



NEW WESTMINSTER POLICE BOARD

OPEN AGENDA

Tuesday, January 18, 2022 at 1000

By Zoom: <https://us02web.zoom.us/j/88644230155>

✓ Indicates Attachment

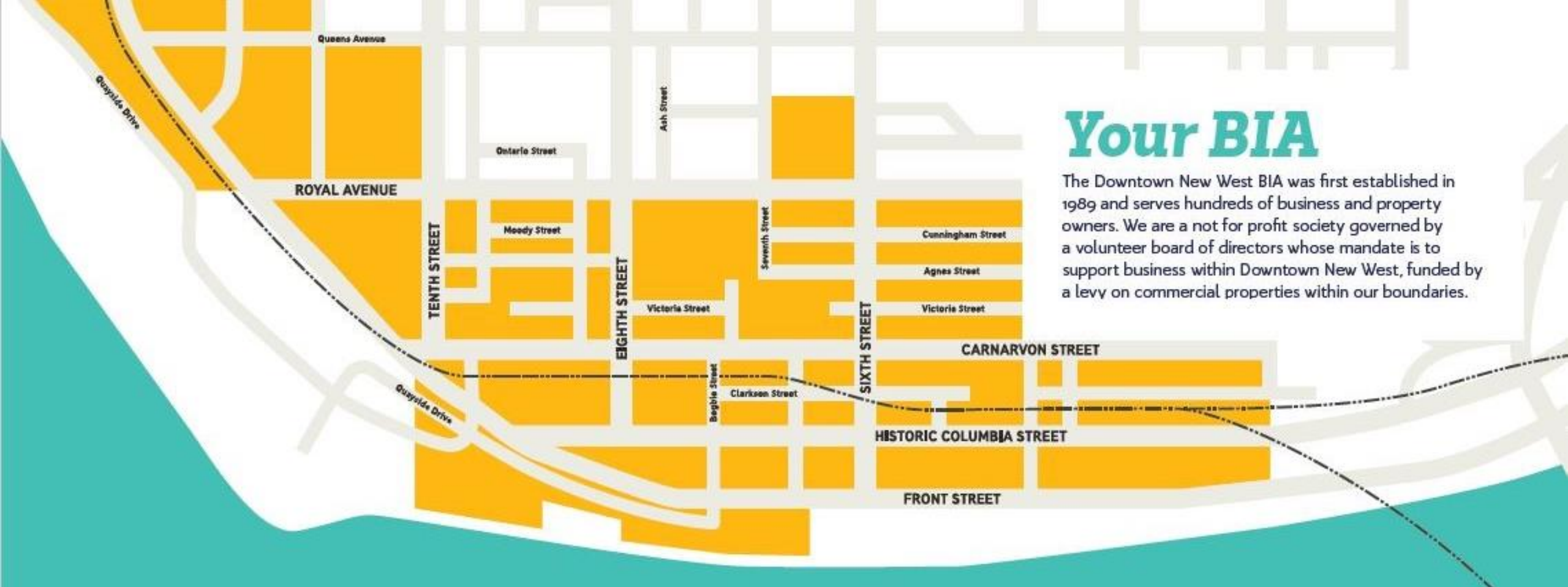
We recognize and respect that New Westminster is on the unceded and unsurrendered land of the Halkomelem speaking peoples. We acknowledge that colonialism has made invisible their histories and connections to the land. As a City, we are learning and building relationships with the people whose lands we are on.

1	ADOPTION & PRESENTATIONS	
	1.1 Introduction of New Police Board Member	<i>Mayor Cote</i>
✓	1.2 Adoption of Open Agenda: January 18, 2022	<i>Police Board</i>
	1.3 Delegations:	
✓	1.3a <i>Karima Jivraj, Downtown New Westminster BIA</i>	
2	CONSENT AGENDA	<i>Police Board</i>
✓	2.1 Approval of Open Minutes: November 16, 2021	
	2.2 Police Board Member Reports	
✓	2.3 Policy: AC30 – Ceremonial Protocols	
✓	2.4 Statistics: November and December 2021	
✓	2.5 Police Board Correspondence:	
	2.5a BCOHRC's Submissions to the Special Committee on Reforming the Police Act	
	2.5b Compliance Evaluation of BCPPS Use-of-Force Training and Firearm Qualification in 2020	
	2.5c Letter from Emergency Communications Professionals of BC (CUPE Local 8911)	
✓	2.6 Amendment to New Westminster Police Board Governance Manual – Appendix 11: Honorarium	
✓	2.7 NWPD Guidelines on City of New Westminster Sanctuary City Policy	
✓	2.8 Summary of New BC Provincial Policing Standards on the Promotion of Unbiased Policing	
3	ONGOING BUSINESS	
	3.1 Report on Non-Emergency Response Lines (Verbal)	<i>Chief Constable Jansen</i>
4	NEW BUSINESS	
✓	4.1 CAPG Call for Resolutions	<i>Police Board</i>
	NEXT MEETING	
	Date: Tuesday, 15 February, 2022 at 0930	
	Location: Zoom and/or Council Chamber, New Westminster City Hall (TBD)	
	ADJOURNMENT OF OPEN MEETING	



Downtown Business Concerns

PRESENTATION BY THE
DOWNTOWN NEW WEST BIA
JANUARY 2022



Your BIA

The Downtown New West BIA was first established in 1989 and serves hundreds of business and property owners. We are a not for profit society governed by a volunteer board of directors whose mandate is to support business within Downtown New West, funded by a levy on commercial properties within our boundaries.

The Downtown New West BIA represents 500 businesses and 200 property owners

What we are hearing



Anecdotal feedback from BIA member businesses throughout the pandemic and several letters from members were collected in the Fall of 2021 with a variety of concerns.

Common themes include: increased vandalism and shoplifting, harassment, unsafe street behaviour, open drug use, staff are feeling unsafe, wait times and systems to report non emergency issues need drastic improvement.

Safety

Customers are telling businesses that they don't feel safe Downtown.

We hear from staff at local businesses that they are not feeling safe anymore.



Reporting



Non emergency reporting is the bulk of reporting among businesses.

Wait times for non emergency calls can be as long as 2 hours.

Online reporting system in it's current form can only be used in a small minority of cases.

Communication



We have reached out many times since the pandemic hit in March of 2020.

We do not receive timely responses.

How can we do our part to ensure that consistent and transparent communication is a priority?

How can we work together better?

SAFETY

Customers are telling businesses that they don't feel safe Downtown

Whether or not they are safe, or it's the perception of safety, the feedback we hear from customers and staff is that they do not feel safe

REPORTING

Members can not consistently call non emergency to file a report as wait times can be up to 2 hours long

The cost to a business to consistently report non emergency issues is not sustainable

COMMUNICATION

Concerns are not addressed in a timely or consistent fashion

Instead of reactive communication, can we come up with a proactive means of communication?

DOWNTOWN
NEW WESTMINSTER

This is a compilation of feedback received from BIA members between October and December 2021.
Proposed solutions found within these emails are not necessarily endorsed by the BIA.

Feedback from members:

Good afternoon Karima Jivraj,

We are very new to New Westminister, our store is located at 42 Begbie Street, Arundel Mansions.
[Tel:236 456 8487](tel:2364568487) or 778 319 1347

We were relieved to find a place we could call our Studio and home here in New Westminister but this quickly changed as we realized that our new space had the same problems that we had run away from Surrey and Downtown Vancouver. The homeless were pitching up their tents outside our store front. Sometimes the addicts walk straight through and dump all their personal belongings on the floor, scaring the lights out of me!! As a result, we can't keep our door open but have to always keep it locked as we are never sure who will walk in.

Arundel Mansion has parking in the back, and we have a spot there, but if we finish work late, we run into homeless people all over the back entrance to our store. They come there to shoot drugs and bring needles and syringes, and also break into our vehicles that are parked there.

Walt Cirillo came by with another gentleman from City of New Westminister offices, and we did tell them the challenges that we were facing in retail. They assured us the city was looking into plans to support local business but, not enough is being done to keep the streets safe for us and our customers.

Customers will not support local businesses if they can't walk around without worrying about all the litter and homeless people that are continuously setting up their tents in every corner. Most of these homeless people are always high, and we can never be sure what they can do.

We would like to know what the city of New Westminister plans to do about the homeless people that are always in front or at the back entrances.

Covid-19 has been really hard on retail, especially for fashion boutiques. We need support and a plan on how to move forward.

We look forward to hearing from you.

Lillian O'Brien Couture
FASHION DESIGNER

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8-552 Columbia Street, New Westminister, British Columbia V3L 1B1
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www.downtownnewwest.ca

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"IN A WORLD FULL OF TRENDS, MAKE EACH DAY DAY A MASTERPIECE"

Tel / WhatsApp: 1 778 319 1347

Main: 1 236 456 8487 / +26097 550 3001

www.lillianobriencouture.com

www.rustitomakwejafoundation.com

"BE PART OF THE CHANGE YOU WANT TO SEE IN THE WORLD"

Hi Karima and the Downtown BIA Board,

Since Covid we've experienced a massive increase in the drug use and homeless population at Lorne and Victoria. We've had to call the police numerous times as well as ask people to move along from our parking lot. People are using it as a hang out spot when in reality it's private property.

There are more and more homeless camps being set up on the sidewalks on Carnarvon and Begbie, not small ones either, large massive tents are appearing. We've had homeless people in our doorway on Lorne and up against our parking lot door where we bring our students in and out.

As a resident we've had far more incidences of violence and just general disturbances from the homeless population along Columbia Street outside of Anvil Centre.

I'm starting to feel less and less safe in the downtown area both as a resident and as a business owner. I am taking the extra precautions and arranging for surveillance and alarm systems at The Stage.

I wish I had suggestions or solutions but unfortunately I just don't know enough about the homeless circumstances nor what the support programs are able to provide during Covid.

Thank you for reaching out.

All my best,
Stefanie

Stefanie (with an F) Swinnard
Managing Director
The Stage Musical Theatre Academy
604.518.1291

www.thestagenewwest.ca

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Est. 2013

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Hi Karima,

We too are feeling frustrated with the lack of police presence and the problem in downtown new west during the pandemic.

We have had several issues from tarps set up at our exit doors to vandalism to theft to people coming in and using our building hallway as a toilet.

We've also had our garbage bins emptied as people are looking for things in them and left big messes for us to clean up. We've also randomly found garbage and drug paraphernalia on our patio. They seem to think this is somewhere they can come sleep, eat and leave their mess. It's very frustrating! Recently we found syringes at our emergency exit door.

Our neighbourhood used to feel safe and unfortunately lately it has not.

Thank you for taking the time to address this issue.

Koula, Lena & Eleni
Taverna Greka (photos in email)

Hi Karima

3 weeks ago a street person at 4 pm in afternoon a street guy broke the front glass window to the entrance to 627 columbia next door to the Shwarma

1.700.00 repair cost

Insurance does not cover it because the higher Deductible now.

The guy was high on something !

My magic show tenant at 662 Clarkson had his front Glass window broken in 3 times in the last year ! They cannot steal anything as he has bars on the windows but they still break in !

Clarkson is becoming scary like east Hasting !

Columbia street went back in time 11 years when I purchased my first building the street !

The city removed a year and half ago most of the garbage cans on columbia street ! Do there is always garbage on the street now !

If we are not going to be on top of the crimes and the cleaning of the Downtown, we will not able to control the quality of the tenants On the street.

David sarraf

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NEW WESTMINSTER

The kitchen corner
Or
450617 BC Ltd
1955 west 4th avenue
Vancouver Bc V6J 1M7
Cell 604 816 0169
Fax 604 221 4252

Hi Karima!

I have personally not had any theft in my shop until a few months ago. When it happened, it really happened. I started to see theft from 'interesting characters' who were often working with one other person, distracting me in one area of my shop while their partner stole from another area. We have new rules and policies in the shop and are always on alert now. There was about 1 incidence per week in the summer. The larger thefts, we reported to the police. However, the entire feel of my 'customer base' and the audience walking around in the River Market area has gone from friendly families to people we no longer recognize and in the newer crowd, many of the people are fleeting. It feels as if the sense of community has been shaken up and people are just passing by - I am not sure if this is because of the overall feel on the streets in New West or not.

I'm sure you may have heard that the shops next to mine in the River Market had an actual break and entry overnight. Luckily, I was not in the group of shops that were hit but I was right next to them.

Thank you for your help!
Best,
Setareh

Setareh Bateni | Founder & Designer | One Thing
www.onethingdesigns.com | Instagram: www.instagram.com/onethinglockets |
Facebook: www.facebook.com/onethinglockets

Hi everyone,

I wanted to let you know we had another theft last night. My manager has been on hold for 1.5 hours waiting for someone to pick up on the non-emergency line for NWPD.....This is awful and it's brutal that we can't even report this crime. Based on the fact we have a picture of the thieves the online platform will not let us report it either and says we need to call non-emergency - which as I said we are unable to get through to after 1.5 hours. There needs to be some kind of a solution here so our businesses and residents of New West have an avenue to report these crimes.

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Thanks for your time,
Jen
Kelly O'Bryans
Hi guys,

We are being harassed again by the group of guys that come down and drink in Hyack Square. We really need some more police presence here and especially with the screen that has gone up for construction. There is a lack of eyes on the street and things are escalating for us quickly. We really need attending officers to dump out their alcohol also if we want to be able to move these guys along.

I have copied Jeni from Metro Vancouver on this as I believe she is working on security for this job site for the duration of the project to help with this. I have also copied Kendra and Karima from the BIA.

Maybe we can meet this week?
Jen

Jennifer McCreath
Owner/Operator
Kelly O'Bryan's New Westminster
Ph: 604-553-8339
Email: jenniferm@kellyobryans.com

Hi Karima,

Your recent email blast was addressing the increased theft and vandalism in our downtown. As a fairly recent new member of the community I thought you should be aware of our experiences. I operate Hidden Wonders Speakeasy Magic Experience and we love being a part of the neighbourhood.

Our property is on Clarkson, between the Elks and Union Gospel Mission.

Since moving into our building in June of 2020 we have experienced two attempts to break in, one walk-in theft, and two vandalism experiences.

These have resulted in the replacement of three of our main front window panels, which is quite costly.

On the bright side, our security cameras have captured the image of the thieves on two occasions and when we confronted them, they returned the goods.

We have filed two, perhaps three, Police reports and they are always cordial and as helpful as can be expected.

Over the past sixteen months we have noticed an increase in the number of people who set up their shelters across from our store.

Most are individuals who are down on their luck and we even occasionally assist them.

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There is however a small but noticeable group that often hang out in front of our venue to get high. These people are often violent to each other or sometimes to the pedestrians that pass them on the sidewalk.

Our business operates primarily in the evening so we aren't affected as bad as one might expect. Most of the time the vandalism occurs in the afternoons and is usually just a very high person acting out in a violent way.

We have seen camera footage of individuals repeatedly punching our windows until their hands hurt. This is a result of our replacing the broken window panes with Lexan, a polycarbonate that is incredibly tough and resistant to impact..

We noticed tonight that another window has been cracked in the centre, so it will be replaced soon as well.

I have no answers on what to do to help these people, but thought you might like to know what we have been experiencing.

Thank you for the support you and your staff have been giving our little niche business. As I stated at the start, we love being in New Westminster and especially in the Downtown area.

Sincerely,

Shawn Farquhar

www.HiddenWonders.show

I understand the BIA is meeting with city staff regarding downtown issues. So, further to your request

Quay Pacific Property management is located at 535 Front street New Westminster. The vagrancy has increased substantially. We have been in this location for 20 years and the issues are the same or worse than past years.

Our staff clean up needles, litter, abandoned items which are probably stolen and human feces in our doorway on a near daily basis. The President and owner operator of Quay Pacific Mr. Adam Wanono spoke with police who stated there was little they could do. They recommended we install cameras.

A number of years ago the city removed the small rubbish container which was installed on the parking sign post out front of our building. I do not know why it was removed, but suspect it was because the bin was being filled daily with items to the point of overflowing and it was a danger or hazard to sanitation crews. Rather than increase the size of the bin, or increase clean up frequency, or provide staff with different equipment, the bin was simply removed. Now all that rubbish is piled into our doorway and our ill equipped office staff must deal with it. This is an offloading of city services onto the private sector.

DOWNTOWN NEW WESTMINSTER

In the past police and city bylaw staff and sanitation crews have patrolled the area in the morning and moved the vagrants away before our staff arrived. Many years ago, the engineering department would do street flushing early in the morning. This put an end to the people sleeping in our doorway as they knew they must be up and gone before 7am otherwise they would be soaked. These measures may sound extreme and insensitive, however I suspect it is repeat offenders sleeping in our doorway and shooting up, so they only need to experience a sweep once and will not return. For a long time after that, we had very few problems. Now with no patrols, the problem has returned. With Army and Navy closure, there is little to no respectable foot traffic which compounds the problem.

The 500 block of Front is unpleasant. Much more has been done to improve other areas of downtown, we are now suffering. We will be installing gates and bars on our doorways now at the cost of \$20,000. This is an expense which will make the street far less inviting and does nothing to improve our business opportunities. I am certain if we were a residential property such as the Trapp and Holbrook the city would be making a far more concentrated effort to resolve the issue. We are a staff of approximately 30 and do our best to support local merchants and provide New Westminister residents with our services. However doing business in the city core is becoming more unpleasant with these increased issues and expenses.

As a landlord, we have increasing expenses and need to decrease our rents to keep our buildings occupied. When a downtown core has these issues over a few years, the area becomes a ghetto which is no good for residents or the city reputation.

Please increase police and bylaw and sanitation patrols along the 500 block of Front street.

--

Regards
Dan O'Hearn
Founder - Quay Pacific Property Management Ltd.
535 Front Street
dir- 604-230-1015

Hello Karima,

Here is a list of concerns for your meeting:

- Open drug use,
- Graffiti,
- Vagrants sleeping all over the place (vestibules, doorways, stairwells, sidewalks)
- Panhandling to customers,
- Threats of death and physical harm to security and site staff,
- Vagrants going through garbage bins,

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- Multiple in store issues; a lot of shop lifting, assault to security and staff after being evicted from store, vagrants pulling weapons on staff.

Police only come rarely, and when they do in some cases, they refuse to do anything. Police claim they need something in writing from the landlord saying that a particular person does not have permission to dig through the garbage, as when caught the vagrant claims such permission. To be clear, no one has permission from the landlord to dig through garbage, sleep on the property, use drugs on the property, or threaten customers, tenants, security, or staff.

Sincerely,

Brian Erickson, BA
Property Manager & Strata Manager



#300 – 1030 West Georgia St., Vancouver, B.C. V6E 2Y3
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(E): berickson@warringtonpci.com



NEW WESTMINSTER MUNICIPAL POLICE BOARD

November 16, 2021 at 1400
Council Chamber, New Westminster City Hall and
Via ZOOM

MINUTES of Open Meeting

PRESENT:	Mayor Jonathan Coté	Chair
	Ms. Heather Boersma	
	Mr. Karim Hachlaf	
	Ms. Shirley Heafey	
REGRETS:	Mr. Sasha Ramnarine	
STAFF:	Chief Constable Dave Jansen	
	Deputy Chief Paul Hyland	
	Inspector Trevor Dudar	
	A/Inspector Aman Gosal	
	Inspector Diana McDaniel	
	Ms. Jacqueline Dairon	Finance Supervisor
	Ms. Heather Corbett	Acting Board Secretary
GUESTS:	Mr. Oliver Grüter-Andrew	President & CEO, E-COMM
	Mr. Patrick Service	HR Manager, Kruger Products LP
	Mr. Stephen Thatcher	Vice-President, Operations, E-COMM
	Mr. Quentin Vandermewe	President, NW Downtown Residents Association

The meeting was called to order at 1400.

1. **ADOPTION**

1.1. **Adoption of Open Agenda: November 16, 2021**

MOVED AND SECONDED

THAT The New Westminster Police Board approve the November 16, 2021, Open Agenda.

CARRIED

1.2. 2020 Alexa and Distracted Driving Awards Presentation

Chief Constable Jansen presented the following NWPB members with Alexa's Team Awards for 2020:

- Cst. Brad Wardner (named an All-Star, with 32 impaired driving investigations);
- Cst. Nick Dion (18 investigations);
- Cst. Jamie Crowston (15 investigations); and,
- Cst. Kamoh Malcom (14 investigations).

Chief Constable Jansen noted that the following officers had been recognized earlier in the year for their efforts to reduce fatalities through enforcement of distracted driving:

- Cst. Curtis Heath (Gold medal for 269 violations);
- Cst. Nick Dion (Silver medal for 233 violations); and,
- Sp. Cst. Sheldon Frayle (Bronze medal for 133 violations).

Mayor Cote recognized the members for their service and thanked them on behalf of the Board.

1.3. E-COMM Presentation

Mr. Stephen Thatcher, Vice-President, Operations of E-COMM, presented to the Police Board on the topic of "9-1-1 Answer and Delays". The presentation included the following information:

- A description of how 9-1-1 works;
- 9-1-1 Service Levels, including calls answered and service levels to October 31, 2021;
- A graph demonstrating that 9-1-1 call volumes have increased from 2020 to 2021;
- A graph demonstrating that 9-1-1 BCEHS downstream wait times are increasing and that the answer delay has exceeded 20 seconds;
- The BC Emergency Health Services (BCEHS) call answer delay impact on 9-1-1 service levels, staffing and staff budgets; and,
- Joint E-COMM/BCEHS mitigation efforts, including strategies that have already been implemented, and those that are in progress or under evaluation.

In response to questions from the Board, Mr. Thatcher and Mr. Oliver Grüter-Andrew, President & CEO of E-COMM, provided the following information:

- The average speed to answer a 9-1-1 call has historically been four seconds; however, in the last six months, the average time has gone up to seven or eight seconds, which is above the E-COMM service target of five seconds;

- Some of the outliers from the standard of five seconds that E-COMM have seen include significant delays on the 9-1-1 line, such as up to seven minutes delay and as many as 25 calls waiting to be answered. While this may only happen for a very short time; it is very serious as a dangerous circumstance could be occurring during that wait time;
- The drastic service level fluctuation in 2021 can largely be attributed to the delay to hand off to the BC Ambulance Service. The recent average has been 47 seconds;
- The formats of public education implemented by E-COMM and BCEHS include Recorded Announcement (RAN) messaging and social media postings regarding important messaging, peak times, and call urgency/necessity;
- Of the mitigation strategies that have already been implemented, the greatest success has been in implementing the priority queue for urgent scenarios, which has cleared call lines faster, allowed calls to be processed with more speed, and dealt with medically urgent calls more efficiently;
- Upgrading the queue and adding additional trunk lines to reduce busy signals has also been a successfully implemented mitigation strategy; and,
- The main strategy for improving service levels would be to reduce the need to stay on the line with BCEHS.

The Police Board provided the following comments:

- There is definite concern in the community and waning confidence with E-COMM's service, which is reflected in the increase in messages on the subject to the Board and the City in recent months;
- Appreciate the efforts of E-COMM to recognize and address the challenges, particularly under financial strains;
- Would like to hear further about the cascading effects of E-COMM's challenges, particularly in regards to the non-emergency line;
- It would be important for E-COMM to engage with the Police Board in any broader systemic discussions to ensure that both the public and the NWPB have some assurances on E-COMM's future service and reliability; and,
- Further consideration of the possibility of regional coordination may be a valid contribution to this discussion.

1.4. Delegations

- a) Quentin Vandermerwe, President, Downtown New Westminster Residents' Association (DNWRA), presented to the Police Board about the DNWRA's members' concerns regarding policing issues in the downtown. This includes concerns about personal safety and lengthy hold times for the non-emergency police line, which may have related effects on the under-reporting of crimes, police statistics and ensuring adequate police staffing.

Mr. Vandermerwe also expressed interest in the comments made during the E-COMM presentation about modernizing the system and public education communications, and suggested the use of alternative communication methods such as text messaging. He indicated that increased public education may be needed on the urgency of crimes and when and how it is appropriate to contact police.

Chief Constable Jansen noted in response that the NWPB Communications team has been working in collaboration with E-COMM about communicating when the public should call 9-1-1, and advocating online reporting. Additionally, he noted that further collaboration is underway at the municipal Police Chief level and he encouraged the Police Board to work with other municipal Boards to advocate to the Province on these issues.

Mayor Cote, Chair, requested that NWPB staff report back to the Police Board at a future meeting about what other cities with municipal police departments are employing in terms of communications around E-COMM.

- b) Patrick Service, Human Resources Manager, Kruger Products, presented to the Police Board about concerns from businesses in the city on the recently observed rise in crime, such as theft and car break-ins. He also reported a concern about the wait time to report a crime, with an example of a security guard waiting for over three hours before hanging up. Lastly, Mr. Service emphasized an uncertainty in safety by Kruger employees, which prompted them to write the letter and ensure that the Police Board and City Council were aware of their concerns.

Mayor Cote and Chief Constable Jansen thanked Mr. Service for Kruger Products' engagement on these matters and reported that similar letters and recounts of experiences had been received from other business organizations in the community.

2. CONSENT AGENDA

2.1. Approval of Open Minutes: October 19, 2021

2.2. Police Board Member Reports

2.3. Policy

2.5 Police Board Correspondence

- a) Letter from New Westminster Downtown BIA
- b) Letters from Sapperton Business Association
- c) Letter from Kruger Products L.P.
- d) Letter from CAPG re 2021 Conference
- e) 2020/2021 Annual Report of the Office of the Police Complaint Commissioner (OPCC)

2.6 PSSG Letter re BC Provincial Policing Standards on Police Stops (BCPPS 6.2.1) and Response from Vancouver Police Department

MOVED AND SECONDED

THAT Item 2.4 be removed from the Consent Agenda;

THAT the New Westminster Police Board accept the On-Table correspondence as 2.5f; and,

THAT the New Westminster Police Board approve the remaining items on the Consent Agenda.

CARRIED

ITEMS REMOVED FROM CONSENT

2.4. Statistics: October 2021

In response to questions from the Police Board related to an increase in calls related to Skytrain stations, robberies and mental health-related calls, Deputy Chief Constable Hyland noted that the department's full-time crime analyst is on leave, creating a short-term challenge in terms of crime analysis; however, he provided the following information:

- The increase in average number of calls for service at SkyTrain stations may be attributed to the comparison against the general downgrade in service usage in 2020 due to the COVID-19 pandemic, and the increase in service now that transit is starting to rebound;
- As the police of jurisdiction in New Westminster, the NWPB has the right to answer calls at SkyTrain stations in the City; however, calls are dealt with in conjunction with partners at TransLink and Transit Police;
- While further analysis is required, the increases in robbery numbers appear to be focused mainly at the street level, rather than at businesses or financial institutions, and it is an area that the Crime Reduction Unit (CRU) has been focusing on, within the downtown core specifically, and in other areas of the City;
- The increase in mental health-related calls covers a wide gamut of issues and may largely be attributed to an increase in pandemic-related stress and pressures on society;
- Additionally, the Royal Columbian Hospital is the regional psychiatric emergency facility for the area and therefore, NWPB are often involved in mental health cases as the police of jurisdiction for the hospital.

MOVED AND SECONDED

THAT the New Westminster Police Board receive the October 2021 Statistics Report for information.

CARRIED

3. ONGOING BUSINESS

3.1. GOVERNANCE: 2022 Budget Approval

Chief Constable Jansen provided a short overview of the challenges and successes that the NWPD experienced in 2021, and outlined significant work that is underway to address police reform, including an operational review, ongoing work on the DEIAR framework, a partnership with the Canadian Mental Health Association, and increased dialogue with City Council on the NWPD budget.

Jacqueline Dairon, Finance Supervisor, provided a brief summary of the 2022 capital expenditure plan and operating budget reports, highlighting the key aspects, increase requests and decreases, as discussed in earlier Police Board meetings.

The Police Board noted appreciation for the work that has gone into the budget process and commented that the budget reflects a thoughtful approach for the coming year and the ability to work through the challenging issues facing the NWPD.

MOVED AND SECONDED:

THAT the New Westminster Police Board approve the 2022 Provisional Capital Expenditure Plan.

CARRIED

MOVED AND SECONDED:

THAT the New Westminster Police Board approve the 2022 Provisional Operating Budget.

CARRIED

4. NEW BUSINESS

4.1. Indigenous Land Acknowledgment

Mayor Cote noted that the Indigenous land acknowledgement, as described in the report, was researched and prepared by staff at the City of New Westminster, and that this report looks to adopt the same acknowledgement at the NWPD.

MOVED AND SECONDED

THAT the New Westminster Police Board adopt the practice of using an Indigenous land acknowledgement as detailed in the report.

CARRIED

ADJOURNMENT of Open Meeting

Chair Jonathan Cote adjourned the meeting at 1521 hrs.

Next meeting

The next meeting of the New Westminster Police Board will take place on January 18, 2022 at 0930, in Council Chambers at New Westminster City Hall, and by Zoom Video.

MAYOR JONATHAN COTE
CHAIR

HEATHER CORBETT
RECORDING SECRETARY

DRAFT

Ceremonial Protocols

AC30

Revised: October 2021

AC30

Risk Assessment: Low

POLICY

1. The New Westminster Police Department (NWPD) will ensure that appropriate and consistent protocols are followed with regards to formal ceremonies including parades, funerals and flying of flags related to the deaths of police officers, dignitaries or other community leaders.

REASON FOR POLICY

2. To ensure that appropriate and consistent protocols are followed with regards to formal ceremonies including parades, funerals and flying of flags related to the deaths of police officers, dignitaries or other community leaders.
 - a) A serving sworn member of the NWPD who has died on or off duty;
 - b) A serving sworn member from another agency killed in the line of duty;
 - c) Death of The Sovereign;
 - d) Death of a member of the Royal Family related in the first degree to the Sovereign;
 - e) Death of the current or a former Governor General;
 - f) Death of the current or a former Prime Minister of Canada;
 - g) Death of a federal Cabinet Minister;
 - h) Death of the serving Lieutenant–Governor of British Columbia;
 - i) Death of the current or former Premier of British Columbia;
 - j) Death of the current Mayor of New Westminster;
 - k) Death of a community or significant leader or dignitary approved by the Chief Constable.
 - l) On any occasion approved by the Chief Constable.

PROCEDURES

Flag Protocols

1. Department flags should be flown at half-mast during the following:
2. The Department's flags shall be lowered to the half-mast position from the date of death until sunset on the day of the funeral or burial, on the death of anyone listed in paragraph 2 of this policy.
3. The Department's flags may be lowered to the half-mast position at any time, at the discretion of the Chief Constable.
4. The Deputy Chief Constable shall be responsible for ensuring that the flag is placed in the half-mast position when required.

Honour Guard

Composition

5. The Honour Guard will generally consist of seven (7) members.
6. The Honour Guard must be drawn into line according to height, with the tallest Member on the right flank, shortest on the left flank, as viewed by the member in charge of the Honour Guard for the detail.

Dress

7. Members of an Honour Guard must wear full dress uniform with black gloves.

Inspection

8. The Honour Guard shall be paraded for inspection and instruction by the member in charge of the Honour Guard in an appropriate place at least forty-five (45) minutes before the funeral services commence.

Active Sworn Members

9. The New Westminster Police Department (NWPD) will provide an Honour at the funerals of sworn, serving Members of the Department, unless otherwise requested by the family.

10. The NWPDP, in cooperation with the New Westminster Police Officers' Association (NWPOA) and other appropriate parties, may organize a ceremonial service to honour deceased serving members of the Department.

Retired Sworn Members

11. The New Westminster Police Department (NWPDP) will not as a general practice provide an Honour Guard at the funerals of retired Members of the Department, unless specifically requested by the family and approved by the Chief Constable.

Other Occasions

12. At the discretion of the Chief Constable, an Honour Guard may be provided at the funerals of non-members, which may include:
 - a) leading citizens,
 - b) political leaders, or;
 - c) other community dignitaries.

Funeral Protocols

Commencement of Service

13. Left Flank Leads - The left flank of the Honour Guard must be led by the member in charge into the place of the service.
14. Remove Caps - At the entrance to the place of the service, the Honour Guard must remove their caps and carry them on their right forearms, peak to the front, throughout the service.
15. Required Position - When in the required position, the Honour Guard will turn to face front and await the order to be seated.

Receiving Casket

16. The Honour Guard may be required to receive the casket at the entrance to the place of the service, and escort it in before the services begin.
17. Approach to Entrance - The Honour Guard will form two columns with the member in charge leading by the right flank, and Honour Guard Members facing each other.
18. Hearse Approach - On approach of the hearse (which should be backing into position) the member in charge must give the order:

"Guard, attention!"

19. Turn In - The member in charge must salute and give the order:

"Guard, right and left turn!"

20. Pallbearers - The casket will be removed from the hearse by the pallbearers and they will pass between the two lines formed by the Honour Guard.

21. Procession - As the casket passes beyond the Honour Guard at the entrance, the member in charge must take up the position in the front center of the two lines and lead them behind the casket until reaching the required position, at which the Honour Guard Members will face front and await the order to be seated.

22. End of Service - At the end of the funeral service, when the casket is removed by the pallbearers, the Honour Guard will follow, and as the exit is approached, the Honour Guard will be allowed to pass ahead on the flanks and proceed to its position at the rear of the hearse.

End of Service

23. At the end of the service, and having been given the order to stand, the Honour Guard must file past the casket on the order:

"Follow Me!"

24. Come to Attention - Each Member in turn must come to attention beside the casket and then leave by the designated exit, and upon reaching the main exit of the place, will then replace his cap on his head.

25. Approach to Casket - As the Honour Guard approaches the casket and hearse, the member in charge will move by the casket to the right rear of the hearse but in line with the end of the casket, with each Honour Guard Member then alternating to the left and right sides to form up on either side of the casket to await the order:

"Guard, inward, turn! Stand at, ease!"

26. Come to Attention - Before the casket is placed into the hearse, the member in charge must give the order:

"Guard, attention!"

27. Salute to Casket - The member in charge must salute and hold the position until the casket is placed into the hearse, at which time the Honour Guard will be ordered:

"Guard, stand at, ease!"

28. Hearse Departs - As the hearse leaves, the member in charge will give the order:

"Guard, attention!"

29. Salute to Mourners - The member in charge must salute, the Honour Guard must stand at attention until the mourners leave, and then the member in charge must salute a final time.

30. Dismiss Order - The member in charge must dismiss the Honour Guard with the order:

"Guard, dismiss!"

31. Dismiss - The two ranks will dismiss in line, away in opposite directions to the left and to the right.

Salutes

32. Members of the New Westminster Police Department (NYPD) will salute or pay compliments as required to the following:

- a) Her Majesty, the Queen,
- b) Members of the Royal Family,
- c) Governor General of Canada,
- d) Prime Minister of Canada,
- e) Heads of state of any country.
- f) Lieutenant Governor of British Columbia,
- g) Premier of British Columbia,
- h) The Mayor of the City of New Westminster.
- i) All commissioned officers of any police agency.
- j) All commissioned officers of Canadian Forces.
- k) Uncased Colours and Standards when borne by troops of the Canadian Armed Forces, and
- l) the body, when passing a funeral of the Canadian Armed Forces,

33. When the following renditions are played at any function Members, while in uniform and wearing head dress, must stand to attention and salute:

- a) God Save the Queen,
- b) O Canada, and
- c) The Last Post

34. When Members are formed up on parade, only the Officer or Non-Commissioned Officer in charge of the formed unit will salute.

35. The NWPD will appoint a member to co-ordinate all aspects of the ceremonial event with the family and the NWPOA.35. The NWPD may assume financial responsibility for aspects of the ceremonial event. Items which may be included are transportation arrangements, a rally point, a suitable venue for the event (including audio/visual arrangements) and a reception following the event. Detailed arrangements for each event will be co-ordinated with the NWPOA and other participating parties.

Property Crimes	Nov 2021	Nov 2020	Nov avg range	2021 YTD	2020 YTD	+/-	% change
All Property Offences	249	260	249-298	2788	2829	-41	-1%
Break and Enter – Total	30	22	20-48	317	354	-37	-10%
Break and Enter – Business	11	15	11-26	181	167	14	8%
Break and Enter – Residence	9	3	4-14	59	86	-27	-31%
Break and Enter – Other	9	4	1-12	74	99	-25	-25%
Theft of Vehicle	15	17	13-20	124	148	-24	-16%
Recovered Stolen Vehicle	5	3	1-11	33	38	-5	-13%
Theft From Vehicle	63	71	59-88	733	843	-110	-13%

Drug Offences	Nov 2021	Nov 2020	Nov avg range	2021 YTD	2020 YTD	+/-	% change
Drug Possession (all)	5	0	1-13	39	28	11	39%
Trafficking (all)	0	1	1-3	31	28	3	11%

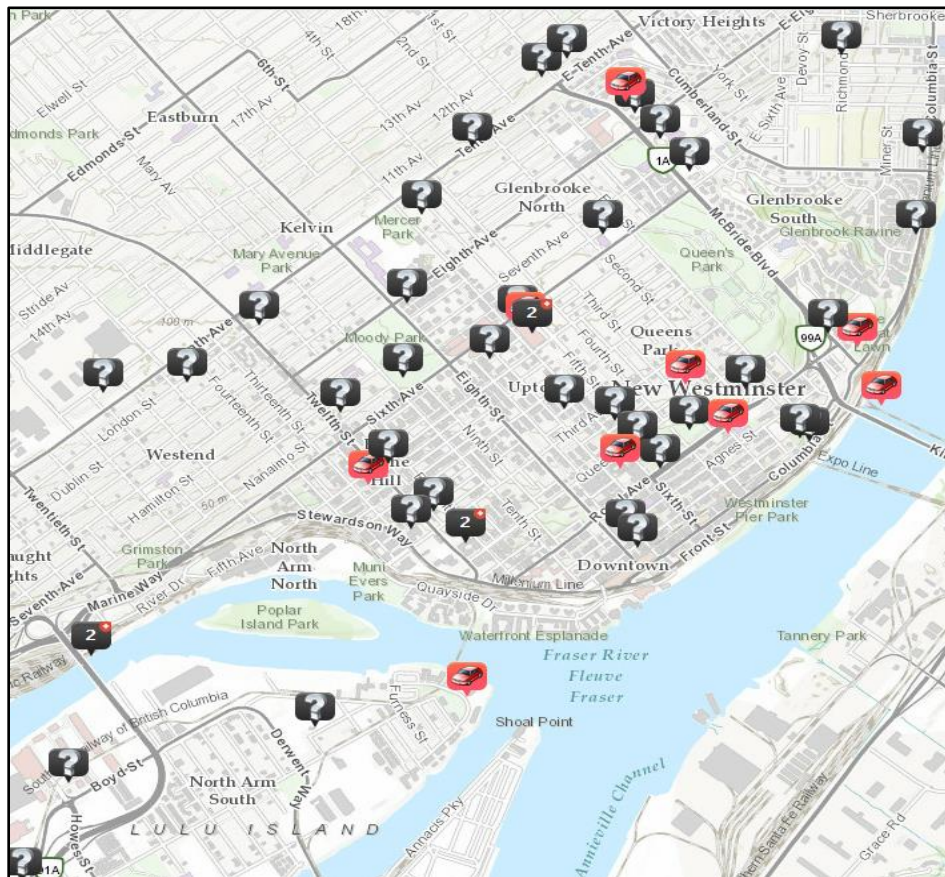
Other Crimes	Nov 2021	Nov 2020	Nov avg range	2021 YTD	2020 YTD	+/-	% change
Possession of Firearms	0	1	0-1	5	26	-21	-81%
Possession of Weapons	6	5	0-6	71	66	5	8%
Hate Motivated Crime	1	0	0	2	3	-1	-

Other Non-Criminal	Nov 2021	Nov 2020	Nov avg range	2021 YTD	2020 YTD	+/-	% change
Missing Persons	7	12	7-12	140	127	13	10%
Missing Persons – High Risk	2	6	7-11	66	67	-1	-1%
Mental Health related (study flag B)	44	74	45-60	740	553	187	34%
Mental Health related (s. 28 arrests)	34	31	20-40	409	308	101	33%
Disturbed Person/Att. Suicide	59	55	47-72	587	610	-23	-4%
Sudden Deaths	13	12	5-10	143	120	23	19%
Domestic Dispute – No Assault	31	38	30-44	400	449	-49	-11%
Street Checks			0			0	#DIV/0!
Overdoses	1		1	18	8	10	125%

	Nov 2021	Nov 2020	+/-	2021 YTD	2020 YTD	+/-	% change
Homelessness-related files	18		18	128	n/a	n/a	n/a

Traffic/Driving	Nov 2021	Nov 2020	Nov avg range	2021 YTD	2020 YTD	+/-	% change
Collision - Non-fatal Injury	5	5	7-17	105	81	24	30%
Collision - Fatal	0			0			
Collision - Damage under \$10,000	44	26	n/a	329	291	38	13%
Collision - Damage over \$10,000	7	10	n/a	73	59	14	24%
Impaired Driving	0	1	10-19	105	42	63	150%
IRP	9	14	10-20	179	124	55	44%

Collision Locations (all types)



Statistics in this report are compiled from the Police Records Information Management Environment (PRIME) and reflect the most current information available at the time of writing regarding incidents reported to or discovered by the New Westminster Police Department. The data is subject to change if continuing investigation, Quality Assurance review, or Statistics Canada policies require an incident(s) to be reclassified.



Crime Type Category ¹	2021 Nov	2021 Dec	Dec 3YR Avg	YTD 2019	YTD 2020	YTD 2021	YTD 3YR Avg	% Change 2021-2020
Persons Offences								
HOMICIDE	0	0	0	1	0	5	2	N/A ²
ATTEMPTED HOMICIDE	0	0	0	3	1	1	2	0%
SEXUAL ASSAULTS	5	3	5	60	67	57	61	-15%
ASSAULT-COMMON	21	38	33	386	377	350	371	-7%
ASSAULT-W/WEAPON OR CBH	15	13	9	112	123	163	133	33%
ASSAULT-AGGRAVATED	0	0	0	2	2	6	3	200%
ROBBERY	5	1	2	33	31	56	40	81%
Total Monitored Persons Offences	46	55	49	597	601	638	612	6%
Domestic Violence								
DOMESTIC VIOLENCE	46	52	51	781	591	597	656	1%
FAMILY VIOLENCE	14	23	25	350	319	260	310	-18%
Property Offences								
BREAK & ENTER-BUSINESS	12	20	20	235	205	217	219	6%
BREAK & ENTER-RESIDENCE	10	5	6	115	91	59	88	-35%
BREAK & ENTER-OTHER	7	7	6	85	91	74	83	-19%
THEFT OF VEHICLE	13	14	13	222	167	129	173	-23%
THEFT FROM VEHICLE	68	43	65	883	933	796	871	-15%
THEFT-OTHER OVER \$5000	0	1	2	23	11	12	15	9%
THEFT-OTHER UNDER \$5000	41	37	34	499	421	386	435	-8%
MISCHIEF OVER \$5000	2	1	1	9	9	12	10	33%
MISCHIEF \$5000 OR UNDER	34	33	37	485	475	511	490	8%
Total Monitored Property Offences	187	161	183	2556	2403	2196	2385	-9%
Traffic Offences								
Collisions								
COLLISION-FATAL	0	0	0	1	1	0	1	-100%
COLLISION-NON-FATAL INJURY	6	10	10	132	107	110	116	3%
COLLISION-ALL OTHERS	52	54	48	566	396	445	469	12%
Total Collision Offences	58	64	58	699	504	555	586	10%
215 Impaired								
215 ALCOH-24HR & DRUG	4	9	6	67	45	65	59	44%
215 ALCOH IRP FAIL & REFUSE ASD-90 DAY	14	20	17	205	109	168	161	54%
215 ALCOH IRP WARN	2	6	8	90	44	50	61	14%
IMPAIRD OP MV (DRUGS & ALCOH)	19	20	11	114	67	132	104	97%
Weapons Offences								
WEAPONS-POSSESSION	8	7	5	66	72	81	73	13%
Other Non-Criminal Offences								
BYLAW	20	19	24	429	543	315	429	-42%
CYBERCRIME	3	2	4	166	114	90	123	-21%
FALSE ALARMS	74	78	75	958	719	779	819	8%
MISSING PERSONS	11	24	20	284	208	237	243	14%
MENTAL HEALTH RELATED	40	45	55	827	667	725	740	9%
DISTURBED PERSON/ATT SUICIDE	59	51	60	870	729	656	752	-10%
SUDDEN DEATH	13	14	10	78	125	171	125	37%
DOMESTIC DISPUTE-NO ASSAULT	31	34	36	510	486	432	476	-11%
OVERDOSES	1	0	1	24	20	19	21	-5%

¹ The above statistics were extracted from LMD PRIME, General Occurrences (GOs) with CCJS Status: <>A (all files except unfounded) or B:Z (founded). Please note that the figures reflect police records as of the day the data was originally extracted; therefore, the figures may have changed over time. The PRIME data was last reviewed on: 2021-01-10. Please contact the New Westminster Police Department - Criminal Intelligence Unit for more information.

² Undefined. Percent Change = ((new value - initial value / initial value) x 100). Division by zero is division where the divisor (denominator) is zero, where the expression has no meaning; therefore, division by zero is undefined.

Heather CORBETT

Subject: FW: BCOHRC's Submissions to the Special Committee on Reforming the Police Act

From: Engagement OHRC:EX [mailto:Engagement@bchumanrights.ca]

Sent: November-25-21 11:14 AM

To: Heather CORBETT <HCORBETT@NWPolice.org>

Subject: BCOHRC's Submissions to the Special Committee on Reforming the Police Act

Good morning Heather,

We are emailing today to let you know that on November 24, 2021 the Office of the Human Rights Commissioner released our submissions to the Special Committee on Reforming the Police Act, including a supplementary report analyzing policing data prepared by Dr. Scot Wortley. Those submissions and data analysis are now publicly available here: <https://bchumanrights.ca/publications/scorpa/>

This analysis reveals significant patterns of racial disparities across several policing activities. In addition, the Commissioner's submission offers 29 recommendations for reforming policing in B.C. On behalf of Commissioner Govender, the Office of the Human Rights Commissioner would like to share this research with your police board.

We would be happy to discuss the report or recommendations further and we hope that these submissions will be useful to you in your work to oversee and advise on better policing practices in B.C. communities.

If you have any questions about the report or release, please feel free to reach out to Charlotte Kingston, Director of Communications, at Charlotte.Kingston@bchumanrights.ca

Best regards,
Emily

Emily Chan (*she/her*)

Engagement Advisor

BC's Office of the Human Rights Commissioner

Office: 1-844-922-6472

bchumanrights.ca | [@humanrights4bc](https://www.instagram.com/humanrights4bc)



To the Indigenous peoples of this place we now call British Columbia: Today we turn our minds to you and to your ancestors. You have kept your unceded homelands strong. We are grateful to live and work here.

Heather CORBETT

From: PSSG Policing and Security Branch PSSG:EX <SGPSPB@gov.bc.ca>
Sent: December-09-21 2:30 PM
To: Dave JANSEN; Jonathan Cote (Mayor)
Cc: Heather CORBETT; Daisy DYER
Subject: Re: Compliance Evaluation of BCPPS Use-of-Force Training and Firearm Qualification in 2020 - 625704
Attachments: 625704 NWPD Final.pdf; 625704 NWPD Enclosure.pdf

Good afternoon,

Please find attached a letter and one enclosure from Mr. Wayne Rideout, Assistant Deputy Minister and Director of Police Services, Ministry of Public Safety & Solicitor General.

Thank you,

*Policing and Security Branch
Ministry of Public Safety & Solicitor General
PO Box 9285, Stn Prov Govt
Victoria BC V8W 9J7
CLIFF# 625704*



December 9, 2021
Ref: 625704

Chief Constable Dave Jansen
New Westminster Police Department
555 Columbia Street
New Westminster BC V3L 1B2

New Westminster Police Board
c/o His Worship Jonathan Cote, Chair
511 Royal Avenue
New Westminster BC V3L 1H9

Dear Chief Constable Dave Jansen and Mayor Jonathan Cote:

As you may be aware, Policing and Security Branch staff evaluated compliance with select BC Provincial Policing Standards (BCPPS) related to use-of-force training and firearm qualification in 2020. I am writing to share the results of the evaluation with you.

The project was led by Mike Massine, Senior Program Manager, Standards and Training. I would like to extend and echo his sincere appreciation for the full cooperation and flexibility he received from all of your staff who assisted with this project.

Attached to this letter, you will find a copy of the Provincial summary as well as results specific to your agency. The latter includes one recommendation aimed at developing a way to internally audit use-of-force training compliance rates. I ask that you provide a written response setting out how the recommendation has been or will be addressed, within 6 months of receiving this letter.

The Provincial summary report will be published on the government website approximately two-weeks from the date of this letter. I ask that you do not share either the Provincial or agency-specific results until the Provincial report is published.

.../2

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If you have any questions regarding the reports, please contact Mike directly at Mike.Massine@gov.bc.ca or 778-572-3407.

Thank you in advance for your anticipated cooperation.

Regards,



Wayne Rideout
Assistant Deputy Minister
And Director of Police Services
Policing and Security Branch

Enclosure: BC Provincial Policing Standards Compliance Evaluation Focused on Select Use-of-Force Standards – Provincial Summary and Departmental Report for the New Westminster Police Department

BC Provincial
Policing Standards
Compliance Evaluation
Focused on Select
Use-of-Force Standards

REPORT TO THE DIRECTOR OF POLICE SERVICES

November 2021

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Glossary of Abbreviations

AED	Automated External Defibrillator
APD	Abbotsford Police Department
BBSG	Beanbag Shotgun
BC	British Columbia
BCPA	British Columbia Police Academy
BCPPS	British Columbia Provincial Policing Standards
CEW	Conducted Energy Weapon
CID	Crisis Intervention and De-Escalation
CPKN	Canadian Police Knowledge Network
CSPD	Central Saanich Police Department
CTS	Course Training Standard
CUFIC	Certified Use-of-Force Instructor Course
CV	Curriculum Vitae
DPD	Delta Police Department
EDP	Emotionally Disturbed Person
EPP	Effective Presentation Program
ERIW	Extended Range Impact Weapon
ETU	Education Training Unit
FOTU	Force Options Training Unit
FPI	Foundations of Police Instruction
FROIC	Force Response Options Instructor Course
GVERT	Greater Victoria Emergency Response Team
HRMIS	Human Resource Management Information System
IARD	Immediate Action Rapid Deployment
IPDMA	Purpose-built software
IRD	Immediate Rapid Deployment
ISW	Instructional Skills Workshop
JIBC	Justice Institute of British Columbia
KEIW	Kinetic Energy Impact Weapon
LMD ERT	Lower Mainland District Emergency Response Team
MOU	Memorandum of Understanding
MVTP	Metro Vancouver Transit Police
NCO	Reality-Based Training
NPD	Nelson Police Department
NWPD	New Westminster Police Department
NUFF BC CID	National Use of Force Framework British Columbia Crisis Intervention De-Escalation
OBPD	Oak Bay Police Department

OC	Oleoresin Capsicum
OSU	Operational Skills Unit
PMPD	Port Moody Police Department
PRTC	Pacific Regional Training Centre
PSB	Policing and Security Branch
PSS	Professional Standards Section
PSU	Professional Standards Unit
RBT	Reality-Based Training
RCMP	Royal Canadian Mounted Police
SBOR	Subject Behaviour Officer Response
SPC	Special Provincial Constable
SPD	Saanich Police Department
STPS	Stl'atl'imx Tribal Police Service
SUFIC	Standardized Use-of-Force Instructor Course
TSERT	Tactical Skills Enhancement & Re-Certification Training
TTC	Tactical Training Center
UCO	Under Cover Operator
VICPD	Victoria Police Department
VNR	Vascular Neck Restraint
VPD	Vancouver Police Department
WVDPD	West Vancouver Police Department

Provincial Summary

Background

Various BC Provincial Policing Standards (BCPPS) related to use-of-force training have been in effect since 2012. Many of these were developed as a result of recommendations from the Braidwood Commission on Conducted Energy Weapon Use (2009)¹.

Under Section 40 of the *Police Act*, the Director of Police Services has the authority to evaluate police agency compliance with the BCPPS. Between January and October 2020, Policing and Security Branch (PSB) staff conducted a compliance evaluation focussed on the BCPPS related to use-of-force training. Specifically, these included:

- BCPPS 1.1.2 Firearms Training and Qualification (Standards (1) – (9)) [\[see End Note i\]](#)
- BCPPS 1.2.2 Intermediate Weapons (Standards (3)-(5)) [\[see End Note ii\]](#)
- BCPPS 3.2.1 CEW Training (Standards (1) – (4), (7)) [\[see End Note iii\]](#)
- BCPPS 3.2.2 CID Training (Standards ((1)-(3)) [\[see End Note iv\]](#)
- BCPPS 3.2.3 Use-of-Force Instructor Training (Standards (2)-(9)) [\[see End Note v\]](#)

It is worth noting that during the course of the evaluation, these standards were temporarily suspended due to the challenges associated with safely maintaining in-person training during the COVID-19 pandemic. The suspension took effect on March 21, 2020 and as of the time of writing this report, it continues to be in place. Aside from delaying some of the site visits, the suspension did not significantly impact the evaluation methodology or the findings.

¹ Braidwood, T.R. (2009), Restoring public confidence: Restricting the use of conducted energy weapons, Braidwood Commission of Inquiry on Conducted Energy Weapon Use (B.C.), The Braidwood Commission of Inquiry on Conducted Energy Weapon Use, Vancouver, BC

Approach and Methodology

The evaluation process included two parts:

1. An advance questionnaire, to provide an overview of agency policies, practices and programs related to these standards. The questionnaires were completed by agencies and returned to the PSB for analysis prior to site visits; and
2. Site visits, where PSB staff (the evaluation team) met with agency personnel who provided access to relevant training records for inspection. The site visits also provided an opportunity for the evaluation team to clarify questionnaire responses as needed.

Advance Questionnaire

The evaluation team sent the advance questionnaire to the eleven BC municipal police agencies, Metro Vancouver Transit Police (MVTP), St'at'l'imx Tribal Police Service (STPS), and RCMP beginning in January 2020. The questionnaire requested the following information:

- Relevant policies and procedures;
- Description of processes used by police agencies to ensure that officers requalify in pistols, other firearms, intermediate weapons, and Crisis Intervention and De-Escalation (CID) training as required by the standards;
- The date and results of the agency's most recent internal audit for compliance with requalification/qualification requirements, and what steps were taken to address any significant variance discovered;
- Information related to BCPPS 1.1.2 Firearms Training and Qualification (Standards (1)-(9))ⁱ, including an inventory of firearms approved for use by the chief constable, chief officer, or commissioner, and a description of the agency firearms training program;
- Information related to BCPPS 1.2.2 Intermediate Weapons (Standards (3)-(5))ⁱⁱ, including an inventory of intermediate weapons approved for use by the chief constable, chief officer, or commissioner, and a description of the training provided for each type of intermediate weapon;
- Information related to BCPPS 3.2.1 Conducted Energy Weapon (CEW) Operator Training (Standards (1)-(4), (7))ⁱⁱⁱ, including an inventory of CEWs used by the agency, and a description of their agency's selection criteria for CEW operators and CEW training program;

- Information related to BCPPS 3.2.2 Crisis Intervention De-escalation (CID) Training (Standards (1)-(3))^{iv}, and what process is in place to identify officers who may need to requalify prior to their next scheduled requalification date, including officers whose ability to effectively utilize CID techniques is not sufficient; and
- Information related to BCPPS 3.2.3 Use-of-Force Instructor Training (Standards (2)-(9))^v, including what course(s) the agency uses to fulfill the instructional skills training requirement, and if the agency has difficulty identifying potential or retaining certified use-of-force instructors.

The evaluation team used the questionnaire responses to assess whether agency policy was in compliance with the standards, as well as to assist in preparing for the compliance evaluation of training records during the site visits.

On-Site Inspection Methodology

Between March and August 2020, the evaluation team attended each municipal police department, MVTP and STPS, and were provided access to the agency's training records.² For agencies with 100 or fewer officers, the evaluation team inspected the training records for all police officers. For agencies with more than 100 officers, the evaluation team inspected the training records of a random sample of 100 officers.

The RCMP has over 6,000 officers working in BC, with considerable movement of officers between different policing jurisdictions. This requires a complex and centralized system of maintaining training records and delivering training. As a result, the evaluation team took a different approach with the RCMP. The evaluation team did not inspect the training records of individual officers. Rather, staff at Pacific Regional Training Centre (PRTC) provided reports generated from their records management software detailing the number of officers required to requalify in each discipline and the corresponding numbers of officers who had completed the requalification, and the number who had not, on the date the reports were prepared. The RCMP reports provided the evaluation team with 'point-in-time' information to assess the level of compliance with the standards.

² The timing of some of the site visits was delayed due to the COVID-19 pandemic.

Findings

Compliance with the BCPPS

Overall, the evaluation demonstrated that agencies are meeting the use-of-force training requirements set out in the BCPPS.

The evaluation team found that police agency policies and procedures incorporated the direction regarding use-of-force training from the BCPPS as either directly required by the BCPPS or to support awareness of and compliance with the BCPPS by the police agency. Where gaps were noted, they were minor and identified to the agency contact for attention as well as noted in the agency-level reports. Gaps noted in more than one jurisdiction included:

- Policy not reflecting the full range of requirements under the BCPPS to maintain CID qualification (in particular, as a prerequisite to annual firearm certification);
- Policy not reflecting the requirements in the BCPPS related to lethal force articulation and practice training (tactics, decision-making and shooting at distances greater than 25 metres);
- Not describing the agency's CEW operator selection criteria in written policy;
- Not having policy governing the requirements for use-of-force instructors;
- Not having updated a policy following the introduction or amendment of a relevant BCPPS.

Generally, self-audits indicated high compliance with requalification requirements for firearms, CEWs, intermediate weapons and CID, and these findings were consistent with the evaluation team's examination of training records during site visits. In a few cases, compliance rates below 95% were noted either for a specific type of requalification within a municipal or designated police agency that otherwise had high compliance (3 police agencies), or across multiple types of requalifications within a police agency (2 police agencies). Where compliance rates below 95% were noted, the police agency was either able to provide an explanation that mitigated the finding to the satisfaction of the evaluation team (e.g., delays in updating some officers' training records upon training completion or limitations of the record keeping system that prevented them from excluding officers who were away from active duty due to injury or other leave, or re-assigned to a different role which no longer required a specific requalification, from the analysis) and/or had taken corrective action to address the

non-compliance (e.g., officers had since been registered for and completed outstanding training). As noted above, for the RCMP, the evaluation team reviewed reports generated from their records management software rather than individual officers' training records. This review also indicated high compliance, though some variance was evident. The RCMP advised that officers found to be behind schedule on any requirement on the day the report was generated would be scheduled for training/requalification in the near future, which would bring them in compliance with the BCPPS. The evaluation team made recommendations to police agencies regarding training and record-keeping as appropriate.

While all police agencies were found to be maintaining records of training, the methods used varied considerably. Examples include:

- Excel spreadsheets
- Electronic folders containing training documents (Word, PowerPoint, etc.)
- Paper files
- Purpose-built software programs.

The evaluation team found that purpose-built software programs offered the greatest efficiencies for training units/coordinators in tracking and scheduling training for officers as well as for auditing/evaluating compliance with the BCPPS.

Use-of-force instructor requirements under BCPPS 3.2.3 include not only completion of the Standardized Use-of-Force instructor Course (SUFIC) or other provincially-approved training for use-of-force instructors, instructional skills training, but also non-training requirements such as delivering at least 30 hours of use-of-force instruction each year and not having any substantiated use-of-force complaints within the previous 5 years. When BCPPS 3.2.3 was introduced in 2017, it was understood that it was intended to cover instruction in less-lethal force options. One of the key considerations was that standardized training for firearms instructors was not readily available and would need to be developed. While this scope is not clearly stated in the standard, in practice this continues to be how the standard is being interpreted and applied and the evaluation team observed high compliance with BCPPS 3.2.3 for less lethal use-of-force instructors.

The site visits also provided an opportunity for the evaluation team to discuss challenges or gaps with the BCPPS. There was consensus that the absence of prerequisites or training standards for firearms instructors is an important gap to address in the BCPPS moving forward. As a lethal force option, it is critical that

training is consistent and relevant to the BC policing context, and that training on the technical aspects of firearms also incorporate information related to decision-making and crisis intervention de-escalation. The evaluation team is aware that a new pistol instructors' course is being developed for municipal police and recently reviewed and observed the training to assist in determining the viability of developing a BCPPS for firearms instructors.

Overall, while all police agencies were found to be in compliance with the BCPPS, some agencies appeared better positioned to meet and exceed the standards and fulfill other responsibilities of the training function not explicitly required by the BCPPS. For example,

- Agencies with more than one staff member assigned to training units on a full-time basis appeared to more easily manage both the administrative and operational aspects of a training function. These agencies typically had more advanced record-keeping capabilities (Excel or purpose-built software programs), staff to assist with robust course development (course training standards, lesson plans, and related reference documents) and were able to have more instructors, role players, and support staff on hand for all training sessions.
- Many police agencies require requalification on intermediate weapons every year. This exceeds the requirements of the BCPPS, which mandate requalification at minimum every three years.

Related Challenges Described to the Evaluation Team

Training personnel spoken to during the course of this evaluation identified three common challenges: facilities, staffing and funding.

1. FACILITIES:

To conduct use-of-force training as required by the BCPPS and/or local agency policies, agencies need access to firearms ranges (for firearm requalifications and practice), reality-based training facilities (for practical components and scenario-based exercises), classrooms (for theoretical components and computer-based learning) and gymnasiums (for hands-on components that require space and protective equipment such as mats). Currently, the only agencies with all of these facilities are the RCMP (Pacific Region Training Centre) and Vancouver Police Department (Tactical Training Centre). Few of the remaining

agencies have ready access to designated training facilities and instead rely on renting community-based or private facilities. A partnership has also been formed between the Delta, New Westminster, Port Moody, West Vancouver, and Metro Vancouver Transit police departments who have collaborated on developing the Regional Municipal Training Centre. Although this facility does not have a live-fire firearms range, the centre includes a state-of-the-art virtual reality training simulator, a classroom, and a full mat room for practicing physical control techniques.

The lack of readily available full training venues for all agencies creates challenges and risks associated with cost (rentals and in some cases, significant travel to and from the facility), availability and reliability as police agencies compete for time with other user groups who have priority, privacy from the public during training exercises, the suitability of the facility as a learning environment, and the health and safety of officers, particularly where abandoned and derelict buildings are used for reality-based training venues. The lack of designated training facilities makes the delivery of training and compliance with the BCPPS challenging.

2. STAFFING:

The size and staffing model for training functions varies. Some small and mid-sized agencies have one, full-time use-of-force instructor who is responsible for both delivering all use-of-force training as well as administrative functions such as creating defensible training documents, record-keeping, scheduling the required training facilities and equipment, as well as managing the budget. Not only can this be an unsafe practice (e.g., high learner to instructor ratios creates risks), but it also limits the training function to skill maintenance versus continuing to advance the skills of officers throughout their careers.

In other agencies, training is a part-time responsibility on top of other job duties. Like their full-time counterparts described above, part-time trainers are responsible for administrative functions in addition to delivering training. This part-time job becomes full-time in practice and trainers described being criticized for neglecting their primary job functions for the training portfolio.

Larger agencies with full-time training staff are better positioned to deliver a robust training function. That said, training staff in these agencies stated that they too struggle on occasion to ensure that, depending on the training topic, they have sufficient staff available to ensure safe and effective training. In some of the

agencies with full-time trainers, these personnel focus solely on the delivery of training. They have staff to book outside facilities or have ready access to in-house facilities, create defensible training documents, manage the budget, etc.

To ensure they are able to comply with the BCPPS related to Conducted Energy Weapons, most police agencies have created a CEW Coordinator position. Agencies with full-time training sections are better positioned to dedicate this role to an individual who can manage all aspects of the associated BCPPS. Agencies with part-time training staff most often had a part-time trainer take on this position, adding further to the challenges faced by part-time trainers described above.

Lastly, the evaluation team also noted that small and large training sections alike lacked succession planning to support them in quickly replacing certified use-of-force instructors when they are lost due to turnover or re-assignment.

3. FUNDING:

Training is an essential function of a police agency. It is also expensive. A consistent theme in discussions with training personnel was a concern that training is underfunded. This was closely tied to challenges noted above related to facilities and staffing. For example, some use-of-force trainers observed that a large portion of the training budget is spent on renting firearms ranges. While they agreed that the yearly requirement to qualify on firearms is necessary to avoid skills decay and potential liability, these rental costs often mean that other areas of training, such as skill enhancement, are minimized or deleted from programs. For example, instructors stated that departments are reluctant to bring additional training staff (full or part-time) in on overtime to assist with training sessions or to pay for facility rentals when doing advanced training such as Immediate Rapid Deployment (IRD).

Limited budgets also mean that instructor development is often limited as training staff are not attending conferences or workshops designed to promote knowledge of emerging trends and best practices and further develop instructor skills.

Put another way, while use-of-force training budgets may be generally sufficient for complying with the training and requalification requirements set out in the BCPPS, it can be challenging to fund training that goes beyond those mandatory, minimum requirements within existing budgets.

Limited budgets also leave little contingency funding for unanticipated costs.

Summary of Findings and Recommendations

Table 1: Findings

	Standard Met	Standard Met In Practice	Standard Not Met
BCPPS 1.1.2 Firearms Training and Qualification (Standards (1) – (9)):	<ul style="list-style-type: none"> Abbotsford PD Delta PD MVTP New Westminster PD Saanich PD Vancouver PD Victoria PD West Vancouver PD 	<ul style="list-style-type: none"> Central Saanich PD Nelson PD Port Moody PD St’atl’imx Tribal PS RCMP 	<ul style="list-style-type: none"> Oak Bay PD
BCPPS 1.2.2 Intermediate Weapons (Standards (3)-(5)):	<ul style="list-style-type: none"> Abbotsford PD Delta PD MVTP New Westminster PD Port Moody PD Saanich PD Vancouver PD Victoria PD West Vancouver PD RCMP 	<ul style="list-style-type: none"> Central Saanich PD Nelson PD St’atl’imx Tribal PS 	<ul style="list-style-type: none"> Oak Bay PD
BCPPS 3.2.1 CEW Training (Standards (1)-(4), (7)):	<ul style="list-style-type: none"> Abbotsford PD MVTP New Westminster PD Port Moody PD Saanich PD Vancouver PD Victoria PD West Vancouver PD RCMP 	<ul style="list-style-type: none"> Central Saanich PD Delta PD Nelson PD St’atl’imx Tribal PS 	<ul style="list-style-type: none"> Oak Bay PD
BCPPS 3.2.2 CID Training (Standards (1)-(3)):	<ul style="list-style-type: none"> Abbotsford PD Delta PD MVTP New Westminster PD Saanich PD Vancouver PD Victoria PD West Vancouver PD RCMP 	<ul style="list-style-type: none"> Central Saanich PD Nelson PD St’atl’imx Tribal PS 	<ul style="list-style-type: none"> Oak Bay PD Port Moody PD

BCPPS 3.2.3 Use-of-Force Instructor Training (Standards (2)-(9)):	<ul style="list-style-type: none"> • Abbotsford PD • Delta PD • MVTP • New Westminster PD • Victoria PD • West Vancouver PD 	<ul style="list-style-type: none"> • Central Saanich PD • Nelson PD • Oak Bay PD • Port Moody PD • Saanich PD • Stl'atlimx Tribal PS • Vancouver PD • RCMP 	
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Table 2: Overview of Recommendations

Recommendations	Agencies
Recommendations related to amending, developing, or reviewing written policies and procedures to ensure full compliance with the BCPPS.	<ul style="list-style-type: none"> • Central Saanich PD • Delta PD • Nelson PD • Oak Bay PD • Port Moody PD • Saanich PD • Stl'atlimx Tribal PS • Vancouver PD • Victoria PD • RCMP
Recommendations related to amending policies and procedures to ensure alignment with related legislation or best practices.	<ul style="list-style-type: none"> • Central Saanich PD • Victoria PD
Recommendations related to refining record keeping to better support tracking and compliance monitoring.	<ul style="list-style-type: none"> • New Westminster PD • Oak Bay PD • Vancouver Police Department
Recommendations related to ensuring members found to be behind on training / requalification have since completed the training / requalification.	<ul style="list-style-type: none"> • Nelson PD • Port Moody PD
Recommendations related to providing information to the Director of Police Services.	<ul style="list-style-type: none"> • Oak Bay PD • Stl'atlimx Tribal PS • RCMP
No recommendations	<ul style="list-style-type: none"> • Abbotsford PD • Metro Vancouver Transit Police • West Vancouver Police Department

Next Steps

Each agency will receive a report summarizing the findings and recommendations related to their agency. PSB will follow up with agencies regarding the recommendations in 6 months of report distribution.

The evaluation revealed considerable support for bringing firearms instructors into the scope of the BCPPS governing use-of-force instructors. PSB will continue to monitor the development of pistol instructor training and will explore the development of a BCPPS specific to firearms instructors.

Departmental Report

New Westminister Police Department (NWPD)

Site Visit

- February 21, 2020

Evaluation Criteria

The scope of the evaluation included the following BC Provincial Policing Standards:

- BCPPS 1.1.2 Firearms Training and Qualification (Standards (1) – (9)) [[see End Note i](#)]
- BCPPS 1.2.2 Intermediate Weapons (Standards (3)-(5)) [[see End Note ii](#)]
- BCPPS 3.2.1 CEW Training (Standards (1) – (4), (7)) [[see End Note iii](#)]
- BCPPS 3.2.2 CID Training (Standards ((1)-(3)) [[see End Note iv](#)]
- BCPPS 3.2.3 Use-of-Force Instructor Training (Standards (2)-(9)) [[see End Note v](#)]

Methodology

NWPD was asked to designate a contact person to assist the evaluation team. In advance of the site visit, the evaluation team provided a questionnaire to the contact person for completion. The questionnaire (see Appendix A) was designed to provide the evaluation team an overview of agency policies, procedures and practices related to the Standards included in the scope of the evaluation, and the results of internal auditing or compliance evaluation.

After reviewing and analyzing information received through the questionnaire, the evaluation team conducted a site visit where they met with the Inspector in charge of the Training Section and inspected officer training records. This provided an opportunity to verify internal audit results and address any questions related to the completed questionnaire.

Observations

Policies and Procedures

- OH 20 – Use of Force (February 2020)

The evaluation team found the NWPD policies and procedures to be very thorough and in compliance with the relevant BCPPS.

Practice

NWPD has two full-time and five part-time use-of-force instructors who are supported by a civilian administrative assistant. A self-audit has never been completed and the tracking of the qualifications is kept up to date by the Training Section personnel who ensure officers maintain their qualifications by sending emails, speaking in person with officers, and advising of non-operational status for failure to requalify with specific force options. In addition, the Training Section administrative assistant's primary responsibility is to assist with record keeping and administrative duties, including directly contacting officers whose qualifications have expired.

All requalifications are tracked through Excel spreadsheets and entered on IPDMA as follows:

- Pistol qualifications:
 - Also logged on a pistol qualification sheet that is then scanned into the folder for the training for the yearly requalification.
- CID training
- Rifle requalification
- Force options, including CEWs and other Intermediate Weapons, requalification conducted yearly.

Officers must requalify with the Patrol Rifle on a yearly basis. If an officer misses a year, they are not allowed to deploy with the patrol rifle. If they can requalify in the following year and are assessed by a rifle instructor, they can become operational with the patrol rifle again. If an officer misses two years of requalifications on the patrol rifle they must complete the full patrol rifle course to be qualified again.

Officers who deploy with the ARWEN less lethal launcher (Intermediate Weapon) are requalified yearly.

In addition to the general observations outlined above, the evaluation team also made the following observations specific to each Standard included in the scope of the evaluation:

BCPPS 1.1.2 – Firearms Training and Qualification

The Chief Constable of NWPD has authorized issuing the following pistols to officers who are required to requalify annually:

- Glock Model 17, 9mm pistol

- Glock Model 19, 9mm pistol

In addition to duty pistols issued to all officers, the Chief Constable of NWPD has also authorized the use of the following special purpose firearms to officers working in specialized positions, and who are required to requalify annually:

- Colt C8, 223 calibre rifle

Pistol training and ongoing requalification includes:

- JIBC police academy training (Block 1 and Block 3) or equivalent police academy training for exempts
- Firearms requalification yearly following the Course of Fire in BCPPS 1.1.2., with shooting at 25 metres and greater incorporated into the lesson plan.

The NWPD Patrol Rifle Operator Course (60 hours) includes:

- 40 hours on range live-fire
- 20 hours of RBT (including articulation and decision-making).

NWPD conducts annual mandatory firearms training for each issued firearm as follows:

- The articulation for when lethal force is appropriate is part of any RBT that NWPD conducts, including the Patrol Rifle Operator course, ARWEN Operator Course, CEW operator course, Plain Clothes Operator course, In-house Surveillance Course and use-of-force requalifications.
- NWPD conducts Containment, High Risk Vehicle Stops and Immediate Rapid Deployment training on a three-year cycle (one topic per year) for the entire department. These days are focused on reality-based scenarios and some of the scenarios involve the use of lethal force. After every scenario officers are debriefed where they must articulate their actions for each scenario.

BCPPS 1.2.2 Intermediate Weapons

The Chief Constable of NWPD has authorized issuing the following Intermediate Weapons to officers who requalify as outlined for each weapon:

- CEW (see below)
- ASP Baton
 - All NWPD officers are issued an expandable baton.
 - JIBC Police Academy Training or equivalent basic training is required for exempt officers.
 - Annual force options requalification with baton includes reviewing CID techniques (before and after force used), target zones, use of

- baton, and SBOR requirements.
- Officers must demonstrate to a use-of-force instructor the ability to effectively use a baton.
- OC Spray
 - All NWPD officers issued OC Spray.
 - JIBC Police Academy Training or equivalent basic training is required for exempt officers.
 - Annual force options requalification with OC spray include reviewing use, CID techniques before and after application, environmental concerns, limitations, decontamination, and course of fire displaying they can effectively deploy OC spray.
- ARWEN 37mm rotary less lethal launcher with AR1 round
 - Eight-hour ARWEN Operator Course
 - Patrol-based officers receive priority for this training; however, it is open to all NWPD officers.
 - Annual requalifications include a course of fire, CID techniques before and after application, targeting zones, and SBOR requirements.

BCPPS 3.2.1 CEW Operator

NWPD only uses X26P model CEWs and all NWPD officers are trained on the CEW.

NWPD provides the following training for CEW:

- One day CEW Operator Course (classroom and practical)
- CPKN BC CEW Operator online course (once per year adopted in 2020)
- Ongoing reality-based training with CEW
- Any reality-based training that NWPD conducts also involve using the CEW.

Training Section reviews all deployments of CEWs through SBORs to identify officers who may need additional training prior to their next scheduled requalification. This includes an audit to determine any officers who have operated a CEW in a manner that is not consistent with the standards.

Training Section also reviews all negligent discharges of CEWs that occur, and any training needs or recommendations discovered are managed by Training Section.

BCPPS 3.2.2 CID Training

Training Section uses an Excel spreadsheet and IPDMA to track officers' qualifications for CID and officers must complete the online CPKN CID course every three years.

In addition, NWPD training section incorporates CID into all reality-based training and the annual force options requalifications. CID principles are discussed during debriefs of all RBT scenarios.

If an officer's ability to effectively utilize CID techniques in an operational setting is deemed insufficient, their direct supervisor will initiate follow-up action with the Training Section. The officer in question will be made non-operational and the Training Section will assess the officer's needs, draft a remedial training plan, and implement it.

If improper CID use occurs during training, NWPD Training Section officers will address this with the officer and immediately conduct remedial training. NWPD trainers advised the evaluation team that they have not come across a situation in which an officer was not able to effectively use CID techniques.

If improper CID use is noted in an operational setting, the officer's supervisor will refer the officer to the Training Section, who will assess the officer's needs, draft a remedial training plan, and implement it. In the meantime, the officer is placed on non-operational status.

BCPPS 3.2.3 Use-of-Force Instructor Training

This standard has several requirements for officers wishing to become use-of-force instructors, as well as requirements for maintaining certification through instructional hours, professional development, and continued compliance with the prerequisites (see End Note v).

At the time of the evaluation, NWPD had two full-time and five part-time certified use-of-force instructors. NWPD practice is that individual instructors are responsible to track their own hours and submit proof of the thirty hours of teaching when requested by the Training Section.

NWPD is a small agency and instructors would have to self-disclose whether they have any incidents that would affect them remaining as an instructor

(BCPPS 3.2.3 (4)(d)-(f)). NWPD reported that to date, this has not been an issue with any instructor.

Internal Audit Results

As noted under Methodology, the advance questionnaire requested information about the approach to and the results of the department's internal auditing for compliance with use-of-force training requirements. NWPD did not conduct an internal audit for this evaluation. Although a formal internal audit was not conducted, as noted in this report the Training Section has resources in place to assist in tracking training dates on an ongoing basis.

PSB Site Visit Observations

NWPD has an adjusted strength of 115 officers³. The evaluation team examined the training records of 100 officers, including a mix of officers from across all operational units and all current use-of-force instructors.

The evaluation team compared the training completed, and the date each type of training was last completed, to the training requirements and frequency set out in the Standards regarding CID, pistols, special purpose firearms, CEWs, and other intermediate weapons. In addition, for use-of-force instructors, the evaluation team examined records related to the completion of instructional skills training, Provincially-approved use-of-force instructor training, and the number of hours of use-of-force instruction provided by each instructor.

Records examined by the evaluation team showed one hundred percent compliance with the standards.

Findings

BCPPS 1.1.2 Firearms Training and Qualification (Standards (1) – (9)):	Standard met
BCPPS 1.2.2 Intermediate Weapons (Standards (3)-(5)):	Standard met
BCPPS 3.2.1 CEW Training (Standards (1)-(4), (7)):	Standard met
BCPPS 3.2.2 CID Training (Standards (1)-(3)):	Standard met
BCPPS 3.2.3 Use-of-Force Instructor Training (Standards (2)-(9)):	Standard met

Recommendations

1. Develop a way to internally audit use-of-force training compliance rates.

³ Obtained from <https://www2.gov.bc.ca/assets/gov/law-crime-and-justice/criminal-justice/police/publications/statistics/police-resources.pdf>, Page 10, accessed on April 19, 2021.

End Notes

ⁱ BCPPS 1.1.2 – Firearms Training and Qualification requires the chief constable/chief officer/commissioner to ensure that officers successfully complete initial training and annual qualification for each type of firearm they are authorized to carry and use. This includes duty pistols and any special purpose firearms authorized by the chief constable/chief officer/commissioner. For duty pistols, a standardized course of fire (BC Pistol Qualification, attached to the Standard) must be completed. For other firearms, the qualification is determined by the chief constable/chief officer/commissioner. The Standard also requires officers equipped with firearms to comply with the CID training requirements set out in BCPPS 3.2.2 (see below), and to, at least once every three years, articulate the grounds for lethal force to a use-of-force instructor and complete practice training regarding firearms and use-of-force decision-making. The Standard also requires that written records of firearms training and testing be maintained, and that written policies and procedures are consistent with the Standards.

ⁱⁱ BCPPS 1.2.2 – Intermediate Weapons requires the chief constable/chief officer/commissioner to ensure that police officers successfully complete initial training and requalify at least once every three years on any intermediate weapon they are authorized to carry and use.

ⁱⁱⁱ BCPPS 3.2.1 – CEW Training requires the chief constable/chief officer/commissioner to ensure that any officer authorized to carry and use a CEW has successfully completed BC’s CEW Operator Training course, or other provincially-approved training for CEW operators. Officers must also qualify on CEW annually, by reviewing provincially-approved training and completing a Provincially-approved assessment. Re-qualification is also required any time a police agency determines that an officer has not operated a CEW in accordance with any of the BC Provincial Policing Standards. Officers equipped with CEWs must also comply with the CID training requirements set out in BCPPS 3.2.2 (see below) and meet the selection criteria established by the police agency for CEW operator training. The Standard also requires that written records of CEW operator certification and requalification be maintained.

^{iv} BCPPS 3.2.2 CID Training requires the chief constable/chief officer/commissioner to ensure that all front-line police officers and supervisors, and recruits graduating from the police recruit training program have completed BC’s Crisis Intervention and De-escalation (CID) Training course, or other provincially-approved CID training. Officers must also update their CID skills by completing provincially-approved training at least once every three years. Completion of the training is also required for any front-line police officer deemed by their police agency as unable to effectively utilize CID techniques. The Standard also requires that written records of CID training and requalification be maintained.

^v BCPPS 3.2.3 Use-of-Force Instructor Training requires the chief constable/chief officer/commissioner to ensure that use-of-force instructors have successfully completed a provincially-approved instructional skills course, and BC’s Standardized Use-of-Force Instructor Course (SUFIC) or other provincially-approved training. These initial training requirements may be waived for persons who were authorized to act as use-of-force instructors in a BC police force prior to 1 April 2013. All use-of-force instructors (including those who are exempt from the initial training requirement) must also satisfy and maintain compliance with other prerequisites listed in the Standard, related to their service history and record. Qualification must be maintained by providing a minimum of 30 hours of use-of-force instruction each year and participating in professional workshops or courses at least once every two years. The Standard also provides guidance re. lapses in qualification and requires that written records of instructor qualification be maintained.

MEMORANDUM

TO: Inspector Diana McDaniel

FROM: Staff Sergeant Neil Collins

DATE: December 31, 2021

RE: Framework for NWPD Use of Force Compliance Audit

Summary

On December 9, 2021 the NWPD received a report with the results of the BC Provincial Policing Standards Compliance Evaluation Focused on Select Use of Force Standards that was conducted by BC Provincial Police Services.

This report was the result of an evaluation conducted by staff at Police Services to determine if the NWPD, along with other police agencies, were in compliance with the BC Provincial Policing Standards (BCPPS) in relation to certain use of force training. The evaluation specifically evaluated the following use of force standards:

1. Firearms Training and Qualification
2. Intermediate Weapons
3. CEW Training
4. CID Training
5. Use of Force Instructor Training

The results of the evaluation determined that the NWPD had met all of the standards required by Police Services in relation to the evaluated use of force. The report also identified a recommendation for the NWPD as a result of the evaluation.

Police Services Recommendation

The report has only one recommendation for the NWPD that stemmed from the evaluation:

1. Develop a way to internally audit use of force training compliance rates.

New Westminister Police Department

On December 16, 2021, I was asked by Inspector Diana McDaniel to provide a framework for a process to audit NWPD's use of force compliance rates. This process will specifically focus on how to determine if all members have complied with the requirement to qualify on Police Services mandated use of force options every year.

Current Practice

Currently, use of force qualifications and training occurs on one or more of the four mandatory training days that members must attend as a requirement of the Collective Agreement. These training days occur on regular days off for Patrol Division members and on regular day shift for all other members. Several dates are scheduled for each of the four mandatory training days to accommodate all the department's sections and units.

In addition to mandated use of force qualifications, these training days also consist of other optional training on an as needed basis. The training days, and the training topic for each of these training days, are scheduled in advance at the start of the calendar year and are usually one training day per quarter. Members are notified of upcoming training day dates, and topic, in advance and are required to sign up for each training day scheduled for their particular section / unit through the InTime system.

At the training day, Training Section Staff record who is in attendance and the result of the training. Specifically, if the training day was a use of force qualification day and whether the member met the standard to qualify on that particular use of force.

Following the training day, the results of the training are recorded by Training Section instructors and entered into the NWPD IPDMA records system by Training Section administrative staff. Specific information captured consists of:

- The type of training / qualification that occurred
- The name of the member in attendance
- The date the member attended
- The results of the training (i.e.: whether the member qualified)

The issue that gives rise to the recommendation from Police Services is not the accuracy of the record keeping, but rather the compliance of all members to attend these mandatory training days and to qualify on the mandated use of force options. At the end of the year, a list is compiled of members who did not attend certain mandatory training days and who did not qualify on the mandated use of force options. The problem with this is that by the end of the year, it is too late to qualify non-compliant members on use of force as mandated by the BCPPS.

New Westminster Police Department

Proposed Framework to Audit Compliance

As mentioned, the keeping of records is not the issue, it is auditing the compliance of members to attend the training days and qualify on use of force.

The following is recommended as a framework to audit compliance:

1. The Training Section schedule use of force qualification in the first two training days of the year (i.e.: in quarter 1 and 2).
2. Supervisors ensure that the members under their command have signed up for the mandatory use of force qualification training days when they are posted. If a member is not able to sign up for their scheduled use of force qualification day, reasons must be provided to their supervisor and every attempt must be made to have the member attend on another use of force training day date with another unit / section.
3. At the end of the third quarter, the Training Section conducts an audit and compiles a list of who has not qualified on the mandated use of force qualification for that year, up to that point.
4. The Training Section schedule an additional use of force training day date(s) as needed in the fourth quarter of the year to ensure that those who have not qualified on use of force options have an opportunity to do so.
5. At the end of the calendar year, the Training Section provide a list to Senior Management consisting of the names of members who have not qualified on the mandated use of force options.
6. Senior Management develop a policy on how to deal with members who are not in compliance with the mandated use of force qualification for that year.

Conclusion

This framework, if accepted, will need to be formalized into policy and practice. There appears to be anecdotal evidence to suggest that some members fail to attend mandatory training days simply because they feel they are not required to, presumably because there are no ramifications for not attending. If that is this case, then education must occur and a culture of compliance developed.

Respectfully submitted,

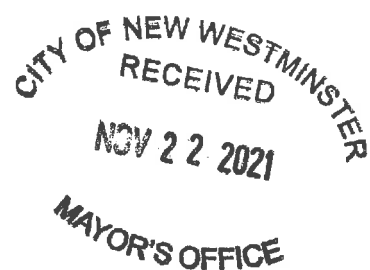
Staff Sergeant Neil Collins
Prevention Services Section



**Emergency
Communications
Professionals of BC**
Canadian Union of Public Employees Local 8911

November 16, 2021

Mayor Jonathan Cote
New Westminster City Hall
511 Royal Avenue
New Westminster, BC V3L 1H9



Dear Mayor Cote,

I am writing to you today about the critical situation at Emergency Communications for British Columbia Inc. (E-Comm). Recent media stories have shed light on a number of challenges and resulting service delays but have failed to tell the entire story regarding E-Comm's internal challenges and the necessary funding required to protect public health and safety.

In 1999, E-Comm was established as a non-profit corporation to provide emergency call taking and dispatch services, and to provide and maintain the emergency radio system used by police, fire, and ambulance services within Metro Vancouver. When first established, E-Comm provided 9-1-1 call answer for Metro Vancouver and call-taking and dispatch services for a single agency, the Vancouver Police Department. Today, E-Comm answers 9-1-1 calls for 99% of callers in BC and provides call-taking and dispatch services for 33 police agencies and 40 fire departments across the province. E-Comm's expansion represents growth of an effective shared service model in which substantial savings are realized by local government who would otherwise be required to operate their own independent service.

A recent report commissioned by E-Comm from the firm Price Waterhouse Coopers (PwC) found that the organization is substantially understaffed and relies heavily on staff accepting overtime shifts and working through their daily breaks to maintain its base level of operations. This situation is already challenging when call volumes remain within normal, expected levels. During any type of crises that cause call surges - including extreme weather events such as this summer's heatwave - E-Comm has shown it is incapable of meeting its service standards. This translates into delays in taking 9-1-1 calls, delays in dispatching necessary services, and delays in people receiving emergency support when they need it most.

The extreme challenges experienced at E-Comm over the past few months is in part directly related to understaffing at BC Emergency Health Services (BCEHS). However, the PwC report makes it clear that the issues with BCEHS are only one component of the challenges faced by E-Comm: significant deficiencies exist within the organization itself beyond the stressors from BCEHS. E-Comm needs immediate increased revenue to address critical, ongoing deficiencies before these deficiencies result in a public health and safety failure with catastrophic impacts.

Attached to this letter is a full backgrounder on the challenges faced by E-Comm and recommendations for both increased funding and a change to the funding formula. These recommendations will have the greatest impact on municipalities like New Westminster, where both police dispatch and fire dispatch service are procured from E-Comm. Municipalities using multiple services are those most impacted by the ongoing service deficits – it is these communities whose citizens face the greatest risk.

Thank you for taking the time to review our materials. Please do not hesitate to reach out to me directly if you have questions or would like to review the content of our materials in a meeting or via a phone call. You can reach me directly via email at donald.grant@ecpbc.ca or 604-800-6088.

Sincerely,

A handwritten signature in black ink that reads "Donald R. Grant". The signature is written in a cursive style with a stylized "G" at the end.

Donald Grant
President, CUPE Local 8911

Attachment

sb:jk/cope491



**E-COMM 9-1-1:
FIXING A BROKEN
SERVICE**

**A GUIDE FOR
B.C. MUNICIPALITIES**

**BY THE EMERGENCY COMMUNICATIONS
PROFESSIONALS OF BC (CUPE LOCAL 8911)**



**Emergency
Communications
Professionals of BC**

CUPE

EXECUTIVE SUMMARY

E-Comm is the first point of contact for 99% of callers who dial 9-1-1 in B.C. and is the provider of call-taking and dispatch services for 33 police agencies and 40 fire departments across the province. E-Comm provides an essential public service to millions of British Columbians, but ongoing challenges have put this vital service at risk of catastrophic failure.

The CUPE 8911 members who provide this service are committed to their work, but the continuing challenges of understaffing in a high-stress environment have led to severe burnout, poor working conditions, and high staff turnover. Ongoing challenges with recruitment and training of new staff, coupled with serious retention problems, have put this vital service at risk of catastrophic failure.

The main problem is a reactive funding formula, based on cost recovery, that prevents E-Comm from getting ahead of existing problems or meaningfully improving the services it provides. A recent report commissioned by E-Comm from the firm Price Waterhouse Cooper concluded that the company cannot be successful with an understaffed system that relies so heavily on overtime and staff missing breaks or that simply abandons efforts to meet its service levels. The situation is bad enough in normal times, but during a crisis—including extreme weather events such as this summer’s heatwave—E-Comm is simply unable to handle call volumes. The company needs increased revenue right now in order to address existing problems before they snowball: if real solutions are not reached soon, the problems will become untenable.

Recommendations

We are calling for both an immediate infusion of financial resources into E-Comm and a concerted effort by municipalities to right size operations as soon as possible. Ultimately it is up to municipal government, police, and fire for whom our members dispatch to ensure that E-Comm has the staffing levels and support it needs to provide this critical public service. We seek the support of your council for the following recommendations:

- **Recommendation #1:** That E-Comm receive an immediate financial infusion from all its municipal partners to right size operations, consistent with staffing recommendations laid out in the Price Waterhouse Cooper report commissioned by E-Comm. To address the acute risk to public safety, an immediate increase of \$5 million in 2022 is recommended for the recruitment and retention of call-takers and dispatchers, and the hiring of additional front-line supervisors at a 12:1 ratio to support new staff. To meet the recommended staffing levels outlined in the PWC report, additional annual funding

increases of \$3.75 million are needed in the subsequent four years for a total investment of \$20 million over five years.; and

- **Recommendation #2:** That the funding formula for E-Comm be reimagined so that it better reflects inflationary realities of operations and creates room to pre-empt a crisis.

With public safety at stake, there is an urgent need for stabilized funding to hire additional staff and mitigate the extreme stress of dispatchers and call takers.

WHAT IS E-COMM?

- Established in 1999, E-Comm is a non-profit corporation governed under the Emergency Communications Corporations Act. It is owned and governed by various municipal, regional, and provincial emergency services.
- E-Comm owns and maintains the emergency radio system that is used by police, fire, and ambulance services within Metro Vancouver and parts of the Fraser Valley.
- Many of the employees of E-Comm are represented by CUPE Local 8911, with approximately 422 full-time and 94 part-time members based on a 12-month average.



WHAT DOES THE PUBLIC EXPECT?

- When you call 9-1-1, you expect that your call will be answered immediately, that critical information will be gathered accurately, and that you will quickly receive the help that you need.
- When you call the non-emergency line, you expect a knowledgeable and timely response from a call-taker who can support you or direct your call as needed.
- In either case, you expect that the call-takers and dispatchers providing these services can recover between traumatic calls, that they have the necessary psychological supports to overcome trauma, and that they are able to attend to basic bodily functions.

THE PROBLEMS

A report commissioned by E-Comm from the firm Price Waterhouse Cooper outlines the staffing shortage and calls for rightsizing the organization. The report calls for the immediate addition of 125 full-time equivalent staff. Even maximizing the efficiencies outlined in the report as alternate options to adding staff, the authors concede that no less than 45 additional FTEs are needed in a best-case scenario.

- Throughout this year, 9-1-1 Operators have seen service levels deteriorate:
 - In January, we were hearing of wait times (before a call is answered) for police emergency lines of more than 7 minutes, and non-emergency wait times of 63 minutes.

E-COMM'S 9-1-1 AND POLICE CALL-TAKING & DISPATCH SERVICES



9-1-1

- Should be answered in 5 seconds or less
- 1.8 million calls annually
- 99% of 9-1-1 calls in British Columbia



POLICE EMERGENCY LINE

- Should be answered in 10 seconds or less
- 650,000 police emergency calls annually
- 50% of all of B.C.'s police calls to 9-1-1



POLICE NON-EMERGENCY LINE

- Should be answered in 180 seconds or less
- 700,000 police non-emergency calls annually

- In March, we were hearing of police emergency wait times of more than 10 minutes and non-emergency wait times of over 72 minutes.
- During the heatwave in June, we received the worst reports yet of more than 47-minute wait times for the police emergency line and non-emergency wait times of more than 3 hours.
- In August, wait times continued with police emergency wait times reaching more than 21 minutes and non-emergency wait times exceeding five hours.

STAFFING

- Understaffing continues to be a problem for E-Comm, with both recruitment and retention needing improvement.
- In a recent survey of CUPE Local 8911 members (primarily call takers and dispatchers), 54% reported having actively looked for other employment outside of E-Comm in the last year, and an additional 9% planned to begin looking.
- There are significant costs associated with training new staff to work in E-Comm, and many who go through training do not transition into staff roles.
- Retention is often a more cost-effective way to address staffing problems than recruitment and such is the case for E-Comm, especially in consideration of the extensive training required to qualify new staff.

FUNDING

One of the root causes is a deeply flawed funding formula that lacks responsiveness to technological and human resources changes, and that cannot adequately predict crisis situations. Under the current funding structure, 9-1-1 and emergency wait times are increasing and non-emergency service is deprioritized, resulting in significant wait times.

- E-Comm operates using a cost-recovery model based on a cost-sharing fee levy structure: it collects revenue from the regional districts and municipalities that use E-Comm for 9-1-1 services, police services, and fire services.
- This deeply flawed funding formula has resulted in a substantial and ongoing staff shortage that requires current staff to work excessive amounts of overtime, to work without rest breaks, leaving them unable to leave their station to go to the bathroom in a timely manner. Staff report feeling overwhelmed by the cumulative effects of the occupational stress they are exposed to daily.

GOVERNANCE

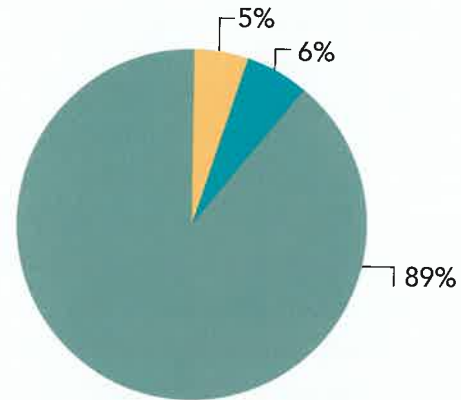
E-Comm is governed by a 22-person board of directors, with representatives from shareholder groups.

- The board is responsible for overseeing the Corporation's strategic direction, finances, and operating results.
- The board also includes representatives from the RCMP, independent police boards, the BC government and independent directors appointed by government.

SURVEY OF CUPE 8911 MEMBERS – KEY RESULTS

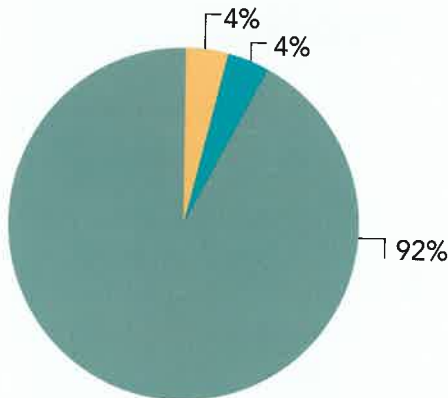
CUPE recently conducted a survey of E-Comm staff represented by Local 8911. The results illustrate the impact of the staffing crisis at E-Comm, and raise the possibility of increased staff turnover.

Does workload impact the level of service you are able to provide?



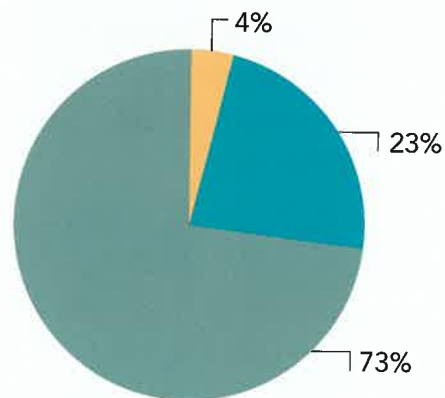
■ Yes
 ■ No
 ■ No, but I plan to start looking for other work

In the past month, have you been negatively impacted by understaffing?



■ Yes
 ■ No
 ■ I don't know

In your opinion, has the quality of service worsened over the last three years?



■ Yes
 ■ No
 ■ I don't know

NON-EMERGENCY CALLS

- E-Comm refers to calls that do not go to 9-1-1 as non-emergency, although there is some confusion among the public about what does and does not constitute an emergency.
- Fees are incurred by E-Comm for failing to meet benchmarks for answering emergency calls within the set parameters. This financial structure is a further inducement to prioritize emergency calls over those that come in through the non-emergency lines.
- This de-prioritization of non-emergency calls has led to a significant increase in wait times, causing a higher number of callers to hang up while on hold. The nature of these calls varies greatly, from actual emergencies to information inquiries and messages left for police.
- In response, E-Comm is considering adjusting expectations or looking at alternatives moving forward, but that should not mean downsizing the service and the public's expectations. **The current situation makes clear that call volumes are unmanageable; adjusting expectations is shorthand for limiting service.**

NEXT GENERATION 9-1-1

- Next Generation 9-1-1 is the modernization from analog to digital or IP-based 9-1-1 services that will revolutionize 9-1-1 service as we know it, enabling 9-1-1 operators to respond to video, photo, and text calls for service through 9-1-1.

- One of the first phases is moving 9-1-1 voice calls to digital or IP-based infrastructure, currently mandated by the CRTC to be completed by March 1, 2022. E-Comm is preparing for this transition and has communicated the need for an additional significant funding commitment from each 9-1-1 service partner into 2022 and beyond.

SOLUTIONS TO E-COMM'S PROBLEMS

Recommendation 1:

E-Comm needs an immediate financial infusion from municipal partners to right size operations, consistent with staffing recommendations laid out in the Price Waterhouse Cooper report.

A serious staffing crisis at E-Comm is at risk of getting worse, and this will only increase risk to the public. The PWC report lays out a series of recommendations, including a call for significant staffing increases. Based on contents of the report, an investment of \$20 million in new funding is needed over the coming five years. It is recommended that this investment begin in 2022 with an additional \$5 million in funding, followed by four consecutive years of \$3.75 million funding lifts to right size the organization by 2027.

While the cost of not acting could have harmful impacts on public health and safety, the cost of meeting the service needs of the public is, as compared to many other municipal finance priorities, relatively minor. In West Vancouver, where E-Comm has advised the West Vancouver Police Board of additional funding requirements for 2022, the increase equates to between \$1.81 and \$2.15 per person. The total increase, between \$76,800 and \$91,200, is negligible in comparison to the impacts on community health and safety. .

In 2020 alone, E-Comm spent \$2,950,000 on overtime, the equivalent of 35 FTEs. This indicates an organization in distress and also points to a source of significant savings. Fixing the funding crisis will better spend public funds by prioritizing recruitment and training of new staff right now and improved working conditions and supports for existing staff. With additional resources, E-Comm can make its current operations sustainable, meet the needs of the public served and represented by its shareholding municipalities, and potentially generate savings to offset future funding needs.



Recommendation 2:

The funding formula for E-Comm must be reimagined so that it better reflects inflationary realities of operations and creates room to pre-empt a crisis.

The funding model of E-Comm does not allow it to be effectively responsive to problems, nor does it create space for disaster preparedness, call surges, or innovation. In an environment that is highly technological, the inability to be responsive creates significant challenges. In this environment, funding challenges can have life or death implications because underfunding and staffing problems directly impact the public in the form of responsiveness to emergency and non-emergency calls.



New Westminster Police Department

REPORT

To: Mayor Coté and Members of the New Westminster Police Board **Date:** January 18, 2022

From: Chief Constable David Jansen **Item #:** 2.6

Subject: Amendment to New Westminster Police Board Governance Manual – Police Board Honorarium

RECOMMENDATION

That the New Westminster Police Board approve the amendment to the Police Board Governance Manual with the addition of “Appendix 11: Police Board Honorarium.”

PURPOSE

The purpose of this report is to formalize the addition of a new appendix to the New Westminster Police Board Governance Manual, which details the rules and circumstances around an honorarium for Police Board members.

BACKGROUND

In April 2021, the City of New Westminster submitted a written proposal to the Special Committee on Reforming the *Police Act* and, within their submission, they recommended that board compensation be considered to allow under-represented people to serve on the police board.

The above recommendation led to the Police Board requesting that a review of this recommendation be completed and has in turn led to the proposed appendix to the Police Board Governance Manual being proposed.

OPTIONS

Option #1 – That the New Westminster Police Board approve the amendment to the Police Board Governance Manual with the addition of “Appendix 11: Police Board Honorarium”.

Option #2 – That the New Westminster Police Board provide staff with other direction.

Staff recommends option 1.

ATTACHMENTS:

1. Report to the Board dated October 12, 2021.
2. Proposed Appendix 11 of Police Board Governance Manual

This report has been prepared by:



Chief Constable David Jansen



New Westminister Police Department

REPORT

To: Mayor Jonathan Coté and Members of the
New Westminister Police Board

Date: October 12, 2021

From: Inspector Andrew Perry

Item #: 3.7

Subject: Police Board Honorarium Proposal

RECOMMENDATION

That the New Westminister Police Board provide direction to the New Westminister Police Department on the amount that an honorarium payment should be and under what circumstances should a Board member be eligible for an honorarium payment.

PURPOSE

The purpose of this report is to inform the members of the New Westminister Municipal Police Board (NWPB) about the issues that will need to be addressed in developing a policy to compensate Board members with an honorarium payment for their time and expenses incurred by the member in the course of carrying out their official Police Board member duties.

This report will also provide a summary of payment rates and policies for other municipal Police Boards in British Columbia.

BACKGROUND

Chief Constable David Jansen requested that Inspector Andrew Perry review the Municipal Police Board compensation policies of other Municipal Police Boards within the Province of BC and provide a report to the NWPB, including a summary of these policies and some draft content for a NWPB honorarium policy.

ACKNOWLEDGMENTS

Inspector Perry would like to recognize and thank Mr. Volker Helmuth, Manager, Legal / Risk Management from the Delta Police Department for sharing his work in this area with the New Westminster Police Department. Mr. Helmuth had already completed a lot of the work that was needed to be done in this area, and some of his thoughts and work have been included in this report.

HONORARIUM VS PER DIEM

An honorarium is a voluntary payment that is given to a person for services for which fees are not legally or traditionally required. Honoraria are typically used to help cover costs for volunteers or guest speakers and may be considered taxable income.

An honorarium is a different type of payment than a per diem, which is a daily allowance paid to employees or consultants to cover business trip expenses, like a hotel stay, travel, and food^{1,2}.

It would appear that the term honorarium is the most suitable classification for this type of compensation for Board members².

COMPENSATION RATES IN BRITISH COLUMBIA

The following municipal Police Boards in British Columbia receive some form of Honorarium payment or Per Diem: Vancouver, Delta, New Westminster, SCBCTAPS, Victoria and Nelson.

Table of Police Board Per Diem/Honorarium Rates in British Columbia²:

Board	Regular Board /Committee Meeting	If over 4 hours	Annual Compensations
Vancouver	\$273	\$548	None
Delta	\$273	\$548	None
SCBCTAPS	<ul style="list-style-type: none"> • No per diem is paid for meetings under 2 hours • \$401 - per diem for attendance at Board or Committee meetings that are a minimum of 2 hours • \$172 - for attendance by conference call 	N/A	<ul style="list-style-type: none"> • \$5000 – Chair • \$2500 - Committee Chair (for standing Committees of the Board)
Victoria	<ul style="list-style-type: none"> • \$100 (under 2 hours) • \$175 (2-4 hours) 	\$250 (4-8 hours)	None

New Westminster	None Note: \$100 per diem for attendance at BCAPB and CAPG meetings, and can submit for reimbursement of expenses for travel/training	None	None
Nelson	None Note: Members receive a per diem for travel to Conferences based on City of Nelson amounts \$70 full day; \$15 breakfast; \$20 lunch; \$35 dinner; mileage at 0.59	None	None

DISCUSSION

Honorariums are paid to give due recognition to a Board members' commitment, i.e., the giving of their expertise, effort and time, to the oversight and betterment of the Department.

It would appear that the regular Board meeting rates [in Vancouver, Delta and SCBCTAPS policies] are intended to reflect the Board members' required time commitment [ie. less than and more than four hours], but some meetings may be scheduled for just one hour, yet attract the same rate as a regular Board meeting routinely scheduled for four hours². Should there be additional hourly rate tiers for meeting compensation [ie. Less than 2 hours, less than 4 hours, 4 hours or more]?

Vancouver, Delta and SCBCTAPS Boards have a lesser rate of \$150 to attend BC Association of Police Boards (BCAPB) and Canadian Association of Police Boards (CAPB) meetings and New Westminster has a rate of \$100, although it is understood that these meetings can be lengthy in time. These meetings, however, are intended to be for educational reasons for Board members as opposed to activities where Board members are carrying out their official core Police Board duties.

In the Vancouver and Delta policies, some of the other related meetings and activities that have the lowest \$50 payment rate are quite variable and can be as long as regular Police Board meetings. If rates are not logically based on Board members' required time commitment, it may be that "effort" is also intended to be recognized and provides a partial rationale for the differing rates; but, again, the effort associated with the various activities is highly variable among the various rate categories. The SCBCTAPS policy is much simpler and focuses only on official Police Board meetings and does not compensate for other activities such as ride-a-longs, Chief Constable Performance review, Board member interviews, etc.²

At the same time, given that neither "time" nor "effort" is recognized in a clearly discernable manner in the current lists of payment entitlements in the Vancouver and Delta policies, whereas the SCBCTAPS policy does focus more on time taken.²

CONSIDERATIONS

Based on the review of the compensation policies from SCBCTAPS, Vancouver, and Delta, the New Westminster Police Board should consider the following key honorarium policy issues:

1. Should Board members be eligible for an honorarium payment for only core official Police Board meetings or should they also be eligible for other related meetings and activities which are related to a Board member's official capacity?
2. Should there be additional hourly rate tiers for meeting compensation [ie. Less than 2 hours, less than 4 hours, 4 hours or more] to be able to better capture the actual amount of time commitment for payment?
3. How long do you need to attend the meeting for to be eligible for an honorarium [ie. Board member needs to leave early]?
4. Should there be a difference in the honorarium rate for in-person vs virtual/conference call meetings?

FINANCIAL IMPLICATIONS

The following cost estimate for implementing an honorarium payment with the assumptions in option #1 (below) has been provided to see the potential financial implications of implementing an honorarium payment policy for Board members:

BOARD MEMBERS (MAYOR EXCLUDED)	BOARD MEETINGS PER YEAR	4 HOURS OR LESS (\$273)
4	11	\$12,012
5	11	\$15,015
6	11	\$18,018

OPTIONS

Inspector Perry suggests the following options:

Option #1 – The NWPB policy includes honorarium payments for:

- Only core NWPB official meetings (consistent with SCBCTAPS Police Board policy).
- A payment amount of \$273 for in person meetings four (4) hours or less (consistent with the Police Boards from Vancouver and Delta).
- For virtual attendance or by conference call the rate will be \$137 (50% of \$273) for meetings four (4) hours or less.
- Meetings next to each other are treated as one meeting for the purposes of an honorarium.

Option #2 – The NWPB policy includes honorarium payments for:

- Core NWPB official meetings and a payment amount \$273 for meetings four (4) hours or less (consistent with the Police Boards from Vancouver and Delta).
- This option would also include other honorarium payment rates for other related meetings and activities which are related to a Board member's official capacity (consistent with the Police Boards from Vancouver and Delta).
- For virtual attendance or by conference call the rate will be \$137 (50% of \$273) for meetings four (4) hours or less.
- Meetings next to each other are treated as one meeting for the purposes of an honorarium.

Option #3 – The NWPB create a more customized policy consistent with the policies of those municipal police boards across the Province of BC not just the Lower Mainland.

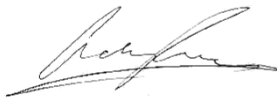
RECOMMENDATION

The Senior Management Team recommends option 1.

ATTACHMENTS

1. NWPB Honorarium Policy DRAFT - The draft was created to be consistent with the policies of the Vancouver, Delta and SCBCTAPS Police Boards. It currently includes option 1 and option 2 information.

This report has been prepared by:



Inspector Andrew Perry

REFERENCES

1. Retrieved from <https://www.investopedia.com/terms/h/honorarium.asp> on October 8, 2021.
2. Helmuth, Volker – Discussion of Honorarium Policy Options – Delta Police Department – September 2021.

APPENDIX 11: New Westminster Municipal Police Board Honorarium

1. ELIGIBILITY

Members of the Police Board, other than the Mayor as Chair, are eligible to receive an honorarium.

2. PURPOSE

The honorarium is a token payment designed to express appreciation for voluntary hours and to cover out-of-pocket and incidental expenses (e.g. parking, transportation, printing costs, cell phone, telephone, and child care) incurred by the member in the course of carrying out their Board duties. The honorarium is not designed to compensate a Board member for actual hours worked.

3. HONORARIUM RATE REVIEW

The honorarium will be reviewed by the Board annually. Provided the Board is satisfied that the honorarium rate remains appropriate and in line with similar boards, the rate may be adjusted at the time of review to ensure it is equivalent to the previous year's honorarium plus an increase in line with inflation.

4. BOARD MEETING HONORARIUM RATES

Effective January 1, 2022, the following honorarium rates will apply for Board meetings:

- a) \$273 per meeting of four hours or less and \$548 per meeting of four to eight hours. If the Board meets for more than eight hours consecutively, a further honorarium will be paid.
- b) Meetings that occur next to each other, on the same date, will be considered as one continuous meeting.

5. ELIGIBLE MEETINGS FOR HONORARIUM

The Board meeting honorarium will be paid for attendance at:

- a) Official regular and in-camera Board meetings.
- b) Official Board workshops organized by the Board (e.g. annual Strategic Planning workshop).
- c) Official meetings for Board members who are serving on the Board of Directors for the Canadian Association of Police Governance (CAPG) or BC Association of Police Boards (BCAPB).
- d) Other special official meetings determined by the Board; and,

- e) Attendance at an eligible meeting may be in-person, via tele-conference call or by virtual attendance.

6. MINIMUM MEETING LENGTH AND ATTENDANCE

Eligible Board Meetings must be at least 30 minutes in length to qualify for the honorarium and Board members must attend eligible meetings for at least 30 minutes to qualify for the honorarium.

7. HONORARIUM RATES FOR OTHER MEETINGS AND ACTIVITIES

The following other meetings and activities will be eligible for an honorarium:

- a) A honorarium of \$150 will be paid for:
 - i) Attendance at CAPG Conferences or Annual Governance Summits.
 - ii) Attendance at BCAPB Conferences or Annual General Meetings.
 - iii) This honorarium is for Board members who are not on the Board of Directors, nor acting in their official capacity during these meetings/activities (i.e. attendance is for education reasons).
- b) A further honorarium of \$100 will be paid, to any Board member, for any day necessarily spent travelling (outside the Lower Mainland or Vancouver Island) before or after these meetings. This is in addition to per diem payments for travel and meals made under the NWPD's travel policy.
- c) Other similar activities arranged and approved by the Board Office.

8. ATTENDANCE IN AN OFFICIAL CAPACITY AT SOCIAL EVENTS

Honorariums are not paid for attendance at social events. In the course of a year, Board members may be invited to various social events in their official capacity. For some of these events there is a charge for attendance. Such events include, but are not limited to, the NWPD Mess Dinner, and the NWPD Fall Social. The cost of a Board member's tickets to social events will be borne from the Board budget where all the following apply:

- a) Board members have been invited in their official capacity.
- b) The event takes place in New Westminster.
- c) The event is directly related to the work of the Board or the NWPD.

Exclusions:

- d) Where events are primarily for the purposes of fundraising, tickets will not be paid from the Board budget.

- e) Tickets for partners or other accompanying persons will not be paid from the Board budget.

9. OTHER MEETINGS AND ACTIVITIES NOT ELIGIBLE FOR HONORARIUM

The following meetings and activities will not be eligible for an honorarium:

- a) Participation at social events or awards/recognition ceremonies other than those eligible social events referred to in paragraph 8.
- b) Informal meetings with Board and NWPD staff.
- c) Externally organized workshops and events, unless specifically authorized by the Board based on the level of work and responsibility involved and the benefit to the Board of having the member participate.
- d) Travel time to or from meetings except for those referred to in paragraph 7.
- e) Extraordinary childcare expenses will not normally be eligible for an honorarium however these expenses will be reviewed on a case-by-case basis by the Board.

10. HONORARIUM SUBMISSION FOR PAYMENT

The Board member is responsible for requesting an honorarium payment by submitting a City of New Westminster Travel Expense Report (see [Appendix 2](#)) to the Finance Supervisor of the NWPD by the end of each month. Board members will receive a T4A tax form at Year End and are responsible for the payment of any taxes.

11. RECORD KEEPING

The NWPD will keep records of all payments made to Board members.



New Westminster Police Department

REPORT

To: Mayor Coté and Members of the New Westminster Police Board
Date: January 18, 2022

From: Deputy Chief Constable Paul Hyland
Item #: 2.7

Subject: NWPD Sanctuary City Guidelines

RECOMMENDATION

That the New Westminster Police Board approve the proposed guidelines that are in support of the City of New Westminster's Sanctuary City Policy

PURPOSE

The purpose of this report is to provide the New Westminster Police Board (the Board) with an overview of the City of New Westminster's Sanctuary City Guidelines, along with recommendations on how the Board and the New Westminster Police Department (NWPD) should move forward on supporting the City policy with its own internal guidelines.

BACKGROUND

On February 25, 2019, New Westminster City Council adopted the following motion:

***THAT** Council direct staff to develop a draft Sanctuary City Policy and Implementation Plan, with the input of the Multiculturalism Advisory Committee and Welcoming and Inclusive New Westminster Local Immigration Partnership and report back to Council.*

The intent of this Sanctuary City Policy was to support New Westminster community members with uncertain, precarious, undocumented, refugee or no immigration status to access City facilities, programs and services with the knowledge that City of New Westminster staff will not ask for information about their immigration status and will not provide information about immigration status to other levels of government.

The topic of Sanctuary City was formally discussed at joint Police Board and City Council meetings in May and October of 2019, which included presentations by City staff and dialogue on the scope and intent of the policy.

Deputy Chief Constable Paul Hyland and Inspector Diana McDaniel were engaged with City staff on this process with the understanding that the Police Board would ultimately be responsible for approving any new policy or guidelines that would affect the Police Department on this issue.

On July 12, 2021, City Council unanimously passed the *City of New Westminster Sanctuary City Policy: Access to City Facilities, Programs and Services for all Community Members, Regardless of Immigration Status*.

This new City policy was again discussed by the Board on July 20, 2021. Chief Constable Jansen updated the Board and advised that NWPD Staff would be producing a report on recommended NWPD policy or guidelines that would support the City's policy.

DISCUSSION

City Policy

The policy statement of the City of New Westminster's Sanctuary City Policy reads as follows:

"The City of New Westminster places high value on the principles of equality and equity and the rights of all community members, regardless of immigration status, to access City facilities, programs and services.

The intent of this policy is to support New Westminster community members with uncertain, precarious, undocumented, refugee or no immigration status to access City facilities, programs and services with the knowledge that the City of New Westminster will not ask for information about immigration status and will not provide information about immigration status to other institutions or orders of government."

As stated, the policy "...applies to facilities, programs and services directly provided by the City of New Westminster." And will "...guide the actions of the City, including elected officials, City staff, City volunteers and contractors or consultants providing services on behalf of the City, and Fire and Rescue Services."

It was also clarified in the policy that "The New Westminster Police Department will be developing their own policy and/or guidelines in support of the objectives of this policy, which will go to their Police Board for approval."

The specific policy provisions included:

- a) *Access to City facilities, programs and services is not dependent on immigration status.*

- b) *Welcome persons of all immigration statuses, including uncertain, precarious, undocumented, refugee or no immigration status, into the community through access to City facilities, programs and services.*
- c) *Treat persons of all immigration statuses, including uncertain, precarious, undocumented, refugee or no immigration status, with respect and dignity when accessing City facilities, programs and services.*
- d) *Improve access for persons of all immigration statuses, including uncertain, precarious, undocumented, refugee or no immigration status, to City facilities, programs and services, by not asking for information about immigration status and not providing information about immigration status to other institutions or orders of government.*
- e) *City policies and procedures to be consistent with the Sanctuary City policy.*

In the Canadian context, similar policies typically refer to the removal of barriers for individuals with precarious, unknown or no immigration status in Canada so that they can access municipal facilities, programs and services, and to feel welcome while doing so. These policies are often referred to as “access without fear” policies, intended to create safe and welcoming experiences for all individuals, regardless of their immigration status.

Sanctuary City policies are also sometimes referred to as “don’t ask/don’t tell” policies. “Don’t ask” highlights that individuals will not be asked about their immigration status when accessing municipal facilities, programs and services, and “don’t tell” highlights that if information about immigration status is disclosed, that the information will not be shared with other government agencies.

NWPD Community and Stakeholder Engagement

The City process of research and engagement which involved both Deputy Chief Hyland and Inspector McDaniel, included the following (note: the Covid-19 Pandemic imposed some significant delays in the engagement schedule):

1. Literature review of other Canadian cities with similar policies (Edmonton, London, Montreal, Vancouver, Hamilton and Toronto).
2. Ongoing Engagement with the City’s Multiculturalism Advisory Committee.
3. Public Open House (March 2020)
4. Online Survey (March-June 2020)
5. Virtual Stakeholder Workshop (April 2021)
6. Lived Experience Workshop (June 2021)

Some key themes emerged through the engagement process including:

1. Individuals from affected communities reviewing the policy;
2. The Police policy aligning with the City policy;

3. Ensuring that all community members feel welcome when accessing the City;
4. Ensuring adequate focus and resources on implementing the policy;
5. Developing training and communications materials with affected communities; and,
6. Companion anti-racism training.

During the research and engagement process, it was determined that the City of Vancouver and the Vancouver Police Department (VPD) had previously engaged in a similar exercise. In 2016, the City of Vancouver passed an Access to City Services without Fear Policy, similar in scope and intent to the one recently approved in New Westminster.

Subsequent to this, the VPD conducted a series of consultations with stakeholders and developed guidelines that supported the spirit and objectives of the Vancouver City policy. These guidelines were intended to provide assurance to victims, witnesses and complainants that their immigration status would not be of a primary concern to the VPD or disclosed to the Canada Border Services Agency (CBSA) unless “bona fide” reasons existed to do so.

The Immigration and Refugee Protection Act

The *Immigration and Refugee Protection Act* (commonly referred to as IRPA) is a Federal enactment of Parliament which creates a foundation for immigration policies, processes and procedures.

Municipal police officers have authority under IRPA which falls into two main categories:

1. Section 55 (2) of the Act provides authority for an arrest without warrant and reads as follows:

Arrest and detention without warrant

(2) An officer may, without a warrant, arrest and detain a foreign national, other than a protected person,

(a) who the officer has reasonable grounds to believe is inadmissible and is a danger to the public or is unlikely to appear for examination, an admissibility hearing, removal from Canada, or at a proceeding that could lead to the making of a removal order by the Minister under subsection 44(2); or

(b) if the officer is not satisfied of the identity of the foreign national in the course of any procedure under this Act.

2. Sections 142 and 143 of the Act provide the authority for an arrest with a warrant and read as follows:

Duties of peace officers to execute orders

142 Every peace officer and every person in immediate charge or control of an immigrant station shall, when so directed by an officer, execute any warrant or written order issued under this Act for the arrest, detention or removal from Canada of any permanent resident or foreign national.

Authority to execute warrants and orders

143 A warrant issued or an order to detain made under this Act is, notwithstanding any other law, sufficient authority to the person to whom it is addressed or who may receive and execute it to arrest and detain the person with respect to whom the warrant or order was issued or made.

Currently, there are no specific formal provisions or guidelines governing situations in which NWPD members handle immigration related matters. As municipal police officers, NWPD members have the authority to enforce the *Immigration and Refugee Protection Act* which includes the ability to arrest individuals who have arrest warrants under the Act and also the ability to arrest persons without warrant found violating the Act.

To provide some level of context on how prevalent this issue is in New Westminster, between 2019 and 2021 the NWPD taken approximately 65,000 calls for service. During this same time, NWPD members opened 10 IRPA related files (roughly 0.02% of all police calls for service), resulting in four arrests. Of the four arrests, none were complainants, witnesses or victims seeking police assistance.

NWPD Mandate and Current State

The primary mandate of the NWPD is to maintain public safety in New Westminster. This is accomplished through sworn members engaging in the execution of their common law and statutory duties, preserving the peace, protecting life and property, preventing crime, enforcing the law, and apprehending offenders. In the situation at hand, it is important that the NWPD strike the appropriate balance between supporting the principles of the City's Sanctuary City policy while also maintaining our public safety mandate.

The NWPD prides itself on its level of integrity, empathy and compassion for all members of the community. NWPD staff have a responsibility to perform their duties with professionalism and to display ethical behaviour in everything they do. It is expected that all staff, both sworn and civilian, will ensure their actions and behaviours do not discriminate against any person on the grounds of their race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, or any other similar factor.

The implementation of a Sanctuary City policy or guidelines presents some unique challenges to the NWPD, given its law enforcement function. It is therefore important to differentiate between those who wish to access police services as complainants, witnesses or victims, and those that come into contact with the police while being investigated for offences under Federal, Provincial or Municipal

laws. It is certainly the desire of the NWPD that anyone requiring our services feels safe in doing so, while at the same time ensuring we continue to maintain community safety.

NWPD Relationship with Canada Border Services Agency (CBSA)

The NWPD performs its public safety mandate in part by utilizing relationships with other law enforcement agencies such as CBSA with which there is no formal agreement or MOU. In the rare instances that NWPD members find themselves in an IRPA related investigation or arrest, CBSA is contacted by the investigating member for further direction, similar to other law enforcement partners.

During the engagement process, there was some opinion expressed that the NWPD should cease any enforcement of IRPA and not engage in any information sharing with the CBSA. With respect, a complete cessation of IRPA related enforcement and contact with CBSA would not appear to be a viable option given the lawful duties required to be performed by police officers. While police officers certainly maintain discretion when performing their lawful duties, to direct them to ignore a law or a power of arrest that they are duty bound to enforce would be problematic, and the same challenges noted in the VPD report from 2018 would also apply to the NWPD:

“The VPD cannot relinquish powers of arrest and agree to never work with the CBSA – particularly when it comes to a person who may be a legitimate threat to public safety. The effect of completely detaching partnerships would negatively impact important work such as cross-border investigations, human trafficking, organized crime, drug trafficking, etc.”

Recommended Guidelines

Community members with uncertain, precarious, undocumented, refugee or no immigration status often live in fear of being discovered and removed from the country. This fear may be such that it would prevent them from contacting police, even in situations where police involvement is required. This barrier may be further exacerbated for persons who have come to Canada from countries where policing is seen as unreliable or even corrupt, or where their culture stigmatizes access or reporting to policing services.

The NWPD needs to strike a balance so that those who are legitimately seeking police assistance can do so without fear, while at the same time ensuring it continues its public safety mandate. The proposed guidelines will provide reassurance to community members with uncertain, precarious, undocumented, refugee or no immigration status who are victims, witnesses, or complainants, that their immigration status will not be inquired into or further disclosed unless there is a lawful, legal or public safety reason for doing so. At the same time, these guidelines would not unduly restrict NWPD members from performing their lawful duties when it comes to persons who are being investigated for offences under Federal, Provincial or Municipal laws.

CONCLUSION

Maintaining public safety in New Westminster is the primary responsibility of the NWPD. In support of the spirit and objectives of the City of New Westminster Sanctuary City policy, the proposed NWPD guidelines provide access to police services to victims, witnesses, and complainants, while maintaining the NWPD's public safety obligations. The NWPD recommends that the Board approve these proposed guidelines.

If approved, the NWPD will ensure that all staff are made aware of the guidelines and the expectations required, and provide any additional training that may be required to ensure full understanding and compliance.

OPTIONS

Option # 1 – That the New Westminster Police Board approve the proposed guidelines that are in support of the City of New Westminster Sanctuary City Policy.

Option # 2 - That the New Westminster Police Board provide input on possible revisions to the proposed guidelines.

Staff are recommending Option # 1

ATTACHMENTS:

1. Proposed NWPD Guidelines on Sanctuary City
2. City of New Westminster Report to Council - Sanctuary City Policy

This report has been prepared by:



Deputy Chief Constable Paul Hyland



REPORT

Development Services

To: Mayor Côté and Members of Council **Date:** 7/12/2021

From: Emilie K Adin, MCIP **File:** 13.2630.10
Director of Development Services **Item #:** 260/2021

Subject: **City of New Westminister Sanctuary City Policy: Access to City Facilities, Programs and Services for All Community Members, Regardless of Immigration Status**

RECOMMENDATION

THAT Council endorse the City of New Westminister Sanctuary City Policy: Access to City Facilities, Programs and Services for All Community Members, Regardless of Immigration Status.

THAT Council endorse the recommended actions for implementation phase one and phase two as contained under the 'Next Steps' section of this report.

THAT Council direct staff to include \$5000 in the 2022 budget process for ongoing implementation of the Sanctuary City Policy through the Diversity, Equity, Inclusion and Anti-Racism Framework.

EXECUTIVE SUMMARY

Council, at its Regular Meeting of February 25, 2019, directed staff to develop a Sanctuary City Policy and Implementation Plan with the input of the City's Multiculturalism Advisory Committee and the Welcoming and Inclusive New Westminister Local Immigration Partnership Council.

In spring 2019, City staff initiated a collaborative process to develop a draft Sanctuary City Policy with the Multiculturalism Advisory Committee and the Welcoming and Inclusive New Westminister Local Immigration Partnership Council, which included case study

research, policy development, community and stakeholder engagement, and consultation with individuals with lived and/or living experience of no or precarious immigration status. With the completion of the Sanctuary City Policy, staff is seeking Council endorsement of the policy and the recommended actions for implementing the policy.

PURPOSE

The purpose of this report is fourfold: (1) to update Council on the process to develop the Sanctuary City Policy; (2) to outline next steps for implementing the policy, including staff training, education, public awareness, and communications; (3) to recommend that Council direct staff to include \$5000 in the 2022 budget process for ongoing implementation; and, (4) to seek Council's endorsement of the Sanctuary City Policy.

POLICY CONTEXT

For information on the policy context, please refer to Attachment 1.

BACKGROUND

Previous Council Direction

At the Council Meeting of February 25, 2019, Council adopted the following motion:

***THAT** Council direct staff to develop a draft Sanctuary City Policy and Implementation Plan, with the input of the Multiculturalism Advisory Committee and Welcoming and Inclusive New Westminster Local Immigration Partnership and report back to Council.*

At the Council Meeting of January 28, 2019, Council adopted the following motion:

***THAT** Council direct city staff to do a report on the feasibility of making New Westminster a Sanctuary City.*

***THAT** this report be vetted through the Multiculturalism Advisory Committee for discussion and review.*

Sanctuary City Policies

In Canada, Sanctuary City policies typically refer to interventions that remove barriers for individuals with no or precarious immigration status to access municipal facilities, programs and services and to feel welcome while doing so. These policies are commonly referred to as "access without fear" policies, highlighting the fundamental principle of striving to create safe and welcoming experiences for all individuals regardless of their immigration status. Sanctuary City policies are also sometimes referred to as "don't ask/don't tell" policies.

“Don’t ask” highlights that individuals will not be asked about their immigration status when accessing municipal facilities, programs and services, and “don’t tell” highlights that if information about immigration status is disclosed, that the information will not be shared with others unless required by the law.

Demonstrated Need for A Policy

While most people enter and stay in Canada through government processes, there are some who are here with uncertain, precarious, undocumented, refugee, or no immigration status. This includes temporary foreign workers whose work permits have expired, people with a sponsorship breakdown resulting from a marital separation, students who overstay their study or work permits, and individuals who have had their status taken away, been coerced by human traffickers, or had their refugee claim denied.

Like many other municipalities in Metro Vancouver, New Westminster is home to many immigrants and refugees. In 2016, over one in three residents (35%) were immigrants, of which approximately 10% were refugees. While there are few reliable statistics at the provincial and municipal levels on individuals with no or precarious immigration status, there is estimated to be upwards of 1.6 million Canadians who do not have citizenship or permanent resident status, with this including temporary foreign workers, international students, and individuals with no or precarious status (Migrant Workers Alliance for Change).

PROPOSED SANCTUARY CITY POLICY

The proposed City of New Westminster Sanctuary City Policy: Access to City Facilities, Programs and Services for All Community Members, Regardless of Immigration Status, is included as Attachment 2. The Sanctuary City Policy was developed through an extensive engagement process (see Development of Proposed Policy Section), which included feedback from individuals with lived and/or living experience of no or precarious immigration status, which was closely considered to ensure that the policy reflects their voices.

The intent of the Sanctuary City Policy is to support New Westminster community members with uncertain, precarious, undocumented, refugee or no immigration status to access City facilities, programs and services with the knowledge that the City of New Westminster will not ask for information about their immigration status and will not provide information about immigration status to other institutions or orders of government.

Summary of Sanctuary City Policy Provisions

- Applies to facilities, programs and services directly provided by the City of New Westminster; guiding the actions of the City, including elected officials, City staff, City volunteers, and contractors or consultants providing services on behalf of the City, including Fire and Rescue Services, but excluding The New Westminster Police Department which will develop an independent policy, to be approved by the Police Board.
- City facilities, programs and services will welcome, treat with respect and dignity, and improve access for persons of all immigration statuses.
- The City will accept various forms of identification, keeping identification records strictly confidential and solely for the purposes for which it is collected, will not request or gather personal information concerning immigration status, and will not share immigration status to other authorities unless required by law.
- City policies and procedures to be consistent with Sanctuary City Policy.

DISCUSSION

Development of the Proposed Policy

The process to develop the City's Sanctuary City Policy and implementation provisions was a collaborative one with the City's Multiculturalism Advisory Committee, the WINS Local Immigration Partnership Council, a group of individuals with lived and/or living experience of no or precarious immigration status, and non-profit organizations working with individuals with no or precarious immigration status. The process, including consultation, is outlined in Attachment 3, and included: Case Study Review (March/April 2019); Policy Development with MAC and WINS LIP (May 2019 to June 2021); Inter-Departmental Review (November 2019 - ongoing).

Key Themes

Key themes that emerged through the process included the importance of:

- individuals from affected communities reviewing the policy;
- the NW Police policy aligning with the City policy;
- ensuring that all community members feel welcome when accessing the City;
- ensuring adequate focus and resources on implementing the policy;
- developing training and communications materials with affected communities; and,
- companion anti-racism training.

Implementation Objectives

The case study review of other Canadian municipalities with Sanctuary City or similar policies highlighted that municipal implementation of these policies can be challenging. Reasons cited include limited resources, lack of knowledge about such policies, unconscious and conscious bias and discrimination, and the limited powers of Canadian municipalities over policing and immigration.

The following key objectives will guide the implementation of the City of New Westminster Sanctuary City Policy:

- Inform and educate community members about the policy, how it aligns with the City's priorities, what it is, why it is important, and how it affects them.
- Inform, educate and train City staff about the policy provisions and how to apply the provisions in their day-to-day jobs so that all community members, regardless of their immigration status, know they are welcome to access City facilities, programs and services and that they will not be asked about immigration status when doing so.
- Align the policy, especially training and public awareness, with the City's Diversity, Equity, Inclusion and Anti-Racism Framework (currently underway) including anti-racism training for all City staff anticipated to start in late 2021.
- Collaborate with the Welcome Centre as a key resource for information about the policy and with local non-profit settlement and social service organizations.

NEXT STEPS

Implementation

The implementation approaches presented below were reviewed and updated with input collected at the workshop with individuals with lived and/or living experience of no or precarious immigration status, the Multiculturalism Advisory Committee and WINS Local Immigration Partnership.

Sanctuary City Policy

If Council endorses the Sanctuary City Policy, staff propose two phases for implementation, detailed in Attachment 4, with the following steps:

Phase 1

- Staff Training and Education (July – September 2021)
- Communications and Public Awareness (July – September 2021)
- Language about intent of the Sanctuary City Policy will be added to City contracts with third parties, such as consultants and contractors, and to the City's Community Grants application form.

Phase 2

- Communications and Public Awareness (Fall / Winter 2021)
- Staff Training and Education, including anti-racism training, as part of the Diversity, Equity, Inclusion and Anti-Racism Framework (Winter 2021)
- Reporting and Evaluation (Winter 2021)
- Identification Bank

Staff training and education on the Sanctuary City Policy will also be included as part of the Corporate Training Program administered by the Human Resources Department.

INTER-DEPARTMENTAL LIAISON

The Development Services Department is working with all City Departments on the implementation of the Sanctuary City Policy and working closely with the Human Resources Department on staff training and education and the Communications Department on the Public Awareness and Education component of the implementation plan.

FINANCIAL IMPLICATIONS

The City's Development Services Department, as part of its 2021 Operating Budget, has allocated \$5,000 for implementation related to the Sanctuary City Policy. Staff is recommending that an amount of \$,000 be included in the 2022 budget process in order to cover costs related to ongoing implementation through the Diversity, Equity, Inclusion and Anti-Racism Framework.

OPTIONS

The following options are presented for Council's consideration:

1. That Council endorse the City of New Westminster Sanctuary City Policy: Access to City Facilities, Programs and Services for All Community Members, Regardless of Immigration Status.
2. That Council endorse the recommended actions for implementation phase one and phase two as contained under the 'Next Steps' Section in this report.
3. That Council direct staff to include \$5000 in the 2022 budget process for ongoing implementation of the Sanctuary City Policy through the Diversity, Equity, Inclusion and Anti-Racism Framework.
4. That Council provide staff with other direction.

Staff recommends options 1, 2 and 3.

ATTACHMENTS

Attachment 1: Policy Context

Attachment 2: Proposed Sanctuary City Policy

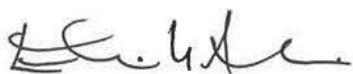
Attachment 3: Policy Development Process

Attachment 4: Implementation

This report has been prepared by:
Claudia Freire, Housing Social Planner

This report was reviewed by:
Jackie Teed, Senior Manager of Development Services

Approved for Presentation to Council



Emilie K Adin, MCIP
Director of Development Services



Lisa Spitale
Chief Administrative Officer



Attachment 1
Policy Context

POLICY CONTEXT

Council Strategic Plan: 2019-2022

The *Council Strategic Plan: 2019-2022* (July 8, 2019) includes the following key directions:

- *Create a welcoming, inclusive, and accepting community that promotes a deep understanding and respect for all cultures.*
- *Apply a social equity lens throughout the organization to ensure that all residents can access, participate in, and benefit from City facilities, infrastructure, programs, and services.*

Official Community Plan

The *Official Community Plan* (2017) includes the following four policies under Community and Individual Wellbeing.

Policy 1.2 Create a community that is welcoming, inclusive and accepting of people with different backgrounds, cultures and lifestyles.

Policy 1.4 Encourage social connectedness, neighbourliness and community building.

Policy 1.5: Facilitate and support civic engagement, including with at-risk, marginalized and vulnerable populations.

Policy 1.7: Create a safe community for residents, students, visitors and workers.

Safe Harbour Program

The City received certification under the *Safe Harbour Program* in 2013, which included staff training in the following areas:

- *Increased awareness of the various dimensions of diversity that exist in the workplace and community;*
- *Critical reflection and understanding of stereotyping; and,*
- *Preparedness to address discrimination on the spot.*

Multiculturalism Policy

The City's *Multicultural Policy* (2008) includes the following statements:

- *The City of New Westminster recognizes and values the ethno-cultural diversity of its people and strongly believes that this diversity is a source of enrichment and strength;*
- *The City of New Westminster promotes understanding, sensitivity and positive attitudes towards people of different ethno-cultural backgrounds, amongst municipal politicians, staff and committees, and in the community; and,*
- *The City of New Westminster supports equality and the rights of all people to access municipal programs and services*



Attachment 2

Proposed Sanctuary City Policy

PROPOSED SANCTUARY CITY POLICY

City of New Westminster Sanctuary City Policy: Access to City Facilities, Programs and Services for All Community Members, Regardless of Immigration Status

A. POLICY STATEMENT

The City of New Westminster places high value on the principles of equality and equity and the rights of all community members, regardless of immigration status, to access City facilities, programs and services.

The intent of this policy is to support New Westminster community members with uncertain, precarious, undocumented, refugee or no immigration status to access City facilities, programs and services with the knowledge that the City of New Westminster will not ask for information about immigration status and will not provide information about immigration status to other institutions or orders of government.

B. POLICY APPLICATION

This policy applies to facilities, programs and services directly provided by the City of New Westminster.

This policy will guide the actions of the City, including elected officials, City staff, City volunteers and contractors or consultants providing services on behalf of the City, and Fire and Rescue Services.

The New Westminster Police Department will be developing their own policy and/or guidelines in support of the objectives of this policy, which will go to their Police Board for approval.

C. DEFINITIONS

Immigration Status: The legal means through which an immigrant can remain in Canada. An immigrant is a non-citizen who has been granted the right to live in Canada permanently or temporarily by federal immigration authorities. This includes those who have come through various immigration pathways, such as a refugee, student, temporary worker, or visitor.

Uncertain Immigration Status: Refers to individuals who may have a pending status and/or unknown immigration status. This could include an individual who has received a negative decision on their application to stay in Canada and is actively appealing that decision.

Precarious Immigration Status: Refers to individuals who do not have permanent immigration status and who may be at risk of losing their temporary status or who have lost their legal immigration status through various means. Precarious status in Canada can include temporary workers, students and refugee applicants, as well as people who have overstayed their visa and permits, denied refugee claimants and undocumented entrants.

Undocumented: An individual who does not have formal or legal status to reside in Canada. Undocumented individuals may have entered Canada either voluntarily or through coercion without any legal documentation or visa, or may have entered Canada with a visa that has since expired or been revoked.

No Immigration Status: A person who has entered and/or remains in Canada without the permission of the federal government.

Refugee: A person forced to flee from persecution for reasons of race, religion, nationality, or membership of a particular social group or political opinion.

D. POLICY PROVISIONS

1. Access to City Facilities, Programs and Services

- a) Access to City facilities, programs and services is not dependent on immigration status.
- b) Welcome persons of all immigration statuses, including uncertain, precarious, undocumented, refugee or no immigration status, into the community through access to City facilities, programs and services.
- c) Treat persons of all immigration statuses, including uncertain, precarious, undocumented, refugee or no immigration status, with respect and dignity when accessing City facilities, programs and services.
- d) Improve access for persons of all immigration statuses, including uncertain, precarious, undocumented, refugee or no immigration status, to City facilities, programs and services, by not asking for information about immigration status and not providing information about immigration status to other institutions or orders of government.
- e) City policies and procedures to be consistent with the Sanctuary City policy.

2. Identification, Privacy and Reporting

- a) City staff will not request or gather personal information concerning immigration status in the course of providing City services or when community members are accessing City facilities and programs, and identification will be requested only when necessary.
- b) A variety of forms of identification will be accepted.
- c) Records of identification provided to City staff will be kept strictly confidential and used solely for the purposes for which intended.
- d) City staff will not report immigration status to the New Westminster Police Department (NWPD), Royal Canadian Mounted Police (RCMP), or Canadian Border Services Agency (CBSA) unless required by law.

E. IMPLEMENTATION PROVISIONS

1. Training and Education

- a) Ongoing training for City staff on the Sanctuary City Policy, especially on the importance of confidentiality and the right of all persons to access City facilities, programs and services. Develop training materials in consultation with affected communities.
- b) Integrate training on the Sanctuary City Policy with other City staff training programs whenever possible.
- c) Align with future training delivered through the City's Diversity, Equity, Inclusion and Anti-Racism Framework.

2. Communication & Public Awareness

- a) Develop a communication strategy to keep the community informed about the Sanctuary City Policy.
- b) Facilitate awareness about the Sanctuary City Policy with public and community partners.
- c) Create a list of the types of identification that will be accepted by the City.

3. Reporting & Evaluation

- a) Establish and implement a complaint protocol and monitoring program.
- a) Report to Council every two years.



Attachment 3

Policy Development Process

POLICY DEVELOPMENT PROCESS

Case Study Review (March/April 2019)

As a first step, staff reviewed six Canadian municipalities that have implemented policies to support individuals with no or precarious immigration status:

- City of Edmonton, Access to Municipal Services Without Fear Policy, 2018
- City of London, Free of Fear Services for All Policy, 2018
- City of Montreal, Sanctuary City Designation, 2017
- City of Vancouver, Access to City Services Without Fear Policy, 2016
- City of Hamilton, Access to Services for Undocumented Individuals Policy, 2014
- City of Toronto, Access to City Services for Undocumented Torontonians Policy, 2013

These policies converged on several key objectives: (1) provisions for removing barriers to accessing municipal facilities, programs and services; (2) privacy of information; (3) staff training and education; (4) companion anti-racism training; (5) communication and public awareness; and, (6) police service companion policies.

Policy Development with MAC and WINS LIP (May 2019 to June 2021)

Learnings from the case study research were presented to the Multiculturalism Advisory Committee and WINS Local Immigration Partnership Council, and the draft policy and implementation provisions were developed over several meetings between May 2019 and June 2021 (of note, work on the Sanctuary City Policy was paused from March 2020 to March 2021 due to the COVID-19 pandemic).

Inter-Departmental Review (November 2019 - ongoing)

Consultation with various City Departments began in winter 2019 with a focus on the proposed implementation provisions, including identifying programs and services that require identification, the types of identification accepted, ideas for acceptable alternate forms of identification, circumstances where staff might ask about immigration status, and feedback on staff training and education.

CASE STUDY REVIEW

Municipality	Key Principles / Actions	Collaboration with Police
<p>EDMONTON Access to Municipal Services Without Fear Policy, 2018</p>	<ul style="list-style-type: none"> • Promote full integration of persons of all immigration statuses, including precarious or undocumented status, into the community through information, education, and the provision of City services. • Ensure that persons of all immigration statuses treated with respect and dignity when accessing City services. • Limit barriers to participation as required by persons with precarious or undocumented immigration status. • Identification requested only when necessary. • Accept a variety of forms of identification for City services and programs. • Records of identification provided kept strictly confidential & used solely for the purposes for which intended. 	<p>Staff report recommends exploring further policy and procedure alignment opportunities with Edmonton Police Service.</p> <p>Orientation and training for Community Peace Officers for consistency with City’s identification requirements</p>
<p>LONDON (ON) Free of Fear Services for All Policy, 2018</p>	<ul style="list-style-type: none"> • Access to City services free of fear, treated with respect & dignity – access not dependent on immigration status • Adoption of non-disclosure practice by City staff to enquire about immigration status, unless legally required to do so to access specific city services • No reporting of any residents immigration status to CBSA, London Police Service, Campus Community Police Service, Ontario Provincial Police, RCMP unless required to do so by law. 	<p>Policy states that it does not apply to London Police Services Board.</p>

Municipality	Key Principles / Actions	Collaboration with Police
<p>MONTREAL Sanctuary City Declaration, 2017</p>	<ul style="list-style-type: none"> • Offer access to city programs and services & improve access for persons without legal status to services provided by the city and its partners, without fear of being denounced or deported. • Training and education for front-line staff. • A complaint protocol and communication strategy to keep Montrealers informed of the scope of the city’s commitment to be a Sanctuary City. 	<p>City request for Police to develop an approach to ensure that persons without legal status and in vulnerable situations can have access to municipal public safety services without a risk of being denounced to immigration authorities or deported, unless this person is specifically subject to a compliance order issued by a jurisdictional authority in a criminal and security matter.</p>
<p>VANCOUVER Access to City Services Without Fear Policy, 2016</p>	<ul style="list-style-type: none"> • Access to City services is not dependent on immigration status - staff will not ask for or seek out an individual’s immigration status. • Privacy of Information - personal information concerning immigration status is not requested or gathered in the course of providing City services unless required by law. • Relationship with Canada Border Services Agency, CBSA - voluntary disclosure of immigration status and enforcement of immigration law is outside the scope of the City’s jurisdiction, City staff are not permitted to disclose personal information as a general rule except in accordance with the law. 	<p>The Vancouver Police Board was asked to develop policy that supports the “spirit and objectives” of the City’s policy.</p> <p>2018 - VPB approved the “Access to Police Services without Fear – VPD Guidelines”.</p>

Municipality	Key Principles / Actions	Collaboration with Police
HAMILTON Access to Services for Undocumented Individuals Policy, 2014	<ul style="list-style-type: none"> • Anti-racism training, enhanced to discuss providing services to undocumented individuals. • Public education / leadership with public partners, NPOs • Advocate to senior government to remove barriers to achieving full status. 	City report shared with Hamilton Police Services (HPS) – HPS cited need for further work to understand the implications for HPS and linkages to Police Services Act.
TORONTO Access to City Services for Undocumented Torontonians Policy (Access T.O.), 2013	<ul style="list-style-type: none"> • Immigration/citizenship information for the purposes of determining service/program eligibility will only be collected where specifically required by either provincial or federal legislation, policies or agreements. • City divisions, agencies and corporations policies and procedures to be consistent with policy. • Training program to inform, educate and train appropriate City staff. 	Work with the Toronto Police Services: <ul style="list-style-type: none"> • To ensure victims and witnesses of crime will not be asked about immigration status; • To articulate bona fide law enforcement reasons that would require the Toronto Police Service to ask about immigration status; • Police mechanisms to encourage victims and witnesses of crime to come forward without fear of exposing their status.

INTERDEPARTMENTAL REVIEW

Are there any programs or services offered by your Department that would require a resident to provide identification? If immigration status were revealed in the course of providing services, would staff report to the NW Police or CBSA?	
Engineering Operations	Discounted rate at cemetery and at Animal Services when animal surrendered / redeemed. Recycling depot for green waste disposal. <i>Report immigration status: No</i>
Financial Services	When record copies requested (e.g. bill, statement, etc.) to verify ownership and when picking up cheques. <i>Report immigration status: No</i>
Parks & Recreation	Financial Assistance Program. Century House Association - Program Registration (name, address, phone, e-mail if they have it). <i>Report immigration status: No</i>
Museum + Heritage	Museum donations <i>Report immigration status: No</i>
Anvil Centre	ID for liquor service and Conference Client requires ID for their events. Programs with community partners where the partner requires ID (e.g. generally a program for youth). <i>Report immigration status: No</i>
Licensing & Integrated Services	Business License Application and Bylaws may ask someone to produce ID to issue a ticket. Sometimes ask for ID to confirm who we are speaking to <i>Report immigration status: Only if individual is at risk (e.g. victim of human trafficking)</i>
Library	Photo ID for Library Card Full membership. Other low-barrier membership cards available that do not require ID – e.g. an Internet Only card that allows people with no ID whatsoever to use the public computers. Also, have the Access Card for people with no proof of address, which includes internet use and ability to borrow materials. <i>Report immigration status: No</i>
Fire Dept.	Emergency medical services, Emergency evacuation services <i>Report immigration status: No</i>

When identification is required, what type of identification would be accepted and what alternatives would you consider.	
Engineering Operations	<i>Accepted:</i> BCID / BCDL. <i>Alternatives:</i> Letter from NPO that fulfills any bylaw requirements (Cemetery requires someone to live in the city for at least 3 months).
Financial Services	<i>Accepted:</i> Any one of photo ID including DL, passport, permanent resident card, BC Care Card (PHN), etc. <i>Alternatives:</i> any other photo ID.
Parks & Recreation	<i>Accepted:</i> Proof of NW residency, Utility bill. <i>Alternatives:</i> Can work with community organizations to indicate NW residency, would accept a letter of verification from SD40.
Museum + Heritage	<i>Accepted:</i> BCID / BCDL. <i>Alternatives:</i> Utility bill, library card, letter from non-profit.
Anvil Centre	<i>Accepted:</i> BCID / BCDL, work ID card, University ID. <i>Alternatives:</i> any other photo ID.
Licensing & Integrated Services	<i>Accepted:</i> What is acceptable depends on the situation. For a business license application, ticketing, and sensitive conversations with property owners or business owners request some sort of government issued ID. <i>Alternatives:</i> in addition to those listed above a passport, BC Care Card (PHN), landed immigrant document would suffice. Other situations are satisfied by the person just providing their first and last name verbally.
Library	<i>Accepted:</i> Any photo ID, Utility bill, Bank card, and will mail a letter to residence, which can be brought back as proof of residence. <i>Alternative:</i> Accept almost anything from an organization that has their address on it.
Fire Dept.	<i>Accepted:</i> Any photo ID, BCID, BCDL, BC Care Card (PHN). <i>Alternatives:</i> Still provide services, even without ID for both emergency medical and Emergency Evacuation Services - can still be received by Emergency Management BC which provides 72 hours of lodging and food.

Are there obstacles or barriers in applying the policy to volunteers? Are there obstacles or barriers in applying the policy to facilities, services or programs arms length to the City	
Engineering Operations	<i>Barriers for volunteers:</i> No <i>Barriers for arms-length to City:</i> No
Financial Services	<i>Barriers for volunteers:</i> No <i>Barriers for arms-length to City:</i> Yes, will need to add language to contracts with consultants/contractors.
Parks & Recreation	<i>Barriers for volunteers:</i> Volunteer, applications asks for name, address, phone, email, so that they can be put in the database, after which no ID required. <i>Barriers for arms-length to City:</i> No
Museum + Heritage	<i>Barriers for volunteers:</i> Yes, criminal check required for volunteers working with vulnerable populations and for working with sensitive items in the collection. <i>Barriers for arms-length to City:</i> N/A
Anvil Centre	<i>Barriers for volunteers:</i> No <i>Barriers for arms-length to City:</i> N/A
Licensing & Integrated Services	<i>Barriers for volunteers:</i> No <i>Barriers for arms-length to City:</i> N/A
Library	<i>Barriers for volunteers:</i> No <i>Barriers for arms-length to City:</i> No
Fire Dept.	<i>Barriers for volunteers:</i> No <i>Barriers for arms-length to City:</i> No

Feedback for staff training	
Engineering Operations	<p>Key Information: Need to educate staff on why the policy is important and that it promotes equity.</p> <p>Tools: Short training video, brochure.</p> <p>Approach: Train the trainer, with short video & brochure. More accountability if delivered by managers / supervisors.</p>
Financial Services	<p>Key Information: Communicate that at this time, photo verification is required prior to release of any information.</p> <p>Tools: Ok with proposed.</p> <p>Approach: Ok with proposed.</p>
Parks & Recreation	<p>Key Information: Ok with proposed.</p> <p>Tools: Ok with proposed.</p> <p>Approach: Support need for anti-racism training citywide as it is an opportunity for dialogue resulting in a deeper understanding of the policy. This approach needs to be integrated in the way we do business and cannot be a stand-alone approach.</p>
Museum + Heritage	<p>Key Information: Ok with proposed.</p> <p>Tools: Ok with proposed.</p> <p>Approach: Ok with proposed.</p>
Anvil Centre	<p>Key Information: Ok with proposed.</p> <p>Tools: Ok with proposed.</p> <p>Approach: This content should be added to all venue Orientations and all staff should be required to go through the training prior to working their first shift.</p>
Licensing & Integrated Services	<p>Key Information: Ok with proposed.</p> <p>Tools: Education video showing the dire challenges for individuals without status and the importance of policy.</p> <p>Approach: Ok with proposed.</p>
Library	<p>Key Information: Ok with proposed.</p> <p>Tools: Ok with proposed.</p> <p>Approach: Ok with proposed.</p>
Fire Dept.	<p>Key Information: Ok with proposed.</p> <p>Tools: Ok with proposed.</p> <p>Approach: Ok with proposed.</p>

CONSULTATION

Community and Stakeholder Engagement

Public engagement on the draft Sanctuary City Policy occurred in two phases. The first phase launched in March 2020 and paused shortly after due to the COVID-19 pandemic, and the second phase launched in April 2021 to June 2021. The purpose of the engagement was:

- to share information about the purpose, intent and content of the City’s draft Sanctuary City Policy with community members, including what it is and why it is important;
- to consult key stakeholders, such as individuals with lived and/or living experience of no or precarious immigration status and local settlement organizations and non-profits that work with them, on the draft policy and proposed implementation steps identifying any suggested changes or additions to the policy before it was finalized and presented to Council for endorsement;
- to discuss with stakeholders any suggestions for the New Westminster Police Department as they develop a companion policy; and,
- to build awareness about the policy so that participants will be able to share information with their clients and networks.

Engagement Summary

Engagement activities consisted of two online surveys, one public open house, one virtual stakeholder workshop with non-profits who work with individuals with no or precarious immigration status, one virtual workshop with individuals with lived and/or living experience of no or precarious immigration status, and information through the BE Heard New West platform.

- Survey #1 (March 9 to June 5, 2020) – 38 surveys completed
- Public Open House May 10, 2020 – low attendance because of COVID-19 pandemic
- Survey #2 (April 22 to May 25, 2021) – 23 surveys completed
- Virtual Stakeholder Workshop (April 23, 2021) – 14 participants from 8 non-profits
- Virtual Workshop with Individuals with Lived/Living Experience (June 9, 2021) – 7 participants
- Be Heard New West Platform - 219 participants who visited at least one of the Sanctuary City Policy pages

Engagement Activities

Survey #1 (March 9 to June 5, 2020)

An online survey was posted on the City website from March 9 to June 5, 2020. The survey asked respondents to review the draft policy statement, policy provisions, and implementation provisions and comment on whether they agree or disagree, and to provide their reasons if they disagree. There were 38 completed surveys.

Public Open House (May 10, 2020)

A two-hour public open house was held on May 10, 2020. The open house consisted of display boards on all sections of the policy and included opportunities for discussions with staff, for providing feedback directly on the display boards and to complete survey #1. The open house was held on the same week that the Provincial Health Orders were declared in regards to the Covid-19 pandemic and as such, attendance was very low with five participants.

Survey #2 (April 22 to May 25, 2021)

An online survey was posted on the Be Heard New West platform from April 22 to May 25, 2021 inclusive. The survey asked respondents to review the various sections of the draft policy including the statement, policy provisions, implementation provisions and feedback for New Westminster Police Department. There were 23 completed surveys.

Virtual Stakeholder Workshop (April 23, 2021)

A 90-minute online workshop engaging with stakeholders from local non-profit organizations working with individuals with lived/living experience of no or precarious immigration status was held on April 23, 2021. It consisted of a brief overview presentation on the draft Sanctuary City Policy, followed by a world café style session where participants rotated between three breakout rooms to provide feedback on different sections of the policy. There were three rounds, which allowed all participants to provide feedback on all aspects of the policy followed by a question and answer period and dedicated time to provide feedback to the NWPD for their future policy. There were 14 participants representing 8 non-profit organizations. Organizations invited to the workshop included (organizations who participated in the workshop are in bold italicized font):

WINS LIP Members

<i>Umbrella Multicultural Health Coop</i>	Pacific Immigrant Resource Society	<i>Family Services of Greater Vancouver</i>
<i>Mosaic</i>	NW Family Place	<i>Lower Mainland Purpose Society</i>
SUCCESS	Elizabeth Fry Society	Douglas College
New West Hospice Society	Seniors Services Society	Fraserside Community Services
<i>Immigrant Services Society of BC</i>	<i>Fraser Works Co-op</i>	

Regional Serving Organizations

Affiliation of Multicultural Societies & Service Agencies BC	Vancouver Association for Survivors of Torture	Migrant Workers Dignity Association
<i>Sanctuary Health</i>	Inland Refugee Society	Migrant Workers Centre BC
Muslim Food Bank	No One is Illegal	<i>Journey Home</i>
Rainbow Refugee	SWAN Vancouver	Westcoast Leaf
Battered Women’s Support Services	WATARI Counselling & Support Services Society	

Virtual Workshop with Individuals with lived/living experience (June 9, 2021)

A two our workshop was held with participants with lived/living experience of no or precarious immigration status on June 9, 2021. The workshop consisted of a brief overview

presentation on the draft Sanctuary City Policy followed by a facilitated discussion on all sections of the policy and proposed implementation steps. The participants also provided feedback on the key messages and draft content for the communications brochure. There were 7 participants including 3 members of the Community Action Network.

Be Heard platform

There were 219 participants who visited at least one of the Sanctuary City Policy pages on the Be Heard New West platform. Of these 219 participants there were 107 who were more involved, including 80 visiting multiple project pages and 40 downloading documents. Of these 169 more involved participants, 23 completed the survey.

What We Heard

The following is a summary of what we heard from all engagement activities.

Policy Statement, Application and Framework

- Support for the policy, it is inclusive and confidentiality is maintained.
- Without the New Westminster Police Department (NYPD) developing its own corresponding policy, the name ‘Sanctuary City Policy’ would be misleading to individuals seeking sanctuary in the City.
- Instead of changing the name, the NYPD should develop a policy that mirrors that of the City, which would make the name Sanctuary City Policy more authentic.
- “Without fear” should be replaced with “with knowledge” since a policy may not always incite fear and also fear may not be removed because of this policy, fear may still be present for other reasons unrelated to this policy or regardless of this policy
- The Policy Statement reads too long and important themes are lost; consider separating into its key statement themes through simple line breaks.
- In the Policy Application section, it is important that the policy clearly define where and to whom the policy applies.
- Under Policy Framework, consider moving ‘Scope’ to the ‘Policy Application’ section as it more closely relates to the where and to whom the policy applies.
- The Scope should clarify that the policy will also guide the actions of recipients of the City’s community grants and other types of funding as appropriate.
- There were questions about the use of the word “New Westminster residents” and if the policy applies to non-residents – it should be clear that the policy applies to everyone.
- It was suggested that the word resident itself may be problematic and that an alternative term could be considered, such as ‘community member’.
- There was support for the comprehensive Definitions section noting that it captured the wide spectrum of status that individuals may be facing but there was also concern that this could put staff in a difficult position of having to interpret separated definitions that cover similar themes.
- It was suggested that reference to refugees be included in the Policy Statement alongside all the other status conditions reflected in the Definitions.
- The word ‘citizenship’ could be problematic for people who come from countries where no citizenship provided.

- Affected individuals should have the opportunity to review and comment on the draft policy.
- A majority of participants praised the City’s efforts in developing a “progressive policy”, and urged the NRPD to develop a corresponding policy.
- “Without fear” can be replaced with “with knowledge” since a policy may not always incite fear and also fear may not be removed because of this policy, fear may still be present for other reasons unrelated to this policy or regardless of this policy.
- The Policy should clearly state what services, programs, facilities it applies to including if it applies to services at arms-length of City (Century House Association cited as an example).
- Develop a list of services to which the policy applies.
- Reasons provided for disagreeing included concerns about illegal immigration, the potential use of taxpayer dollars, the possible impacts on municipal services, and the need for such a policy.

Policy Provisions – Access to City Facilities, Programs & Services and Identification, Privacy & Reporting

- It is important to ensure that the police in particular are required to conform, for example with respect to the relationship to CBSA.
- If we want to encourage full participation, need to consider how undocumented residents can participate as volunteers or within City activities.
- Overall happy to see this policy and satisfied with provisions.
- ‘Access’ is usually with the support of non-profit organizations because language is a barrier to many with precarious status, which impedes access to City services, programs, facilities.
- Fear is a big issue and individuals rely on non-profit organizations to help navigate (including because of language barriers).
- Listing all types of statuses could be confusing to the public, but it is important to make sure that it covers all experiences of precariousness. Keep in policy but simplify to ‘precarious status’ when communicating to public.
- The idea of safety is important; consider adding the word safety to the provisions.
- City services sometimes use external security guards who can be aggressive towards people (can cause profiling based on how you dress). Policy needs to apply to city sub-contract positions.
- Even if Policy does not apply to other agencies (i.e.: Healthcare), can still share this policy to create more knowledge.
- List all types of acceptable IDs as certain kinds of IDs reveal status. Important to address this in implementation (staff training) (examples cited included, a letter from a non-profit organization, lawyer or other representative).
- Consider establishing a City ID for that can allow people to access all services and programs, rather than at just one specific service.
- Should not have to prove who you are to participate in the City – there should be no questions asked.

- Example of Covid-19 Vaccines: Temporary health number provided to those who do not have ID, so they can still get vaccination. Same concept of access for all can be applied to this policy.
- Reasons provided for disagreeing included concern about not reporting to federal and policing agencies when asked and that identification should be required for providing evidence of financial needs or signing contracts.

Implementation – Training and Education

- Policy is a great tool, but implementation is the key and the most important aspects of implementation are training, funding, and guidelines shaped by affected communities.
- Anti-racism training (which includes profiling) and cultural awareness training should be fully integrated into Sanctuary City training. We cannot assume all front-line staff have the awareness they will need.
- Ensure that there is an adequate budget for City staff training, as this is essential to successful implementation of the policy. The City of Vancouver did not allocate sufficient funds and this contributed to the inconsistent application of its policy.
- Educate City management and staff as to the need for the policy, including through profiles and stories, which will build commitment towards implementation.
- Offer any unutilized training spaces to faith-based and non-profit organizations, as this is very much relevant to this sector too.
- Retain outside professionals to conduct the training rather than human resources staff, as it requires a specific skill set, including an understanding of entitlement and unconscious bias.
- Recognize that training materials should be prepared in consultation with those with lived and living experience, and that this takes adequate resources and time.
- Ensure that there is consistent application between departments and facilities, including the Fire and Police Departments.
- Ensure that there is continuous review and evaluation of the policy, including its implementation, with specific reference to training and education.
- Reasons provided for disagreeing included the potential use of taxpayer dollars.

Implementation – Communication & Public Awareness

- Human needs and civil liberties should supersede the enforcement of law.
- Educate the community as to the need for the policy, and how it benefits everyone, including those with uncertain, precarious or no immigration status.
- It is not enough to just inform the community, there needs to be a robust education piece that addresses unconscious bias
- Work closely with impacted communities and consult with affected communities with regard to the development of an emblem or a sticker which indicates that the facility or service abides by the Sanctuary City Policy – e.g., similar to Safe Harbour.
- Work with public partners, including School District #40, to ensure consistency with regard to similar policies or practices.
- Ongoing implementation (communications and training) is key.
- Emphasize the importance of communication and public awareness. People who benefit from this policy need to learn that it exists.

- City should share information with organizations who are dealing with refugees as they are the people who are most likely to seek out these services.
- Reasons provided for disagreeing included the potential use of taxpayer dollars and that there is no need for the policy based on the opinion that this is not a major issue in New West.

Feedback on Draft Public Information Brochure

- Utilize plain or simplified language, and visual images, to communicate key information.
- Important to translate the communications brochure into other languages. Need Arabic/ Swahili translation because not common to have materials in this language and community members have voiced this need.
 - Look at which languages overrepresented in refugee groups rather than census, which accounts for everyone.
- Include a statement in the brochure that New West Police will be adopting their own policy and that this one doesn't apply to policing

Implementation – Reporting & Evaluation

- Ensure that there are consequences for non-compliance with the policy, which will contribute to accountability.
- Need to ensure accountability if mistakes are made and important to communicate what the follow-up will be for staff who do not follow the policy.
- Reporting mechanism so that if an issue comes up with policy implementation, City staff has a way to track and see what steps are missing (e.g. staff asking about immigration status)
- Communicate the relationship between the DEIAR framework and the Sanctuary City Policy.
- Learn from other bodies and jurisdictions, including School District #40. More specifically, what worked and what did not work, and what are the lessons learned. Where possible, try to avoid preventable missteps.
- Consider reporting to Council within one year of policy implementation, particularly if there are breaches of the policy.
- Add a provision that the policy will be re-evaluated and revised over time (at least every 5 years)
- Reasons provided for disagreeing included the potential use of taxpayer dollars and that there is no need for a complaint protocol.

Feedback for New Westminster Police

- The Policy should apply to New West Police Department.
- Ultimately, best if this is a joint policy.
- The NW Police Policy should consider Transit Police and be as far-reaching as possible.
- Good that there is no MOU with CBSA, but go further with the NW Police policy stating there will be no active reporting to CBSA.
- “No line of communication between NWPD and CBSA” needs to be very clear in the NW Police policy.

- Need to ensure accountability if mistakes are made. For example, that there are procedures if a police officer becomes aware of a persons immigration status and reports it.
- Other NRPD policies, such as the Code of Ethics, should reflect the principles of the Sanctuary City Policy.
- Do members of the police force receive this (anti-racism, cultural sensitivity training now?



Attachment 4
Implementation

IMPLEMENTATION

Staff Training and Education – Implementation Phase 1 (July – September 2021)

Phase 1 implementation for staff training and education proposes a train-the-trainer delivery model that would involve training Managers and Supervisors from all City Departments on the policy, with a focus on the following key messages:

- What are the provisions of the policy?
- Why is it important?
- How does it affect my job? What do I do differently? What do I need to know?
- Where do I find information about the policy?
- Whom do I contact if I have questions?

Social Planning, with input from affected communities and support from Human Resources, would coordinate Phase 1 of staff training, and training materials would include:

- A PowerPoint presentation based on the above key messages.
- A Frequently Asked Questions handout.
- Copies of communications materials prepared for the community.
- Resources on unconscious and conscious bias and anti-racism.

Staff Training and Education – Implementation Phase 2 (Winter 2021)

The importance of anti-racism training and cultural awareness training as part of implementing Sanctuary City policies emerged as a key theme through the case study research and during engagement. A key part of training includes building awareness in staff and the deeper work of confronting one's unconscious and conscious bias. Given that the City has recently embarked on a Diversity, Equity, Inclusion and Anti-Racism framework (DEIAR), it would be beneficial for the Sanctuary City Policy to be aligned with and housed within that framework, which will include City-wide training anticipated to begin in winter 2021.

Communications and Public Awareness - Implementation Phase 1 (July – September 2021)

Phase 1 implementation for communications and public awareness will focus on the following key messages:

- What does it mean to be a Sanctuary City?
- How will it be applied?

- Who does it apply to?
- How does it affect me?

A user-friendly brochure was developed with feedback from the workshop with individuals with lived and/or living experience of no or precarious immigration status, the Multicultural Advisory Committee and WINS Local Immigration Partnership. The brochure underwent a plain language review by Literacy New West and will be translated into the following languages: Arabic, Tigrinya, Spanish, Farsi/Dari, and Swahili. These are the languages identified by local settlement organizations as most frequently spoken by their clients and guests.

Other communications and public awareness materials for Phase 1 include:

- A short video with the key messages from the brochure posted on the City webpage, shared through social media, with local settlement and social service organizations, and with public partners including the Fraser Health Authority and the New Westminster School District.
- Frequently Asked Questions posted on the City webpage.
- Links to resources on unconscious and conscious bias and anti-racism on the City webpage.
- A poster with key messages from the brochure placed in visible locations at all City facilities.

Communications and Public Awareness - Implementation Phase 2 (Fall / Winter 2021)

Identification was another key theme that emerged from the engagement process where it was noted that there could be individuals who do not have identification and that some types of identification could reveal immigration status. It was recommended that the City develop a list of all types of identification that would be accepted for those programs or services that require identification and that the list include options outside of traditional identification, such as a letter from a non-profit organization. Another recommendation was that the City develop a list of all the facilities, programs and services to which the Sanctuary City Policy would apply and indicate when identification would be required. These two lists would be developed collaboratively with all City Departments.

Reporting and Evaluation - Implementation Phase 2 (Winter 2021)

The need to ensure accountability if staff makes a mistake and asks for information about immigration status was highlighted at the workshop with individuals with lived and/or living experience of no or precarious immigration status. A reporting system for community members and follow-up by the City will be important to the success of the policy in achieving its primary objective of making sure that all community members feel welcome and safe when accessing the City. It will also assist with the evaluation of the policy over

time. A reporting and evaluation protocol will be developed in collaboration with all City departments and reviewed by affected communities.

Identification Bank – Implementation Phase 2 (Winter 2021)

Development Services staff, in collaboration with the COVID-19 At-Risk and Vulnerable Populations Task Force, are also looking into establishing an Identification Bank in New Westminster, where individuals would receive no-cost assistance in applying for identification to access financial assistance, government benefits, health supports and more. While such banks typically assist individuals with obtaining and/or replacing identification such as Canadian Birth Certificate, Canadian Citizenship Card/Certificate or Permanent Resident Cards, or applying for the BC Photo Services Card and/or the BCID Card, there is an opportunity to explore expanding the program to serve individuals with no or precarious status.



There is no Report with this Item.
Please see Attachment(s).



New Westminister Police Department

New Westminister Police Department Guidelines on the City of New Westminister Sanctuary City Policy

The intent of these guidelines is to support the City of New Westminister's Sanctuary City Policy which is intended to provide safe access to City facilities, programs and services for community members with uncertain, precarious, undocumented, refugee or no immigration status, while at the same time acknowledging the unique position the New Westminister Police Department (NWPD) holds as the law enforcement agency responsible for public safety.

The NWPD is mindful of the challenges community members with uncertain, precarious, undocumented, refugee or no immigration status have. Public safety is without question the central objective of the NWPD, one which applies equally to all members of the community regardless of their immigration status. Public trust is also an important factor in the community-police relationship and persons needing police assistance should feel safe in doing so and confident that their immigration status will not be requested or inquired into unless a legal reason exists to do so.

The NWPD remains committed to its compassionate and empathetic approach to anyone who requires our help, and ensuring public safety services are accessible to all members of the community. In support of the "spirit and objectives" of the City of New Westminister's Sanctuary City policy, and to address the concerns of those with uncertain, precarious, undocumented, refugee or no immigration status, NWPD members will adhere to the following principles:

1. NWPD members should not inquire about the immigration or residency status of a complainant, victim or witness, nor communicate with Canada Border Services Agency (CBSA) regarding their immigration or residency status during the course of a police investigation unless a legal reason exists to do so.



New Westminster Police Department

2. The NWPD will not engage in planned or proactive operations or investigations wherein the primary purpose or intention is the enforcement of the Immigration and Refugee Protection Act (IRPA).
3. NWPD members will continue to use all of their lawful authorities when dealing with persons who are the subject of a lawful police investigation under Federal, Provincial or Municipal laws. This will include the discretion to enforce all applicable laws (including IRPA), powers of arrest and search, the use of police databases and communication with other law enforcement organizations (including CBSA) where necessary and appropriate.
4. Nothing in these guidelines should be construed as prohibiting NWPD members from fulfilling their common law or statutory duties, including but not limited to the execution of warrants, written orders or the use of police database queries where appropriate.

These guidelines will enable the NWPD to continue to meet its public safety obligations while supporting the Sanctuary City policy and addressing the concerns of complainants, victims and witnesses with uncertain, precarious, undocumented, refugee or no immigration status, who are seeking our help.



New Westminster Police Department

REPORT

To: Mayor Coté and Members of the New Westminster Police Board **Date:** January 18, 2022

From: Inspector Diana McDaniel
Prevention Services **Item #:** 2.8

Subject: Summary of the new *BC Provincial Policing Standards* on the Promotion of Unbiased Policing
Guiding Principles Related to Provincial Policing Standards:
BCPPS 6.1 Community Partnerships & Equitable Policing
BCPPS 3.2.5 Training to promote equitable and unbiased policing
BCPPs 3.2.6 Training to enhance service delivery to vulnerable communities

RECOMMENDATION

That the New Westminster Police Board accept this report for information.

PURPOSE

The purpose of this report is to provide an overview of the new *BC Provincial Policing Standards* on the Promotion of Unbiased Policing.

SUMMARY

The Minister of Public Safety and Solicitor General approved new *BC Provincial Policing Standards* on the Promotion of Unbiased Policing on July 30, 2021. All of the new Standards will come into effect on **July 30, 2023**. The following is a summary of these new *BC Provincial Policing Standards*:

BCPPS 6.1.1 Promoting Unbiased Policing

- Communicate duty to promote equitable policing without discrimination to all employees of the police force.
- Commitment and expectation that all employees of the police force will provide services in a culturally safe, responsive and trauma-informed manner.
- Policies and procedures are analyzed through the lens of Gender-Based Analysis Plus.
- Written procedures support equitable policing, the protection of rights, and access to justice.

- Police officers provide information and referral to services to support access to justice, including referrals to victim services in a culturally appropriate manner, and access to interpreters or translation services.
- Annual audits to examine compliance with policies and procedures, and annual analysis of selected records to monitor for systemic inequities in service delivery.
- Policies to guide a police board's response to Service and Policy Complaints, requiring consideration of whether the complaint includes allegations of discriminatory policies or practices.

BCPPS 6.1.2 Community Engagement

- Maintaining a community relations function to liaise with community representatives reflective of the demographic makeup of the community.
- Seek community input on priorities and objectives for policing and law enforcement from a broad spectrum of the community served.
- Conducting a survey of citizen satisfaction at least once every three years.
- Integrating community relationship building into performance assessment/management of police officers.

BCPPS 6.1.3 Promoting Diversity within the Police Force

- Recruitment and promotion policies and practices to include strategies to increase and maintain diversity in the police force, including: recruitment materials that depict gender equity and minority representation; targeted recruitment activities to attract under-represented groups; and monitoring diversity within the police force in relation to the area served.
- Policies and processes to prohibit bullying and any form of harassment in the workplace.

Training Courses Required to Promote Equitable and Unbiased Policing

BCPPS 3.2.5 Training to Promote Equitable and Unbiased Policing

- All front-line police officers and front-line supervisors to have completed *BC Fair and Impartial Policing Training* or a provincially-approved equivalent training course, by no later than **July 30, 2024**.

BCPPS 3.2.6 Training to Enhance Service Delivery to Vulnerable Communities

- All police officers to have completed Indigenous cultural safety training by no later than **July 30, 2024**.
- All front-line police officers and front-line supervisors to have completed trauma-informed practice training by no later than **July 30, 2024**. There is also a requirement to update this training at least every three years for those officers and supervisors in specialized roles responsible for investigations involving vulnerable witnesses or victims.
- All front-line police officers and front-line supervisors to have completed *Evidence-based, Risk-focused Intimate Partner Violence Investigations* training by no later than **December 31, 2022**, and refresh this training every five years.

ATTACHMENTS

Attachment 1 Guiding Principles Related to Provincial Policing Standards:

BCPPS 6.1 Community Partnerships & Equitable Policing

BCPPS 3.2.5 Training to promote equitable and unbiased policing

BCPPS 3.2.6 Training to enhance service delivery to vulnerable communities

This report was prepared by:



Inspector Diana McDaniel
Prevention Services



**BRITISH
COLUMBIA**

PROVINCIAL POLICING STANDARDS

Section 6.0 - Promotion of Unbiased Policing

Guiding Principles Related to Provincial Policing Standards:

BCPPS 6.1 Community Partnerships & Equitable Policing

BCPPS 3.2.5 Training to promote equitable and unbiased policing

BCPPS 3.2.6 Training to enhance service delivery to vulnerable communities

Page 1 of 3

Police agencies, governments and communities throughout British Columbia share a commitment to ensuring policing is delivered in an equitable manner throughout the province. Work is occurring at all levels of government to recognize and address inequities, protect rights, and improve responsiveness of the criminal justice system for women affected by violence, Black, Indigenous and Persons of Colour, and marginalized communities. These standards are a component of broader efforts to promote unbiased policing and access to justice in BC.

These standards respond to the issues raised in many reports, inquiries, and by community-led advocacy. The final report of the Missing Women Commission of Inquiry (MWCI), recommended standards to promote equality in the delivery of policing services, increase responsiveness to the needs of vulnerable persons, and enhance governance of policing.

Since then, additional reports have documented the experiences of socially and/or racially marginalized communities, including Indigenous peoples, within the justice system. Examples include related decisions from human rights tribunals, the [Truth and Reconciliation Commission](#) and the [National Inquiry into Missing and Murdered Indigenous Women and Girls](#). These proceedings have produced recommendations and are driving further work in BC aimed at improving the experience of Indigenous peoples within the justice system, such as the [Declaration of the Rights of Indigenous Peoples Act](#), and the [BC First Nations Justice Strategy](#).

The Missing Women Commission of Inquiry

Between 1997 and 2002, numerous women were reported missing from Vancouver's Downtown East side, by friends and families who feared for the women's safety. Robert Pickton was arrested in 2002 and convicted of six counts of second-degree murder and sentenced to life in prison in December 2007. Twenty additional murder charges were stayed by the Crown Counsel in August 2010.

In 2010, in response to the horrific events and criticism surrounding the police investigations, the Province established the *Missing Women Commission of Inquiry*. [Forsaken, The Report of the Missing Women Commission of Inquiry](#) was released in 2012 and included 63 recommendations, many of which related to policing.

The Commission found that systemic bias contributed to police effectively under-prioritizing and under-investigating reports of missing women, and that this was a manifestation of the broader patterns of systemic discrimination within society. Specifically, Commissioner Oppal found that negative stereotyping about women involved in survival sex work, many of whom were Indigenous women, existed within the exercise of individual discretion and collective decision-making by police during the investigations of their disappearances.

Further, efforts to reform and modernize policing in BC are ongoing. In 2020, the Legislative Assembly of British Columbia appointed the Special Committee on Reforming the Police Act to conduct a broad inquiry into policing, including examining the role of police with respect to complex social issues; examining the scope of systemic racism within policing in BC; and ensuring consistency of a modernized *Police Act* with the *United Nations Declaration on the Rights of Indigenous Peoples*. Other projects related to unbiased policing including regarding gender equity and anti-racism will inform further advances to these standards moving forward.

Guiding Principles Related to Provincial Policing Standards:

BCPPS 6.1 Community Partnerships & Equitable Policing

BCPPS 3.2.5 Training to promote equitable and unbiased policing

BCPPS 3.2.6 Training to enhance service delivery to vulnerable communities

Page 2 of 3

The standards seek to provide consistent pathways for advancing equitable and unbiased policing throughout the province by requiring policies and procedures, training, audit activity, and community engagement. The standards will provide a basis for auditing and oversight by the Director of Police Services pursuant to Section 40(1) of the [Police Act](#).

The underlying principles of the standards are that:

- **Individuals and communities have the right to receive unbiased and equitable policing.**

Racism, sexism, and other forms of discrimination are unacceptable in Canadian society, including in policing. The right to equal protection and benefit from the law without discrimination is embedded in the *Canadian Charter of Rights and Freedoms* and human rights legislation. All actors within the criminal justice system share a legal and moral duty to provide unbiased and equitable services and to refrain from discrimination. For policing, these duties are also reflected in the [BC Police Code of Ethics](#).

- **Dialogue and collaboration are key to building trust and achieving common goals of unbiased and responsive policing.**

Police and the communities they serve work toward common goals for policing through partnerships and ongoing dialogue. Trust is key to achieving these partnerships and often starts from an acknowledgement of injustices and current impacts.

- **History continues to impact trust and relationships today.**

Throughout Canadian history, the justice system has systemically discriminated against women, Indigenous peoples, and socially and/or racially marginalized groups. It is important to acknowledge this history and its legacy today.

Police were often the frontline agents and enforcers of discriminatory laws and policies and, as a result, many people continue to view policing as oppressive. Acknowledging the role of policing in these events and the ongoing impact on police-community relations today is an important step in promoting equitable and unbiased policing.

- **Racism, bias, and discrimination are prevalent.**

Biases are cognitive shortcuts used to process information and all people, even well-intentioned people, have biases. However, biases are not acquired in a vacuum. They reflect and are the product of patterns of power and privilege, colonialism, racism, sexism, and other forms of discrimination in society. Biases may be unconscious and may influence choices and actions without conscious thinking or decision-making.

Guiding Principles Related to Provincial Policing Standards:

BCPPS 6.1 Community Partnerships & Equitable Policing

BCPPS 3.2.5 Training to promote equitable and unbiased policing

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Page 3 of 3

- **It is important to recognize and overcome bias, racism, and discrimination in policing.**

If policies and procedures fail to consider the diverse needs and experiences of the community, bias, racism, and other forms of discrimination can manifest in the actions and decisions of individuals or at a systemic level. Recognizing and taking steps to address this, such as through training, supervision, monitoring, policy development, and community engagement, are critical to promoting unbiased policing.

- **Unbiased policing must also include efforts to remove barriers to justice and police services.**

The compounding and intersecting effects of systemic racism and sexism, social marginalization, and different identity factors can result in an increased risk of being affected by violence and less likely to report it, further compounding vulnerability. Previous negative experiences with police and other public services can result in fear of police, of not being believed, of not being taken seriously, or that a positive outcome is not likely when making a report. Additional barriers may include difficulties connecting with police due to language or cultural barriers.

Adapting processes to reduce or eliminate barriers promotes inclusion and equitable access to justice, particularly for vulnerable groups and individuals who may be reluctant to contact police.

- **Promoting inclusion and diversity within police forces is important.**

Police agencies should aim to reflect the diversity in the communities they serve and promote a workplace culture that is supportive, inclusive, and free from harassment or discrimination.

- **Promoting equitable and unbiased policing is an ongoing process.**

Police agencies in B.C. are taking important and constructive steps to provide equitable and responsive policing. Equity in policing requires leadership, supported by ongoing monitoring of service delivery, data collection and analysis, transparency, accountability, and community engagement. Policing must continuously adapt to respond to the needs of diverse and evolving communities being served. These standards will also evolve to assist those persons and entities listed in s. 40(1.2) of the Police Act and will continue to clarify the actions and attitudes expected of them in relation to unbiased policing.

Section 6.0 – Promotion of Unbiased Policing	Page 1 of 5
Sub Section 6.1 – Community Partnerships and Equitable Policing	Effective: July 30, 2023 Revised: n/a
Subject 6.1.1 – Promoting Unbiased Policing	

Definitions

“Police officer” – a constable appointed under the *Police Act* or an enforcement officer appointed under s. 18.1 of the *Police Act*.

Standards

Duty to promote equitable policing

The Board, or the Commissioner must ensure that:

- (1) The duty of all employees to deliver services impartially and equitably, in a manner that upholds human rights, and without discrimination based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability, gender identity and expression, political beliefs, types of employment, economic or social standing is communicated to all employees of the police force.
- (2) The police force’s commitment and expectation that all employees will provide services in a culturally safe, responsive, and trauma-informed manner is communicated to all employees of the police force.

Policy framework to support equitable policing

The Board, or the Commissioner must ensure that:

- (3) The process of establishing, amending, or routinely reviewing the policies and procedures of the police force includes analysis or consideration of whether:
 - (a) the policy or procedure promotes equitable and impartial service delivery and public trust and confidence in the police force, and
 - (b) whether individuals or groups may be disproportionately impacted by the policy or procedure (e.g., [Gender-Based Analysis Plus](#)).
- (4) The persons responsible for the analyses described in Standard (3) above are provided with resources and information to assist in the analysis.

Written procedures to support equitable policing, the protection of rights, and access to justice

The Chief Constable, Chief Officer, or Commissioner must ensure that:

- (5) Written procedures are examined annually to ensure consistency with legislative amendments and applicable case law related to right to equal treatment, protection and benefit under the law, including the *Canadian Charter of Rights and Freedoms* and the obligations of police, related to:
 - (a) informing persons of the reason for their arrest or detention;
 - (b) informing a detained or arrested person of their right to counsel and providing that person with access to the same;
 - (c) detaining a person;
 - (d) obtaining confessions and admissions from a person; and
 - (e) gathering of evidence, including search and seizure.
- (6) Written procedures governing personal searches are in place that incorporate the right to equal treatment, protection and benefit under the law, including the *Canadian Charter of Rights and Freedoms* and the obligations of police that, at minimum:
 - (a) provide direction on recognizing and handling items of cultural or religious significance in a culturally sensitive way;
 - (b) provide direction on accommodations to be offered and/or made when conducting searches, in a manner that is responsive to the gender identity or expression of the person being searched; and
 - (c) outline criteria and procedures for conducting, authorizing, documenting, and monitoring the use of strip searches and internal searches.
- (7) Written procedures are in place governing investigations likely to involve persons in vulnerable circumstances, including, but not limited to:
 - (a) intimate partner violence;
 - (b) sexual assaults;
 - (c) offences related to the sex industry;
 - (d) offences involving youth; and
 - (e) incidents believed to be, or reported to police as being motivated by racism, prejudice, or hate.
- (8) Written procedures or guidance governing police interactions with persons in vulnerable circumstances, including, but not limited to:
 - (a) persons who may be vulnerable due to age (i.e., children or older adults);
 - (b) persons with disability or who may have communication barriers (e.g., language, hearing or speech);
 - (c) persons with apparent mental health and/or substance use problems;
 - (d) persons with diverse gender identity or expression;

- (e) victims or witnesses who may be less inclined to report or speak to police because of precarious legal status (e.g., victims or witnesses who have outstanding warrants against them, or with precarious immigration status); and
 - (f) persons living in public spaces (e.g., persons relying on, or sleeping in public spaces).
- (9) The views of persons impacted, or relevant service providers or advocates of those impacted, are sought and considered in developing or making significant changes to the procedures or guidance referred to under Standards (6), (7), and (8).
- (10) Written procedures governing police response to and investigations of offences related to intimate partner violence are consistent with the Provincial policy on relationship violence and include trauma-informed practices.
- (11) Written procedures governing police response to and investigations of offences related to persons involved in the sex industry are consistent with the BC Association of Chiefs of Police *Sex Work Enforcement Guidelines*.
- (12) Written procedures governing police response to persons with apparent mental health and/or substance use problems emphasize de-escalation, integrated and collaborative approaches between police agencies and health authorities, and consider evidence and best practices outlined in the BC Government [Interfaces between mental health and substance use services and police](#) toolkit.

Services to support access to justice

The Chief Constable, Chief Officer, or Commissioner must ensure that:

- (13) Written procedures include requirements that officers provide victims of crime with information and services, including referrals to victim services, in keeping with the obligations of police under the *Canadian Victims Bill of Rights* and the *Victims of Crime Act* and in a culturally appropriate manner, as appropriate to the circumstances.
- (14) The police force accepts and supports third party reports by community-based victim services (where these exist) on behalf of adult victims of sexual assault.
- (15) Written procedures or guidance are available to officers governing the decision to use, and how to access interpreters or translation services to provide services in other languages spoken in the area served.
- (16) The use of interpreters in taking statements is consistent with the Memorandum of Understanding on disclosure, signed between the BC Prosecution Service, the Public Prosecution Service of Canada (BC), and all police agencies in British Columbia.

Audit and review activity

The Chief Constable, Chief Officer, or Commissioner must ensure that:

(17) Audits are conducted annually to examine compliance with departmental policies or procedures related to at least one of the following topics:

- (a) personal searches, referred to in (6) above;
- (b) investigations likely to involve persons in vulnerable circumstances, referred to in (7) above;
- (c) interactions with persons in vulnerable circumstances, referred to in (8) above,
- (d) the provision of information and services to victims of crime, referred to in (13) above;
- (e) third party reports, referred to in (14) above; or
- (f) use of interpreters or translation services, referred to in (15) and (16) above.

(18) In an effort to monitor for systemic inequities in service delivery, an analysis of at least one of the following types of records is conducted at least once a year, disaggregated by ethnicity, and gender or sex of subjects:

- (a) Subject-Behaviour-Officer-Response reports;
- (b) prisoner bookings; or
- (c) other records as identified by the Board.

(19) A report of the audits and analyses referred to in Standards (17) and (18) is provided to the Board or, in the case of the provincial police force, the Commissioner.

The Board, or the Commissioner must:

(20) Within 60 days of receipt of a report referred to in Standard (19), provide to the Director of Police Services a copy of the report and a summary of any action(s) planned or taken by the Board in response to the report.

Policies to guide a police board's response to Service and Policy Complaints

The Board must:

(21) Ensure that written policy governing the response to Service and Policy complaints requires consideration of whether the complaint includes allegations of discriminatory policies or practices when determining which course of action permitted by s. 171 (1) of the *Police Act* is necessary to respond adequately to a complaint, including at minimum whether to refer the matter to the Chief Constable as permitted by sub-section (a), or to initiate a study or investigation as permitted by sub-section (b) or (c).

Policies and procedures

The Chief Constable, Chief Officer, or Commissioner must ensure that:

(22) Policies and procedures are consistent with these *BC Provincial Policing Standards*.

Section 6.0 – Promotion of Unbiased Policing	Page 1 of 2
Sub Section 6.1 – Community Partnerships and Equitable Policing	Effective: July 30, 2023 Revised: n/a
Subject 6.1.2 – Community engagement	

Definitions

“Police Officer” – a constable appointed under the *Police Act* or an enforcement officer appointed under s. 18.1 of the *Police Act*.

Standards

The Board, or the Commissioner must ensure that:

Community awareness and outreach

- (1) The police force maintains a community relations component or function to liaise, build relationships and ensure communication, with community representatives, service providers or advocates reflective of the demographic makeup of the community.
- (2) Information is provided to police officers about the area served, including at minimum:
 - (a) its demographic makeup;
 - (b) local First Nation community(ies) and elected and traditional leadership;
 - (c) the history, traditions, and laws of the local First Nation(s), including the history and legacy of police relations with the local First Nation(s) and Indigenous community(ies); and
 - (d) key services and resources available through other public and social service agencies (e.g. services and resources relating to assisting persons living or relying on public spaces, support for specific groups).
- (3) Information is provided to members of the Board about:
 - (a) the demographic makeup of the area served by the police force;
 - (b) the local First Nation community(ies) and elected and traditional leadership;
 - (c) the history and current status of Indigenous peoples, including the history and legacy of police relations with Indigenous peoples in British Columbia; and
 - (d) the history, traditions, and laws of the local First Nation(s), including the history and legacy of police relations with the local First Nation(s) and Indigenous community(ies).

- (4) The information provided in Standards (2) and (3) above:
- (a) is, where possible, developed with input from, or delivered in collaboration with, relevant groups to whom the information refers;
 - (b) is periodically reviewed and updated to ensure relevancy and accuracy; and
 - (c) is provided in a manner that is conducive to: fostering relationship building, ongoing learning, and where possible, experiential learning.

Community input on priorities and objectives

- (5) Processes are in place to seek input on the priorities, goals and objectives for policing and law enforcement, from a broad spectrum of their community, including from:
- (a) municipal council(s);
 - (b) Indigenous leaders;
 - (c) school district(s);
 - (d) community organizations and groups (e.g. advocacy groups, leadership at places of worship, Indigenous organizations);
 - (e) members of the public;
 - (f) the business community.

Community satisfaction

- (6) A survey of citizen satisfaction with and attitudes toward police services, consistent with [Public Safety Canada's standardized metrics](#) endorsed by the Canadian Association of Chiefs of Police is conducted at least once every three years, in a manner that supports accessibility and mitigates systemic barriers to participation.

Integrating community relationships into performance management

The Chief Constable, Chief Officer or Commissioner must ensure that:

- (7) The performance management tool for the evaluation of recruits by field training officers includes consideration of the knowledge, skills, and abilities related to community relationship building, including with marginalized, racialized, or vulnerable persons.
- (8) Community relationship building, including with marginalized, racialized, or vulnerable persons and community organizations or groups, is a consideration when assessing officer performance.

Policies and procedures

- (9) Policies and procedures are consistent with these *BC Provincial Policing Standards*.

Section 6.0 – Promotion of Unbiased Policing	Page 1 of 1
Sub Section 6.1 – Community Partnerships and Equitable Policing	Effective: July 30, 2023 Revised: n/a
Subject 6.1.3 – Promoting diversity within the police force	

Standards

The Board, or the Commissioner must ensure that:

Reflective police force

- (1) The police force's hiring, promotion, and retention policies and practices are non-discriminatory, free of systemic barriers, and include strategies related to increasing and maintaining diversity in the police force.
- (2) The police force's recruitment materials depict gender equity and minority representation.
- (3) The police force engages in targeted recruitment activities to attract under-represented groups.
- (4) The police force monitors the diversity within the police force in relation to the area served, including at a minimum sex and ethnicity variables.

Workplace harassment

- (5) The police force promotes a work environment in which all individuals are treated with respect and dignity, including written policy that prohibits bullying or any form of harassment, including sexual harassment.
- (6) The police force has processes in place to support the reporting and investigation of workplace bullying or harassment.

Policies and procedures

- (7) Policies and procedures are consistent with these *BC Provincial Policing Standards*.

Section 3.0 – Training Courses and Development	Page 1 of 1
Sub Section 3.2 – Provincially-Approved Training Courses	Effective: July 30, 2024 Revised: n/a
Subject 3.2.5 – Training to promote equitable and unbiased policing	

Definitions

“Front-line police officer” – any police officer who as part of their duties is regularly interacting with the public and may be in contact with persons in crisis situations.

“Front-line supervisor” – any police officer who directly supervises a front-line police officer.

“Police officer” – a constable appointed under the *Police Act* or an enforcement officer appointed under s. 18.1 of the *Police Act*.

“Provincially-approved equivalent” – training that has been acknowledged by the Director of Police Services as adequate to meet the BC requirements pertaining to a provincially-approved training course.

Standards

The Chief Constable, Chief Officer or Commissioner must ensure that:

- (1) All front-line police officers and front-line supervisor have completed *BC Fair and Impartial Policing Training* or a provincially-approved equivalent training course.

Training records

- (2) Written records are maintained of the training required by this standard that has been completed by each police officer in the police force.

Section 3.0 –	Training Courses and Development	Page 1 of 2
Sub Section 3.2 –	Provincially-Approved Training Courses	Effective: Standards (1)-(5): July 30, 2024 Standards (6)-(7): December 31, 2022
Subject 3.2.6 –	Training to enhance service delivery to vulnerable communities	Revised: n/a

Definitions

“Front-line police officer” – any police officer who as part of their duties is regularly interacting with the public and may be in contact with persons in crisis situations.

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“Police officer” – a constable appointed under the *Police Act* or an enforcement officer appointed under s. 18.1 of the *Police Act*.

“Provincially-approved equivalent” – training that has been acknowledged by the Director of Police Services as adequate to meet the BC requirements pertaining to a provincially-approved training course.

“Provincially-approved training” – training that has been acknowledged by the Director of Police Services as adequate to meet BC requirements pertaining to training on a specific topic or set of topics.

Standards

Indigenous cultural safety

The Chief Constable, Chief Officer, Commissioner, or Chief Civilian Director of the Independent Investigations Office (“IIO”) must ensure that:

- (1) All police officers or IIO investigators:
 - (a) have completed a training course, developed and delivered in collaboration with representatives from, as applicable, the local First Nation(s) and/or Indigenous organizations, which includes at minimum, the history and legacies of police relations with Indigenous peoples in the community; or
 - (b) have completed a provincially-approved training on the history and current status of Indigenous peoples, including the history and legacies of police relations with Indigenous peoples in British Columbia.

- (2) For the purpose of Standard (1)(b), provincially-approved training includes at least one of the following:
- (a) the Provincial Health Services Authority (San'yas) *Indigenous Cultural Safety* Training justice module; and
 - (b) [note: other training courses may be added as/when provincial approval is granted]
- (3) Further to Standards (1) and (2) above, and in addition to Standards 6.1.2 (2), encourage, and seek opportunities for police officers to attend learning events that are, where possible, experiential and specific to the local First Nation(s) or Indigenous peoples in the areas.

Trauma-informed practice

The Chief Constable, Chief Officer, Commissioner, or Chief Civilian Director of the IIO must ensure that:

- (4) All front-line police officers, front-line supervisors, or IIO investigators have completed *Trauma-Informed Practice Foundations Curriculum for Justice, Public Safety, and Anti-Violence Community Sectors in British Columbia* online training or a provincially-approved equivalent training course.
- (5) In addition to Standard (4) above, IIO investigators, front-line police officers, and front-line supervisors who are part of a specialized unit or team responsible for investigations involving vulnerable witnesses or victims (e.g. intimate partner violence, sexual assault, human trafficking, or other such investigations), must update their skills and knowledge about trauma-informed practice every 3 years, at a minimum.

Relationship Violence

- (6) All front-line police officers and front-line supervisors have completed *Evidence-based, Risk-focused Intimate Partner Violence Investigations*.
- (7) Every front-line police officers and front-line supervisors who have completed the *Evidence-based, Risk-focused Intimate Partner Violence Investigations* training course in (6) above must refresh their skills by successfully completing the training course once every five years.

Training records

- (8) Written records are maintained of the training required by these standards that has been completed by each police officer in the police force, or each IIO investigator in the case of the IIO.

Placeholder for NWPD Strategic Plan Docs

Heather CORBETT

From: Canadian Association of Police Governance (CAPG) <communications@capg.ca>
Sent: December-31-21 10:34 AM
To: Heather CORBETT
Subject: CORRECTION: 2022 Call for Resolutions - Due May 31

[View this email in your browser](#)

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



IMPORTANT: The email that went out yesterday included the incorrect due date in the body of the email. Please note the correct date below and in the corresponding PDF. Sorry for any confusion.

CALL FOR RESOLUTIONS

BEFORE YOU SUBMIT YOUR RESOLUTION PLEASE ENSURE THAT IT IS A MATTER WITHIN THE SPHERE OF POLICE GOVERNANCE. IF YOU ARE NOT SURE YOU CAN CONTACT CAPG TO VERIFY.

An important part of each Annual Meeting of the Canadian Association of Police Governance (CAPG) is the consideration of Resolutions brought forward by our members. Members are invited to submit Resolutions in writing to the CAPG office any time before **May 31, 2022.**

Following review by the Resolutions Committee and the CAPG Board, resolutions approved will be sent to all members well in advance of the Annual General Meeting.

Voting on the Resolutions will take place at CAPG's 33rd Annual General Meeting on September 10th, 2022 in Saskatoon SK.

If you have any questions on the guidelines or would like background on a certain issue, please get in touch with Jennifer Malloy, Executive Director, at jmalloy@capg.ca

THIS IS YOUR CHANCE TO ENSURE YOUR VOICE IS HEARD!

Email your Resolutions by May 31, 2022 to: jmalloy@capg.ca

SUBMISSION REQUIREMENTS

Resolutions submitted to the CAPG for consideration shall be submitted as follows:

- Sent in electronic format in a word document in order to facilitate ease of circulation and amendments
- Does not contain more than four preambles “(WHEREAS)” clauses
- Is accompanied by background documentation explaining the nature of the issue or concern being addressed
- Clearly identifies the action
- A copy of all resolutions must be received by the deadline date of MAY 31, 2022.
- The Resolutions Committee will assist the submitting board/commission in ensuring that the proposed resolution is clear, concise, brief, appropriately supported and presented in context.

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CAPG CALL FOR RESOLUTIONS

CAPG's 33rd Annual Meeting - September 10th, 2022 (Date/Time TBC)

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