ca/events/2017-spring-conference/>.

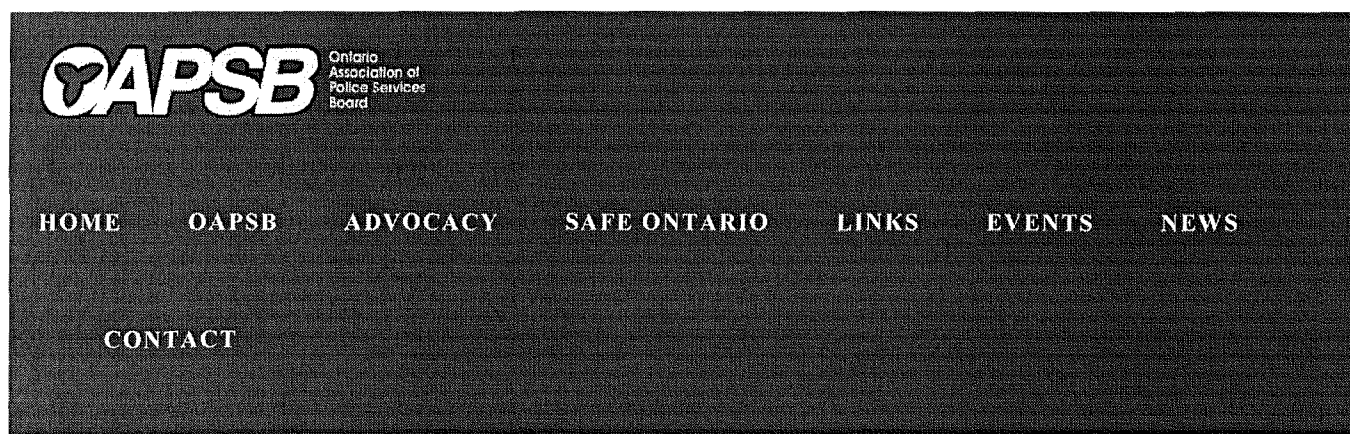
All registrations and payment are due by June 14th, 2017. **Please note that member boards will be charged for any guest rooms they have reserved on or after June 1st, whether or not they are occupied during the conference.** In other words, if you have rooms reserved that you don't need, please free them up early, to help out your colleagues and avoid unnecessary costs.

We're looking forward to seeing you in Blue Mountain in June!

Sincerely,

Eli El-Chantiry, President & Chair, OAPSB

[Unsubscribe](#)



POST COMMENT

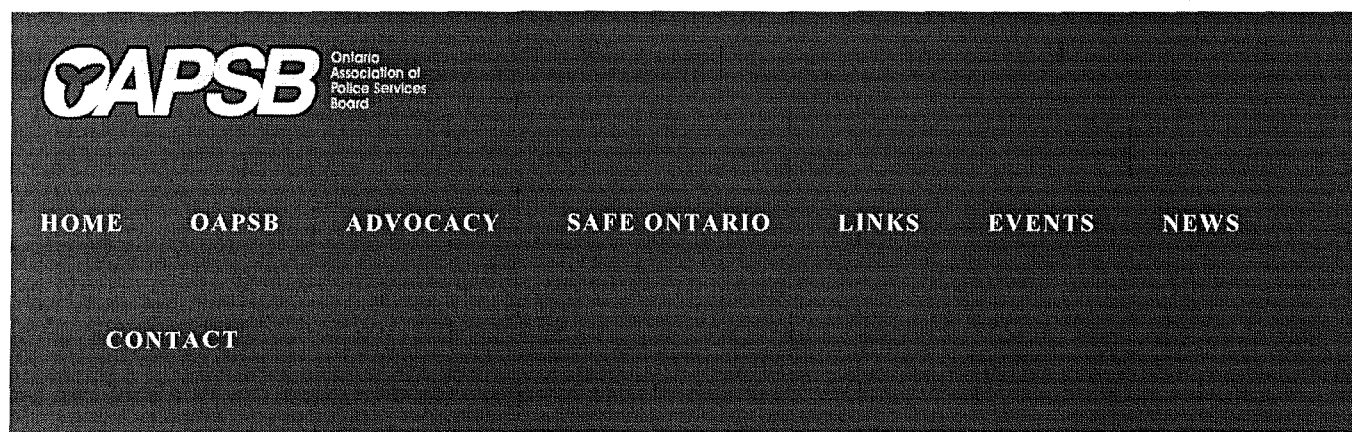
Ontario Association of Police Services Board (OAPSB)

The Ontario Association of Police Services Boards (OAPSB) is the leading voice of police governance in Ontario. We serve our members and stakeholders, as well as the general public. To learn more about OAPSB, click here.

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Click: Confirm Details .

Step Four: Review Booking Request – Once Reviewed – Click:
Confirm Reservation .

Step Five: Your Reservation Request has been Received – Click:
Send Confirmation as Email .

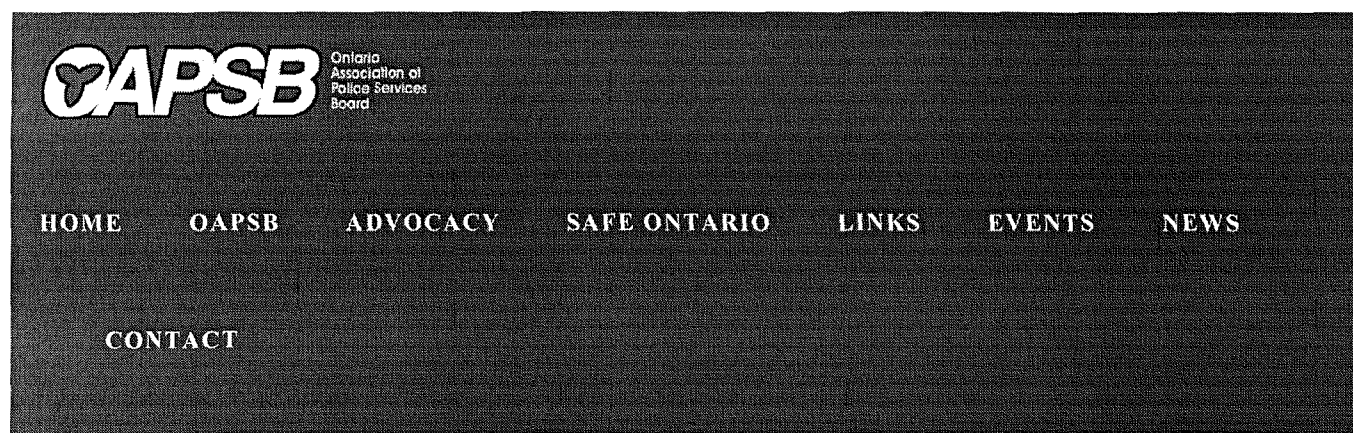
CALL IN PROCEDURE – Call 877-445-0231, press for lodging
reservations to make a personal reservation for a contracted group
or conference. Provide your group code GRP115650 and group
name OAPSB 2017 Spring Conference

For more conference details please email Holly Doty at
admin@oapsb.ca or by calling 1-800-831-7727.

Share Post:



2017 LABOUR SEMINAR



Conference Rates:

- Early Bird Pricing: \$560 (until May 1, 2017)
- Full Conference (OAPSB Member): \$580 (as of May 1, 2017)
- Full Conference (Non OAPSB Member): \$660
- Companion – Spa Experience (June 22 or 23) & Meals (3 breakfast and 2 dinners) : \$400
- Single Day (OAPSB Members) : \$300
- Single Day (Non OAPSB Members): \$400
- President's Gala Banquet: \$99
- Golf (June 21): \$90

Accommodations – click her to book

GROUP NAME: OAPSB 2017 Spring Conference GROUP

CODE: GRP115650

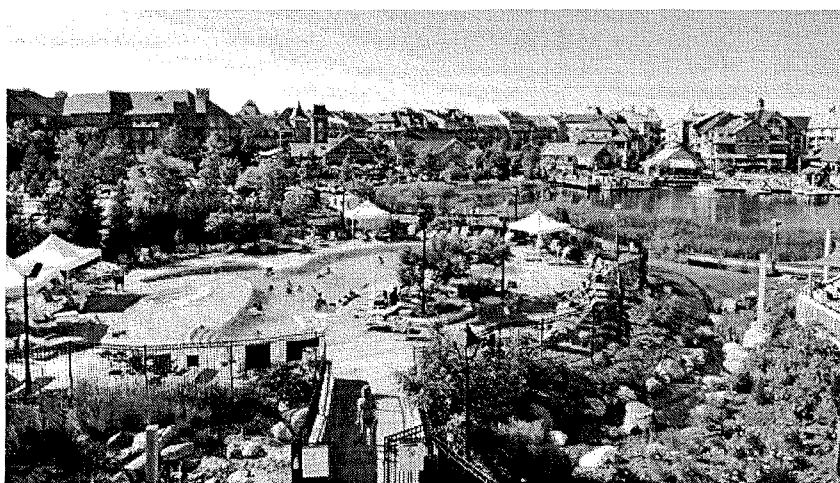
ONLINE BOOKING PROCEDURE – Click on the following link – <https://lodging.bluemountain.ca/booking/#availability>

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14 OCT 2016 / 0 COMMENT / [EVENTS](#), [MEMBER EVENTS](#)

2017 SPRING CONFERENCE

2017 SPRING CONFERENCE and ANNUAL GENERAL
MEETING – June 21 – 24, 2017

“Preparing for the New Police Services Act”

Registration is now open! – [click here to register](#)

Location

Blue Mountain Resort

156 Jozo Weider Blvd.

Recent News

**Police diversity fails to keep
pace with Canadian populations
– CBC**

05 Mar 2017

**Job Posting – Deputy Chief of
Police, Niagara Regional Police
Service**

27 Feb 2017

**Strengthening Police
Governance, Modernizing
Labour Relations Top Priorities
for Legislative Action**

06 Feb 2017

Upcoming Events



**2017 Labour
Seminar**

14 Oct 2016

Auction Account Fund

Support / Upcoming Events

RECOMMENDATION(S)

- That the Board purchase tickets to attend the 2017 Ontario Women in Law Enforcement 20th Anniversary Annual Awards Banquet, scheduled for April 28, 2017, Mississauga Grand Banquet & Convention Centre, at a cost of \$85 per ticket, to be paid from the auction account.
- That the Board purchase tickets to attend the 2017 Chief's Gala Dinner, scheduled for Thursday, May 4, 2017, Winona Vine Estates, at a cost of \$125 per ticket, to be paid from the auction account.
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- That the Board purchase tickets for Food 4 Kids is turning 5, scheduled for Thursday, June 8, 2017, Knollwood Golf Course, at a cost of \$100 per ticket, to be paid from the auction account.
- That the Board provide support to the Around the Bay Road Race and Paris 2 Ancaster Bike Ride in the amount of \$1,000, to be paid from the auction account.

HAMILTON POLICE SERVICES BOARD - INFORMATION -

DATE: 2017 April 13
REPORT TO: Chair and Members
Hamilton Police Services Board
FROM: Eric Girt
Chief of Police
SUBJECT: *Auction Account Expenditures – For Board Approval
March 2017
(PSB 17-054)*

BACKGROUND:

The Hamilton Police Service is one of several municipal police organizations that utilize the services of Police Auctions Canada, an internal based company that holds public auctions on line to sell property that is acquired by police services in compliance with the *Police Services Act*.

The monthly report capturing all expenditures that have not yet been approved by the Board is attached.

For Board Approval, the expenditures from the Auction Account from February 22 to March 31, 2017, totaled \$579.01.



Eric Girt
Chief of Police

EG:A. Torrie
Attachment: *For Board Approval Expenditures: March 2017*

**FOR BOARD APPROVAL EXPENDITURES
FROM HAMILTON POLICE SERVICE AUCTION ACCOUNT
MARCH 2017**

| DATE | NAME | DETAIL | TOTAL | DESCRIPTION |
|------------|------------------------|---|-----------|--------------|
| 03/16/2017 | Jill McKenzie | Ticket for Assistant Crown Attorney Brent Bentham's Retirement, on Friday, April 7, 2017 at the Spice Factory, for Chief Girt | \$ 40.00 | NON-APPROVED |
| 03/16/2017 | Rose's Crafts & Things | Rose's Crafts & Things; Invoice: March 8, 2017; Bereavements X8 | \$ 539.01 | NON-APPROVED |
| TOTAL | | | \$ 579.01 | |

HAMILTON POLICE SERVICES BOARD - INFORMATION -

DATE: 2017 April 13
REPORT TO: Chair and Members
Hamilton Police Services Board
FROM: Eric Girt
Chief of Police
SUBJECT: *Year-End Report: Police Auction Revenue – 2016*
(PSB 17-038)

BACKGROUND:

Police Auctions Canada is contracted to the Hamilton Police Service to provide re-sale services for found and seized property eligible for public auction. Items are sold on the Police Auctions website, 'as-is' with no reserve bids.

At the end of each month, the contractor provides the Service with a detailed listing of the successful bids for each item sold, including the purchaser's information. The contractor withholds a portion of the sale as their approved commission.

In 2016, the Service received **\$30,690.86** in net revenue from auction sales of disposed property made from January to December. All revenue received from net sales is deposited to the Chief's Auction Account.



Eric Girt
Chief of Police

EG/P. Bailey

cc: Deputy Chief Ken Weatherill, Field Support

Superintendent Jamie Anderson, Corporate Services

Peter Bailey, Manager, Records Business Centre/Property

HAMILTON POLICE SERVICES BOARD

- INFORMATION -

DATE: 2017 April 13
REPORT TO: Chair and Members
Hamilton Police Services Board
FROM: Eric Girt
Chief of Police
SUBJECT: *Year-End Report: Hamilton Police Service Auction Account - 2016 (PSB 17-039)*

BACKGROUND:

The Hamilton Police Service is one of several municipal police organizations that utilizes the services of Police Auctions Canada, an internet based company that holds public auctions online to sell property that is acquired by police services in compliance with the *Police Services Act*.

Part IX (Regulations and Miscellaneous) of the *Police Services Act* authorizes the sale of property in the possession of a police service. Sections 132(1) and 132(2) of the Act provides as follows:

132. (1) This section applies to personal property of all kinds, except firearms and money, that comes into the possession of a police force under either of the following circumstances:

- 1. The property was stolen from its owner or was found abandoned in a public place, and the chief of police is unable to determine who owns it.*
- 2. The property was seized by a member of the police force in the lawful execution of his or her duties, all legal proceedings in respect of the property have been completed, there is no court order for its disposition and there is no legal requirement, apart from this section, that it be retained or disposed of.*

132. (2) The chief of police may cause the property to be sold, and the Board may use the proceeds for any purpose that it considers in the public interest.

These provisions authorize the Chief to sell property that comes into the possession of the Police Service and permits the Board to use the proceeds for any purpose that it considers in the "public interest". The term "public interest" is not defined in the *Act* and connotes a very broad discretion for the Board to deal with these funds.

Auction Account dispositions include the purchase of tickets to attend various community and charitable related events and in support of community organizations through sponsorship requests. All dispositions of funds from the Auction Account are approved by the Board.

Monthly reports are presented to the Board on all dispositions from the Auction account for Board approval. In addition, a year-end report summarizing all proceeds and dispositions (cash basis) for the previous year is presented to the Board as well.

The following table summarizes the cash flow in the Auction Account (proceeds and dispositions - cash basis);

| | | |
|--|---------------|---------------------------|
| Beginning Bank Balance – January 1, 2016 | | \$11,677.23 |
| Total Proceeds from Sale of Property | \$27,724.57 | |
| Total Dispositions of funds approved by the HPSB | (\$24,706.52) | |
| Net Increase (decrease) to Bank balance | | \$3,018.05 |
| Bank Charges | | (\$188.16) |
| Ending Bank Balance - December 31, 2016 | | <u>\$14,507.12</u> |

CONCLUSION

As per December 31, 2016 bank statement, the Auction Account Balance was \$14,507.12.



Eric Girt
Chief of Police

EG/A. Torrie

cc: Staff Sergeant Andrea Torrie

HAMILTON POLICE SERVICES BOARD

- INFORMATION -

DATE: 2017 April 13
REPORT TO: Chair and Members
Hamilton Police Services Board
FROM: Eric Girt
Chief of Police
SUBJECT: *Year End Report: Professional Standards Branch - 2016*
(PSB 17-048)

BACKGROUND:

Please find attached the annual Professional Standards Branch Report for 2016. The report outlines public complaints, Service complaints and internal investigations including workplace harassment. SIU investigations and their outcomes are also reported. The report also includes areas of risk such as police involved motor vehicle collisions and officer involved pursuits.

Commendations for officers, citizen awards and letters of appreciation are also outlined in this report.



Eric Girt
Chief of Police

EG/N. Goodes-Ritchie
Attachment: *Professional Standards Branch Annual Report 2016*

cc: Kenneth Weatherill, Deputy Chief, Field Support



Hamilton Police Service Professional Standards Branch

Annual Report 2016

Professional Standards Branch

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Professional Standards Branch

Preface

This report is prepared in accordance with Ontario Regulation 3/99 of the *Police Services Act*. It is a comparative statistical analysis of all complaints received and investigated during 2016, as well as a compilation of relevant Risk Management data for the same year.

The statistical information included in the 2016 Professional Standards Branch Annual Report was compiled with data obtained from the following sources:

Statistical Sources

- Professional Standards Branch Data base
- Internal Affairs Professional Standards Records Management System (IAPro)
- Chief's Office
- Legal Services
- Human Resources
- Special Investigations Unit Liaison
- 2015 Professional Standards Branch Annual Report

Definitions

Professional Development Division (PDD)

A division of the Hamilton Police Service responsible for Professional Standards, Risk Management, Policy Development, Corporate Planning, Quality Assurance and Training. When required, the branches of the PDD work together to examine and assess organizational needs and devise action plans to further enhance work performance. In 2016, the PDD was managed by Superintendent Nancy Goodes-Ritchie.

Professional Standards Branch (PSB)

PSB is responsible for investigating and facilitating the resolution of both internal (Chief) and external (public) complaints in an impartial and professional manner, pursuant to the *Police Services Act*. The PSB acts as the liaison for the investigation of complaints referred by the Office of Independent Police Review Director (OIPRD). Additionally, this branch of the PDD investigates human rights complaints, civilian employee complaints, labour law complaints, Bill 168 complaints (Workplace Violence and Harassment) and Special Investigations Unit (SIU) Section 11 reviews. The PSB is staffed by three Sergeants and one Staff Sergeant.

Professional Standards Branch

Risk Management

The Risk Management branch of PDD is responsible for the identification and evaluation of risks and the development, selection and implementation of control measures that change outcomes. The Risk Manager currently handles the McNeil disclosure file and weekly tips for Hamilton Police Service members on current and risk related topics. Additionally, the Risk Manager assesses Police Service Motor Vehicle Collisions (MVC), member Red Light Camera (RLC) infractions; member Missed Court (MC) attendances, and supervises policy development. The Risk Management branch is staffed by one Staff Sergeant.

Office of Independent Police Review Director (OIPRD)

The OIPRD receives, manages and oversees all public police complaints in Ontario.¹ They are a civilian oversight agency that accepts complaints about the conduct of police officers and/or the policies and services of a police department. In addition to processing and investigating public complaints, the OIPRD administers the Ontario public complaints system.

Special Investigations Unit (SIU)

The SIU is a civilian law enforcement agency, independent of the police, that conducts criminal investigations into circumstances involving police and civilians that have resulted in serious injury, death or allegations of sexual assault.² Although it is an agency of the Ministry of the Attorney General, its investigations and decisions are independent of the Government of Ontario. The Director of the SIU is empowered under the *Police Services Act* to lay criminal charges against police officers where warranted.

Internal Affairs Professional Standards Software (IAPro)

IAPro is a Professional Standards software used by the PDD to efficiently handle citizen complaints, administrative investigations, use-of-force reporting, and other types of incidents, while providing the means to identify and analyze areas of concern.³

Section 11 Investigations

The Chief of Police is legislated under Section 11 (s.11) of Ontario Regulation 267/10, to cause an administrative investigation to be conducted into any incident of which the SIU is notified.⁴ The investigation reviews the conduct of the involved police officer(s), as well as the policies and/or services provided by the Hamilton Police Service.

¹ Queen's Printer for Ontario, 2015, *Office of Independent Police Review Director*, www.oiprd.on.ca

² Queen's Printer for Ontario, 2016, *Special Investigations Unit*, www.siu.on.ca

³ CI Technologies, 2015, *IAPro*, www.iapro.com

⁴ *Police Service Act, 2011, Ontario Regulation 267/10, Conduct and Duties of Police Officers Respecting Investigations by the Special Investigations Unit*, www.e-laws.gov.on.ca

Professional Standards Branch

Executive Summary

The Professional Standards Branch and Risk Management Branch experienced a demanding year in 2016. Both public complaints from the OIPRD and internal investigations experienced a slight increase from 2015. Many of the investigations undertaken were quite complex, taking considerable time to complete.

In 2016, the Hamilton Police Service answered 384,070 telephone calls, yet only 117 public complaints were made to the OIPRD, representing less than 0.03%. Of these complaints, 56 were screened in for investigation by PSB. This included 42 conduct complaints, 3 service complaint and 11 customer service resolutions.

In 2016, the HPS answered 384,070 phone calls.

The HPS received only 117 public complaints, this represents less than 0.03% of all calls.

In 2016, Red Light Camera Violations Decreased by 22%

Discreditable Conduct was the most common allegation of misconduct at 28 counts, and Excessive Force was the second most common at 11. It should be noted that the OIPRD does not screen out any Excessive Force complaints. There were no allegations of the more egregious complaint types such as Corrupt Practice or Breach of Confidence. Of the 42 conduct investigations, only 3 cases (7.1%) resulted in a finding of misconduct. Two of the Service Complaints received were resolved through informal resolution, and the third one was withdrawn by the complainant. An OIPRD review was requested 3 times by a complainant in 2016. All 3 reviews remain before the OIPRD. In 2015, 1 OIPRD review was requested and the HPS decision was upheld.

A total of 201 internal complaints were filed in 2016, representing an increase of 8% from 2015. Red Light Camera (RLC) violations decreased by 22% Motor Vehicle Collisions (MVC) increased 10%; and Missed Court (MC) saw a 100% increase from 2015. Of the total internal complaints came 224 specific allegations of misconduct. Damage to Clothing/Equipment was the most frequent form of misconduct followed by Discreditable Conduct. Damage to Clothing/Equipment includes all major and minor police service collisions, and in some instances, multiple allegations per complaint. There were 5 complaints and/or allegations of workplace harassment in 2016. Two of the allegations have been substantiated, two have been unsubstantiated, and the investigation into the remaining complaint/allegation has not been completed. Excluding MC, MVC, and RLC violations, 78% of the remaining 54 chief's complaints resulted in substantiated misconduct.

The SIU invoked its mandate to investigate 17 reported incidents in 2017. Of the 17 investigations, 4 were concluded by memo after a preliminary inquiry, and 13 became formal investigations. Out of the 13 investigations, none were concluded in 2016; however, as of February 28, 2017, two (2) were concluded with no reasonable grounds to believe that the subject officers committed a criminal offence. The remaining 11 investigations are

Professional Standards Branch

pending the SIU Director's decision. The subsequent provincially mandated Section 11 investigations completed by the PSB in relation to the two (2) investigations, determined that all HPS policy and procedures were adhered to and no further action was required.

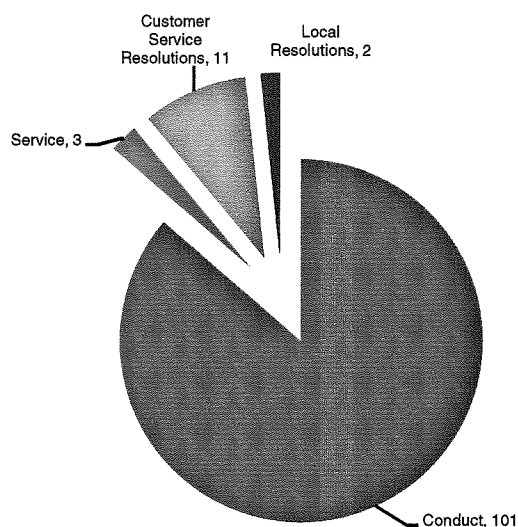
A total of 53 Fail to Stop reports were submitted for 2016. This is a decrease of 3 reports or 6% from the previous year and can be likely attributed to appropriate active supervision techniques and member training. Pursuits were initiated in 37 (70%) of the incidents where a Fail to Stop report was submitted. Officers discontinued 29 (78%) of these pursuits. Of the total Fail to Stop reports, 14 were for *Criminal Code* violations, 32 for *Highway Traffic Act* violations and 7 were for unspecified reasons. In 2016, 2 MVC's occurred as a direct result of officer initiated pursuits compared to 0 occurring 2015.

The Hamilton Police Service received 110 Good News letters in 2016. The Service issued 39 letters of recognition to members of the public and a total of 91 commendations to HPS members for exemplary service. Additionally, 26 members were awarded Member of the Month, 3 Pride Awards were awarded to members of our community, and two members were awarded the St. John's Ambulance Silver Life-Saving Award.

Public Complaints

In 2016, the Hamilton Police Service answered 384,070 telephone calls. From this considerably high number, only 117 complaints were made to the OIPRD regarding the Hamilton Police Service, representing 0.03% of all calls. This is a very low number of complaints from the public given the frequency of contact and interactions they had with members of our Service.

Of the 117 complaint submissions, 101 were related to officer conduct, 3 were classified as a service complaint, 11 were screened for customer service resolutions (CSR) and 2 were resolved locally (local resolution). It should be noted that a CSR is a confidential process for less serious complaints that provides an opportunity to voluntarily resolve complaints before they are formally screened under the *Police Services Act*.⁵ A local resolution is a process where complaints are made directly with the HPS and a resolution is agreed upon by the involved parties.⁶

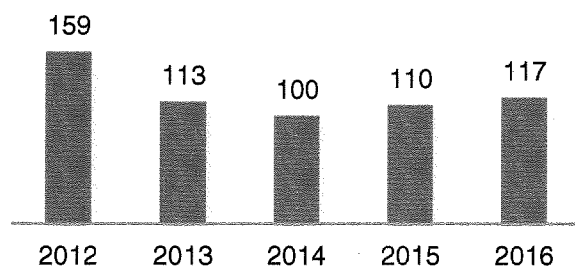


⁵ Queen's Printer for Ontario, 2015, Office of Independent Police Review Director – Customer Service Resolutions, www.oiprd.on.ca

⁶ Queen's Printer for Ontario, 2015, Office of Independent Police Review Director – Local Resolutions, www.oiprd.on.ca

Professional Standards Branch

Public Complaints



The OIPRD screened in 56 of the 117 complaints, which constitutes 48% of the original public complaints. This includes conduct complaints, customer service resolutions and service complaints. The average number of public complaints between 2011 and 2015 was 120. In 2016, the OIPRD experienced a slight decrease from the previous four-year average, suggesting continued improvement in the way the HPS is providing quality service.

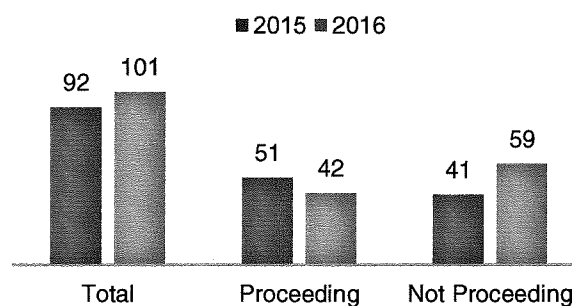
Conduct Complaints

When the behaviour of a police officer is formally questioned by a member of the public, the OIPRD classifies this as a conduct complaint.⁷ Of the 101 conduct complaints, 42 were ultimately screened in by the OIPRD for investigation. The OIPRD determined that police investigation was not required for the remaining 59 submissions based on legislated criteria such as:

- the complaint is better dealt with under another law or act
- the complaint is frivolous – trivial or lacks an air of reality
- the complaint is not in the public interest
- the complaint is made over six months after the incident⁸

Comparing the 2016 conduct complaint data to that of 2015, reveals that there was a 10% increase in these types of complaint submissions to the OIPRD. This increase is in line with that of the overall increase in the number of public complaints. The number of complaints regarding conduct screened in was 18% lower when compared to that of 2015.

Conduct Complaints



Allegations of Misconduct

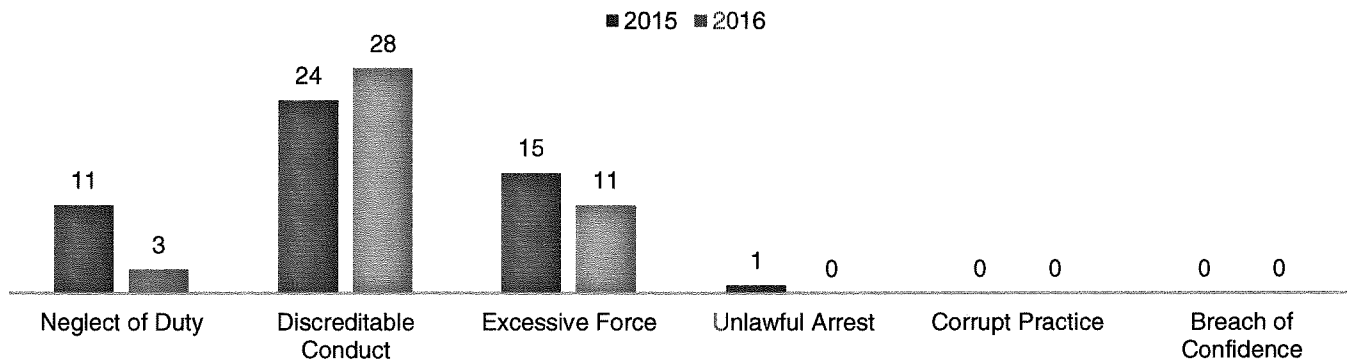
The *Police Services Act Code of Conduct* is used by the HPS as the basis for classifying conduct complaints. Although Discreditable Conduct allegations increased from 2015 to 2016, there were no allegations of the more egregious complaint types such as Corrupt Practice and Breach of Confidence. Discreditable Conduct represents the most common type of complaint made at 67%. The number of complaints regarding Excessive Force remained the second greatest type, and saw a decrease of over 31% from 2015. Neglect of Duty allegations decreased by 267%, from 11 allegations in 2015 to 3 in 2016.

⁷ Queen's Printer for Ontario, 2015, Office of Independent Police Review Director – Complaints, www.oiprd.on.ca

⁸ Queen's Printer for Ontario, 2015, Office of Independent Police Review Director – Screening Complaints, www.oiprd.on.ca

Professional Standards Branch

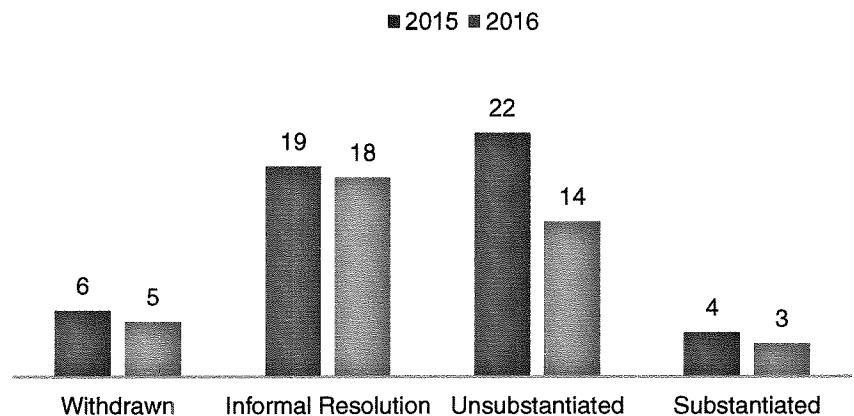
Conduct Complaints Proceeding by Allegation



Disposition of Conduct Complaints

Of the 42 officer conduct investigations, 5 complainants voluntarily withdrew their complaints based on subsequent information provided to them. At the preliminary stages, 18 were resolved by informal resolution, and 14 allegations of officer misconduct were unsubstantiated by investigators. Only 3 of the cases or 7% of the original 42 conduct complaints resulted in a finding of misconduct on behalf of the officer, with penalty to be implemented pursuant to the *Hamilton Police Service Discipline Policy*. As of February 28, 2017, 2 of the investigations remain open.

Disposition of Investigated Conduct Complaints

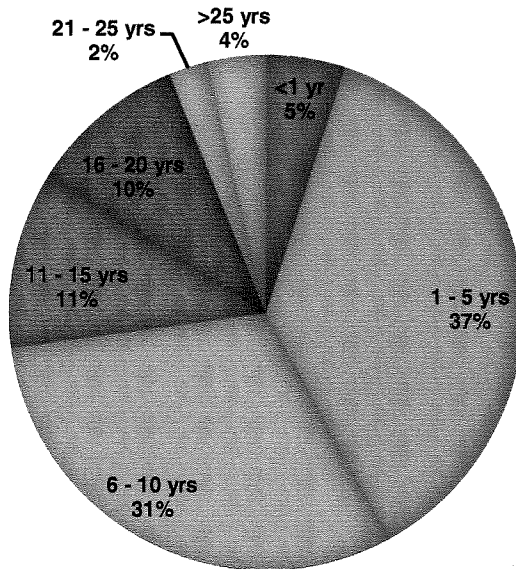


Demographics of Conduct Complaints

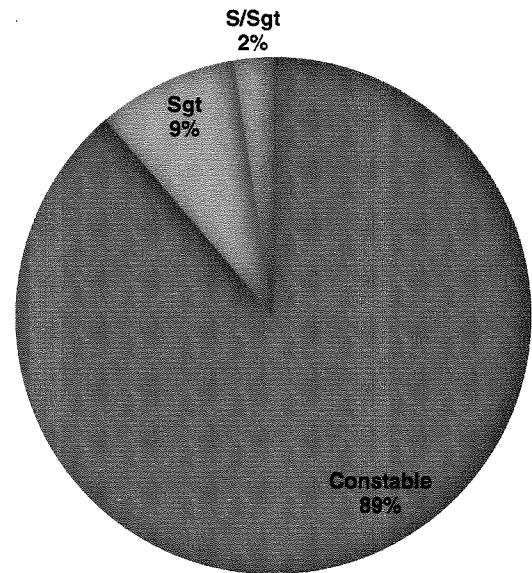
Most conduct complaints involve officers with 1-5 years of experience, as they are typically less experienced uniform police officers who have the highest frequency of contact with members of the public. When looking at the rank of a subject officer, the greatest number of public complaints is made regarding Constables. Similarly, Constables have the most interaction with the general public.

Professional Standards Branch

Years of Service of Subject Officer



Rank of Subject Officer



Service Complaints

Service complaints relate to a specific policy and/or processes of the Hamilton Police Service. In 2016, there were 3 service complaints filed against the HPS. Two of the complaints were resolved through informal resolution, and the third was withdrawn by the complainant. One of the unsubstantiated complaints dealt with the length of time that it took police to respond to a report of a break and enter, and the second had to do with crime mapping data not being available on the police website for more than sixty days. The Service complaint that was withdrawn, related to issues experienced while utilizing the online reporting of crime system.

Public Complaint Reviews

In the circumstance that a complainant is not satisfied with the outcome of a complaint investigation, they may request a review by the OIPRD. Complainants have 30 days from the day they are notified of the results to make this request. Once the OIPRD has received the file from the police, they will assess the investigation and determine if the decision is appropriate.⁹

In 2016, the Hamilton Police Service received 3 requests from complainants for an OIPRD review. The OIPRD is currently reviewing all three matters, and decisions are pending as of February 28, 2017.

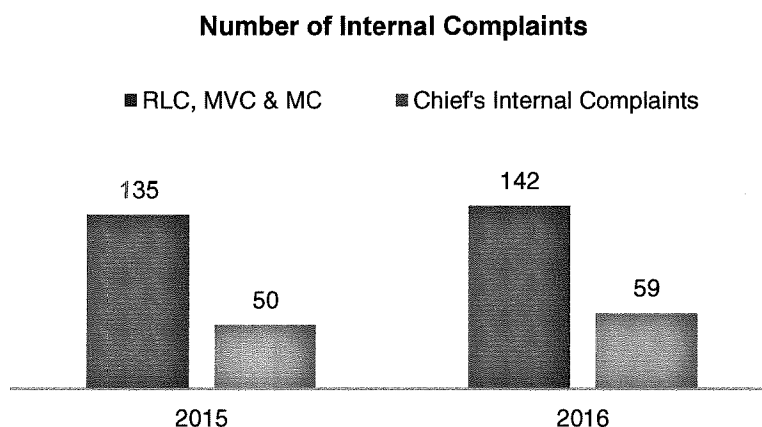
⁹ Queen's Printer for Ontario, 2015, Office of Independent Police Review Director – Request a Review, www.oiprd.on.ca

Professional Standards Branch

Internal Complaints

Pursuant to the *Police Services Act*, the Chief may cause an investigation to be conducted in relation to the conduct of a police officer employed by the Service. These internal complaints are typically initiated by a HPS member or supervisor. The findings of the investigation are provided to the Chief in a written report and where required, discipline is implemented pursuant to the *Hamilton Police Service Discipline Policy*.

With respect to these investigations, the Chief of Police has separated simple violations such as Red Light Camera violations (RLC), Motor Vehicle Collisions (MVC) and Missed Court (MC) to be investigated by divisional commanders. More complex member conduct investigations are investigated by the PSB. These are referred to as a Chief's Internal Complaint.



A total of 201 internal complaints were filed in 2016, an 9% increase from 2015. Specifically, RLC, MVC and MC saw a slight 5% increase from the previous year; however, there was a 22% decrease in RLC incidents from 32 in 2015 to 25 in 2016. In addition, there were 8 MC incidents, 109 MVC incidents with 57 of those deeming the officer at fault, while the remaining 52 MVC's were deemed non-preventable.

Allegations of Misconduct

The internal complaints filed in 2016 yielded 224 specific allegations of misconduct. The number of allegations compared to complaints is larger because a single complaint may include multiple HPS members and/or multiple allegations per member. Of the various classifications of alleged misconduct, Damage to Clothing/Equipment was the most frequent at 47%. Damage to Clothing/Equipment is extremely broad and includes all police service collisions, from extremely minor to major and in some instances, multiple allegations per complaint. Allegations of Insubordination saw a drastic decrease of 74% from 2015.

Workplace Harassment Investigations (Bill 168)

The Hamilton Police Service believes in the respect for, value of, and equitable treatment of all its 1237 full and part-time members. Harassment or discrimination is not tolerated in the workplace and all complaints of this nature are investigated thoroughly and in a timely manner.

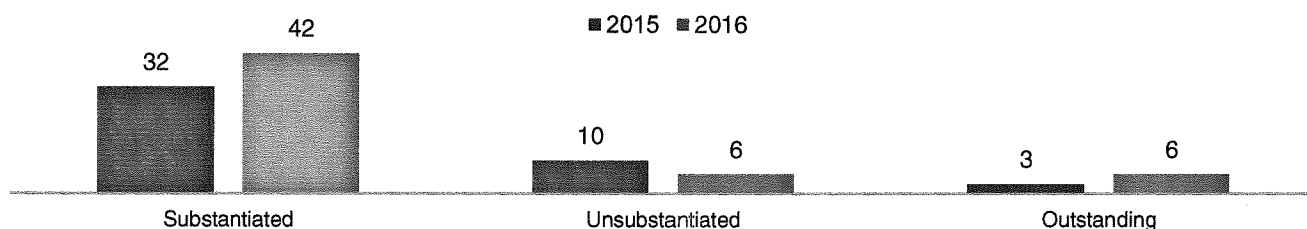
In 2016, there were 5 complaints and/or allegations of workplace harassment. Two of the allegations have been substantiated, two have been unsubstantiated, and the investigation into the remaining complaint/allegation has not been completed. There was one reported complaint of harassment in 2015.

Professional Standards Branch

Chief's Internal Complaints

Of the 54 internal complaint investigations (exclusive of Harassment Allegations, MC, MVC, and RLC) in 2016, 78% of the cases of misconduct were substantiated. This is an increase from 2015, where 64% of the complaints were substantiated.

Conclusions of Chief's Internal Complaints

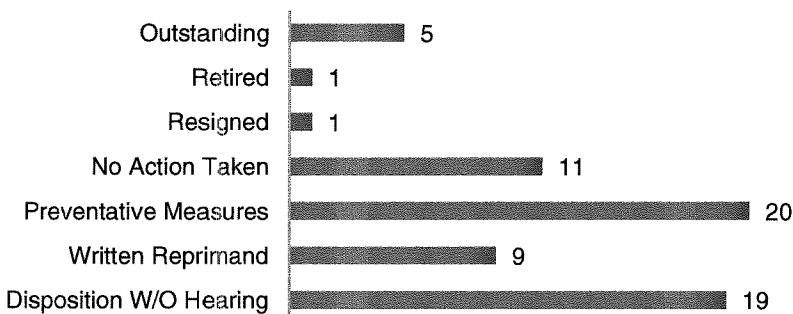


Disposition of Internal Complaints

In the 54 internal investigations, 67 members were identified as subject members. Of these 67 members, 40 of them were involved in a single investigation. Of the subject members, 43% received corrective discipline. Preventative measures were applied to 30% of subject members. No action was taken

against 16%, as either the substance of the allegations were unfounded or the allegations could not be proven through investigation. One member resigned. A member who was the subject member involved in two separate complaints retired. Outstanding dispositions, including outstanding criminal matters account for the remaining 7%.

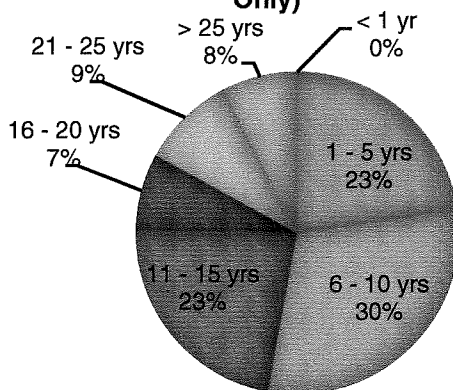
2016 Penalty Dispositions



Demographics of Internal Complaints

Sworn Officers with between 6 and 10 years of service accounted for 30% of internal investigations, while officers between 11 and 15 years of service represented 23%. These two categories alone represent more than half of the officers with allegations of misconduct.

Years of Service (Sworn Members Only)



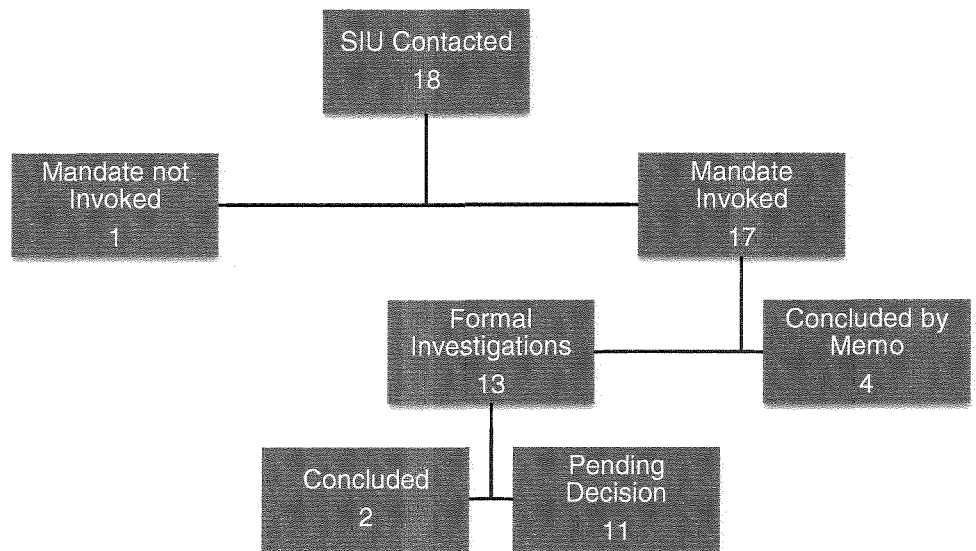
Professional Standards Branch

Special Investigations Unit Incidents

In the pursuit of cooperation, the Hamilton Police Service notified the Special Investigations Unit (SIU) on 18 occasions in 2016. The SIU invoked its mandate in 17 of the 18 incidents.

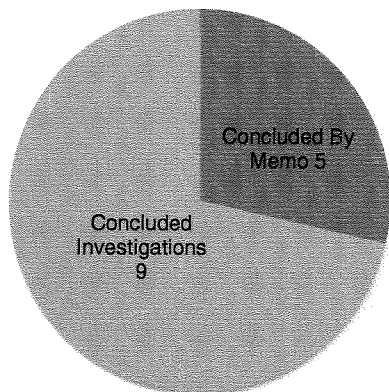
Formal Investigations

Of the 17 SIU investigations, 4 were concluded by memo after the SIU completed a preliminary inquiry and 13 were processed as formal investigations. Out of the 13 investigations, only 2 have been concluded as of February 28, 2017. In both incidents, the SIU concluded that reasonable grounds did not exist to believe that the Subject Officers committed a criminal offence. The remaining 11 investigations are pending the Director's decision.

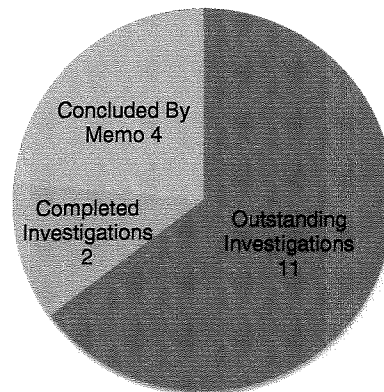


In comparison, the SIU was notified 14 times in 2015 and invoked their mandate in every incident.

Invoked Investigations 2015



Invoked Investigations 2016

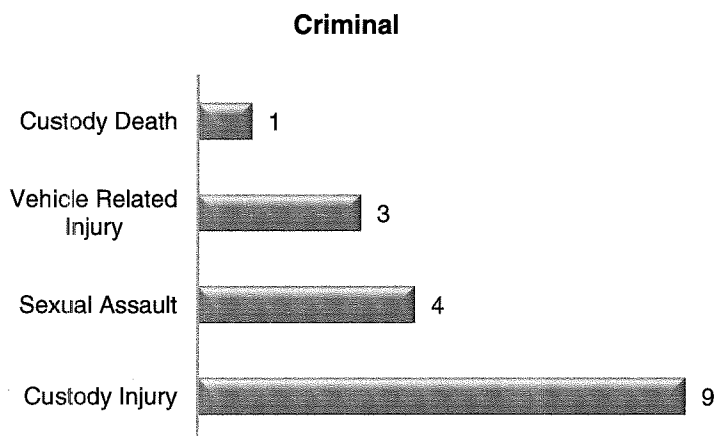


Professional Standards Branch

Criminal Allegations

Out of the 17 incidents where the SIU invoked their mandate in 2016, 3 were classified as Vehicle Related Injury, 9 were classified as a Custody Injury, 4 were classified as a Sexual Assault, and 1 was classified as a Custody Death.

Police custody related injury is the most frequently classified incident involving the SIU. Police Custody Injury and Police Custody Death are not clearly defined and do not specifically mean being physically controlled or being in a custody area of the Hamilton Police Service.



Section 11 Investigations

Although none of the SIU investigations that commenced in 2016 were concluded in the same year, as of February 28, 2017, two of the investigations have since been completed. Section 11 investigations have been completed in regards to both investigations by the PSB. The Section 11 Investigations have concluded that all HPS policy and procedures were adhered to and no further action was required on the part of the subject officers or the HPS. There remain 11 outstanding Section 11 investigations for 2016. These cannot proceed until the Director of the SIU has reached a decision pertaining to these matters. A Section 11 Investigation is not required when an officer is criminally charged by the SIU.

Risk Management

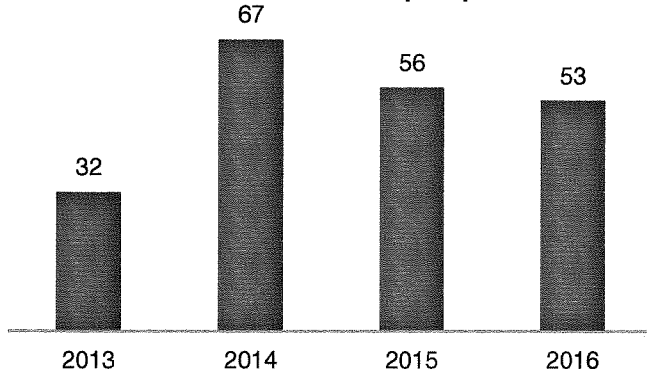
Suspect Apprehension Pursuits

A suspect apprehension pursuit occurs when a police officer attempts to direct the driver of a motor vehicle to stop. The driver refuses to obey the officer and the officer pursues in a motor vehicle for the purpose of stopping the fleeing motor vehicle or identifying the fleeing motor vehicle or an individual in the fleeing motor vehicle.¹⁰

¹⁰ Police Service Act, 2011, Ontario Regulation 266/10, Suspect Apprehension Pursuits, www.e-laws.gov.on.ca

Professional Standards Branch

Number of Fail to Stop Reports



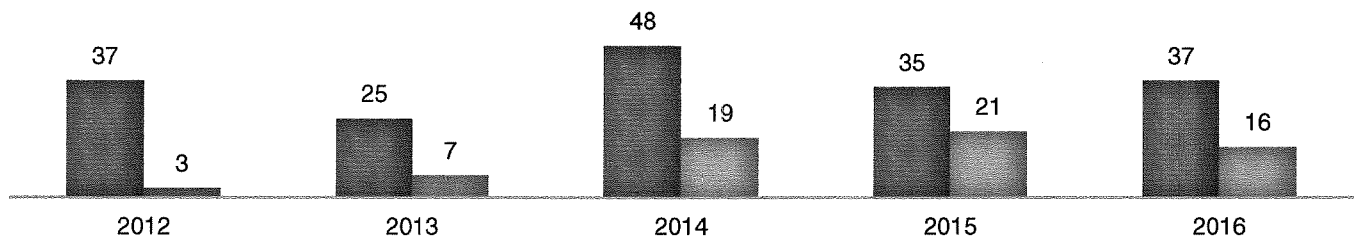
Fail to Stop Report

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

The total number of Fail to Stop reports submitted for 2016 was 53. This is a decrease of 5.4% when compared to 2015. Pursuits were initiated in 70% of the incidents where a Fail to Stop report was submitted.

Fail to Stop Report Outcomes

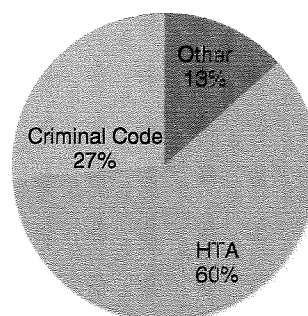
■ Pursuits ■ Pursuits Not Initiated



Of 37 initiated pursuits in 2016, 16 were terminated within 1 km, and an additional 20 pursuits were terminated within 1-5 km. This can be attributed to strong supervision, training, officer discretion, and the HPS commitment to public and officer safety.

Of the 53 Fail to Stop reports in 2016, 14 were for *Criminal Code* violations, 32 for *Highway Traffic Act* violations and 7 were for other reasons not specified.

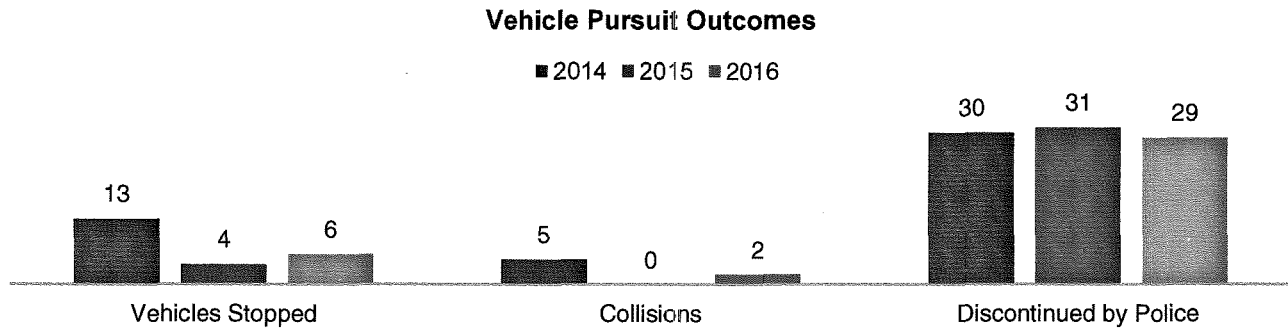
Reason for Pursuit



Professional Standards Branch

Pursuit Outcomes

In 2016, officers discontinued 78% of pursuits, which represents 29 of the total 37 pursuits. In 2015, pursuits were discontinued 89% of the time.



Commendations and Citizen Awards and Letters

The Hamilton Police Service received 110 Good News letters in 2016. This is reflective of the quality service that our members are providing to our communities. In addition to this recognition by members of the public, the Hamilton Police Service also recognized members of the Service and members of our communities in 2016 through various acknowledgements including:

- Issuance of 39 letters of recognition to members of the public.
- Awarded 26 members with the Member of the Month Award.
- Awarded 3 Pride Awards to members of our community
- Issuance of 91 commendations to members for exemplary service (57 level one, 34 level two and three).

In addition, two members of our Service were awarded the St. John's Ambulance Silver Life-Saving Award.

HAMILTON POLICE SERVICES BOARD

- INFORMATION -

DATE: 2017 April 13

REPORT TO: Chair and Members
Hamilton Police Services Board

FROM: Eric Girt
Chief of Police

SUBJECT: *Year-End Report: Hamilton Police Service - McMaster University Partnership - 2016*
(PSB 17-049)

BACKGROUND:

McMaster University is situated in the west end of Hamilton at 1280 Main Street West and is surrounded by inviting green spaces, residential living and a vibrant community.

The McMaster campus is composed of 300 acres of property and 56 buildings providing space for approximately 30,000 students and 10,000 faculty and staff with roughly 3,700 students living on campus in 1 of 12 residential buildings. In 2015, McMaster campus housed athletes in student residences during the 2015 Pan-Am Games soccer events, played in Hamilton and in 2016 hosted major events such as 'Ride Don't Hide' and 'Ride to Conquer Cancer'. In 2017, we will host the North American Indigenous Games which are a larger event than Pan-Am. We are constantly growing our institution and are proud to have opened the L. R. Wilson Building in September 2016. The McMaster Innovation Park at the Longwood site continues to grow and prosper as part of the expanding McMaster properties and we eagerly await the opening of the Fraunhofer Project Centre for Biomedical Engineering and Advanced Manufacturing in 2017.

McMaster Security Services department also manages contract security services to off campus sites, including:

- The Ron Joyce Centre, Burlington
- David Braley Health Sciences Centre
- McMaster Continuing Education, One James North
- McMaster Innovation Park
- Ancaster Research Park
- Faculty of Health Sciences
 - ❖ Hamilton Health Sciences, 1200 Main St. West, Hamilton
 - ❖ Stonechurch Family Health Centre, 1475 Upper Ottawa St., Hamilton
 - ❖ Kitchener
 - ❖ St. Catharines

McMaster University was ranked 4th in Canada and 94th world-wide according to Times Higher Education for 2015-2016 and is one (1) of two (2) Ontario universities ranked top 100 universities globally.

McMaster has a long standing partnership with the Hamilton Police Service that is outlined in a formal Memorandum of Understanding (MOU, June 2016).

McMaster Special Constables are sworn Peace officers, appointed under the authority of the *Police Services Act*. Their appointments endow them with the responsibilities and duties of a Special Constable and enable them to enforce the Criminal Code of Canada, Federal and Provincial statutes and Municipal By-Laws on the University Campus and Board of Governor's bylaws and regulations. The Hamilton Police Services Board currently has an existing MOU with McMaster Security Services that stipulates McMaster's accountability to the Board that includes indemnity and liability provisions.

Protocol with the Hamilton Police Service

The Hamilton Police Services Board has approval authority for the appointments for Special Constables employed by McMaster University Security. The Hamilton Police Service works closely with McMaster Security to investigate any serious criminal incidents. The Hamilton Police also support McMaster Security by providing a wide range of mandatory and voluntary operational training programs. McMaster Security Services consisted of 31 staff including: 1 Director, 1 Senior Manager, 1 Administrator, 4 Sergeants, 1 Investigator, 11 fulltime Special Constables, 7 part-time Special Constables, 2 Technology Specialists, and 3 Dispatchers.

Training

McMaster Security embraces professional development of all staff and continues on an annual basis. The following is a summary of training programs participated in by staff of McMaster, in 2016, to ensure all staff maintains the knowledge and expertise related to their positions.

| Training | 2015 Attendees |
|-----------------------------------|-----------------------|
| Use of Force Certification (HPS) | 4 |
| Use of Force (Recertification) | 22 |
| Block Training (HPS) | 22 |
| Bicycle Officer Training (HPS) | 1 |
| First Aid & CPR (HPS) | 22 |
| Advanced Special Constable Course | 3 |
| Radiation Safety Training | 2 |
| Due Diligence | 2 |
| WHMIS - Core | 2 |
| Hydrogen Fluoride | 2 |
| Miscellaneous Training/Courses | 42 |

In 2016, McMaster University Security Services filed 2,834 incident reports which is an increase over the 2015 incidents of 2,287 (24% increase). Legal infractions accounted for 675 incidents of either federal or provincial statutes or criminal incidents.

Incidents

Special constables have investigated the following incidents on campus. In situations of serious assault, sexual assault, indecent acts, inciting hate and other major incidents, McMaster Security works with the Hamilton Police Service to investigate the incidents.

| Criminal Incident | 2012 | 2013 | 2014 | 2015 | 2016 |
|--|-------------|-------------|-------------|-------------|-------------|
| <i>Assault</i> | 19 | 19 | 23 | 12 | 27 |
| <i>Breach of Recognizance/Probation</i> | 2 | 3 | 1 | 1 | 0 |
| <i>Break and Enter/Attempts</i> | 6 | 2 | 7 | 5 | 17 |
| <i>Disturbances</i> | 8 | 9 | 6 | 11 | 12 |
| <i>Fraud</i> | 7 | 15 | 13 | 4 | 14 |
| <i>Harassing Phone Calls & Email</i> | 6 | 11 | 7 | 8 | 1 |
| <i>Harassment/Sexual Harassment</i> | 10 | 16 | 23 | 22 | 27 |
| <i>Inciting Hate</i> | 1 | 3 | 3 | 3 | 2 |
| <i>Mischief</i> | 87 | 83 | 62 | 80 | 85 |
| <i>Obstruct Peace Officer</i> | 1 | 4 | 2 | 1 | 0 |
| <i>Robbery</i> | 2 | 0 | 0 | 1 | 0 |
| <i>Theft/Possession</i> | 258 | 264 | 273 | 146 | 234 |
| <i>Threatening</i> | 8 | 11 | 6 | 6 | 5 |
| Total (All Categories) | 417 | 444 | 435 | 300 | 436 |

The following is a summary of all incidents reported on campus.

| Statutes | 2012 | 2013 | 2014 | 2015 | 2016 |
|----------------------|-------------|-------------|-------------|-------------|-------------|
| <i>Criminal Code</i> | 417 | 444 | 435 | 300 | 436 |
| <i>Provincial</i> | 136 | 155 | 135 | 103 | 209 |
| <i>Federal</i> | 45 | 61 | 58 | 86 | 95 |
| Total | 598 | 660 | 628 | 489 | 740 |

Key Performance Indicators

McMaster University's Administrative Division has developed the use of Key Performance Indicators (KPI's) as a method of providing a performance check on meeting strategic direction. McMaster Security Services completed the following KPI's during the 2016 fiscal year.

Security – Key Performance Indicators
May 2015 – April 2016

| Area | Strategic Objectives | KPI Code | KPI (By Quarter unless indicated differently) | Target | Actual |
|-----------------------------|---|----------|--|--------|--------|
| Research | <i>Research and provide information to the community on safety in an effort to decrease crimes of theft</i> | SS1.0 | Decrease % of reported thefts / Fiscal Year | 10% | 37% |
| | | SS1.2 | # of theft prevention education to student | 24 | 28 |
| Community Engagement | <i>Improve campus security by development of crime prevention programs to new facilities</i> | SS2.0 | # of crime prevention initiatives at off campus locations | 12 | 12 |
| | | SS2.2 | # of visits to off campus locations by S/Constables | 52 | 75 |
| | <i>Increase visibility and officer interaction with the community</i> | SS2.0 | # of training programs with the community | 20 | 21 |
| | | SS2.3 | # of “walk and parks” | 52 | 60 |
| Student Engagement | <i>Interact with students through community engagement</i> | SS3.0 | # of community engagement interactions with CiRP and Diversity Constable | 115 | 120 |
| | | SS3.1 | # of Campus Fairs / fiscal year | 8 | 8 |
| | | SS4.1 | # of training hours / fiscal year | 1300 | 1400 |

- Constable in Residency Program (CiRP)

Hamilton Police – McMaster Partnership

McMaster University Security Services works very closely with Hamilton Police in a variety of areas other than criminal investigations. They have a positive relationship with the Division One Crime Manager and work together to maintain the Mac 91/92 program where McMaster hires Hamilton Police Officers to proactively patrol the Westdale neighbourhood to ensure a safe and content community. Hamilton Police Service is encouraged by the University to increase their visibility on McMaster campus and the surrounding area during busy times of the school year, for example – move in and move out, large football games, St. Patrick’s Day weekend.

Other positive relationships, such as the Ainslie Wood/Westdale Community Association (AWWCA) working with Hamilton Police and McMaster University, contribute to improving the safety and quality of life for all residents. These partnerships embrace educating the public on initiatives, including traffic safety POP projects, Lock it or Lose It campaigns and Child Identification programs. Every year, AWWCA nominates McMaster students living in the neighbourhood for its "Good Student Award" that promotes positive relation building within the community.

A handwritten signature in black ink, appearing to read 'E. Girt', written over a horizontal line.

Eric Girt
Chief of Police

EG/gd

cc: Deputy Chief Dan Kinsella, Community Policing
Superintendent Debbie Clark, Division 1



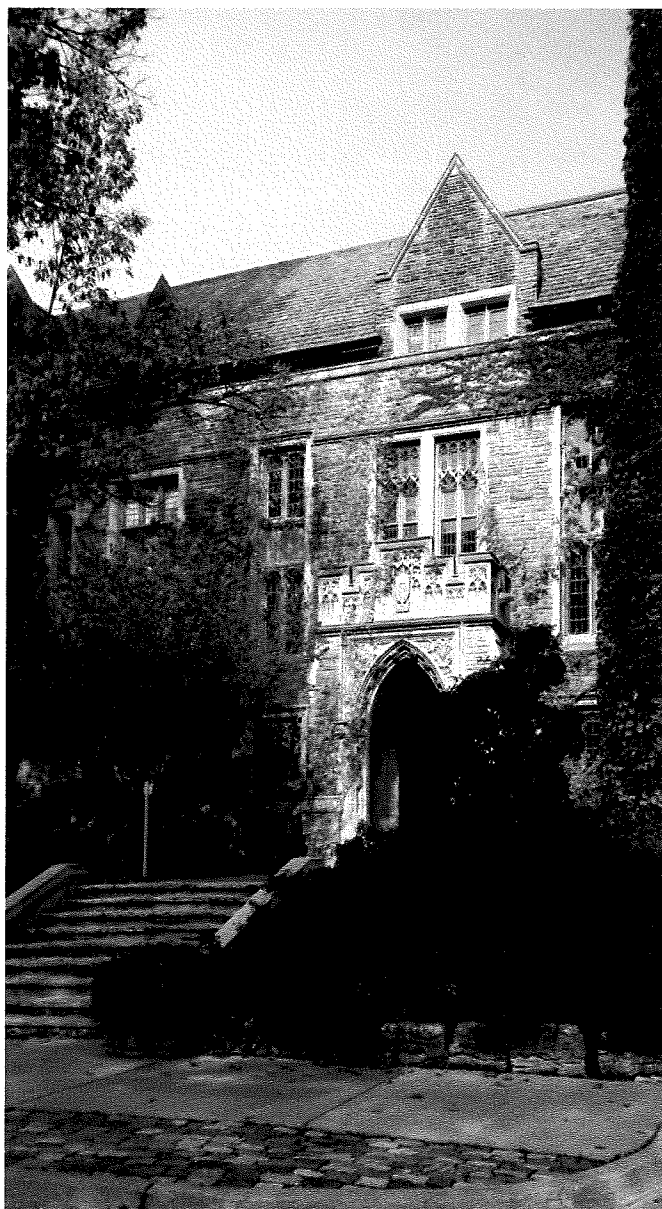
McMaster Security Services

2016 Annual Report

*Doing our part to create a safe and secure place today,
while exploring and developing tomorrow.*

Mission Statement

McMaster University Security Services' Special Constables will protect lives and property on our campus, doing our part to create a safe and secure place to live, work, study and conduct research.



Developing a safe and secure environment in this academic institution is the responsibility of the entire community. The primary responsibility for the protection of persons and property within the McMaster community is assigned to the Security Services Department. Methods and approaches to assist in achieving a safe and secure environment are developed through prevention programs and law enforcement, in concert with the community.

The Department exists for one main purpose, and that is to support the values and goals of the higher education community. It exists to assist those who seek and those who impart knowledge, as well as those who provide support to the realization of the mission of this institution. The Security Services Department endeavors to preserve and maintain an environment where diverse social, cultural, and academic values are allowed to develop and prosper.

All members of the Department are expected to actively participate in both the achievement of our goals and in maintaining the quality of the services at the University. It is only through the collective efforts of the community that this mission will be accomplished.

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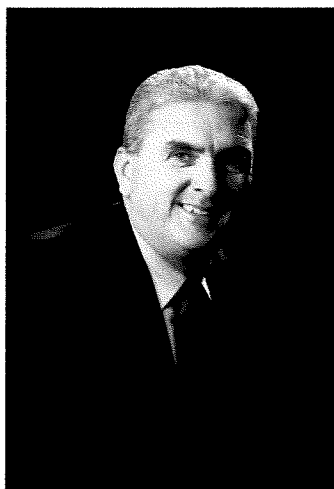
A Message from the Director

It is an honour to join the McMaster University Security Services team and work in a great institution that is committed and focused on education, research, internationalization and supporting our many community partners. We join in recognizing the efforts of Director Terry Sullivan and thank Terry for the eleven years of dedicated service at the University and wish him all the best in retirement.

The dedicated members of Security Services provide education, training, patrol and protection for the people and property of the University. This has been a challenging year of significant transition and opportunity. We are pleased to recognize the efforts of many Special Constables that completed their years of service to the University in 2016 as they moved to other opportunities or into retirement. We welcome the many new officers to our team. With new members joining us in 2016 we counted on the expertise of the current serving officers to train, mentor and coach our new additions. Our focus remains on the safety of the campus community and significant efforts have been put forth in relation to the creation and implementation of the new Sexual Violence Policy which is designed for the support and protection of those utilizing our campus. We fully support the efforts to protect women's safety and this new policy provides reporting options and ongoing support. We will work closely with the Sexual Assault Coordinator from Equity and Inclusion and with the various provincial ministries and the Council of Ontario Universities guidelines to reach the education, safety and security objectives for this important initiative.

Security Services reports to the AVP of Facility Services, Dr. Mohamed Attalla and the VP of Administration, Mr. Roger Couldrey. With the restructuring, recruitment and enhanced focus on training our officers in a wide variety of important topics and issues we are poised to enhance the quality of our service into 2017. We are prepared to meet the challenges concentrating our efforts on people, policy, training, supervision and accountability.

Security, prevention and safety education on campus is not accomplished alone by the Security Services section but rather through the many valuable working partnerships with the University community within our campus locations and the many community partners surrounding this great institution.



Glenn De Caire
Director of Security Services

Who We Are

This year McMaster Security Services consisted of 31 staff including: a Director, Security Manager, an Administrator, four Sergeants, one Investigator, eleven full-time Special Constables, seven part-time Special Constables, two technology specialists, and three Dispatchers. All Special Constables are sworn Peace Officers, approved by the Hamilton Police Services Board and appointed by the Province of Ontario. Our staff members are highly trained and responsible for the safety and security of the McMaster community 24 hours a day, seven days a week, every day of the year.

Our office is located on the 2nd floor of the E.T. Clarke Centre and is staffed 24/7. Our phones are always personally answered, by staff trained to assist you.

McMaster Security Services can be reached in any of the following ways:

Security Contact:

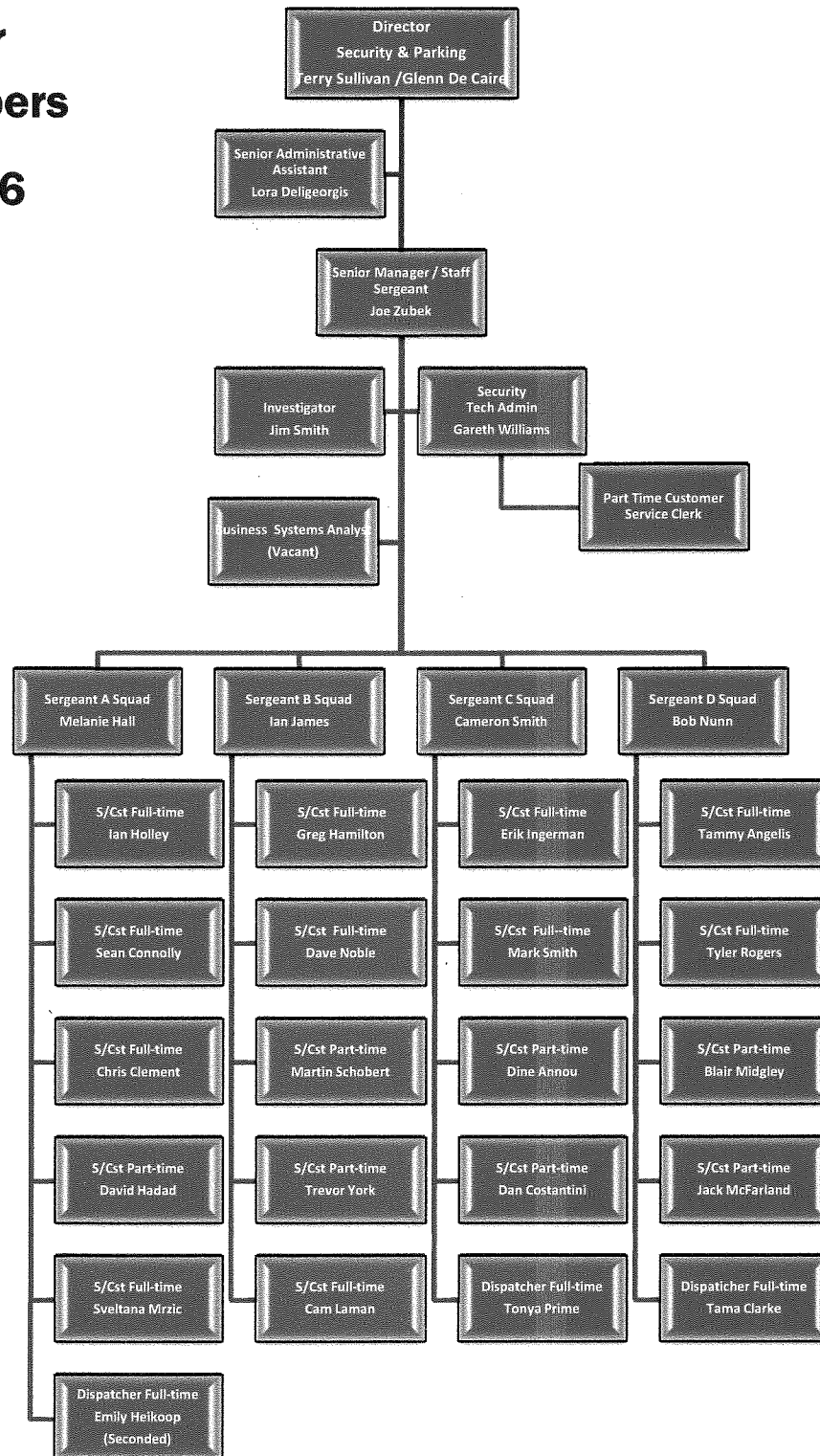
- ◆ (905) 525-9140 Ext. 24281
- ◆ (905) 522-4135
- ◆ Ext. 88 from any McMaster University line
- ◆ MUSST Smartphone App – has a direct dial button
- ◆ Red Assistance Pole – located throughout the campus
- ◆ Pay Phones – on-campus, have a no-charge 'Security' button
- ◆ Elevators – have a direct connection phone

Website:

<http://security.mcmaster.ca/>



Our Members 2016



Authority on Campus

McMaster Special Constables are sworn Peace Officers, appointed under the authority of the Police Services Act. Their appointments give them the responsibilities and duties of a Special Constable, and empower them to enforce the Criminal Code of Canada, Federal and Provincial statutes, as well as Municipal By-Laws on the University Campus along with Board of Governor's bylaws and regulations.



Protocol with Hamilton Police Service

The Hamilton Police Services Board has approval authority for McMaster Security Services procedures and the appointments of Special Constables. Hamilton Police work closely with our team and assist us with investigating serious criminal incidents. The Hamilton Police Service also supports our department by providing a wide range of training opportunities.



Hamilton Police - McMaster Partnership:

McMaster University Security Services and Hamilton Police Service have an ongoing partnership that benefits both the University, and the surrounding Hamilton community. This partnership is exemplified through the following joint agreements and programs:

- ◆ All McMaster Special Constables attend HPS' Annual In-Service Training sessions
- ◆ HPS conducts annual Use of Force re-qualification for all of McMaster's Constables
- ◆ During busy times of the school year (move-in and move-out, large football games, St. Patrick's Day weekend) HPS increases their visibility on McMaster's campus and the surrounding area
- ◆ Mac 91/92 Partnership: McMaster University hires additional Hamilton Police to patrol Westdale and handle noise complaints during busy nights, and conduct visits to problematic houses in the area



Working in partnership with Hamilton Police during

'Police In The Park 2016'

Patrol Areas

Our Special Constables are responsible for providing security and policing services to a campus community comprised of over 10,000 faculty and staff, and almost 25,000 undergraduate and 3,500 graduate students.



Image Source: "McMaster University." 43°15'55.95" N and 79°55'17.27" W. Google Earth.

The McMaster campus is composed of roughly 300 acres of property and 53 buildings. We are constantly growing our institution and are proud to have opened the L. R. Wilson Building in September 2016. During the school year, roughly 3,700 students live on campus in our twelve residence buildings. In the summer months, our residences are regularly used to host large conferences. In 2015, our campus housed athletes in our residences during the 2015 Pan-Am Games soccer events, played in Hamilton. We hosted the 'Ride Don't Hide' and 'Ride to Conquer Cancer' events in 2016. In 2017, we will host the North American Indigenous Games which is said to be an even larger event than Pan-Am.

Our department also manages contract security services to off campus sites including the Ron Joyce Centre in Burlington, David Braley Health Sciences Centre and "One James North," our Downtown Centre in Hamilton. Our McMaster Innovation Park at the Longwood site continues to grow and prosper as part of the expanding McMaster properties and we eagerly await the opening of the Fraunhofer Project Centre for Biomedical Engineering and Advanced Manufacturing in 2017.

Recruitment

In 2016, McMaster University Security Services hired a new Director, Senior Manager and 6 Part-time Special Constables. We are very proud to have promoted 4 of our Part-time to Full-time and we promoted a Special Constable to Sergeant to help lead us into the future.

McMaster University Security Services, and McMaster University as a whole, are committed to employment equity and diversity among our staff.

If a vacancy arises within the department, the position is posted on the Working@McMaster website. Applications are primarily received through this online portal however; additional steps in the application process may be required.

All resumes are reviewed by the hiring team. All candidates with the following qualifications are encouraged to apply to our open positions:

- Minimum Grade 12 Secondary School Diploma, Police Foundations/Law & Security Diploma or Equivalent.
- Valid Police Constable Applicant Testing Services Certificate.
- Good to excellent fitness level in the following areas: muscular strength and endurance, flexibility, agility, body composition and aerobic fitness.
- Valid Ontario Driver's License.
- No criminal convictions for which a pardon has not been granted.
- Eligible to legally work in Canada.
- Good driving record.
- Prefer maximum vision deficiency of 20/40 uncorrected, corrected to 20/20 with eye glasses or contact lenses; no colour impairment.
- Keyboarding skills desirable.
- Valid Standard First Aid Certificate and valid C.P.R certificate at Basic Rescuer Level (Level C)

THE CANDIDATES MUST SUCCESSFULLY COMPLETE THE FOLLOWING TESTS AND ASSESSMENTS:

- Information sharing open house with applicants outlining; job description, job responsibilities, on campus power authority.
- Applicant Written Testing composed of: Essay, General Knowledge, Composition Exercise, and Cognitive Abilities.
- Behavioral Panel interview.
- Medical examination.
- Comprehensive background checks, including employment academic, and police security check.

Uniforms & Equipment

McMaster University Security Services purchases uniforms and much of its equipment from Hamilton Police Service. This arrangement was established in 2006 and has proven to be successful. Not only does this partnership reduce costs for McMaster, but it also allows us to supply equipment to new recruits and replacement uniforms to existing officers, without external procurement. This agreement offers a consistent and quality service to all of our staff members.

Uniforms

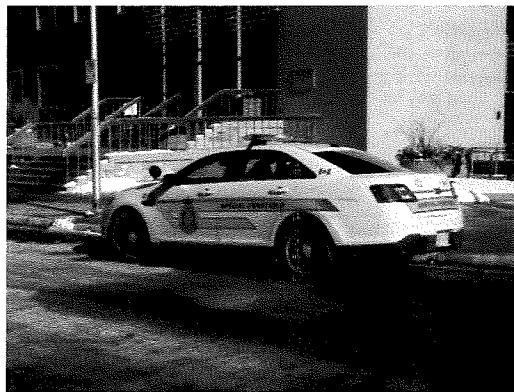


McMaster's Special Constables are dressed in navy blue pants with red stripes, and light blue shirts. Officers are also supplied with body armour, and jackets for the winter and summer seasons. Special Constables are issued forage caps and high visibility safety gear to wear when assigned to work on daily patrol or at large events, such as concerts and football game traffic direction.

Constables are equipped with handcuffs, radios, ASP batons, and oleoresin capsicum spray (pepper spray). Our officers are trained by Hamilton Police Service, and are required to attend refresher training every year to maintain their qualifications to use this equipment.

Vehicles

Since 2014, McMaster University Security Services has operated Ford Taurus police cruisers. Ford supplies a police package vehicle equipped with necessary law enforcement equipment to provide safety and security to McMaster University



Bicycles

McMaster University Security Services operates a bike patrol unit that operates 24 hours a day, 365 days a year, weather permitting. Currently 10 Constables are members of the bike unit. Each member is a certified Police Cyclist with specialized training from the Hamilton Police Service. This training includes advanced riding techniques such as navigating stairs and how to use the bike as a defensive tool.

Bikes allow Officers to patrol remote areas more frequently, and allow for a quicker response time, especially when navigating congested areas. Another benefit of bike patrol is allowing Officers to approach a suspect or scene more discretely, when necessary.

Finally, our bike patrol program is beneficial from a community engagement perspective. Community members are more likely to approach a Constable patrolling by bike than they are a patrol car. Our extensive use of bike patrol also falls in line with McMaster's sustainability efforts.



McMaster Special Constable supporting Welcome Week Activities

Professional Development

In 2016, McMaster Security Services continued with our professional development initiatives. Details of the training are outlined in the chart below.

The number of attendees in any particular course vary, since some courses are required only once for new employees, and others require “refresher” training periodically.

| Training Description | Number of Attendees |
|---|---------------------|
| Advanced Special Constables Course: “basic training” required for all sworn members (former Police granted exemption) | 3 |
| Use of Force Certification (HPS): A 3-Day course taught by Hamilton Police instructors on use of force options, making decisions under stress and understanding the laws pertaining to use of force. | 4 |
| Use of Force (Recertification): Annual refresher training completed by HPS Use of Force Branch. All staff must demonstrate effective and proper use of force options, asp batons, OC spray, open hands, and tactical communication, during this full day training session. | 22 |
| Block Training (Hamilton Police Service): An annual review of concepts and standards conducted by HPS required for all sworn members. | 22 |
| IMS Level 200 – All staff are qualified at IMS Level 100 to work within the Incident Management System in Ontario. More senior staff train to level 200 to learn how to command a simple incident and receive an introduction to incident action planning. This training is provided by Emergency Management Ontario | 8 |
| Bicycle Officer Training: Initial qualification for Bicycle Officers provided by Hamilton Police | 1 |
| First Aid & CPR: Annual recertification in first aid and CPR | 22 |
| Radiation Safety Training: An overview of safety procedures for facilities using radioactive material and personal exposure to radiation | 2 |
| Due Diligence: A review of due diligence practices and procedures | 2 |
| WHMIS – Core: The Workplace Hazardous Materials Information System (WHMIS) is a comprehensive national system for safe management of hazardous chemicals which is legislated by both the federal and provincial jurisdictions. | 2 |
| Hydrogen Fluoride: A refresher on hydrogen fluoride policies and emergency procedures for first responders encountering this dangerous substance on campus | 2 |
| Miscellaneous Training Opportunities/Courses Constables taking opportunities for personal and career Development, through agencies such as Canadian Police Knowledge Network, Ontario Police Video Training Alliance, subsidized wholly or in part by tuition assistance benefits or departmental training funds. | 42 |

Incident Statistics

In 2016, McMaster University Security Services filed 2834 incident reports which is an increase over the 2015 incidents of 2287 (24% increase). Legal infractions accounted for 675 incidents of either federal or provincial statutes or criminal incidents. The remaining were university regulation related items including the following:

| Incident | 2015 Total | 2016 Total |
|----------------------------|------------|------------|
| Alerts | 18 | 0 |
| Alarms | 63 | 48 |
| Assistance | 115 | 87 |
| By-Law | 15 | 25 |
| Demonstration | 1 | 3 |
| Fire/Arson | 103 | 114 |
| First Aid | 740 | 664 |
| General Damage | 45 | 47 |
| Internal Affairs/Complaint | 0 | 0 |
| Labour Disturbance | 0 | 0 |
| Missing Persons | 0 | 2 |

| Incident | 2015 Total | 2016 Total |
|--------------------------|------------|------------|
| Motor Vehicle Collisions | 33 | 28 |
| Motor Vehicle Offences | 3 | 5 |
| Property | 72 | 102 |
| Safety & Liability | 30 | 52 |
| Security Observation | 109 | 139 |
| Security Operations | 1 | 4 |
| Service Malfunction | 146 | 159 |
| Soliciting Complaints | 2 | 0 |
| Survey | 52 | 50 |
| Suspicious Event | 60 | 85 |
| University Regulations | 167 | 466 |
| Workplace Violence | 5 | 4 |

Provincial Incidents

| | 2012 | 2013 | 2014 | 2015 | 2016 |
|-----------------------------------|------------|------------|------------|------------|------------|
| Liquor License Act | 80 | 85 | 67 | 41 | 105 |
| Intoxicated in Public | 1 | 2 | 8 | 3 | 2 |
| Have or Consume in Public | 46 | 32 | 21 | 15 | 41 |
| Alcohol Accessible to Driver | 0 | 0 | 0 | 0 | 0 |
| Public Nuisance | 0 | 0 | 0 | 0 | 11 |
| Re-Enter Licensed Premises | 0 | 1 | 1 | 0 | 0 |
| Presenting as Evidence (False ID) | 4 | 3 | 7 | 3 | 4 |
| Under 19 Years | 29 | 41 | 30 | 20 | 45 |
| Trespass to Property Act | 44 | 58 | 44 | 28 | 75 |
| Enter when Prohibited | 9 | 16 | 37 | 12 | 50 |
| Fail to Leave | 14 | 14 | 8 | 16 | 17 |
| Engage in Prohibited Activity | 3 | 9 | 0 | 0 | 6 |
| Mental Health Act | 12 | 15 | 24 | 34 | 29 |
| Totals | 136 | 155 | 135 | 103 | 209 |

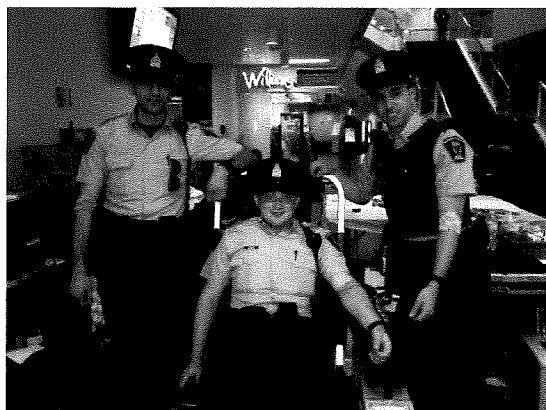
| | 2012 | 2013 | 2014 | 2015 | 2016 |
|--|------------|------------|------------|------------|------------|
| Assaults Total | 19 | 19 | 23 | 12 | 27 |
| Bomb Threats | 1 | 1 | 0 | 0 | 1 |
| Breach of Recognizance/Probation | 2 | 3 | 1 | 1 | 0 |
| Break and Enter/Attempts | 6 | 2 | 7 | 5 | 17 |
| Disturbances | 8 | 9 | 6 | 11 | 12 |
| Frauds Total | 7 | 15 | 13 | 4 | 14 |
| Harassing Phone Calls & Email | 6 | 11 | 7 | 8 | 1 |
| Harassment/Sexual Harassment | 10 | 16 | 23 | 22 | 27 |
| Impaired Driving | 1 | 0 | 3 | 0 | 1 |
| Inciting Hate | 1 | 3 | 3 | 3 | 2 |
| Indecent Act | 1 | 3 | 3 | 0 | 2 |
| Mischief | 87 | 83 | 62 | 80 | 85 |
| Obstruct Peace Officer | 1 | 4 | 2 | 1 | 0 |
| Flight from Peace Officer | 0 | 0 | 3 | 0 | 0 |
| Public Mischief | 0 | 0 | 0 | 0 | 0 |
| Robbery | 2 | 0 | 0 | 1 | 0 |
| Sudden Death & Attempt | 1 | 0 | 0 | 0 | 0 |
| Theft/Possession | 258 | 264 | 273 | 146 | 234 |
| Threatening | 8 | 11 | 6 | 6 | 5 |
| Weapons Offenses | 0 | 0 | 0 | 0 | 0 |
| Totals | 417 | 444 | 435 | 300 | 436 |

Federal Incidents

| | 2012 | 2013 | 2014 | 2015 | 2016 |
|-----------------------------------|------|------|------|------|------|
| Possession & Trafficking of Drugs | 45 | 61 | 58 | 86 | 95 |
| Trafficking Cannabis | 2 | 1 | 1 | 0 | 1 |
| Possession Cannabis | 42 | 59 | 55 | 84 | 94 |
| Possession Other Drugs | 1 | 0 | 1 | 2 | 0 |
| Possession Restricted Drugs | 0 | 1 | 1 | 0 | 0 |



'Forward with Integrity' is a foundational approach to education, research, internationalization and community building. McMaster Special Constables have led the way with our community programs. The 'Constables In Residence Program' is designed to build positive community relationships with the Residence Managers, Community Advisors and residents located in our twelve on campus residence buildings. Our officers have been very active in supporting the Ontario Special Olympics through active involvement with the Ontario 'Torch Run' and the 'Hell in the Harbour' mud run. Both are key events to raising funds that allow our special Olympians to be the best they can be. Special Constable have taken part in blood donor drives on campus to support the availability of life-saving blood which must be accessible by our medical community.



Key Performance Indicators

May 2015 – April 2016

Mission: To deliver excellent service on time, and on a budget, to a satisfied customer. McMaster University Security Services is committed to providing a healthy, safe, supportive, and inspiring physical environment conducive to learning, teaching, research, community partnering, and the attraction and retention of quality students, faculty, and staff.

| AREA | STRATEGIC OBJECTIVES | KPI CODE | KPI (By Quarter unless indicated differently) | TARGET | ACTUAL (completed) |
|----------------------|---|----------|---|--------|-----------------------|
| Research | • Research and provide information to the community on safety and security in an effort to decrease crimes of theft | SS 1.0 | Decrease % of reported thefts / Fiscal Year | 10% | 37% |
| | | SS 1.2 | # of theft prevention education to student | 24 | 28 |
| Community Engagement | • Improve campus security by development of crime prevention programs to new facilities | SS 2.0 | # of crime prevention initiatives at off campus locations | 12 | 12 |
| | | SS 2.1 | # of visits to off campus locations by S/Constables | 52 | 75 |
| | • Increase visibility and officer interaction with the community | SS 2.2 | # of training programs with the community | 20 | 21 |
| | | SS 2.3 | # of "walk and parks" | 52 | 60 |
| Student Engagement | • Interact with students through community engagement | SS 3.0 | # of community engagement interactions with CiRP and Diversitiy Constable | 115 | 120 |
| | | SS 3.1 | # of Campus Fairs / fiscal year | 8 | 8 |
| Employee Engagement | • Continue to work with operational staff to enhance employee engagement through increase communication and collaboration | SS 4.1 | # of training hours / fiscal year | 1300 | 1400 |

Technology

As technology evolves and new security products become available, McMaster University Security Services ensures the provision of the most up to date and current products to the University community.

In order to continue expanding and improving our resources, in 2016 Security Services updated many of its existing emergency response components to meet the developing needs of the campus.

In 2016, Security Services saw the following equipment updated or installed:

- ◆ **Assistance Phones** (new software and servers, upgrade or removal of obsolete phones)
Assistance phones are red poles with blue lights that, once activated, call directly to McMaster Security Services. These phones are located throughout campus for the service and protection of the University community. Following the addition of poles and upgrades in 2014, several poles became “surplus” and have been identified for removal in 2016. This is an annual project.
- ◆ **Closed Circuit Television (CCTV) Cameras**
There are several hundred CCTV cameras located throughout the McMaster campus for the monitoring of community safety. Cameras were added in new construction at L. R. Wilson Building and we continue to enhance our Longwood Ave properties and the McMaster Health Campus downtown. Housing upgraded CCTV in residences to digital, and added several cameras in the recent past.
- ◆ **Access Points Enhancement**
An access point is a security measure, such as a card reader or door alarm, which provides additional security to an area and assists in the elimination of traditional keys.
- ◆ **Security Devices**
A security device includes panic buttons, “glass-break alarms” and other devices such as humidity or temperature alarms which, when activated, alert security of a problem.



Emergency Notification System

McMaster University Security Services is committed to keeping the campus community informed and alert to dangers that may develop on campus. Our emergency notification system has been developed since 2007 and consists of many components.

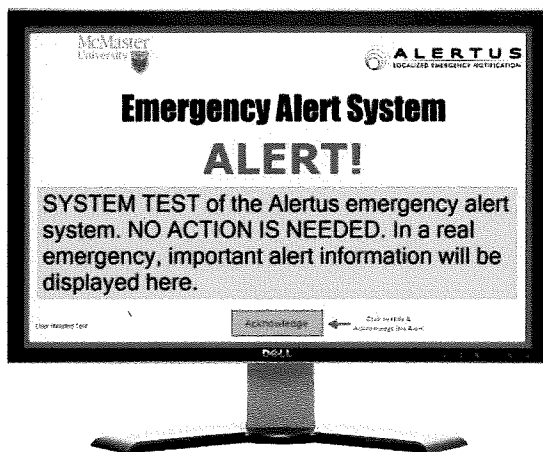
Sirens

There are currently three outdoor warning sirens installed on campus. These are stand-alone warning systems installed primarily as a warning for campus “lockdowns”, initiated by a siren “wail” noise. Additionally, the sirens have voice messaging capability with a number of pre-recorded warnings for use in a variety of situations, including nuclear evacuation, nuclear shelter-in-place, and severe weather emergencies.

In 2014, Security Services expanded the siren system to include three indoor locations: the Student Centre, David Braley Athletic Centre, and the Michael DeGroote Centre for Learning and Discovery (MDCL). We have now expanded this feature into the Mohawk College facility at the Institute of Applied Health Science. These buildings are high traffic areas, and the outdoor sirens are ineffective due to high noise levels and surroundings. Since traditional “Public Address” systems are non-existent on campus, the indoor sirens will assist in alerting the building occupants that a lockdown has been initiated.



Alertus: Campus LCD Screens and Computers

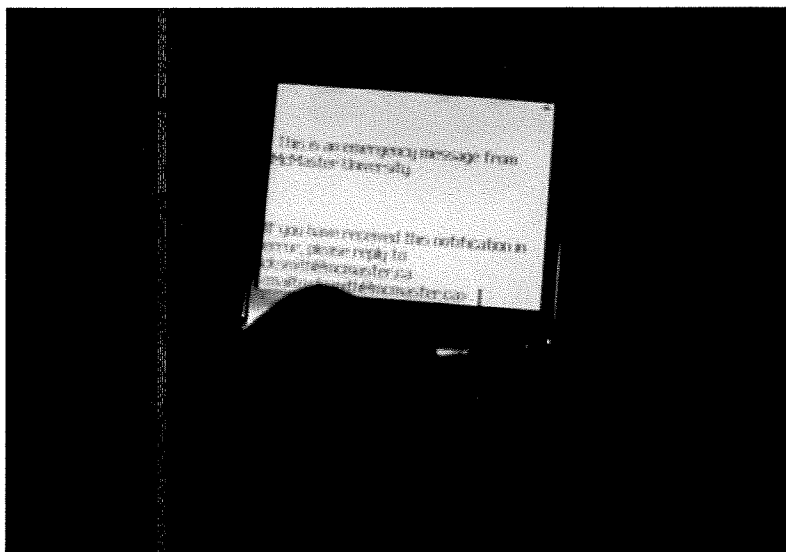


The McMaster Students Union (MSU) currently manages the day to day content on a campus wide network of LCD Screens. McMaster Security Services maintains an alerting system called “Alertus” which can interrupt the routine content on these screens and display emergency messages. Alertus is also currently installed on other campus digital screens throughout the residences and libraries, as well as several independently operated screens in the Athletics Centre, libraries, computer labs, and other buildings.

In 2014, this software became available for download by any user, free of charge, for installation on departmental and personal computers.

SendWordNow: Email and Text Messaging

McMaster uses a service called SendWordNow to send mass text and email notifications to all of its subscribers. In 2015, we automatically registered every “mcmaster.ca” email account to receive alerts. The system was tested and was effective at sending tens of thousands of emails. Students and staff are encouraged to also register their cellular phones to receive non-emergency text alerts from the system. Information on how to do this can be found at emergency.mcmaster.ca.



Currently, there are over 40 thousand email accounts, and over 6000 cellular phones registered to receive alerts.

Notification System Testing

As a part of maintaining McMaster's emergency systems to ensure they are operating at the highest standard, the systems are fully activated at least annually. In addition to these regular tests, all McMaster Security Services staff are trained on the use of all these systems and partake in weekly testing to ensure the complete knowledge and skills of its use. The following pages are a condensed version of the 2016 test results.

Purpose

Testing of our emergency notification systems ensures that the university is demonstrating due diligence in confirming all systems are functioning appropriately as designed. It also allows community members, staff, faculty, students, and visitors to increase their familiarity with the systems that are in place and their knowledge of emergency procedures and methods of notification in an emergency. Testing also allows for actual hands on training of personnel who are required to activate these systems in the event of an emergency. Lastly, testing provides an opportunity to identify any potential gaps in the communication plan and develop contingency plans for enhancement.

Lastly, testing also demonstrates to the McMaster community our ability to respond during emergencies and thereby provides a level of comfort and safety.

Communication Plan

Prior to completing testing, university neighbors and the community are advised of this event through a number of means, such as: an article in the Hamilton Spectator, McMaster's Daily News website, a full page ad in the Silhouette, tweets from McMaster's Twitter account, and signage at all entrances to the campus.



Fall Testing

On September 6, 2016 the emergency systems were tested as a part of the Welcome Week orientation activities. This testing included a training aspect, which provided information about our notification and alert systems to Welcome Week Representatives. Our student leaders were then able to communicate the McMaster emergency notification plan to our new students. These training sessions were highly successful, and will be incorporated into all future Welcome Week events.



Test Results for Fall 2016

At 9:33 AM on Sept 6, 2016 the Emergency Notification System was activated. All 6 siren systems functioned properly. 34 LCD Screens played the Test message throughout the campus.

SendWordNow results:

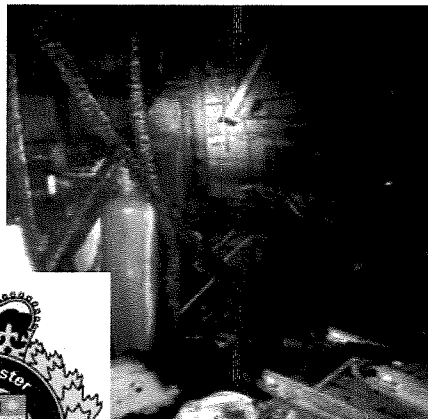
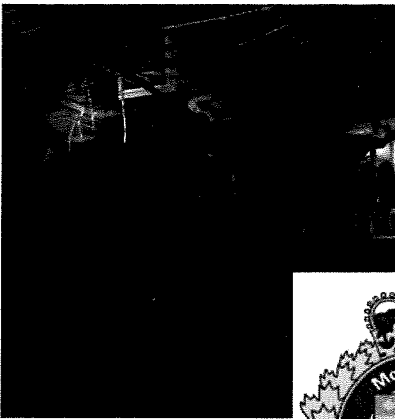
Out of 68,552 email accounts in the system, the message was delivered to 92% of email accounts.

Out of 6,167 mobile phone numbers in the system, the message was delivered to 96% of aggregators (cellular providers).



Fire, E.T. Clarke

On July 7, 2016 a fire broke out in the basement of the building which is home to our Security & Parking Departments. The immediate emergency response by our officers, Hamilton Fire Service and the professional members of Facility Services, not only prevented any injury but the team was able to fully restore electricity to the campus within hours of a major fire incident. Repairs consumed the better part of the remainder of the year. Our Incident Management System training combined with the dedication and professionalism of our people turned this tragic event into an opportunity for continuous learning and improvement.



The MUSST App

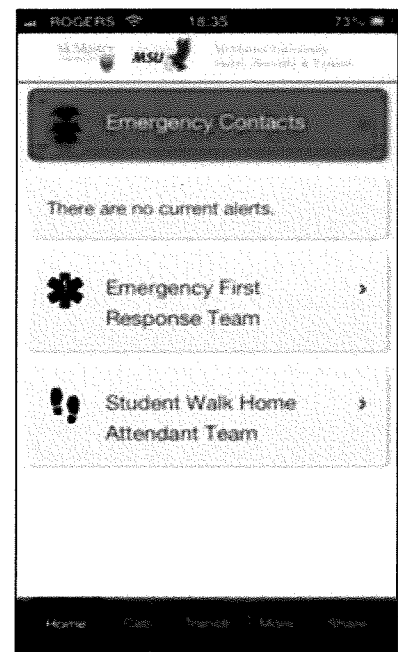
In May 2013 McMaster Security Services released a mobile app called the McMaster University Safety, Security, and Transit app (MUSST app). The app provides users with the ability to instantly contact McMaster Security, the Emergency First Response Team (EFRT), the Student Walk Home Attendant Team (SWHAT), and 911. The app also provides one-touch dialing to local taxi companies and public transit schedules.

The app was developed through a partnership between McMaster Security Services, Student Affairs, McMaster Students Union, and Public Relations. The app is a continuing implement in McMaster Security Services initiative to provide fast and efficient assistance to those in need. Concise and easy to use, over 9000 individuals have downloaded the app to date.

The app is free for anyone to download, and is available for all smartphone platforms.

Features:

- ◆ Contact the Student Walk Home Attendant Team (SWHAT)
- ◆ Contact the Emergency First Response Team (EFRT)
- ◆ Receive tweets from McMaster's emergency Twitter account
- ◆ Access bus, taxi, and commuter transit information
- ◆ Learn about the University's safety resources and protocols
- ◆ Receive push notifications to advise of campus emergencies



Download the MUSST App now by scanning this QR code.

Lost and Found

Security's Lost and Found is the central lost and found location for the entire campus. There are currently two students assisting us in this program, with their duties including tagging all items and entering them into our database. These items are stored in a secure location for 30 days. If an individual's name, student number, or telephone number is anywhere on an item, or if found items match descriptions provided of lost items we do our best to get in touch with that person by phone or email and re-acquaint them with their property.

Students that have lost an item can check in with us at our main location. If the item is not in our lost and found, we encourage that they check back in a few days, as items sometimes come through our inter-department mail. Security Services is committed to ensuring that all missing items and concerns will be handled appropriately.

Lost Something?

- Retrace your steps: Visit classes/rooms that you have been in
- Talk to professors/TA's/staff who may have seen the item
- File a Lost Report online at www.security.ca/lost_found.html
- Call the Lost and Found Desk for further assistance at 905-525-9140 ext 27093, or come visit us in the E.T. Clarke Centre.
- Cancel your credit cards***

Found Something?

Bring the item to a Lost and Found dropbox

- Student Centre (next to Compass)
- E.T. Clarke Centre (parking entrance)
- MDCL (across from Café on Main floor)

Please take the time to fill out the property tag and secure it to the item before putting it inside the dropbox.

If the item is large please bring it directly to the E.T. Clarke centre - Security

Our Partners



HAMILTON POLICE SERVICES BOARD
- INFORMATION -

DATE: 2017 April 13
REPORT TO: Chair and Members
Hamilton Police Services Board
FROM: Eric Girt
Chief of Police
SUBJECT: *Year-End Report: Child Abuse Unit (CAU) - 2016*
(PSB 17-051)

BACKGROUND:

The Hamilton Police Service recognized that a specialized unit was required to address various child abuse issues, within the city of Hamilton. In 1988, the *Child Abuse Unit (CAU)* was formed, which consisted of three (3) Detectives. The CAU was the first fulltime investigative unit of its kind in North America. Currently there are seven (7) Detectives and one (1) Detective Sergeant working in the Child Abuse Unit.

The present mandate of the Child Abuse Unit places the responsibility of investigating all intra-familial and extra-familial cases of child abuse where the victim at the time of the report is a child, by definition. Namely, they are under 16 years of age.

The CAU works closely with community agencies to ensure that all reported cases of child abuse including physical assault, sexual assault and neglect are investigated. The majority of investigations are complex and time consuming. There is a Child Abuse Protocol titled: "Procedures for the Coordinated Investigation of Child Maltreatment in Hamilton" which governs how police, Children's Aid, and the Crown will work collaboratively to protect children.

There are children in our community who are victims of various types of abuse. Police officers play an important role in the response to child abuse. Officers have an extremely challenging role in these cases. In addition to prevention and effective intervention, police must have knowledge of family dynamics. Our investigators are aware of the different forms of abuse, neglect, and exploitation and are able to identify overt and subtle signs of abuse; know what actions are required under provincial and federal laws; and are familiar with the network of social and age related services that support child abuse victims.

In 2016, the CAU delivered presentations to front line officers, parents, and those who are involved with children in the community on a variety of topics. The CAU was assigned a total of 546 cases for investigation in 2016. These investigations led to 85 arrests in relation to crimes against children.

Our Child Abuse Unit has become a leader in Ontario policing. As one of the only units dedicated fulltime to Child Abuse we have become experts at child interviewing and are continually working with community partners to find best practices when it comes to dealing with child abuse investigations.

The annual report outlines the mandate, reported crimes, results and partnerships in which the Service and community partners engage in collaboratively, to reduce crimes against children in our community.



Eric Girt
Chief of Police

EG/R. Diodati

Attachment: *Hamilton Police Service 2016 Child Abuse Unit Report*

cc: Deputy Chief Dan Kinsella, Community Policing

Superintendent Ryan Diodati, Investigative Services Division

**Hamilton Police Service
2016**

Child Abuse Unit



Detective John Pauls
March 2017

History

The Province of Ontario passed the Adequacy and Effectiveness of Police Services Regulation in 1999. This regulation mandates that the Chief of Police of a Police Service shall have a Criminal Investigative Management Plan in place ensuring that investigators assigned to various Branches within the Police Service have the knowledge, skills and abilities to investigate those particular types of occurrences. There are 21 specific sections listed in this Regulation, dealing with Criminal Investigations that mandate all Chiefs of Police to initiate and maintain standard procedures and processes for undertaking and managing investigations.

The Hamilton Police Service Child Abuse Unit has partnered with several community agencies, establishing protocols to facilitate strong working relationships. These relationships and protocols ensure that the needs of each child victim remain the focus of both the Hamilton Police Child Abuse Detectives and the Children's Aid Societies.

Hamilton Police know that investigations involving children require specialized training, particularly in the area of interviewing. The Hamilton Police Service Child Abuse Unit formed the first dedicated investigative group of investigators within a police service in North America. The training and protocols developed by the Hamilton Police were adopted by police services across this continent and in Europe.

Mandate

The present Mandate of the Child Abuse Unit places the responsibility of investigating all intra-familial and extra-familial cases of child abuse where the victim at the time of the report is a child, by definition. Namely, they are 15 years of age at the time of reporting the offence to police.

Child Abuse Investigators

Investigators conduct investigations in accordance with the Protocol for the Coordination of Child Protection Investigations, the Criminal Investigation Management Plan and Ontario Major Case Management.

Investigators audio/digitally record the victim, suspect and child witness statements where possible. Interviews with child abuse victims and witnesses are conducted in the Child Abuse Branch, or, in another private, child friendly environment (we currently have 2 child friendly interview rooms and a children's play room for families to wait in while interviews are conducted).

Investigators will lay charges, where appropriate and support the victim(s) and their families through the judicial process, and making referrals for appropriate treatment and support, as required.

Investigators develop and maintain partnerships with community agencies, with a view to preventing child abuse.

Investigators assist police officers, when required, to interview child witnesses involved in other criminal investigations. Children of tender years (under 12) will have formal interviews conducted by a child abuse investigator.

Child Pornography and Online Child Exploitation

In cases of Child Pornography, Luring, and Child Exploitation the initial investigation is conducted by a member of the Internet Child Exploitation Unit. These officers have specialized training in navigating and obtaining evidence that is digitally stored on the internet. Cases of possessing, making and distributing Child Pornography are the most common types. A Child Abuse Investigator joins this investigation when a victim is identified.

There has been an increase in cases where cell phones are being used to take and share photos. We are seeing more cases where offenders are filming or taking pictures of their victims while committing sex assaults. As a result child pornography charges are being laid in addition to the sexual assault charges.

Investigations into youth sharing child pornography in the schools have also been on the rise. There is a combined effort between investigators, school liaison officers, and the Children's Aid Societies to educate students about the seriousness of sharing sexual photos with others.

Often times these sexual photos are shared between persons in a dating relationship, however once the relationship ends and the photos get posted online, or, sent to other people, it is virtually impossible to remove the photos. Regardless of the relationship between the parties, possession of these photos is illegal and considered child pornography.

Child Abuse Unit Today

Since its inception in 1986, the Child Abuse Unit is now housed within the Victims of Crime Section that includes the Crimes Against Seniors Unit, Sexual Assault Unit, Domestic Violence Unit and Missing Persons Unit.

A Staff Sergeant and seven investigators staff the Child Abuse Unit (CAU). All of the investigators receive specialized training in sex assault investigations and child interviewing from the Ontario Police College.

Overview of Cases assigned from 2014-2016

2014

| | Number of Cases | Persons Charged |
|-------------------------|-----------------|-----------------|
| Sex Assault | 213 | 27 |
| Physical Assault | 277 | 34 |
| Other | 67 | 0 |
| Total | 557 | 61 |

2015

| | Number of Cases | Persons Charged |
|-------------------------|-----------------|-----------------|
| Sex Assault | 186 | 29 |
| Physical Assault | 143 | 12 |
| Other | 92 | 0 |
| Total | 421 | 41 |

2016

| | Number of Cases | Persons Charged |
|-------------------------|-----------------|-----------------|
| Sex Assault | 202 | 61 |
| Physical Assault | 167 | 24 |
| Other | 177 | 0 |
| Total | 546 | 85 |

Definitions:

Child Abuse - Child abuse is any form of physical, emotional and/or sexual mistreatment or lack of care that causes injury or emotional damage to a child or youth.

Assault – A person commits an assault when

- (a) without the consent of another person, he applies force intentionally to that other person, directly or indirectly
- (b) he attempts or threatens, by an act or gesture, to apply force to another person, if he has, or causes that other person to believe upon reasonable grounds that he has, present ability to effect his purpose; or
- (c) while openly wearing or carrying a weapon or imitation thereof, he accosts or impedes another person or begs

Sex Assault – Sexual Assault is an assault which is committed in circumstances of a sexual nature such that the integrity of the victim is violated.

- The charge of sex assault covers all offences ranging from touching to intercourse.

Sexual Interference

When the offender touches directly or indirectly the body of a person under the age of 16 years.

Other Cases

These cover all investigations that are not physical or sexual in nature and include but are not limited to:

- Children in need of protection
- Suspicious circumstances
- Domestic incidents
- Child Custody Disputes
- Interviewing child witnesses for various investigations
- Assisting other police departments with interviews
- Joint investigations with the Internet Child Exploitation Unit (ICE) and Human Trafficking Unit

Using Physical Force on a Child

In 2004, the Supreme Court of Canada generated guidelines for physical discipline. Section 43 of the criminal Code outlines the parameters for which physical discipline applied to a child was “reasonable under the circumstances”; these judicial limitations can be summarized as follows:

1. Only parents may use **reasonable** physical force solely for purposes of correction;
2. Teachers may use **reasonable** force only to “remove a child from a classroom or secure compliance with instructions, but not merely as corporal punishment”;
3. Corporal punishment cannot be administered to ‘children under two or teenagers’(child under 2 cannot fully understand why the punishment was given and teenager are much bigger physically in stature rendering the punishment less effective).
4. The use of force on children of any age, “Incapable of learning from it because of disability or some other contextual factor”, is not protected.
5. “Discipline by the use of objects or blows or slaps to the head is **unreasonable**”;
6. “Degrading, inhuman or harmful conduct is not protected”, including conduct that “raises a reasonable prospect of harm”;
7. Only “minor corrective force of a transitory and trifling nature” may be used (e.g.: slap to the buttock or the hand);
8. The physical punishment must be “corrective, which rules out conduct stemming from the caregiver’s frustration, loss of temper or abusive personality”;
9. “The gravity of the precipitating event is not relevant”; and
10. The question of what is “**reasonable under the circumstances**” requires an “objective” test and must be considered in context and light of all the circumstances”.

Age of Consent for Sex

The age of consent for sex in Canada is 16 years of age with some exceptions:

- (a) If the victim is 13 years of age or younger and there is less than 2 years age difference between both parties, then it is not an offence.
- (b) If the victim is 14 or 15 years of age and there is less than 5 years age difference between both parties then it is not an offence

Child and Family Services Act

If an investigation does not meet the threshold for a criminal code offence, investigators can also lay a Provincial charge under the Child and Family Services Act (CFSA). The most common CFSA investigations are:

- Leaving a child unattended
- Failing to provide reasonable care
- Permitting a child to suffer abuse

Partnerships

Since the inception of the Branch in 1986, the Hamilton Police Service strives to improve its effectiveness by enhancing partnerships with all the community agencies that exist to protect children.

The following are a number of agencies that the unit has strong working relationships with:

- Catholic Children's Aid Society of Hamilton
- Children's Aid Society of Hamilton
- Child Advocacy and Assessment Program (CAAP), McMaster Children's Hospital
- Toronto SCAN unit (suspected child abuse and neglect)
- Thrive Child and Youth Trauma Services
- Department of Pediatrics, St. Joseph's Healthcare
- Healthy Babies, Healthy Children, Hamilton Public Health Dept.
- McMaster Children's Hospital Emergency Dept.
- John Howard Society
- Hamilton Wentworth District School Board
- Hamilton Catholic District School Board

Children's Aid Society

The relationship between the Hamilton Police Service and both Children's Aid Societies is very strong. There is a Child Abuse Protocol titled, "Procedures for the Coordinated Investigation of Child Maltreatment in Hamilton", which was updated as recently as January 2017.

When either Children's Aid Society receives information about a possible physical or sexual assault of a child, a referral is sent to the Child Abuse Unit where an investigator is assigned and a joint investigation between both agencies is conducted. The main focus of the police is on the criminal aspect of the investigation, while the Children's Aid Society's main focus is on the safety and well being of the child.

Police will also contact the Children's Aid Society when responding to any call where there is a concern for child safety. The Children's Aid Society will often be involved with a family long after police have concluded an investigation.

Child Advocacy and Assessment Program (CAAP)

CAAP is a multidisciplinary team dedicated to assessing, supporting and treating children who are suspected or confirmed to have experienced any form of child maltreatment. CAAP works in the hospital inpatient and outpatient setting. There are 3 closely aligned components of the program.

The Medical Clinic component does acute and non-acute assessments of children where physical and/or sexual abuse is suspected, as well as performing neglect assessments. The medical team does follow-up assessments of these children when medical or developmental concerns are identified.

The Comprehensive Clinic sees children with a history of confirmed child maltreatment and advises child protection agencies and the court regarding the child's needs and risks. The Comprehensive team also does parent capacity assessments and evaluations of whether ongoing emotional abuse and/or neglect have occurred. The Intervention arm of the program provides treatment and counselling services to children and families impacted by child maltreatment. There are 7 physicians, 2 social workers, 1 psychologist and 1 child life specialist that work in the program.

The CAAP program, Children's Aid Societies, and the Hamilton Police Service work collaboratively and often have case conferences to discuss all aspects of an investigation.

Committees

We have a seat on the Hamilton Community Child Welfare Committee, Child Abuse Review Team (CART), and the Forensics Investigation Steering Committee.

These committees work to foster and promote a coordinated, consistent and collaborative approach to the protection of children.

Community Awareness

Investigators are continually doing presentations both internally with our members and with our community partners to educate others on child abuse prevention and safety. Investigators have presented annually to over 200 members of the Hamilton Conservation Authority, as well as conducted workshops with Thrive Child and Youth Trauma Services to support parents with strategies aimed at promoting internet safety and preventing online sexual violence.

Contributing Sources:

Staff Sergeant Steve Hrab – CAU Detective Sergeant
Sergeant John Pauls – CAU Detective
Cheryl Watson – CAU Stenographer

HAMILTON POLICE SERVICES BOARD

- INFORMATION -

DATE: 2017 April 13

REPORT TO: Chair and Members
Hamilton Police Services Board

FROM: Eric Girt
Chief of Police

SUBJECT: *Year-End Report: Crimes Against Seniors Unit (CASU) - 2016*
(PSB 17-052)

BACKGROUND:

The Hamilton Police Service recognized that a specialized unit was required to address various seniors' issues, within the city of Hamilton. In March 2004, the *Crimes Against Seniors Unit (CASU)* was formed, which consisted of two (2) Detectives working in the Victims of Crime Branch. The CASU was the first fulltime investigative unit of its kind in Ontario. This Unit, along with our Divisional Senior Support Officers (SSO's), work together to provide education, assistance and enforcement to senior abuse issues. In 2016, the Unit expanded by one (1) investigator (Detective Constable) as approved as part of the 2016 staffing increase for the CASU.

The CASU is responsible for the investigation of crimes against persons 60 years of age or older or vulnerable adults, who are being victimized primarily because of their age or vulnerability. The CASU works closely with community agencies to ensure that all reported cases of assault, financial exploitation and neglect against the elderly are properly investigated. The majority of investigations are complex and time consuming.

There are seniors in our community who are victims of various types of abuse. Police officers play an important role in the response to senior abuse. Officers have an extremely challenging role in these cases. In addition to prevention and effective intervention, police must have knowledge of family dynamics. Our investigators are aware of the different forms of abuse, neglect, and financial exploitation and are able to identify overt and subtle signs of abuse; know what actions are required under provincial and federal laws; and are familiar with the network of social and age related services that support senior abuse victims.

In 2016, CASU and the SSO's delivered 82 presentations to seniors and those who are involved with seniors in the community on a variety of topics. The CASU and SSO's were assigned a total of 513 cases for investigation in 2016. These investigations led to 17 arrests and 53 criminal charges being laid in relation to crimes against seniors.

Our Crimes Against Seniors Unit has become a leader in Ontario policing. The best practices developed by the Unit have been adopted by other police services that have formed a similar unit. We are often sought out by other police services and various organizations for advice and consultation.

The annual report outlines the crimes, trends, results and initiatives in which the Service and community partners engage in collaboratively, to reduce crimes against seniors in our community.



Eric Girt
Chief of Police

EG/R. Diodati

Attachment: *Hamilton Police Service 2016 - Responding to Seniors' Issues Year-End Report*

cc: Deputy Chief Dan Kinsella, Community Policing

Superintendent Ryan Diodati, Investigative Services Division



Hamilton Police Service

2016

Responding to Seniors' Issues

Year-End Report

**Detective John Pauls
March 2017**

Executive Summary

Police officers play an important and challenging role in the response to senior abuse. In addition to prevention and effective intervention, police must not only have some knowledge of family dynamics, they must be aware of the different forms of abuse, neglect, and financial exploitation. Officers must be able to identify overt and subtle signs of abuse and know what actions are required under provincial legislation and federal laws. The police must also be familiar with the network of social and aging services that support senior abuse victims.

The abuse of seniors remains a hidden social problem and is thought to be largely under-reported. Factors associated with non-disclosure¹ have been widely documented within the research literature. Studies have identified that those being abused may be unwilling or unable to report it due to cognitive impairment, physical frailty, literacy, language or cultural barriers, isolation, dependence, and fear of retaliation, institutionalization, deportation, abandonment, outside intervention or that their standard of living will decrease. Individuals who witness or suspect that an older adult is being abused may not report it because they are unaware of or do not understand their responsibility to report the abuse. The current lack knowledge about the signs and symptoms of abuse or may not recognize that the behaviour constitutes abuse.

Certain social barriers may exist for seniors and particular populations may be at increased risk of abuse or neglect because of language or cultural barriers. They may have more difficulty accessing services, be hesitant to report the abuse or are unable to recognize the behaviour as abusive. From a cultural perspective, Mizuho (2006) and Oh et al (2004)¹ argue that senior abuse in family situations is more difficult to identify and research due to traditional beliefs of familial privacy, lack of financial independence, mistaken causes of abuse, and lack of understanding of the abuse.

The collaboration between regulatory and social service agencies, incorporating a cross-dimensional, multi-disciplinary, community-oriented approach is paramount in combatting and preventing senior abuse. This cooperative approach, which combines policing and social work/community resources, is an effective method in addressing increasing demands on the police service. Benefits to victims and seniors of multi-disciplinary teams include enhanced autonomy and choice, improved access to local services

¹ Community Mobilization Empowering Seniors Against Victimization, Pages 3 & 9; Public Safety Canada. Written by Selina Lai, M.A. – The United Senior Citizens of Ontario, 2008.

and support, continuity of care, and reduced injury or loss by increasing the likelihood that victims will receive the help or care they need.

History

Adequacy Standards 2000

Section 29 of the Adequacy Standards Regulation requires a police services board to have a policy on elder abuse and vulnerable adult abuse. In addition, section 12(1) (f) requires the Chief of Police to develop and maintain procedures on and processes for undertaking and managing investigations into elder abuse and vulnerable adult abuse².

For the purposes of this guideline police services may wish to consider the following definition of elder abuse that is being used by the Ontario Seniors' Secretariat:

"Any act that harms or threatens to harm the health or well-being of an older adult. Forms of abuse include psychological, financial and physical abuse, as well as neglect and sexual assault."

In accordance with this, the Hamilton Police Service developed Policy & Procedure including the definition of a Senior as a person of 60 years of age or older.

Policy & Procedure

In early 2012, a comprehensive review of the Policy and Procedure pertaining to seniors and vulnerable adult abuse was undertaken. The organizational structure, information sharing, reporting processes and workflow as both our technologies and records management systems have progressed and improved the flow of information. There have not been any changes to the Policy since it was updated in 2012.

Seniors' Support Officers (SSO)

A pilot project was undertaken in 1996 that saw the development of the Seniors' Support Officer position. In its infancy the SSO position was primarily an educational, proactive role. The issues relating to seniors were explored and community relationships were developed. Recognizing the need to address the issue of abuse of seniors, the position progressed into a full time position for all three

² Quoted from The Adequacy Standards 2000 manual

divisions. Adequacy Standards (2000) with accompanying Policy within the police service further defined their roles.

These positions allowed officers to focus on seniors' issues, coordinate the flow of relevant information, preventative education in the community and assist in connecting elderly victims to resources in the community. They represent a visible frontline presence serving the seniors in our community.

Seniors' Support Officer Mandate:

The Seniors' Support Officer deals with issues, concerns and challenges that affect the seniors' community with respect to the law by:

- Cooperation - With community services / agencies to address seniors' quality of life concerns
- Education - Developing, delivering and implementing programs on seniors' safety and security
- Investigation - Assisting in the investigations of abuse and neglect of older persons.

In 2016, Senior Support Officers (SSO's) delivered eighty-two presentations to seniors and those who are involved with seniors in the community. The presentation venues include the banking industry, health care, residential seniors' facilities and social gathering locations such as church groups and Legions. As a resource to seniors and senior organizations in the community, Senior's Support Officers address a small number of reports and investigations in comparison to the volume of telephone inquiries they receive and the advice they impart. When calculating all three divisions, the Seniors Support Officers fielded 3,952 phone calls in 2016 which is an increase from the 3,583 phone calls in 2015.

The SSO's also maintain involvement with local seniors committees and services, including Catholic Family Services, the Alzheimer Society, the Behavioural Supports Ontario (run through COAST) and the Victorian Order of Nurses.

Crimes Against Seniors Unit (CASU)

In 2003 the progress in this area was reviewed and it was recognized that as crime types had evolved and the demands on the Senior Support Officers increased, the Hamilton Police Service needed to establish a unit with the specialized training to address in-depth investigations and various seniors' issues within the City of Hamilton.

In March 2004, the Crimes Against Seniors Unit (CASU) was formed. In October 2015, the Hamilton Police Services Board approved the addition of a third investigator to the Unit. In June 2016, the investigator commenced duties in the Unit. The additional investigator holds the rank of Detective Constable and follows the same mandate as the CASU Detectives. The CASU continues to be a unique investigative unit that works out of the Victims of Crimes Branch. This unit investigates all types of senior abuse and quality of life issues pertaining to seniors.

The Crimes Against Seniors Unit continues to mentor and work in collaboration with the three officers assigned to the Senior's Support Office within each of the three divisions.

Crimes Against Seniors Unit Mandate:

CASU is responsible for the investigation of crimes against persons sixty years of age and older or vulnerable adults, who are being victimized primarily because of their age or vulnerability. The investigators work closely with community agencies to ensure that all reported cases of neglect, exploitation and financial abuse against the elderly are properly investigated:

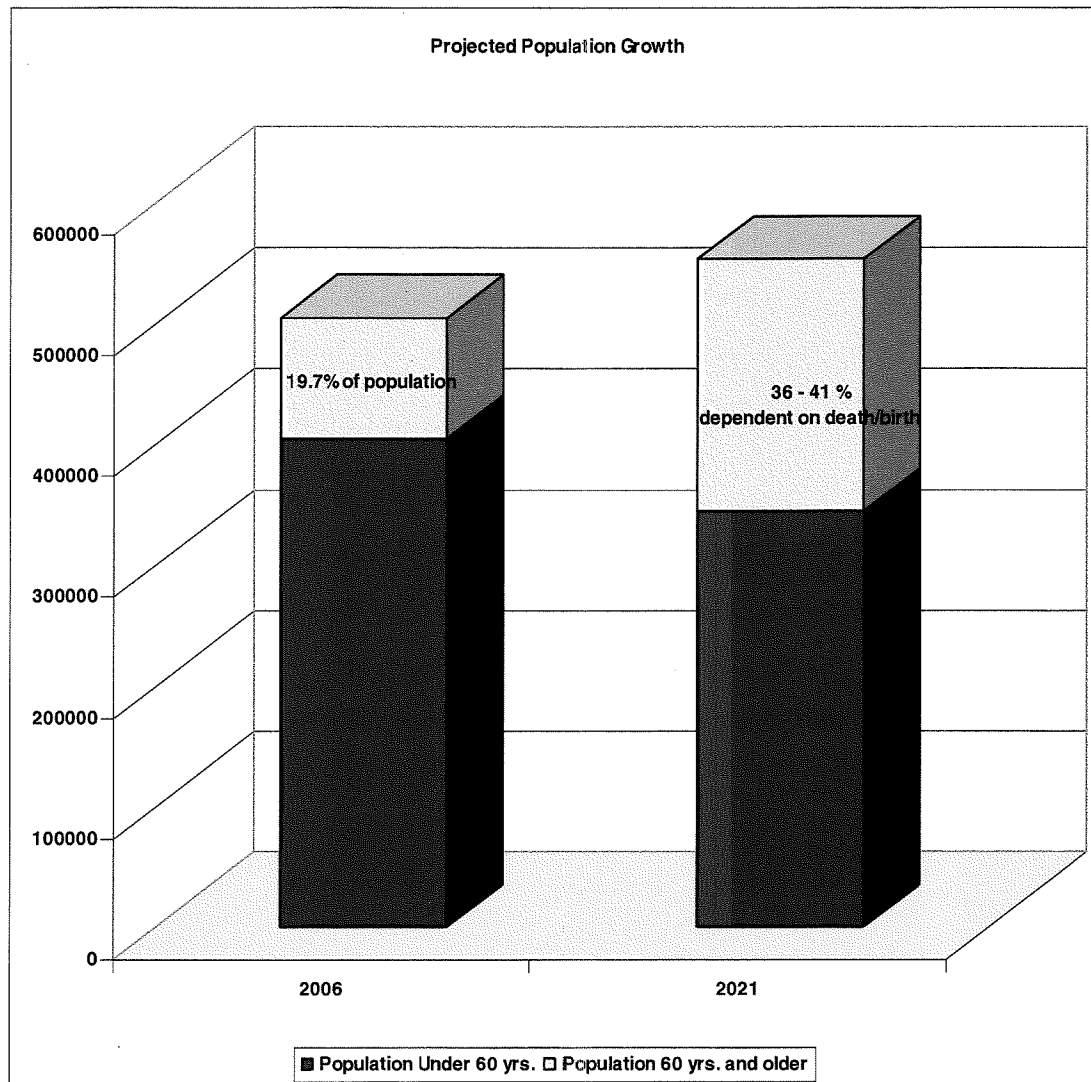
- Sexual Assaults in conjunction with the Sexual Assault Unit
- Fraud and Theft by Power of Attorney cases
- Incidents of abuse or neglect involving seniors/vulnerable adults residing in Long Term Care Homes, Retirement Residences, residential care facilities or health care facilities
- Provide assistance to investigators and outside agencies as required in cases of a senior/vulnerable adult Sudden Death Investigations occurring in Long Term Care Homes, retirement homes, residential care facilities or health care facilities.
- Other cases as determined by the CASU Detective Sergeant within the Victims of Crime Branch.

These detectives are trained in Major Case Management and related criminal investigative techniques, including the writing of Production Orders, Search Warrants and similar legal documents in the course of their duties.

They represent the Hamilton Police Service on multiple committees at the local, provincial and federal levels (see '[Initiatives](#)' section).

Statistical Overview

Population



Graph 1

The number of persons over age 60 residing in the City of Hamilton has increased by 12,765 persons since 2006, a 12.8% increase. This represents 21.6% of the City population as seniors over age 60. Projections estimate this percentage of the population could represent 36 to 41% by 2021 (*Graph 1* - Based on Metropolitan Census data inclusive of Hamilton, Burlington and Grimsby). As the scope and impact of elder abuse and neglect expands the Hamilton Police Service will require further resources, strategies and partnerships to respond to issues.

Cases assigned to CASU

| Number of Reported Crimes Against Seniors 2012 – 2016 | | | | | |
|---|------|------|------|------|------|
| Crimes Against Seniors | 2012 | 2013 | 2014 | 2015 | 2016 |
| Quality of Life | 135 | 208 | 228 | 209 | 174 |
| Suspicious Circumstances | 18 | 8 | 20 | 11 | 17 |
| Fail to Provide | 1 | 3 | 9 | 2 | 2 |
| Fraud Over | 12 | 22 | 27 | 32 | 34 |
| Fraud Under | 34 | 33 | 35 | 50 | 49 |
| Theft by Power of Attorney | 5 | 18 | 11 | 5 | 9 |
| Sex Assault | 13 | 10 | 23 | 9 | 14 |
| Assault | 47 | 74 | 102 | 102 | 91 |
| Theft Under | 40 | 32 | 59 | 31 | 13 |
| Theft Over | 16 | 13 | 11 | 8 | 12 |
| Domestic Violence | | | | | 13 |
| Elder Abuse Other | 154 | 39 | 63 | 96 | 65 |
| Vulnerable Adults | | | | | 20 |
| Totals | 475 | 460 | 588 | 555 | 513 |

Source: Hamilton Police Service Investigative Services Branch

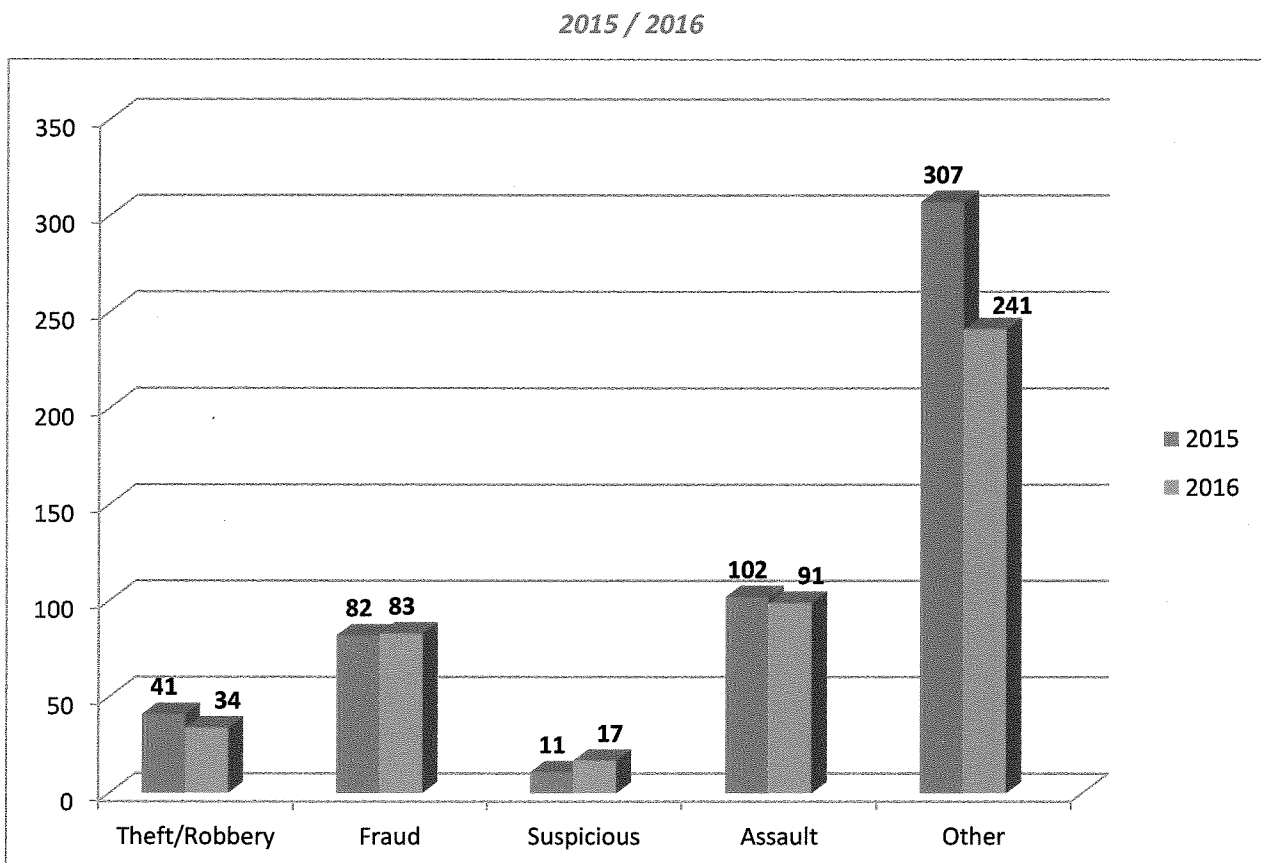
Chart 2

Although Seniors' Support Officers forwarded reports to CASU, this was done previously to share information and to further investigations. This was not done specifically for statistical purposes. Statistics mainly reflected crime types and although searchable by age, would not reflect those instances where seniors were subject of abuse specifically or in which a victim was targeted partially or completely because they were a senior. This was compounded by the documented concern that senior's crime is largely unreported.

In 2011, a new Occurrence Type named 'Elder Abuse/ Assistance' was implemented to better capture this data and 'flag' it for review. In 2012 it was renamed within the Hamilton Police Service to 'Senior Abuse/ Assistance' in order to maintain consistent use of language at a local level and in being cognizant of the role and symbolism of the term 'Elders' to the First Nations People (see '[Initiatives](#)').

Following through with the advantages of Niche RMS, along with communication and training initiatives we are more thoroughly collecting additional statistics that assist us in identifying areas of concern in the seniors' community. In 2016, incidents involving domestic violence and incidents involving vulnerable adults were added. Previously these types of incidents would have been captured in the "other" category (*Chart 2*).

Trends – CASU



Graph 2

Of the victimization that senior's face, the types that are most often reported to the police are thefts, financial exploitation, frauds and assaults (*Graph 2/ Chart 2*).

Arrests and Charges

| Year | Arrests | Charges |
|------------------------------|-----------|-----------|
| 2016 | 17 | 53 |
| Assault | | 5 |
| B&E / Unlawfully in Dwelling | | 0 |
| Fraud Related | | 36 |
| Possession Stolen Property | | 0 |
| Sexual Assault | | 0 |
| Theft | | 3 |
| Theft by Power of Attorney | | 1 |
| Other | | 8 |
| 2015 | 10 | 29 |
| Assault | | 2 |
| B&E / Unlawfully in Dwelling | | 0 |
| Fraud Related | | 15 |
| Possession Stolen Property | | 2 |
| Sexual Assault | | 0 |
| Theft | | 8 |
| Theft by Power of Attorney | | 1 |
| Other | | 1 |

Chart 3

The predominant numbers of charges laid are as a result of investigations by the Crimes Against Seniors Unit, primarily as the Seniors' Support Officers focus on quality of life and preventative initiatives. Additionally, the Seniors' Support Officers and CASU both resolve many issues by other means, particularly when all involved parties may be seniors with cognitive disabilities; such as in a seniors' residence. In these instances it is often not in the best interest of the parties involved to engage them in the court process. These may include reported assaults of a minor nature, such as 'grabbing' during a dispute.

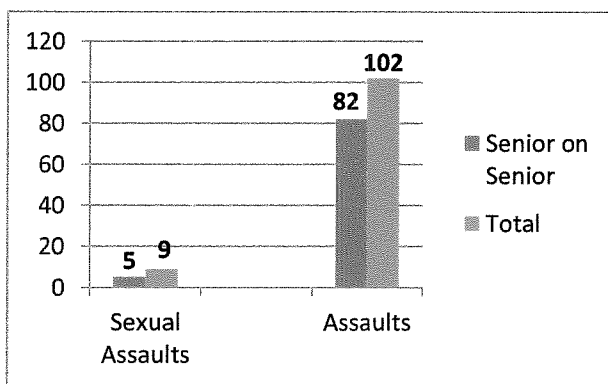
In 2016, officers of the Seniors' Support Office and the Crimes Against Seniors Unit made seventeen arrests and laid fifty-three criminal charges.

'Senior on Senior' Assaults:

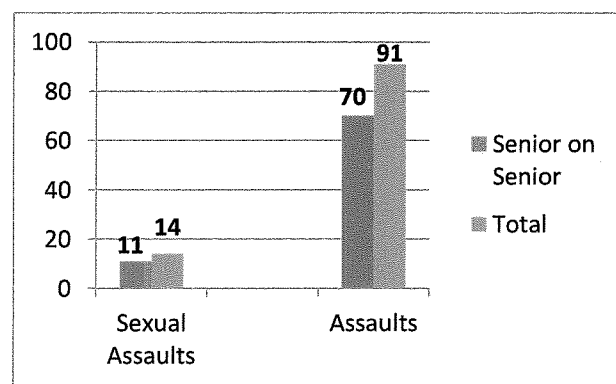
An increasing concern in the seniors' community is the number of physical and sexual assaults that occur where both the perpetrator and victim are seniors. These predominantly occur in Long Term Care facilities and are challenging for both caregivers and police. Often both involved parties suffer cognitive disabilities that both contribute to the incidents and impede individuals' ability to appreciate or recall the incidents.

In 2016, of the ninety-one physical assaults reported, seventy were a senior physically assaulting another senior. Of the fourteen reported sexual assaults, eleven were senior upon senior.

2015



2016



Graph 3

New and Re-emerging Trends in 2016:

Canada Revenue and Immigration scam: Seniors in our community are contacted by telephone by persons claiming to be representatives from the Canada Revenue Agency. The senior is told that they owe money on their taxes and that there is a warrant for their arrest. The senior is threatened with going to jail if they don't pay. The senior is instructed to go to the bank, withdraw money, typically in the thousands, and return home to wait for a phone call with further instructions on where and how to send the money. The CASU has been sharing information with the R.C.M. P. as part of an ongoing National Strategy that focuses on the perpetrators of these scams. The Hamilton Police Service received seventy-nine reported incidents of the CRA scam in 2016.

iTunes Scam: In addition to the above noted scam, seniors are also told, to avoid being arrested they can use iTunes Store Gift Cards as a form of payment. At this point, the senior is directed to local stores where the cards are sold. They are instructed to stay on the phone as they attend the stores, as well as during the purchasing process. They also advise the senior that they cannot tell anyone about the incident. Once the cards have been purchased, the senior is instructed to read the serial numbers and PIN Codes. In most cases, the funds on the cards (which vary in denominations from \$50.00, \$100.00 and \$500.00) are redeemed instantly by the person involved, who has created a "fake" Canadian iTunes account. It is believed that the persons involved are then selling the redeemed funds from the gift cards on the black-market to a third party, possibly at a premium price. These PIN Codes permit the holder of either card type to gain access to the funds on the card. With the funds, the permit holder is able to purchase a variety of content from within the iTunes Store including games, applications (apps), movies and music. The contents of what can be purchased in the iTunes Store varies from Country to Country.

Grandparent scam: Seniors in our community are contacted by telephone and in more recent cases, social networking, by persons claiming to be the grandchild of the senior in need of immediate financial assistance. This is usually premised upon a tale of legal issues while traveling, or being involved in an alleged vehicle collision. The con artists use open ended questions, tricking the seniors into divulging information that can be used against them, such as the very names of their grandchildren. Money is then requested and sent through wire transfer services. This scam appears to be run out of Quebec. The CASU has been working in conjunction with the R.C.M.P. on this issue. The Grandparent Scam has diminished in Ontario in 2013.

Direct Marketing: Unsolicited, unwarranted, unnecessary and unscrupulous high pressure sales tactics, targeting older persons. Experience has shown us that the suspects who are responsible for these offences are generally career cons who reside outside our jurisdiction. An emerging trend includes door-to-door sales involving energy companies selling leases for furnaces, air conditioners and water heaters. This is not a senior target-specific crime, however, the elderly seem to fall prey quite frequently. Seniors are swayed into signing rental and maintenance agreements over an extended period of time, usually fifteen years at a price of \$140.00 per month leaving the senior to pay an exorbitant amount, far exceeding the cost of the product sold. The interaction with the senior is not

itself criminal but a contractual issue that falls within the mandate of the Ministry of Government and Consumer Services – Consumer Protection Act. The police are usually the first point of contact for these complaints.

Telephone and Mail scams: These scams are of a similar nature in that fees are requested to claim a substantial monetary prize. These incidents have been done both by telephone and by mail. Seniors in our community have experienced significant financial loss as a result. The mitigating factor in these scams is that the perpetrators usually live out of country or province, complicating investigations. Losses as high as over \$60,000.00 for one individual have been reported. These scams continue to plague the city with little or no investigative avenues to explore; education is the key in prevention of these types of offences.

Theft by Power of Attorney – Specifically, Power of Attorney for Property:

In addition to the reported complaints, numerous phone calls are received from seniors or friends of seniors who suspect that a family member is financially exploiting their elderly parents. Many are reluctant to intervene or call the police for a variety of reasons causing the abuse to go unreported for long periods of time. Typically life savings are lost prior to the police being notified. These investigations are highly complex and time consuming for investigators. Caregivers outside of the family dynamic have also been seen to obtain Power of Attorney for Property by gaining the trust of the senior. When this occurs usually there are no other family members available or involved in the senior's care, once again allowing the matter to go undetected until life savings are depleted.

Physical Abuse:

Physical abuse for seniors occurs in many formats. It may be perpetrated by domestic partners, other family and formal caregivers. It is often complicated by medical issues and cognitive deficiencies, which may also be an underlying contributing factor to these issues. The report *Graph 2* shows a spike in Assault reporting which was caused primarily due to a change in the Long Term Care Homes Act that has made reporting mandatory to the police; based upon the suspicion that a criminal offence has been committed. This type of abuse will only increase as the population ages. A collaborative approach between the Administrators of Long Term Care, staff physicians and the police is required to resolve this issue in the best interest of all involved parties.

Self – Neglect:

An alarming number of seniors live in self - neglect. Many community partners, including the Senior Support Officers and CASU work together in order to offer supports to these seniors who are generally reluctant to have any outside influence in their homes. Most often this is not a crime however it is a social problem that the police respond to as a first point of contact. Primarily, the Senior Support Officers intervene and arrange services to help improve the quality of life of the senior.

Active Neglect: intentional failure of a caregiver to fulfill their care-giving responsibilities

Fail to Provide the Necessaries of Life: This offence may not be considered a trend but it is troubling. A senior who is subjected to an extreme form of neglect that requires hospitalization requires further investigation. Although the numbers are not high in comparison to other offences, the suffering experienced by seniors subjected to this form of abuse is unacceptable. Cases of neglect usually go undetected until a crisis occurs. Outside agencies that recognize the signs of neglect, and, knowing that it needs to be reported is foremost in how these issues get reported to the police. Education within the community at large and also in professional settings is paramount in deterring/reporting this type of situation. The threshold for laying a charge of Failing to Provide as stated above is one of extreme neglect with the senior being unable to care for or remove him or herself from the situation in which they are found. Since 2012 to present, there have been five charges of this nature laid. Prior to 2012 the charge of Fail to Provide had not been laid by the Crimes Against Seniors Unit.

Initiatives

The following initiatives have been undertaken to enhance communication and efficiencies for the Seniors Support Officers and the Crimes Against Seniors Unit:

- Since the inception of the Crimes Against Seniors Unit a designated Assistant Crown Attorney has been used for case conferencing for Seniors' cases.
- A booklet, entitled "Be Aware, Take care – A Safety Guide for Seniors" was developed by the Senior's Support Officers. The booklet, through the Seniors' Officers as well as Crime Prevention initiatives was updated in 2013 and has been distributed throughout the community helping to raise

awareness of the issues facing seniors. The booklet is currently available electronically on the Hamilton Police service website at:

(<http://www.hamiltonpolice.on.ca/hps/seniors/home.htm>).

- Notification of the CASU in instances of Sudden Death investigations that occur at Seniors' facilities to ensure a prompt review of any relevant prior reports.
- The updating and re-issue of Seniors' Informational Pamphlets was completed and distributed to the community.
- Communication between the CASU and the SSO's is ongoing on a case by case basis to provide direction and enhance intelligence sharing. CASU investigators and SSO's meet on a monthly basis to discuss crime trends, community issues and training opportunities.
- CASU implemented a new reporting form and electronic protocol reflecting the new reporting requirements under the Long Term Care Homes Act. The Referral Form has been used since 2012 and continues to provide a seamless avenue for Long Term Care Homes to report incidents to the police. The Referral system for reporting directly through the CASU of non-urgent calls has eliminated calls awaiting dispatch and freeing up front-line officers. This initiative has been used as a model for other police services in the Province.
- A need was identified to ensure that the CASU Unit is notified of every incident through our Communications Branch where a senior/vulnerable adult is involved to ensure a proper and timely police response. A specific CASU-CAD mailbox has been developed and continues to be used daily as an essential tool for monitoring all calls for service by the CASU.

Committees

Members of our unit sit on several committees which include:

- Committee Against Abuse Of Older Persons
- Catholic Family Services – Case conferencing
- Behavioural Supports Ontario (BSO)
- Law Enforcement Agencies Protecting Seniors (LEAPS)
- National Initiative for the Care of the Elderly (NICE)

Training

Internal

The Crimes Against Seniors Unit disseminated several information emails for other members and investigators concerning the latest crime trends in 2016.

“Tip of the Week” presentations regarding current scams and senior-related investigations were also sent out to enhance awareness and education for all members.

As a result of the recommendations arising from the Guy Mitchell Coroner’s Inquest to enhance awareness of all personnel of existing regulation regarding the reporting and investigation of suspected abuse or neglect of adults with developmental disabilities. A two-hour power point presentation was prepared and CASU investigators commenced training for the 2016-2017 Block Training sessions in September 2016.

External

In 2016 the LEAPS Conference was once again held at the Ontario Police College

Future Outlook

The City of Hamilton is only part of a larger census area, but as a City leads the way in a consistently growing senior population. The current senior population represents approximately 21.6% of the overall City population as of 2011; however census projections foresee an increase to senior representation as high as 41% or more by the year 2021.

As these populations increase, so do the needs for preventative and reactive policing initiatives. This is recognized by our seniors officers and their respective units, with frequent committee participation internally and in the community; forming the foundations for forward action on prevalent issues. The Hamilton Police Service is continually working to assess the needs of the members of our community and the actions to address those needs.

The Hamilton Police Service continues to be recognized as a leader in the province in addressing seniors’ issues. We realize that our response to seniors’ issues must continually evolve with the changing demographics of the community. We will remain in the forefront through public awareness initiatives, education of our frontline officers and partnering with community resources.

Additional Contributing Sources:

Crimes Against Seniors Unit

- Detective Michael Page
- Detective Terri-Lynn Collings
- Detective Constable Ian Cottee

Seniors' Support Officers:

- Constable Andrea McLaughlin – Division 1
- Constable Dana Barron – Division 2
- Constable Kim Kikas – Division 3

and

- Staff Sergeant Steve Hrab – CASU Detective Sergeant
- Staff Sergeant Dave Dunbar – CASU Detective Sergeant January 2016 – October 2016
- Acting Staff Sergeant John Pauls - CASU Detective Sergeant October 2016 – January 2017

HAMILTON POLICE SERVICES BOARD

- INFORMATION -

DATE: 2017 April 13
REPORT TO: Chair and Members
Hamilton Police Services Board
FROM: Eric Girt
Chief of Police
SUBJECT: *Year-End Report: Victim Services Branch – 2016*
(PSB 17-053)

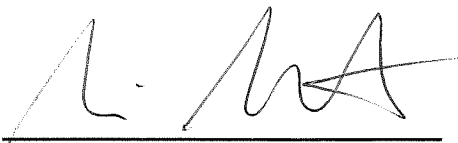
BACKGROUND

The Hamilton Police Service Victim Services Branch was established in 1992. There are four (4) fulltime civilian employees and approximately 110 volunteers. Victim Services respond to the immediate needs of people who have been victimized by crime and/or trauma, such as homicides, suicides, sudden death, assaults, sexual assaults, motor vehicle and fire fatalities, robberies and harassment.

The Victim Services Branch has been the recipient of several prominent Provincial and International Awards for program delivery to victims of crime and trauma. Most recent, the Victim Services Branch was the recipient of the Province of Ontario Attorney General's Victim Service Award of Distinction.

The Victim Services Branch has also been recognized as a best practices model and have presented at the International Association of Chiefs of Police (IACP) Conference.

Attached is the Victim Services Annual Report for 2016, outlining the quality service provided to the residents of the City of Hamilton.



Eric Girt
Chief of Police

EG/M.Worster

Attachment: *2016 Annual Report – Victim Services Branch*

cc: Deputy Chief Dan Kinsella, Community Policing

Superintendent Mike Worster, Community Mobilization Division

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VICTIM SERVICES BRANCH ANNUAL REPORT

2016

IN PURSUIT OF OUR MISSION WE BELIEVE IN
SENSITIVITY TO VICTIMS OF CRIME

EXECUTIVE SUMMARY

The Victim Services Branch (VSB) is pleased to share our initiatives for 2016 in this Annual Report. Some highlights follow:

- assisted 2,057 new victims and had a total of 5,259 contacts with victims.
- hired a full-time bilingual Victim Quick Response Program (VQRP) Coordinator.
- continued administration of existing grants and development of potential new grants with community partners.
- developed a training video on Victim Services for front line Officers.



In partnership with MADD Canada, Hamilton Police Service Victim Services Branch hosted a community ceremony honouring victims of crime during National Victims and Survivors of Crime Week May 2016.

Some of VSB's annual activities and initiatives are represented in this photo: community outreach and participation, new partnership development, continuing collaboration with long-standing partners, volunteer engagement, financial grant recipient, HPS member participation; renewing community and media awareness of victim's rights, supports and resources and the benefits and importance of co-sharing and collaborating with agencies and organizations in the area; broadening trusts and outreach to citizens.

HIGHLIGHTS & ACCOMPLISHMENTS

- Victim Service Services Branch Award of Distinction presented to Det. Jonathyn Murphy for his exceptional service in supporting victims of crime and trauma.
- Susan Double, Administrator of the Victim Services Branch, received the Governor General of Canada's Order of Merit of the Police Forces in 2016, recognizing her exceptional service, community development and performance of duty.

PARTNERSHIP

- In partnership with Mohawk College and the HPS Training Branch, developed and produced a Victim Services Branch training video for front line Officers.
- Continue to deliver the Victim Quick Response Program for the City of Hamilton on behalf of the Ministry of the Attorney General (Annual Contract since 2013).
- Five-year grant made possible through the Department of Justice Canada Victims Fund for \$15,000/year (2015-2020). The benefits of this grant continue to augment the existing work of community initiatives and enhance education and awareness along with providing direct benefits to victims.



Hamilton Police Service Victim Services Branch Officer Training Video in partnership with Mohawk College Broadcasting - Television & Communications Media Students November 2016.

With appreciation to Mohawk students Eric (L), Sadi and Connor featured in this photo and Professors Brian Willrich and Sue Prestedge.



MOHAWK
COLLEGE