



## NEW WESTMINSTER POLICE BOARD

OPEN AGENDA

Tuesday, January 21, 2025 at 1800

Join in-Person:

555 Columbia Street, New Westminster

Join via Zoom: <https://us02web.zoom.us/j/88158165813>

Webinar ID: 881 5816 5813

+1 778 907 2071

✓ Indicates Attachment

**We recognize and respect that New Westminster is on the unceded and unsundered 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.**

<b>1</b>	<b>ADOPTION &amp; PRESENTATIONS</b>	
	1.1 Land Acknowledgement	<i>Police Board</i>
✓	1.2 Adoption of Open Agenda: January 21, 2025	<i>Police Board</i>
<b>2</b>	<b>CONSENT AGENDA</b>	
✓	2.1 Approval of Open Minutes: November 19, 2024	<i>Police Board</i>
	2.2 Police Board Member Reports	<i>Police Board</i>
✓	2.3 Operational Report: November & December 2024	<i>A/DCC Ward</i>
✓	2.4 Operations Support Report: November & December 2024	<i>A/DCC Perry</i>
✓	2.5 Statistics: November & December 2024	<i>A/DCC Ward</i>
✓	2.6 Monthly Report on NWPD Overtime	<i>Jacqueline Dairon</i>
✓	2.7 E-Comm Non-Emergency Service Level Agency Dashboard	<i>A/DCC Perry</i>
✓	2.8 Correspondence:	<i>Police Board</i>
	(a) E-Comm November Police and Local Gov't Partner Update	
	(b) E-Comm December Police and Local Gov't Partner Update	
	(c) Cops for Cancer Commendation Letter	
	(d) BCACP Statement on Decriminalization	
	(e) CACP Statement: Decriminalization for Simple Possession of Illicit Drugs	
	(f) OPCC Annual Report	
	(g) Letter from Minister Begg	
	(h) Mandate Letter	
<b>3</b>	<b>ONGOING BUSINESS</b>	
✓	3.1 Annual Street Check Report - 2024	<i>CC Hyland</i>
<b>4</b>	<b>NEW BUSINESS</b>	
✓	4.1 Canadian Framework for Trauma-Informed Response in Policing	<i>D/CC Perry</i>
✓	4.2 BCAPB 2025 Conference/ AGM Sponsorship Request	<i>CC Hyland</i>
✓	4.3 Promoting Unbiased Policing - Annual Reporting	<i>CC Hyland</i>
	<b>NEXT MEETING</b>	
	<b>Date:</b> February 18, 2025 @ 1800	
	<b>Location:</b> Blue Room, 555 Columbia Street	
	<b>ADJOURNMENT OF OPEN MEETING</b>	



## NEW WESTMINSTER MUNICIPAL POLICE BOARD

November 19, 2024 at 1030hrs

In-Person and via ZOOM

New Westminster Police Department, 555 Columbia Street, New Westminster

### MINUTES of Regular Meeting

<b>PRESENT:</b>	Ms. Tasha Henderson	Chair
	Mr. Drew Hart	(via Zoom)
	Mr. Patrick Lalonde	
	Ms. Mary Trentadue	
	Mr. Alejandro Diaz	
	Ms. Kelsi Wall	
<b>STAFF:</b>	A/Chief Constable Paul Hyland	
	A/Deputy Chief Constable Eamonn Ward	
	A/Deputy Chief Constable Andrew Perry	
	A/Inspector Jeff Scott	
	A/Inspector Ryan Long	
	A/Inspector Andrew Wickham	
	Ms. Jacqueline Dairon	Finance Supervisor
	Ms. Daisy Dyer	Police Board Secretary
	Ms. Hailey Finnigan	Communications
<b>GUESTS:</b>	Deputy Fire Chief Brad Davie	NWFRS
	Annie Sudeyko	City of New Westminster
	Lisa Spitale	CAO, City of New Westminster
<b>REGRETS:</b>	Ms. Heather Boersma	Vice Chair

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The meeting was called to order at 1030hrs.

#### 1. ADOPTION

##### 1.1 Land Acknowledgement

*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.*



## 1.2 Adoption of Regular Agenda: October 15, 2024

### MOVED AND SECONDED

THAT The New Westminster Police Board approve the November 19, 2024, Regular Agenda.

**CARRIED**

## 1.3 City 3 Crisis Response Presentation

Deputy Fire Chief Brad Davie presented the City's Crises Response Pilot Project to the Police Board. The following was of note.

Similar to other municipalities in Metro Vancouver and the Province, New Westminster is facing the three crises of homelessness, mental health and substance use; which were aggravated by the COVID-19 pandemic and the ongoing opioid epidemic. These crises are complex and inter-related and they are challenging all levels of government. These crises are impacting the community in a number of ways, including through the suffering of those experiencing them and those who are dealing with the associated externalities. These crises are straining City resources, impacting staff health and safety, and contributing to business and resident concerns.

In response to these crises, the City developed a *Downtown Livability Strategy* and established a *Downtown Livability Working Group*, which comprised representation from all City departments.

Since the strategy's development in 2022, the City has undertaken the following actions:

- Conducting daily patrols of parks and public spaces with regard to encampments and sheltering, issuing notices to dismantle, distributing resource information and making referrals;
- Contracting bio-hazardous waste collection and disposal services and worked with BC Housing on the installation of a 24/7 sanitation trailer, with the latter recording 1,745 visits in August 2024;
- Focusing additional attention and resources on the Downtown, particularly related to clean-up and maintenance of parks and public spaces;
- Increased shelter capacity and working with the senior levels of government on the development of 52 units of supportive housing at 68 Sixth Street;
- Hosted a Mental Health Roundtable, with the purpose of enhancing communication and coordination among faith-based, non-profit and provincial teams mandated to address mental health and substance use issues;
- Worked with the Canadian Mental Health Association and the Ministry of Mental Health and Addictions on the establishment of Peer Assisted Care Team (PACT), which assists residents, including the unhoused, dealing with a mental health crisis;

- Accessed senior government funding for initiatives such as the I's on the Street Micro-Street Cleaning Program, which provides supported employment and contributes to enhanced cleanliness;
- Animating and energizing the Downtown through the staging of activities, events and festivals.

Despite these efforts and given the complexity of the three crises, the City realized that a more comprehensive, city-wide approach is needed, which includes dedicated, resourced and trained staff and which is more responsive to the needs of businesses and residents. The City also realized that it needs to significantly enhance collaboration with the senior levels of government to help cover its costs related to the three crises and to expand faith-based, non-profit and provincial capacity and resources in addressing them.

The Crises Response Pilot Project is based on best practices and lessons learned from other municipalities that are advancing proactive, responsive and strategic organizational approaches to addressing the three crises of homelessness, mental health and substance use. It comprises the following three inter-departmental teams:

- **Crisis Response Team**

Non-clinical outreach which directly assists those with living experience of the three crises and connects them to community-based and provincial support services (e.g., harm reduction, health, identification, shelter, etc.), as well as daily or essential needs. The team champions the needs of Indigenous peoples with living experience of the three crises, and works to identify how the City can provide a more culturally-appropriate and trauma-informed response.

During the first four months of operation (beginning in May 2024), the outreach staff had 184 interactions and made 590 referrals.

- **Operations Support Team**

Responds to issues related to emergencies, fire prevention, life safety, cleanliness and compliance with City bylaws, and also assesses staff needs related to safety and training.

The team ensures proactive street cleaning every morning, plus contracted services to address hazardous waste. An Implementation of a sanitation trailer has been introduced on Front Street, which is operated by the Lower Mainland Purpose Society. In its first three months of operation, it received 1,544 visits in July 2024, 1,745 visits in August 2024, and 1,307 visits in September 2024.

- **Policy Development and Collaboration Team**

This team focuses on longer-term and sustainable strategies to address the three crises, including permanent supportive housing; and ensures that facilities, services and supports are equitably distributed throughout the city and not focused on any one neighbourhood. It also works to ensure that facilities, services and supports are purpose-designed and self-contained, and that measures are in place to minimize externalities.

The team collaborates with senior government for the required funding, resources and services, and communicates with and engages the community, including related to advocacy.

In addition to the establishment of the Crisis Response Team, the following vision and proposed actions form an essential part of the Crises Response Pilot Project:

- an extreme weather response and winter shelter;
- a temporary and a permanent 24/7 shelter with support services;
- a health connect and resource centre with a health and wellness focus that addresses the needs of the daytime unhoused population;
- a supportive housing development with 60 units, including up to 10 complex care units (this is in addition to previously cited 52 units at 602 Agnes Street);
- an inhalation component in conjunction with the Health Contact Centre and enhanced outreach and service provision;
- equitably distributing new facilities, services and supports across the city;
- realizing senior government funding for the Crises Response Project should the evaluation determine it is effective, and the above cited actions.

The **Implementation Working Group** comprises representatives from Indigenous, faith-based, non-profit and provincial organizations and teams mandated to address the three crises, and people with lived or living experience related to the three crises.

Responsibilities will include:

- to ensure that the project is culturally-appropriate, trauma-informed and responsive to a diverse range of needs;
- to facilitate connections, collaboration and referrals between the Crises Response Team and Indigenous, faith-based, non-profit and provincial organizations and teams;
- to inform project refinements based on feedback from those interacting with the Crises Response Team and accessing services and supports related to the three crises.

The **Engagement and Collaboration Working Group** comprises representatives from the City and business and resident associations.

Responsibilities will include:

- to support collaboration activities with the senior levels of government;
- to communicate the concerns of businesses and residents related to the three crises and to inform how the pilot project and collaboration activities can best respond to them;
- to identify a role for and gain the support of businesses and residents in collaboration activities related to the three crises.

The City has engaged Douglas College to undertake an independent evaluation of the pilot project and to serve on an Evaluation Advisory Committee. This committee will determine appropriate evaluation criteria; inform data collection; collate and analyze the data; and report on the results.

Public reporting will occur on the one year anniversary of the two-year pilot project and at its conclusion. This evaluation will be important to securing sustainable senior government funding and resources to continue the project and/or to address the issues, needs and gaps associated with the three crises.

More information on the Crisis Response can be found by visiting:

<https://www.newwestcity.ca/crises-response-project>

Discussion ensued. Chair Henderson thanked the team for their presentation.

Received for information.

## **2. CONSENT AGENDA**

**2.1 Approval of Open Minutes: October 15, 2024**

**2.2 Police Board Member Reports**

**2.3 Operation Report: October 2024**

**2.4 Operations Support Report: October 2024**

**2.5 Statistics: October 2024**

**2.6 Monthly Report on NWPD Overtime**

**2.7 GOVERNANCE: Draft 2025 Police Board Meeting Dates**

**2.8 E-Comm Non-Emergency Service Level Agency Dashboard**

**2.9 Report on Overtime since Backfill Strategy**

**2.10 POLICY: OB220 Sexual Offence Investigations**

**2.11 Correspondence:**

**(a) 2024/2025 2<sup>nd</sup> Quarter LMD-IPDS Stats - NWPD**

**(b) E-Comm November Update for Police and Local Government**

### **MOVED AND SECONDED**

THAT item 2.3 and 2.9 be removed from the Consent Agenda; and

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

**CARRIED**

## **ITEMS REMOVED FROM THE CONSENT AGENDA**

### **2.3 Operational Report: October 2024**

Ms. Wall noted the change of format to the operational report, expressing that the revision was very useful. Acting Deputy Chief Constable Ward invited the Board to advise of any other changes that they would like to see to the report.

Received for information.

### **2.9 Report on Overtime since Backfill Strategy**

Ms. Wall stated that this report was helpful in understanding the backfill strategy, particularly in relation to how the strategy is not intended to replace overtime. However, Ms. Wall did ask for clarification concerning Patrol resourcing, and if the backfill strategy would create a lesser requirement for call-out when Patrol shifts are at minimums.

Acting Deputy Chief Constable Perry explained that the Backfill Strategy focuses on filling long-term vacancies, and does not necessarily affect the Department's reliance on overtime, which addresses short-term and unpredictable staffing shortages. Overtime is primarily used to cover sudden or immediate absences or address seasonal or unanticipated surges in demand for major events. While overtime data provides valuable insights into overall staffing pressures, it does not serve as a direct or relevant measure of the Backfill Strategy's success. The strategy's primary function is to enhance staffing consistency and coverage, not to reduce reliance on overtime as an operational tool.

Acting Chief Constable Hyland noted that the Patrol review that is to take place will provide some insight into the efficiency of how the department's resources are deployed.

Received for information.

## **3. ONGOING BUSINESS**

### **3.1 GOVERNANCE: Final Draft 2025 NWPB Operating Budget**

On October 7, 2024, New Westminster City Council approved a motion requesting that City staff explore a 4.5% property tax increase scenario, including an analysis of the service level impacts or budget reductions that would be required from each department. City Finance has indicated that a 4.5% increase would require a \$560K reduction in the Police Department's proposed 2025 budget.

This scenario was not addressed at the joint Budget discussion session with City Council, Police Board and staff. City Council's 2025 Budget deliberations and decision will not occur until after the provisional police budget is approved and at this point, there has been no formal request from City Finance to adjust the 2025 Police Operating Budget. At

this time, the recommendation is to proceed with the previously endorsed 2025 Operating Budget for approval. Should Council require an adjustment to the 2025 Police Budget, a formal request should be made to the Board for review and decision.

**MOVED AND SECONDED**

THAT the New Westminster Police Board approve the 2025 final NWPB Operating Budget

**CARRIED**

**3.2 GOVERNANCE: Final Draft 2025 NWPB Capital Budget**

The 2024-2028 capital plan, approved in November 2023, projected expenditures of \$2.215M for the five year plan. In July 2024, the updated five-year plan for 2025-2029 presented a projection of \$2.7M, with a 2025 Capital Budget allocation of \$1.25M. The increases were primarily due to higher than anticipated costs for police equipment and the inclusion of the door replacement project for custodial cells.

As of November 2024, the total projected cost for the 2025-2029 Capital Plan is now \$3.14M, with a 2025 Capital Budget allocation of \$1.415M. This updated plan incorporates revised pricing for E-COMM radio replacements, updates to the Information Technology projects, a reduction in police equipment costs and the deferral custodial cell door replacements to 2026.

**MOVED AND SECONDED**

THAT the New Westminster Police Board approve the 2025 final NWPB Capital Budget

**CARRIED**

**3.3 GOVERNANCE: Q3 Financial Report**

As of September 30, 2024, the department is currently under budget by \$600K. However, this favorable budget variance is expected to decrease throughout the remainder of the year, with projections indicating the department will be under budget by \$175K for 2024.

Received for information.

**4. NEW BUSINESS**

None.

**ADJOURNMENT of Regular Meeting**

Chair Henderson adjourned the meeting at 1130 hrs.

**Next meeting**

The next meeting will take place on Tuesday, 21 January, 2025, at 1800 at 555 Columbia Street, New Westminster.

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TASHA HENDERSON  
CHAIR

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DAISY DYER  
RECORDING SECRETARY

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**New Westminster Police Department  
Operations Report – November/December 2024  
Police Board Meeting – January 21, 2025**

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**Prepared by:**  
A/Deputy Chief Eamonn Ward

## **SUMMARY**

In November and December, the four Patrol watches attended 2513 calls for service. There were 43 in custody files where the accused was arrested and held for a bail hearing. There were 99 Reports to Crown Counsel submitted for charge approval.

## **FILES OF NOTE**

### **File 2024-18328 – Mental Health Call**

The complainant called NWPD to report a concern with her a family members deteriorating mental health. Members arrived and were able to speak with the male; however, he refused to open the door and could be heard barricading himself inside. Further, the suite had potential firearms registered to it. LMD IERT and the Crisis Negotiation Team was contacted and deployed. CNT were able to negotiate with the male and have him exit the residence where he was taken into custody after approximately six hours.

### **File 2024-18801 – Mental Health Call**

NWPD members responded to a report of a suicidal male. Once at the suite, members knocked on the door but there was no response. After reviewing all the details of the call, a decision was made to enter and check on the wellbeing of the male. Members entered the suite and discovered the male in significant medical distress. Members began first aid until EHS arrived on scene. Male was then transported for medical treatment.

### **File 2024-19125 – Assault**

NWPD members responded to a report of a female screaming in the area. Upon arrival, she was located next to a parked car. As members approached, the vehicle began to drive away. One member remained with the female while another pulled over the vehicle. The male driver stepped out of the vehicle and made threats of self-harm. A struggle ensued as the member attempted to take him into custody, during which time the male attempted to grab the members firearm. Once the male was safely taken into custody the follow up investigation resulted in charges of assault, uttering threats, forcible confinement and breach of a court order.

### **File 2024-19839 –Drug Overdose**

The NWPD members responded for a report of a “man down” in the street. Upon arrival, the male appeared unconscious, and was determined not to have a pulse. Members began provided first aid including Naloxone until NW Fire and Rescue Serviced and EHS arrived to take over medical care. The male was transported to RCH by EHS where he made a full recovery and was extremely appreciative of everyone's efforts to save his life.

### **File 2024-20227 – Drug Overdose**

Members were conducting routine patrols in the Downton Core when they came across an unconscious male laying in an alcove. The male was unresponsive and did not appear to be breathing. Member began administering immediate first aid including for doses of Naloxone until EHS arrived on scene. Male was stabilized and transported to RCH for medical treatment.

### **File 2024-20302 – Drug Overdose**

Members were conducting routine patrols in the Downton Core when they located a male who did not appear to be breathing, and had no pulse. Members began immediate first aid including multiple doses of Naloxone and CPR. After several minutes, the male regained consciousness. EHS and NWFD arrived on scene and assessed the male further; however, the male refused to attend hospital.

### **File 2024-21293- High Risk Missing**

RCH staff issued a Form 21 for an 87-year-old patient who left the hospital. The female patient suffered from dementia, and a number of other medical conditions. All available members responded, including assistance from Air 1, which searched the area of RCH and Hume Park by FLIR without any luck. After some period of time, the female was located by a neighbour, walking toward her house. The female was soaking wet and was very cold after being out for nearly three hours. The female was transported back to RCH.

### **Traffic Safety Unit**

The Traffic Safety Unit continued to target high risk driving and issued speeding, distracted driving and intersection violation tickets in November and December. Traffic members investigated multiple collisions and driving complaints this month. Traffic members focused on Trucks off Truck route, which continue to be an issue due to the front street closure, which has been extended until March of 2025.

CVSE members participated in multiple joint agency commercial vehicle checks. Members of the Traffic section also focused their attention on issues along Royal Avenue during the afternoon rush hour with semi-trucks blocking intersections and crosswalks.

Ten NWPD members including the Traffic Unit participated in the Light up the Province, an initiative by the RCMP BC Highway Patrol in support of National Impaired Driving Day.

In November and December, the Traffic Unit generated 144 files. There were 49 motor vehicle incidents, 24 driving complaints. They issued 148 Provincial Violation tickets and 50 Municipal Bylaw Violation Tickets (42 of which were for truck off truck route).

## **Crime Reduction Unit**

In the months of November and December, Crime Reduction Unit (CRU) members continued with vehicle, bike, and overt foot patrols in the Downtown Core and Pier Park, including the Skytrain Stations, 800 Carnarvon Street, Alexander Street, and Columbia Square.

City Bylaws requested CRU assistance on multiple occasions with increased focus in Queensborough where numerous people have been found to be camping or sleeping in the area.

Members of CRU continue to liaise with members of the public and business owners in the Downtown Core to address concerns surrounding public safety. CRU was successful in submitting a proposal for provincial funding, through SITE, in an effort to support additional resourcing in the way of foot beat in the downtown core. This initiative was rolled out in November with three additional shifts of three members per shift being allocated weekly.

CRU members made 53 arrests including 27 warrant arrests, 17 Criminal Code arrests, and eight new charges being submitted.

## **Gang Suppression Unit**

GSU members participated in a webinar by the Gang Intervention and Exiting Team (GEIT) put on by the Youth and Indigenous Justice Division, Family Law and Youth Justice Sections of the Department of Justice Canada. The focus by presenters was to highlight the program that provided intervention and exit services to people over the age of 12 who are involved in gang activity, as well as the families of affected youth, to foster a safe and healthy environment.

GSU attended a presentation by the ICBC Special Investigation Unit. The presentation provided information on the resources available to assist with police investigations, as well as methods for engaging ICBC when police encounter suspicious cases that on the surface lack sufficient evidence for further criminal action.

In November and December, the Gang Suppression Unit generated two files and made eight arrests.

## **Major Crime Unit**

In November and December, the Major Crime Unit (MCU) assumed conduct of nine new investigations. Five of the investigations are Child Exploitation files. MCU remained extremely busy by progressing many new and historical files, as well as assisting other units within the organization. A number of MCU files are currently in different phases of disclosure with the courts and therefore are not available for release.



**Operations Support Bureau Report – November &  
December 2024  
Open Police Board Meeting – January 21, 2025**

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**Prepared by:**  
Andrew Perry, Deputy Chief Constable (Acting)

## **ADMINISTRATION DIVISION**

### **NON-EMERGENCY COMMUNICATIONS CENTRE**

The NWPD Non-Emergency Communications Team created the following non-emergency reports:

<b>Month</b>	<b>0800 – 1600hrs Monday to Friday</b>
January	<b>336</b>
February	<b>290</b>
March	<b>287</b>
April	<b>375</b>
May	<b>393</b>
June	<b>341</b>
July	<b>356</b>
August	<b>357</b>
September	<b>368</b>
October	<b>384</b>
November	<b>277</b>
December	<b>297</b>
<b>2024 Year Total</b>	<b>4061</b>

### **NOVEMBER**

- NWPD staff created **277** non-emergency reports between 0800-1600hrs Monday – Friday.
- E-Comm created **245** non-emergency reports during afterhours (1600-0800hrs Monday – Friday).
- Weekends are not included as NWPD staff only work Monday – Friday.
- Of the **522** total non-emergency reports created between Mondays – Fridays (24hr Period) in November 2024, approximately **53.1%** of the non-emergency reports were created by NWPD staff.
- NWPD staff answered a total of **1030** phone calls during the month of November 2024.

- Roughly **26.9%** of calls that came in were non-emergency reports, the remaining **73.1%** were reception, switchboard, or referrals to other outside services.

### **DECEMBER**

- NWPD Staff created **297** non-emergency reports between 0800-1600hrs Monday – Friday.
- E-Comm created **234** non-emergency reports during afterhours (1600-0800hrs Monday – Friday).
- Weekends are not included as NWPD Staff only work Monday – Friday.
- Of the **531** total non-emergency reports created between Mondays – Fridays (24hr Period) in December 2024, approximately **55.9%** of the non-emergency reports were created by NWPD Staff.
- NWPD Staff answered a total of **867** phone calls during the month of December 2024.
- Roughly **34.3%** of calls that came in were non-emergency reports, the remaining **65.7%** were reception, switchboard, or referrals to other outside services.

### **ONLINE REPORTING**

The following chart represents the amount of online reports received per month:

January	February	March	April	May	June	July	August	Sept	Oct	Nov	Dec
36	27	48	49	49	48	59	45	59	44	50	53

## **COMMUNITY & SPECIAL RESOURCE DIVISION**

### **COMMUNITY ENGAGEMENT UNIT (CEU)**

#### **PROGRAM DESCRIPTIONS:**

##### **Citizens Crime Watch Patrol**

Volunteers were deployed to patrol the City in citizen's crime watch. Volunteers are tasked with driving around the City and notifying police of any suspicious activity that they observe. The goal is to reduce crime through having dedicated observers committed to patrolling high-crime areas.

##### **Lock Out Auto Crime**

Volunteers were deployed to parking lots providing safety tips to drivers regarding securing their vehicles. Volunteers filled left suggestion cards for some parked vehicles as to how they can better prevent theft from auto.

##### **Speed Watch**

Members of the CEU and volunteers setup a speed watch in the city. Members monitored traffic and encouraged drivers to slow down using portable speed radar equipment and big flashing reader board to give drivers instant feedback on how fast they're driving.



## **Stolen Auto Recovery**

Volunteers used up-to-date information on stolen vehicles (provided by the BC Crime Prevention Association) to search licence plates of parked and moving vehicles around the City. If a license plate number comes up as a match, the volunteers notify police immediately with the goal of having police recover the vehicle.

## **Situation Table – City of New Westminster**

Members of the CEU participated in an initiative funded by Public Safety Canada to deliver a Building Safer Communities Program in New Westminster. This program is focused on youth gang reduction, decrease in use of weapons and an overall gang prevention strategy. A key initiative of this program is community collaboration and engagement through a Situation/Consultation Table, which is a risk-based collaborative model for community safety and well-being. The goal of these consultations is to proactively identify and rapidly mitigate the underlying risks associated with criminal offending, victimization, and personal crisis or trauma (e.g., overdose, eviction, etc.) by connecting vulnerable people to the services they need.

## **VOLUNTEER STATISTICS:**

### **Lock Out Auto Crime/Stolen Auto Recovery**

#### **November:**

- 4 Deployments
- 40 Hours of Volunteer Time
- 122 Crime Prevention Notices Issued
- 1,999 Plates Checked

#### **December:**

- 1 Deployment
- 16 Hours of Volunteer Time
- 37 Crime Prevention Notices Issued
- 205 Plates Checked

### **Citizens Crime Watch Patrol**

#### **November:**

- 5 Deployments
- 84 Hours of Volunteer Time
- 511 Plates Checked

**December:**

- 3 Deployments
- 47 Hours of Volunteer Time
- 572 Plates Checked

**Speed Watch****November:**

- 2 Deployments
- 7 Hours of Volunteer Time
- 385 Vehicles Checked

**December:**

- 1 Deployment
- 8 Hours of Volunteer Time

**Other Volunteer Hours****November:**

- ICBC Pedestrian Safety Campaign – 10 Hours Volunteer Time

**December:**

- Meet Constable Claus – 60 Hours
- Shine Bright New west – 17 Hours
- Department Photo Shoot – 13.5 Hours
- Winter Break Celebration Event – 8 Hours

**NOVEMBER EVENTS:****Remembrance Day**

CEU volunteers assisted members with road closures during Remembrance Day proceedings.

**Take Your Kid to Work Day**

The CEU hosted grade 9 students for a fun-filled day at the police station. Students were provided with an overview of the Department and the role of the police. Students were provided with parental consent to participate in a use of force demonstration, a K9 demonstration, and were given a tour of the NWPD boat.

### **Downtown Residents Association**

The CEU hosted the Downtown Residents association in an open aimed at discussing community issues in the downtown neighbourhood. The event was attended by members of the NWPD Senior Management Team.

### **Pedestrian Safety Event**

The CEU and NWFRS partnered with ICBC to attend high-traffic pedestrian areas and provide safety information to pedestrians as a part of ICBC's Pedestrian Safety Month campaign.

### **MADD Holiday Kickoff**

Members of the CEU attended the annual launch of the MADD seasonal campaign against impaired driving. This event is hosted in a different jurisdiction annually, and this year marked the first time it was hosted in New Westminster. The CEU delivered a speech at the event alongside MADD members, the Mayor of New Westminster, and sponsors.

### **Volunteer Appreciation**

Members hosted an appreciation evening for volunteers for the valuable work they perform. During the evening, the Volunteer and Reserve Constable with the most hours committed over the year were presented with awards. A volunteer who had entered their 25<sup>th</sup> year of volunteering for the NWPD was honoured for their service.

### **Pedestrian Safety Event – Yorkville University**

The CEU and NWFRS partnered with ICBC to attend high-traffic pedestrian areas and provide safety information to pedestrians as a part of ICBC's Pedestrian Safety Month campaign. This event focused mainly on international students.

### **Pedestrian Safety Event – New Westminster Sky Train Station**

The CEU and NWFRS partnered with ICBC to attend high-traffic pedestrian areas and provide safety information to pedestrians as a part of ICBC's Pedestrian Safety Month campaign. This event focused mainly on commuters.

### **Pedestrian Safety Event – Century House**

The CEU and NWFRS partnered with ICBC to attend high-traffic pedestrian areas and provide safety information to pedestrians as a part of ICBC's Pedestrian Safety Month campaign. This event focused mainly on seniors and addressed other issues they are currently facing.

## **DECEMBER EVENTS:**

### **Shine Bright New Westminster**

The CEU attended the Shine Bright Event that was hosted at the City Hall for a kick off to the Holiday Cheer. The CEU attended and set up a booth at the event and have three volunteers and one reserve constable assisting at the booth. The event was successful at connecting with the Community and kicking off the Holiday spirit. The CEU attended with the usual promotional materials that is given out at events.

### **Constable Claus**

The CEU hosted for a second year the Constable Claus event in the mat room of the New Westminster Police Department. This event is the bridge the gap with the Community so they can feel comfortable coming to the New Westminster Police Department, but also to allow the Don't Go Hungry to receive donations for the less fortunate at a tougher time of year. This year, the CEU had three Police officers adjust their schedule as well as one professional staff member adjust their schedule to make the event a success. The CEU was assisted by eight volunteers as well as five reserve constables, showing their passion at making the Community and NWPD a better place at an extremely busy time of year. This year, Don't Go Hungry was able to fully fill their car with donations that were given by both the Community, Volunteers of NWPD and staff members of NWPD. The event proved to be another great success.

### **Winter Break Celebration**

On December 23, the City of New Westminster requested the NWPD CEU attend for a Winter Break Celebration. The event is hosted at tāmāsewtx<sup>w</sup> Aquatic and Community Centre where there is the ability to connect with multiple groups in the Community. The CEU attended with a booth, and one member of the CEU and one reserve constable. This event is a new event for the CEU as the City of New Westminster began planning a several new events, and wanted NWPD to be involved.

### **Downtown Business Improvement Association (BIA)**

Members of the CEU and SMT attended the Downtown BIA Winter Social. Members met with many business owners and stakeholders. Opportunities for further follow-up and relationship building were identified.

## **SPECIAL INVESTIGATIONS UNIT (SIU)**

### **November:**

- NWPD – Missing Persons Reports: **22**
- SIU - New Missing Persons Investigations: **5**
- SIU - Located/ Concluded Missing Persons Investigations: **5**
- Active Missing Persons Investigations: **0**

**December:**

- NWPD – Missing Persons Reports: **10**
- SIU - New Missing Persons Investigations: **5**
- SIU - Located/ Concluded Missing Persons Investigations: **4**
- Active Missing Persons Investigations: **1**

**MENTAL HEALTH UNIT**

**November:**

- Total Police apprehensions Mental Health Act: **43**
- Total Internal Mental Health Follow-Ups: **29**
- Total External Mental Health Follow – Ups: **6**
- Longest Wait: **271** Minutes
- Average Wait: **118** Minutes

**December:**

- Total Police apprehensions Mental Health Act: **28**
- Total Internal Mental Health Follow-Ups: **29**
- Total External Mental Health Follow – Ups: **6**
- Longest Wait: **399** Minutes
- Average Wait: **147** Minutes

**VICTIM ASSISTANCE UNIT (VAU)**

**November:**

- VAU attended 7 Crisis Calls this month, 4 afterhours and 3 during the day.
- VAU received 36 client referrals from Members and opened a total of 81 new client files.
- VAU has a current caseload of 452 police files (not client files).

**Relationship “Safe-Tea”**

NWPD VAU co-hosted a ‘Relationship Safe-Tea’ at the NW Douglas College Campus. It was an event to raise awareness for the 16 Days of Activism Against Gender-Based Violence.

**December:**

- VAU attended 19 Crisis Calls this month, 11 afterhours and 8 during the day.
- VAU received 47 client referrals from Members and opened a total of 90 new client files.

- VAU has a current caseload of 469 police files (not client files).

#### **VAU Holiday Hamper**

VAU organized and delivered a Holiday Hamper to a family (a mother and 3 children) who were significantly impacted by a Domestic Violence file in 2023. The file concluded in court a few months ago and the mother and children are still in transitional housing, making them an ideal candidate for the hamper. Members and VAU delivered it on Monday December 23rd and it was very well-received by the family.

Submitted by

A handwritten signature in black ink, appearing to read 'Andrew Perry', with a long horizontal flourish extending to the right.

Andrew Perry  
Deputy Chief Constable (Acting)  
Operations Support Bureau

## **Street Crime Unit**

In November and December, the Street Crime Unit (SCU) started three new investigations while also assisting the Gang Suppression Unit. In the latter half of November, SCU was deployed to assist MCU and their investigations.

## **Criminal Intelligence Unit**

In November and December, the Criminal Intelligence Unit assisted various units on 16 operational files. CIU created 16 intelligence bulletins for dissemination and registered nine sex offenders.

## **Forensic Identification Unit (FIU)**

FIU members handled 53 new calls in November and December. FIU assisted with three robberies, one home invasion, three sudden death and one fatal motor vehicle incident. The routine calls for service attended or worked on included nine break and enters, eleven recovered stolen vehicles, and three theft from vehicle files. Fourteen criminal identifications were recorded in November and December. In November and December the FIU Video Technician completed the following highlighted tasks:

- 7 External video extractions
- 35 Video conversions
- 6 Audio Conversions/Extractions/Merging
- 28 Still image captures from Surveillance video completed
- 24 Video/Stills and photos disclosure provided to Crown

Submitted by



Eamonn Ward  
A/Deputy Chief  
Operations Bureau





November 2024 - Statistics

Crime Type Category <sup>1</sup>	2024 October	2024 November	November 3YR Avg	YTD 2022	YTD 2023	YTD 2024	YTD 3YR Avg	% Change 2023-2022
Persons Offences								
HOMICIDE	0	0	0	0	1	0	0	-100%
ATTEMPTED HOMICIDE	0	0	0	2	1	0	1	-100%
SEXUAL ASSAULTS	6	4	5	58	56	65	60	16%
ASSAULT-COMMON	45	42	39	329	406	470	402	16%
ASSAULT-W/WEAPON OR CBH	15	11	13	169	176	170	172	-3%
ASSAULT-AGGRAVATED	2	0	0	4	9	4	6	-56%
ROBBERY	3	2	3	54	73	35	54	-52%
Total Monitored Persons Offences	71	59	60	616	723	744	694	3%
Domestic Violence								
DOMESTIC VIOLENCE	42	49	46	579	548	462	530	-16%
FAMILY VIOLENCE	29	22	21	235	265	235	245	-11%
Property Offences								
BREAK & ENTER-BUSINESS	5	8	10	137	149	108	131	-28%
BREAK & ENTER-RESIDENCE	1	7	5	63	73	54	63	-26%
BREAK & ENTER-OTHER	5	4	3	50	43	41	45	-5%
THEFT OF VEHICLE	14	12	12	130	115	130	125	13%
THEFT FROM VEHICLE	37	46	47	618	529	373	507	-29%
THEFT-OTHER OVER \$5000	2	3	1	13	14	18	15	29%
THEFT-OTHER UNDER \$5000	71	47	41	366	451	520	446	15%
MISCHIEF OVER \$5000	0	0	1	9	15	4	9	-73%
MISCHIEF \$5000 OR UNDER	45	44	49	451	490	424	455	-13%
Total Monitored Property Offences	180	171	170	1837	1879	1672	1796	-11%
Traffic Offences								
Collisions								
COLLISION-FATAL	0	0	0	3	4	1	3	-75%
COLLISION-NON-FATAL INJURY	10	8	10	102	104	121	109	16%
COLLISION-ALL OTHERS	47	62	60	548	493	521	521	6%
Total Collision Offences	57	70	71	653	601	643	632	7%
215   Impaired								
215 ALCOH-24HR & DRUG	1	2	3	40	41	34	38	-17%
215 ALCOH IRP FAIL & REFUSE ASD-90 DAY	3	9	12	156	154	65	125	-58%
215 ALCOH IRP WARN	5	1	3	60	65	38	54	-42%
IMPAIRD OP MV (DRUGS & ALCOH)	6	10	14	203	193	92	163	-52%
Weapons Offences								
WEAPONS	9	4	5	68	96	73	79	-24%
Other Non-Criminal Code Offences								
BYLAW	28	30	30	259	398	279	312	-30%
FALSE ALARMS	91	59	60	889	749	657	765	-12%
MISSING PERSONS	26	23	22	250	239	248	246	4%
MENTAL HEALTH RELATED	63	54	53	492	806	787	695	-2%
DISTURBED PERSON/ATT SUICIDE	50	59	49	521	599	555	558	-7%
SUDDEN DEATH	7	11	11	129	131	114	125	-13%
DOMESTIC DISPUTE-NO ASSAULT	33	37	29	325	344	290	320	-16%

<sup>1</sup> The above statistics were extracted from LMD PRIME, General Occurrences (GOs) with CCJS Status: <>A (all files except unfounded) or B:Z (founded). Due to the unload limitations since the LMD PRIME 8.1 upgrade, only 20200101:20241130 files were queried and added to the previous dataset (last updated October 2024). 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: 2024-12-20. Please contact the New Westminster Police Department - Criminal Intelligence Unit for more information



## November 2024 - Downtown Statistics

<i>Crime Type Category<sup>1</sup></i>	2023 November	2024 November	November 3YR Avg	YTD 2022	YTD 2023	YTD 2024	YTD 3YR Avg	% Change 2023-2024 (YTD)
ASSAULT-COMMON	11	15	13	107	147	144	133	-2%
ASSAULT-W/WEAPON OR CBH	4	6	5	78	75	69	74	-8%
ASSAULT-AGGRAVATED	0	0	0	2	6	3	4	-50%
ROBBERY	2	1	1	25	41	17	28	-59%
BNE-BUSINESS	7	1	3	41	60	26	42	-57%
BNE-RESIDENCE	0	1	0	7	15	8	10	-47%
THEFT FROM AUTO - OVER AND UNDER \$5000	11	7	8	120	128	102	117	-20%
THEFT-OTHER - OVER AND UNDER \$5000	17	13	15	139	163	195	166	20%
MISCHIEF - OVER AND UNDER \$5000	20	15	15	126	157	131	138	-17%
MENTAL HEALTH RELATED	34	17	20	151	260	234	215	-10%

<sup>1</sup> The above statistics were extracted from LMD PRIME, General Occurrences (GOs) with CCJS Status: <>A. The data was mapped in ArcMap 10.8.2, and the Downtown statistics were extracted using the *Select By Location* function – “are completely within the source layer feature”. Due to the unload limitations since the LMD PRIME 8.1 upgrade, only November, 2022-2024 files were queried and added to the previous dataset (last updated October 2024). 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: 2024-12-19. Please contact the New Westminster Police Department - Criminal Intelligence Unit for more information.



December 2024 - Statistics

Crime Type Category <sup>1</sup>	2024 November	2024 December	December 3YR Avg	YTD 2022	YTD 2023	YTD 2024	YTD 3YR Avg	% Change 2023-2022
Persons Offences								
HOMICIDE	0	0	0	0	1	0	0	-100%
ATTEMPTED HOMICIDE	0	0	0	2	1	0	1	-100%
SEXUAL ASSAULTS	4	9	7	65	62	74	67	19%
ASSAULT-COMMON	42	32	33	369	433	502	435	16%
ASSAULT-W/WEAPON OR CBH	11	12	11	182	184	182	183	-1%
ASSAULT-AGGRAVATED	0	0	1	6	10	4	7	-60%
ROBBERY	2	5	4	58	76	40	58	-47%
Total Monitored Persons Offences	59	58	56	682	767	802	750	5%
Domestic Violence								
DOMESTIC VIOLENCE	50	51	48	634	588	530	584	-10%
FAMILY VIOLENCE	22	15	21	263	286	251	267	-12%
Property Offences								
BREAK & ENTER-BUSINESS	8	7	11	140	172	115	142	-33%
BREAK & ENTER-RESIDENCE	7	8	8	71	80	62	71	-23%
BREAK & ENTER-OTHER	4	5	5	55	47	46	49	-2%
THEFT OF VEHICLE	11	12	10	139	123	141	134	15%
THEFT FROM VEHICLE	47	23	47	704	561	397	554	-29%
THEFT-OTHER OVER \$5000	3	1	1	14	14	19	16	36%
THEFT-OTHER UNDER \$5000	46	35	40	409	493	554	485	12%
MISCHIEF OVER \$5000	0	0	0	10	15	4	10	-73%
MISCHIEF \$5000 OR UNDER	44	45	42	490	533	470	498	-12%
Total Monitored Property Offences	170	136	162	2032	2038	1808	1959	-11%
Traffic Offences								
Collisions								
COLLISION-FATAL	0	1	1	3	5	2	3	-60%
COLLISION-NON-FATAL INJURY	8	8	11	114	118	129	120	9%
COLLISION-ALL OTHERS	63	39	42	595	533	561	563	5%
Total Collision Offences	71	48	54	712	656	692	687	5%
215   Impaired								
215 ALCOH-24HR & DRUG	2	4	7	45	52	38	45	-27%
215 ALCOH IRP FAIL & REFUSE ASD-90 DAY	9	8	11	171	163	73	136	-55%
215 ALCOH IRP WARN	1	13	9	68	70	51	63	-27%
IMPAIRD OP MV (DRUGS & ALCOH)	10	8	13	219	207	100	175	-52%
Weapons Offences								
WEAPONS	4	3	5	76	100	76	84	-24%
Other Non-Criminal Code Offences								
BYLAW	30	17	25	281	434	297	337	-32%
FALSE ALARMS	59	62	64	967	800	719	829	-10%
MISSING PERSONS	23	11	18	266	266	259	264	-3%
MENTAL HEALTH RELATED	64	47	68	607	990	945	847	-5%
DISTURBED PERSON/ATT SUICIDE	61	31	45	573	655	589	606	-10%
SUDDEN DEATH	11	13	11	137	142	127	135	-11%
DOMESTIC DISPUTE-NO ASSAULT	37	42	33	356	370	328	351	-11%

<sup>1</sup> The above statistics were extracted from LMD PRIME, General Occurrences (GOs) with CCJS Status: <>A (all files except unfounded) or B:Z (founded). Due to the unload limitations since the LMD PRIME 8.1 upgrade, only 20200101:20241231 files were queried and added to the previous dataset (last updated November 2024). 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: 2025-01-02. Please contact the New Westminster Police Department - Criminal Intelligence Unit for more information



## December 2024 – Downtown Statistics

Crime Type Category <sup>1</sup>	2023 December	2024 December	December 3YR Avg	YTD 2022	YTD 2023	YTD 2024	YTD 3YR Avg	% Change 2023-2024 (YTD)
ASSAULT-COMMON	9	8	11	124	156	152	144	-3%
ASSAULT-W/WEAPON OR CBH	3	5	5	84	78	74	79	-5%
ASSAULT-AGGRAVATED	1	0	1	3	7	3	4	-57%
ROBBERY	1	1	1	25	42	18	28	-57%
BNE-BUSINESS	5	1	2	42	65	27	45	-58%
BNE-RESIDENCE	0	2	1	7	15	10	11	-33%
THEFT FROM AUTO - OVER AND UNDER \$5000	7	7	7	128	135	109	124	-19%
THEFT-OTHER - OVER AND UNDER \$5000	11	16	13	152	174	211	179	21%
MISCHIEF - OVER AND UNDER \$5000	16	14	14	137	173	145	152	-16%
MENTAL HEALTH RELATED	31	8	18	166	291	242	233	-17%

<sup>1</sup> The above statistics were extracted from LMD PRIME, General Occurrences (GOs) with CCJS Status: <>A. The data was mapped in ArcMap 10.8.2, and the Downtown statistics were extracted using the *Select By Location* function – “are completely within the source layer feature”. Due to the unload limitations since the LMD PRIME 8.1 upgrade, only December, 2022-2024 files were queried and added to the previous dataset (last updated November 2024). 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: 2025-01-02. Please contact the New Westminster Police Department - Criminal Intelligence Unit for more information.

Overtime Report to December 20, 2024								
	2024 Annual Budget	YTD Budget	Prior YTD Actual	2024 Actual	YTD Variance	Budget Remaining	Last 2 Weeks	2023 Prior YTD Actual
Management	2,000	1,940	2,623	2,623	(683)	(623)	-	-
Admin Services	35,000	33,948	49,267	49,267	(15,319)	(14,267)	-	21,173
Community & Spec Res	26,000	25,219	28,451	28,451	(3,232)	(2,451)	-	30,707
	61,000	59,167	77,718	77,718	(18,552)	(16,718)	-	51,879
Patrol Admin	65,000	63,046	49,335	51,021	12,025	13,979	1,686	71,970
Patrol A Platoon	63,000	61,107	89,847	91,531	(30,424)	(28,531)	1,683	65,645
Patrol B Platoon	63,000	61,107	85,082	90,236	(29,129)	(27,236)	5,154	80,889
Patrol C Platoon	63,000	61,107	46,049	46,960	14,147	16,040	910	71,205
Patrol D Platoon	63,000	61,107	52,786	56,160	4,946	6,840	3,374	56,395
	317,000	307,473	323,099	335,907	(28,435)	(18,907)	12,808	346,105
Major Crime	250,000	242,486	202,719	226,394	16,092	23,606	23,676	238,085
Forensic Ident	90,000	87,295	55,742	60,332	26,963	29,668	4,590	62,305
Street Crime	65,000	63,046	30,925	30,925	32,122	34,075	-	33,150
	405,000	392,828	289,385	317,651	75,177	87,349	28,265	333,540
Total Sworn Overtime	785,000	761,407	692,826	733,899	27,508	51,101	41,073	731,524

Civilian Overtime								
	2024 Annual Budget	YTD Budget	Prior YTD Actual	2024 Actual	YTD Variance	Budget Remaining	Last 2 Weeks	2023 Prior YTD Actual
Management	500	485	-	-	485	500	-	-
Admin/Finance	5,000	4,850	1,039	1,296	3,553	3,704	257	7,021
Admin Services	21,000	20,369	14,509	15,400	4,969	5,600	891	19,045
Records Services	67,500	65,471	121,729	129,638	(64,167)	(62,138)	7,909	88,174
Community & SR	5,000	4,850	647	647	4,203	4,353	-	606
Victim Services	10,000	9,699	13,573	14,606	(4,906)	(4,606)	1,033	17,538
	103,500	100,389	150,457	160,291	(59,901)	(56,791)	9,834	125,364
Major Crime	1,500	1,455	3,173	4,402	(2,947)	(2,902)	1,229	4,461
Forensic Ident	5,500	5,335	4,139	4,139	1,195	1,361	-	3,865
	7,000	6,790	7,312	8,542	(1,752)	(1,542)	1,229	8,326
Total Civilian Overtime	116,000	112,514	158,808	170,129	(57,615)	(54,129)	11,320	140,711
Total NWPD OT - Excluding Secondments/Grant Recovery								
	901,000	873,921	851,634	904,028	(30,107)	(3,028)	52,394	872,235

Police Agency Dashboard

Agency

New West Police

Emergency

Non-Emergency

Year to  
date

Quarter  
to date

Monthly

Year

2024

Month

Dec

### Summary

Service Level (YTD) for Dec 2024 is 75%, which did not meet the target of 80%.

Avg. Speed of Answer (YTD) for Dec 2024 is 143.1, which is a decrease of 49.5% compared to the same time prev year.

Calls Offered (YTD) for Dec 2024 is 16,104, which is a decrease of 17.7% compared to the same time prev year.

### Key Metrics (YTD for Dec 2024 vs Dec 2023)

% Calls Served	Service Level <sup>?</sup>	ASA (sec) <sup>?</sup>	Calls Offered	Calls Served	Calls Abandoned
<b>75.5% ▲</b>	<b>75% ▲</b>	<b>143.1 ▼</b>	<b>16,104 ▼</b>	<b>12,076 ▲</b>	<b>3,835 ▼</b>
Prev: 56.8% (18.8%)	Budget: 65% Target: 80% Prev: 63% (12.0%)	Prev: 283.0 (-49.5%)	Prev: 19,559 (-17.7%)	Prev: 11,101 (8.8%)	Prev: 8,458 (-54.7%)

### Other Metrics (YTD for Dec 2024 vs Dec 2023)

Avg Time to Callback (min)	Callback Success %	Callbacks Requested	Abandon Rate within 3 mins	Abandon Rate
<b>13.5</b>	<b>83.6% ▲</b>	<b>476</b>	<b>16.6% ▼</b>	<b>24.7% ▼</b>
Prev: N/A	Prev: N/A	Prev: 0	Prev: 29.1% (-12.5%)	Prev: 43.2% (-18.5%)

Last refreshed at: 06-Jan-2025 07:08 AM

Police Agency Dashboard

Agency

New West Police

Emergency

Non-Emergency

Year to  
date

Quarter  
to date

Monthly

Year

2024

Month

Dec

### Summary

Service Level (QTD) for Q4 2024 is 78%, which did not meet the target of 80%.

Avg. Speed of Answer (QTD) for Q4 2024 is 110.9, which is a decrease of 64.0% compared to the same quarter prev year.

Calls Offered (QTD) for Q4 2024 is 3,704, which is a decrease of 12.4% compared to the same quarter prev year.

### Key Metrics (QTD for Q4 2024 vs Q4 2023)

% Calls Served	Service Level <sup>?</sup>	ASA (sec) <sup>?</sup>	Calls Offered	Calls Served	Calls Abandoned
83.3% ▲	78% ▲	110.9 ▼	3,704 ▼	3,069 ▲	608 ▼
Prev: 53.3% (30.0%)	Budget: 65% Target: 80% Prev: 65% (13.0%)	Prev: 307.9 (-64.0%)	Prev: 4,226 (-12.4%)	Prev: 2,252 (36.3%)	Prev: 1,974 (-69.2%)

### Other Metrics (QTD for Q4 2024 vs Q4 2023)

Avg Time to Callback (min)	Callback Success %	Callbacks Requested	Abandon Rate within 3 mins	Abandon Rate
10.9	91.3% ▲	69	10.0% ▼	16.8% ▼
Prev: N/A	Prev: N/A	Prev: 0	Prev: 32.6% (-22.5%)	Prev: 46.7% (-29.9%)

Last refreshed at: 06-Jan-2025 07:08 AM



Police Agency Dashboard

Agency

New West Police

Emergency

Non-Emergency

Year to  
date

Quarter  
to date

Monthly

Year

2024

Month

Dec

### Summary

Service Level (Monthly) for Dec 2024 is 85%, which exceeded the target of 80%.

Avg. Speed of Answer (Monthly) for Dec 2024 is 77.8, which is a decrease of 63.8% compared to the same month prev year.

Calls Offered (Monthly) for Dec 2024 is 1,158, which is a decrease of 15.7% compared to the same month prev year.

### Key Metrics (Dec 2024 vs Dec 2023)

% Calls Served	Service Level <sup>?</sup>	ASA (sec) <sup>?</sup>	Calls Offered	Calls Served	Calls Abandoned
<b>87.2% ▲</b>	<b>85% ▲</b>	<b>77.8 ▼</b>	<b>1,158 ▼</b>	<b>1,004 ▲</b>	<b>145 ▼</b>
Prev: 60.2% (27.0%)	Budget: 65% Target: 80% Prev: 72% (13.0%)	Prev: 215.2 (-63.8%)	Prev: 1,373 (-15.7%)	Prev: 827 (21.4%)	Prev: 546 (-73.4%)

### Other Metrics (Dec 2024 vs Dec 2023)

Avg Time to Callback (min)	Callback Success %	Callbacks Requested	Abandon Rate within 3 mins	Abandon Rate
<b>16.4</b>	<b>83.3% ▲</b>	<b>12</b>	<b>7.7% ▼</b>	<b>12.7% ▼</b>
Prev: N/A	Prev: N/A	Prev: 0	Prev: 29.9% (-22.2%)	Prev: 39.8% (-27.0%)

Last refreshed at: 06-Jan-2025 07:08 AM

Police Agency Dashboard

Agency

New West Police

Emergency

Non-Emergency

Year to date

Quarter to date

Monthly

Last Closed Month

## Summary

At 75%, 2024 had the highest Service Level and was 74.42% higher than 2022, which had the lowest Service Level at 43%.

Service Level and total Service Level (all agencies) are positively correlated with each other.

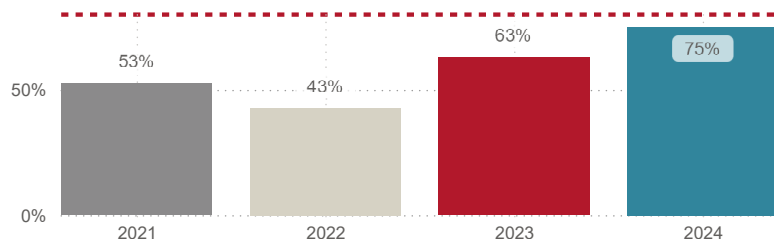
Across all 4 Year, Service Level ranged from 43% to 75%, Service Level (all agencies) ranged from 44% to 80%, and Target ranged from 80% to 80%.

Target and Service Level diverged the most when the Hour of Day was 11 PM, when Target were 30% higher than Service Level.

2024 had the highest Service Level at 75%, followed by 2023, 2021, and 2022.

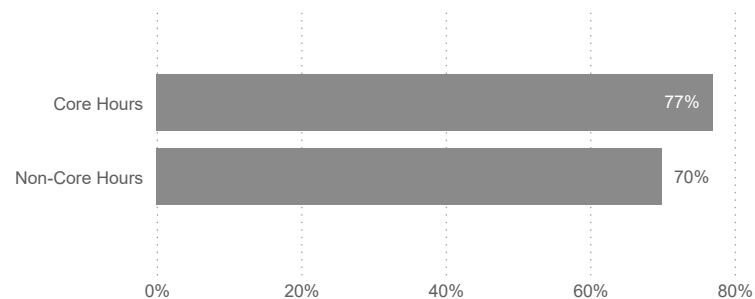
## Service Level Trend - YoY

Between 01-Jan-2021 - 31-Dec-2024. Past years include 12 months data.



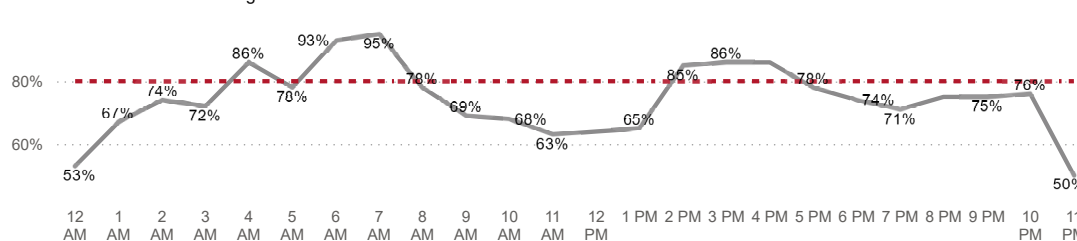
## Service Level - Core v/s Non-Core hrs.

Core hrs: 7 AM - 9 PM



## Service Level by Hour of Day

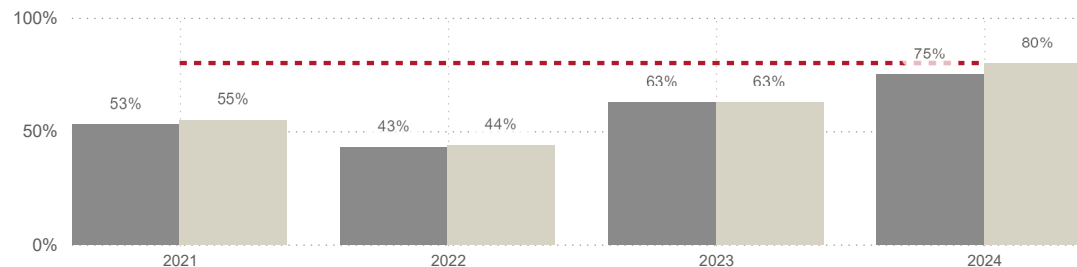
Service Level - Target



## Trend - YtD (New Westminster v/s all agencies in ECLMD)

YtD for each year, between 2021 and 2024. Past years include same completed months of this year.

Service Level - Service Level (all agencies) - Target



Last refreshed at: 06-Jan-2025 07:08 AM

Police Agency Dashboard

Agency

New West Police

Emergency

Non-Emergency

Year to date

Quarter to date

Monthly

Last Closed Month

### Summary

At 27,163, 2021 had the highest Call Offered and was 68.67% higher than 2024, which had the lowest Call Offered at 16,104.

2021 had the highest Call Offered at 27,163, followed by 2022, 2023, and 2024.

Across all 4 Year, Call Offered ranged from 16,104 to 27,163.

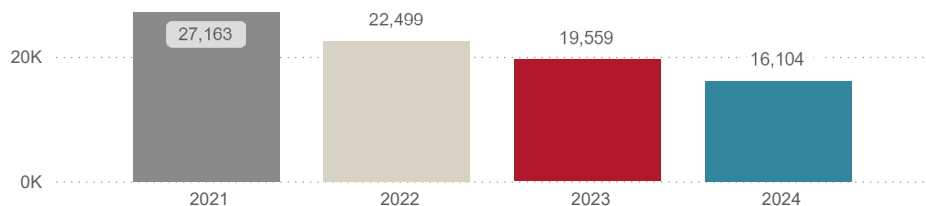
2021 accounted for 31.83% of Calls Offered.

Calls Answered and total Calls Abandoned are positively correlated with each other.

Core Hours in Time 4 PM made up 14.75% of Calls Answered.

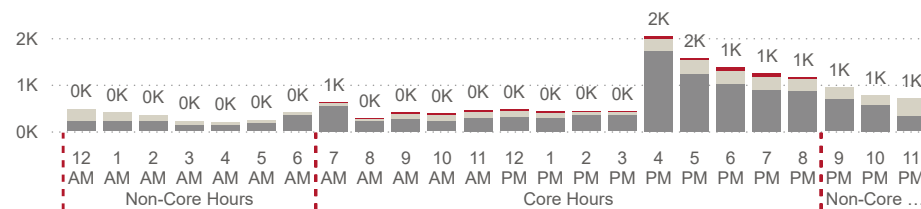
### Calls Offered Trend - YoY

Between 01-Jan-2021 - 31-Dec-2024. Past years include 12 months data.



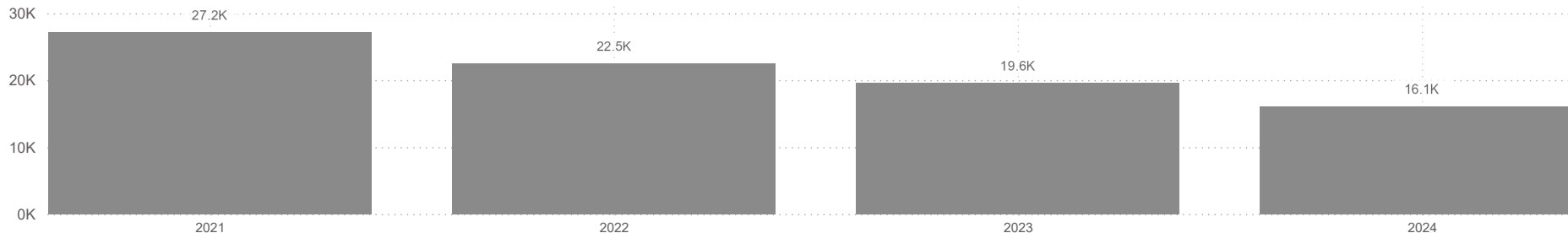
### Calls Offered Breakdown by Hour of Day

● Calls Answered ● Calls Abandoned ● Callback Requested



### Calls Offered Trend - YtD

YtD for each year, between 2021 and 2024. Past years include same completed months of this year.



Last refreshed at: 06-Jan-2025 07:08 AM

Police Agency Dashboard

Agency

New West Police

**NOTE:** This page only contains details for Non-Emergency calls.

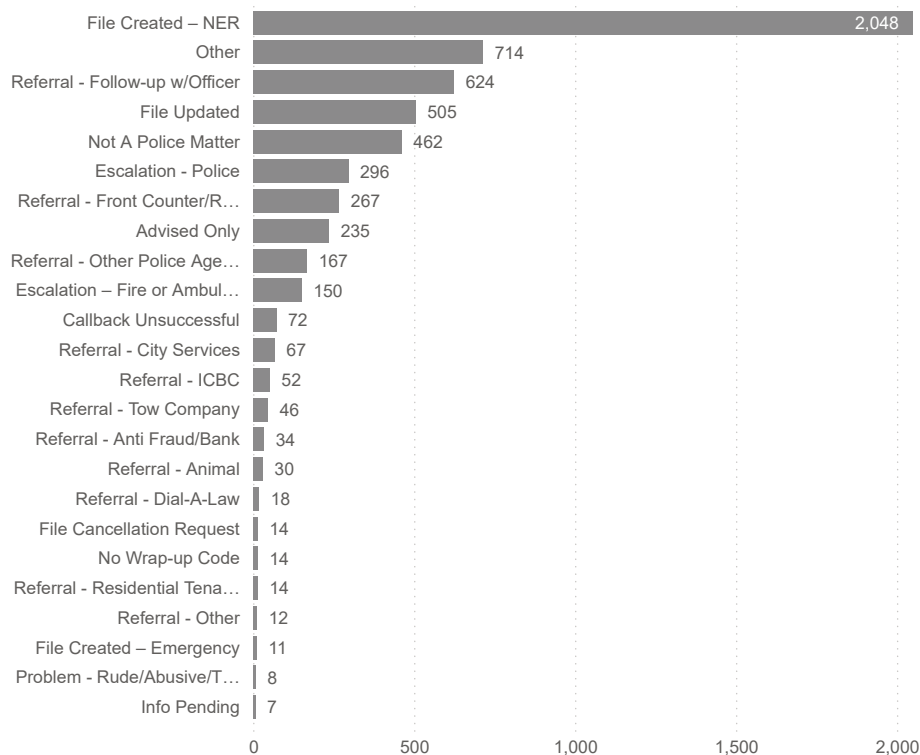
Year to date

Quarter to date

Last Closed Month

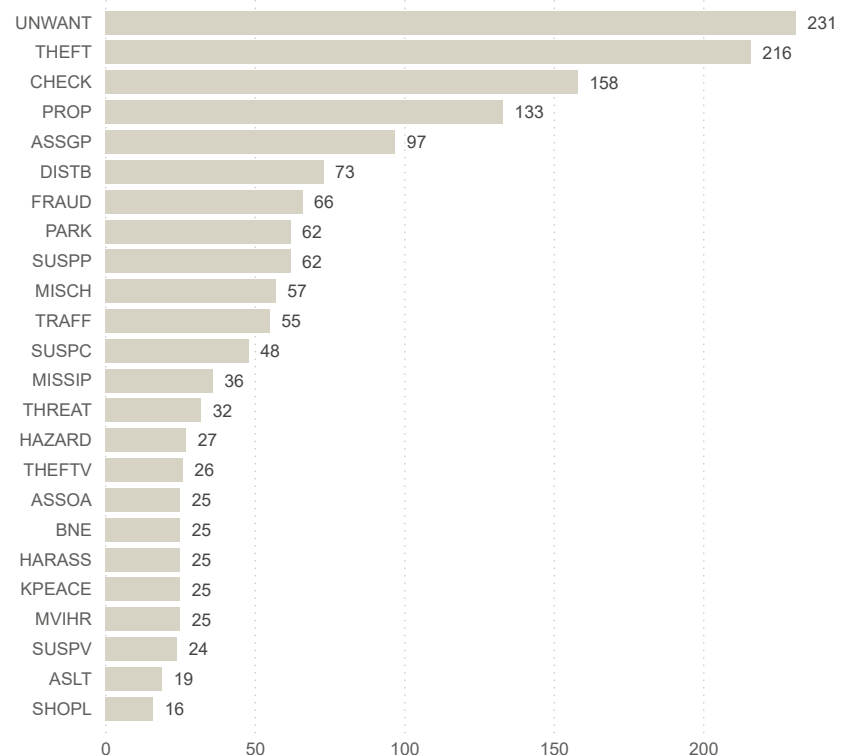
### Call Outcome Count - YtD

Between 08-May-2024 - 31-Dec-2024



### CAD Event Type Count - YtD

Between 27-May-2024 - 31-Dec-2024



Last refreshed at: 06-Jan-2025 07:08 AM

## E-COMM NOVEMBER UPDATE FOR POLICE AND LOCAL GOVERNMENT PARTNERS

We are writing to share with you our monthly update on key activities at E-Comm to strengthen and improve our services on behalf of our police partners and the public we serve. Please feel free to share this update publicly, and to forward to E-Comm any requests to be added to our distribution.

### Service Levels to October 31

- **9-1-1 service levels continue to exceed target** – Year-to-date (YTD) 9-1-1 service levels to the end of October remain high at 98% (target: 95% of calls answered within 5 seconds), and 9-1-1 call volumes exceeded 1.7 million provincewide – down from 2023's record-breaking volume driven by an Android operating system glitch, but on par with 2021 and 2022 call volumes.
- **Above-target service levels for police emergency call taking** – YTD police emergency call-taking service levels also exceeded targets (88% of calls answered within 10 seconds), both in the Lower Mainland (91%), and on Vancouver Island (90%), despite police emergency call volumes being higher than in previous years, other than 2023's anomalous spike.
- **Improved answer times, decrease in abandoned rates for police non-emergency calls** – Police non-emergency (NER) call taking service levels remain strong YTD at 79% in the Lower Mainland and on-target (80% of calls answered within 3 minutes) on Vancouver Island. The average speed to answer for NER calls is down YTD, from approximately 4 minutes in 2023 to 2 minutes. And the YTD abandoned call rate has dropped from 31% to 16%. The abandoned call rate decreases further to 11% during peak volume hours, when our new Genesys call system provides estimated wait times and call-back options for callers. Of those callers who request a call-back, 84% are successfully reached and able to file a report.

### Other Transformation Updates

- **Dedicated team continues to strengthen non-emergency service** - In October we welcomed our seventh intake of new police NER call takers to fill vacancies, including those from NER call takers being promoted to answer emergency calls. The team, along with other improvements like the new Genesys call system, is helping to improve service for the public.
- **Dispatch trainees begin with peer coaches** - Our newest dispatch trainees have moved forward to on-the-job training with peer coaches, after successfully completing the revamped training program incorporating in-class instruction and e-learning. E-Comm presented our modernized training approach to emergency communications professionals across Canada at the Association of Public-Safety Communications Officials (APCO) conference in November.
- **Launch of new self-service dashboard for police agencies** – As part of an ongoing initiative to modernize our data and analytics capabilities, a new interactive dashboard has been finalized and rolled out to our policing partners. This allows our police agency partners direct access to key metrics such as service levels, call answer times, call volumes, and more, for both emergency and non-emergency calls.
- **Ongoing outreach to shareholders and partners on governance and financial model** – We continue to actively meet with shareholder organizations and agency partners on our proposed governance and financial model changes.

## NOVEMBER 2024 UPDATE

### TRANSFORMATION AND OPERATIONS UPDATES



Service levels exceeded for 9-1-1 and emergency call taking



+1.7 million 9-1-1 calls year to Oct 31



NER improvements: answer times cut in half and abandoned calls down significantly



Self-service data & analytics dashboard launched for police agencies



Ongoing outreach on proposed governance review & financial model changes



New dispatch trainees start on-the-job training

### NON-EMERGENCY PUBLIC EDUCATION



KNOW HOW TO  
#MAKETHERIGHTCALL

Public education campaign launched on reporting non-emergency crimes in partnership with policing agencies and community groups.

### LOWER MAINLAND YEAR-TO-OCT 31

	Target	2021	2022	2023	2024
9-1-1	95%/5s	93%	98%	98%	98%
Police Emergency	88%/10s	85%	84%	88%	91%
Police Non-Emergency	80%/180s	57%	43%	62%	79%
Fire Emergency	90%/15s	91%	89%	93%	94%

### VANCOUVER ISLAND YEAR-TO-OCT 31

	Target	2021	2022	2023	2024
9-1-1	95%/5s	93%	98%	98%	98%
Police Emergency	88%/10s	90%	88%	87%	90%
Police Non-Emergency	80%/180s	86%	80%	80%	80%

## E-COMM DECEMBER UPDATE FOR POLICE AND LOCAL GOVERNMENT PARTNERS

We are writing to share with you our monthly update on key activities at E-Comm to strengthen and improve our services on behalf of our police partners and the public we serve. Please feel free to share this update publicly, and to forward to E-Comm any requests to be added to our distribution.

### All service levels met or exceeded year-to-November 30

- ***Strong service levels for 9-1-1, police emergency call taking*** – From January to November 30<sup>th</sup>, E-Comm exceeded service levels for police emergency call-taking in the Lower Mainland at 91% and 90% on Vancouver Island (service level target of 88% of calls answered in 10 seconds), 9-1-1 call-taking service levels were at 98% for January to November (target: 95% calls in 5 seconds).
- ***Significant decrease in abandoned call rate for non-emergency*** – In the Lower Mainland, the YTD abandoned call rate for non-emergency was 15%, which represents a decrease of over half from 2023 levels, and is the lowest level recorded for this period in 4 years. Our average speed to answer non-emergency calls in the Lower Mainland is now 2 minutes YTD, a drop of 50% from 2023. Service levels for non-emergency call-taking remain on target.

### Provincial announcement

- ***Minister announces independent review*** – On December 5, B.C.'s Minister of Public Safety and Solicitor General announced the Province is initiating an independent review of E-Comm's governance, financial and operational models. E-Comm has long supported calls by UBCM, local governments, police chiefs and others for the Province to take a larger role in the governance and funding of 9-1-1 services in B.C. We welcome this step as an opportunity for the Province to gain a deeper understanding of E-Comm and identify options to further strengthen emergency communications in B.C. E-Comm will continue all services and strategic priorities underway during the review period, and will keep our agency partners updated as the review progresses.

### Operations Transformation

- ***Strengthening our workforce*** – Last month we welcomed new non-emergency and emergency call takers to fill vacancies largely as a result of internal promotions. Most new hires in Q3 have been Operations positions (84%), and Technology (11%) in support of our service level commitments and building technology resiliency.
- ***Planning for digital advancement*** – Work is continuing to develop a digital strategy roadmap for our Operations department, which will determine how to best leverage technology and data advancements to support staff in serving callers and first responders.
- ***Non-emergency call-taking for WVPD*** – E-Comm will resume non-emergency call-taking for West Vancouver Police on January 14, 2025. This change follows a request from West Vancouver to return to E-Comm for non-emergency after transitioning service to Transit Police in 2022. The transition is expected to be a smooth integration, as WVPD's call volumes are relatively low and E-Comm already provides their emergency call-taking and dispatch services.
- ***FIFA 2026 planning underway*** – We officially launched our FIFA 2026 project focused on internal planning and preparations as a member of the Vancouver Host City Integrated Safety & Security Unit (ISSU). We are working on assessing operational and staffing needs alongside our public safety partners, with the shared goal of ensuring a safe and successful event.

## DECEMBER 2024 UPDATE

### TRANSFORMATION AND OPERATIONS UPDATES



Service levels exceeded for 9-1-1 and emergency call taking



+1.8 million 9-1-1 calls year to Nov 30



NER abandoned call rate decreased by over half from 2023 levels



Developing a digital strategy roadmap for our Operations department



Resuming non-emergency call-taking for West Vancouver Police Department



Welcomed new non-emergency and emergency call takers



### FIFA 2026 PLANNING UNDERWAY

Launched our FIFA 2026 project focused on internal planning & preparation. Assessing operational and staffing needs alongside our public safety partners, with the shared goal of ensuring a safe and successful event.

### LOWER MAINLAND YEAR-TO-NOV 30

	Target	2021	2022	2023	2024
9-1-1	95%/5s	92%	98%	98%	98%
Police Emergency	88%/10s	83%	84%	89%	91%
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### VANCOUVER ISLAND YEAR-TO-NOV 30

	Target	2021	2022	2023	2024
9-1-1	95%/5s	92%	98%	98%	98%
Police Emergency	88%/10s	90%	88%	87%	90%
Police Non-Emergency	80%/180s	87%	80%	80%	81%





Canadian  
Cancer  
Society

**COPS FOR  
CANCER**

Acting Chief Paul Hyland  
New Westminster Police Department  
555 Columbia Street  
New Westminster, BC, V3L 1B2

December 13, 2024

Dear Acting Chief Hyland,

**Re: Constable Alina Baugh-Allen and Constable Leigh Hodak  
2024 Canadian Cancer Society Cops for Cancer Tour de Coast**

On behalf of the Canadian Cancer Society, the Tour de Coast Steering Committee and Crew, the riders and the Camp Goodtimes families, thank you for supporting Cops for Cancer Tour de Coast. We could not have reached this milestone – 25 years of making a difference for children and families living with and beyond cancer without the strong commitment and dedication shown by the law enforcement and emergency services community – Thank you!

**Cops for Cancer funds are directed to pediatric cancer research and Camp Goodtimes.** Our team of 24 law enforcement and emergency services personnel supported by 20 crew members rode nearly 800km, making over 118 stops including 26 schools and 18 communities in 8 days – putting us on track to **raise \$620,000**. These funds will fuel new research discoveries, bring hope to children facing a cancer diagnosis and touch the lives of those who are living with and beyond cancer.

Many children and siblings with a cancer diagnosis do not have many opportunities to interact with others who share similar experiences. This can create a sense of isolation that no one wants for any child. This summer, thanks to supporters like New Westminster Police Department, Camp Goodtimes was able to provide 496 camp experiences over 6 weeks in July and August where children, teens and their families participated in outdoor activities that promote self-esteem and personal growth.

*"The most important part of the Camp Goodtimes program is building relationships between kids who are or were in the same situations – giving them a pause to enjoy being a kid and to forget what they are going through." – 2024 Kids Camp Parent*

*"This camp has helped my daughter's relationship with her cancer experience so much. The staff and volunteers have watched her grow up and now outgrow her programs. She comes home every year with a huge smile on her face and amazing stories to tell. Thank you for letting her always be who she is." – 2024 Kids Camp Parent*

We truly appreciate your support in allowing Alina Baugh-Allen and Leigh Hodak to participate in the 2024 Canadian Cancer Society's Cops for Cancer Tour de Coast. We are also grateful to have had wonderful crew member Sheldon Frayle from NWPD join the tour. Without your continued support, the accomplishments and contributions made by these valued team and crew members would not have been possible. **This year, NWPD riders and crew members fundraised over \$22,200 for the Cops for Cancer Tour de Coast.**

Being a rider for Cops for Cancer is both physically and emotionally challenging. Alina Baugh-Allen and Leigh Hodak dedicated over 7 months to fundraising and training to make a difference.

Thank you again for your support of **Alina Baugh-Allen and Leigh Hodak**. Today, 84% of children diagnosed with cancer will survive. With the help of Cops for Cancer, we hope to increase the survival rate and ensure children have a good quality of life during and after cancer treatment. The research and services provided are all made possible by caring and committed individuals such as the members of NWPD. We hope that we can count on your continued support in the years to come.

Please forward our thanks to the riders and crew members' supervisors and co-workers. We are all very proud of their commitment to the cause and of all their accomplishments.



Canadian  
Cancer  
Society

**COPS FOR  
CANCER**

Sincerely,

Samantha Falconer  
Specialist  
Canadian Cancer Society

Tess Landry  
Committee Co-Chair  
Cops for Cancer Tour de Coast

Mike Wheeler  
Committee Co-Chair  
Cops for Cancer Tour de Coast

**November 28, 2024**

**BCACP Statement on Decriminalization. Advocating for a Health-Led Approach**

The British Columbia Association of Chiefs of Police (BCACP) stands in alignment with the Canadian Association of Chiefs of Police (CACAP) in its position on decriminalization and its role in addressing the ongoing toxic drug crisis.

The BCACP recognizes that tackling the complex issue of substance use requires a comprehensive, health-led approach that prioritizes diversion from the criminal justice system. We have consistently supported initiatives that focus on connecting individuals with the health care, treatment, and support they need to address the root causes of addiction and substance use disorders.

While the BCACP was open to the notion of decriminalization as one potential tool to achieve these goals, recent developments have prompted a re-evaluation of its effectiveness in the current context. Based on evidence and ongoing evaluation, we no longer view decriminalization as a primary mechanism for addressing the systemic challenges associated with substance use.

Instead, the BCACP strongly advocates for increased investment in health services, enhanced diversion programs and collaborative partnerships with government agencies, health authorities, and community organizations to implement solutions that balance public safety with public health.

Police in British Columbia remain deeply committed to protecting public safety and supporting healthier, safer communities. While enforcement remains a necessary component of addressing certain aspects of the toxic drug crisis, the BCACP is resolute in its belief that lasting solutions require a health-first approach.

We echo the call for an evidence-based national dialogue on the challenges of substance use, including the lessons learned from early decriminalization efforts. Together, we must refine strategies that ensure individuals receive the help they need while preserving public trust and community safety.

C/Superintendent Wendy Mehat  
President, BC Association of Chiefs of Police



## Canadian Association of Chiefs of Police

Supporting police professionals through innovative and inclusive police leadership  
to advance the safety and security of all Canadians.

November 27, 2024

### **Statement: Decriminalization for Simple Possession of Illicit Drugs**

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As a result of the experience in British Columbia associated to the January 2023 three-year exemption under the *Controlled Drugs and Substances Act* that decriminalized the possession of small amounts of certain illicit drugs for personal use in British Columbia, the CACP Board no longer supports the decriminalization of any amount of illicit drugs for personal use.

Since the exemption came into effect, police have witnessed trends of concern, including a continued high rate of opioid overdose deaths as well as growing fear among law-abiding community members due to public drug use and drug-related criminal activity.

While robust, evidence-based healthcare, addiction, and social programs are vital, drug enforcement remains an essential tool to address the public safety risks linked to illicit drug use. Beyond mitigating drug-related crime, police-led enforcement can serve as a gateway to treatment through pre-charge/post-charge diversion and judicially supervised treatment programs for individuals in need of critical medical and social services.

The CACP's leadership strongly urges the Federal Government to collaborate with provinces to adopt a comprehensive systems-based approach. This should include significantly expanding inpatient care as well as improving access to effective and sustainable treatment and social services programming that ensures individuals who require essential mental health and addictions care receive immediate and ongoing assistance.

We call on the Federal Government to reconsider its current approach and to engage law enforcement, healthcare providers, and community stakeholders in developing more effective mental health and addictions solutions. Protecting the safety and well-being of all Canadians must remain the highest priority.

Commissioner Tom Carrique  
President, Canadian Association of Chiefs of Police

INTEGRITY  
INDEPENDENCE  
FAIRNESS

OFFICE OF THE  
POLICE COMPLAINT  
COMMISSIONER

ANNUAL REPORT  
2023/2024





**LIGHTHOUSES** have long been used to provide comfort and indicate obstacles to sailors navigating British Columbia's rugged coastline. Their beacons shine a light in all directions, signalling a welcome to everyone in the vicinity. Throughout history, it was lighthouse keepers and staff who kept a lookout for those in need of help or in distress.

It is the Office of the Police Complaint Commissioner's goal to offer a safe harbour to those who engage in the complaints process and to be a beacon of effective and accessible civilian oversight, seeking accountability and building trust in policing.

**COVER PHOTO:** Fisgard Lighthouse is located at the Fort Rodd Hill National Historic Site near Victoria. Before European arrival, Fort Rodd Hill served as a *ləkʷəŋən* (Lekwungen or Lekungen) village and camas cultivation site. We understand Parks Canada has joined with the Songhees and Esquimalt First Nations in recent years to protect the camas meadows and their surrounding ecosystem as well as celebrate Coast Salish history.

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*We would like to acknowledge that the work of the Office of the Police Complaint Commissioner takes place across unique and diverse traditional Indigenous territories and respects the many territorial keepers of this place we now call British Columbia. We thank the lək̓ʷəŋən (Lekwungen) people, also known as the Songhees and Esquimalt First Nations communities, past, present and future, for their stewardship, care, and leadership on the land on which our main office is located in downtown Victoria.*

*On behalf of our Office and our staff, we express extreme gratitude for being able to live and work on this beautiful land. We're all committed to our own personal journey to bring our Office closer to understanding and incorporating Indigenous history and culture into our work as we strive towards true reconciliation.*

---





OFFICE OF THE  
POLICE COMPLAINT COMMISSIONER

British Columbia, Canada

November 15, 2024

The Honourable Mr. Raj Chouhan  
Speaker of the Legislative Assembly  
Parliament Buildings, Room 207  
Victoria, BC V8V 1X4

Dear Mr. Speaker,

It is my honour to present the 2023/2024 Annual Report. In doing so, I gratefully acknowledge that our office is located on the unceded traditional lands of the Lək̓ʷəŋən (Lekwungen) People and ancestors. The work of the Office of the Police Complaint Commissioner extends across the homelands of the Indigenous Peoples within what we now call British Columbia.

This report has been prepared in accordance with section 51.1(1) of the *Police Act*, RSBC 1996, c. 367.

Yours truly,

Prahbu Rajan  
Police Complaint Commissioner

---

Prahbu Rajan  
Police Complaint Commissioner

2nd Floor 947 Fort St.  
PO Box 9895 Stn Prov Govt  
Victoria, British Columbia V8W 9T8  
Tel: (250) 356-7458 Fax: (250) 356-6503

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# Commissioner's Message

Civilian oversight over municipal policing plays a critical role in ensuring accountability for police misconduct in British Columbia. I am now well into the first year of my five-year term as Police Complaint Commissioner. I have had many conversations with interest holders who have expressed a shared commitment to an independent, fair, and impartial oversight system that genuinely listens to the voices of those impacted and seeks to ensure public trust in policing.

I recognize that policing is important and difficult work, often occurring in dynamic and potentially dangerous situations. It is my job, and that of my office, to faithfully conduct a neutral and objective inquiry into questionable police conduct that has come to our attention through a public complaint or from a police department.

An annual report looks back at achievements of the past year but also considers what lies ahead. I am grateful to past commissioners for their work in making the Office of the Police Complaint Commissioner (OPCC) a gold standard in police oversight and well situated to take on future challenges. Given that my predecessor, Clayton Pecknold, led the OPCC for almost all of 2023/2024, I asked him for his reflections. Former Commissioner Pecknold kindly provided me with the following:

*Fiscal year 2023/2024 continued the uncertainty brought by the transition of the City of Surrey from an RCMP policing model to a municipal model. Planning within the OPCC had been underway for several years prior and has been the basis for several funding requests. The Surrey Police Board was appointed in 2020 and began recruiting and hiring municipal police officers, which consequently engaged the jurisdiction of the OPCC in efforts to ensure we were prepared.*

*Organisationally, beyond the day-to-day mandate and the Surrey transition and its impacts, our focus was on continued health and wellness of staff coming out of reverberations of the pandemic and the increasing stress associated with workloads. Initiatives included internal engagement and strategic planning work continued from 2022, the Case Tracking System, and the planning for and execution of the physical relocation of our head office in the early summer 2023.*

*As we neared Fall 2023, we continued our engagement with government on Police Act amendments, both short term and medium term. For example, staff and I were heavily engaged in advocacy since the 2019 Special Committee report in support of granting both systemic powers and enhanced public hearing powers to the OPCC. In Spring 2024, the government passed these amendments along with a host of other measures that should improve the municipal policing discipline process.*

“I have had many conversations with interest holders who have expressed a shared commitment to an independent, fair, and impartial oversight system that genuinely listens to the voices of those impacted and seeks to ensure public trust in policing.”

*In addition, I met with the consultants hired for engagement on future long-term reform of the provincial oversight model and provided insight into the complex considerations and interplay between the various mandates (see last year's Annual Report).*

*Finally, as this was the last year of my five-year term and the Legislature was engaged in a search process, my focus in the last quarter of the year was on ensuring staff health and morale in the face of continued change. As well, an equal focus was to ensure the organisation was prepared for continuity and delivery of mandate while the new PCC assumed the role. I believe the office was well poised for the transition and ready for the challenges ahead.*

The Police Act was amended in April 2024 to provide additional powers to the OPCC. My office is now able to investigate systemic causes of complaints and systemic problems with the discipline process, potentially resulting in recommendations for change that might prevent future police misconduct. I strongly believe that it is in the public interest to identify issues proactively rather than simply reacting to issues after they occur.

The OPCC has been given broader statutory authority to improve the accessibility and experiences with the complaints system. I am currently engaged in extensive community and policing outreach to better understand any challenges in the OPCC's process and in the awareness and perception of my office. This includes meetings with Indigenous communities and leadership, support agencies, advocacy groups, police departments, and police associations. It is critical that we make the work of the OPCC more transparent while also ensuring that we understand the unique barriers faced by those in society who are vulnerable and marginalized.

While it is an important part of our mandate to process complaints and oversee investigations, we must also improve and prioritize our ability to resolve matters without requiring a lengthy investigative and decision-making process. I am focused on designing a conciliation-based approach that leads to earlier, accountable outcomes while also improving relations and trust between communities and their police departments.

I accept the existence of systemic racism in the justice system, as it impacts Indigenous Peoples and racialized communities in British Columbia. The OPCC is a product of this system. I am supportive of institutional changes that will make the police oversight system more responsive to the distinct experiences of vulnerable groups who wish to access our process in culturally relevant and safe manners.

I further acknowledge the harmful and ongoing impacts of colonialism on Indigenous Peoples. This must be a starting point in truly understanding and working towards ameliorating the relationship between the police and Indigenous Peoples. The OPCC is committed to ongoing learning in its journey towards

I am thankful for the dedication, expertise, and passion of the excellent staff working at the OPCC. I am looking forward to the OPCC's journey and the evolution of civilian oversight in this province.



**Prabhu Rajan**  
Police Complaint Commissioner

# The Year in Numbers



## Files Opened

There are a number of different types of files the OPCC opens. There are police complaints, ordered investigations, serious harm investigations, questions or concerns, service or policy complaints, monitor files, and internal discipline files.

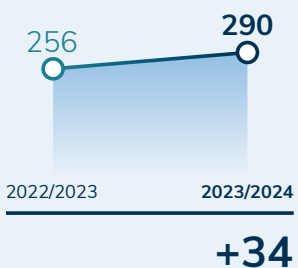
In 2023/2024, the OPCC opened 1,488 files. This is a decrease of 30 from last year. Most of these files are police complaints, which are opened when the OPCC receives a complaint from a member of the public about a police officer's behaviour.



## Police Complaints Received

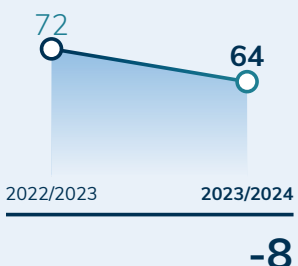
The public can file complaints about a police officer's conduct or actions. The OPCC reviews all complaints to determine whether there will be an investigation. All investigations are conducted by the police under the oversight of the OPCC.

In 2023/2024, the OPCC received 685 complaints from the public about police officer conduct, a decrease of 21 from last year.



## Police Complaints – Total Assigned for Investigation or Resolution Attempt

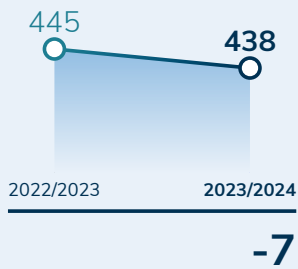
In 2023/2024, the OPCC assigned a total of 290 admissible police complaints to investigation or resolution—an increase of 34 from last year.



## Independently Ordered Investigations

The Commissioner can initiate investigations into a police officer's conduct or actions, even if there is no complaint filed by the public. Police departments can also ask the Commissioner to initiate an investigation into the conduct of one of their police officers.

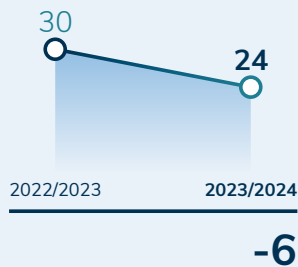
In 2023/2024, the Commissioner initiated 64 investigations into police officer conduct, a decrease of 8 from last year. A total of 45 of these investigations were requested by the involved police department.



## Reportable Injuries

Police departments are required to notify the OPCC when an incident involving police results in an injury requiring transport to hospital for emergency care. The OPCC reviews all injuries to determine whether an investigation into the police officer's conduct is required.

In 2023/2024, the OPCC received 438 reportable injury notifications, a decrease of 7 from last year. Of those injuries, a significant number of injuries resulted from less-lethal firearms (ARWEN and bean bag shotguns), empty-hand techniques, and dog bites.



## Mandatory Serious Harm Investigations

The OPCC must order a mandatory external investigation into any incident resulting in serious harm or death. These investigations are separate and distinct from investigations by the Independent Investigations Office (IIO) and are not restricted to evidence gathered by the IIO. These investigations will assess all of the circumstances including, but not limited to, any training, policy considerations, or misconduct allegations.

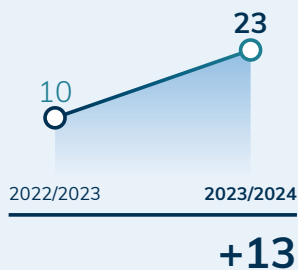
In 2023/2024, the OPCC ordered 24 serious harm investigations, a decrease of 6 from last year.



## Adjudicative Reviews

If the Commissioner disagrees with a decision made by a senior officer about whether a police officer committed misconduct or the disciplinary or corrective measure imposed, then the Commissioner can appoint a retired judge to review the matter. There are three types of reviews: Section 117 Reviews, Reviews on the Record, and Public Hearings.

In 2023/2024, the OPCC disagreed with the decision of a senior officer and appointed a retired judge in 15 matters, a decrease of 1 from last year.



## Service or Policy Complaints

The public can file complaints about the policies or services being provided by a police department. These complaints are the responsibility of the department's police board. The police board is required to advise the OPCC of their course of action. The Commissioner may also make recommendations to the police board.

In 2023/2024, the OPCC received 23 complaints about the policies or services being provided at a police department, an increase of 13 from last year.



## Recommendations Made to Police Board or Director of Police Services

The Commissioner has the ability to make recommendations to police boards on matters of policy and procedures and can recommend that the Director of Police Services or the Minister exercise their authority to examine training, cultural, or systemic issues that may have contributed to misconduct or which may prevent its recurrence.

In 2023/2024, the Commissioner made recommendations on seven matters to police boards. Examples of recommendations included use of force reporting, workplace culture, sudden death investigations, and police interactions with persons in vulnerable circumstances.



## ABOUT OUR WORK:

# Advancing Public Confidence and Trust in Policing

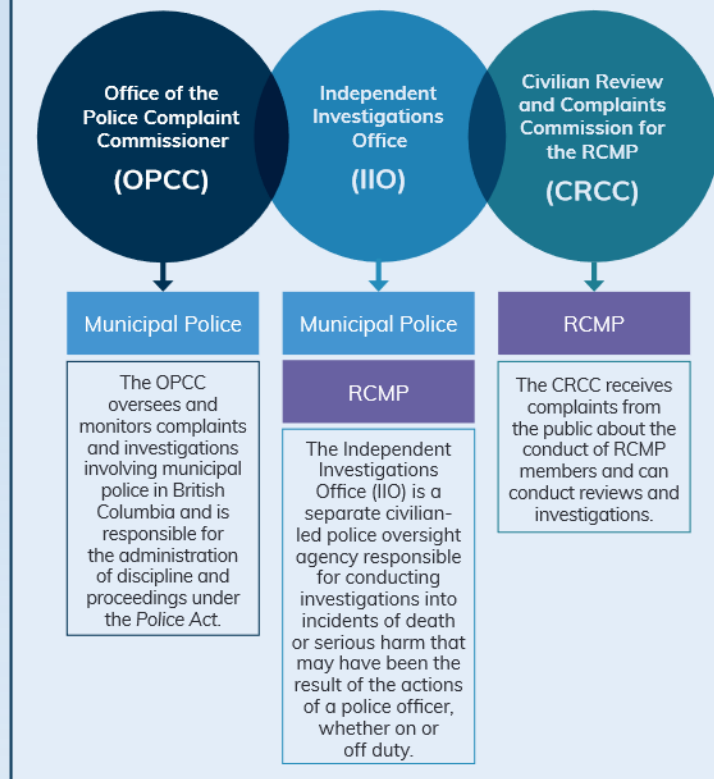
## Who We Are

The OPCC is the office that British Columbians turn to when they have concerns about the conduct of municipal police. We are an impartial agency—independent of police and government—that oversees complaints and investigations involving municipal police officers. We ensure complaints made under the Police Act are resolved in a timely, transparent, and accountable manner, and that the process is accessible to the public.

## Our Purpose

We promote accountable policing and enhance public confidence in police through impartial, transparent civilian oversight.

### BRITISH COLUMBIA POLICE COMPLAINT AND OVERSIGHT SYSTEM



## Outside of our jurisdiction

The OPCC does not have jurisdiction over the RCMP, Special Provincial Constables, BC Sheriff Service, BC Conservation Officers, Corrections Officers, Legislative Security officers, or Canadian Border Services Agency (CBSA) officers.

The Civilian Review and Complaints Commission for the RCMP (CRCC) is an independent agency created to ensure that complaints about the conduct of the RCMP are examined fairly and impartially. For more information about the CRCC, please visit: [www.crcc-ccetp.gc.ca](http://www.crcc-ccetp.gc.ca). Further, the Independent Investigations Office (IIO) is a separate civilian-led police oversight agency responsible for conducting investigations into incidents of death or serious harm that may have been the result of the actions of a police officer, whether on or off duty.

## What We Do

- Provide an accessible way for people to voice concerns about the conduct of any municipal police officer or department.
- Oversee and monitor complaints and investigations into police misconduct involving municipal police and special municipal constables in BC.
- Oversee the administration of discipline and proceedings under the *Police Act* and ensure that the purposes of the legislation are achieved.

## How We Do Our Work

### Fairness

- Determine the admissibility of complaints received from the public.
- Initiate investigations.
- Actively monitor and oversee police misconduct investigations, providing advice and direction as necessary.
- Refer matters for independent adjudicative review.
- Refer matters to Crown Counsel for consideration of prosecution, when appropriate.

### Transparency

- Maintain records of all police complaints<sup>1</sup> and *Police Act* investigations involving municipal police officers and the investigation outcomes.
- Compile statistical information, including trends, and report regularly to the public about complaints and investigations. Additional information about the work of the OPCC can be accessed at <https://opcc.bc.ca/>

### Public Engagement and Education

- Engage public organizations and policing interest holders and provide education on the police complaint process.
- Inform on the benefits of dispute resolution processes.
- Identify and address barriers to the police complaint process through outreach efforts.

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<sup>1</sup> Of note, previous OPCC annual reports have included references to "registered complaints"; this term has been replaced by "police complaints".

## Prevention and Systemic Responses

- Make recommendations to police boards or to government to address policies, practices, or systemic issues identified in the complaint process.

### Independence

- Neutrally assist any participant in the police complaint process, including complainants, police officers, Discipline Authorities, police boards, and adjudicators appointed under the *Police Act*.

### Our Goals

- To strengthen police accountability.
- To provide an accessible, effective, and understandable police complaint process.
- To improve organizational performance.
- To promote people wellness and development.

### Our Team

Driving our work is a team of committed professionals with diverse experience and expertise, including law, regulatory fields, policing, criminology, public administration, social policy, client service, communications, business analysis, and academia, and who believe in the fundamental importance of civilian oversight of the police complaints process.

Our intake service is typically the public's first point of contact with the OPCC. They help people understand the process and connect complainants who are seeking assistance in navigating the process with support agencies.

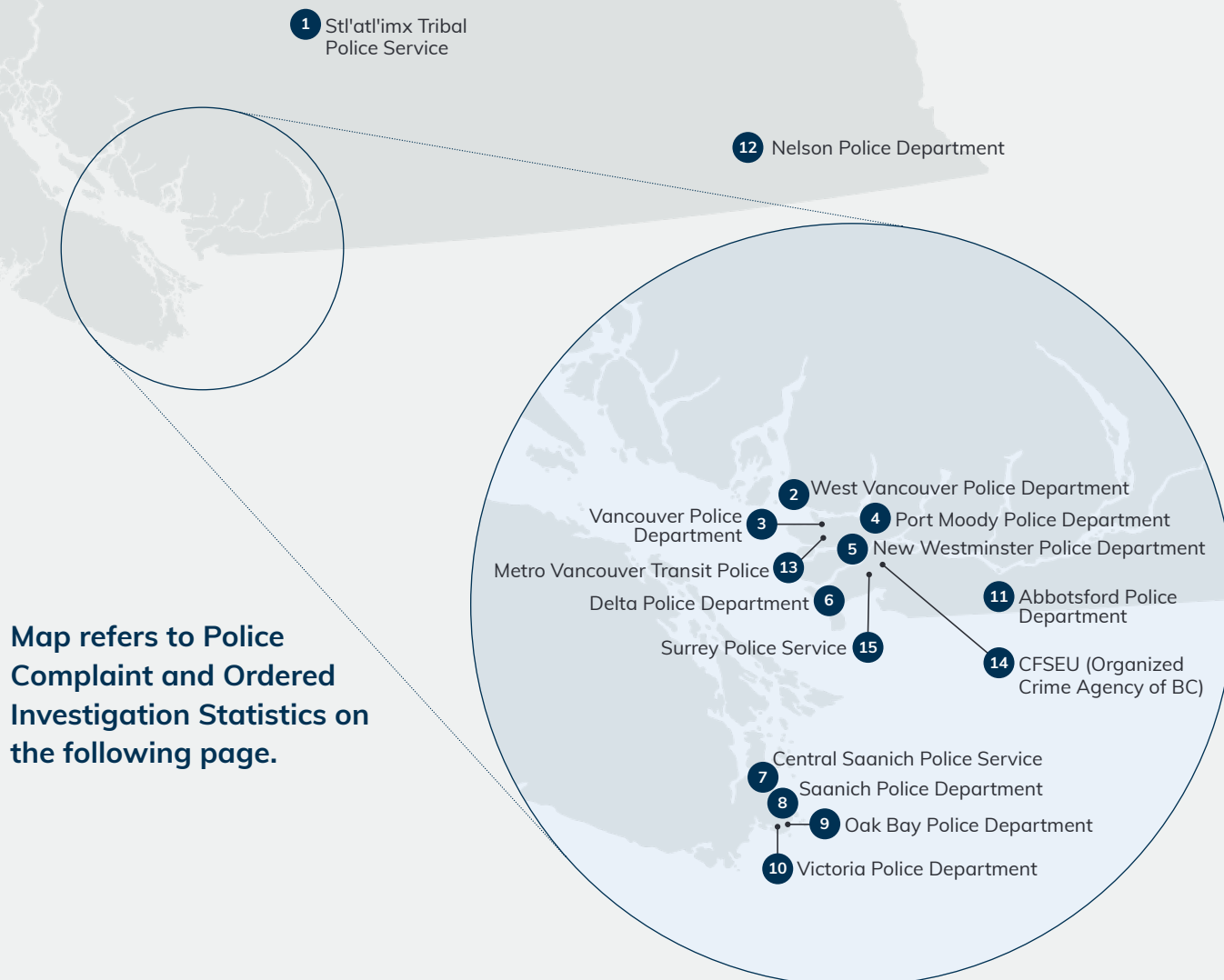
Our "No Wrong Door" approach means that even when the complaint falls outside of our jurisdiction, our intake team helps complainants find the appropriate avenue for redress. This prevents complainants getting discouraged when submitting a complaint that requires additional administrative steps. Last year, 286 enquiries were redirected by our skilled and compassionate front-line staff, of which 152 were related to the RCMP.

Once a complaint has been initiated, our team of analysts works to ensure that the *Police Act* and its associated processes are followed correctly. Our staff have a comprehensive understanding of the *Police Act* and the discipline process, as well as policing practices, policies and procedures. [For more, see Staffing and Budget, page 56]

# Where We Work

## OPCC Oversight


The OPCC oversees complaints related to the work of municipal police officers, special municipal constables, and officers serving on other police agencies throughout British Columbia. As detailed in the map that follows, 12 municipal police departments fall under our jurisdiction, as well as the Metro Vancouver Transit Police, Stl'atl'imx Tribal Police Service, and the CFSEU (Organized Crime Agency of British Columbia).





**Map refers to Police Complaint and Ordered Investigation Statistics on the following page.**





# Police Complaint and Ordered Investigation Statistics by Department (2023/2024)



<b>1</b>	<b>Stl'atl'imx Tribal Police Service</b>
POLICE COMPLAINTS	4 
ORDERED INVESTIGATIONS	3 



<b>2</b>	<b>West Vancouver Police Department</b>
POLICE COMPLAINTS	11 
ORDERED INVESTIGATIONS	1 



<b>3</b>	<b>Vancouver Police Department</b>
POLICE COMPLAINTS	306 
ORDERED INVESTIGATIONS	30 


<b>4</b>	<b>Port Moody Police Department</b>
POLICE COMPLAINTS	13 
ORDERED INVESTIGATIONS	0 



<b>5</b>	<b>New Westminster Police Department</b>
POLICE COMPLAINTS	19 
ORDERED INVESTIGATIONS	2 



<b>6</b>	<b>Delta Police Department</b>
POLICE COMPLAINTS	26 
ORDERED INVESTIGATIONS	1 



<b>7</b>	<b>Central Saanich Police Service</b>
POLICE COMPLAINTS	5 
ORDERED INVESTIGATIONS	1 



<b>8</b>	<b>Saanich Police Department</b>
POLICE COMPLAINTS	36 
ORDERED INVESTIGATIONS	1 

<b>9</b>	<b>Oak Bay Police Department</b>
POLICE COMPLAINTS	1 
ORDERED INVESTIGATIONS	0 



<b>10</b>	<b>Victoria Police Department</b>
POLICE COMPLAINTS	68 
ORDERED INVESTIGATIONS	5 

<b>11</b>	<b>Abbotsford Police Department</b>
POLICE COMPLAINTS	69 
ORDERED INVESTIGATIONS	5 

<b>12</b>	<b>Nelson Police Department</b>
POLICE COMPLAINTS	9 
ORDERED INVESTIGATIONS	1 

<b>13</b>	<b>Metro Vancouver Transit Police</b>
POLICE COMPLAINTS	23 
ORDERED INVESTIGATIONS	3 

<b>14</b>	<b>CFSEU (Organized Crime Agency of BC)</b>
POLICE COMPLAINTS	1 
ORDERED INVESTIGATIONS	0 

<b>15</b>	<b>Surrey Police Service</b>
POLICE COMPLAINTS	83 
ORDERED INVESTIGATIONS	9 

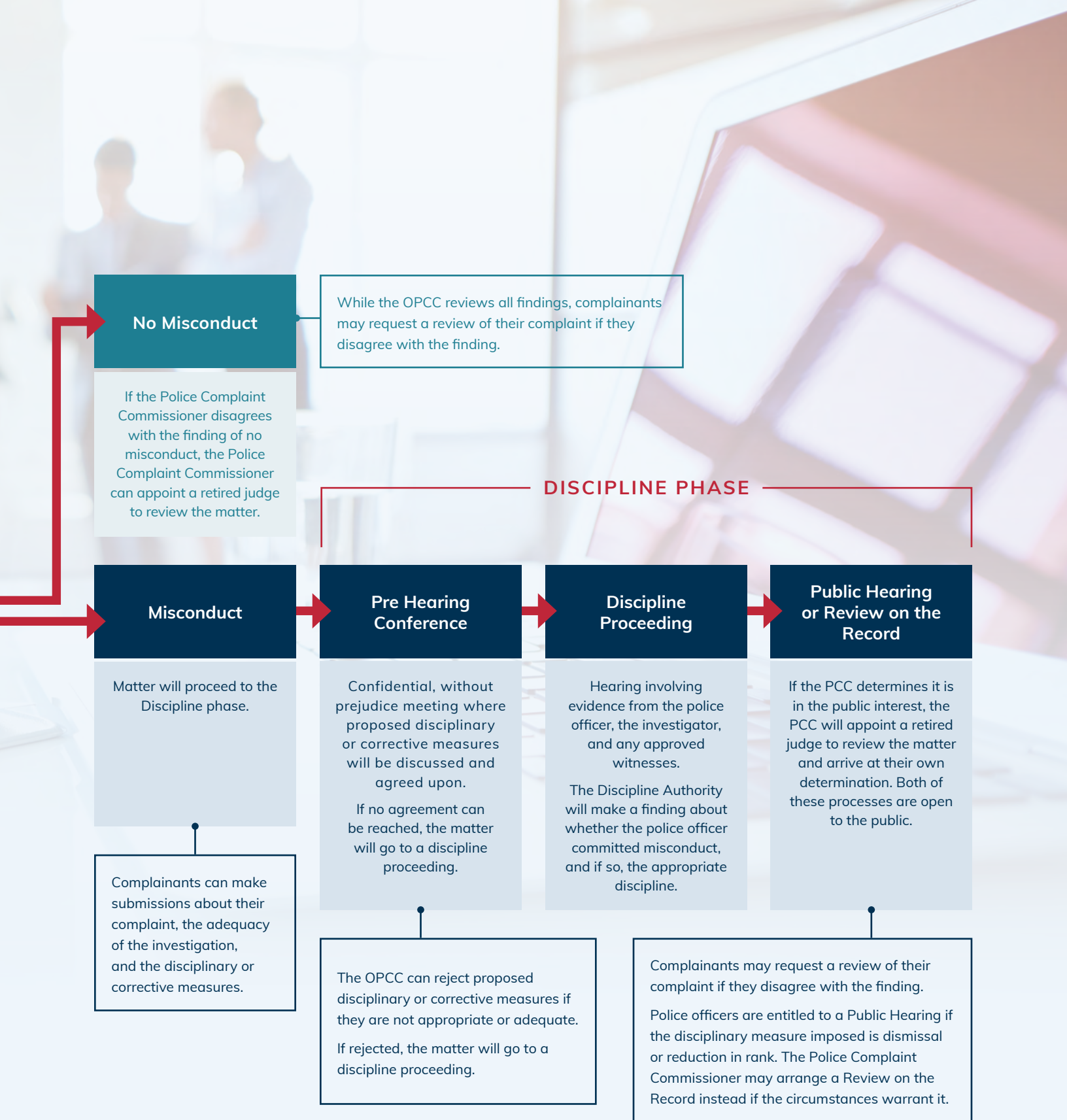
 INCREASE FROM 2022/2023

 NO CHANGE FROM 2022/2023

 DECREASE FROM 2022/2023

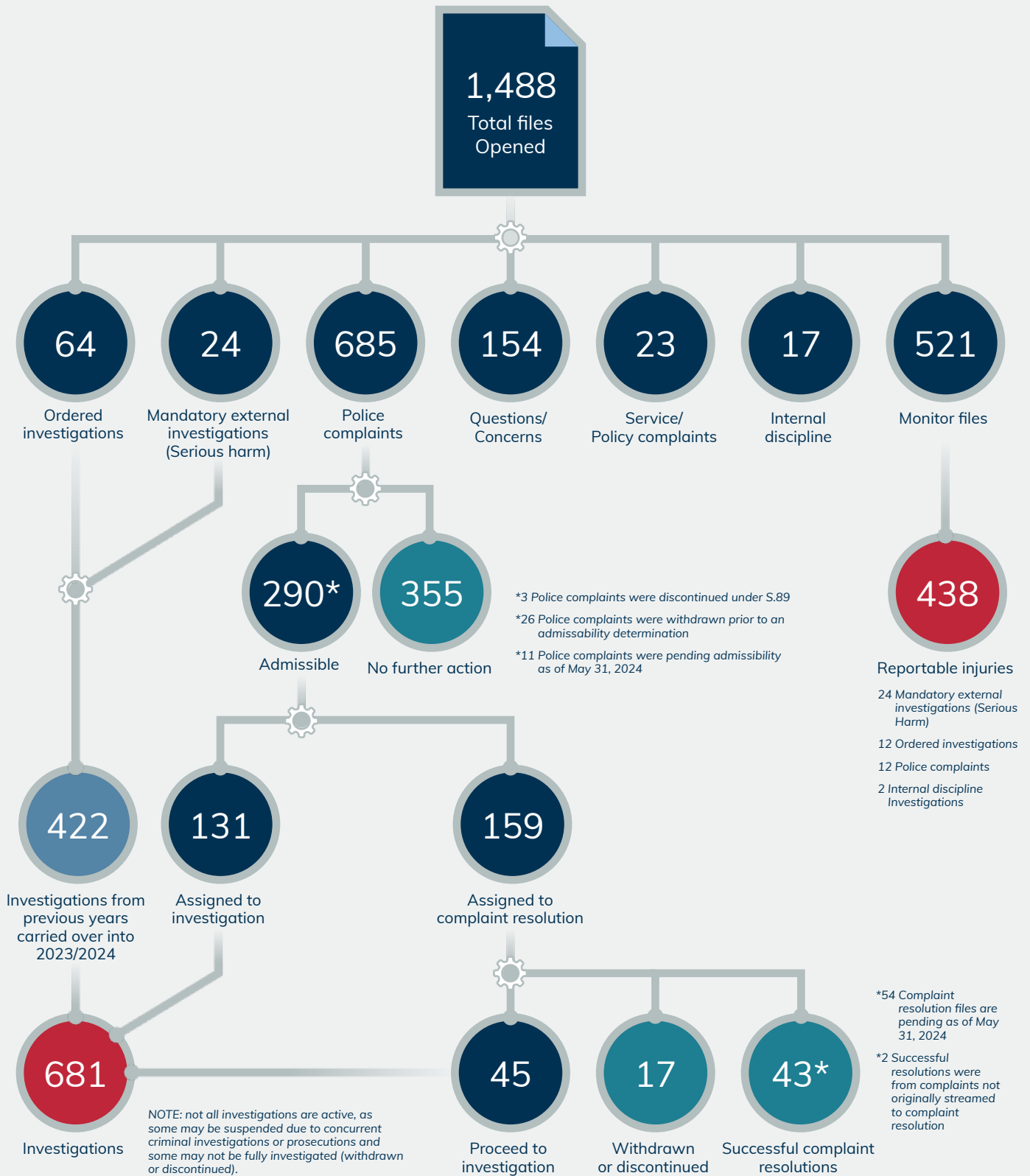
# How We Work





The Police Complaint Commissioner may also refer matters to Crown Counsel for consideration of prosecution, or make recommendations to police boards or to government regarding policies, practices, or systemic issues that may contribute to the misconduct.

# Complaints and Investigations in 2023/2024: Intake, Assessment, and Investigation



# Supporting and Seeking Reconciliation with Indigenous Peoples

The OPCC's work in police accountability and oversight is inherently connected to Canada's legacy of colonialism and the historical traumas between police and Indigenous Peoples, communities and way of life. The OPCC is committed to recognizing and understanding the historical and ongoing wrongs committed against Indigenous Peoples and the legacy of colonialism, and valuing the resilience of Indigenous cultures and communities.

The OPCC's commitment to lasting and meaningful truth and reconciliation is implemented within the framework of the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP), the Truth and Reconciliation Calls to Action (TRC), the National Inquiry into Missing and Murdered Indigenous Women and Girls (MMIWG), and the *Declaration on the Rights of Indigenous Peoples Act* (DRIPA). This includes understanding, acknowledging, and addressing our role in historic and ongoing colonial practices, deepening our relationships with Indigenous communities, and undertaking an anti-racism approach to all facets of our work.

We are committed to these efforts but acknowledge that we have much work to do in developing and sustaining trust and positive relationships with Indigenous Peoples, leadership, organizations, and communities. We continue to prioritize a multi-year project aimed at improving

our Office's responsiveness to the needs of Indigenous Peoples. This past year we received findings from an external consultant supporting our Indigenous Accessibility Project, which identified key learnings from participants. These included opportunities to build better, trusting relationships, such as:

- Collaborating with Indigenous communities at a formal level (e.g., advisory groups);
- Investing in relationship-building exercises with Indigenous communities, organizations, and staff;
- Substantively increasing outreach in community to promote services and accessibility;
- Articulating the values of compassion and care to all complainants in the process;
- Developing accessible public education materials; and
- Addressing over-reliance on mandated forms.

Looking ahead, the Commissioner will be leading more outreach and engagement in 2024/25 with a focus on relationship building with Indigenous leadership groups and support agencies to benefit from their knowledge, expertise, and insight. We are committed to building meaningful relationships and hearing the voices of those affected by potential policing misconduct and the unique issues faced by Indigenous community members. This outreach will also include Indigenous leadership in Surrey as the community approaches the final stages of the transition from the RCMP to the Surrey Police Service.



# OPCC's Reconciliation Journey



Our Office is committed to performing its mandate with cultural awareness, sensitivity, and agility, and to strengthen an accessible and culturally safe police complaint process for diverse Indigenous community members. Over the last few years, we have had the privilege of working with an Indigenous Cultural Safety Advisor who participates on appropriate investigative files to provide staff with expertise and advice so we can better oversee investigations and communicate with Indigenous complainants to ensure we are not causing further harm. Our Advisor has also led workshops with staff at all levels, with a dedicated session on Foundational Understandings of Indigenous Cultural Safety and Humility held during 2023/2024.

OPCC leadership is also committed to ongoing Indigenous cultural safety training for all OPCC staff, including mandatory San'yas Anti-Racism Indigenous Cultural Safety Training: Justice course through Indigenous Health and the Provincial Health Services Authority, as well as the Using a Trauma-Informed Approach course through the Canadian Police Knowledge Network.

In previous reporting periods, staff received presentations from the Native Courtworker and Counselling Association of BC, the BC Aboriginal Network on Disability Society (BCANDS), and the BC Family Information Liaison Unit. This past year, the OPCC was also involved in the Law Society of BC Indigenous Engagement in Regulatory Matters Task Force consultation.

We also arranged and participated in a Complaint Resolution Workshop with police agencies and an Indigenous facilitator that included a presentation on Indigenous culture, understanding the roots of the unique relations between police and Indigenous peoples, and Restorative Peace Circles in resolving complaints.

During the annual National Day for Truth and Reconciliation, we took the opportunity to acknowledge the truth of residential schools and their damaging legacy that erased many facets of Indigenous culture, resulted in the deaths of thousands of Indigenous children, and caused intergenerational harm to survivors, their families, and communities. For our Victoria staff, this included learning about the local culture and practices of the Ləkʷəŋən peoples at the historic Mungo Martin House located in Thunderbird Park. For our staff on the Lower Mainland, this included attending a First Nations Cultural Program on Grouse Mountain to honour the resilience of Indigenous Peoples.

We are also committed to diversifying the OPCC so that we are representative of the communities we serve, including posting career opportunities on Indigenous job boards. We acknowledge that we must do better in accessing, identifying, and hiring qualified Indigenous staff while also ensuring a culturally safe and welcoming workplace for Indigenous staff.



# Outreach and Education



Fulfilling our mandate means working to make the municipal complaint process accessible and understandable for all the residents we serve, including the most vulnerable and marginalized groups in our society. To support our accessibility efforts, we engage with agencies who support people from diverse communities and populations, advocacy groups, and public sector organizations to listen and learn about barriers individuals face due to factors including language, gender, sexual orientation, age, race, disability, and/or socioeconomics.

## Community Engagement

In the past year, outreach and education efforts have focused on connecting with community-based organizations throughout our geographic oversight areas to assist complainants who face language, identity, newcomer status, age, disability, and other barriers in navigating the police complaint process. OPCC staff connected with more than 50 support agencies, of which nearly half are new to working with the OPCC, to increase awareness of municipal police oversight. We met with these agencies online or in person on 25 occasions, with 20 of the organizations expressing interest in their staff and volunteers receiving further training on municipal police oversight. This is part of our goal to continue growing our support agency network and we remain committed to establishing more relationships in the future.

OPCC staff have also participated in conferences and events such as the “Access to Justice” information sessions at Camosun College in Victoria, and regular informational seminars on the police complaint process for students in the University of Victoria’s Faculty of Law.

We have also been updating and translating key OPCC communication materials to educate and engage with the multilingual communities we serve. Surveys and consultations with multicultural agencies have confirmed that language translations are the most important step to engaging with communities where English is a second language and/or members of the community may be reluctant to exercise their legal rights. We expanded our translated complaint forms to include Hindi, Filipino, Spanish, Urdu, and French. General information and complaint resolution brochures used in outreach and education have also been translated into a total of 13 languages including Hindi, Persian, Filipino, Spanish, French, Korean, Somali, Vietnamese, Arabic, Punjabi, Urdu, Traditional Chinese, and Simplified Chinese. These translated materials are available on our website and have been distributed to municipal police departments and community-based support agencies.

# Outreach and Education

## Support Agency Assistance

Our Intake team offers complainant support in areas such as documenting complaints, facilitating connections with community-based supports, and providing referrals to specialized resources and information for all complainants.

In the past year, Intake and Outreach staff made 30 direct connections between complainants and community law clinics, organizations serving women experiencing gendered violence, newcomers, seniors, Indigenous service providers in urban areas, youth, people with AIDS, and people with disabilities. These agencies met the evolving needs of their clients by providing support in activities including filing their police complaints, providing language support, attending meetings, providing emotional support, and preparing written submissions at various stages of the process on behalf of complainants.

In 2023/2024, many of the community agencies listed provided either information or direct assistance to those seeking to access the police complaint process. We recognize that staff and volunteers of these organizations respond to requests for their help and expertise, and we are grateful for their contributions:

- Archway Community Services
- Atira Women's Society
- Battered Women's Support Services (BWSS)
- British Columbia Aboriginal Network on Disability Society
- Family Information Liaison Unit (FILU)
- HIM Health Initiative for Men
- Inclusion BC
- Keeping Families Together
- Law Students' Legal Advice Program (Vancouver)
- Men's Therapy Centre
- MOSAIC BC
- Native Courtworker and Counselling Association of BC
- Nelson Cares Society – the Advocacy Centre
- Ribbon Community (formerly AIDS Vancouver)
- RISE Women's Legal Centre
- The Law Centre (Victoria)
- Victoria Brain Injury Society
- Victoria Sexual Assault Centre
- Salal Connect – Sexual Violence Support Centre (Formerly WAVAW)
- Surrey Women's Centre
- Vancouver Women's Health Collective



[Click here to go to the OPCC website for a list of support agencies. Please note, not all agencies in the support agency network are found on this list.](#)





## Government Engagement

The OPCC engaged in consultations with the Province regarding potential amendments to the *Police Act*, improvements to the complaint process, and addressing system-based barriers. Ultimately, the Act was amended to provide a new authority for the Commissioner to self-initiate systemic investigations, call a Public Hearing earlier in the process, and make binding procedures to improve timeliness, efficiency, and effectiveness of the complaints process, including discipline proceedings. For more information, please refer to the Reform of the *Police Act* information on page 42.

We also heard from the Province on initiatives that may impact the complaints process including at that time, decriminalization of personal possession of some drugs under the federal *Controlled Drugs and Substances Act*, and the use of police body-worn cameras amongst some police agencies in BC.

The OPCC continues to participate on the Advisory Committee on Provincial Policing Standards and the Provincial Committee on Diversity and Policing.

## OPCC Professional Development

OPCC staff have received dedicated training in anti-racism, mental health awareness, and other topics. This included learning from a community leader on the importance of diversity, inclusion, and anti-racism in the context of policing and the oversight of police complaints. The Canadian Mental Health Association (CMHA) presented on mental health awareness related to complainants as well as wellness for our staff. We learned from Vancouver Police Department representatives about their partnership with mental health professionals and the Car 87 — Mental Health Car, as well as from Health IM™ representatives on their digital risk assessment system that police may use when responding to urgent mental health calls for service.

# Surrey Police Model Transition

On November 30, 2021, the first cohort of 50 Surrey Police Service (SPS) officers began operational deployment with the Surrey RCMP municipal police unit, and as of March 2024, SPS had over 350 sworn police officers. On July 19, 2023, the Minister of Public Safety and Solicitor General made the decision under section 2 of the Police Act that the transition from the RCMP to the SPS would continue. In October 2023, Bill 36, the Police Amendment Act, 2023, received Royal Assent and added a mechanism to appoint one or more “administrators” to oversee the transition of the policing model in the City of Surrey. The Provincial Government subsequently suspended the Surrey Police Board and appointed an administrator.

Service and policy complaints from members of the public are an important accountability mechanism within the overall accountability framework for municipal police in British Columbia, and the obligations to receive or handle public complaints as well as other requirements under the Police Act were extended from the Surrey Police Board to the appointed administrator during the transition.

While the RCMP continued as the police of jurisdiction in Surrey throughout 2023/2024, our office continued to respond to complaints regarding the SPS, as SPS officers were deployed to work alongside RCMP officers. This included a total of 163 files opened, and 83 police complaints directed at members of the SPS between April 1, 2023, and March 31, 2024.

On April 23, 2024, the Minister of Public Safety and Solicitor General announced that the SPS will officially become the police of jurisdiction in the City of Surrey on November 29, 2024. On this date, the SPS will take over from the RCMP and be responsible for policing and law enforcement in that municipality. The RCMP will continue to remain active in Surrey, providing support to the SPS until the transition is completed, with both agencies working together under a temporary operational co-operation and assistance arrangement. The full transition is targeted to be completed in late 2026.

For more information about the implementation and civilian oversight of the Surrey Police Service see <https://www.surreypolice.ca/>.

## Our Work in Surrey

The OPCC has met with SPS leadership and continues to plan for oversight of a fully authorized policing strength of 785 officers. The OPCC will await news from the Provincial Government on the status of the administrator and suspended Surrey Police Board. The OPCC will be reaching out to various community leaders and organizations in Surrey to benefit from their knowledge, expertise, and insight. Work is already underway in this area. We are committed to hearing the voices of those affected by potential policing misconduct and the unique issues faced by Surrey community members.







# Why Our Work Matters

## Public interest demands robust, vigilant, and independent oversight

Police officers have tremendous powers in society and the public understandably expects accountability and transparency when it comes to their use. In British Columbia, the OPCC plays a central role in ensuring both. Our office was formed out of a fundamental need for civilian oversight of the police complaints process. It is in the public interest to ensure that police are held to a high standard of external, civilian accountability; such oversight has a positive impact on public confidence and trust in policing.

Our work focuses in large part on ensuring that every complaint made against a municipal police officer in BC is dealt with in a fair and transparent way. Overseeing the municipal police complaints process also allows us to look at the “bigger picture.” The OPCC is uniquely placed to identify trends in the complaints we see and make recommendations to address not only the conduct of individual officers, but systemic barriers impacting greater numbers of British Columbians. At a time when calls for greater accountability and reforms in policing are being made, our dual role remains a vital part of the police oversight framework in British Columbia.

Over the next several pages, we share key themes drawn from OPCC files that exemplify some of the efforts to make the municipal police complaints process more transparent in British Columbia. We also share feedback from those who have been through and benefited from Alternative Dispute Resolution processes.

## The *Police Act* identifies and describes 14 disciplinary breaches of public trust.

### **Public Trust Offence, section 77(2)**

On or off-duty conduct where the member has been convicted of an offence, which has or would likely render them unfit to do their duties, or discredit the reputation of the municipal police department.

### **Abuse of Authority, section 77(3)(a)**

On-duty conduct where a police officer engages in oppressive conduct towards a member of the public, which includes,

- Unlawful detentions or arrests
- Unlawful searches of a person, vehicle or residence
- Using excessive force
- Using profane, abusive or insulting language

### **Accessory to Misconduct, section 77(3)(b)**

A police officer is an accessory to any of the allegations of misconduct described.

### **Corrupt Practice, section 77(3)(c)**

A police officer abuses the powers they have been entrusted for personal gain, which includes,

- Failing to return or misappropriating any money or property received;
- Agreeing or allowing to be under a pecuniary or other obligation to a person that would be seen to affect the police officer's ability to properly perform the duties as a member;
- Using or attempting to use their position as a police officer for personal gain; and
- Using or attempting to use any police equipment or facilities for purposes not related to their duties as a police officer.

### **Damage to Police Property, section 77(3)(d)**

Misusing, losing or damaging any police property or property that is in police custody. Also includes the failure to report any loss, destruction or damage to that property.

### **Damage to Property of Others, section 77(3)(e)**

Damaging property belonging to a member of the public or failing to report such damage, regardless of how it was caused.



## **Deceit, section 77(3)(f)**

Making a false or misleading oral or written statement, or entry in an official document or record. Also includes, destroying, mutilating, concealing all or part of an official record or altering, erasing or adding to an official record with the intent to deceive.

## **Discourtesy, section 77(3)(g)**

On-duty conduct, where a police officer fails to behave with courtesy due in the circumstances towards a member of the public in the performance of duties as a member.

## **Discreditable Conduct, section 77(3)(h)**

On- or off-duty conduct where the members conducts oneself in a manner that the member knows, or ought to know, would be likely to bring discredit on the municipal police department.

## **Improper Disclosure of Information, section 77(3)(i)**

Disclosing or attempting to disclose information that is acquired by the member in the performance of duties as a member.

## **Improper Off-Duty Conduct, section 77(3)(j)**

Off-duty conduct where a police officer asserts or purports to assert themselves as a police officer and conducts oneself in a manner that would constitute a disciplinary breach of trust had the police officer been on-duty.

## **Improper Use or Care of Firearms, section 77(3)(k)**

Failure to use or care for a firearm in accordance with standards or requirements established by law. This includes negligent or unintentional discharges of a firearm or unsafe storage of a firearm.

## **Misuse of Intoxicants, section 77(3)(l)**

Being unfit for duty owing to the effects of intoxicating liquor or any drug, or any combination of them. Also includes, accepting intoxicating liquor in a public place without proper authority.

## **Neglect of Duty, section 77(3)(m)**

Failure to properly account for money or property received, promptly or diligently do anything that is in one's duty as a member to do, or promptly and diligently obey a lawful order of a supervisor, without good and sufficient cause.

This includes,

- Failing to conduct an adequate investigation
- Inadequate notes or documentation
- Failing to provide *Charter Rights*
- Failing to provide police identification upon request
- Driving dangerously without lawful authority
- Failing to comply with department policies or regulations
- Failing to follow a supervisor's lawful order



# Difficulties of Police Work – Serious Incident Response

## Issue

The public's right to transparency and justice necessitates a comprehensive review of any incident involving police that results in death or serious injury. On a case-by-case basis, such scrutiny is essential in ensuring that the actions of law enforcement are necessary, proportional, and lawful. Additionally, reviewing the actions of law enforcement also serves the larger purpose of upholding accountability and public confidence in policing. To address this need, the *Police Act* stipulates that any instance of police-involved "death or serious harm" be investigated. In cases where the investigation reveals misconduct or neglect there is accountability under the *Police Act* including disciplinary and corrective measures. The review may also conclude that police acted within the bounds of the law and followed proper procedures, thereby affirming the appropriateness of their actions.

## Background

Police work is an inherently challenging profession that can include involvement in volatile, dangerous and unpredictable situations where split-second decisions may have profound consequences.

The dynamic nature of such incidents requires police to remain consistently alert, adaptable, and ready to respond effectively to rapidly changing circumstances. Police must consider the need to enforce the law and protect public safety with maintaining public trust and confidence.

Various police departments have emergency response teams (ERT) that respond to dangerous and high-risk incidents. These teams are called upon to handle situations involving armed suspects, hostage situations, bomb threats, and other complex emergencies in which conventional police responses may not suffice. Members on these teams may also act as crisis negotiators and employ advanced communication techniques to de-escalate volatile situations with the goal of resolving matters peacefully.

ERT responses and interventions are often carried out in rapidly evolving and dangerous circumstances, where members must weigh the need to resolve situations safely while minimizing risk to civilians, officers and suspects. Given the nature of this work, the potential for unwanted outcomes, such as death or serious injury, is heightened.

## Applicable Law

The BC *Police Act* mandates specific procedures to be followed in the event of a police-involved death or serious injury. In these cases, an investigation is typically conducted by the Independent Investigations Office (IIO) to assess whether any member involved may have committed a criminal offence.

In addition to the investigation undertaken by the IIO, a separate administrative investigation is conducted under the oversight of the OPCC. This review does not consider whether a criminal offence has occurred but instead evaluates the actions of the member(s) involved to determine whether their conduct adhered to established policies, procedures and training. It also assesses whether the actions of police amount to professional misconduct and require the taking of disciplinary or corrective measures.

## Case Study

Members of Saanich Police Department responded to an armed robbery in progress at a bank located in Saanich, British Columbia. The two suspects involved were reported to have entered the bank wearing balaclavas and body armour and carrying high powered rifles. Patrol members first attended and encountered the two suspects outside of the bank; commands were given for the suspects to surrender. The Greater Victoria Emergency Response Team (GVERT) which included members from both the Saanich and Victoria Police Departments, were nearby and responded promptly.



As the GVERT vehicle approached the scene, the suspects fired multiple rounds at police and their vehicle in quick succession. The police returned fire and issued commands to stop but the suspects continued firing at police. To ensure public safety, officers continued to engage the suspects until they no longer presented any threat. The gunfire lasted approximately 25 seconds. The two suspects succumbed to their injuries at the scene. Additionally, six officers were shot on scene, with some obtaining significant injuries. Fortunately, and in large part due to the decisive and professional response of police, no members of the public received any injuries during this incident.

The IIO assessed the force used by police and concluded that there were not reasonable grounds to believe that a member had committed an offence, and therefore did not refer the matter to Crown Counsel for consideration of charges.

The Police Act investigation highlighted the exemplary efforts of the police. It revealed how members from various departments and units, including GVERT, general duty officers, and off-duty members, rapidly and effectively mobilized in response to the incident. From the time members were dispatched, to the time the threat was neutralized was a span of just 14 minutes and 33 seconds. During this period, members formulated and coordinated an operational plan, exercised quick and precise decision-making and demonstrated adaptability and responsiveness.

The force utilized by members was deemed to be in accordance with departmental policy, demonstrating the strategic and procedural integrity of their response. Here, members followed the “priorities of life” hierarchy, which emphasizes the safety of 1) hostages or civilians 2) police and 3) suspects. Members made the quick decision to challenge the suspects, prioritizing public safety before their own. Furthermore, the members undertook a thorough decision-making process before discharging their firearms, ensuring that every action was justified.

We further note that after the threat diminished, ERT members acted quickly and provided crucial and critical medical attention to their colleagues and the suspects, to attempt to limit the severity of injuries. This prompt response not only underscores their medical training but also highlights their ability to act swiftly and effectively under pressure.

## Conclusion

The ability to handle such high-pressure situations with precision highlights the inherent challenges of police work, revealing the difficult decisions and actions required to protect both the community and their colleagues. While police may face many difficulties and dynamic circumstances in their role, it is imperative that police interactions involving death or serious harm are reviewed to ensure that officers’ actions align with established policies and procedures. Rigorously examining such matters upholds public trust but also ensures that police practices are fair, which ultimately supports the broader goal of ensuring effective and responsible policing.



# Restorative Healing Circles

## Issue

An OPCC focus is the mistreatment of Indigenous Peoples who have and continue to experience marginalization by the justice system, including police. The OPCC is also a part of this system and must continue to improve accessibility to its services to those who are disproportionately impacted by systemic biases.

Within the police complaint process, mechanisms are in place to address individual and cultural needs. One such way is through Alternative Dispute Resolution (ADR), which provides an opportunity to resolve disputes in a manner that is both inclusive and sensitive to diverse backgrounds. Through ADR, police departments can work towards fostering trust with communities and promoting equitable policing, while also ensuring that individuals are treated with dignity and fairness regardless of their background.

## Background

When filing a complaint against a municipal police officer, the complainant can choose to resolve the issue through ADR. ADR allows complainants to actively participate in resolving their complaint, working directly with the police involved to reach a meaningful agreement. This process can lead to more satisfactory outcomes by enabling engagement and individual perspectives. ADR provides the opportunity for individuals to share their concerns and provide direct input in a neutral setting. This opportunity for open and honest communication also aids in breaking down barriers and strengthens the relationship between police officers and the communities they serve.

We recognize that complainants may have diverse needs, and to better support these needs, the ADR process can incorporate culturally relevant practices or protocols. This adaptability ensures that the resolution process is more inclusive and sensitive to the unique backgrounds and circumstances of each individual, enhancing the overall effectiveness and satisfaction with the process.

To better support Indigenous complainants, the Vancouver Police Department (VPD) has been actively working to create culturally relevant resolutions for appropriate complaints. Aligned with ADR principles, the VPD has introduced Indigenous Healing Circles as a restorative approach to complaint resolution. While this is an initiative developed by the VPD, the OPCC has been fully supportive and have worked collaboratively to ensure that all Police Act requirements are met and satisfied.

Healing Circles are a deeply respected traditional method of complaint resolution within Indigenous communities, known for their ability to address conflicts and harms in a supportive, respectful environment. This process gathers individuals as equals to discuss perceived harms, needs, obligations, and necessary engagements, with the aim of fostering positive relationships and accountability within the community.

## Case Study

This case involves an Indigenous family who were not provided culturally safe mechanisms and felt dismissed by police during a criminal investigation.

The OPCC reviewed the complaint and found it was suitable for an ADR attempt through VPD's Restorative Complaint Resolution process.

A Healing Circle ceremony was facilitated by an Indigenous mediator and cultural guide. Prior to the ceremony, the investigator appeared to be open to learning about Indigenous protocols and was receptive to the complainant's advice and feedback on how to conduct the ceremony. Present at the ceremony were the involved parties, an Indigenous elder, the respondent member's union representative, and the investigator assigned to the Police Act file.





The specifics of what was discussed within the circle will not be discussed in order to respect the private and sacred nature of the Healing Circle. We can note that the incident leading to the complaint was discussed in detail, and that each participant had the opportunity to bring forward their concerns. At the end of the Healing Circle, participants advised that they were each satisfied that the matter had been addressed.

Following this process, the OPCC contacted the complainant to obtain feedback about the process. The complainant noted that the ceremony was meaningful, she felt heard, and the respondent member was open to her perspective and demonstrated a willingness to learn from the experience.

The resolution agreement was reviewed and accepted by the OPCC, and the file was subsequently successfully resolved.

## Conclusion

This file highlights the use of ADR, in particular restorative Healing Circles, and underscores their significant benefits, particularly when addressing the need to rebuild community trust in police. ADR offers a collaborative and inclusive approach to resolving conflicts, allowing all parties involved—complainants and police members alike—to engage in open dialogue, with the goal of achieving a mutual understanding.

For complainants, ADR can provide a platform for their voices to be heard and their concerns to be addressed in a manner that respects their cultural needs, leading to greater satisfaction with the resolution process. Additionally, restorative Healing Circles offer valuable learning opportunities for police officers. By participating in these circles, members can gain deeper insights into the experiences and perspectives of complainants, fostering communication and enhancing their understanding of the impact of their actions.

Healing Circles strengthen community bonds, heal wounds, and enhance accountability, enabling members to thrive, feel valued, and engage in challenging conversations. This reflective process aids in rebuilding trust between Indigenous communities and the police, fostering more equitable and respectful interactions moving forward. Ultimately, ADR not only facilitates resolution but also encourages personal growth and systemic enhancement within law enforcement. Although Healing Circles have been recently implemented, and are not yet widely used, their benefits for achieving meaningful, accountable, and culturally relevant resolutions are already evident.

In alignment with the recommendations from the National Inquiry into Missing and Murdered Indigenous Women and Girls, the Truth and Reconciliation Commission's Final Report, and the province's *Declaration on the Rights of Indigenous Peoples Act*, we aim to build relationships with Indigenous partners to learn how best to incorporate restorative and transformative approaches into the complaints process.

Through this approach, the OPCC seeks to honour Indigenous perspectives and make the complaint process more culturally safe and inclusive. While this is one example of a culturally relevant resolution, we also seek to implement other culturally relevant processes and ceremonies. In doing so, we aim to improve access and to demystify Police Act processes and procedures.

# Harassment in the Workplace

## Issue

Every employee has the right to be treated fairly and respectfully in the workplace. Building and maintaining a respectful environment is a shared responsibility for everyone at the workplace and is often codified in workplace policies or guidelines. Supervisors in particular have an important role in shaping the workplace culture by communicating expectations of appropriate workplace behaviours, leading by example, promoting a safe and trusting environment, and by taking action when they become aware of possible workplace harassment.

Workplace harassment can manifest in various forms, and can include, but is not limited to, bullying, gender-based discrimination, verbal abuse and sexual harassment. Such behaviour by a police officer with another police officer or a member of the public would properly constitute the basis for a misconduct complaint. Ensuring that women are safe and not subjected to workplace harassment or reprisal for raising concerns are priorities for the OPCC.

In recent years, workplace harassment in policing has garnered significant attention, highlighting the need for comprehensive actions to address and prevent such issues within departments. Numerous reviews, lawsuits, and media reports have highlighted concerns regarding workplace cultures, revealing gaps in leadership and fears of reprisal among those who wish to report incidents.

## Background

In the 2023/2024 reporting period, the OPCC reviewed 11 investigations into violations of a police department's workplace harassment policy. Of these investigations, 55% resulted in at least one substantiated allegation and disciplinary and/or corrective measures were imposed.

If allegations are not resolved informally between the involved parties, allegations of workplace harassment are dealt with either under the public trust division (Division 3) of the *Police Act* with contemporaneous, civilian oversight by the OPCC, or under the internal discipline (Division 6) procedures of the police department. All police departments must develop these procedures and they must be filed with the relevant police board and the OPCC.

To ensure matters are appropriately characterized and properly investigated, the OPCC requires that all police departments under its jurisdiction notify the OPCC at the outset of any incident involving violations of the department's respectful workplace policy requiring investigation. This practice allows the OPCC to review the initial information and circumstances of the incident to determine whether the Police Complaint Commissioner will initiate an investigation into the incident. There may be incidents where there is an overriding public interest in having the conduct investigated as a disciplinary breach of public trust under the impartial civilian oversight of the OPCC.

## Applicable Law

Every individual is entitled to equal treatment in employment without discrimination. If someone suffers harm related to any aspect of their identity, such harm is protected under the BC Human Rights Code. Additionally, WorkSafeBC mandates that all employers must both prevent and address bullying and harassment in the workplace<sup>2</sup>. The courts have also ruled in favor of female police officers experiencing workplace harassment, as demonstrated in the *Merlo v. Canada* case (2017).

Under the *Police Act*, police departments will either categorize allegations involving violations of respectful workplace policy under *Discreditable Conduct or Neglect of Duty* and some allegations may involve criminal allegations of sexual assault.

## What are the concerns?

Incidents of workplace harassment pose significant and serious occupational and public health concerns by severely impacting individuals' emotional and physical well-being and can undermine the overall effectiveness of departments.

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<sup>2</sup> Responsibilities under the Code as an employer - BC's Office of the Human Rights Commissioner ([bchumanrights.ca](http://bchumanrights.ca))





As noted, and of particular concern, is the effect of workplace harassment on female officers. The journey towards inclusion in policing has been met with challenges, and numerous studies highlight the specific difficulties that female officers face, underscoring the need for ongoing efforts to address and resolve these issues. Ensuring the safety of female employees in the workplace is crucial, especially in environments like policing where power dynamics can create vulnerabilities. Harassment and misconduct can severely impact female officers' attitudes toward their work, as well as their physical and mental health. Despite increasing awareness of workplace harassment, it remains a persistent issue, with many individuals still hesitant to report due to fear of retaliation or a lack of support.

**Case Examples:** For example, as reported in the 2021-2022 OPCC Annual Report, the creation of a video mocking and minimizing the severity of sexual harassment investigations within the department revealed a concerning attitude amongst some police officers as it relates to sexual harassment. This attitude reflected the condoning of very troubling and misogynistic behaviour as "black humour." Some officers who forwarded the video to other fellow officers viewed the video to be a "skit", a "spoof" or a "parody" and to be indicative of "police humour" despite that the underlying subject matter was in relation to sexual harassment within the workplace and/or policing.

This video was disseminated to other members, including those in a senior rank, before it was brought to the attention of the department's Executive and Professional Standards Section. This matter highlighted the presence of cultural concerns which may have factored in this incident. The respondent members involved received disciplinary and corrective measures, which included a written reprimand, one-day suspension without pay, five-day suspension without pay, requirement to review Respectful Workplace Policy with a supervisor and completion of online training.

In another example, a senior police officer in a supervisory and leadership role demonstrated a pattern of predatory behaviour towards four female officers, three of whom were junior officers. In some of these instances, the member allegedly made unwanted physical contact and commented on their appearances. This behaviour was particularly concerning due to the significant power imbalance between the officer and the female officers, as many were his subordinates. Following a Review on the Record, the adjudicator concluded that the officer's conduct amounted to workplace sexual harassment. As a result, the disciplinary action taken was dismissal.

Given the seriousness of these allegations and the significant impacts of workplace harassment, we closely monitor and address such issues.

### Efforts to Address Concerns

Understanding that workplace harassment, bullying, and sexual harassment may reflect deeper cultural or organizational issues within a police department, the OPCC actively provides recommendations to police boards and the Director of Police Services. The OPCC has proposed several recommendations to either police boards or government to address these issues, including reviewing departmental culture, updating respectful workplace policies, enhancing training, and refining related procedures. In certain instances, the OPCC has advised police boards to seek independent external expertise in human resources management to assist in these reviews.

Police Boards, like any employer, must actively take preventative measures where necessary to prevent future misconduct and to ensure a safe work environment. The Police Act places a mandatory obligation on police boards to ensure that there are sufficient standards, guidelines, and policies in place to prevent neglect and abuse by police officers. In the above two examples, the police board took comprehensive action as result of these recommendations.

# Harassment in the Workplace


*...continued*

## Conclusion

Despite the growing acknowledgement of workplace harassment, it is still ongoing. Police leadership and police governing bodies have a responsibility to instill values and guiding principles that reflect current societal expectations and standards and to ensure that harmful attitudes and behaviours in the workplace are swiftly and appropriately dealt with. This requires systemic change in workplace culture. Mobilizing individuals to confront and educate each other can effectively shift beliefs and attitudes, but this effort must be supported by systemic shifts and reforms. Strengthening whistleblower protections and providing robust support for those who report harassment, bullying or sexual misconduct is crucial for protecting employees. Of equal importance is ensuring that female officers are fully supported in raising workplace harassment concerns without fear of reprisal, confidentiality is protected, and that supervisors understand and discharge their obligation to identify and address such concerns, when possible.







# Police Use of Force – Police Service Dogs

## Issue

Police service dogs (PSDs) are considered an intermediate weapon in the context of use of force, and are utilized by police for various tasks, such as searching and locating suspects and for arresting individuals. Their use, like other forms of force, is governed by policies and standards to ensure appropriate deployment. Police dog handlers are responsible for adhering to these guidelines to maintain effective and responsible use of the PSDs, which are trained and authorized to apprehend persons through controlled bites. However, there is a possibility that PSDs may accidentally bite individuals. Police dog bites can cause significant and serious injuries. Therefore, it is essential to have robust checks and balances to ensure that PSDs are used appropriately and in accordance with established standards and policies.

## Background

In British Columbia, the provincial policing standards for PSDs<sup>3</sup> guide their use. PSDs and their human handlers must undergo rigorous training and certification to ensure they meet high standards of competence and control. Police dog handlers take careful measures to prevent the dog from biting when it is reasonable to search for, locate, arrest, or apprehend a person without using force. These measures include, but are not limited to, shortening the leash, maintaining visual contact with the dog, and calling the dog back as needed.

Before a bite occurs, police dog handlers are required to issue a loud verbal warning, unless it is impractical to do so. This warning is meant to alert the individual that their continued behaviour may result in a bite. As per Provincial Policing Standards, the deployment of a police dog must be proportional to the level of risk posed to the officer, the suspect, and the community. In deciding whether to use a PSD, dog handlers must have grounds to deploy the PSD, and must weigh the need to locate or apprehend someone with the potential for the dog bite to result in injury. Following the use of a PSD, dog handlers are held accountable, and must document and articulate the use of PSDs, and provide details on the circumstances, such as the behaviour of a suspect and their level of resistance prior to the deployment, and the outcomes of each deployment.

## What are the concerns?

Police departments are required to notify the OPCC when an incident involving police results in an injury requiring hospital treatment, these are called “reportable injuries.” Over the last five years, the OPCC has received 2143 reportable injuries from police. One of four of these reportable injuries relate to an injury caused by a dog bite.

It should be noted that not every use of a PSD where a bite occurs will trigger an investigation, as police may be authorized to use PSDs in accordance with policy and standards. When reviewing PSD related files, the OPCC considers a range of factors, including the subject’s reported responses and behaviours, the justification provided by the police for their use of a PSD, the availability of video and witness evidence, whether a complaint was filed with the OPCC regarding the bite, and the nature and extent of any injuries.

The following case highlights an instance where it was determined that the deployment of a PSD was not necessary, and deemed as reckless.

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3 <https://www2.gov.bc.ca/assets/gov/law-crime-and-justice/criminal-justice/police/standards/1-4-principles-standards-police-service-dogs.pdf>

# Police Use of Force – Police Service Dogs

*...continued*



## Case Study

The OPCC received a complaint from an individual, who reported that their child (the affected person), who is Indigenous, was walking with a friend when a police dog bit their left leg without warning and pulled him to the ground.

The respondent member, who was the dog handler, reported that he and his PSD had responded to a report of a crime involving two individuals who had fled and promptly conducted surveillance in the vicinity where the individuals were believed to have fled.

The respondent member (who was alone) saw two youth he believed to be the suspects, approached them and informed them that they were under arrest. The member repeatedly instructed them to get on the ground and warned them that failure to comply could result in being bitten by the PSD. Despite repeating his instructions twice, the member alleged that the youth backed away. The member then directed the PSD to engage the youth, which resulted in the PSD making contact with the affected person's lower left leg and pulling them to the ground. Once police gained control of the affected person, the respondent member commanded the PSD to release. The affected person sustained significant bite wounds to the inside of their leg and was transported to hospital.

The affected person denied fleeing police or resisting arrest. The affected person stated that they did not have time to think or comply with police direction to get on the ground before they were suddenly bit.

A senior officer at the Vancouver Police Department (VPD), as Discipline Authority, determined that it did not appear that the member committed misconduct during this interaction. The Police Complaint Commissioner reviewed their determination and disagreed. The Police Complaint Commissioner appointed the Honourable Carol Baird Ellan, retired provincial court judge, to review the matter and arrive at her own decision based on the evidence. Retired Judge Baird Ellan determined that the member utilized unnecessary force when he used the PSD to apprehend the youth by biting them.

In arriving at her decision, Retired Judge Baird Ellan found that it was not objectively necessary for the member to act alone, as there were other officers in near proximity conducting surveillance. In addition, Retired Judge Baird Ellan determined that based upon the evidence, the youth were neither immediately fleeing a crime, or eluding police detection. As such, there was no suggestion of exigency and the member did not need to challenge or immediately apprehend the youth using the PSD. The prerequisite for the deployment of the dog to apprehend by biting was not met, and the use of force was determined to be unnecessary and recklessly applied.

## Conclusion

This case underscores the crucial role of accountability mechanisms provided under the Police Act and the need for thorough reviews of PSD deployments. It is important to ensure that each PSD deployment meets the necessary threshold and is grounded in warranted circumstances. This review process not only reinforces public trust but also enhances the effectiveness of law enforcement by enforcing the current standards on deployment and ensuring that officers deploy their PSDs within the stipulated policy and law.

The OPCC has observed that dog bite injuries represent a significant and concerning portion of the Reportable Injuries received by this office. To address this, the OPCC is committed to conducting thorough and comprehensive reviews of all related reports and complaints received under the Police Act. Through upholding important accountability mechanisms under the Police Act, our objective is to verify that PSD deployments are both justified and in accordance with established protocols and policies. By reviewing these cases closely, the OPCC aims to ensure that PSDs are used appropriately and effectively.



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# Alternative Dispute Resolution: A People-Centred and Accountable Process

Alternative Dispute Resolution (ADR) processes offer another path that puts people first, bringing complainants and officers concerned together to find a meaningful resolution.

The OPCC prioritizes ADR, specifically Complaint Resolution, because it has been shown to be a more effective and timely method of resolving complaints, and provides complainants with an opportunity to shape how their complaint is addressed. As shown on page 32, a number of complaints were resolved using ADR during this reporting period.



[They] were happy with the outcome and that the officers apologized for how they treated [them] [They] hope this case will help inform future police practices. [They] were appreciative of the role of the OPCC.

## ADR in the OPCC complaint process

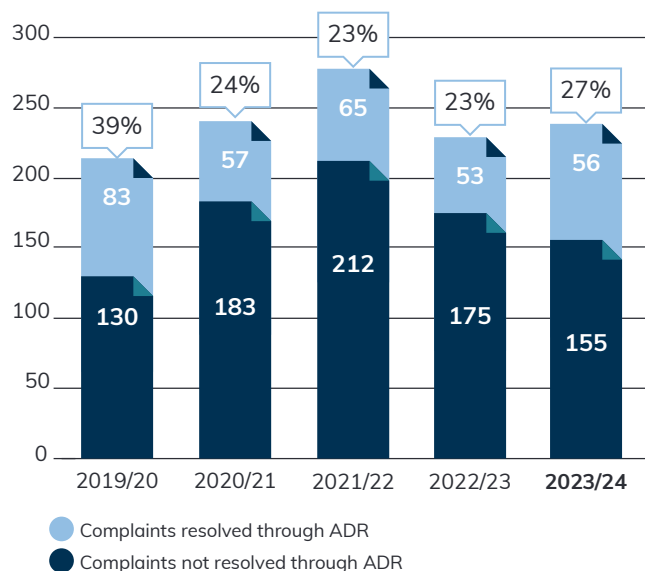
Upon filing a complaint against a municipal police officer, the complainant has the option to seek resolution through an ADR process – either Complaint Resolution or mediation. If the Commissioner agrees, the process begins.

Complaint Resolution means that the complainant will work with a police investigator under the OPCC's oversight to reach a meaningful and accountable resolution, which is reviewed by our office. Each complainant must confirm that they are satisfied with the agreement to conclude the process.

Mediations are facilitated by independent professional mediators and are completely confidential, with the agreements reached being final and binding, provided the issues are resolved in accordance with agreed upon guidelines.

The Complaint Resolution and mediation processes empower individuals to play an active role in the process, resulting in resolutions that are effective and meaningful for all parties while also ensuring accountability. Open and honest communication breaks down barriers and help strengthen the bonds between police officers and the communities they serve.

### Alternative Dispute Resolution (2019/2020-2023/2024)



\*Of files concluded during the fiscal year noted



**“I certainly did find some good value in the process—It really was of great help to me.”**

## What Complainants say about ADR

The feedback below is from OPCC ADR files created during the period covered in this report. All identifying information has been removed.

### The Process was Easy

“The investigator was very professional in all of their interactions with me. They were very timely in responding to me, and they were very flexible, offering to come to my workplace to speak with me.”

“Our discussions went well, [the investigator] was very professional, kind, and easy to speak with.”

### Felt Understood

“It was good in the sense that [they] (the investigator) were diligent in [their] communications with me. [They] took [their] time to really understand my perspective and concerns, [they] asked a lot of questions.”

“I would like to add my thank-you to the officers for their participation and willingness to hear from me, hear where I was coming from. I feel that this has now really been resolved for me.”

“[The investigators] were professional, prompt, timely and very empathetic in [their] communications with me.”

**“I’m definitely satisfied with the OPCC process. For me, I just wanted the department to hear my concerns, I wanted the opportunity to inform the officer.”**

### Positive and Accountable Outcomes

“I would say I’m very satisfied. My overall goal was for the officers to have a moment of self reflection. I truly believe the officers have taken the time to reflect on this incident. I view this [the process of Complaint Resolution] as having been a learning opportunity for the officers.”

“I was very satisfied. The agreement was well done. I felt that I had an active part in it, and that I was heard. What I felt was important was included in the agreement.”

“If I was asked, I would say it [Complaint Resolution] is absolutely the right process to have engaged in, in these circumstances. I would encourage other to engage in it also.”

### QUESTIONS OR CONCERNS

Police departments directly receive questions or concerns about members’ conduct beyond formal complaints about police misconduct. Police departments are required to record those questions or concerns and forward them to the OPCC for review. Efforts are made to contact the person who brought forward the question or concern to determine their level of satisfaction with the department’s response. In instances where our office is unable to reach the complainant, the OPCC reviews the action taken by the department and assesses whether the department took adequate and reasonable steps to address that person’s questions or concerns.

**In 2023/2024, police departments recorded 154 Questions or Concerns from the public.**

# Recommendations

The OPCC has an overarching goal of preventing the recurrence of police misconduct that may have contributed to a complaint or an investigation and may make recommendations, often of a systemic nature, to more broadly prevent future possible misconduct.

The Commissioner can act on his ability to make recommendations to police boards on matters of policy and procedures, and to the Director of Police Services or the Minister of Public Safety and Solicitor General to examine legislative, training, cultural or systemic issues.

In 2023/2024, the Commissioner made seven recommendations to police boards. These recommendations involve supporting improved training for police, and policy and procedure concerns at the local level as well as across the province.

The following pages summarize key recommendations, complaints and outcomes.



## USE OF FORCE REPORTING

# Recommendation to the Vancouver Police Board

## Accounting for items or practices of cultural significance in use of force scenarios

### Recommendation

- That the Board review and amend, as may be required, any policy, procedures and training in relation to use of force and determine whether items or practices of cultural significance are fully considered.
- That the Board consider the requirements of Provincial Policing Standard 3.2.6 (Training to Enhance Service Delivery to Vulnerable Communities) to assist in this review and development of relevant policies, procedures or training.

### Background

The OPCC ordered an investigation after receiving information about members of the Vancouver Police Department (VPD) using force against persons at an Indigenous-led protest in downtown Vancouver. An external police department investigated the officer's conduct in pulling the braid of an Indigenous person when removing them from the location. The results of the investigation did not support a finding of misconduct by police.

Upon review of the matter, the OPCC noted that the officer was unaware of the cultural significance of the braid and, therefore, did not consider its significance when deciding to grab the braid as a means of removing the individual from the location. Regarding the police response more broadly, the OPCC highlighted BC Provincial Policing Standard 3.2.6 (Training to Enhance Service Delivery to Vulnerable Communities), which mandates police training on matters of Indigenous cultural safety, and allows for the development and delivery of this training in collaboration with Indigenous organizations or representatives, in alignment with the objectives of the Declaration on the Rights of Indigenous Peoples Act.

### Response to Recommendation

The Board responded that the VPD has taken steps to address and incorporate enhanced cultural awareness and cultural safety in policies, procedures, and training, as well as to engage Indigenous and cultural populations to inform further development of policy, procedures, and training and strengthen community relations. Examples provided of the steps taken included:

- Reality-based training for officers that incorporates cultural considerations.
- Policies related to person searches address cultural and religious considerations and includes a link to a detailed guide discussing culturally, religiously or spiritually significant items.
- A bi-monthly newsletter for all VPD employees that provides education and guidance with respect to cultural considerations from the VPD Diversity, Inclusion & Indigenous Relations Unit.
- An Equity, Diversity, and Inclusion review of VPD policies, procedures, processes, and training.
- Development of community liaison positions such as the Indigenous Liaison and Protocol Officer; Vancouver Aboriginal Community Policing Liaison Officer; and Indigenous Relations Officer.
- Addition of a Cultural Advisor and Indigenous Liaison Officer within the VPD's Investigation Division and Operations Division respectively.

### Next Steps

The OPCC reviewed the response to its recommendations and took no further action with respect to this matter.



## WORKPLACE CULTURE ISSUES

# Recommendation to the Vancouver Police Board

## Review of Investigation into workplace culture issues in the Marine Unit

### Recommendation

- That the Board may wish to consider the importance of timely notification to the OPCC of matters that involve the determination of whether a Division 3 Public Trust Investigation will be initiated by the Commissioner to ensure matters are processed appropriately.
- That the Board, in consultation with the Chief Constable, may wish to consider whether the issues identified with the Vancouver Police Department (VPD) Marine Unit have been sufficiently addressed and, if not, take whatever further steps the Board considers appropriate.

### Background

The VPD Professional Standards Section (PSS) requested that the OPCC open a file following their Internal Discipline investigation related to a matter involving members of the VPD's Marine Unit. At the time the OPCC received the request, the VPD had already processed the matter as Internal Discipline pursuant to Division 6 of the Police Act and imposed disciplinary/corrective measures on the Respondent Members following their Internal Discipline investigation.

In reviewing the matter, the OPCC noted that the reports provided by the VPD included concerns related to the workplace culture of the Marine Unit.

The OPCC further noted that the notification of this matter was received outside of our established processes for timely notification. The purpose of these notification expectations, which are outlined in a written OPCC bulletin, is to ensure matters are appropriately processed at the outset by providing the Commissioner with the opportunity to assess factors to determine whether a Division 3 Public Trust investigation will be initiated, such as whether the matter directly involves or affects the public.

### Response to Recommendation

The OPCC received correspondence from the Board advising that an independent investigation into the workplace culture had been completed. The Board reported that the independent investigator determined that there were no breaches of the Respectful Workplace Policy and concluded that the matters which gave rise to the complaints had been addressed. In September 2023, the Board approved a revised Respectful Workplace policy, which contained a number of updates that reflected the recommendations of the BC Coroners Service and best practices.

As well, the Board requested its Human Resources Committee to review workplace culture, policies, programs and procedures, and to report its recommendations. The Board reported that, at the time of the response, the Human Resources Committee was continuing to examine information internally, including decisions and recommendations of the OPCC before considering any next steps.

### Next Steps

The OPCC will continue to monitor for further developments from the Board as it relates to this matter.



## SUDDEN DEATH INVESTIGATIONS

# Recommendation to the Vancouver Police Board

## Review of sudden death investigation policy and training to ensure proper police response to sudden deaths

### Recommendation

- That the Board review and amend, as may be required, any policy and training in relation to sudden death investigations with an emphasis on ensuring that members and supervisors are adequately trained, prepared, and supported to document and investigate these matters to an impartial, objective, and thorough standard, and emphasizing the independent role of police in sudden death investigations vis-à-vis the Coroner in determining the circumstances of the death
- That the Board consider requirements of Provincial Police Standard Section 6.1.1 (Promoting Unbiased Policing) to assist in this review

### Background

The OPCC received a complaint alleging a deficient police investigation and mistreatment of a grieving mother by a Vancouver Police Department (VPD) member during a sudden death investigation of the complainant's daughter at an Indigenous affordable housing complex. Both the complainant and the deceased daughter identified as Indigenous. This matter proceeded to a discipline proceeding before a retired Judge where the member was ultimately found not to have committed misconduct. However, the retired Judge's decision noted concerns around the sufficiency of training provided to members on sudden death investigations and the diminished expectations on members in light of the opioid crisis. The retired Judge recommended a renewed emphasis on training for members with respect to regulations and policies regarding sudden death investigations and highlighted the need for increased involvement of supervisors in evaluating sudden death investigations and providing guidance to members in these investigations.

The OPCC also received a separate complaint in relation to another incident alleging that VPD members conducted a deficient police investigation into the death of the complainant's daughter, which occurred in the Downtown Eastside. An investigation concluded that the attending members did not commit misconduct. However, in reviewing the matter, the OPCC noted that the delineation between the Coroner and the role of police in investigating sudden deaths was not adequately reflected within policy.

As a result of the complainants bringing these important and sensitive matters forward, the OPCC made the above-noted recommendations to the Vancouver Police Board as a step towards addressing any gaps in policy or training, and their disproportionate impact on marginalized communities. Without the complainants' participation in raising these matters to the OPCC's attention, there would not have been an opportunity to highlight public expectations of police as it relates to investigations of such matters.

### Response to Recommendation

The OPCC received correspondence from the Board advising that VPD policy was updated to reflect the OPCC recommendations, and the recently ratified Memorandum of Understanding with the BC Coroners Service and the Independent Investigations Office, as part of clearly outlining the distinct role of each agency in these investigations. The updated policy also mandates enhanced training for members and supervisors to ensure they are adequately trained, prepared, and supported to investigate and document sudden deaths to an impartial, objective and thorough standard.

The Board also advised that VPD has implemented mandatory supplementary training for all members assigned to patrol sudden death investigations and death notifications. The training will encompass guiding principles from the updated policy, documentation requirements, the Provincial Policing Standards requirements, trauma-informed practice, and cultural humility.

### Next Steps

The OPCC reviewed the response and will be taking no further action with respect to this matter.



## SURVEILLANCE TRAINING PRACTICES

# Recommendation to the Vancouver Police Board

## Review of Vancouver Police Department policy for conducting surveillance training on private property

### Recommendation

- That the Board ensure any department written policies/ protocols specify the legal authorities available to members to enter private property, without consent, for the purposes of conducting surveillance training.

### Background

The OPCC received a Service or Policy complaint from an individual outlining their concerns related to the Vancouver Police Department's (VPD) policy surrounding the use of civilians' personal property to conduct training exercises without the civilian's permission or knowledge. The Vancouver Police Board reviewed and concluded the matter based on a verbal report from the VPD and noted that the VPD did not have specific policy related to conducting surveillance training on private property. The Board advised that designated surveillance teams within the VPD rely on robust standard operating procedures when assessing the viability and appropriateness of the use of private property for covert operations and related training.

Upon review of the Board's response, the OPCC noted that the existing procedures referenced in the Board's concluding correspondence did not appear to reference the legal authority for police to enter private property without consent during a training exercise. As such, the OPCC recommended that the Board ensure any written policies or protocols specify the legal authorities available to members to enter private property, without consent, for the purposes of conducting surveillance training.

### Response to Recommendation

The Board advised that the VPD's Surveillance Training Manual was updated to reference the relevant legislative authorities under which surveillance training exercises are to be conducted. The Board further advised that the updated training manual provides guidance to members to make every effort to notify property owners or residents prior to using private property for training purposes and encourages them to familiarize themselves with the relevant sections of the Criminal Code and the BC Trespass Act. In addition to the updates to the training manual, the Board confirmed that the VPD will discontinue entering private property for training exercises after 9:00 p.m. and before 6:00 a.m. without the prior, express consent of the property owners and/or occupiers.

### Next Steps

The OPCC reviewed the response and will be taking no further action with respect to this matter.



## MEDIA EXCLUSION ZONE

# Recommendation to the Vancouver Police Board

## Review of restrictions on media access during a decampment operation

### Recommendation

- That, in light of the initiation of the related inquiry undertaken by the Human Rights Commissioner, the Board hold the conclusion of this complaint in abeyance pending the conclusion of the inquiry
- That, at the conclusion of the Human Rights Commissioner's inquiry, the Board consider any findings and recommendations from the inquiry in the context of further action that the Board may wish to take in relation to this complaint

### Background

The OPCC received a Service or Policy complaint from an individual outlining concerns related to the Vancouver Police Department's (VPD) actions during a decampment operation in the Downtown Eastside, including allegations that VPD officers prevented journalists from entering the area, which was seen as contrary to freedom of the press. The matter was forwarded to the Board, noting that, based on a review of complainant's concerns and the public statements of the VPD, it appeared that an "exclusion zone" was created by the VPD to prevent the media and the public from accessing a specific section of the city for a defined period of time. Additionally, it was unclear what lawful authority was relied upon in the creation and enforcement of this "exclusion zone."

The Vancouver Police Board concluded the matter following a report from the VPD. The Board noted that information was received that a media staging area was set up and that a media liaison was provided. The Board further noted that access to some areas was temporarily limited to ensure public safety when large trucks were moving in the area to create a safe space for City of Vancouver staff conducting the decampment operation. However, the decampment area remained visible to the media.

Upon review of the Board's concluding letter, the OPCC noted that the British Columbia Human Rights Commissioner announced an Inquiry to review restrictions on media during the Downtown East side decampment.

### Response to Recommendation

The Board confirmed this matter would be held in abeyance pending the conclusion of the BC Human Rights Commissioner's inquiry and any further action would be considered following the conclusion of the inquiry.

### Next Steps

The OPCC will continue to monitor for further developments from the Board as it relates to this matter.





# POLICE INTERACTIONS WITH PERSONS IN VULNERABLE CIRCUMSTANCES

## Recommendation to the Vancouver Police Board

### Establishing written guidance governing police interactions with persons in vulnerable circumstances

#### Recommendation

- That the Board, in light of the Provincial Policing Standard Section 6 (Promotion of Unbiased Policing) which was referenced by the complainant, consult with the Vancouver Police Department (VPD) to identify specific actions or steps being taken as it relates to the establishment of written governing police interactions with persons in vulnerable circumstances, including persons living in public spaces as enumerated in Provincial Policing Standard Section 6.1.1(8), with specific attention to (f) – persons living in public spaces (e.g., persons relying on, or sleeping in public spaces).
- That the Board provide written correspondence to the complainant outlining the specific actions identified that are being undertaken to establish written procedure or guidance that is in accordance with Provincial Policing Standard Section 6.1.1(8) and their concerns relating to police interactions with unhoused persons in the who, as described by the complainant, are disproportionately individuals from marginalized groups, including Indigenous women, racialized minorities, and persons with disabilities.
- That the Board advise the OPCC of the board's written policy, when available, as it relates to Division 5, Service or Policy complaints where allegations of discriminatory practices or policies are at issue.

#### Background

The OPCC received a Service or Policy complaint from an individual outlining their concerns related to the Vancouver Police Department “overreach of power” in displacing vulnerable members of the community during decampment operations in the Downtown East side contrary to Provincial Policing Standards related to the Promotion of Unbiased Policing. The complaint described that the unhoused persons in the Downtown Eastside area impacted by police interactions during the displacement operation are disproportionately individuals from marginalized groups, including indigenous women, racialized minorities and persons with disabilities.

The Vancouver Police Board reviewed the matter and advised that, while Provincial Policing Standards governing the Promotion of Unbiased Policing were not in force at the time of the complaint, the Board was satisfied based on information provided by the VPD that police services were delivered during the decampment operation in an impartial, equitable, culturally safe and trauma-informed manner. The Board further noted that the decampment operation was an initiative by the City of Vancouver arising from a direction by the Vancouver Fire Chief where the VPD's role was to keep the peace, support the enforcement of the Fire Chief's order, enforce traffic bylaws and maintain public safety.

In reviewing the Board's concluding letter, the OPCC considered that Provincial Policing Standards governing the Promotion of Unbiased Policing, which came into effect after the filing of the complaint, mandated the establishment of written departmental policy or guidance governing police interactions with persons in vulnerable circumstances, including persons living in public spaces. The OPCC noted that the Board had not indicated what actions had been taken by the VPD in relation to establishing the provincially required written policy or guidance.

The OPCC additionally noted that the Provincial Policing Standards governing the Promotion of Unbiased Policing place a duty on the Board to ensure equitable policing and require the Board's policy on responding to Service or Policy complaints to consider whether the complaint alleges discriminatory policies or practices. Accordingly, the OPCC made the above-noted recommendations to the Board.

#### Response to Recommendation

The Board responded that they had requested further information from the VPD in order to best respond to the Commissioner's recommendations.

#### Next Steps

The OPCC will continue to monitor for further developments from the Board as it relates to this matter.



## COMMISSIONING EXTERNAL REPORTS

### Recommendation to the Vancouver Police Board

#### Review of the approval processes and criteria for commissioning reports by outside firms

##### Recommendation

- That the Board identify existing Board policies that govern the Board approval process (if any) for expenditures of this nature (those unrelated to the operational independence of the Chief Constable).
- That the Board assess, if such policy exists, whether the commissioning of Social Impact Audit/Report was in accordance with any such policy.
- That the Board identify in the reporting letter to the Complainant what approval process the Vancouver Police Department (VPD) employs and as against what criteria if no Board approval occurred or was required.

##### Background

The OPCC received a Service or Policy complaint from an individual outlining their concerns related to the VPD's commissioning of a social impact audit report. The complaint raised concerns pertaining to the expenditure, scope and quality of the report.

The Vancouver Police Board reviewed the matter and concluded the complaint by advising that the audit was within the scope of the VPD's mandate to contribute to addressing social issues in Vancouver and that the VPD has conducted studies of this nature previously to contribute to collaboration in the City aimed at resolving social issues. The Board further noted that the research firm commissioned is a credible organization that has conducted similar research for other jurisdictions.

Upon review of the Board's response, the OPCC noted that the Board did not sufficiently address the specific concerns and requests brought forward by the complainant. In addition, the OPCC noted from the Board's response that the approval process for the commissioning of the social impact audit/report and the involvement of the Board in that process were unclear.

##### Response to Recommendation

The OPCC received correspondence from the Board advising that, similar to past reports, the Board regards the commissioning of social impact audit/report as within the VPD's purview to commission in order to inform operational decision-making. The Board further advised that the annual operating budget, that the Board approves, includes resources for the VPD to engage consultants for reports such as this. Additionally, the Board sought clarification on what further is required to address this matter.

##### Next Steps

The OPCC notes that, in response to the Board's enquiries, clarification was provided referring the Board to the third recommendation made in this matter. The OPCC will continue to monitor any future responses from the Board.

# Reform of the *Police Act*

On April 4, 2024, Bill 17, the Police Amendment Act, 2024 was introduced to the Legislative Assembly to improve governance and oversight of policing and respond to several legislative changes requested by the OPCC and reflected in the 2019 Special Committee to Review the Police Complaint Process report, including recommendations to address the OPCC's ability to:

- conduct self-initiated systemic investigations;
- arrange a public hearing earlier in the complaint process;
- make binding guidelines to improve the efficiency, effectiveness and timeliness of the police complaint process;
- establish a list of qualified persons as Discipline Authorities, including a former senior police officer, a retired judge or a person who meets requirements set out in regulation; and,
- designate consultants or experts to observe an investigation.

The amendments represent phase one of Police Act reform with many of the amendments receiving Royal Assent on April 25, 2024. The series of amendments also included:

- an expanded definition of misconduct to include discriminatory jokes or gestures, Indigenous identity, and gender identity or expression; and
- a requirement for the OPCC to maintain a list of retired judges to review matters, apply consistent and objective procedures in appointing retired judges, and post both the list and procedures on the OPCC website.



Some amendments will be brought into force by regulation in the future, including the creation of a new class of "safety officers" that will fall under the OPCC's jurisdiction; e.g., detention guards in lock-up facilities throughout the province.

The Government continues to consider other policy and legislative changes as part of phase two reforms called for by the 2022 Special Committee on Reforming the Police Act. The OPCC has been engaged on these issues and we look forward to continuing to work with Government to enhance police accountability and public confidence in policing in BC.



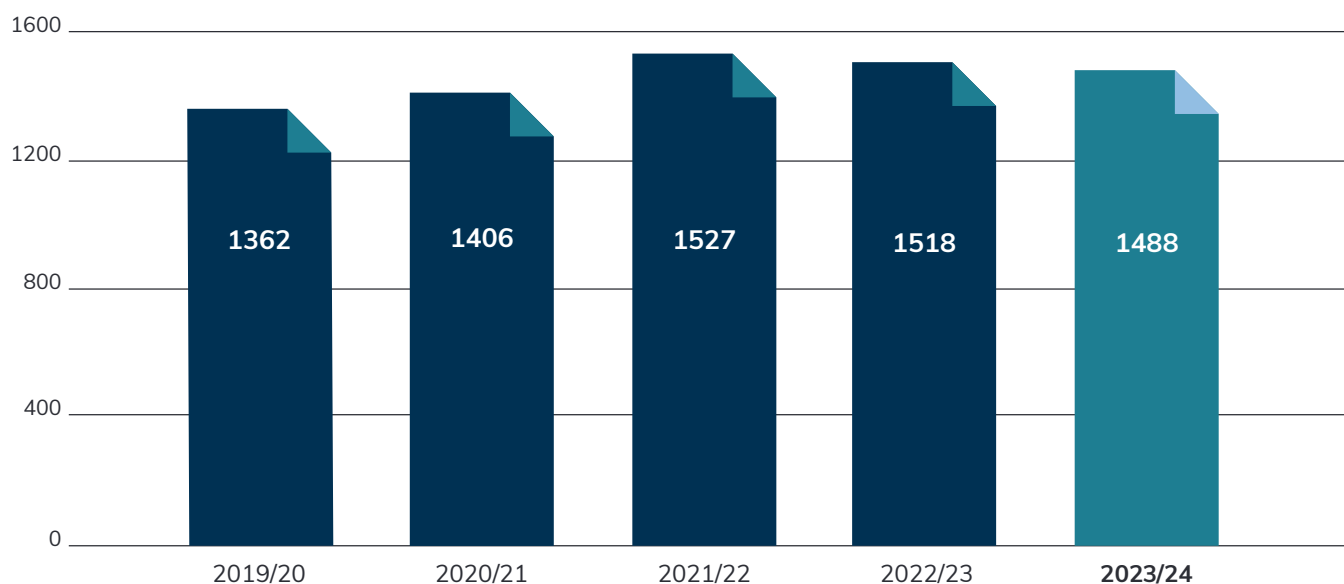




# More of Our Story in Numbers



## Files Opened: Yearly Comparisons (past five years)<sup>4</sup>



## Files Opened: Comparisons by Department (past five years)

Department	2019/2020	2020/2021	2021/2022	2022/2023	2023/2024
Abbotsford Police Department	149	189	202	233	225
Central Saanich Police Service	17	9	17	8	16
Delta Police Department	53	69	64	63	62
Metro Vancouver Transit Police	44	87	64	47	51
Nelson Police Department	15	22	19	17	18
New Westminster Police Department	42	73	64	53	43
Oak Bay Police Department	8	12	11	5	3
Organized Crime Agency of BC (CFSEU)	5	1	4	3	1
Port Moody Police Department	38	36	29	20	21
Saanich Police Department	84	77	90	84	74
Stl'atl'imx Tribal Police Service	4	8	6	10	13
Surrey Police Service	2	0	12	61	163
Vancouver Police Department	689	633	736	745	618
Victoria Police Department	186	162	181	157	160
West Vancouver Police Department	26	28	28	12	20
<b>Total</b>	<b>1362</b>	<b>1406</b>	<b>1527</b>	<b>1518</b>	<b>1488</b>

<sup>4</sup> Data for this report was analyzed between May 29th and June 7th from the OPCC's records management database, Resolve. This report reflects accurate and complete data as of May 29th. Since the OPCC uses a dynamic, live database, the numbers presented in this report are subject to future revision. Further to this, the historical data presented in this report may also vary slightly from figures presented in previous OPCC reports due to changes in processing and reporting.

## Files Opened by Type (past five years)

	2019/2020		2020/2021		2021/2022		2022/2023		2023/2024	
Police Complaints	537	39%	585	42%	731	48%	706	47%	685	46%
Investigations Initiated by PCC	32	2%	21	1%	18	1%	12	1%	19	1%
Investigations Requested by Agency	65	5%	42	3%	38	2%	64	4%	45	3%
Serious Harm Investigations	16	1%	33	2%	24	2%	30	2%	24	2%
Monitor Files	488	36%	510	36%	492	32%	552	36%	521	35%
Internal Discipline Files	21	2%	16	1%	19	1%	17	1%	17	1%
Service or Policy Complaints	39	3%	31	2%	42	3%	10	1%	23	2%
Questions or Concerns	164	12%	168	12%	163	11%	127	8%	154	10%
<b>Total</b>	<b>1362</b>	<b>100%</b>	<b>1406</b>	<b>100%</b>	<b>1527</b>	<b>100%</b>	<b>1518</b>	<b>100%</b>	<b>1488</b>	<b>100%</b>

## File Types

<b>Police Complaints</b>	Complaints about a police officer's conduct or actions that affect a member of the public.
<b>Ordered Investigations &amp; Serious Harm Investigations</b>	Investigations may be initiated by the Commissioner, whether requested by a department or as a result of information received from any source that raises concerns about officer misconduct. The Police Act also requires the Commissioner to order a mandatory external investigation into any incident resulting in serious harm or death.
<b>Monitor Files</b>	Opened when information is received by the OPCC from the police, including reportable injuries, or from other sources, such as public information, that may require an investigation pursuant to the Police Act. Typically, these are incidents that are serious in nature or that have generated media attention, but no potential disciplinary defaults have yet been identified. These files are held open until a report is received from the police. The matter is reviewed and a decision is made as to whether an Ordered Investigation is required. If no action is deemed necessary, the file is concluded as "reviewed and closed."
<b>Internal Discipline Files</b>	Involve performance management issues or employer/employee concerns that do not affect members of the public; are not the subject of a complaint or investigation; and no overriding public interest in proceeding with the matter as a public trust matter.
<b>Service or Policy Complaints</b>	Involve the quality of a police department's service to the community or regarding their operating policies.
<b>Questions or Concerns</b>	If a member of the public has a question or concern about a municipal police officer's conduct that does not result in the making of a police complaint, he or she may contact a municipal police department directly. The member of the municipal police department who receives the question or concern must inform the professional standards section of the involved municipal police department. The professional standards section must record the question or concern and forward a copy of the record, along with how it was resolved, to the Office of the Police Complaint Commissioner for review.

## Files Opened in 2023/2024 by Police Department and Type

	PC: Withdrawn or Discontinued*	PC: Pending Admissibility	PC: Admissible	PC: Inadmissible	Serious Harm Investigation	Ordered Investigation Agency	Ordered Investigation PCC	Internal Discipline	Monitor	Questions or Concerns	Service or Policy Complaints	Total
Abbotsford Police Department	2	0	36	31	4	2	4	0	109	37	0	225
Central Saanich Police Service	0	0	2	3	0	1	0	2	4	4	0	16
Delta Police Department	2	1	6	18	1	1	0	2	24	7	0	62
Metro Vancouver Transit Police	0	0	9	14	0	1	2	1	19	4	1	51
Nelson Police Department	1	0	3	5	0	2	0	0	6	1	0	18
New Westminster Police Department	1	0	4	14	0	1	1	0	16	6	0	43
Oak Bay Police Department	0	0	1	0	0	0	0	0	2	0	0	3
Organized Crime Agency of BC (CFSEU)	0	0	0	1	0	0	0	0	0	0	0	1
Port Moody Police Department	0	0	5	8	1	0	0	0	6	0	1	21
Saanich Police Department	3	0	9	24	0	1	0	0	17	18	2	74
Stl'at'imx Tribal Police Service	0	0	0	4	0	2	1	2	4	0	0	13
Surrey Police Service	7	1	34	42	6	8	1	1	60	3	0	163
Vancouver Police Department	11	8	152	143	9	23	7	7	189	56	13	618
Victoria Police Department	2	1	24	42	2	3	2	1	62	15	6	160
West Vancouver Police Department	0	0	5	6	1	0	1	1	3	3	0	20
<b>Total</b>	<b>29</b>	<b>11</b>	<b>290</b>	<b>355</b>	<b>24</b>	<b>45</b>	<b>19</b>	<b>17</b>	<b>521</b>	<b>154</b>	<b>23</b>	<b>1488</b>

\*26 complaints were withdrawn prior to an admissibility determination; 3 complaints were discontinued under S.84 after 1st party complaints were opened

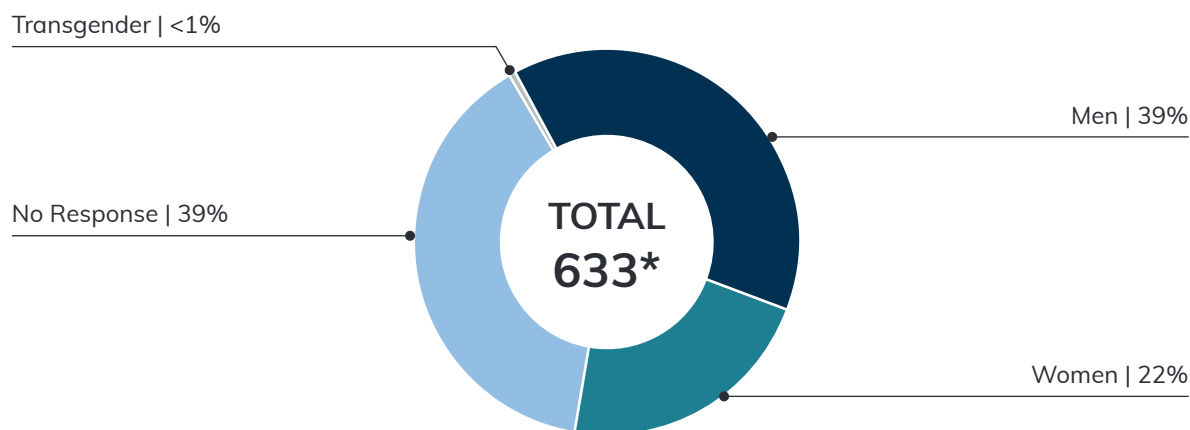
## Disaggregated Demographic Data

Throughout the OPCC complaint process, complainants are provided the option to disclose their age, sex, gender, and racialized identities. We acknowledge the importance of the “Grandmother’s perspective” in all data collection, specifically that the collection of race-based data should be accompanied by processes focused on reducing systemic racism and achieving equality<sup>5</sup> As the Province develops broader anti-racism legislation that builds on the new Anti-Racism Data Act,<sup>6</sup> and the OPCC gains additional data analytics capacity, we will be reviewing our practices relating to the collection, storage and disclosure of demographic information, especially race-based data, to ensure we adopt and maintain best practices.

5 Disaggregated demographic data collection in British Columbia: The grandmother perspective, 2020, British Columbia’s Office of the Human Rights Commissioner. <https://bchumanrights.ca/publications/datacollection>

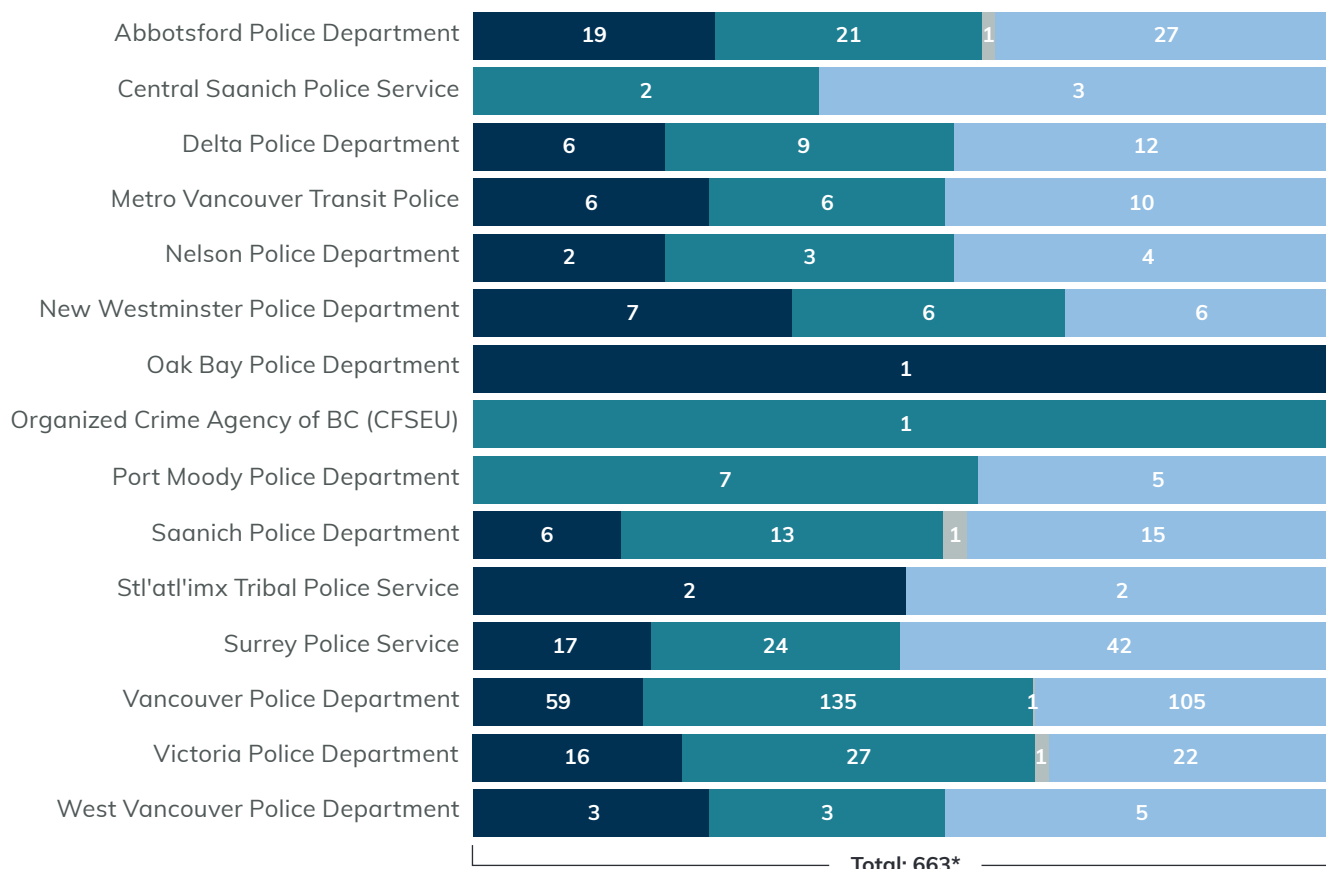
6 Government of British Columbia. Anti-racism legislation. <https://engage.gov.bc.ca/antiracism/>

## Gender Identity of Persons Filing Police Complaints



\*Total excludes 22 3rd party complaints

## Gender Identity of Persons Filing Police Complaints by Department



\*Total excludes 22 3rd party complaints

Women

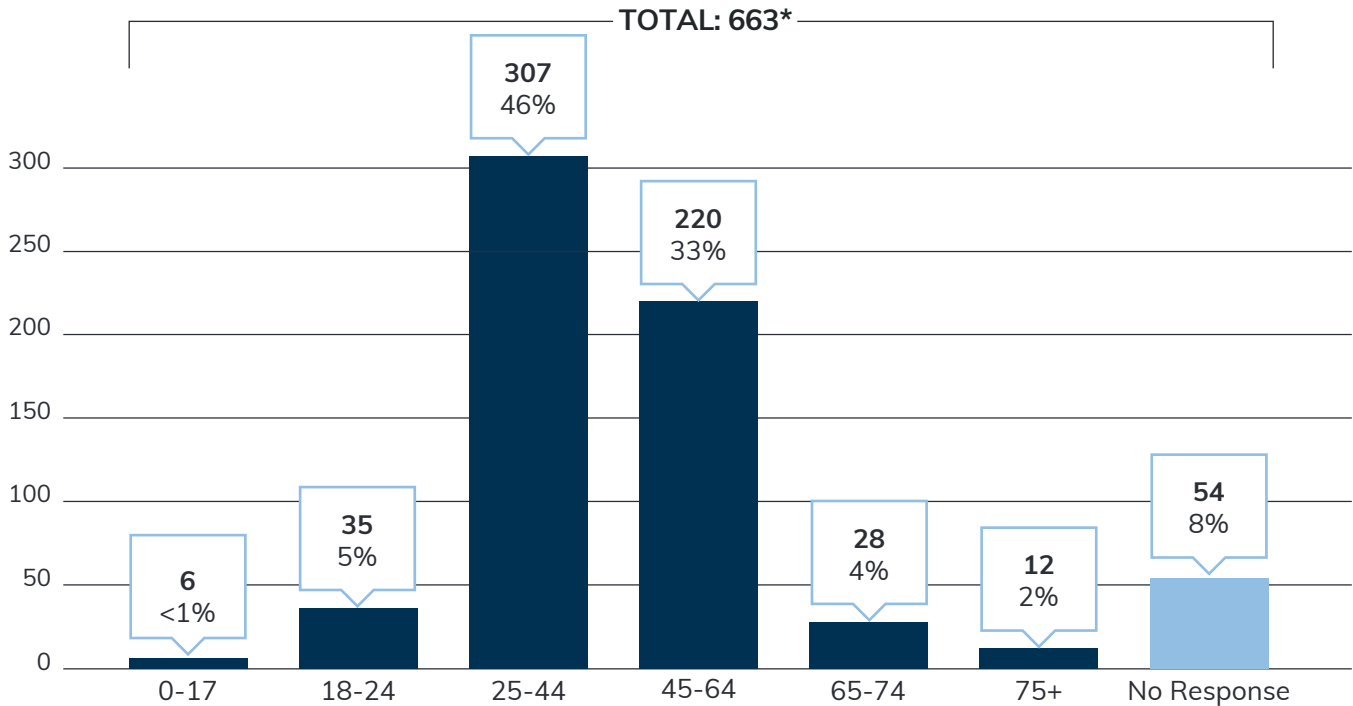
Men

Transgender

No Response



## Age of Persons Filing Police Complaints



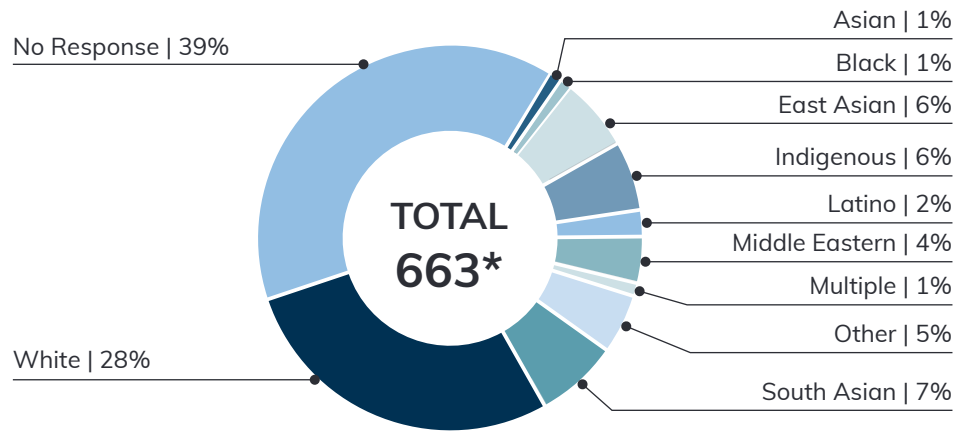
\*Total excludes 22 3rd party complaints

## Age of Persons Filing Police Complaints by Department

Department	0 - 17	18 - 24	25 - 44	45 - 64	65 - 74	75+	No Response	Total
Abbotsford Police Department	2	4	35	19	4	1	3	68
Central Saanich Police Service	0	0	2	0	1	0	2	5
Delta Police Department	1	0	10	12	3	0	1	27
Metro Vancouver Transit Police	0	2	12	6	0	0	2	22
Nelson Police Department	0	0	3	5	1	0	0	9
New Westminster Police Department	0	0	5	10	2	1	1	19
Oak Bay Police Department	0	1	0	0	0	0	0	1
Organized Crime Agency of BC (CFSEU)	0	0	0	1	0	0	0	1
Port Moody Police Department	1	1	3	7	0	0	0	12
Saanich Police Department	0	2	13	15	2	0	3	35
Stl'atl'imx Tribal Police Service	0	0	1	1	0	0	2	4
Surrey Police Service	1	5	43	23	3	2	6	83
Vancouver Police Department	1	17	147	94	10	5	26	300
Victoria Police Department	0	4	28	24	2	3	5	66
West Vancouver Police Department	0	0	5	3	0	0	3	11
<b>Total</b>	<b>6</b>	<b>36</b>	<b>307</b>	<b>220</b>	<b>28</b>	<b>12</b>	<b>54</b>	<b>663</b>

\*Total excludes 22 3rd party complaints

## Racialized Identity of Persons Filing Police Complaints



\*Total excludes 22 3rd party complaints

## Racialized Identity of Persons Filing Police Complaints by Department\*

	Asian	Black	East Asian	Indigenous	Latino	Middle Eastern	Multiple	Other	South Asian	White	No Response	Total
Abbotsford Police Department	0	0	4	3	1	2	0	4	3	22	29	68
Central Saanich Police Service	0	0	0	0	0	0	0	0	0	2	3	5
Delta Police Department	0	0	4	1	0	1	0	0	3	6	12	27
Metro Vancouver Transit Police	0	2	4	3	0	0	0	2	0	2	9	22
Nelson Police Department	0	0	0	1	0	0	0	1	0	4	3	9
New Westminster Police Department	1	0	2	2	0	0	0	0	0	9	5	19
Oak Bay Police Department	0	0	0	0	0	0	0	0	0	1	0	1
Organized Crime Agency of BC (CFSEU)	0	0	0	0	0	0	0	0	0	1	0	1
Port Moody Police Department	0	0	3	1	0	1	0	0	0	4	3	12
Saanich Police Department	0	0	1	1	0	4	1	1	1	11	15	35
Stl'atl'imx Tribal Police Service	0	0	0	1	0	0	0	0	0	0	3	4
Surrey Police Service	0	1	3	1	0	3	0	0	9	19	47	83
Vancouver Police Department	2	5	17	22	9	15	5	22	25	80	98	300
Victoria Police Department	1	1	0	7	0	2	0	4	3	24	24	66
West Vancouver Police Department	0	0	0	0	0	0	0	0	1	4	6	11
<b>Total</b>	<b>4</b>	<b>9</b>	<b>38</b>	<b>43</b>	<b>10</b>	<b>28</b>	<b>6</b>	<b>34</b>	<b>45</b>	<b>189</b>	<b>257</b>	<b>663</b>

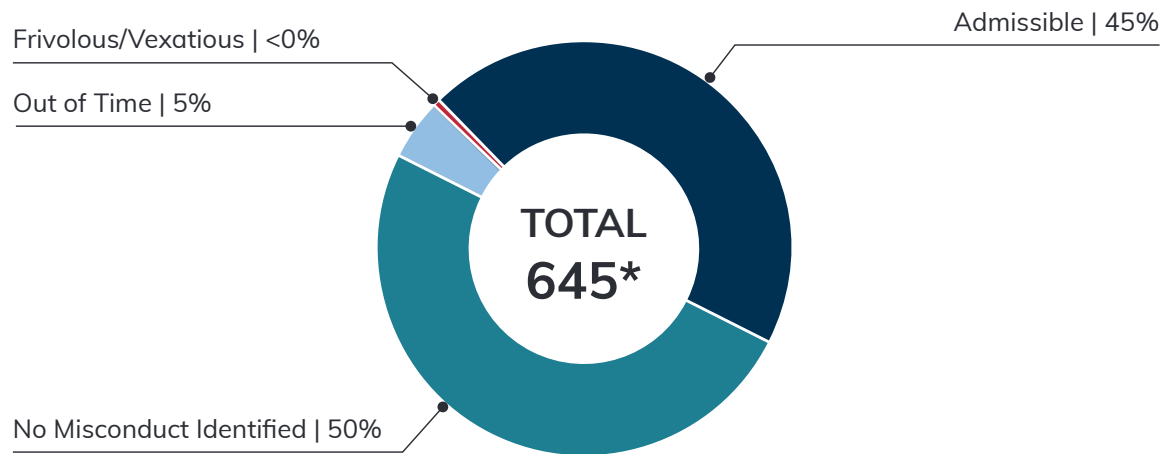
\*Total excludes 22 3rd party complaints

## Allegations of Misconduct 2023/2024

A single police complaint or ordered investigation may contain more than one allegation of misconduct.

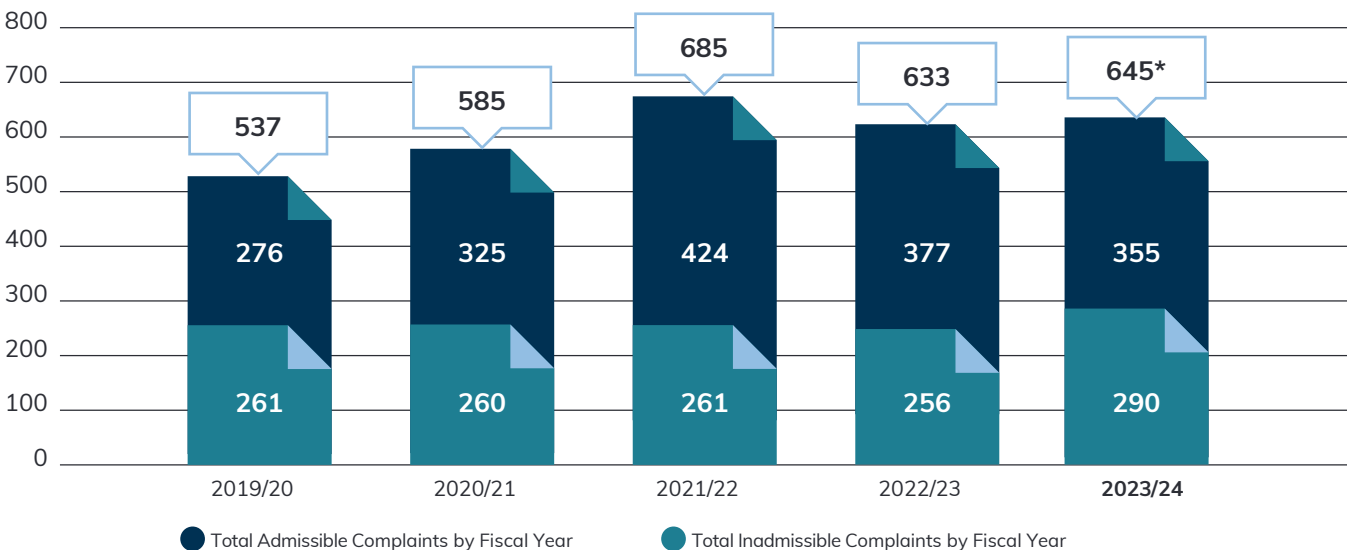
Abuse of Authority	187 (43%)
Neglect of Duty	111 (26%)
Discreditable Conduct	62 (14%)
Discourtesy	52 (12%)
Corrupt Practice	10 (2%)
Damage to Property of Others	6 (1%)
Improper Disclosure of Information	3 (1%)
Improper Use or Care of Firearms	1 (<1%)
Misuse of Intoxicants	1 (<1%)
Accessory to Misconduct	0
Deceit	0
Damage to Police Property	0
Improper Off-Duty Conduct	0
Public Trust Offence	0

# Police Complaints: Admissibility Assessments 2023/2024



\*Total excludes 11 files pending admissibility, 26 files withdrawn prior to an admissibility determination, 3 files discontinued under S.84

## Police Complaints: Admissibility Assessments (past five years)



\*For the 2023/24 FY: 11 files are pending admissibility, 26 files were withdrawn prior to an admissibility determination, 3 files were discontinued under S.84

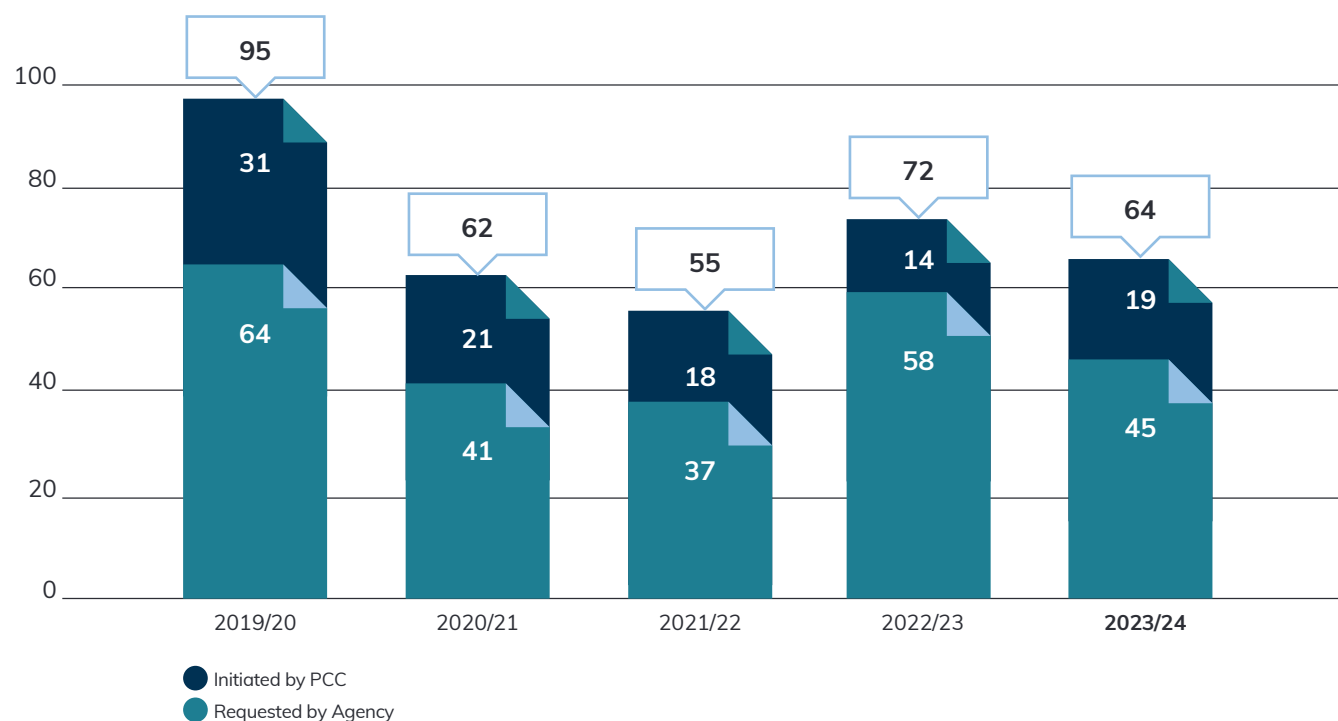
The average admissibility rate for the past five years is 43%. The majority of complaints deemed inadmissible are typically because the complainant has not identified an allegation of misconduct as set out in the Police Act. Once the OPCC has determined that a complaint is admissible, the police department chosen by the Commissioner must investigate the allegations contained in the complaint. The number of complaints admitted and investigated have remained static over the past three years.

## Admissible Complaints and Disposition (past five years)

	2019/2020	2020/21	2021/2022	2022/2023	2023/2024
<b>Total Police Complaints Received</b>	<b>537</b>	<b>584</b>	<b>730</b>	<b>706</b>	<b>685</b>
Total 'Admissible' Complaints	261	259	260	256	290
– Forwarded to DA*	134	161	128	106	29
– Complaint Resolution/Mediated	79	51	68	57	43
– Withdrawn	19	19	28	23	10
– Discontinued	25	20	20	24	5
– Multiple Outcomes	1	3	3	1	1
– Consolidated	2	2	4	13	0
Concluded	260	256	251	224	88
<b>Still Open</b>	<b>1</b>	<b>3</b>	<b>9</b>	<b>32</b>	<b>202</b>

\*In the first instance and after an investigation is conducted by the police under OPCC oversight, senior police officers (Chief Constables or their delegates) sit as "Discipline Authorities" and make decisions as to whether or not misconduct has occurred.

## Ordered Investigations (past five years)



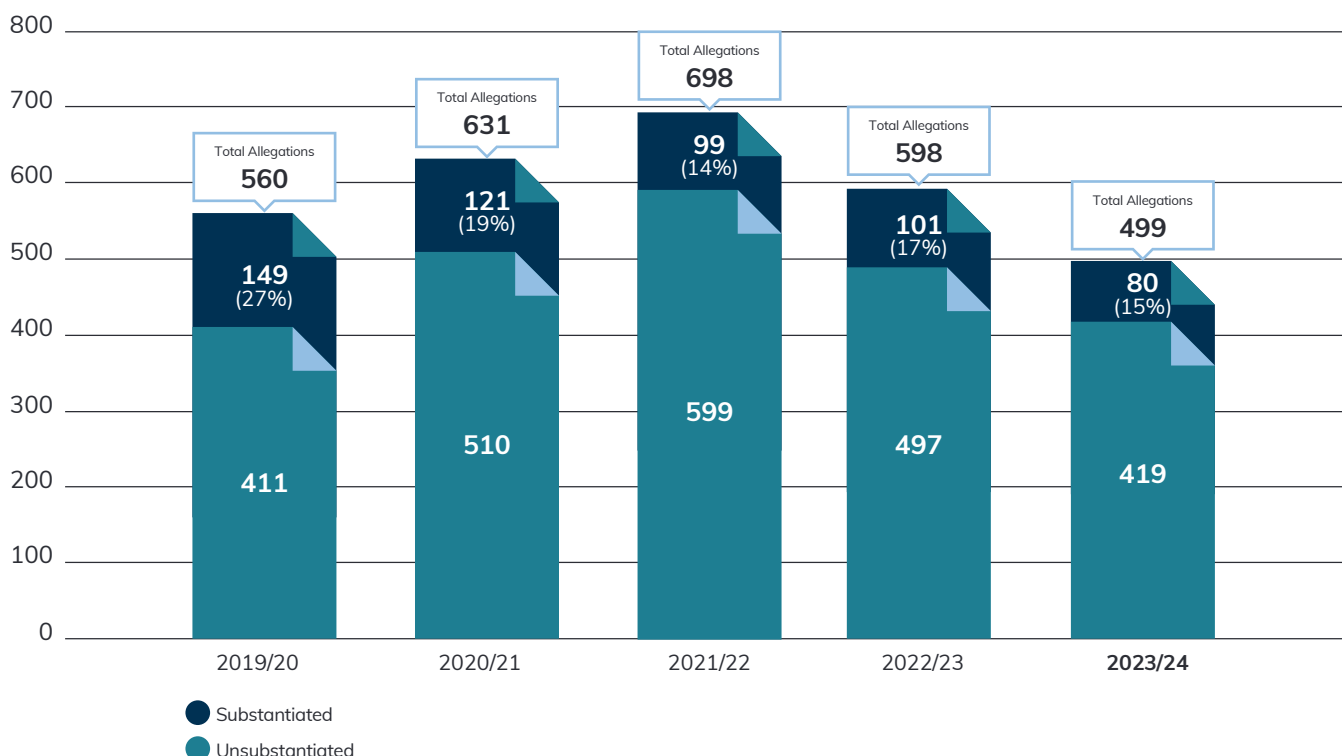
The Police Complaint Commissioner can initiate an investigation in the absence of a complaint from the public. A total of 64 investigations were independently ordered by the OPCC during the 2023/2024 period covered in this report.

## Ordered Investigations and Disposition (past five years)

	2019/2020	2020/2021	2021/2022	2022/2023	2023/2024
<b>Total Number of Ordered Investigations</b>	<b>95</b>	<b>62</b>	<b>55</b>	<b>72</b>	<b>64</b>
– Forwarded to DA*	88	58	46	40	7
– Discontinued	4	3	0	1	0
– Multiple Outcomes	0	0	1	0	0
– Consolidated	1	0	0	0	0
Concluded	93	61	47	41	7
Still Open	2	1	8	31	57

\*In the first instance and after an investigation is conducted by the police under OPCC oversight, senior police officers (Chief Constables or their delegates) sit as “Discipline Authorities” and make decisions as to whether or not misconduct has occurred.

## Misconduct Rate (past five years)



\*This figure includes all substantiated allegations arising from police complaint, serious harm, internal discipline, and ordered investigations.

Each admissible police complaint, ordered investigation, serious harm notification, or internal discipline file will contain at least one allegation of misconduct. Following the completion of the investigation, a Discipline Authority (senior police officer or retired judge) is required to make a determination whether it appears that the police officer committed misconduct. If there is such appearance, the matter may move to a formal Discipline Proceeding where a final determination is made. In other cases, if the member accepts responsibility and an agreement is reached and approved by OPCC on penalty, the matter is concluded.

## Reportable Injuries by Type of Force (past five years)

	2019/2020	2020/2021	2021/2022	2022/2023	2023/2024
<b>Total RI Files</b>	<b>417</b>	<b>448</b>	<b>428</b>	<b>445</b>	<b>443</b>
<b>Total Uses of Force</b>	<b>639</b>	<b>684</b>	<b>574</b>	<b>549</b>	<b>599</b>
– Arwen/ Bean Bag	77	125	99	120	154
– Baton	6	11	5	6	6
– Dog Bite	120	98	97	94	74
– Empty Hand	177	163	90	46	98
– Firearm	0	6	3	8	9
– Motor Vehicle Accident	30	38	31	33	26
– OC Spray (pepper spray)	17	25	22	17	20
– Other	63	68	76	93	57
– Pre-existing	15	17	10	11	17
– Self-inflicted	81	73	66	59	74
– Taser	53	60	75	62	64

Police departments are to report all incidents where an individual receives an injury caused by the discharge of a firearm or an injury requiring emergency care and transfer to a hospital. All reportable injuries are reviewed to determine whether an investigation into the use of force incident will be completed.

## Investigations Following Review of Reportable Injury Files (past 5 years)

	2019/2020	2020/2021	2021/2022	2022/2023	2023/2024
Serious Harm	18	32	22	28	24
Ordered Investigations - By PCC	10	6	8	8	10
Ordered Investigations - By Agency	3	2	3	2	2
Police Complaints	3	17	5	19	12
Internal Discipline	0	0	0	0	2
Questions or Concerns	1	0	0	0	0



## Adjudicative Reviews (past five years)

<b>Appointment of a New Discipline Authority [S.117]</b>	If, following an investigation, the Discipline Authority determines that the conduct of the officer did not constitute misconduct, and the Commissioner believes there is a reasonable basis to believe the decision is incorrect, the Commissioner may appoint a retired judge to review the matter.
<b>Review on the Record [S.141]</b>	Following a discipline proceeding, the Commissioner has the discretion to order a review of the proceeding where there is a reasonable basis to believe that the decision of the Discipline Authority is incorrect, or it is in the public interest to review the matter. Reviews on the Record are conducted by retired judges and is primarily a review of evidence and records of the file, including any submissions.
<b>Public Hearing [S.143]</b>	Public Hearings remain an option for the Commissioner if he believes such a review of a Police Act matter is required in the public interest. Public Hearings are conducted by retired judges, are open to the public and evidence is presented under oath.

	2019/20	2020/21	2021/22	2022/23	2023/24	TOTAL
Appointment of Retired Judge (S.117)	13	9	16	12	12	62
Review on the Record (S.141)	2	4	1	4	2	13
Public Hearing (S.143)	2	0	0	0	1	3
<b>Total</b>	<b>17</b>	<b>13</b>	<b>17</b>	<b>16</b>	<b>15</b>	<b>78</b>



All decisions from these three adjudicative avenues are available to the public through the OPCC website at [www.opcc.bc.ca](http://www.opcc.bc.ca). There is also a schedule of current Public Hearings or Reviews on the Record indicating the date and place of the hearings. All Public Hearings and Reviews on the Record are open to the public to attend.



# Staffing and Budget

The OPCC is a civilian-led agency that oversees complaints and investigations into allegations of misconduct involving municipal police officers. The office also identifies wider trends in police misconduct and makes recommendations to address systemic factors to prevent the recurrence of misconduct. The office's mandate requires OPCC staff to have both an appreciation for the fundamental importance of civilian oversight of policing and specialized knowledge to ensure that oversight is effective.

Our office includes staff with diverse professional backgrounds, including experience and training in law and policing. About three-quarters of senior leadership and management have civilian backgrounds, such as in law and policy, regulatory fields, administrative investigations, public administration, and academia. The Commissioner makes it a priority to maintain this important balance between the civilian nature of the office and the expertise staff need to possess to do their work effectively. Intensive training, both in-house and external, is provided to staff to advance these ends. During the reporting period, the office had 42 staff, including 16 Investigative Analysts who are directly involved in the oversight of misconduct investigations. There are an additional 31 Corporate Shared Services staff that provide finance, payroll, administration, facilities, human resources, and information technology support for four independent Offices of the Legislature, including the OPCC.

## Our Finances

Each Fall, the OPCC is required to present to the Select Standing Committee on Finance and Government Services our budgetary needs. The table below provides a summary of our finances for Fiscal Year 2023/2024.

	Budget (2023/2024)	Actual (2023/2024)	Difference (\$)	Difference (%)
Operating	\$6,797,000	\$6,758,869	\$38,131	0.6%
Adjudicative	\$700,000	\$669,516	\$30,484	4.4%
Capital	\$145,000	\$102,161	\$42,839	29.5%



# Further Resources

**Office of the Police Complaint Commissioner website**

[www.opcc.bc.ca](https://www.opcc.bc.ca)

## **OPCC brochures**

Let Us Help You Guide

<https://opcc.bc.ca/wp-content/uploads/2017/03/Let-us-help-you.pdf>

General Information

<https://opcc.bc.ca/wp-content/uploads/2023/01/opcc-general-information-brochure.pdf>

Alternative Dispute Resolution

<https://opcc.bc.ca/wp-content/uploads/2023/01/opcc-complaint-resolution-brochure.pdf>

Complaint Form

<https://opcc.bc.ca/wp-content/uploads/2022/08/printable-registered-complaint-form-2022.pdf>

## **Police Act of British Columbia**

[https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96367\\_01](https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96367_01)

## **Independent Investigations Office of British Columbia**

<https://iiobc.ca/>

## **Other Canadian oversight agencies**

<https://opcc.bc.ca/resources/canadian-police-oversight-agencies/>

# Appendix

Summaries of all substantiated allegations against municipal police officers concluded between April 1, 2023 and March 31, 2024.

Available at: <https://opcc.bc.ca/reports/annual-report/>

## PUBLIC INTEREST DISCLOSURE ACT

British Columbia's *Public Interest Disclosure Act* requires public bodies in British Columbia to report on investigations into wrongdoing started under the Act, the number of disclosures made internally and the number received by the Office of the Ombudsperson. The Office of the Police Complaint Commissioner has not had any investigations or disclosures under PIDA since the legislation was enacted.







Office of the Police Complaint Commissioner

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Office of the Police Complaint Commissioner (2024)

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# Substantiated Allegations

## Concluded between April 1, 2023 and March 31, 2024

### Abbotsford Police Department

#### Ordered Investigation – Requested by Department (OPCC 2023-23625)

Upon request from the Abbotsford Police Department (APD), the Commissioner ordered an investigation into the off duty conduct of a member. According to the APD, the off-duty member was driving their personal vehicle when they were stopped at a Royal Canadian Mounted Police (RCMP) roadblock. The member subsequently provided two breath samples that resulted in “warn” readings on an Approved Screening Device (ASD) which resulted in a three-day Immediate Roadside Prohibition (IRP) being issued.

##### Allegation 1

The member drove a motor vehicle after having consumed alcohol and provided two "warn" breath samples on an ASD.

###### MISCONDUCT

*Discreditable Conduct*  
(Immediate Roadside Prohibition)

**Date of Incident: March 2023**

###### DISCIPLINARY/CORRECTIVE MEASURE

2-day suspension without pay

#### Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the decision on disciplinary or corrective measures, the Prehearing Conference Authority noted that the member accepted full responsibility for their actions, was honest, forthcoming, and cooperative with the RCMP member, and diligently self-reported the incident to their supervisor on their own accord.

The OPCC reviewed and approved the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

#### Ordered Investigation – Initiated by PCC (OPCC 2023-23908)

The Commissioner ordered an investigation after receiving information that a member of the Abbotsford Police Department (APD) had inappropriately used police databases. It was reported that the member had queried their spouse for reasons unrelated to the performance of the member's duties.

##### Allegation 1

The member used equipment of the APD for purposes unrelated to the performance of duties as a member.

###### MISCONDUCT

*Corrupt Practice*  
(Misuse of police database)

**Date of Incident: January 2023**

###### DISCIPLINARY/CORRECTIVE MEASURE

Advice to Future Conduct

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the decision on discipline, the Prehearing Conference Authority noted that the member had taken full responsibility and expressed remorse for the misconduct. The conduct was determined to be of lesser seriousness as it related to the member querying their spouse to ascertain the date of their birthday. The Prehearing Conference Authority further noted that the member had no prior substantiated misconduct on their Service Record of Discipline.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

### Ordered Investigation – Initiated by PCC (OPCC 2023-23815)

The Commissioner ordered an investigation after receiving information that a member of the Abbotsford Police Department (APD) discharged their less-lethal shotgun (LLSG) and struck an individual while they were attempting to make an arrest. The affected person was not the individual being sought by police, and it appeared the member had discharged their LLSG without a clear view of who they were shooting at.

#### Allegation 1

The member discharged their LLSG and struck an affected person who was not being sought by the police nor related to police attendance at the incident location.

MISCONDUCT
<i>Abuse of Authority</i> (Excessive force – LLSG)
Date of Incident: May 2023

DISCIPLINARY/CORRECTIVE MEASURE
2-day suspension without pay

#### Allegation 2

The member failed to follow departmental use of force training when they discharged their less lethal shotgun when they were not in a position to make sufficient observations and address the requirements in the departmental use of force policy, as they did not have a clear sight of their target or what was beyond.

MISCONDUCT
<i>Neglect of Duty</i> (Failure to comply with departmental policy/regulations)
Date of Incident: May 2023

DISCIPLINARY/CORRECTIVE MEASURE
Training/Re-Training: specific to the lawful use of force as directed by departmental policy and the National Use of Force Framework, with specific attention to the use of intermediate weapons.

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the decision on discipline, the Prehearing Conference Authority noted that the member had taken full responsibility for their actions from the outset, had expressed remorse and sought out further training on their own initiative. The Prehearing Conference Authority further noted that the member had no prior substantiated misconduct on their Service Record of Discipline.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

Police Complaint  
(OPCC 2023-23206)

The OPCC received a complaint describing concerns regarding a member of the Abbotsford Police Department (APD) failing to investigate the complainant’s report of a threat made toward their spouse during a conflict with a neighbour. The complainant reported that the member failed to contact them, review their video evidence, or obtain any statements.

The OPCC reviewed the complaint and determined that an investigation into the incident was required.

Allegation 1

The member failed to conduct an adequate investigation into the complainant’s concerns.

MISCONDUCT	DISCIPLINARY/CORRECTIVE MEASURE
<i>Neglect of Duty</i> (Inadequate investigation)	Advice to Future Conduct
Date of Incident: January 2023	

Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. The Prehearing Conference Authority found that the member had neglected their duty by concluding the file without taking the required investigative steps. In arriving at the decision on discipline, the Prehearing Conference Authority noted that the member had taken full responsibility for their actions, had demonstrated remorse, and had no prior substantiated misconduct on their Service Record of Discipline.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

## Central Saanich Police Department

### Ordered Investigation – Requested by Department (OPCC 2019-16379)

Upon request from the Central Saanich Police Service (CSPS), the Commissioner ordered an investigation into the conduct of a CSPS member. It was reported that the member may have been in a conflict of interest by liaising with a person who was under investigation for a criminal offence. Additionally, the member continued to have supervisory oversight of a CSPS file directly related to the person.

The Commissioner determined it was in the public interest that an external police agency conduct the investigation and designated an external Discipline Authority. The Commissioner directed the Metro Vancouver Transit Police (formerly South Coast British Columbia Transportation Authority Police Service) to conduct the investigation, and a senior officer was designated as Discipline Authority.

#### Allegation 1

The member was in a conflict of interest in liaising with a person who was under investigation for a criminal offence.

MISCONDUCT
<i>Discreditable Conduct</i> (Conduct that discredits the department)
Date of Incident: December 2018

DISCIPLINARY/CORRECTIVE MEASURE
2-day suspension without pay (to be served concurrently)

#### Allegation 2

The member's review and supervisor approval of a police file directly related to a person that the member had a personal relationship with.

MISCONDUCT
<i>Discreditable Conduct</i> (Conduct that discredits the department)
Date of Incident: December 2018

DISCIPLINARY/CORRECTIVE MEASURE
2-day suspension without pay (to be served concurrently)

#### Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered to the member; the member declined the offer and as a result, the matter proceeded to a discipline proceeding which the member did not attend. The discipline proceeding occurred in the member's absence.

The member did not request a review of the disciplinary decision. The OPCC reviewed these findings and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

## CFSEU

No substantiated misconduct in this reporting period.



## Delta Police Department

### Internal Discipline (OPCC 2022-22459)

The department initiated an internal discipline investigation into the conduct of a Delta Police Department (DPD) member. It was alleged that the member, during a police incident, did not follow directions or act in accordance with their department's training or best practices. The member also allegedly utilized the unauthorized assistance of a civilian to assist during a serious police incident.

#### Allegation 1

The member failed to follow policy and an established command structure during a serious police incident, which put themselves and others at risk. Further, the member disobeyed orders, contrary to best practices and policy.

MISCONDUCT
<i>Neglect of Duty</i> (Failure to comply with departmental policy/regulations)
Date of Incident: August 2022

DISCIPLINARY/CORRECTIVE MEASURE
Written Reprimand

### Police Complaint (OPCC 2022-21426)

The OPCC received a complaint describing concerns with a member of the Delta Police Department taking the complainant to the ground, during an attempted arrest of another person which resulted in injury to the complainant.

The OPCC reviewed the complaint and determined that an investigation into the incident was required.

#### Allegation 1

The member applied a hard takedown to the complainant during an arrest attempt of another person.

MISCONDUCT
<i>Abuse of Authority</i> (Excessive force - empty hand)
Date of Incident: March 2021

DISCIPLINARY/CORRECTIVE MEASURE
Verbal Reprimand

### Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the appropriate disciplinary or corrective measure, the Prehearing Conference Authority noted that the member had no prior substantiated misconduct on their Service Record of Discipline, had undertaken further use of force training following the incident, and had taken full responsibility for their actions.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

## Ordered Investigation – Requested by Department (OPCC 2022-22884)

Upon request from the Delta Police Department (DPD), the Commissioner ordered an investigation into the conduct of three DPD members. It was reported that the three members attended an Advanced Police Training Intoximeter Certification course at the Justice Institute of British Columbia (JIBC). This course allowed the members to volunteer to be drinking subjects on a given day and all members were given instructions that they must get a ride home on the day they were drinking. Further, members were instructed to read and sign a waiver that stated they could not drive on the day they volunteer to be drinking subjects, even if they were at a Blood Alcohol Content of zero.

The three members volunteered to be drinking subjects and signed the waivers stating they understood and confirmed they had a ride home. At the end of the day, JIBC instructors observed one member (Member A) drive out of the JIBC parking lot with the other two members (Members B and C) in the vehicle as passengers.

### Member A:

#### Allegation 1

The member failed to abide by the driving prohibition in the signed waiver and did not adhere to the rules established by the JIBC for the Intoximeter Certification course.

##### MISCONDUCT

*Neglect of Duty*  
(Failure to comply with policy/regulations)

Date of Incident: November 2022

##### DISCIPLINARY/CORRECTIVE MEASURE

Training/Re-Training: Ethics in Policing

#### Allegation 2

The member failed to adhere to the rules established by the JIBC for the Intoximeter Certification course and the follow-up direction of course instructors and supervisors.

##### MISCONDUCT

*Discreditable Conduct*  
(Conduct that discredits the department)

Date of Incident: November 2022

##### DISCIPLINARY/CORRECTIVE MEASURE

Written Reprimand

Training/Re-Training: Active Bystander for Law Enforcement (ABLE)

Apology letter to the Chief Constable and JIBC Administrator

### Members B and C:

#### Allegation 1

The members failed to adhere to the rules established by the JIBC for the Intoximeter Certification course and failed to adhere to the follow-up direction of course instructors and supervisors.

MISCONDUCT
<i>Discreditable Conduct</i> (Conduct that discredits the department)
Date of Incident: November 2022

DISCIPLINARY/CORRECTIVE MEASURE
Written Reprimand
Training/Re-Training: Active Bystander for Law Enforcement (ABLE)
Apology letter to the Chief Constable and JIBC Administrator

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the members appeared to have committed misconduct. A prehearing conference was offered and accepted by the members. After reviewing the prehearing conference report, the Commissioner did not approve the proposed disciplinary or corrective measures and as a result, the matter proceeded to a discipline proceeding.

In arriving at the appropriate disciplinary or corrective measures, the Discipline Authority noted the seriousness of impaired driving and the prevailing societal efforts to eliminate such from occurring. The Discipline Authority also noted that all three members acknowledged their errors in judgment, showed genuine regret, and apologized. None of the members had any prior substantiated misconduct on their Service Records of Discipline.

The members did not request a review of the disciplinary decision. The OPCC reviewed these findings and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

## Metro Vancouver Transit Police

### Police Complaint (OPCC 2022-21818)

The OPCC received a complaint describing concerns with a member of the Metro Vancouver Transit Police (MVTP). The complainant reported a member was speeding while operating a marked police vehicle and was not operating emergency equipment.

The OPCC reviewed the complaint and determined that an investigation into the incident was required.

#### Allegation 1

The member operated a police vehicle above the applicable speed limits, both in a playground zone and in a 50 km zone.

MISCONDUCT
<i>Neglect of Duty</i> (Operating a police vehicle in an unsafe manner)
Date of Incident: May 2022

DISCIPLINARY/CORRECTIVE MEASURE
Advice to Future Conduct

### Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the decision on discipline, the Prehearing Conference Authority noted that the member was forthcoming about the incident and took responsibility for the driving behaviour.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

### Ordered Investigation – Requested by Department (OPCC 2022-22612)

Upon request from the Metro Vancouver Transit Police (MVTP), the Commissioner ordered an investigation into the conduct of a MVTP member. It was reported that a MVTP member was operating a police vehicle with emergency equipment activated and collided with the rear of a civilian vehicle in an intersection contrary to the *Motor Vehicle Act* and *Emergency Vehicle Driving Regulation*.

#### Allegation 1

The member drove into an intersection at a speed that was too great to avoid a collision with a civilian vehicle.

MISCONDUCT
<i>Neglect of Duty</i> (Operating a police vehicle in an unsafe manner)
Date of Incident: September 2022

DISCIPLINARY/CORRECTIVE MEASURE
Advice to Future Conduct

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the decision on discipline, the Prehearing Conference Authority noted that at the time of the collision the member was a recruit still in training, and the member took responsibility for the driving behaviour including retaking course training on emergency vehicle driving on their own initiative.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

## Ordered Investigation – Requested by Department (OPCC 2012-8138)

Upon request from the South Coast British Columbia Transportation Authority Police Services (SCBCTAPS), now Metro Vancouver Transit Police, the Commissioner ordered an investigation into the conduct of an SCBCTAPS member. It was reported that the member used force, including baton strikes, to arrest the affected person for failing to identify themselves and present proof of valid payment.

The Commissioner determined it was in the public interest that an external police agency conduct this investigation and designated an external Discipline Authority. The Commissioner directed the New Westminster Police Department to conduct the investigation and Chief Constable Dave Jones was designated to be the Discipline Authority.

The affected person in this matter filed a complaint and was added to the record and recognized as a complainant to the investigation.

The *Police Act* investigation was suspended pending the outcome of a criminal investigation. The matter was referred to the BC Prosecution Service by the New Westminster Police Department and charges were approved. The member pled guilty to Assault Causing Bodily Harm and received a suspended sentence and 12 months' probation.

## Allegation 1

The member recklessly used unnecessary force in repeatedly striking the complainant with a baton.

MISCONDUCT
<i>Abuse of Authority</i> (Excessive force – impact weapon)
Date of Incident: August 2011

DISCIPLINARY/CORRECTIVE MEASURE
2-day suspension without pay

## Disciplinary Process

The matter proceeded to a discipline proceeding where the member admitted to the allegation and the Discipline Authority imposed a five working-day suspension without pay and training on use of force techniques and policy applications.

## Adjudicative Review – Public Hearing

The Commissioner reviewed the outcome of the discipline proceeding and determined that a Public Hearing was necessary as the disciplinary or corrective measure proposed by the Discipline Authority was not commensurate with the seriousness of the member's conduct or the injury caused to the complainant. The Commissioner appointed retired BC Supreme Court Judge, the Honourable Ronald McKinnon, to preside as the Adjudicator in these proceedings.

The Public Hearing commenced in February of 2018 and during the proceedings the member applied to the court to challenge the validity of the hearing. Following a decision by the BC Court of the Appeal in 2020, the Public Hearing resumed.

Mr. McKinnon found that the member's use of unnecessary force against the complainant was serious and the complainant did not conduct himself in manner that justified the member striking the complainant multiple times in the upper body area with the baton, resulting in significant injuries to the complainant. Mr. McKinnon noted the member's relatively junior status at the time, that the incident was brief and dynamic, and that the member accepted responsibility throughout the criminal and disciplinary proceedings and expressed remorse. In arriving at a disciplinary or corrective measure of a two-day suspension, Mr. McKinnon said a much longer suspension would have been proposed, but for the serious delays in the process. Mr. McKinnon further noted the member took additional training and worked under close supervision when returning to operational duties in 2019.

For further information on this decision, go to <https://opcc.bc.ca/decisions/public-hearings/>

For the BC Court of Appeal decision, go to <https://opcc.bc.ca/wp-content/uploads/2020/07/2020-07-30-BC-Court-of-Appeal-Decision-Diaz-Rodriguez-v-OPCC.pdf>

## Ordered Investigation – Requested by Department (OPCC 2023-23913)

Upon request from the Metro Vancouver Transit Police (MVTP), the Commissioner ordered an investigation into the conduct of a MVTP member. It was reported that while operating a police vehicle with emergency equipment activated, and responding to assist other officers, the member entered an intersection on a red traffic light colliding with a civilian vehicle.

### Allegation 1

The member failed to clear the intersection prior to advancing through it which caused an accident, and overall posed a risk to other members of the public.

MISCONDUCT	DISCIPLINARY/CORRECTIVE MEASURE
<i>Neglect of Duty</i> (Operating a police vehicle in an unsafe manner)	Written Reprimand
Date of Incident: April 2023	

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the decision on discipline, the Prehearing Conference Authority noted the member accepted responsibility for the misconduct and proactively took steps to prevent its recurrence. This included a review of applicable sections of the *Motor Vehicle Act* and emergency vehicle operational policies and educational materials.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.



## Nelson Police Department

### Police Complaint (OPCC 2023-23831)

The OPCC received a complaint describing concerns regarding a member of the Nelson Police Department (NPD) entering a residence without a warrant. The OPCC reviewed the complaint and determined that an investigation was required into the matter.

#### Allegation 1

The member, while in the performance of duties, intentionally or recklessly entered a residence without good and sufficient cause.

MISCONDUCT
<i>Abuse of Authority</i> (Unlawful entry)
Date of Incident: May 2023

DISCIPLINARY/CORRECTIVE MEASURE
Advice to Future Conduct

#### Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the decision on discipline, the Prehearing Conference Authority noted the member accepted responsibility for their actions, expressed remorse, had no prior Service Record of Discipline, and proactively undertook additional training related to police search and seizure following this incident.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

### Internal Discipline (OPCC 2022-21786)

The department initiated an internal discipline investigation into the conduct of a Nelson Police Department (NPD) member. It was alleged that the member did not attend mandatory training as directed by their Chief Constable and did not notify the Chief Constable, Deputy Chief Constable, or a supervisor that they would be absent from the training.

#### Allegation 1

The member breached NPD Attendance at Work and Fitness for Duty policies.

MISCONDUCT
<i>Neglect of Duty</i> (Failure to comply with departmental policy/regulations)
Date of Incident: April 2022

DISCIPLINARY/CORRECTIVE MEASURE
Advice to Future Conduct
A review of the NPD policies on <i>Attendance at Work</i> and <i>Fitness for Duty</i> , specifically sections I.B.150(5) and I.B.155(21)(iii)

## Police Complaint (OPCC 2021-20156)

The OPCC received a complaint describing concerns with a member of the Nelson Police Department (NPD) alleging that the member intentionally locked the complainant alone in a seclusion room with a patient who had previously acted in an aggressive and hostile manner.

In addition, during the *Police Act* investigation, the member was alleged to have made false or misleading statements.

Upon request by the Nelson Police Department, the Commissioner directed the Vancouver Police Department to conduct the investigation.

### Allegation 1

The member provided false or misleading statements during a *Police Act* investigation.

MISCONDUCT
<i>Deceit</i> (False or misleading oral or written statement)
Date of Incident: August 2021

DISCIPLINARY/CORRECTIVE MEASURE
5-day suspension without pay

### Allegation 2

The member locked the complainant in a seclusion room with a patient.

MISCONDUCT
<i>Discourtesy</i> (Discourteous conduct)
Date of Incident: August 2021

DISCIPLINARY/CORRECTIVE MEASURE
1-day suspension without pay

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed two allegations of misconduct. A prehearing conference was offered to the member; the member declined the offer and as a result, the matter proceeded to a discipline proceeding.

The Discipline Authority found that the member displayed poor judgement and placed the complainant in an uncomfortable and potentially dangerous position. In arriving at the appropriate disciplinary or corrective measures, the Discipline Authority noted that the member continued to provide a false narrative during the *Police Act* investigation and did not take responsibility for their actions.

Neither the member nor the complainant requested a review of the disciplinary decision. The OPCC reviewed these findings and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

## Ordered Investigation – Requested by Department (OPCC 2021-19408)

Upon request from the Nelson Police Department (NPD), the Commissioner ordered an investigation into the off duty conduct of an NPD member. It was reported that the member had consumed alcohol while being bound by a written agreement between themselves and the NPD which forbade the member from consuming alcohol while employed by the department.

The Commissioner determined it was in the public interest that an external police agency conduct this investigation, and directed the Vancouver Police Department to conduct the investigation.

### Allegation 1

The member consumed alcohol in contravention of the terms and conditions of a written agreement between themselves and the NPD.

MISCONDUCT
<i>Neglect of Duty</i> (Failure to follow supervisor's lawful order)
Date of Incident: March 2021

DISCIPLINARY/CORRECTIVE MEASURE
30-day suspension without pay

### Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. No prehearing conference was offered to the member and as a result, the matter proceeded directly to a discipline proceeding. The member retired prior to the discipline proceeding and did not participate in the process.

The Discipline Authority determined that the member had previously signed an agreement that required them to abstain from consuming alcohol, even off-duty, while employed by the department and that this agreement was the culmination of ongoing issues related to alcohol use and previous discipline that seemed connected to that alcohol use. In arriving at the appropriate disciplinary or corrective measures, the Discipline Authority noted that the member had been open and honest and had retired on their own accord. The Discipline Authority also expressed the opinion that alcohol abuse is an illness that had contributing impacts.

The member did not request a review of the disciplinary decision. The OPCC reviewed these findings and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

Even though the member retired prior to the conclusion of this matter, their Service Record of Discipline will reflect the discipline imposed.

### Ordered Investigation – Requested by Department (OPCC 2022-22807)

Upon request from the Nelson Police Department (NPD), the Commissioner ordered an investigation into the conduct of an NPD member. It was reported that the member was assigned to externally investigate a serious and sensitive matter at the request of the Royal Canadian Mounted Police (RCMP). However, the member did not complete required investigative steps and did not request to have the file reassigned after going off duty for a period of time. It was further alleged that the member did not provide regular updates to the RCMP as requested and was unresponsive to communications from RCMP members.

Upon request by the Nelson Police Department, the Commissioner directed the Delta Police Department to conduct the investigation and designated Chief Constable Neil Dubord as the Discipline Authority.

### Allegation 1

The member neglected to take investigative steps on an RCMP independent external investigation, including the failure to provide updates to the RCMP, respond to inquiries from the RCMP, and ensure the investigation was re-assigned.

MISCONDUCT
<i>Neglect of Duty</i> (Inadequate investigation)

DISCIPLINARY/CORRECTIVE MEASURE
Written Reprimand

Date of Incident: March 2022

## Disciplinary Process

At the conclusion of the investigation the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered to the member; the member declined the offer and as a result, the matter proceeded to a discipline proceeding.

In arriving at the appropriate disciplinary or corrective measures, the Discipline Authority noted the misconduct related to an external criminal investigation involving an RCMP member and impacted both the NPD and the RCMP. The Discipline Authority also noted the member had two separate substantiated matters on his current Service Record of Discipline, and drew an adverse inference from the member's failure to testify at the discipline proceeding process.

The member did not request a review of the disciplinary decision. The OPCC reviewed these findings and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

Even though the member retired prior to the conclusion of this matter, their Service Record of Discipline will record the discipline imposed.

## Ordered Investigation – Requested by Department (OPCC 2022-22635)

Upon request from the Nelson Police Department (NPD), the Commissioner ordered an investigation into the conduct of an NPD member. It was reported that the member failed to respond to a report of discovered human remains. Consequently, the human remains were not located promptly. It was also determined that the human remains were that of a person who was previously reported missing to NPD.

The Commissioner determined it was in the public interest that an external police agency conduct this investigation and directed the Abbotsford Police Department to conduct the investigation. The sister of the deceased person in this matter filed a complaint and was added to the record and recognized as a complainant to the investigation.

## Allegation 1

The member neglected to respond to a witness report of discovered human remains.

### MISCONDUCT

*Neglect of Duty*  
(Inadequate Investigation)

Date of Incident: August 2022

### DISCIPLINARY/CORRECTIVE MEASURE

2-day suspension without pay

Training/Re-Training: related to the BC *Coroners Act* and police file review

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the decision on discipline, the Prehearing Conference Authority noted that it is expected that a police officer would investigate the death of a person without delay based on the value put on life and because the remains and surrounding area could contain evidence as to the cause of death and/or any element of criminality. The Prehearing Conference Authority also noted that the member had fully accepted responsibility for their actions, was remorseful, had no prior substantiated misconduct on their Service Record of Discipline, and had proactively undertaken and become a qualified facilitator for Fair and Impartial Policing training.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

## New Westminster Police Department

### Internal Discipline (OPCC 2022-23056)

The department initiated an internal discipline investigation into the conduct of a New Westminster Police Department (NWPD) member. It was alleged that the member, while a recruit at the Justice Institute of British Columbia (JIBC), wrote false or misleading information on JIBC reports regarding the reporting of academic demerits that they had received during training.

#### Allegation 1

The member knowingly entered false information on JIBC reports.

MISCONDUCT
<i>Deceit</i> (False or misleading entry in official document or record)
Date of Incident: September – December 2022

DISCIPLINARY/CORRECTIVE MEASURE
Dismissal

#### Allegation 2

The member failed to report an academic demerit to the NWPD.

MISCONDUCT
<i>Neglect of Duty</i> (Failure to comply with departmental policy/regulations)
Date of Incident: September – December 2022

DISCIPLINARY/CORRECTIVE MEASURE
Dismissal

### Internal Discipline (OPCC 2022-21397)

The department initiated an internal discipline investigation into the conduct of a New Westminster Police Department (NWPD) member. It was alleged that after becoming a sworn member, the member produced Peace Officers Physical Aptitude Test (POPAT) scoresheets/times that were falsified.

#### Allegation 1

The member knowingly provided false information/documentation regarding the POPAT test results.

MISCONDUCT
<i>Deceit</i> (False or misleading oral or written statement)
Date of Incident: October – December 2021

DISCIPLINARY/CORRECTIVE MEASURE
Dismissal

## Ordered Investigation – Requested by the Department (OPCC 2022-21661)

Upon request from the New Westminster Police Department (NWPD), the Commissioner ordered an investigation into the off duty conduct of an NWPD member. According to the NWPD, police attended an incident where the member's relative had been assaulted by an unknown male. It was reported that prior to police attendance, the member had approached a group of individuals to determine what had occurred which escalated the situation into a verbal and physical altercation. The member, who had been consuming alcohol, was transported to jail for Breach of the Peace and was subsequently released.

### Allegation 1

The member, while intoxicated, engaged a group of individuals and escalated the situation to a verbal and physical altercation.

MISCONDUCT
<i>Discreditable Conduct</i> (Conduct that discredits the department)
Date of Incident: April 2022

DISCIPLINARY/CORRECTIVE MEASURE
Written Reprimand

### Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the decision on discipline, the Prehearing Conference Authority noted that the member had found themselves in an unplanned situation that was traumatic and upsetting, had accepted responsibility for their actions, had immediately self-reported the incident to their supervisor, and had no substantiated misconduct on their Service Record of Discipline.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

## Ordered Investigation – Requested by Department (OPCC 2021-20264)

Upon request from the New Westminster Police Department (NWPD), the Commissioner ordered an investigation into the conduct of an NWPD member. It was reported that the member contacted several NWPD female employees while being subject to a condition placed on their employment by the NWPD, stemming from a separate *Police Act* matter, that the member not initiate contact of any form with any female employee or volunteer of the NWPD.

Three affected persons in this matter filed complaints and were added to the record and recognized as complainants to the investigation.

### Allegation 1

The member breached the conditions imposed on them by the NWPD.

MISCONDUCT
<i>Discreditable Conduct</i> (Conduct that discredits the department)
Date of Incident: August 2021

DISCIPLINARY/CORRECTIVE MEASURE
12-day suspension without pay
Training/Re-Training: in police ethical behaviour and respectful workplace conduct, prior to commencing any operational assignment



Transfer from, or not be reassigned to, the member's prior unit assignment.

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered to the member; the member declined the offer and as a result, the matter proceeded to a discipline proceeding where the member denied the allegation.

The Discipline Authority determined that the member sent communications to several female NWPD employees seeking reference letters, in contravention of the conditions placed on the member's employment that were intended, at least in part, to protect female employees of the NWPD. The Discipline Authority further found that, at the time of contact, the member was aware of the conditions and believed the conditions to be valid and in force. While the member said he had relied on legal advice before sending the communications, the Discipline Authority found the member had given misleading information to a lawyer when obtaining the advice later sought to be relied on.

In arriving at the appropriate disciplinary or corrective measures, the Discipline Authority noted the member had not accepted responsibility for his misconduct. The Discipline Authority commented that an officer of such rank and credentials as the member would be expected to understand the importance of following orders and/or conditions, particularly where they are imposed for the safety and security of their colleagues. The Discipline Authority also acknowledged, however, that the member had been under these conditions for a significant period and had not breached any of the conditions previously.

The member did not request a review of the disciplinary decision. The OPCC reviewed these findings and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

## Police Complaint (OPCC 2023-23800)

The OPCC received a complaint describing concerns regarding an interaction with a member of the New Westminster Police Department (NWPD). The OPCC reviewed the complaint and determined that an investigation into the incident was required. During the subsequent investigation it was determined that the member failed to document the interaction with the complainant as per department policy.

### Allegation 1

The member failed to complete a report and/or notes documenting the investigative detention of the complainant.

#### MISCONDUCT

*Neglect of Duty*  
(Inadequate documentation/notes/records)

Date of Incident: May 2021

#### DISCIPLINARY/CORRECTIVE MEASURE

Verbal Reprimand

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the decision on discipline, the Prehearing Conference Authority noted the member accepted responsibility and the member had no prior substantiated misconduct on their Service Record of Discipline.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

## Oak Bay Police Department

No substantiated misconduct in this reporting period.

# Port Moody Police Department

## Ordered Investigation – Requested by Department (OPCC 2023-23356)

Upon request from the Port Moody Police Department (PMPD), the Commissioner ordered an investigation into the conduct of an on-duty PMPD member. It was reported that the member requested a colleague to query a particular license plate on a police database without disclosing the query was for a personal reason and unrelated to an investigation.

### Allegation 1

The member requested another member to query a particular license plate knowing there was no investigational purpose.

MISCONDUCT
<i>Discreditable Conduct</i> (Conduct that discredits the department)
Date of Incident: January 2023

DISCIPLINARY/CORRECTIVE MEASURE
Written Reprimand

### Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the decision on discipline, the Prehearing Conference Authority noted the member reported the incident to their supervisor prior to the end of their shift and took responsibility for their actions.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

# Saanich Police Department

## Internal Discipline (OPCC 2022-22191)

The department initiated an internal discipline investigation into the conduct of a Saanich Police Department member. It was alleged that the member violated the departmental Respectful Workplace Policy by engaging in bullying behaviour towards subordinate members including yelling at and ridiculing other members which contributed to a toxic work environment.

### Allegation 1

The member violated the Respectful Workplace Policy by having verbal outbursts of anger or aggression, overreacting to situations, and displaying excessive emotion at inappropriate times. Additionally, the member would address performance issues with members in public, making adverse assumptions and drawing negative conclusions about staff when the member only possessed partial information.

MISCONDUCT
<i>Neglect of Duty</i> (Failure to comply with departmental policy/regulations)
Date of Incident: 2021-2022

DISCIPLINARY/CORRECTIVE MEASURE
Written Reprimand

## Stl'atl'imx Tribal Police Service

No substantiated misconduct in this reporting period.

## Surrey Police Service

### Ordered Investigation – Requested by Department (OPCC 2023-23752)

Upon request from the Surrey Police Service (SPS), the Commissioner ordered an investigation into the conduct of an SPS member. It was reported that the member had failed to comply with departmental policy by failing to conduct a timely investigation or report and document an offence that resulted in property damage.

#### Allegation 1

The member failed to comply with departmental policy related to the attendance, investigative follow-up, and completion of necessary reporting and documentation.

MISCONDUCT
<i>Neglect of Duty</i> (Inadequate documentation/notes/records)
Date of Incident: April 2023

DISCIPLINARY/CORRECTIVE MEASURE
Written Reprimand

#### Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the decision on discipline, Prehearing Conference Authority noted that the member had received good performance reports, accepted responsibility, had no substantiated misconduct on their Service Record of Discipline, and had taken steps to review relevant policies and training.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

### Police Complaint (OPCC 2022-22748)

The OPCC received a complaint describing concerns with an off-duty member of the Surrey Police Service (SPS). It was reported that the member consumed alcohol, showed signs of intoxication, and allegedly gave indication that they were going to drive a vehicle. Additionally, the member allegedly displayed their police badge and used belligerent and disrespectful language toward the complainant.

The OPCC reviewed the complaint and determined that an investigation into the incident was required into the matter.

#### Allegation 1

The member was belligerent and disrespectful towards the complainant.

MISCONDUCT
<i>Discreditable Conduct</i> (Conduct that discredits the department)
Date of Incident: October 2022

DISCIPLINARY/CORRECTIVE MEASURE
Written Reprimand
Written apology to the complainant



## Allegation 2

The member failed to comply with departmental policy which prohibits the production of a police badge when off duty.

### MISCONDUCT

#### *Neglect of Duty*

(Failure to comply with departmental policy/regulations)

Date of Incident: October 2022

### DISCIPLINARY/CORRECTIVE MEASURE

Training/Re-Training: in ethical standards and SPS policy related to conduct while off-duty

## Adjudicative Review – Section 117 Review

At the conclusion of the investigation, the Discipline Authority found that the member did not commit misconduct. The Commissioner disagreed as he was of the view that the Discipline Authority failed to properly consider the evidence corroborating the derogatory comments alleged by the complainant, including the member's own admission of demeaning comments and swearing towards the complainant. The Commissioner also expressed concern that the Discipline Authority failed to properly consider the purpose of the member's action of displaying their police badge off-duty and the member's failure to adhere to relevant SPS policy in this regard.

The Commissioner appointed retired BC Provincial Court Judge Carol Baird Ellan, K.C. to review the matter and arrive at her own decision based on the evidence.

Ms. Baird Ellan determined that the member's apparent (and admitted) treatment of the complainant, objectively considered, could be characterized as unjustified and unnecessarily demeaning. Ms. Baird Ellan further determined that the member appeared to have neglected to adhere to departmental standards pertaining to production of a police badge while off-duty.

## Disciplinary Process

A prehearing conference was offered and accepted by the member. In arriving at the decision on discipline, the Prehearing Conference Authority noted that the member took full responsibility for their actions, acknowledged that the conduct was a mistake, and had no substantiated misconduct on their Service Record of Discipline.

The member did not request a review of the disciplinary decision. The OPCC reviewed these findings and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

For further information on this decision, go to <https://opcc.bc.ca/adjudications/section-117-reviews/>

## Police Complaint (OPCC 2023-23260)

The OPCC received a complaint describing concerns regarding an interaction with members of the Surrey Police Service. The complainants reported being stopped by police while driving a motor vehicle. During the traffic stop, the complainants reported that police used inappropriate and unacceptable language.

The OPCC reviewed the complaint and determined that an investigation into the incident was required.

## Allegation 1

The member failed to behave with the courtesy due in the circumstances towards the complainants while conducting the traffic stop.

MISCONDUCT
<i>Discourtesy</i> (Discourteous conduct)
Date of Incident: January 2023

DISCIPLINARY/CORRECTIVE MEASURE
Verbal Reprimand

### Adjudicative Review – Section 117 Review

At the conclusion of the investigation, the Discipline Authority found that the member did not commit misconduct. The Commissioner disagreed as he was of the view that the Discipline Authority failed to properly consider the evidence corroborating the derogatory comments alleged by the complainant. Upon review of the matter, the Commissioner determined that there was a reasonable basis to believe that the decision of the Discipline Authority was incorrect and appointed the retired BC Court of Appeal Judge, the Honourable David Frankel, K.C., to review the matter and arrive at his own decision based on the evidence.

Mr. Frankel determined that while the passenger of the vehicle was uncooperative and argumentative, the language and demeanor of the member was not appropriate in the circumstances. Accordingly, Mr. Frankel determined that the allegation of misconduct appeared to be substantiated.

### Disciplinary Process

A prehearing conference was offered and accepted by the member. In arriving at the decision on discipline, the Prehearing Conference Authority noted the member had voluntarily offered to apologize for their actions, took full responsibility for their conduct, and recognized the impact of their manner of communication on the complainants.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

For further information on this decision, go to <https://opcc.bc.ca/adjudications/section-117-reviews/>

### Ordered Investigation – Requested by Department (OPCC 2023-23334)

Upon request from the Surrey Police Service (SPS), the Commissioner ordered an investigation into the conduct of an SPS member who, while formerly employed by the New Westminster Police Department (NWPD), failed to properly secure, process, document, and account for a piece of evidence related to a criminal investigation involving intimate partner violence.

Upon request from the SPS, the Commissioner directed the New Westminster Police Department to conduct the investigation.

### Allegation 1

The member failed to comply with departmental policies related to investigative documentation and the processing and securing of evidence.

MISCONDUCT
<i>Neglect of Duty</i> (Failure to comply with departmental policy/regulations)
Date of Incident: August 2022

DISCIPLINARY/CORRECTIVE MEASURE
Written Reprimand
Training/Re-Training: in the procedures and processes for proper evidence handling and investigative documentation to the satisfaction of the SPS Leadership Development Unit.

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the decision on discipline, the Prehearing Conference Authority noted that the member's conduct could have adversely impacted a criminal justice process. The Prehearing Conference Authority further noted that while the member had acknowledged their mistake and accepted responsibility, they ought to have fully understood their duties and departmental policies as an experienced officer.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

## Vancouver Police Department

### Ordered Investigation – Requested by Department (OPCC 2019-16527)

Upon request from the Vancouver Police Department (VPD), the Commissioner ordered an investigation into the conduct of two off-duty VPD members (Member A and Member B). It was reported that the members attended a licensed establishment, wherein Member A became the subject of a criminal investigation relating to an incident that occurred in the establishment. While in custody, Member A made several comments to an investigating member of another police agency suggesting that they should be afforded preferential treatment due to their position as a fellow police officer. It was also reported that Member B, during this incident, used a cellular phone to record police, refused to identify themselves, and acted in a belligerent and unprofessional manner.

#### Member A - Allegation 1

The member directed comments at a member of another police agency suggesting that they should be afforded preferential treatment due to their position as a police officer.

MISCONDUCT
<i>Corrupt Practice</i> (Using police authority for personal gain)
Date of Incident: June 2019

DISCIPLINARY/CORRECTIVE MEASURE
3-day suspension without pay

#### Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that Member A appeared to have committed misconduct. A prehearing conference was offered to Member A; the member declined, and as a result the matter proceeded to a discipline proceeding where the Discipline Authority determined there was misconduct.

In arriving at the appropriate disciplinary or corrective measures, the Discipline Authority noted that the Member A made comments that were intended to seek preferential treatment, the conduct was unprofessional and avoidable, and that Member A had not accepted responsibility for their actions. The Discipline Authority also noted that the Member A was intoxicated during the incident and was aware of circumstances and policy that would have required the member to identify as a police officer during the off-duty incident.

Member A resigned from the VPD prior to the conclusion of the discipline proceeding and did not request a review of the disciplinary decision. The OPCC reviewed these findings and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

Even though Member A resigned prior to the conclusion of this matter, their service record of discipline will reflect the discipline imposed.

#### Member B - Allegation 1

The member engaged in inappropriate off-duty actions, conduct, and words directed towards members of the public and police members responding pursuant to a criminal investigation.

MISCONDUCT
<i>Discreditable Conduct</i> (Conduct that discredits the department)
Date of Incident: June 2019

DISCIPLINARY/CORRECTIVE MEASURE
Written Reprimand

## Disciplinary Process

A prehearing conference was offered and accepted by Member B. After reviewing the prehearing conference report, the Commissioner did not approve the proposed disciplinary or corrective measures and as a result, the matter proceeded to a discipline proceeding where Member B admitted to the allegation of *Discreditable Conduct*.

In arriving at the appropriate disciplinary or corrective measures, the Discipline Authority noted that Member B appeared remorseful, admitted to the alleged misconduct, and had not interfered in the initial police investigation. However, the Discipline Authority also found Member B failed to show the level of maturity expected of a senior member and engaged in unhelpful conduct that conflicted with the VPD's Code of Ethics.

Member B did not request a review of the disciplinary decision. The OPCC reviewed these findings and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

## Police Complaint (OPCC 2022-22012)

The OPCC received a complaint describing concerns with a member of the Vancouver Police Department (VPD) in relation to a series of text messages to the complainant that the complainant found to be uncomfortable and suggestive. In addition, it was alleged the member failed to complete a police report documenting the information being reported by the complainant.

### Allegation 1

The member sent inappropriate text messages to the complainant that would bring discredit to the Vancouver Police Department.

MISCONDUCT	DISCIPLINARY/CORRECTIVE MEASURE
<i>Discreditable Conduct</i> (Violation of Respectful Workplace Policy)	1-day suspension without pay
Date of Incident: March 2022	

### Allegation 2

The member did not complete a General Occurrence Report in relation to an ongoing suspicious person investigation.

MISCONDUCT	DISCIPLINARY/CORRECTIVE MEASURE
<i>Neglect of Duty</i> (Inadequate documentation/notes/records)	Training/Re-Training: related to report writing policy
Date of Incident: March 2022	Direction to work under close supervision for a minimum period of 3 months

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. After reviewing the prehearing conference report, the Commissioner did not approve the proposed disciplinary or corrective measures and as a result, the matter proceeded to a discipline proceeding where the member admitted to the allegations of *Discreditable Conduct* and *Neglect of Duty*. In deciding the appropriate disciplinary or corrective measures, the Discipline Authority noted the member had apologized to the complainant and had no substantiated misconduct on their Service Record of Discipline.

The member did not request a review of the disciplinary decision. The OPCC reviewed these findings and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

## Ordered Investigation – Requested by Department (OPCC 2022-22706)

Upon request from the Vancouver Police Department (VPD), the Commissioner ordered an investigation into the conduct of an off-duty VPD member. The member had been operating a motor vehicle and was subsequently stopped by police. Upon request, the member provided two breath samples that both resulted in a “fail” reading on an Approved Screening Device. The member was issued a Notice of Driving Prohibition, and their vehicle was impounded.

### Allegation 1

The member, while off-duty, operated a motor vehicle while impaired by alcohol resulting in the issuance of a 90-day driving prohibition and vehicle impoundment in accordance with the provisions of the BC *Motor Vehicle Act*.

MISCONDUCT	DISCIPLINARY/CORRECTIVE MEASURE
<i>Discreditable Conduct</i> (Immediate Roadside Prohibition)	3-day suspension
Date of Incident: October 2022	

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the decision on discipline, the Prehearing Conference Authority noted that the member took responsibility for their actions, demonstrated remorse, made no attempt to minimize their actions, and had no substantiated misconduct on their Service Record of Discipline. The Prehearing Conference Authority also noted that the member self-reported the off-duty incident to their employer.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

## Police Complaint (OPCC 2020-18123)

The OPCC received a complaint describing concerns regarding the manner in which a member of the Vancouver Police Department (VPD) delivered a next-of-kin (NOK) notification to notify the complainant of the death of the complainant’s son. The NOK notification was alleged to lack courtesy, professionalism, and compassion.

The OPCC reviewed the complaint and determined that an investigation into the incident was required.

### Allegation 1

The member failed to adhere to police standards requiring compassion as an element of the next-of-kin notification.



MISCONDUCT	DISCIPLINARY/CORRECTIVE MEASURE
<p><b><i>Neglect of Duty</i></b> (Neglecting, without good or sufficient cause, to promptly and diligently do anything that it is one's duty as a member to do)</p> <p><b>Date of Incident: June 2019</b></p>	<p>(a) reassignment to the Missing Persons Unit for a period of three months</p> <p>(b) retake the Justice Institute of BC training on next-of-kin notifications within the next year;</p> <p>(c) review specified on-line public materials about death notifications within three months;</p> <p>(d) complete at least two further courses, including online training, in sensitivity and cultural awareness with an emphasis on Indigenous matters, within the next two years;</p> <p>(e) not perform any NOK notifications until after confirmation of completion of the items in paragraphs (a) to (c) above (except as may occur under supervision while assigned to the Missing Persons Unit), and until after observing at least six NOK notifications conducted by at least three different officers with greater experience in conducting them; thereafter work under close supervision in conducting NOK notifications until six such notifications have been conducted;</p> <p>(f) provide three written apologies, with full acknowledgement of the nature of the misconduct, in a form approved by [the Discipline Authority], to the complainant and two of the complainant's family members within three months.</p>

### Adjudicative Review – Section 117 Review

At the conclusion of the investigation, the Discipline Authority found that the member did not commit misconduct. The Commissioner disagreed as he was of the view that the Discipline Authority did not properly consider all the available evidence, particularly that of the complainant. Upon review of the matter, the Commissioner determined that there was a reasonable basis to believe that the decision of the Discipline Authority was incorrect and appointed retired BC Provincial Court Judge Carol Baird Ellan, K.C., to review the matter and arrive at her own decision based on the evidence.

Ms. Baird Ellan determined that the evidence appeared sufficient to find that the manner in which the member delivered the death notification did not meet professional standards. In addition, Ms. Baird Ellan found that the evidence appeared to substantiate that the member neglected or declined, without good and sufficient cause, to perform their duty in relation to the NOK notification; and that the member's attitude towards the incident appeared to raise the conduct over the threshold of objective discourtesy. Accordingly, Ms. Baird Ellan determined that the allegations of misconduct appeared to be substantiated.

## Disciplinary Process

A prehearing conference was offered to the member; the member declined the offer and as a result, the matter proceeded to a discipline proceeding with retired judge Ms. Baird Ellan as the Discipline Authority.

Because the complainant's allegations pertained to a single transaction, Ms. Baird Ellan considered it fair and appropriate to characterize the misconduct as one allegation of *Neglect of Duty*. Ms. Baird Ellan found the member failed, without good and sufficient cause, to fulfill a departmental standard of compassion when performing an NOK notification. The misconduct of *Neglect of Duty* was therefore proven on the evidence.

When arriving at disciplinary or corrective measures, Ms. Baird Ellan noted the member had taken courses addressing the issues that arose, but had not made an early acceptance of responsibility. Ms. Baird Ellan found it appropriate to order measures that would underscore the need for diligence in relation to the member's duties to vulnerable members of the public.

The member requested a Public Hearing, or in the alternative, a Review on the Record, pursuant to section 138 of the *Police Act*. The Commissioner reviewed the request and the disciplinary decision and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

For further information on this decision, go to <https://opcc.bc.ca/adjudications/section-117-reviews/>

## Police Complaint (OPCC 2019-16855)

The OPCC received a complaint describing concerns regarding an interaction the complainant had with members of the Vancouver Police Department (VPD) where the complainant alleged police were trying to intimidate and harass them due to a previous complaint.

The OPCC reviewed the complaint and determined that an investigation into the incident was required.

Upon request by the VPD, the Commissioner directed the New Westminster Police Department to conduct the investigation and appointed a senior officer at the Delta Police Department as the Discipline Authority.

### Allegation 1

The member stopped to make comments to the complainant and friend while driving by them on patrolling duty.

MISCONDUCT
<i>Discreditable Conduct</i> (Conduct that discredits the department)
Date of Incident: September 2019

DISCIPLINARY/CORRECTIVE MEASURE
Written Reprimand
Advice to Future Conduct

## Adjudicative Review – Section 117 Review

At the conclusion of the investigation, the Discipline Authority found that the member did not commit misconduct. The Commissioner disagreed as he was of the view that the Discipline Authority did not properly consider the context in which the comments in question were made. Upon review of the matter, the Commissioner determined that there was a reasonable basis to believe that the decision of the Discipline Authority, related to the allegation of Discreditable Conduct, was incorrect and appointed retired BC Provincial Court Judge David Pendleton to review the matter and arrive at his own decision based on the evidence.

Mr. Pendleton determined that there were questions as to whether the member conducted themselves appropriately in carrying out their duties or whether their intention was to harass and intimidate the complainant. Mr. Pendleton commented that a reasonable expectation of the community

may be that a police officer will carry out their duties professionally and avoid, whenever possible, having contact with a person who has made a formal misconduct complaint against that officer. In addition, a reasonable member of the public may, given the member’s conduct, question their training and understanding of police policies and practices, which in turn could reflect negatively on the department and could bring discredit to the VPD.

Accordingly, Mr. Pendleton determined that the allegation of misconduct appeared to be substantiated and offered a pre-hearing conference to the member.

Disciplinary Process

The member declined the offer of a pre-hearing conference. As a result, the matter proceeded to a discipline proceeding with retired judge Pendleton as the Discipline Authority.

The Discipline Authority was not persuaded that the evidence proved that member threatened or harassed the complainant. However, the Discipline Authority found that the evidence proved that the member recognized the complainant as someone who had filed a complaint against the member. Despite this, the member had a brief encounter with the complainant as the member drove by, spoke to the complainant and waved, and made comments to the complainant and a friend that referenced the prior allegations. The Discipline Authority found the member’s conduct to be unnecessary, unprofessional, unwise, and ill advised.

The member did not request a review of the disciplinary decision. The OPCC reviewed these findings and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

Ordered Investigation – Requested by Department  
(OPCC 2022-22427)

Upon request from the Vancouver Police Department (VPD), the Commissioner ordered an investigation into the conduct of a member. It was reported that the member had used a police database to query the license plate of a driver that had been involved in a traffic altercation with the member’s spouse.

Allegation 1

The member queried and accessed information on a police database for purposes that were unrelated to their duties as a police officer.

MISCONDUCT
<i>Corrupt Practice</i> (Improper use of police databases)
Date of Incident: August 2022

DISCIPLINARY/CORRECTIVE MEASURE
Written Reprimand

Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the decision on disciplinary or corrective measures, the Prehearing Conference Authority noted that the member did not take any further action based on the information they obtained and had taken responsibility for their actions.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

## Ordered Investigation – Requested by Department (OPCC 2021-19935)

Upon request from the Vancouver Police Department (VPD), the Commissioner ordered an investigation into the conduct of a VPD member. It was reported that the member was being criminally investigated as a result of the member's child disclosing to a school counselor that they had been slapped in the face by the member.

The *Police Act* investigation was suspended pending the outcome of the criminal investigation. The criminal process was concluded as the member participated in an Alternative Measures program.

### Allegation 1

The member slapping their child once in the face.

MISCONDUCT
<i>Discreditable Conduct</i> (Conduct that discredits the department)
Date of Incident: April 2021

DISCIPLINARY/CORRECTIVE MEASURE
Written Reprimand

### Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the decision on disciplinary or corrective measures, the Prehearing Conference Authority noted that the member took responsibility for their actions and successfully completed a Restorative Justice Alternative Resolution Plan, which included counselling and apologizing to their child and family. The Discipline Authority also noted the member regularly attends a registered psychologist for long term support.

The OPCC reviewed and approved the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

## Ordered Investigation – Requested by Department (OPCC 2019-16842)

Upon request from the Vancouver Police Department (VPD), the Commissioner ordered an investigation into the off-duty conduct of a member. It was reported that the member was being investigated criminally for Sexual Assault.

The Commissioner determined it was in the public interest that an external police agency conduct this investigation and designated an external Discipline Authority. The Commissioner directed the Royal Canadian Mounted Police to complete the investigation and Chief Constable Dave Jansen of the New Westminster Police Department was designated as the Discipline Authority.

The *Police Act* investigation was suspended pending the outcome of the criminal proceedings in which the member was convicted of Sexual Assault and received a one-year prison sentence.

The affected person in this matter filed a complaint and was added to the record and recognized as a complainant to the investigation. Prior to completion of the *Police Act* investigation the member resigned.

## Allegation 1

The former member's actions towards the affected person.

MISCONDUCT
<i>Discreditable Conduct</i> (Conduct that discredits the department)
Date of Incident: July 2019

DISCIPLINARY/CORRECTIVE MEASURE
Dismissal

## Allegation 2

The former member's Sexual Assault conviction and incarceration.

MISCONDUCT
<i>Public Trust Offence</i> (Conviction for an offence under an enactment of Canada which discredits the reputation of the member's department)
Date of Incident: July 2019

DISCIPLINARY/CORRECTIVE MEASURE
Dismissal

## Allegation 3

The former member's deceit during the *Criminal Code* investigation and in the trial in Provincial Court

MISCONDUCT
<i>Discreditable Conduct</i> (Conduct that discredits the department)
Date of Incident: July 2019

DISCIPLINARY/CORRECTIVE MEASURE
Dismissal

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed three counts of misconduct. No prehearing conference was offered to the member and, as a result, the matter proceeded directly to a discipline proceeding where the former member did not participate.

In arriving at the appropriate disciplinary or corrective measures, the Discipline Authority determined that the member's actions were at the highest end of the misconduct scale. The Discipline Authority commented that short of taking another person's life, invading another person's physical safety is the most severe and troublesome action another human being can take. Additionally, the Discipline Authority noted that the level of professional misconduct and impact to organizational reputation was large.

Neither the complainant nor the member requested a review of the disciplinary decision. The OPCC reviewed these findings and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

Even though the member resigned prior to the conclusion of this matter, their Service Record of Discipline will reflect the discipline imposed.

## Police Complaint (OPCC 2019-16853)

The OPCC received a complaint describing concerns regarding an interaction with a member of the Vancouver Police Department and a member of the public. The member of the public was filming members while they were conducting a stolen property investigation in the Downtown Eastside of Vancouver. It was alleged that the member stated “get away from me, take your shitty phone and go over there” during the interaction.

The OPCC reviewed the complaint and determined that an investigation into the incident was required.

The Commissioner also determined it was in the public interest that an external police agency conduct this investigation and designated an external Discipline Authority. The Commissioner directed the New Westminster Police Department to conduct the investigation and Chief Constable Neil Dubord of the Delta Police Department was designated as the Discipline Authority.

### Allegation 1

The member used a profanity towards a member of the public.

MISCONDUCT
<i>Discourtesy</i> (Discourteous conduct)
Date of Incident: June 2019

DISCIPLINARY/CORRECTIVE MEASURE
Advice to Future Conduct
Written Apology to be approved by a member of the VPD Professional Standards Section.

### Adjudicative Review – Section 117 Review

At the conclusion of the investigation, the Discipline Authority found that the member did not commit misconduct. The Commissioner disagreed as he was of the view that the Discipline Authority failed to properly assess the available evidence. Upon review of the matter, the Commissioner determined there was a reasonable basis to disagree with the Discipline Authority. As a result, the Commissioner appointed retired BC Provincial Court Judge Carol Baird Ellan, K.C. to review the matter and arrive at her own decision based on the evidence.

Ms. Baird Ellan determined the member appeared to have committed misconduct during the incident.

### Disciplinary Process

A prehearing conference was offered to the member which the member declined. As a result, the matter proceeded to a discipline proceeding with retired judge Ms. Baird Ellan as the Discipline Authority.

Ms. Baird Ellan found the available video and other evidence demonstrated that the response was not an inadvertent slip but rather was said in exasperation or irritation. Ms. Baird Ellan determined that, regardless of the circumstances, the member should not have used street language that amounted to mistreatment of a member of the public.

Neither the member nor the complainant requested a review of the disciplinary decision. The OPCC reviewed these findings and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

## Ordered Investigation – Requested by Department (OPCC 2022-21206)

Upon request from the Vancouver Police Department, the Commissioner ordered an investigation into the conduct of a Vancouver Police Department member. It was reported that a member was responding to a robbery call and proceeded into an intersection against a red light without emergency equipment activated and struck a civilian vehicle.



## Allegation 1

The member failed to stop before entering an intersection on a red light without emergency equipment activated and struck a civilian vehicle.

MISCONDUCT
<i>Neglect of Duty</i> (Operating a police vehicle in an unsafe manner)
Date of Incident: February 2022

DISCIPLINARY/CORRECTIVE MEASURE
Written Reprimand

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the decision on discipline, the Prehearing Conference Authority noted the member accepted responsibility for their actions and that recurrence of the misconduct was not likely as the member had engaged in an additional review of their obligations for emergency driving. It was also noted that the member had no prior substantiated misconduct on their Service Record of Discipline.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

## Police Complaint (OPCC 2022-22601)

The OPCC received a complaint describing concerns regarding a member of the Vancouver Police Department (VPD) said to have used excessive force and kicked the complainant in a jail cell. The OPCC reviewed the complaint and determined that an investigation into the incident was required.

## Allegation 1

The member unnecessarily kicked the complainant.

MISCONDUCT
<i>Abuse of Authority</i> (Excessive force – empty hand)
Date of Incident: September 2022

DISCIPLINARY/CORRECTIVE MEASURE
Written Reprimand
Training/Re-Training: on police authority in relation to use of force

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the decision on discipline, the Prehearing Conference Authority noted that the member accepted responsibility for the misconduct and had no prior substantiated misconduct on their Service Record of Discipline.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

## Police Complaint (OPCC 2022-22042)

The OPCC received a complaint describing concerns regarding the adequacy of an investigation into an assault by a member of the Vancouver Police Department (VPD).

The OPCC reviewed the complaint and determined that an investigation into the incident was required.

### Allegation 1

The member failed to adhere to investigative best practices, specifically relating to note taking and obtaining a written or audio statement from the complainant.

MISCONDUCT	DISCIPLINARY/CORRECTIVE MEASURE
<i>Neglect of Duty</i> (Inadequate investigation)	Advice to Future Conduct: specific to the member's investigative missteps in response to the complainant's allegation of assault
Date of Incident: January 2022	Training/Re-Training: participate and complete the Investigators Development Program (IDP) administered by the VPD training branch

### Adjudicative Review – s. 117 Review

At the conclusion of the investigation, the Discipline Authority found that the member did not commit misconduct. The Commissioner disagreed as he was of the view that the Discipline Authority accorded undue weight to the member's statement and improperly applied the legal test for determining a *Neglect of Duty* allegation. Upon review of the matter, the Commissioner determined that there was a reasonable basis to believe that the decision of the Discipline Authority was incorrect and appointed retired BC Provincial Court Judge David Pendleton to review the matter and arrive at his own decision based on the evidence.

Mr. Pendleton determined there were questions as to whether the member neglected their duty by failing to meet the complainant in person and take a statement, or by failing to provide full written details of the results of their investigation, including the dates, times, and locations of their efforts to contact the suspect.

### Disciplinary Process

A prehearing conference was offered and accepted by the member. In arriving at the decision on discipline, the Prehearing Conference Authority noted that the member had accepted responsibility, acknowledged their investigative missteps, and had no current or prior substantiated misconduct on their Service Record of Discipline. The Prehearing Conference Authority further noted that at the time, the member was a junior officer assessing an allegation of assault with limited corroborative evidence.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

For further information on this decision, [go to https://opcc.bc.ca/adjudications/section-117-reviews/](https://opcc.bc.ca/adjudications/section-117-reviews/)

## Police Complaint (OPCC 2022-22437)

The OPCC received a complaint describing concerns regarding the adequacy of an investigation by a member of the Vancouver Police Department (VPD). The complaint related to an investigation into their report of an assault and robbery by a known associate, and their subsequent disclosure

that they had been sexually assaulted. The complainant reported that they provided the member with a significant amount of information, including photographic evidence, however the member advised that there was insufficient evidence and the file would be closed.

The OPCC reviewed the complaint and determined that an investigation into the incident was required.

### Allegation 1

The member failed to conduct a thorough investigation, document actions taken by the police, and failed to complete the investigative report.

MISCONDUCT	DISCIPLINARY/CORRECTIVE MEASURE
<i>Neglect of Duty</i> (Inadequate investigation)	Written Reprimand
Date of Incident: January 2022	Training/Re-Training: assignment to the VPD Sexual Investigation Section (SIS) and participation in the VPD's Sex Crimes Unit and/or Intimate Partner Violence & Risk Assessment Unit mentorship protocols in consultation with the VPD's Human Resource Section, VPD PSS, and the Inspector in charge of VPD SIS
	Consideration by the member to provide a letter of apology to the complainant

### Disciplinary Process

A prehearing conference was offered and accepted by the member. After reviewing the prehearing conference report, the Commissioner did not approve the proposed disciplinary or corrective measures and as a result, the matter proceeded to a discipline proceeding where the member admitted to the allegation.

The Discipline Authority found that, had the member followed proper policy and procedure, evidence related to this matter should have become available. The Discipline Authority held the member's conduct revealed a lack of understanding as to the existence of investigative policy and procedure, and/or a lack of understanding as to how to apply policy, procedure and resources in a complex investigation. In arriving at the appropriate disciplinary or corrective measures, the Discipline Authority noted that the member had accepted full responsibility for their actions, had not attempted to minimize their conduct, and that there was evidence to suggest that the complainant's availability and a lack of clarity regarding this incident had made it challenging for the member to investigate.

Neither the member nor the complainant requested a review of the disciplinary decision. The OPCC reviewed these findings and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

### Police Complaint (OPCC 2021-19722)

The OPCC received a complaint describing concerns with the force used by a member of the Vancouver Police Department (VPD) during a traffic stop involving a group of motorcyclists. The complainant reported that, during the traffic stop, the member approached the complainant, told them to put their phone down, and then forcefully took them to the ground.

The OPCC reviewed the complaint and determined that an investigation into the incident was required.

### Allegation 1

The member intentionally or recklessly used unnecessary force on the complainant.

MISCONDUCT	DISCIPLINARY/CORRECTIVE MEASURE
<i>Abuse of Authority</i> (Excessive force – empty hand)	3-day suspension without pay
Date of Incident: May 2021	Training/Re-Training: with a use of force instructor with an emphasis on use of force techniques, situational assessment, reassessment, and de-escalation

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered to the member; the member declined the offer and as a result, the matter proceeded to a discipline proceeding.

The Discipline Authority found the allegation of abuse was unproven on the basis the member was executing policing duties during the traffic stop and had reasonable grounds to believe the use of force applied to the complainant was reasonable.

## Adjudicative Review – Review on the Record

The Commissioner received a request from the complainant for further adjudicative review. The Commissioner determined that a Review on the Record was necessary in the public interest as there was a reasonable basis to believe the decision of the Discipline Authority was incorrect. In part, the Commissioner noted that the evidentiary record, including video evidence, did not support the Discipline Authority's finding that the force used was required and proportionate to the circumstances. Specifically, the Commissioner noted concerns in relation to the member's inconsistent statements regarding the perceived threat posed by the complainant and the member's rapid deployment of force without effective verbal communication.

The Commissioner appointed retired BC Provincial Court Judge Mark Takahashi to review the matter and arrive at his own decision based on the evidence.

Mr. Takahashi found that the member's decision to use force was unreasonable and that the evidence did not support the member's submission that the situation was "out of control" or that the complainant was an "immediate flight risk." Mr. Takahashi found that the member's approach, conversation, and take-down occurred as one continuous action, which did not allow the complainant time to comply with the member's directive, and that the complainant did not resist being handcuffed. Mr. Takahashi further found that the member had embellished evidence to justify their actions.

In arriving at the appropriate disciplinary or corrective measures, Mr. Takahashi found that the context of this incident, which involved one member confronting multiple offenders, would have engaged serious concerns about officer safety. Mr. Takahashi further noted that the member's use of force was not gratuitous, and rather arose from a misapprehension of the proper criteria to be used in assessing the complainant. He also noted that the member's clean service record suggested that this misconduct was an anomaly.

For further information on this decision, go to <https://opcc.bc.ca/decisions/reviews-on-the-record/>

## Ordered Investigation – Requested by Department (OPCC 2023-23360)

Upon request from the Vancouver Police Department (VPD), the Commissioner ordered an investigation into the conduct of a VPD member having used an unmarked VPD police vehicle while off-duty without authorization.

### Allegation 1

The member took home a VPD police vehicle without authorization.

MISCONDUCT
<b>Corrupt Practice</b> (Unauthorized use of equipment unrelated to performance of duties)
<b>Date of Incident: February 2023</b>

DISCIPLINARY/CORRECTIVE MEASURE
Written Reprimand

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the decision on discipline, the Prehearing Conference Authority noted that the member had accepted responsibility for their actions during the investigation, was apologetic, had no substantiated misconduct on their Service Record of Discipline, and had reviewed related department policies.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

## Ordered Investigation – Initiated by PCC (OPCC 2021-20210)

The Commissioner ordered an investigation after receiving information from the Vancouver Police Department (VPD) relating to a video circulating on social media depicting a VPD member (Member A) using force on an affected person. During the course of the investigation, it was revealed that Member A did not document the incident appropriately, and another VPD member (Member B) may have unlawfully searched the affected person.

The Commissioner determined it was in the public interest that an external police agency conduct this investigation and designated an external Discipline Authority. The Commissioner directed the New Westminster Police Department to conduct the investigation and Chief Constable Dave Jansen was designated as the Discipline Authority.

### Member A:

#### Allegation 1

The use of force on the affected person.

MISCONDUCT
<b>Abuse of Authority</b> (Excessive force – empty hand)
<b>Date of Incident: August 2017</b>

DISCIPLINARY/CORRECTIVE MEASURE
Training/Re-Training: with a focus on the appropriate time to use force and the use of discretion and de-escalation techniques

#### Allegation 2

The member neglected to take notes documenting their use of force on the affected person.

MISCONDUCT
<i>Neglect of Duty</i> (Inadequate documentation/notes/records)
<b>Date of Incident: August 2017</b>

DISCIPLINARY/CORRECTIVE MEASURE
Training/Re-training: on note taking with a focus on VPD Policy related to when to make notes.

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that Member A appeared to have committed misconduct. A prehearing conference was offered to the member which the member declined. As a result, the matter proceeded to a discipline proceeding.

The Discipline Authority found that Member A was speaking to the affected person in follow-up to a call for service when Member A struck the affected person's hand. Member A reportedly believed the affected person may have been holding an illegal substance. The Discipline Authority determined that the force used was unnecessary and unreasonable. The Discipline Authority also determined that Member A failed to complete any notes or contemporaneous documentation regarding the use of force against the affected person without good or sufficient cause not to submit notes. In arriving at the appropriate disciplinary or corrective measures, the Discipline Authority noted the seriousness of the misconduct was on the lower end of the scale, and that Member A has been a VPD member for over 20 years with no prior substantiated misconduct on their Service Record of Discipline.

Member A did not request a review of the disciplinary decision. The OPCC reviewed the findings for Member A and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

## Member B:

### Allegation 1

The member searched the affected person without good and sufficient cause.

MISCONDUCT
<i>Abuse of Authority</i> (Unlawful search of a person)
<b>Date of Incident: August 2017</b>

DISCIPLINARY/CORRECTIVE MEASURE
Advice to Future Conduct

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that Member B appeared to have committed misconduct. A prehearing conference was offered and accepted by Member B. In arriving at the decision on discipline, the Prehearing Conference Authority noted Member accepted responsibility for their misconduct and had no prior substantiated misconduct on their Service Record of Discipline.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required for Member B and that the discipline imposed was appropriate in the circumstances.



## Ordered Investigation – Initiated by PCC (OPCC 2020-17764)

The Commissioner ordered an investigation after receiving information that a seconded member of the Vancouver Police Department (VPD) had engaged in ongoing harassment toward a co-worker, which included mocking the co-worker about their clothing, their weight, and making discriminatory comments in relation to the co-worker's name and ethnicity.

### Allegation 1

The member's ongoing harassment and discriminatory comments directed at a co-worker.

MISCONDUCT
<i>Discreditable Conduct</i> (Violation of respectful workplace policy)
<b>Date of Incident: January 2020</b>

DISCIPLINARY/CORRECTIVE MEASURE
3-day suspension without pay
Not to perform in any acting supervisory capacity for a period of three months

### Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered to the member which the member declined. As a result, the matter proceeded to a discipline proceeding where the member denied the allegation.

The Discipline Authority determined that over the course of a one-month period, the member had made repeated and persistent racialized, disparaging, and harassing comments toward the co-worker. The Discipline Authority further found that there was no evidence to suggest such comments were welcome by the co-worker, despite the member's assertion that they were "banter" and mutual in nature.

In arriving at the decision on discipline, the Discipline Authority noted that, although the member had completed mandatory respectful workplace training after this incident, the member's actions were "unprofessional, avoidable and...culpable in their nature," had caused the co-worker mental and emotional distress, and the member had not apologized to the co-worker or fully accepted responsibility for their actions.

The member requested a review of the disciplinary decision. The OPCC reviewed the findings and determined that further review was not in the public interest and that the discipline imposed was appropriate in the circumstances.

## Ordered Investigation – Requested by Department (OPCC 2023-23806)

Upon request from the Vancouver Police Department (VPD), the Commissioner ordered an investigation into the conduct of a VPD member. It was reported that the member sent images pertaining to their police duties to a civilian with whom they were in a relationship.

### Allegation 1

The member sent a photo of a Computer Aided Dispatch (CAD) call message and two photos of subjects being dealt with by police.

MISCONDUCT
<i>Improper Disclosure of Information</i> (Disclosing information acquired as a police officer)
<b>Date of Incident: November 2022</b>

DISCIPLINARY/CORRECTIVE MEASURE
Written Reprimand
Training/ Re-Training: in regard to policies on disclosure of police designated and classified information.

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority determined that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the decision on discipline, the Prehearing Conference Authority noted that while the member believed the recipient would have understood the information was confidential, the recipient was not a police officer and had no confidentiality requirements. However, the Prehearing Conference Authority also noted the member accepted responsibility for their actions, that sending the images had not impeded or interfered with any serious or ongoing police investigations, and that the member was a long-serving officer who had no prior substantiated misconduct on their Service Record of Discipline and had received a number of commendations and awards.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

## Ordered Investigation – Requested by Department (OPCC 2020-18945)

Upon request from the Vancouver Police Department (VPD), the Commissioner ordered an investigation into the conduct of a VPD member. It was reported that during the arrest of an affected person, the member struck the affected person across the face with their hand.

The *Police Act* investigation was suspended pending the outcome of a criminal investigation in which the member pled guilty to Assault and received a Conditional Discharge with a period of a six-month probation with conditions.

### Allegation 1

The member slapped a male suspect in the face immediately after being pricked with a hypodermic needle during the course of a Breach of Probation arrest.

MISCONDUCT
<b><i>Abuse of Authority</i></b> (Excessive force – empty hand)
<b>Date of Incident: November 2019</b>

DISCIPLINARY/CORRECTIVE MEASURE
Verbal Reprimand

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. The member agreed to the proposed discipline. After review, the Commissioner did not approve the disciplinary or corrective measure as it did not reflect the seriousness of the conduct.

As a result, the matter proceeded to a discipline proceeding where the member admitted the allegation and the Discipline Authority imposed a verbal reprimand.

## Adjudicative Review – Review on the Record

The Commissioner reviewed the outcome of the discipline proceeding and determined that a Review on the Record was necessary in the public interest as the disciplinary or corrective measure proposed by the Discipline Authority still did not reflect the seriousness of the misconduct. The Commissioner noted that the member's conduct included an unprovoked assault on a person in their custody to which the member pled guilty on a subsequent Assault charge. Additionally, the Commissioner noted that the Discipline Authority did not appear to accord sufficient weight to the

aggravating factors, including that the member made a physically threatening comment toward the affected person after the assault and that the member only self-reported the incident one year later after they became aware that this incident had been videotaped and was being circulated on social media.

The Commissioner appointed retired BC Supreme Court Judge, the Honourable Elizabeth Arnold-Bailey, to review the matter and arrive at her own decision based on the evidence.

Ms. Arnold-Bailey found that while the member's actions were serious in nature, it was an understandable if illegal reaction to being poked with a sharp object in the affected person's pocket after the affected person indicated he did not have anything sharp on his person. Ms. Arnold-Bailey further found that, while the member followed-up with threatening words toward the affected person, they were just words expressed in frustration and anger, and the member did not intend to carry out the threat. In addition, Ms. Arnold-Bailey held that while it would have been better for the member to report the incident before the video surfaced, the member did the right and proper thing by reporting themselves once the video surfaced.

In arriving at the appropriate disciplinary or corrective measures, Ms. Arnold-Bailey determined that a reasonable member of the public, fully apprised of the circumstances and disposition of the criminal charge, the member's admission of misconduct, the member's exemplary record of service, and the member's workplace reputation, would not find the disposition of a verbal reprimand to bring the administration of police discipline into disrepute.

For further information on this decision, go to <https://opcc.bc.ca/decisions/reviews-on-the-record/>

## Ordered Investigation – Initiated by PCC (OPCC 2022-22408)

The Commissioner ordered an investigation after receiving information that a member of the Vancouver Police Department (VPD) had left their department issued firearm in an unattended backpack at a coffee shop. It was reported that a civilian had located the firearm and alerted police.

### Allegation 1

The member failed to comply with VPD policy in relation to safe carrying and transport of departmental firearms.

MISCONDUCT	DISCIPLINARY/CORRECTIVE MEASURE
<i>Improper Care of Use of Firearms</i> (Unsafe storage of firearm)	Written Reprimand
Date of Incident: August 2022	

### Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the decision on discipline, the Prehearing Conference Authority noted that the member's misconduct was an honest mistake, and that the member had taken responsibility for their actions, had no substantiated misconduct on their Service Record of Discipline, and had refamiliarized themselves with the relevant policy and laws regarding the use and storage of departmental issued firearms.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

## Police Complaint (OPCC 2022-22063)

The OPCC received a complaint describing concerns regarding a member of the Vancouver Police Department (VPD) not completing a police report in relation to a motor vehicle incident.

The OPCC reviewed the complaint and determined that an investigation into the incident was required.

### Allegation 1

The member failed to complete and submit a MV 6020 report as required by VPD policy.

MISCONDUCT	DISCIPLINARY/CORRECTIVE MEASURE
<i>Neglect of Duty</i> (Failure to comply with departmental policy)	Verbal Reprimand
Date of Incident: July 2021	

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the decision on discipline, the Prehearing Conference Authority noted that the member accepted responsibility for their actions and was apologetic, had no prior substantiated misconduct on their Service Record of Discipline, and had come to understand the relevant policy after numerous reviews of it following this incident.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

## Ordered Investigation – Requested by Department (OPCC 2022-21412)

Upon request from the Vancouver Police Department (VPD), the Commissioner ordered an investigation into the off duty conduct of a VPD member. It was reported that the off-duty member was arrested at a retail establishment for switching bar codes on merchandise and paying a reduced price for the merchandise.

The *Police Act* investigation was suspended pending the outcome of a criminal investigation in which the member admitted to one count of *Fraud*; the criminal matter was concluded through alternative measures. During the investigation, an additional allegation arose in relation to the member identifying themselves as a VPD member to the arresting officers and requesting that they not proceed with criminal charges.

The member resigned from the VPD prior to the conclusion of the investigation.

### Allegation 1

The member switched prices on products in a store in order to reduce the retail purchase price, and thus committed fraud.

MISCONDUCT	DISCIPLINARY/CORRECTIVE MEASURE
<i>Discreditable Conduct</i> (Conduct that discredits the department)	Dismissal
Date of Incident: March 2022	

Allegation 2

The member used their position as a police officer to gain favour from the arresting officers.

MISCONDUCT	DISCIPLINARY/CORRECTIVE MEASURE
<i>Corrupt Practice</i> (Using police authority for personal gain)	3-day suspension without pay
Date of Incident: March 2022	

Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed two counts of misconduct. No prehearing conference was offered to the member and as a result, the matter proceeded to a discipline proceeding. The member resigned prior to the discipline proceeding and did not participate in the process.

In arriving at the appropriate disciplinary or corrective measures, the Discipline Authority determined that the member’s actions were “serious and egregious in nature.” Specifically, the Discipline Authority noted that the member’s “fraudulent offence” of switching price barcodes was premeditated, done for the member’s personal financial gain, and precipitated a costly police investigation. The Discipline Authority also noted that during the member’s arrest, the member attempted to use their status as an officer to mitigate an investigation and/or the ramifications of their own conduct.

The member did not request a review of the disciplinary decision. The OPCC reviewed these findings and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

Even though the member resigned prior to the conclusion of this matter, their Service Record of Discipline will reflect that they were dismissed from the VPD.

## Victoria Police Department

### Ordered Investigation – Requested by Department (OPCC 2023-23622)

Upon request from the Victoria Police Department (VicPD), the Commissioner ordered an investigation into the conduct of a VicPD member. It was reported that the member had been operating a motor vehicle while off-duty and was stopped by police from another municipal police department for a traffic offence. The member was alleged to have directed inappropriate comments including profanity at the on-duty members conducting the traffic stop.

#### Allegation 1

The member's inappropriate interaction and dialogue with members from another municipal police department.

##### MISCONDUCT

*Discreditable Conduct*  
(Conduct that discredits the department)

**Date of Incident: March 2023**

##### DISCIPLINARY/CORRECTIVE MEASURE

Advice to Future Conduct

### Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered to the member which the member declined. As a result, the matter proceeded to a discipline proceeding.

At the discipline proceeding, the member admitted to directing profanity and sarcasm towards the other members amounting to discreditable conduct.

In arriving at the appropriate disciplinary or corrective measures, the Discipline Authority noted that the member has fully accepted responsibility for their actions and reflected on their behaviour during this incident and the conduct occurred over a short period of time. The Discipline Authority also noted that no members of the public observed the incident, and that the member had no substantiated misconduct on his Service Record of Discipline.

The member did not request a review of the disciplinary decision. The OPCC reviewed these findings and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

### Police Complaint (OPCC 2022-21665)

The OPCC received a complaint describing concerns regarding a Victoria Police Department member failing to grant access for the complainant to contact a lawyer while in jail.

The OPCC reviewed the complaint and determined that an investigation into the incident was required.

#### Allegation 1

The member failed to advise the complainant of their right to counsel and refused to allow the complainant to access counsel without delay.



MISCONDUCT
<i>Neglect of Duty</i> (Failure to provide <i>Charter</i> Rights)
Date of Incident: April 2022

DISCIPLINARY/CORRECTIVE MEASURE
Written Reprimand

## Adjudicative Review – s. 117 Review

At the conclusion of the investigation, the Discipline Authority found that the member did not commit misconduct. The Commissioner disagreed as he was of the view that the Discipline Authority did not properly assess the available objective evidence. Upon review of the matter, the Commissioner determined that there was a reasonable basis to believe that the decision of the Discipline Authority was incorrect and appointed retired BC Provincial Court Judge James Threlfall to review the matter and arrive at his own decision based on the evidence.

Mr. Threlfall determined that the evidence appeared to substantiate the allegation of misconduct in relation to denying the complainant access to counsel.

## Disciplinary Process

No prehearing conference was offered to the member and as a result, the matter proceeded directly to a discipline proceeding with retired judge Mr. Threlfall as the Discipline Authority.

Mr. Threlfall substantiated the allegation of *Neglect of Duty*. Mr. Threlfall found that the member was well-aware of the responsibility to provide *Charter* rights with respect to access to counsel and that the objective evidence did not show the complainant was potentially violent, too intoxicated to communicate with counsel, or that there were any other reasons for the member to deny the complainant's right to access to counsel. In arriving at the appropriate disciplinary or corrective measure, Mr. Threlfall noted that while the member had accepted responsibility somewhat late in the day, the misconduct was properly characterized as a one-off error in judgement in an otherwise stellar career.

Neither the member nor the complainant requested a review of the disciplinary decision. The OPCC reviewed these findings and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

For further information on this decision, go to <https://opcc.bc.ca/adjudications/section-117-reviews/>

## Ordered Investigation – Requested by Department (OPCC 2021-20838)

Upon request from the Victoria Police Department (VicPD), the Commissioner ordered an investigation into the conduct of a VicPD member. It was reported the member showed a colleague unsolicited video footage of a person engaged in intimate relations. During the course of the investigation, it was reported that the member video recorded a prisoner in VicPD cells purportedly masturbating and showed the video to co-workers and the member was not truthful in *Police Act* interviews about these matters.

## Allegation 1

The member took a video of themselves on duty with a male prisoner in the background purportedly masturbating and shared it with work colleagues.

MISCONDUCT
<i>Discreditable Conduct</i> (Conduct that discredits the department)
<b>Date of Incident: September 2021</b>

DISCIPLINARY/CORRECTIVE MEASURE
Dismissal

## Allegation 2

The member gave repeated untrue and misleading oral responses to the Investigator during 2022 in relation to the sharing of the video of a person engaged in intimate relations.

MISCONDUCT
<i>Deceit</i> (False or misleading written or oral statement)
<b>Date of Incident: September 2021</b>

DISCIPLINARY/CORRECTIVE MEASURE
Dismissal

## Allegation 3

The member gave repeated untrue and misleading oral responses to the Investigator during 2022 concerning the taking of the prisoner video and the subsequent sharing of that video with co-workers.

MISCONDUCT
<i>Deceit</i> (False or misleading written or oral statement)
<b>Date of Incident: September 2021</b>

DISCIPLINARY/CORRECTIVE MEASURE
Dismissal

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct in relation to all three of the allegations listed above. The matter proceeded to a Discipline Proceeding where the member admitted taking and sharing the prisoner video but denied any deceit in the investigation process.

Following the Discipline Proceeding, the Discipline Authority found that the member did not commit any acts of deceit. In relation to the taking and sharing of the prisoner video, the Discipline Authority found that the member committed misconduct and imposed a two-day suspension without pay.

## Adjudicative Review – Review on the Record

The Commissioner reviewed the outcome of the Discipline Proceeding and determined that a Review on the Record was necessary in the public interest. Among other things, the Commissioner determined there was a reasonable basis to believe that the Discipline Authority's decision to dismiss the allegations of deceit was incorrect. The Commissioner also determined that a Review on Record was necessary as the disciplinary or corrective measure proposed by the Discipline Authority for the misconduct relating to taking and sharing the video did not reflect the seriousness of the misconduct, and the position of trust which the member held in relation to the person in their custody.

The Commissioner appointed retired BC Provincial Court Judge Brian Neal, K.C. to review the matter and arrive at his own decision based on the evidence.

During the course of the Review on the Record, the member resigned from the VicPD.

In respect of the prisoner video, Mr. Neal found that the member clearly breached his duty of care owed to the subject of the recording and that the misconduct was done for the apparent amusement of the member. While acknowledging that the member admitted to the misconduct, Mr. Neal determined that it was not at all clear that the member understood why such actions were wrong and that the member consistently minimized and equivocated on the scope, nature, and importance of such issues. Mr. Neal further noted that the member demonstrated a disturbing indifference to basic standards of trust, care, and professionalism applicable to all officers.

In addition, Mr. Neal found that the member committed two acts of misconduct by way of *Deceit* as the member intentionally and unequivocally made deceitful statements in interviews with the *Police Act* investigator, knowing they were misleading and untrue. Mr. Neal noted that this misconduct was the highest level of seriousness, and that the member completely lacked the foundational standards of honesty and integrity as evidenced by the member's attempts to deflect blame and efforts to cast other coworkers as blameworthy to avoid personal responsibility.

In arriving at the disciplinary measure of dismissal, Mr. Neal emphasized the seriousness of the misconduct and the need to denounce the misconduct and deter others from engaging in similar behaviours.

Even though the member resigned prior to the conclusion of this matter, their Service Record of Discipline will reflect the discipline imposed.

For further information on this decision, go to <https://opcc.bc.ca/decisions/reviews-on-the-record/>

## Ordered Investigation – Requested by Department (OPCC 2022-21414)

Upon request from the Victoria Police Department (VicPD), the Commissioner ordered an investigation into the conduct of a VicPD member. It was reported that the member had worn several military medal ribbons on his VicPD uniform, and that the member's supervisor was suspicious of the member's account of how he had earned one of those medals.

The Commissioner determined it was necessary in the public interest that an external Discipline Authority be designated. A senior officer at the New Westminster Police Department was designated as the Discipline Authority.

### Allegation 1

The member claimed to have received a Meritorious Service Medal, wore a military ribbon on their police uniform indicating same, and told their supervisor they had been awarded the medal when in fact they had not been.

MISCONDUCT
<i>Discreditable Conduct</i> (Conduct that discredits the department)
Date of Incident: 2021

DISCIPLINARY/CORRECTIVE MEASURE
Dismissal

### Allegation 2

The member provided Professional Standards investigators with statements indicating they had been the recipient of the Meritorious Service Medal and other medals, while knowing those statements to be false and misleading.

MISCONDUCT
<i>Deceit</i> (False or misleading oral or written statement)
Date of Incident: 2022

DISCIPLINARY/CORRECTIVE MEASURE
Dismissal

### Allegation 3

The member provided Professional Standards investigators with a forged record of their military service.

MISCONDUCT

*Deceit*  
(False or misleading oral or written statement)

Date of Incident: 2022

DISCIPLINARY/CORRECTIVE MEASURE

Dismissal

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed three counts of misconduct. No prehearing conference was offered and as a result, the matter proceeded directly to a discipline proceeding. The member did not attend the proceeding, which continued in their absence.

In arriving at the appropriate disciplinary or corrective measures, the Discipline Authority noted that that any course of action other than dismissal would bring the administration of police discipline into disrepute.

The member did not request a review of the disciplinary decision. The OPCC reviewed these findings and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

During the course of the disciplinary process, the member resigned from the VicPD. Even though the member resigned prior to the conclusion of this matter, their Service Record of Discipline will reflect the discipline imposed.

## West Vancouver Police Department

### Ordered Investigation – Requested by Department (OPCC 2022-22263)

Upon request from the West Vancouver Police Department (WVPD), the Commissioner ordered an investigation into the conduct of a WVPD member. It was reported that the member had spoken in a manner that staff members at a First Nations child and family services agency found offensive and/or culturally insensitive.

#### Allegation 1

The member suggested to individuals that he had a suspicion early on that a young person had been untruthful about a report of sexual assault.

MISCONDUCT
<i>Discreditable Conduct</i> (Conduct that discredits the department)
Date of Incident: July 2022

DISCIPLINARY/CORRECTIVE MEASURE
Advice to Future Conduct
Training/Re-Training: with respect to using a trauma-informed approach (Introduction to Trauma and Sexual Assault Investigations) as well as an Indigenous Awareness education through the Canadian Police Knowledge Network.

#### Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the decision on disciplinary or corrective measures, the Prehearing Conference Authority noted that the member had accepted responsibility for their actions, was genuinely remorseful, and acknowledged how their misconduct had impacted their relationship with the First Nation. The Prehearing Conference Authority further noted that the member had made themselves available for opportunities to enhance their cultural awareness as it relates to the history, language, culture, and spiritual aspects of the First Nation and had demonstrated a commitment to strengthening their relationship with the First Nation and repairing any damage to public confidence.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.

### Ordered Investigation – Initiated by PCC (OPCC 2021-20567)

The Commissioner ordered an investigation after receiving information that a member of the West Vancouver Police Department (WVPD) had reportedly left police information on a personal home computer and had shared information, obtained in the course of their duties, with their former spouse.

Upon request by the WVPD, the Commissioner directed the New Westminster Police Department to conduct the investigation and a senior officer at the Metro Vancouver Transit Police was designated as Discipline Authority.

#### Allegation 1

The member failed to keep sensitive information pertaining to WVPD operations safe by storing and not removing police documents from their former spouse's computer.

#### MISCONDUCT

*Neglect of Duty*  
(Failure to comply with departmental policy)

Date of Incident: 2014-2020

#### DISCIPLINARY/CORRECTIVE MEASURE

Advice to Future Conduct

## Allegation 2

The member disclosed personal and confidential information acquired through their duties to their former spouse during the course of their relationship.

#### MISCONDUCT

*Improper Disclosure of Information*  
(Disclosing information acquired as a police officer)

Date of Incident: 2014-2020

#### DISCIPLINARY/CORRECTIVE MEASURE

Written Reprimand

## Disciplinary Process

At the conclusion of the investigation, the Discipline Authority found that the member appeared to have committed misconduct. A prehearing conference was offered and accepted by the member. In arriving at the decision on discipline, the Prehearing Conference Authority noted that the member had accepted responsibility for their conduct and had a lengthy career in policing with no prior substantiated misconduct on their Service Record of Discipline.

The OPCC reviewed the proposed disciplinary/corrective measures and determined that further review was not required and that the discipline imposed was appropriate in the circumstances.





BRITISH  
COLUMBIA

VIA EMAIL

Ref: 670598

December 5, 2024

Chief Supt. Wendy Mehat  
President, BCACP  
Email: [wendy.mehat@rcmp-grc.gc.ca](mailto:wendy.mehat@rcmp-grc.gc.ca)

Dear Chief Supt. Wendy Mehat:

**Re: Notification of Statutory Review of ECOMM and 911 Service Provision**

I am writing to advise you that I have instructed the Director of Police Services (the Director) to initiate an independent study and investigation under the *Police Act* into the governance, financial, and operational effectiveness of ECOMM and 911 service provision in BC.

This review has been prompted by consistent and ongoing concerns raised by stakeholders, including BC's first response agencies, their boards, local governments, and the Union of BC Municipalities (UBCM). These concerns have primarily, but not exclusively, focused on the future sustainability of ECOMM and 911 services, as well as organizational effectiveness particularly in light of several years of levy increases and recently projected further increases.

Through the authority of section 42 of the *Police Act*, the independent study is expected to provide a detailed report, including recommendations for Government, to ensure that these services are both effective and sustainable moving forward. The review process will be initiated immediately by the Director through a Request for Proposal process. My officials will be in contact with you with an anticipated completion date as the review progresses.

The Director has designated Megan Harris, Assistant Deputy Minister, Corporate Strategic Initiatives, as the contact person if you have any questions regarding this review. Should you have any questions or require further information, she can be reached at: [megan.harris@gov.bc.ca](mailto:megan.harris@gov.bc.ca) or 250-920-6956.

Sincerely,

Garry Begg  
Minister of Public Safety and Solicitor General

pc: Glen Lewis, Director of Police Services and Assistant Deputy Minister, Policing and Security Branch  
Megan Harris, Assistant Deputy Minister, Corporate Strategic Initiatives  
Tiffany Parton, Executive Director, BCACP



January 16, 2025

Honourable Garry Begg  
Minister of Public Safety and Solicitor General  
Parliament Buildings  
Victoria, BC V8V 1X4

Dear Minister Begg:

Congratulations on your appointment as Minister of Public Safety and Solicitor General at a critical time for our province. Serving as a member of the executive council is a privilege and responsibility which I am confident you will fulfill with integrity and a commitment to the people of our province.

British Columbians have trusted us with a mandate to deliver for them in ways that make a tangible difference in their daily lives. They expect us to listen and learn from people of different perspectives – and work together to make things better for everyone.

Specifically, we will tackle the challenges people worry about at the kitchen table:

- **Grow the economy by creating good jobs across British Columbia.** We will collaborate with businesses, workers, and communities to attract investments in both new and traditional sectors as well as emerging sectors of the economy. This approach will bring certainty for business, security for workers, and generate the wealth needed to support the essential services British Columbians rely on.
- **Reduce costs for families** including by helping people access homes they can afford through support for first-time homebuyers, increasing the supply of rental housing stock, and stronger measures to crack down on housing speculation.

.../2

- **Strengthen health care** by expanding access to family doctors and recruiting and training more health professionals, ensuring that every British Columbian can access the care they need, no matter where they live. We will also increase access to addictions treatment and provide help for people whose struggles require intensive supports.
- **Make our neighbourhoods and communities safer** by working with law enforcement and social agencies to address street disorder, crack down on organized crime, and do all we can to ensure repeat offenders stay behind bars.

Our commitment to take action on climate change remains foundational and will be key to a healthy and prosperous BC for future generations.

Underlying all this work is our partnership with Indigenous peoples. Advancing reconciliation, implementing the *Declaration on the Rights of Indigenous Peoples Act* and working in partnership with First Nations rights-holders to advance shared interests is the responsibility of every Minister.

Over this mandate I expect you to prioritize making progress on the following:

- In order to protect key services that British Columbians rely on, work with the Minister of Finance to review all existing Ministry of Public Safety and Solicitor General programs and initiatives to ensure our programs remain relevant, are efficient, ensure safe and strong communities, grow the economy, and help keep British Columbians safe. This is important in the context of current Provincial budget constraints and the priorities of communities in the province.
- Facilitate strong cooperation between police, Crown prosecutors, probation officials, and the federal government to reduce repeat, violent, and gang offences. To this end, strengthen targeted policing and offender management, including continuing anti-gang programs, and work with the Attorney General to strengthen case management capacity.
- Continue to work with the federal government to respond to identified issues with federal criminal law that prevent keeping prolific and repeat violent offenders in custody.
- Ensure safe and strong communities by working with colleagues across ministries to support efforts to provide services and proactively intervene with individuals struggling with mental health, addiction, and brain injuries. In particular, work with the Minister of State for Community Safety and Integrated Services and other partners to ensure that provincial services are relevant and available to support police officers engaging in frontline responses to people in crisis, or who have identified individuals who present a risk to themselves or the public.

- Spearhead policy work to use civil and administrative processes to target organized criminals in British Columbia by expediting seizing assets and denying access to government privileges, including licences or permits.
- Work proactively with federal colleagues and provincial and territorial counterparts to ensure British Columbia is a strong partner in supporting border security along our coast and along all land borders with American states.
- Coordinate provincial regulatory enforcement agency and police authorities, including gaming, liquor, cannabis, tobacco, and transit, to ensure efficiency, consistent authorities, and training, and to improve coordination to ensure public safety, prompt and effective regulatory response, and strong communities.
- Support the Minister of State for Community Safety and Integrated Services in accessing dedicated funding for enforcement initiatives related to organized shoplifting and the protection of retail workers.
- Work with the Cabinet Committee on Community Safety to ensure that initiatives identified by the committee are prioritized and delivered by your ministry as required.
- Work with ICBC to ensure a comprehensive and independent review of the enhanced care model is conducted with the twin goals of delivering affordable rates for British Columbians and high-quality services and rehabilitation for those injured in collisions.
- Make it easier for communities and families to follow preferred funeral and cremation practices by ensuring that relevant laws are modernized and responsive to cultural communities and their faiths and traditions.
- Modernize British Columbia's liquor licensing and enforcement system to focus enforcement on high-risk and repeat non-compliant businesses, and to expedite and simplify permits. Use examples like Ontario to inform program design.
- Work with the Minister of Tourism, Arts, Culture and Sport and the Minister of Agriculture and Food to grow our economy by supporting food and beverage producers, farmers, restaurants, and the tourism sector with flexible liquor, land use, and cannabis regulations in relation to the development of innovative tourism products and unique experiences.
- With support from the Minister of Transportation and Transit, take steps to ensure safety and efficiency across our public transportation system through partnerships with TransLink, BC Transit, and local governments to permit the use of technology in relation to enforcement of public transportation safety for everyone.

As you are aware, we have established an accord with the BC Green Caucus that supports our shared commitment to ensuring stable governance focused on delivering progress and tangible outcomes for British Columbians. The commitments in that accord complement the direction in these mandate letters.

As a Cabinet, we will uphold the highest standards of ethics, collaboration, and good conduct in service of the public, and as a Minister of the Crown, you are expected to review, understand, and act according to the *Members' Conflict of Interest Act*. You will establish a collaborative working relationship with your Deputy Minister and the public servants under their direction, who provide the professional, non-partisan advice that is fundamental to delivering on our government's priorities. Your Minister's Office must meet the highest standards for integrity and provide a respectful, rewarding environment for all staff.

The work we have ahead takes place in a profoundly challenging geopolitical environment. Close friends and neighbours to our south are contemplating imposing draconian tariffs on our products that would hurt both Americans and Canadians. Our allies internationally face governmental instability. Hate and racism are on the rise around the world. Artificial intelligence breakthroughs with unclear implications and astonishing potential are announced daily. Global inflation, snarled supply chains, and war are threatening global economic growth and prosperity as well as the transition to a low-carbon economy.

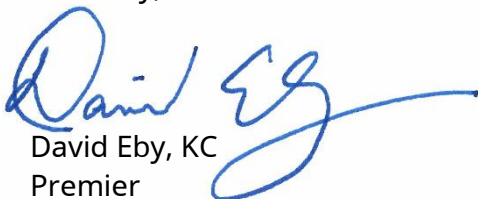
We have an obligation to protect and defend British Columbians, as well as seize opportunities, in these uncertain times.

The good news is that we have everything we need to succeed, and we will succeed. British Columbia's people – our workers, entrepreneurs, business leaders, artists, and innovators – are among the most talented in the world. We are home to world-class educational institutions and public services. Our natural beauty is unmatched, we have internationally envied resources, and we are one of the most diverse places on the planet. Your job is to help us leverage these advantages in perilous times.

Use this mandate letter to guide your work, and do not be afraid to challenge assumptions, or be innovative, bold and aggressive in achieving the goals set out for you and your Ministry by the people of this province.

Thank you for joining me in the work ahead.

Sincerely,



David Eby, KC  
Premier





## New Westminster Police Department Police Board Report

<b>DATE:</b>  January 21, 2025	
<b>SUBMITTED BY:</b>  Chief Constable Paul Hyland	
<b>REVIEWED AND APPROVED BY:</b>  Chief Constable Paul Hyland	
<b>SUBJECT:</b>  Annual Street Check Report - 2024	
<b>ACTION:</b>  <input checked="" type="checkbox"/> For Information  <input type="checkbox"/> For Action  <input type="checkbox"/> For Approval	<b>MEETING:</b>  <input checked="" type="checkbox"/> Open  <input type="checkbox"/> Closed
<b>RECOMMENDATION:</b>  <i>That the New Westminster Police Board receive this report for information.</i>	

## **PURPOSE**

The purpose of this report is to provide the Board with the results of the NWPD Annual Street Check Audit for 2024.

## **BACKGROUND**

In October 2019, the Government of British Columbia (BC) issued the new British Columbia Provincial Policing Standards (BCPPS) 6.2.1 *Police Stops* ("Standard") which took effect on January 15, 2020.

On January 21, 2020, the New Westminster Police Board approved a new policy entitled OB235 - Street Checks (Police Stops) to provide direction to the NWPD members to ensure compliance with the new BCPPS 6.2.1 Police Stops standard.

In addition, in early 2020, all NWPD members received in-house training for the new BCPPS standards on Police stops and the newly developed NWPD policy. Later in 2020, all NWPD members also completed an on-line course through the Canadian Police Knowledge Network (CPKN).

## **DISCUSSION**

### STREET CHECK POLICY OVERVIEW

A Street Check is any voluntary interaction between a police officer and a person that is more than a casual conversation and which impedes the person's movement. A Street Check may include a request for identifying information depending on the circumstances. The decision to conduct a Street Check shall not be based on identity factors and shall not be based solely on that person sharing an identity factor with a person being sought by the police. Random or arbitrary Street Checks shall not be conducted. In a Street Check, the person was not found committing an offense, but the police observe a suspicious behavior or concern about the person's safety.

Members are not permitted to request or demand, collect or record a person's identifying information without a justifiable reason, such as lawful detention or arrest, an investigation of an offence and an imminent public safety threat.

Members may request that a person voluntarily provide identifying information provided that it serves a specific public safety purpose or objective, such as assisting in locating a missing person, an objectively reasonable concern for a person's immediate safety and assisting a person in distress to refer them to health or other support services.

The Police can conduct Street Checks when they are making enquiries into reasonable and legitimate public safety purposes such as suspicious activity, crime prevention or intelligence

gathering. Police choosing to conduct a Street Check may do so provided it is lawful and complies with policy.

#### STREET CHECK DOCUMENTATION

When a member conducts a Street Check, for which identifying information was requested, the member shall document it in a PRIME Street Check Report. A Street Check report will not be used to document any incident for which a General Occurrence (GO) report would normally be submitted.

#### ANNUAL AUDIT

The BCPPS 6.2.1 - Police Stops standard requires police departments to conduct an annual audit to determine if Street Check interactions and the documenting of them by police officers are in compliance with the policy. The results of the audit for 2024 are as follows:

1. Street Check files for the year 2024 – 0
2. Ethnicity of persons that were the subject of a Street Check in 2024 – n/a

#### **OPTIONS**

Option 1 – That the New Westminster Police Board receive this report for information.

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

Staff are recommending Option 1

#### **ATTACHMENTS**

None



# CANADIAN FRAMEWORK

For Trauma Informed  
Response In Policing



AUGUST 2024

## ACKNOWLEDGMENTS

This framework was developed as a collaborative effort of police services from across the province of Ontario, Quebec and alongside the Royal Canadian Mounted Police.

This working group was led by:

Valarie Gates  
Barrie Police Service  
Inspector

Viktoria Tumilowicz  
Barrie Police Service  
Business Planner & Analyst

Madison Charman  
Barrie Police Service  
Organizational Researcher

The working group leads would like to extend their heartfelt gratitude to all of you for your unwavering commitment to the development of the Trauma-Informed Police Response Framework. Your dedication and tireless efforts have not gone unnoticed. It is truly commendable how this group has not only recognized the profound effects of trauma on our communities but also wholeheartedly embraced the opportunity to lead the change. Your work will undoubtedly make a significant and positive impact, to our communities and our police response:

Melanie Bilodeau  
Royal Canadian Mounted Police  
Director Canadian Police College

Rhonda Corsi  
York Regional Police  
Superintendent

Mark Crowell  
Waterloo Regional Police Service  
Chief of Police

Peter Dewsnap  
Barrie Police Service  
Inspector

Michel Drayton  
Royal Canadian Mounted Police  
Inspector - Canadian Police College

Alanna Dunlop  
Royal Canadian Mounted Police

Valarie Gates  
Barrie Police Service  
Inspector

Jonathan Germain  
Régie Intermunicipale de Police  
Thérèse-De Blainville, Lieutenant-Detective

Cheryl Gervais  
Treaty Three Police Service  
Chief of Police

Janet Henstock  
Royal Canadian Mounted Police

Heather Lachine  
Ottawa Police Service  
Superintendent

Hugo Petit  
Sûreté Du Québec Police  
Capitaine

Michelle Seaman  
Royal Canadian Mounted Police

Extending heartfelt gratitude to Charmaine Lane (PhD (c) M.Sc., RP, B.A) for her invaluable insights and guidance on the intricate intersections of trauma and intersectionality.

Our appreciation to Anna-Lee Straatman, Project Manager at the Knowledge Hub within the Centre for Research and Education on Violence Against Women and Children at Western University. Her invaluable guidance and unwavering support were pivotal in creating this framework. Anna-Lee's commitment to developing educational tools for officers across the country to deepen their knowledge of trauma is truly admirable.

Grateful to consultant Monique Rollin for invaluable support during the framework's early research and development phase. Your contributions were truly instrumental.

Thank you to Retired Chief Kimberley Greenwood for being the catalyst of change. Your visionary leadership has served as the cornerstone for implementing a framework that prioritizes empathy, understanding, and support for individuals affected by trauma.

Thank you to the Canadian Association Chiefs of Police Victims of Crime Committee.



Graphic Design Viktoria Tumilowicz



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## Introduction

The Canadian Association of Chiefs of Police (CACP) developed the National Framework for Collaborative Police Action on Intimate Partner Violence (2017) and the Canadian Framework for Collaborative Police Response on Sexual Violence (2019) to ensure a consistent and strengthened police response.<sup>1,2</sup> During the creation of these frameworks, it was clear that a trauma-informed approach to policing is vital to ensure equitable service to our respective communities. Building upon these existing structures, the CACP Victims of Crime Committee expressed support in the development of a trauma-informed framework for Police Services to enhance service delivery for everyone that any police service interacts with.<sup>3</sup>

Following these discussions, a working group comprised of Police Service personnel, academics, and trauma advocates was developed. Extensive background research was conducted into trauma and specific contextual considerations for police services to develop appropriate response recommendations. Internal and external resources were reviewed throughout the development of this document. Data was collated and comprehensively reviewed by a contracted neutral third-party, who then presented findings to the CACP Trauma Response Framework Working Group. Multiple revisions were applied to this dynamic framework to ensure it is inclusive of all populations and adaptable for all Police Services within Canada to best assist victims of crime.

From this research, and knowledge gained through past frameworks, findings identify that police often engage with individuals who have experienced trauma. This is applicable to all individuals involved in police responses including but not limited to victims, offenders, and witnesses. An individual's response to trauma is affected by their environmental context, such as their emotional, social, and physical well-being. Therefore, individuals can vary widely in how they experience and express traumatic stress, relative to the environment they are in. Trauma is a veiled national and global epidemic and public health concern.<sup>4</sup>

Understanding trauma and ensuring an appropriate police response is integral in strengthening and maintaining the four building blocks of police legitimacy, those being: lawfulness, effectiveness, distributive justice (fair decision making), and procedural justice.<sup>5</sup> Procedural justice is of particular importance as its implementation ensures quality of decisions applied by encompassing an individual's voice/participations, identification and understanding of trustworthy motives, respect/dignity, and impartiality, as shown in Figure 1. There is an opportunity for a teachable moment at every point of contact from which both victims, survivors, offenders, public and police service members can learn and evolve. This framework refers to police service members as a collective reference to sworn and civilian employees.

Figure 1: Four Pillars of Procedural Justice

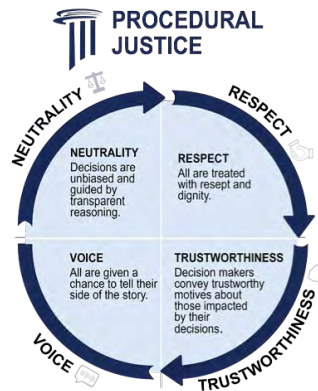
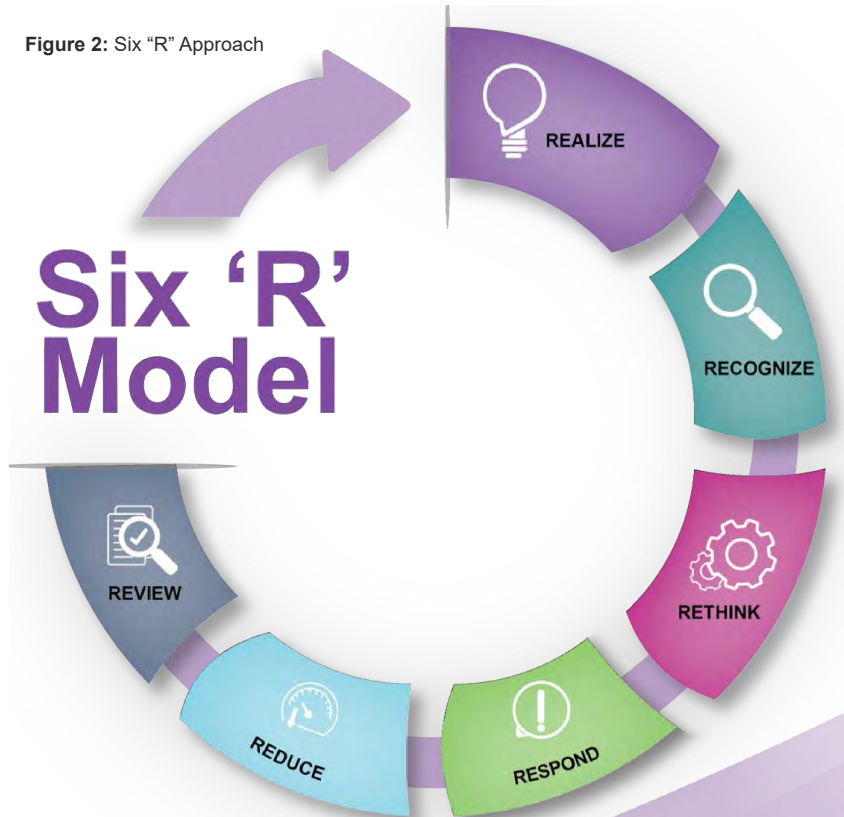


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Procedural Justice | Yale Law School





This framework is a call to action for police services and police leaders to embed trauma-informed policies, standards and practices that would help police members be prepared for and manage traumatic situations in an effective and appropriate manner from both a personal and professional perspective.<sup>6</sup> This framework follows a Six "R" approach (Figure 2). This approach was adapted for a law enforcement context from the Substance Abuse and Mental Health Administration's (SAMHSA) Four "R'S" Model.

Figure 2: Six "R" Approach



# Statement of Principles

The following principles are for a law enforcement context:

-  Prioritize physical and emotional safety for all individuals, through the creation of environments where people feel secure and/or protected from re-traumatization.
-  Choice and empowerment, that respects individual autonomy and choices, and empowers an individual to make decisions about their own lives, treatment, and recovery.
-  Cultural humility and responsiveness, through which one acknowledges and respects cultural differences and diverse backgrounds and strives to provide culturally responsive care that is sensitive to individual needs and/or experiences.
-  Accountability and continuous improvement, through which police services hold themselves accountable for upholding these principles and continually strive to improve trauma-informed principles and practice through feedback and evaluation.

These principles are derived from the Six “R” approach and serve as core Framework that will guide Police Services across Canada as they navigate advancing trauma-informed responses throughout their organizations. This framework is intended to be grounded in core principles and responsive to the ever-changing policing environment that will continue to inform the development and adoption of trauma-informed responses. It must be recognized that some aspects of this response model will continually evolve due to changing technology and environmental factors. However, the core principles as presented here will always remain grounded and inform the ongoing growth of best and appropriate practices in trauma-informed response development.

This framework suggests that police services should apply the following approach:



Realize the widespread impact of trauma and the individual and collective responsibility in law enforcement to be trauma-informed and collaborate with justice and community partners on trauma-informed approaches.



Recognize signs, symptoms, and intersectional impacts of trauma on individuals, families, communities, first responders, and others involved in the criminal justice system.



Rethink how police services are delivered and be open to individual and organizational change required to imbed trauma-informed principles in our organizational culture.



Respond by integrating knowledge of trauma into policies, procedures, and practices that reflect the needs of the individuals and communities we serve.



Reduce re-traumatization through adopting a ‘do no more harm’ approach.



Review police policies, procedures, and practices on an ongoing basis to ensure they are responsive to the evolving needs of individuals and communities we serve.

An overview infographic of the principles and framework can be found in Appendix A.



## REALIZE

### Defining Trauma & Trauma-Informed Policing

**Realize:** the widespread impact of trauma and the individual and collective responsibility in law enforcement to be trauma-informed and collaborate with justice and community partners on trauma-informed approaches.

### Defining Trauma

The Canadian Centre on Substance Abuse (CCSA) defines trauma as an experience that “overwhelms an individual’s capacity to cope”.<sup>7</sup> Trauma refers to both a person’s experience of an event and their response to traumatic events. It significantly impacts a person’s sense of personal safety and their ability to regulate emotions, and can often cause feelings of “shame, helplessness and powerlessness”.<sup>8</sup>

Moreover, it is estimated that over half of Canadians have experienced at least one traumatic event over their lifetime, and this is further compounded in populations facing additional adversities such as intergenerational and historical trauma.<sup>9</sup>

Referred to as the Three “E’s,” trauma often has three aspects:

- ❶ **Exposure** to harmful and/or overwhelming events;
- ❷ The **Experience** of these events, and;
- ❸ **Effects** which may be adverse and long-lasting.<sup>10</sup>

Trauma impacts everyone differently. Individual experiences and the effects of trauma vary from person to person. An individual’s response to trauma can be impacted by their environmental context, such as their emotional, social, and physical well-being. Therefore, individuals widely differ in how they experience and express trauma.

There are varying types and causes of trauma. Specifically, the three types of trauma discussed in literature are:

- 1) **Acute:** which results from a single incident.
- 2) **Chronic:** which is repeated, multiple and/or prolonged trauma, such as violence or abuse.
- 3) **Complex:** which is exposure to varied and multiple traumatic events, often of an invasive, interpersonal nature.<sup>11</sup>

It is important to understand and recognize that trauma can develop from a single event or a cumulative result of various events and may occur at any stage of life.

When trauma is experienced in childhood, it is often caused by Adverse Childhood Experiences (ACEs), and include experiences of abuse, neglect, as well as having parents/guardians who experience mental health challenges, addiction, and incarceration.<sup>12-13</sup> Research demonstrates that ACEs can result in “early mortality related to mental health and cardiovascular, pulmonary, and liver disease,” as well as increased substance misuse, risk of offending behaviour,

and victimization.<sup>14</sup> Moreover, studies have demonstrated that male offenders experienced four times more ACEs/traumatic experiences in childhood than non-offending males.<sup>15</sup> This relationship between trauma, victimization and offending will be further discussed in the ‘Recognize’ section under ‘Victim-Offender Overlap’.

Trauma can occur due to experiences at any stage of an individual’s life due to experiences of events such as, but not limited to:

- ❶ Natural disasters.
- ❷ Serious vehicle accidents.
- ❸ Sexual or physical abuse or assault.
- ❹ Unexpected death of loved ones.
- ❺ Warzone/combat exposure.<sup>16</sup>

It is important for police services to **realize** that many individuals who they come in contact with, either as a victim, offender, witness or more, have experienced trauma. To deliver equitable and just policing, Services must understand trauma and how to respond to our communities in a trauma-informed way.

*Trauma experienced in childhood (Adverse Childhood Experiences [ACEs]) can increase risk of future offending behaviour and future victimization.*



## Trauma-Informed Policing

This framework guides police services to embed trauma-informed policies, standards and practices into day-to-day practice and organizational culture. It is a dynamic approach that would help police services be prepared for encountering and managing traumatic situations in an effective and appropriate manner from both a personal and professional perspective.<sup>17</sup>

Trauma-informed police responses should be grounded in the **realization** of the varying effects of trauma on individuals that encounter police services. Police should consider and prioritize not only the physical, but the “psychological and emotional safety” of individuals they encounter.<sup>18</sup> Understanding trauma and its role in victimization and offending behaviour can also help police services better plan for various response and crime prevention approaches, such as joint-response teams and strength-based resilience-focused youth programming.<sup>19</sup>

Although police are often the first line of response when a traumatic event occurs and/or is reported, the responsibility of trauma-informed support cannot solely rest on police. The effects of trauma can be seen across multiple sectors and is the “root cause of many public health and social problems that challenges our society”.<sup>20</sup> It is not isolated to one specific service and requires a multi-sector response to ensure wrap-around support, of which a trauma-informed police response is one element. Police should work collaboratively with agencies in their communities to deliver policing excellence through equitable and just approaches to trauma in communities. A collaborative response to trauma-informed and procedurally just policing ensures that a person’s emotional, mental, and physical health concerns are addressed, while working towards creating a supported experience for all involved in the criminal justice system.

This framework considers six principles to become trauma-informed from SAMHSA’s Trauma and Justice Strategic Initiative. As shown in Figure 3, this framework considers these principles, as well as considerations for police services to **realize** and understand the first steps towards being trauma-informed. These concepts will be further expanded upon throughout the framework document.<sup>21,22</sup>

**Figure 3:** Six Principles to Become a Trauma-Informed Organization

TRAUMA INFORMED PRACTICE PRINCIPLES	DEFINITION	CONSIDERATIONS FOR POLICE SERVICES	OPERATIONAL EXAMPLES
SAFETY	Throughout the organization, everyone should feel physically and psychologically safe.	Flexibility of police response to accommodated subjective aspects of safety.	Consideration of where interviews are conducted, and reporting options – e.g., virtual, off-site, or in-person.
	Physical and interpersonal interactions should promote a sense of safety.	Dynamic and trauma-informed wellness procedures that allow member input.	
	Safety is subjective	Understanding that trauma-informed approaches are required for everyone police meet, not only victims.	
		This is further explored in the Rethink section.	

*“Trauma-informed practice means integrating an understanding of trauma into all levels of care, system engagement, workforce development, agency policy and inter-agency work.”*

- Trauma-Informed Practice Guide for Working with Children, Youth And Families, Ministry of Children and Family Development, Government of British Columbia (2017)

TRAUMA INFORMED PRACTICE PRINCIPLES	DEFINITION	CONSIDERATIONS FOR POLICE SERVICES	OPERATIONAL EXAMPLES
TRUSTWORTHINESS AND TRANSPARENCY	Organizational operations are conducted with transparency with the goal of maintaining trust.	Police services must provide procedurally just responses, policies, and practices both internally and externally to be trauma-informed.	Make sure victims/survivors are advised of each stage of the investigation and any court process – e.g., inform victims of their rights regarding publication bans.
PEER SUPPORT	Supports and mutual self-help from individuals with lived experiences of trauma can establish safety, hope, trust, and support recovery and healing.	Police services must identify subject matter experts within their communities and collaborate with them to deliver trauma-informed services.	Consider collaboration with community partners at the onset of a traumatic occurrence/event – e.g., invite advocates into the interview process.
COLLABORATION AND MUTUALITY	Understanding that everyone within the organization has a role to play in a trauma-informed approach.  Importance placed on leveling of power dynamics.	Police services should deploy a trauma-informed approach from first contact with individuals; this requires trauma-informed responses from all levels of the organization.  Police services should recognize power-dynamics involved in internal ranking structures.  Police services should recognize power-dynamics involved when dealing with members of the public.  Police services should allow input value the voice and choice of all members of the organization.	Provision of trauma-informed training for all members of a Police Service who are front-line, and interacting or likely to interact with an offender, victim, or survivor of trauma, and internally listen to subject matter experts.  Formal feedback-loop with partner agencies.
EMPOWERMENT, VOICE AND CHOICE	Operations understand that trauma impacts people differently and the importance of fostering an environment of empowerment for everyone.  Understand how power differentials impact interactions, and that individuals who have experienced trauma historically have had their voices and choices diminished.	Police services should recognize the historic suppression of an individual voice and choice in any interactions with police (whether internal or external).  Police should recognize the power differentials when encountering individuals who have experienced trauma and must work to be flexible and adapt services based on perceptions of safety for the individual.	Fully informing individuals on the various courses/stages of investigations and respecting their decisions, and/or course of action, while also considering their unique environmental contexts.
CULTURAL, HISTORICAL AND GENDER ISSUES (INTERSECTIONAL CONSIDERATIONS)	Organizations must actively move past cultural stereotypes and biases and offer culturally/gender appropriate responses.  Organizations must incorporate policies, protocols and processes that are culturally appropriate and recognize/address historical trauma.	Police services must recognize their role in systemic racism and colonialism, and how this has oftentimes contributed to trauma of certain groups.  Police services must explore and offer culturally appropriate services, when possible, in collaboration with community subject matter experts.	Collaborate with diverse community partners to explore the possibility of including subject matter experts in the interview process.  Explore education opportunities for members to recognize conscious and unconscious bias and understand cultural differences.



## RECOGNIZE

### Signs & Symptoms of Trauma in a Policing Context

**Recognize:** the signs, symptoms, and intersectional impacts of trauma on individuals, families, communities, first responders, and others involved in the criminal justice system.

A police officer or 9-1-1 call-taker are often the first point of contact for a victim, and it is important to recognize the exposure, experience, and effects of trauma within these first moments, through an understanding of:

Referred to as the Three “E’s,” trauma often has three aspects:

- 🔍 **General Signs and Symptoms of Trauma**  
- *Sexual Assault Signs and Symptoms of Trauma*
- 🔍 **Memory Recall**
- 🔍 **Victim Offender Overlap**
- 🔍 **Intersectionality of Trauma**  
- *Intergenerational/Historical Trauma*

### General Signs and Symptoms of Trauma

It is important to understand that all forms of trauma (acute, chronic, and complex) alter an individual's state of mind and brain chemistry. Trauma can occur at any point of an individual's life, and their environmental context may affect their emotional, social and physical behaviours. Signs and symptoms may or may not be identifiable, and it is important to have a foundational understanding regarding the neurobiology of trauma, as this provides insight on how the human body's response to trauma can vary.

Research has found trauma impacts specific areas of the brain. It creates a disruption in the limbic system of the brain (particularly the hippocampus and amygdala), which is the neural network that mediates emotion, memory, and response.<sup>23</sup> The hippocampus is responsible for memory storage and recall, while the amygdala is the fear-centered emotional processing section of an individual's brain.<sup>24,25</sup> When the amygdala is activated during a traumatic event or experience it impairs the ability of the hippocampus to function and results in a fragmented memory.

This further influences the initial reactions a person may exhibit to a traumatic event. This may include, but is not limited to anxiety, agitation, confusion, dissociation, exhaustion, sadness and/or numbness.<sup>26</sup> When the human-mind identifies a person is in a situation of threat and/or danger, the body initiates an automatic self-protection response through one of four methods, freeze, fight, flight, or fawn (Figure 4). The four methods are different nervous system states a person's body will automatically respond with, based on what it considered the best strategy to retain the individual's safety.

**Figure 4: Neurobiological Responses to Trauma**

RESPONSE TO TRAUMA	DEFINITION	OPERATIONAL EXAMPLES
<b>FREEZE</b>	“In this state, the body stops in its tracks, in order to “play-dead” and to effectively wait for the danger to pass. Body cues for the freeze state include numbness, dissociation, and the feeling of being ‘stuck’ and not being able to move.” <sup>27</sup>	Not moving during the experience or witnessing of a violent assault.
<b>FIGHT</b>	“In this state, the body activates in preparation to fight off the danger. Some of the body cues that signal one is in the fight state include a racing heart, dilated pupils, hearing loss, and quicker, shallower breathing.” <sup>28</sup>	This could be an example of a police traffic stop of a racialized people that is then demonstrating signs of heightened aggression.  An individual is showing signs of aggression including, but not limited to tension of the body, posturing and/or wide eyes.
<b>FLIGHT</b>	“Similar to the fight state, the body will activate in order to run away or avoid danger. Body cues for the flight state are very similar to those for the fight state.” <sup>29</sup>	A victim, offender or witness of a crime will run from a traumatic event and/or occurrence – e.g., avoidance of the scene of the event/occurrence.
<b>FAWN</b>	“In this state, the body will abandon its own needs and the person will serve others to avoid danger. This is often also called the ‘please and appease’ response. The fawn state often involves feelings of shame and guilt.” <sup>30</sup>	A victim complying to an offender's sexual desires and demands during a sexual assault.

*Full list of definitions provided in Appendix B: Definitions*



Special Considerations: Sexual Assault Signs and Symptoms of Trauma

It is vital to recognize that studies have shown additional symptoms of trauma should be considered for occurrences involving a sexual assault.<sup>31</sup> Freeze, fight, flight, and fawn are not necessarily accurate or scientifically sound terms to understand how a person's body and brain respond when being sexually assaulted, because these terms are focused on psychology and not human behaviour.<sup>32</sup> In a situation of stress and trauma, the brain stops working in rational and deliberate processing and will switch into an automatic and involuntary mode (defense circuitry) to launch survival reflexes and habit behaviours, as outlined in Figure 5.<sup>33</sup>

Figure 5: Neurobiological Responses to Sexual Violence

RESPONSE TO SEXUAL ASSAULT TRAUMA	DEFINITION
SURVIVAL MODE	"...can refer to brain functioning in chronically stressful conditions, but also to a temporary state of brain and body in response to being attacked or otherwise in immediate danger." <sup>34</sup>
REFLEXES AND HABITS	"accurately covers the most common behaviours that people actually engage in when they're being attacked, including sexually." <sup>35</sup>
Full list of definitions provided in Appendix B: Definitions	

These instincts are implemented in a fraction of seconds. It has been found to fight or flee while being sexually assaulted is unusual and by failing to recognize this when speaking with sexual assault survivors this may prove to be harmful, because they may be misunderstood, judged and/or blamed for the violence having taken place.<sup>36</sup> The survivor may even place or project this blame upon themselves. They may perceive a sense of failure of behaving in what are perceived to be normal reactions (fight or flight) when they were being assaulted.<sup>37</sup> Studies have further shown the human body has evolved to have an initial instinctive response of freeze, much as animals in the context of a predatory attack will pretend to be immobile when there is a perception that additional attacks from a predator are provoked by movement or immobility will increase chances of a victim escaping, because a predator thinks the prey is dead.<sup>38</sup> This form of response and impacts send disruption in the limbic system of the brain holds significant repercussion on an individual's retention of memory.

Memory Recall

Victims of trauma will experience fragmented and disjointed recall, as explained in this section of the framework. Members need to be aware of this and ensure credibility is not negatively impacted. Research in memory science, has identified there are central and peripheral details in memory, as identified in Figure 6.

Figure 6: Memory Recall Definitions

MEMORY	DEFINITION
CENTRAL DETAILS	"...parts of an experience that get substantial attention and/or significance". <sup>39</sup>
PERIPHERAL DETAILS	"...parts that get little attention and/or significance". <sup>40</sup>

Full list of definitions provided in Appendix B: Definitions

A traumatic experience can result in tunnel vision, and narrow attention which results in some details (especially peripheral) never being encoded into memory. Moreover, peripheral memories may be lost within 24-hours, unless the survivors recall and then re-encode and re-store the memory.<sup>41</sup> Studies have further identified an individual cannot remember everything regarding any experience, and what is recalled will always be subject to what the individual's brain paid attention to and provided emotional significance to at that time of the experience.<sup>42</sup> Memories can improve over time, though these core principles are imperative for policing professionals to understand so they can set realistic expectations and implement a trauma-informed approach.

Victim Offender Overlap

Research strongly suggests a link between trauma and higher risks of both offending behaviour and victimization.<sup>43</sup> Moreover, research also suggests that a relationship exists between victimization and offending. The victim offender overlap is when an offender is also victimized, or a victim also offends. Further, the relationship between victimization and offending does not appear to be dependant on age, race, gender, or nation as the correlates of victimization and offending appear everywhere to be similar.<sup>44</sup>

Figure 7: Factors That Influence Victimization and the Perpetration of Violence

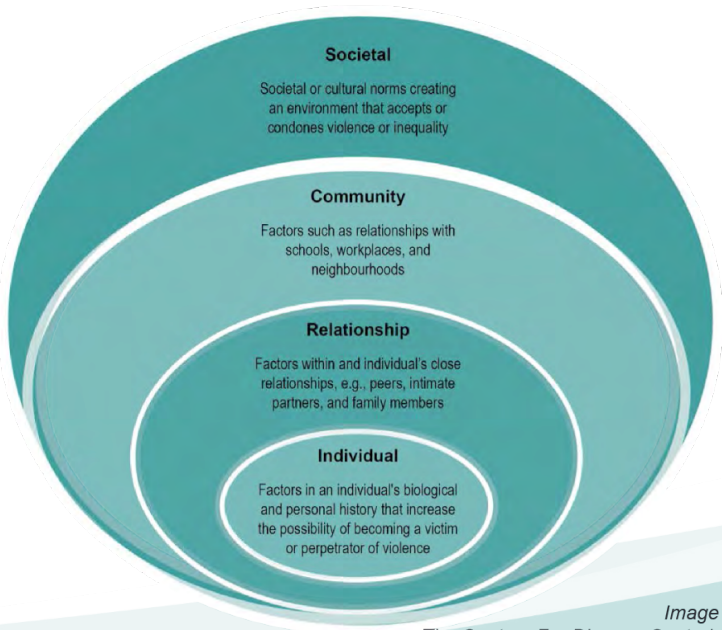


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The challenge with using trauma-informed practices with offenders mainly lies in the views of society. The lack of acceptance of trauma-informed practices for offenders remains a challenge within policing culture. A trauma-informed response that acknowledges the victim-offender overlap recognizes the impact police interactions may have on any person who has experienced trauma, including those who have committed crimes and are arrested by police.

According to research conducted in Canada, 97% of incarcerated women and 95% of incarcerated men experienced violent or sexual victimization, often as children and prior to their first involvement with the criminal justice system as an offender.<sup>45</sup> Further, it is noted that many individuals with offending behavior have a history of adverse childhood experiences (ACEs) and trauma, hence their criminality could be symptomatic of the traumatic injury.<sup>46</sup> Police are the entry point to the criminal justice system and therefore the importance of implementing trauma-informed practices that address not only police involvement with victims, but also offenders cannot be overstated. Better police understanding of ACEs and trauma experienced by offenders will result in greater compassion and transparency. Implementing trauma-informed practices, particularly with offenders, will require a significant shift in police attitudes.

An understanding of the victim-offender overlap is significant to police because it shapes legitimacy of the police, which increases citizen compliance and support for police services even during an interaction with negative outcomes such as arrest or use of force.<sup>47</sup> Police should treat all citizens, not only those who have experienced trauma, using the pillars of procedural justice. This includes treating everyone with respect and dignity, as well as ensuring citizens feel heard and are given a voice during interactions with police. This framework provides best practices for police when interacting with victims, however research on the victim-offender overlap demonstrates that police should be doing the same in their interactions with offenders as well. It is imperative to recognize the signs and symptoms of trauma in all individuals police interact with as this allows grounding for trauma-informed police responses to realize, understand and acknowledge the varying effects of trauma on individuals that encounter police services.

Intersectionality of Trauma

It is important for police services to understand and acknowledge the intersectional impacts on an individual's experience of trauma. Intersectionality refers to how societal inequalities and discrimination through the overlap of multiple elements of an individual's social identity.<sup>48</sup> For example, the intersections of identifying both as Indigenous, and as a woman. Indigenous women can have unique intersectional experiences, especially of trauma, compared to women from other races and cultures. This is amplified when reviewing matters that involve trauma. The effects of trauma continually accumulate over time, and different forms of oppression interact, amplify, and shape an individual's sense of well-being, health, and resilience.<sup>49</sup>

Intersectionality is comprised of three foundation elements, social identities, systems of oppression and the ways in which both aspects intersect, shown in Figure 8.<sup>50</sup>

Figure 8: Building Blocks of Intersectionality

BASIC BUILDING BLOCKS OF INTERSECTIONALITY	DEFINITION
SOCIAL IDENTITIES	The groups or communities an individual belongs to, (e.g., race/ethnicity, gender, sexual orientation) which are multi-dimensional as a person will often belong to multiple groups or communities at once. <sup>51</sup>
SYSTEMS OF OPPRESSION	Structures and/or forces that are built around what are considered societal norms by dominant societal group(s) and operate in a manner that creates inequalities and reinforce exclusion (e.g., colonialism, heterosexism, ableism, gender inequality). <sup>52</sup>
SOCIAL IDENTITIES AND SYSTEMS OF OPPRESSION	Social identities and systems of oppression intersect and interact with one another, which shape the way an individual experiences and perceives society and themselves, (e.g., a person can be a black elderly woman, and therefore may be faced with racism, sexism, and agism in daily life). <sup>53</sup>

Full list of definitions provided in Appendix B: Definitions

Intergenerational/Historical Trauma

A trauma-informed approach recognizes how trauma can be experienced differently by diverse and/or vulnerable populations. Trauma-informed service delivery must be done in a way that is sensitive to the traditional, cultural, and spiritual needs of all individuals. Police services need to understand both the colonial, historical, and current reasons for strained relationships between Indigenous, Black and Racialized Peoples and the police, and how that impacts interactions with these groups. The 'Building Blocks of Intersectionality' (Figure 9) offers an introduction into the complexity of intersectionality, and this is further amplified by applying a lens of awareness regarding intergenerational trauma, also referred to as transgenerational and/or historical trauma. This impacts not only an individual but an entire community or multiple groups at once. Intergenerational trauma is defined as a reference, "to collective complex traumas inflicted on people who share a specific identity or affiliation," and includes past, present as well as future events.<sup>54</sup>

In the Canadian policing landscape, intergenerational trauma is specifically pertinent to understand when engaging with various groups. The following are examples within the current Canadian context, including Indigenous, Black and Two-Spirit, Lesbian, Gay, Bisexual, Trans and Queer Identified (2SLGBTQ+) populations, however this is not an exhaustive list.

## Indigenous Population

The Canadian residential school system has resulted in multi-generational trauma to Indigenous individuals and families. Spanning a period of many years residential school systems were designed to assimilate Indigenous Peoples into the dominant society and eroded all aspects of well-being through disruption of Indigenous structure, cultural identity, quality of family life.<sup>55</sup> This has resulted in intergenerational impacts on the health and well-being of Indigenous people, family, culture, and communities. Furthermore, the traumatic impacts of these actions have been felt by those who directly experienced them and have been transmitted through social and psychological process to subsequent generations.<sup>56</sup> The experience of victimization over the life course is often an unfortunate reality, especially for Indigenous women. Indigenous women, girls, young women, and lesbian and bisexual women are more at risk of experiencing violence and the trauma that is associated with it.<sup>57</sup>

This trauma, specifically using the lens of the victim-offender overlap, can be seen systemically through the overrepresented of Indigenous Peoples in Canada's criminal justice system as both victims and as people accused or convicted of crime. In 2020-21, Indigenous Peoples represented 32% of those in federal prisons, but only accounted for 5% of the general population. Indigenous youth are overrepresented in custody and community supervision, making up 48% of custody admissions and 39% of community admissions in reporting jurisdictions. Indigenous women made up a greater proportion of custody admissions than their male counterparts, accounting for 42% of the women admitted to custody.<sup>58</sup> A trauma-informed response recognizes that the over incarceration of Indigenous, Black, racialized, and marginalized people is a high indicator of trauma experiences in offenders belonging to these groups, particularly in Indigenous women.

***Police services must recognize their involvement in intergenerational trauma of Indigenous Peoples; as the enforcers of the Indian Act, police were often involved in removing children from their communities.***

## Black Population

There has been a historic disadvantage experienced by Black populations. The Black community has been subject to, "trauma through enslavement, oppression, colonialism, racism, and segregation".<sup>59</sup> The direct effects of slavery and dismantling of Black culture has resulted in Black individuals continuing to endure traumatic injury through oppression, racism, and inequity, perpetuated by society, which has spanned across multiple generations.<sup>60</sup>

In 2022, Statistics Canada released a report on Black and Indigenous population perspectives and experiences with police and the justice system. It was found one in five Black individuals have little or no confidence in police, and one in three individuals indicated police were performing poorly in at least one aspect of their job.<sup>61</sup> It is important to recognize and understand a Black individual's concerns and/or actions may be compounded by the impact of historical, race-based, and intergenerational trauma.<sup>62</sup>

Emerging research surrounding the impact of racial trauma, also known as race-based traumatic stress, stress the significance of understanding racial discrimination as a psychological trauma.<sup>63</sup> The experience of racial trauma is an additional layer to consider when policing communities of colour, particularly how trauma may impact police-citizen interactions.

## Two-Spirit, Lesbian, Gay, Bisexual, Trans and Queer Identified (2SLGBTQ+) Population

In 2018 Statistics Canada conducted a Survey of Safety in Public and Private Spaces (SSPPS) and identified individuals of a sexual minority are almost three times more likely to report they had been physically or sexually assaulted than heterosexual Canadians.<sup>64</sup>

According to the Canadian Mental Health Association (CMHA), those who identify as 2SLGBTQ+ face higher risks for some mental health issues due to impacts of discrimination and stigma across their life and are targets of hate crimes, harassment, physical assault, and sexual violence.<sup>65</sup>

Having the ability to identify the exposure, experience, and effects of trauma at the first point of contact with a victim of crime is integral to ensure appropriate police response. Police Services need to be innovators and recognize the application of a trauma-informed approach, strengthens the four building blocks of police legitimacy, those being: lawfulness, effectiveness, distributive justice (fair decision making), and procedural justice. Moreover, this ensures Police Services apply the four pillars of procedural justice by including an individual's voice/participations, identification and understanding of trustworthy motives, respect/dignity, and impartiality.

***Transgender people are almost four times more likely to experience police violence than cisgender people — people whose gender identity corresponds with their birth sex.***

- University of California,  
Williams Institute  
School of Law





## RETHINK

### Flexibility and Adaptability in Trauma-Informed Police Responses

**Rethink:** how police services are delivered and be open to individual and organizational change required to imbed trauma-informed principles in our organizational culture.

Every point of contact has a teachable moment from which victims, survivors, offenders, public and police service members can learn and evolve. Police Services need to be innovators and **rethink** how to perform duties in a trauma-informed way. This can often require a large organizational and cultural shift from traditional policing methods and ways of doing business to a flexible, dynamic, and proactive approach. Traditional policing practices often solely focus on reactive incident response and investigation. Reactive only responses limit Police Services from becoming active public safety agents in their local communities. Modern policing demands more from Police Services than incident response. Police Services should embrace the opportunity for dynamic growth with a victim focused approach offering wrap-around supports.

As stated previously, Police Services need to be innovators and rethink how to perform duties through proactive means. This is where Services act on their own initiative to develop information about crime to create and implement strategies for its suppressions.<sup>66</sup> One example of this is through an officer responding to a civil dispute by mediating between parties or applying informal action, versus reactively detaining all involved. This form of flexible and adaptable response can be embedded into a Police Service through organizational and operational restructuring; however, it can also be organically adopted into a Service's organizational culture through training and education.

The performance of duties in a trauma-informed manner needs to be embedded within Police Service specific training programs, strategic business plans, equity, diversity, and inclusion (EDI) specific initiatives, communication strategies and the organizational culture. Application of a trauma-informed lens is an advancement that ensures police services implement an informed victim-centred approach at every opportunity.

**Victim-Centred Approach is a way of engaging with victims that prioritizes listening, avoids re-traumatization, and systematically focuses on their safety, rights, well-being, expressed needs and choices.**

*A victim-centred approach. UNHCR. (n.d.). <https://www.unhcr.org/what-we-do/how-we-work/tackling-sexual-exploitation-abuse-and-harassment/victim-centred-approach>*

It is crucial to understand and acknowledge that trauma and an individual's sense of safety are both objective and subjective, as outlined below:

- **Objective:** elements of a traumatic event that are tangible.<sup>67</sup>
- **Subjective:** meaning characteristics, and perceptions of traumatic experiences are intangible and will be internally processed by a victim of trauma.<sup>68</sup>

Officers must recognize the importance and impact of their role when interacting with a victim of crime and be adaptable to a victim's needs to ensure minimal risk of re-traumatization. In daily lives, information is received through seven senses (awareness, balance and movement, hearing, sight, smell, taste, and touch), however these are affected through trauma and impacts behaviour.<sup>69</sup> To successfully implement and maintain a trauma-informed approach, officers need to be aware of these effects and be adaptable in their approach to address a victim or witness of crime. Considerations may include using a soft interview room, exploring crime prevention through environment design (CPTED) options, or meeting an individual in an environment they specify and feel greatest comfort within.

A trauma-informed victim-centered response cannot be completed solely by a Police Service alone. Every community is uniquely different, and Police Services must acknowledge and understand the demographics they serve, as well as the supports locally accessible within their jurisdiction. This is paired with considerations on individual quality of life (well-being), which, "refers to the wealth and comfort of individuals, communities and society based on both material and non-material factors that are important to people's lives, such as health and social connections," as shown in Figure 7.<sup>70</sup>

Police Services must evaluate and re-think to whom and how they are reaching out as a Service for additional supports. This is an approach that requires collaboration with local community partners and subject matter experts to ensure a victim can receive wholesome and timely wrap-around support.

**"...a team of professionals (e.g. educators, mental health workers) and key figures in a person's life (e.g. family, community members, etc.) create, implement and monitor a plan of support."**

*Wrap-around delivery and other team-based models. Wrap-around Delivery and Other Team-based Models | The Homeless Hub. (n.d.). <https://www.homelesshub.ca/solutions/systems-approach-homelessness/wrap-around-delivery-and-other-team-based-models>*

Figure 9: Canada's Quality of Life Framework



*Image sourced from - Statistics Canada Quality of Life Framework*



## RESPOND

### Implementing a Trauma-Informed Approach/Response

**Respond:** by integrating knowledge of trauma into policies, procedures, and practices that reflect the individuals and communities we serve.

Trauma-informed policies are built upon a foundational understanding of the impact of trauma on people's lives, health, and behaviours.<sup>71</sup> The complexities of serious traumatic events and their impact on persons encountering police must always warrant full and thorough trauma-informed responsiveness by Police Services in Canada. By integrating understandings of trauma into all elements of policy and practice, a trauma-informed approach prioritizes emotional and physical safety with common police practices, interventions, and responses. Trauma-informed responses move beyond sexual assault investigation and victim/survivor focuses as discussed in past frameworks. A true trauma-informed police response means that all individuals, victims, offenders and beyond, are dealt with using this approach. As mentioned above, the prevalence of Adverse Childhood Experiences (ACEs) and research surrounding the victim-offender overlap demonstrate that trauma is prevalent in many individuals who come into contact with police.

Figure 10 further examines the roles and some of the responsibilities of Police Service roles through the lens of a trauma-informed response.

**Figure 10:** Roles and Responsibilities of Police Service Roles

ROLE	RESPONSIBILITIES
DISPATCH / CALL TAKERS	<ul style="list-style-type: none"> <li>• Understanding of the neurobiology of trauma reactions including memory and behaviour during traumatic incidents.</li> <li>• Appropriate questions and information gathering.</li> <li>• Initial facts and immediate safety of the individual.</li> <li>• Vital information to gather for responding officer(s).</li> <li>• Supportive response.</li> <li>• Explain to the individual, steps regarding evidence preservation (if applicable).</li> <li>• Communicating with individuals.</li> <li>• Identifying, and addressing any language or communication barriers.</li> </ul>

ROLE	RESPONSIBILITIES
RESPONDING OFFICER DUTIES	<ul style="list-style-type: none"> <li>• Emergency/initial response.</li> <li>• Assisting the victim and victim interactions using a trauma-informed approach to investigative interviewing.</li> <li>• Determining the resources needed and request assistance.</li> <li>• Evidence collection and crime scene processing (i.e., DNA considerations, document the appearances of the suspect and victim including any visible injuries, medical assistance for signs/symptoms of strangulation, forensic medical examination procedures etc.).</li> <li>• Documentation using a trauma-informed report writing guidelines, sample provided in Appendix C: Additional Report Writing Guidelines.</li> <li>• Clearly explain the reporting process including the roles of the first responder, investigator, and anyone else with whom the victim will likely interact.</li> <li>• Identifying potential witnesses, securing perishable data (i.e., camera footage, data messaging etc.).</li> </ul>
SUPERVISOR DUTIES	<ul style="list-style-type: none"> <li>• Assisting officers.</li> <li>• Report review for accuracy, consistency, and trauma-informed response and approval measured in comparison to the trauma-informed report writing advice as found in this framework.</li> <li>• Officer mentoring and accountability.</li> <li>• Conduct after action reviews and sexual assault audits to ensure officers and investigators are conducting comprehensive, victim-centred, perpetrator-focused, trauma-informed investigations.</li> </ul>
INVESTIGATIONS: (NOT LIMITED TO)	<ul style="list-style-type: none"> <li>• Evidence Considerations: Chain of custody, drug and alcohol facilitated assault testing, DNA, technology, digital evidence, data collection, evidence considerations of non-stranger and stranger assault, identifying evidence of reoccurring and/or interconnected crimes.</li> <li>• Sexual Assault Medical Forensic Examinations: Role of the investigating officer, role of the forensic / medical examiner, coordination with the forensic examiner, and/or considerations for drug-facilitated sexual assault.</li> <li>• Suspect Forensic Exams: Warrant versus exigent search, protocol for examination, role of the forensic examiner, and/or evidence collection.</li> <li>• Sexual Assault Supports and Resources: Protocols for supported disclosure and follow-up, mental and physical health supports, confidentiality, privacy, transparency, participation in the investigation.</li> </ul>
INTERVIEWS	<ul style="list-style-type: none"> <li>• Preliminary/Initial interview: <ul style="list-style-type: none"> <li>- Victim Interview Protocols.</li> <li>- Initiating the interview.</li> <li>- Impact of trauma and recognition of the impact of trauma on memory and behaviour.</li> <li>- Interview questions and techniques.</li> <li>- Investigative strategies including pace of disclosure.</li> <li>- Victim advocates including the role of the advocate.</li> <li>- Location of interview.</li> </ul> </li> <li>• Recognizing the signs of trauma, including fragmented memory, gaps in memory, or an exhibition of a range of behaviours.</li> <li>• Addressing suspect statements with a victim in an appropriate and trauma-informed manner including suspect denial, consent issues, delayed reporting etc.</li> <li>• Address recantation interview procedures.</li> <li>• Safety planning with the victim.</li> <li>• Resources and follow-up.</li> <li>• Psychological and medical safety needs.</li> <li>• Follow up interviews.</li> </ul>

## Trauma-Informed Considerations for Police Member Wellness

Police services must recognize the experience of a traumatic event impacts all people involved, whether directly or indirectly, including its own members. A trauma-informed police service should be linked to, or integrated with trauma-specific human services and practitioners that incorporate their knowledge of trauma and its impacts into their support and intervention systems.

Policing in general creates an unavoidable context with risk factors that can increase the likelihood of members experiencing secondary trauma. Police services can lessen the impact of the risk factors associated with working in trauma-informed organizations by:

- ① supervising exposure to investigations with trauma-related issues,
- ① supporting ongoing member training,
- ① providing access to peer and professional supports, and;
- ① offering an empowering work environment in which members share in the responsibility of wellness and can offer input into wellness program policies that affect their life and well-being.

Providing members with the resources to help them build resilience and prevent feeling overwhelmed should be a high priority for the police service with a focus on:

- ① Member Supports and Protective Factors
- ① Recognizing Secondary Traumatization
- ① Strategies for Preventing Secondary Traumatization
- ① Trauma-Informed Policy

## Member Supports and Protective Factors

Police Services can support members by incorporating a trauma-informed lens for their own members by providing trauma exposure education to enhance positive personal coping styles, find meaning in their work, and reduce trauma-related stress reactions. Services should support member well-being by providing wellness opportunities, peer, and professional supports.

## Recognizing Secondary Traumatization

Some member behaviours or work performance may be outward signs of secondary traumatization, and they should be viewed through a trauma-informed lens. It is imperative that supervisors provide a non-judgmental, safe context in which members can discuss these feelings and behaviours without fear of reprisal or reprimand. Leadership should work collaboratively with members to help them understand their own trauma reactions and cooperatively engage them in work performance and established support programs to assist member wellness.

## Strategies for Preventing Secondary Traumatization

The key to prevention of secondary traumatization in a trauma-informed Police Service is to reduce risk and enhance protective factors. SAMHSA (2014) notes that organizational strategies to prevent secondary traumatization include:

- ① Accept/Recognize secondary trauma stress as a risk factor for all employees, throughout all levels of the Police Service to help members feel safe and respected, enhancing the likelihood that they will talk openly about their experiences and the impact.
- ① Increase the availability of opportunities for supportive professional relationships.
- ① Implement policies and practices that allow supervisors to recognize trauma-related exposures and the risk for secondary traumatization. Supervisors should be experienced and trained in trauma-informed and trauma-specific symptoms and provide a competence-based model of regular supervision that is not solely focused on work performance but also promotes personal development and mitigation of harm.<sup>72</sup>

## Policy Development

Organizational process and policy must consider a trauma-informed approach through the policies it implements. According to the Government of Canada Public Health Agency (2018), policies establish the rules that govern an organization, and should be based on the following key policy and practice principles:

- ① Understand trauma and violence, and their impacts on peoples' lives and behaviours.
- ① Create emotionally and physically safe environments.
- ① Foster opportunities for choice, collaboration, and connection.
- ① Provide a strengths-based and capacity-building approach to support internal members and community members with coping and resilience.<sup>73</sup>

Further, SAMSHA notes organizational policies, procedures, and cross-agency protocols (including working with community-based agencies), establish, and reflect a trauma-informed approach, which should be embedded into an organization.

Strategies for developing a trauma-informed policy are further explored in Figure 11.



Figure 11: Strategies for Developing a Trauma-Informed Policy

TRAUMA-INFORMED PRACTICE GUIDELINES	DEFINITION	ORGANIZATIONAL STRATEGIES	STRATEGY EXAMPLES
SAFETY	Physical and interpersonal interactions must promote a sense of safety.	Provide a safe service environment, including intake procedures, physical spaces allowing for consideration of safety and confidentiality, interview spaces and alternative options for in-person contact.	Allow for safe and supportive disclosure through location flexibility, by offering offsite locations in partnership with community services.
	All persons must feel physically and psychologically safe both internally and externally.  Understanding the impact of lived experiences and seeks to reduce the impact of traumatic experiences and reduce barriers to engagement.	Recognizing and minimizing barriers to reporting and engagement; physical, psychological, and social barriers.  Create and maintain a work environment that is both physically and psychologically safe and provides support for confidential mental health services consultation.  Police Services must adopt a “do no more harm” or harm prevention mindset and ensure that it allows victims/survivors to feel physically and psychologically safe, heard, supported, and believed/understood.	Provide access/ referrals to confidential mental health services to ensure the environment is psychologically safe for everyone.
TRUSTWORTHINESS AND TRANSPARENCY	Organizational operations are conducted with transparency with the goal of maintaining trust with all persons.	Incorporating best practices for trauma-informed interactions, interviews and report writing standards.	Ensure tenants of procedural justice are present in all interactions with individuals.
		A coordinated, multi-level organizational response to foster trusting relationships and mitigate harm to individuals.  Investigation policies speak to ethical transparency, are thorough, unbiased, and seek to reduce traumatic impacts.  Policy development should include providing individuals with realistic expectations of the breadth, depth, speed, and pace of the investigation.	Importance of building relationships and rapport with individuals and service providers to build trust.  Develop opportunities for collaborative review of investigative practices ( e.g., Sexual Violence Review Tables; Peer review Tables).
PEER SUPPORT	Support and mutual self-help from individuals with lived experiences of trauma can establish safety, hope, trust, and support recovery and healing.		Develop policy and provide comprehensive trauma-informed training for liaison officers.
		Provide support for individuals at risk of vicarious trauma and facilitate their wellness through collaborative approaches, including but not limited to: <ul style="list-style-type: none"><li>- peer support initiatives</li><li>- supervisor check-ins</li><li>- documentation of exposure to traumatic events</li><li>- psychiatric care programs</li></ul> Trained subject matter experts, ensure the strongest supports and services are provided in a timely manner to individuals exposed to a crime and/or traumatic incidents.	Establish internal trauma-informed specialist teams as part of a trauma-informed management response; including response to critical and mass casualty incidents. (e.g., Victim liaison teams).  Embed trauma-informed training programs within the organization.  Develop trauma-informed response specialist programs through, crisis intervention, assessment, and/or referrals to appropriate community resources justice partners.

TRAUMA-INFORMED PRACTICE GUIDELINES	DEFINITION	ORGANIZATIONAL STRATEGIES	STRATEGY EXAMPLES
COLLABORATION AND MUTUALITY	Understand that everyone within the organization has a role to play in a trauma-informed approach.  A co-ordinated response is essential to facilitate the development of a network of inter-agency service providers, provide a mechanism for sharing information and expertise, and to provide individuals with trauma-informed supports.	Recognize that community collaboration is the process that makes it possible to reach a goal that cannot be achieved by one person or agency alone.  Community partners work together by sharing expertise, resources, and responsibility for achieving the goal.  Identifying community issues, sharing respective subject matter expertise, fostering programming with a collaborative goal of willing to learn from one another, share risks, and take on challenges.  Receive community input on practices, policies and service environments considering populations and cultures.  Recognizing the important role of trauma-informed subject matter experts and removing barriers to their involvement.  Provide for internal stakeholders to have a voice in developing responses to member wellness.	Build relationships, partnerships, and collaborate with organizational members, relevant educational and social service organizations, and key external stakeholders in the development of strategies and practices.  Create a system with service providers to avoid overlap or gaps and increase access for high need persons in the community.  Look at setting up formal feedback mechanisms for collaboration. These work best if they are community led and police supported.  Consider opportunities for police to co-locate with social service providers to provide a comprehensive and seamless approach to the community.
EMPOWERMENT, VOICE, AND CHOICE	Understand that trauma impacts people differently and the importance of fostering an environment of empowerment for all persons.  Understand how power differentials impact interactions, and that individuals who have experienced trauma historically have had their voices and choices diminished.	Provide flexibility in service delivery preferences and consider choices collaboratively.  Incorporate non-judgmental communication language and responses, active listening to privilege the persons' voice and choices and implicit bias awareness and overcoming bias strategies in training curricula.  Recognize the importance placed on leveling of power dynamics and differences as well as and amongst organizational staff.	Provide opportunities for choice and control over the pace of disclosure and process of involvement in the criminal justice system.  Respect the decision to “not report” or wish that “criminal charges not be pursued.
CULTURAL, HISTORICAL AND GENDER ISSUES (INTERSECTIONAL CONSIDERATIONS)	Organizations must actively move past stereotypes and biases and offer culturally/ gender appropriate responses.  Organizations should incorporate policies, protocols and processes that are culturally appropriate and recognize/address historical trauma.	Acknowledge the effects of historical and current contact conditions.  Support an organizational culture of, and train staff in, emotional competency and empathy, cultural intelligence, and social learning during all contact with all persons.  Cultural knowledge must be respected and reflected in the development of policy and practice specific to Indigenous persons.  Provide equal investigative integrity and incorporate, advocate, and strive to meet the needs of the unique experiences and diversity among people, recognizing how culture, community and history can impact an individual.	Education programming on the historical trauma impacting local and all Indigenous community members.  Develop partnerships with agencies in your community that can assist in providing a culturally relevant response; examples include but are not limited to Newcomer and/or LGBTQ2S+ specific organizations.



## Trauma-Informed Interviewing

Police officers often interact with individuals who have experienced trauma. It is crucial to approach these interactions with sensitivity, understanding, and empathy. Past literature has focused on the importance of trauma-informed interviewing in the context of sexual violence.<sup>74</sup> While still extremely important and relevant, the scope of this framework aims to build upon past work to create trauma-informed interview tools that can be applied in a all contexts. Trauma-informed interviewing should be used with all individuals subject to a police interview. This challenges traditional thinking, particularly with the offender context. However, to truly be trauma-informed Police Service and deliver trauma-informed responses to community, Police Services must consider the pervasiveness of trauma amongst all individuals they deal with.

The following interview guideline (Figure 12) has been adapted from the Canadian Framework for Collaborative Police Response on Sexual Violence to provide a more general guide that applies to victims, offenders and any other individuals who may be subject to an interview by police.

Figure 12: Trauma-Informed Guideline

AREA OF FOCUS	CONSIDERATIONS
UNDERSTANDING TRAUMA	<ul style="list-style-type: none"> <li>Recognize that trauma is subjective, and its impact varies from person to person.</li> <li>Familiarize yourself with common trauma reactions, such as hyperarousal and dissociation.</li> </ul>
BUILDING TRUST	<ul style="list-style-type: none"> <li>Create a safe and non-threatening environment for the interview.</li> <li>Clearly explain the interview process, its purpose, and the individual's rights.</li> <li>Use active listening and empathetic communication to build trust.</li> </ul>
AVOIDING RE-TRAUMATIZATION	<ul style="list-style-type: none"> <li>Be mindful of the language used and avoid judgmental questions.</li> <li>Allow the individual to share their experience in their own words, without interruption.</li> <li>Be patient and understanding, even if the individual's recollection is fragmented or emotional.</li> </ul>
RESPECT FOR AUTONOMY	<ul style="list-style-type: none"> <li>Recognize that the individual has the right to make choices about their participation in the interview.</li> <li>Avoid retraumatizing techniques, such as pressure or coercion, and respect their decisions.</li> </ul>
EMOTIONAL REGULATION	<ul style="list-style-type: none"> <li>Be aware of your own emotions, bias, and reactions during the interview.</li> <li>Maintain a calm and composed demeanour.</li> </ul>
TRAUMA-INFORMED QUESTIONING	<ul style="list-style-type: none"> <li>Ask open-ended, non-leading questions to allow the individual to share their experiences.</li> <li>Use neutral language and avoid making assumptions.</li> <li>Respect the individual's boundaries and pacing during the interview.</li> </ul>
EMPATHY AND VALIDATION	<ul style="list-style-type: none"> <li>Express empathy and understanding by acknowledging the individual's feelings and experiences.</li> <li>Validate their emotions and reactions without judgment.</li> </ul>
CULTURAL SENSITIVITY	<ul style="list-style-type: none"> <li>Consider cultural differences and how they may impact the individual's experience.</li> <li>Respect cultural practices and beliefs during the interview.</li> </ul>
MULTIDISCIPLINARY COLLABORATION	<ul style="list-style-type: none"> <li>Collaborate with professionals, such as social workers or mental health experts, when necessary.</li> <li>Understand the resources available to support individuals and provide appropriate referrals.</li> </ul>

A trauma-informed approach to interviewing individuals is essential in ensuring that their needs are met. Police must be mindful that each situation is unique, and flexibility in approach is crucial to effectively address the needs of individuals who have experienced trauma.

The International Association of Chiefs of Police (IACP) released a quick reference guide to trauma-informed interviewing in cases of sexual violence. Below (Figure 13) is an adapted quick reference trauma-informed interview guide aimed at all contexts beyond sexual assault that is applicable to victims and offenders; please note not all question will be applicable in every situation.

Figure 13: Quick Reference Interview Guide

❌ QUESTIONS TO AVOID	✅ OPTIONAL QUESTIONS
"Why did you" or "why didn't you"	When (specific event happened), what were your feelings and thoughts? Are you able to tell me more about what happened when...?
"Start at the beginning and tell me what happened"	Where would you like to start? Or "Would you tell me what you are able to remember about your experience?"
"How long did the incident last last?" (for crimes of violence) And Other questions asking for a chronological account.	"What are you able to tell me about what was happening before/during/after the incident?"  "Sometimes we can get valuable evidence from the clothes you were wearing, even if you have put them through the laundry. We would like to collect the clothes your were wearing at the time of the incident as evidence. Can we pick up those items at a time and place that is convenient for you?"  This is an important question for sexual assault victims but can also be relevant for victims of violent crimes as well.
What were you wearing?	Can you describe what you were thinking when you went with the suspect? Or when the suspect approached you? Did the suspects behaviour change after you went with them? How did this make you feel?
Why did you go with the suspect?	What are you able to tell me about what brought you to the location, at this time of day/night?
Why were you out at this time and at this location?	Are you able to describe what was happening, while you were in .... (the room, the car, the house etc.)?
Why didn't you leave?	What were your thoughts and/or feelings, while you were in .... (the room, the car, the house etc.)?
Did you say no?	What are you able to recall doing or saying during the incident? How did the suspect react to your words or actions? Do you remember how that made you feel?
Did you fight back?	What did you feel like during the incident? What was going on in your mind when you realized you were in danger?
Why didn't you report right away?	Did anything in particular cause you to come tell us about this incident today? Was there someone you trusted to tell about the incident after it occurred? When you told them, what were you thinking and/or feeling? What were you feeling – physically and/or emotionally – after the incident?
Did anyone see this happen?	Can you tell me about any people or witnesses who might have seen you and the suspect together who might have seen the incident? Can you tell me about any people or witnesses who might have seen you after the incident? Can you share information with me on any friends/ colleagues / peers that might have noticed a change in your physical appearance or behaviour after the incident?
Do you know the suspect?	Have you interacted with this individual before?

Scan the QR Code to download and print Figure 13



## Trauma-Informed Report Writing

This framework guides Police Services to embed trauma-informed policies, standards and practices that would help police officers be prepared for and manage traumatic situations in an effective and appropriate manner from both a personal and professional perspective.<sup>75</sup> Police Services should adapt procedures on report writing and documentation that are bias free, trauma-informed and consistent, not only in policy, but in practice. As part of an overall trauma-informed response, interviews, follow-up, and documentation procedures should seek to reduce and understand the police impact and adopt a, 'do no more harm' perspective.

Throughout Canada, investigations involving traumatic incidents are captured according to inconsistent criteria using varied terminology and language which can result in confusion and miscommunication amongst criminal justice partners. The goal in addressing report writing is to establish consistent, impartial, trauma-informed response as part of a comprehensive response to all persons whether they be victim/survivors, witnesses, or offenders. Report writing needs to exemplify impartiality and ensure myths and misunderstandings are not created at the process level using language. These myths, biases, assumptions, and false expectations can impact intake, priority screening, and investigations and could interfere with how statements and evidence about experiences is understood. This affects how legal partners in the criminal justice system assess a person's credibility that can impact procedural fairness and contribute to a traumatic experience. Procedural fairness concerns the rights of individuals affected by a decision to participate in that decision making process. These procedural rights include the right to be heard and right to be judged impartially.<sup>76</sup> Occurrence reports must be written without creating assumptions and include a detailed narrative and detailed descriptions of observations without the use of language that could imply judgement or impact investigation integrity.

### Advice on Trauma-informed Report Writing

- 1 Develop a trauma-informed policy that includes a format/template and specific trauma-informed language for reports and use it consistently across all policies, not just for crimes of violence against persons.
- 2 Develop standard language for commonly misinterpreted words (i.e.: alleges) and use it consistently.
- 3 Ask your member to think about who will read their reports and how that impacts what decisions will be made.
- 4 Communication is vital to an effective change management strategy and the use of tools that measure if communications about policy have made impactful change, such as tracking word use and language in occurrence reports, can measure if reporting officers are using appropriate language and reporting guides.

### Initial Reports Should:

- 1 Summarize all evidence and context discovered during the investigation using words that describe facts; the report is the only place where all of the evidence can be summarized and placed in the entire context of the police report as it unfolded over time.
- 2 Recreate the reality of the incident from the individual's perspective.
- 3 Use of direct quotes from the individual.
- 4 Record known or stated historical trauma.
- 5 Using a trauma-informed lens, record observations of what could be described as trauma-related behaviours, including but not limited to:
  - Being easily startled or frightened.
  - Hypervigilance.
  - Hyper arousal and sleep disturbances.
  - Intrusive thoughts.
  - Irritability, angry outbursts, or aggressive behaviour.
  - Overwhelming guilt or shame.
  - Trouble concentrating.<sup>77</sup>
- 6 Document any changes in individual's statements, especially as additional details are recalled following the initial trauma of the event.
- 7 Document factors that may affect the person's perspective and response considering unique factors like specific vulnerabilities including age, culture, abilities, gender(s), language and lived experience (see definition of Vulnerable Populations).

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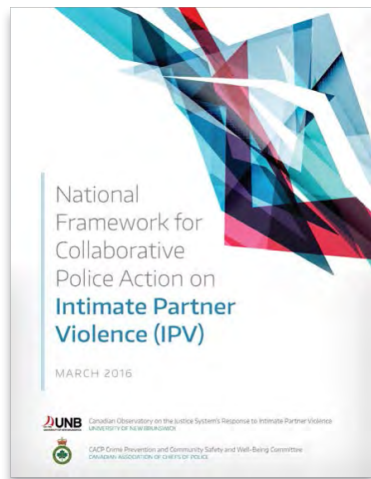




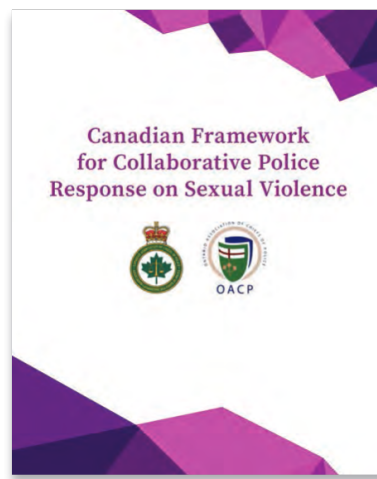
### Special Considerations: Sexual Violence, Intimate Partner Violence, Hate Crime, Bias Motivated Crime, and Gender-Based Investigations

Globally, sexual, intimate, hate and gender-based violence are highly stigmatised crimes and we must ensure violence is not overlooked or trivialised by those who may not always recognise such acts.<sup>78</sup> Reporting may also be influenced by language barriers, issues of trust or confidence in the police, or fear of further victimization or stigma.<sup>79</sup> Several researchers have noted that victims may be reluctant to report bias motivated or hate crimes because of fear of secondary victimization and/or fear of the reaction of the police or other responders.<sup>80</sup> Even members of the public might blame the victim for “bringing the crime upon themselves”.<sup>81</sup>

For further information specific to sexual violence and intimate partner violence, please review the Canadian Framework for Collaborative Police Response on Sexual Violence (2019).<sup>82</sup>



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### Training

Everyone within police services have a role to play in a trauma-informed approach. This includes public-facing and internally facing members. Training is truly the foundation of adapting a trauma-informed service delivery. All members should receive ongoing training that specifically addresses the realities, dynamics and trauma related impacts pertaining to all calls for service and internal member wellness.

Police Services are encouraged to collaborate with recognized experts in the delivery of trauma-informed response training that represents the needs of their community to develop comprehensive protocols to address the needs of varied populations effectively and thoroughly. Police organizations are encouraged to partner with resources in their jurisdiction to create and implement ongoing training development and effective plans to address a commitment to continual learning. Resources could include various shelters, cultural-specific organizations, educational institutions, and more.

Training should also include:

- 1 Adopting a trauma stewardship approach to employee wellness, addressing the impact on employees and volunteers who are exposed to trauma and developing a trauma-informed wellness program. Trauma stewardship recognizes the difficulties that are faced by those who interact with people who experience trauma or face traumatic incidents themselves.
- 2 De-escalation approaches with specific consideration of cultural and intersectional responses to trauma.
- 3 Developing training that includes building responder competencies for appropriate response to trauma behaviours, including vicarious or secondary trauma.
- 4 Ensure training informs members of the diverse range and presentations of trauma.
- 5 Tenets of police legitimacy and procedural justice including: voice, respect, neutrality and trustworthiness.
- 6 Understanding historical trauma and its impacts on peoples' lives and behaviours including generational impacts.
- 7 Understanding a community's range of services and interventions that respond to people's needs and contexts.

Training on trauma-informed approaches to policing should begin prior to deployment. Police provincial training facilities should adopt a trauma-informed lens towards all materials delivered. Moreover, university and college programs geared towards policing, criminology, and law should also consider adding trauma-informed approaches to curricula, including educating students on the impacts and prevalence of trauma within individuals that encounter all aspects of the criminal justice system.

Training and education resources can be found in Appendix D.



## REDUCE

### Do No More Harm' Approach

**Reduce:** Reduce re-traumatization through adopting a 'do no more harm' approach.

Police services must adopt a 'do no more harm' approach to embrace a trauma-informed response. As police services, we are mandated to serve and protect our communities. However, the involvement of the police itself can often illicit and compound experiences of trauma.

The "do no more harm" approach is a crucial paradigm shift in law enforcement. Acknowledging the potential for police involvement to cause or compound trauma is a significant step toward building more empathetic and community-centered policing. Collaborating with individuals who have experienced trauma and engaging community experts can greatly inform policies and practices that aim to minimize harm.

Recognizing the subjective nature of psychological and physical safety is vital. Trauma affects individuals differently, and what might feel safe for one person might be triggering for another. Building this understanding within police services can lead to more tailored responses that prioritize the well-being and safety of everyone involved.

Implementing trauma-informed approaches involves ongoing education, training, and a commitment to empathy and understanding. It's about fostering an environment where officers can recognize signs of trauma, respond appropriately, and actively work toward reducing harm in their interactions with the community.

As mentioned previously, police services must adopt procedurally just principles. Procedural justice in policing is fundamentally tied to the "do no more harm" approach, as it emphasizes fairness, transparency, and respectful treatment in police interactions. By embracing procedural justice principles, law enforcement agencies can inherently align with the goals of minimizing harm. When officers engage with individuals in a manner that prioritizes fairness, listens to their perspectives, and demonstrates unbiased decision-making, it fosters a sense of legitimacy and trust within the community. This approach acknowledges the potential harm caused by the mere presence of police and strives to mitigate it through respectful engagement, active listening, and fair treatment. Ultimately, procedural justice becomes a foundational framework for the "do no more harm" approach, guiding police responses toward actions that protect and respect the well-being of all individuals involved in an incident.

The "do no more harm" approach is about reevaluating the traditional role of law enforcement in various situations and acknowledging that the mere presence of police can sometimes exacerbate trauma or escalate tensions. Listed are some suggested strategies police services can consider adopting this approach:

**1. Assessment and De-escalation:** Prioritize assessing the situation before direct intervention. Understand that the presence of uniformed officers might escalate stress or anxiety for individuals involved. Attempt de-escalation techniques that prioritize dialogue and empathy over authoritative presence.

**2. Trauma-Informed Training:** Equip officers with comprehensive training in trauma-informed practices. This involves recognizing signs of trauma, understanding the impact of trauma on behavior, and learning de-escalation techniques that minimize re-traumatization.

**3. Crisis Intervention Teams (CIT):** Establish specialized teams explicitly trained to handle mental health crises or situations involving individuals who might have experienced trauma. These teams often consist of officers and mental health professionals working collaboratively.

**4. Community Partnerships:** Collaborate with mental health professionals, social workers, and community organizations to create joint response protocols. A diverse team of responders can provide a more holistic approach to complex situations.

**5. Active Listening and Empathy:** Train officers in active listening skills and empathy-building techniques. Sometimes, the most helpful response might involve listening and validating the experiences of those involved rather than immediate action.

**6. Alternative Response Models:** Consider alternative response models for non-violent or non-criminal situations. For instance, sending mental health professionals or social workers instead of police officers in situations where their expertise might be more suitable.

**7. Continuous Evaluation and Learning:** Encourage a culture of constant learning within the police service. Regularly evaluate responses and incidents to understand what worked well and where improvements can be made to reduce harm.

**8. Transparency and Accountability:** Foster transparency within the community by being open about the challenges, successes, and ongoing efforts to adopt a "do no more harm" approach. Establish mechanisms for accountability and feedback from the community.

Embracing a "do no more harm" approach within police services is not just an aspiration; it's an imperative commitment to our communities. This paradigm shift acknowledges the potential trauma caused by police involvement and emphasizes the need for empathy, understanding, and continuous learning within law enforcement. By prioritizing procedural justice, actively seeking collaboration with community experts, and implementing tailored strategies like trauma-informed training, crisis intervention teams, and alternative response models, we can strive to minimize harm and build trust. This isn't a static goal but an ongoing journey of re-evaluation, transparency, and accountability—a journey that aims to redefine policing as a force for healing and safety in our communities.



## REVIEW

### On-Going Evaluation and Reinvigoration of Approach

**Review:** police policies, procedures, and practices on an ongoing basis to ensure they are responsive to the evolving needs of individuals and communities we serve.

When embedding a trauma-informed approach, it is important for police services to measure their starting point, as well as their progress. Evidence-based policing principles not only aim to embed the best available research into police practices, but also advocate for on-going tracking of projects to determine effectiveness. Trauma-informed efforts should be measured and assessed at the organizational, program/policy, and individual level.<sup>83</sup> Police services must be open to critical evaluation of strategies and be willing to adapt when measurements demonstrate ineffectiveness. If a strategy is not working, police services can consult with subject matter experts (community organizations, individuals with lived experience, etc.) to find and test an alternate solution. However, it is impossible to know if an approach is working if there is no tracking and measurement; Figure 14 explores strategies for measurement.

## Strategies for Measurement

**Figure 14:** Strategies for Measurement

LEVEL OF MEASUREMENT	EVALUATION STRATEGIES
ORGANIZATIONAL LEVEL	<ul style="list-style-type: none"> <li>Feedback from community agencies (stakeholder interviews/focus groups).</li> <li>Annual community safety-focused surveys.</li> <li>Station Trauma-Informed CPTED.</li> <li>Scorecard.</li> </ul>
PROGRAM/POLICY LEVEL	<ul style="list-style-type: none"> <li>Key-word searches of policies.</li> <li>Assess community complaints.</li> <li>Quality assurance position to assist with those measurables.</li> <li>Random samples of reports.</li> <li>Embed in current quality assurance processes.</li> </ul>
INDIVIDUAL LEVEL	<ul style="list-style-type: none"> <li>Measure impact of training; baseline knowledge measurement and continuous evaluation; scenario based; pre-post measures.</li> <li>Implementing trauma-informed soft skills through in-service yearly training scenarios; resulting in a yearly assessment of members.</li> </ul>

## TRAUMA-INFORMED POLICE RESPONSE SCORECARD

### Score Card Purpose

To establish an initial organizational evaluation in the Trauma-Informed Police Response, which can be further customized to the needs of any police service and serve as a standardized re-assessment tool.

### Score Card Objective

- Provide insight into the organization's awareness, understanding, integration and implementation of trauma-informed police response.
- Serve as a standardized assessment tool to help Police Services determine and measure awareness, understanding, integration and implementation of trauma-informed police response.

### Score Card Use/How to Use It

Review each of the Score Card areas and each specified goal(s). Assess your organization's level of implementation for each based on the Score Card Legend shown below.

SCORE CARD LEGEND	
COLOUR	MEANING
GREEN	Goal is completely established (e.g., Off-Site Trauma-informed Interview Room) Score Card Points Assigned = 2
YELLOW	Goal is partially established or similar programs/practices in place to address goal. (e.g., Internal Soft-Interview Room) Score Card Points Assigned = 1
RED	Goal is not started, established or non-existent. (e.g., Only a Regular Interview Room) Score Card Points Assigned = 0

Review each of the Score Card areas and each specified goal(s). Assess your organization's level of implementation for each based on the Score Card Legend shown below.

SCORE CARD MEASUREMENT SYSTEM		
SCORE	PERCENTILE	STATUS
20-25	80-100%	The police service is currently applying a trauma-informed police response.
13-19	50-79%	The police service is taking proactive steps and working towards a trauma-informed police response.
12 and below	49% and below	Significant work needs to be done to ensure the police service implements trauma-informed practices.

Please note this tool is intended to serve as an initial starting point and can be further expanded upon as needed for your organization.



Trauma-Informed Police Response - Scorecard				
Area	Goal	Points		
		2	1	0
Training	All members (sworn and relevant civilian) trained on trauma-informed practices.  Examples include: 1. Trauma-informed report writing and interviewing.  2. Non-judgmental communication language and responses, active listening to privilege the persons' voice and choices and implicit bias awareness and overcoming bias strategies.  3. Emotional competency and empathy, cultural intelligence, and social learning.  4. Recognition and understanding of Adverse Childhood Experiences (ACEs).  5. How identity, culture, community, and oppression can affect a person's experience of trauma, access to supports and resources, and opportunities for safety.			
	All members (sworn and relevant civilian) aware of the signs and symptoms of trauma and their different biological presentations			
	Training is annually evaluated and audited to ensure most up-to-date research is included and training is effective.			
	Training developed collaboratively with relevant community partners.			
	All police service members received training and have a strong understanding on police legitimacy and procedural justice.			
	All police service members have a strong understanding of evidence-based policing principles and concepts - including victim-offender overlap concepts.			
	Focus on assessment and de-escalation training, with a strong understanding that police involvement or attendance alone can cause a trauma response.			
Policies / Procedures	All policies and procedures have been reviewed using a trauma-informed lens. • Focus on trauma and issues of safety and confidentiality. • Pervasiveness of trauma in the lives who work and interact with police services.			
	Changes to language and approaches in policies in procedures have been corrected and re-published.			
	Quality assurance plan in place for on-going review of policies and procedures to adapt to new information regarding trauma-informed approaches.			
	All corporate communications and documentation, such as strategic plans, consider trauma-informed practices as a priority.			
	Human resource policies consider the impact of members working who have experienced trauma.			

Area	Goal	Points		
		2	1	0
Reports and Interviewing	All occurrence reports follow the trauma-informed report writing guidelines. 1. Impartial and ensure myths and misunderstandings aren't created.			
	Quality assurance/evaluation process in place with supervisors to ensure compliance.			
	Trauma-informed report writing template created and used by officers.			
	Identify commonly misinterpreted words and develop a standard language to use consistently.			
Partnerships	Create formal feedback loop between police service and local partners to promote on-going evaluation and evolution of trauma-informed practices.			
	Co-location of specialized investigative units with relevant community partners.			
	Co-response teams, such as crisis intervention teams and other alternative response models, in place.			
	Partnerships in place with a diverse range of service providers to ensure culturally relevant care.			
	Involvement in proactive programming in partnership with community agencies to build relationships with vulnerable populations and police in a non-emergency setting.			
Trauma-Informed Practices	Establish streamlined referral systems to ensure all individuals in contact with police have rapid access to wrap-around services.			
	Address aspects of the physical environment that may be re-traumatizing, and work with people on developing strategies to deal with this			
	Access to an off-site, trauma-informed interview room.			
Member Wellness	Adopting a trauma stewardship approach to employee wellness, addressing the impact on employees and volunteers who are exposed to trauma and developing a trauma-informed wellness program.			
	Ensure wellness strategies and programming are trauma-informed and easily accessible for members of your Police Service.			
	Ensure wellness representatives of your Police Service understanding secondary trauma for first responders.			
	Provide support for individuals at risk of vicarious trauma and facilitate their wellness through collaborative approaches.			
SECTION SCORES				
Training				
Policies/Procedures				
Reports and Interviewing				
Partnerships				
Trauma-Informed Practices				
Member Wellness				
FINAL SCORE				

Scan the QR Code to download and print the Score Card!





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## Appendix A: Framework Overview



### CANADIAN FRAMEWORK FOR TRAUMA INFORMED RESPONSE IN POLICING

This framework was developed as a collaborative effort of Police Services from across the Province of Ontario, and Quebec alongside the Royal Canadian Mounted Police. This guides Police Services to embed trauma-informed policies, standards and practices that would help police officers be prepared for and manage traumatic situations in an effective and appropriate manner from both a personal and professional perspective.<sup>1</sup> This framework follows a Six "R" approach, which is adapted for a law enforcement context from the Substance Abuse and Mental Health Administration's (SAMHSA) Four "R'S" Model.<sup>2</sup>



**REALIZE**

Realize the widespread impact of trauma and the individual and collective responsibility in law enforcement to be trauma-informed and collaborate with justice and community partners on trauma-informed approaches.



**RECOGNIZE**

Recognize signs, symptoms, and intersectional impacts of trauma on individuals, families, communities, first responders, and others involved in the criminal justice system.



**RETHINK**

Rethink how police services are delivered and be open to individual and organizational change required to imbed trauma-informed principles in our organizational culture.



**RESPOND**

Respond by integrating knowledge of trauma into policies, procedures, and practices that reflect the needs of the individuals and communities we serve.



**REDUCE**

Reduce re-traumatization through adopting a 'do no more harm' approach.



**REVIEW**

Review police policies, procedures, and practices on an ongoing basis to ensure they are responsive to the evolving needs of individuals and communities we serve.



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**PROCEDURAL JUSTICE<sup>3</sup>**



**NEUTRALITY**  
Decisions are unbiased and guided by transparent reasoning.

**RESPECT**  
All are treated with respect and dignity.

**VOICE**  
All are given a chance to tell their side of the story.

**TRUSTWORTHINESS**  
Decision makers convey trustworthy motives about those impacted by their decisions.

1. Lee, E., Kourgiantsko, T., Lyons, O., & Prescott-Correa, A. (2021). A trauma-informed approach in Canadian mental health policies: a systematic mapping review. *Health Policy*, 125 (7), 899-914.

2. SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach.

3. Procedural justice. Yale Law School. (2019, December 11). <https://law.yale.edu/justice-collaboratory/procedural-justice>

## Appendix B: Definitions

The following is a general list of terms and definitions used throughout this Framework, and for strengthened understanding of a trauma-informed police response.

**2SLGBTQI+:** This acronym represents Two-Spirit, lesbian, gay, bisexual, transgender, queer, intersex, and additional people who identify as part of sexual and gender diverse communities. The “2S” at the front recognizes Two-Spirit people as the first 2SLGBTQI+ communities. The “I” for intersex considers sex characteristics beyond sexual orientation, gender identity and gender expression. The “+” is inclusive of people who identify as part of sexual and gender diverse communities, who use additional terminologies.<sup>84</sup>

**Abuse:** is a behaviour that frightens, isolates, or controls another person. Abuse may be a pattern or a single incident. Abuse includes several forms: physical (including assault and forcible confinement), sexual (including harassment and sexual contact without consent), psychological (including threats and intimidation), financial (including fraud and extortion) and neglect (consisting of the failure to provide the necessities of life) which can cause serious harm.<sup>85</sup>

**Adverse Childhood Experiences (ACEs):** are potentially traumatic or stressful events occurring in the first 18 years of life. The list of commonly recognized ACEs includes emotional, physical, or sexual abuse; emotional or physical neglect; growing up in a household with a parent or caregiver who uses alcohol or substances; has a mental health problem; exposure to intimate partner violence; separation or divorce; and criminal behaviour resulting in incarceration.<sup>86</sup>

**Bias:** there are two types of bias:

*i. **Conscious bias (also known as explicit bias):*** this is the result of conscious thoughts. It occurs when we are aware that we are being biased and doing it intentionally.

*ii. **Unconscious bias (also known as implicit bias):*** is an unfair belief, assumption, or generalization about an individual or group of people based on personal characteristics that occurs without one's knowledge. They are learned stereotypes that are unintentional and deeply ingrained. Unconscious biases are subtle, hidden, because they are activated automatically without being aware of them, and are often incompatible with an individual's conscious values.<sup>87</sup>

**Child Sexual Abuse:** an assault or touching, directly or indirectly, or invitation to touching of a sexual nature which violates the sexual integrity of the child. Authority and power enable the perpetrator, implicitly or directly, to impose sexual acts on the child or coerce the child into sexualized compliance.<sup>88</sup>

**Complex or Repetitive Trauma:** over a period of time an individual has experienced repeated instances of the same, or multiple types of trauma.<sup>89</sup>

**Cultural Safety:** is an approach to working across ethnic and other differences to make systems and organizations responsible to ensure that service environments are safe for everyone—regardless of their expressed or assumed culture. This approach to policy and practice is compatible with, and often an embedded component of, trauma and violence-informed approaches. For example, service providers support cultural safety when they reduce power differences between themselves and clients, stop making assumptions based on people's appearance or presumed ethnicity, avoid actions which demean, disrespect, or disempower clients.<sup>90</sup>

**Cultural Humility:** is a process of self-reflection to understand personal and systemic biases and to develop and maintain respectful processes and relationships based on mutual trust. Cultural humility involves humbly acknowledging oneself as a learner when it comes to understanding another's experience.<sup>91</sup>

**Developmental Trauma:** refers to the complex and pervasive exposure to life-threatening events that:

1. occur through sensitive periods of infant and child development,
2. disrupts interpersonal attachments, compromises an individual's safety and security operations,
3. alters foundational capacities for cognitive, behavioural, and emotional control, and;
4. often contributes to the development of complex Post Traumatic Stress Disorder (PTSD) in adulthood.<sup>92</sup>

**Equity-Seeking Group (equity-denied group, equity-deserving group):** group of people who, because of systemic discrimination, face barriers that prevent them from having the same access to the resources and opportunities that are available to other members of society, and that are necessary for them to attain just outcomes. In Canada, groups generally considered to be equity-denied groups include women, Indigenous people, people with disabilities, people who are part of 2SLGBTQI+ communities, religious minority groups and racialized people. The types of equity-denied groups may vary based on factors such as geography, sociocultural context, or the presence of specific subpopulations.<sup>93</sup>

**Hate Crime:** are criminal acts done by a person who is motivated by an extreme bias or hatred towards a particular social group.<sup>94</sup>

**Historical Trauma:** is a cumulative emotional and psychological wounding over the lifespan and across generations emanating from massive group or community trauma. These collective traumas are inflicted by a subjugating, dominant population. Examples of historical trauma include genocide, colonialism (i.e., residential schools), slavery and war. Intergenerational trauma is an aspect of historical trauma.<sup>95</sup>

**Human Services (Social Services) Agencies:** are publicly or privately provided services intended to aid disadvantaged, distressed, or vulnerable persons or groups.<sup>96</sup>

**Intergenerational Trauma:** refers to the ways that multiple generations are impacted by trauma both through the effects of one generation of people on the next, as well as by the ongoing conditions in which people live. Intergenerational trauma describes the psychological or emotional effects that can be experienced by people who live with trauma survivors. Coping and adaptation patterns developed in response to trauma can be passed from one generation to the next.<sup>97</sup>

**Intersectionality:** a term coined by legal scholar Kimberlé Crenshaw that refers to how sources of discrimination overlap and reinforce each other. It also refers to the reality that every individual has many identities that intersect to make them who they are.<sup>98</sup>

**Intimate Partner Violence (IPV):** refers to behaviour by an intimate partner or ex-partner that causes physical, sexual, or psychological harm, including physical aggression, sexual coercion, psychological abuse, and controlling behaviours.<sup>99</sup>

**Post-Traumatic Stress Disorder (PTSD):** is a diagnosable, mental health disorder that may occur after exposure to psychological stressors during a specific, severe, potentially psychologically traumatic event or series of events, and has specific psychological symptoms and can affect people of any age, culture, or gender.

This may involve any different combination of:

- triggers.
- Flashbacks.
- sleep disturbances.
- Intrusive memories.
- persistently negative thoughts.
- low mood, anger, or feeling emotionally numb.
- regular, vivid recall of the psychologically traumatic event.
- trouble remembering parts of the psychologically traumatic event.
- having difficulties feeling emotionally connected to family or close friends.
- avoiding reminders or thinking about the psychologically traumatic event.<sup>100</sup>

**Psychological Safety:** A psychologically safe workplace is one that allows no significant harm to employees' mental health in negligent, reckless, or intentional ways and where every reasonable effort is made to protect the mental health of employees through harm reduction strategies based on due diligence.<sup>101</sup>

**Racialized Group (Racialized Minority):** A group of people categorized according to ethnic or racial characteristics and subjected to discrimination on that basis.<sup>102</sup>

**Rape Culture:** used to describe a society or environment whose prevailing social attitudes have the effect of normalizing or trivializing sexual assault and abuse. Common behaviours associated with rape culture include victim-blaming, sexual objectification, trivializing sexual violence, denial of widespread sexual violence or refusal to acknowledge its harms, or combinations thereof.<sup>103</sup>

**Secondary-Trauma/Vicarious-Trauma/Indirect-Trauma:** is a trauma-related stress reaction and set of symptoms resulting from exposure to another individual's traumatic experiences rather than from exposure directly to a traumatic event. The terms compassion fatigue, vicarious traumatization, secondary traumatization, and burnout are used, sometimes interchangeably and sometimes as distinct constructs but are broadly captured as STS or Secondary Trauma Stress Reactions.<sup>104</sup>

**Sexual Assault:** Any unwanted act of touching or threat of touching, directly or indirectly that violates the sexual integrity of any person. It is sexual assault regardless of the relationship of the victim/survivor to the perpetrator.<sup>105</sup>

**Sexual Harassment:** Any behaviour, comment, gesture or contact of a sexual nature that could be considered objectionable or offensive. It consists of a single or repeated incident(s) and unreciprocated action(s), comments or looks of a sexual nature which treat the recipient as a sexual object. It may threaten a person's safety and security or prejudice the recipient's job security or promotion prospects while creating a stressful working environment. It may also prejudice a user of services or housing needs. Sexual harassment is a form of sexual violence and is considered an offence under the Ontario Human Rights Code and may constitute sexual assault as defined.<sup>106</sup>

**Sexual Violence:** includes Child Sexual Abuse, Sexual Assault, Sexual Harassment, and related sexual offences.<sup>107</sup>

**Single Incident Trauma:** can involve a single event, numerous or repeated events, or sustained/chronic experiences, and is limited to a single point in time. A rape, an automobile accident, the sudden death of a loved one, are examples of a single trauma. Some people who experience a single trauma recover without any specific intervention, however for others (especially those with histories of previous trauma or mental or substance use disorders, or those for whom the trauma experience is particularly horrific or overwhelming) a single trauma can result in traumatic stress symptoms and trauma, and stress-related disorders.<sup>108</sup>

**Supported Reporting:** means stigma reduction and removal of barriers to accessing justice participants and victim/survivor services through initiatives rooted in innovative approaches to encourage and support sexual violence reporting; with changes to historical reporting options with enhanced comfort levels for victims/survivors.<sup>109</sup>

**Systemic Barrier:** A barrier that results from seemingly neutral systems, practices, policies, traditions, or cultures, and that disadvantages certain individuals or groups of people. Systemic barriers are those that disadvantage minority groups, racialized groups, people with disabilities, people from 2SLGBTQI+ Communities, Indigenous people and other marginalized people and groups.<sup>110</sup>

**Trauma:** refers to the experience of an overwhelmingly negative event or series of events. These often involve violent crimes that can take many different forms, and that can be experienced once or many times. Trauma generally refers to a deeply distressing or disturbing experience or physical injury. People exposed to trauma or extreme stress can develop various disorders including post-traumatic stress disorder (PTSD), depression, anxiety, panic, and various forms of dissociation.<sup>111</sup>

**Trauma-Informed Lens:** refers to the importance of taking into consideration the physical and mental impacts of traumatic experiences on individuals and developing environments and approaches that are responsive to those impacts.<sup>112</sup>

**Trauma-Informed Response to Sexual Violence:** means a neurobiology science and evidence-based investigative approach that is cognizant about how specific experiences impact victim/survivor trauma, memory, reactions, and behaviour.<sup>113</sup>

**Victim/Survivor:** means a person who has suffered physical or emotional harm, property damage, or economic loss as a result of a crime committed by another person.<sup>114</sup>

**Victim – Offender Overlap:** The victim offender overlap is when an offender is also victimized, or a victim also offends.<sup>115</sup>

**Victim Services:** refers to services, often co-located with police services, offered to survivors of sexual violence and other violent crimes, particularly those who report to police. Victim services may include crisis response, community referrals for counselling and other services, crime-scene clean-up, bail notification services, and high-risk safety programs.<sup>116</sup>

**Vulnerable Populations:** means those individuals who are at a higher risk of being targeted for violence, and/or exploitation and/or at a higher risk of experiencing trauma. Response involving traumatic incidents on vulnerable populations must consider issues that may face certain populations (i.e., age, culture, abilities, gender(s), language and lived experience) and how this might affect the way a victim/survivor is traumatized, makes decisions, and responds to law enforcement.<sup>117</sup>



## Appendix C: Additional Report Writing Guidelines

**Ambiguous quantitative words:** are descriptors to be avoided in a report unless recorded verbatim; words that describe vague amounts or quantity, “a lot, lots, many, some”, that can be understood in more than one way and are open to misinterpretation.

**Belief (or disbelief):** can be unintentionally reported by the use of words that carry connotations of deceit or incredulity. Using words like the victim, witness or person claims or alleges instead of recording what the person said can be misconstrued as an assessment of credibility. Avoid language like their story is, they reported or words that could convey dishonesty like they believed.

**Conclusory statements:** reports should avoid use of conclusory statements that describe inferences made based on what could be limited knowledge, training and experience, such as “the subject was having a mental health crisis.” or “the person didn’t appear affected by the incident”. These conclusions may be not factually accurate and documentation should only include objectively observed facts and circumstances. Conclusory statements may subsequently lead the reader to the same biased or inaccurate conclusion.

**Gaps:** a trauma-informed response recognizes that it is not unusual for a person affected by trauma to not know or remember complete details; it is important that the reporting officer does not try to fill in the gaps for them.

**Language:** if English is not the person’s first language, exact words used by the person should be recorded and the words or intended meaning should not be “self-translated” unless information is provided from an unbiased, independent translation.

**Memory:** reactions to traumatic events has led to a deeper understanding of the neurobiological impacts on memory, encoding and recall. Most persons are unable to demonstrate perfect or near perfect recall, including a consistent and linear narrative of “what happened” and may exhibit blanks in or inconsistencies in memory. Judgemental descriptors about memory; ‘doesn’t seem to remember, has blanks in memory, appears inconsistent, struggles with decision making, doesn’t recall a serious event’, can change the context of evidence that is consistent with a typical, predictable, and normal way of responding to trauma-inducing events and coping with traumatic experiences.<sup>118</sup>

**Minimalizing or trivializing:** some people are better equipped to deal with trauma than others and some people will be affected more by trauma a traumatic event than others. Details about the experience should be recorded in the manner described by the person in ways that do not minimize or trivialize it; “they said they thought they were going to die even though there was no force used”, “the allegations are minor in nature”. Minimalizing or trivializing is a form of invalidation that denies, rejects or dismisses a person’s feelings and can inaccurately relay the message that a person’s subjective emotional experience is insignificant, and/or unacceptable.<sup>119</sup>

**Opinions:** every effort should be made to exclude opinion in a police in the occurrence report. This can compromise the integrity of the entire report and the credibility of the person as well as the victim/survivor and reporting investigating officer.

**Police jargon:** or common police language is highly impactful and can alter factual context. For

example, instead of writing “uttered,” officers should use “said”, “I made contact with the victim” should be reported as “I spoke to ..”, “verbal altercation” is better described as an argument.

**Sensory Descriptors:** are words associated to a description aimed at helping a person’s understanding. It is important to document details in the person’s own language as sensory details can help explain behaviour and emotion. Using words like “the person never made any attempt to flee” changes the accuracy of the exact statement “I felt like I couldn’t move or escape.. I felt like I was frozen”.

**Subjective descriptors:** like opinions, when something is described as subjective, it means that it is an interpretation that has been influenced by personal feelings or emotions and should not be included in police reports; “acted strange, seemed upset, not normal, looked okay, acting oddly, appeared reluctant...”

**Suppositions:** a belief or idea that you think is true although you may not be able to prove. A report should not contain labels like “false”(reporting that an offence has been committed when it has not been committed), “unsubstantiated” (in that there is no clear evidence to identify or proceed on whether a criminal offence did or did not occur) or “unfounded” (if it has been determined through thorough police investigation that the offence reported did not occur, nor was it attempted) unless careful analysis of all evidence and thorough and complete investigation has been concluded.<sup>120</sup>

**Victim blaming:** a devaluing act that occurs when the victim(s) of a crime are held responsible, in whole or in part, for the crimes that have been committed against them. Persons can be wrongfully portrayed in police reports as passive participants or responsible, in part, for their circumstances; “the person willingly used intoxicants with the subject after agreeing to meet them alone”, “the person knowingly sent money via a wire transfer to someone they had never met before”, “the person waited two weeks to report the incident”, “the person regularly goes missing from their group home and stays with people they met on the street...”



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Appendix D: Trauma-informed Literacy

The following items are additional trauma-informed resources for consideration:

Canada, P. H. A. of. (2018, February 2). Government of Canada. Canada.ca. <https://www.canada.ca/en/public-health/services/publications/health-risks-safety/trauma-violence-informed-approaches-policy-practice.html>

Communications. (n.d.-a). Document, monitor, collaborate: A Primer on domestic violence risk assessment & management. Centre for Research & Education on Violence Against Women & Children - Western University. [https://www.learningtoendabuse.ca/online-training/doc\\_mon\\_collab/index.html](https://www.learningtoendabuse.ca/online-training/doc_mon_collab/index.html)

Communications. (n.d.). Online training. Centre for Research & Education on Violence Against Women & Children - Western University. <https://www.learningtoendabuse.ca/online-training/index.html>

Rise 360. (n.d.). [https://rise.articulate.com/share/lqQaO7T9LYt-N4gLC0l5oQ2Gurwg68Nh#/#/](https://rise.articulate.com/share/lqQaO7T9LYt-N4gLC0l5oQ2Gurwg68Nh#/)

Speak Out. (n.d.). <https://www.speak-out.ca/home>

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## References

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## Daisy DYER

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**From:** BCA Police Boards <bcapbs@gmail.com>  
**Sent:** Wednesday, January 15, 2025 10:54 AM  
**To:** Daisy DYER  
**Cc:** Patrick Lalonde (Police Board)  
**Subject:** BCAPB 2025 Conference/AGM - Sponsorship Request

**This Message Is From an Untrusted Sender**

You have not previously corresponded with this sender.

*Sending on Behalf of Lara Victoria*

Ms. Tasha Henderson  
Chair, New Westminster Police Board

Dear Ms. Henderson:

Re: Sponsorship Request – 2025 BCAPB Annual General Meeting and Conference

The BC Association of Police Boards would like to invite you to sponsor our 2025 Conference and AGM. The 2025 Conference theme is “*Focus Forward: The Evolving Role of Police Boards*”. It is being hosted by the Delta Police Board and will take place at the Delta Hotels Vancouver Delta, 6005 BC-17A, Delta, British Columbia, on May 7, 8 and 9, 2025. There will be opportunities to interact in joint dialogue and information-sharing sessions.

The opportunities for sponsorships range from a coffee break at \$575 each, a breakfast at \$700, a lunch at \$850, a welcoming reception at \$700.00 and dinner at \$1,100.

In every case, sponsors will be acknowledged in the conference program. However, if you prefer to make a generic contribution in any amount, we will be pleased to allocate your funding according to need, again with acknowledgment.

If your board is able to assist in this manner, cheques should be made payable to the BC Association of Police Boards and forwarded to Veronica Bandet, BCAPB, PO Box 33012, Victoria RPO Colwood Corners, BC, V9B 6K3.

Thank you for your consideration. We look forward to hearing from you at your convenience and if we can provide further information, please contact me at 604-762-5250 or Veronica Bandet, Administrative Assistant at 250-216-1205.

Lara Victoria  
President  
BC Association of Police Boards



## New Westminister Police Department Police Board Report

<b>DATE:</b>  January 21, 2025	
<b>SUBMITTED BY:</b>  Chief Constable Paul Hyland	
<b>REVIEWED AND APPROVED BY:</b>  Chief Constable Paul Hyland	
<b>SUBJECT:</b>  Provincial Policing Standard – Promoting Unbiased Policing – Annual Reporting	
<b>ACTION:</b>  <input type="checkbox"/> For Information  <input checked="" type="checkbox"/> For Action  <input type="checkbox"/> For Approval	<b>MEETING:</b>  <input checked="" type="checkbox"/> Open  <input type="checkbox"/> Closed
<b>RECOMMENDATION:</b>  <i>That the New Westminister Police Board request a report on NWPD Subject-Behaviour-Officer-Response (SBOR) reports from 2018 through to 2023, disaggregated by ethnicity, and gender or sex of subjects.</i>	



## **PURPOSE**

The purpose of this report is to seek Board input into Annual Reporting required under British Columbia Provincial Policing Standard (BCPPS) 6.1.1 – *Promoting Unbiased Policing* (and related NWPDP Policy AE55 – *Unbiased Policing*).

## **BACKGROUND**

Over the last number of years, the Ministry of Public Safety and Attorney General has been working on the implementation of Equitable and Unbiased Policing Standards. This policy work is intended 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.

In 2023, the Ministry of Public Safety and Attorney General, through the Police Services, issued new BCPPS standards for the Promotion of Unbiased Policing including:

Standard 6.1.1 – *Promoting Unbiased Policing (effective July 30, 2023)*

Standard 6.1.2 – *Community Engagement (effective July 30, 2023)*

Standard 6.1.3 – *Promoting Diversity within the Police Force (effective July 30, 2023)*

These standards were in response to concerns and issues raised in a number of reports, inquiries and community-led advocacy; including the Missing Women Commission of Inquiry, Truth and Reconciliation Commission, the National Inquiry into Missing and Murdered Indigenous Women and Girls, UN Declaration of Rights of Indigenous Peoples, and the BC First Nations Justice Strategy.

In addition, on July 25, 2023, the Board approved NWPDP Policy AE55 - *Unbiased Policing* to ensure compliance with these new provincial standards.

Relevant to this report, BCPPS Standard 6.1.1 - *Promoting Unbiased Policing* (paragraph 18) requires the following:

*Monitoring for systemic inequities in NWPDP service delivery, by ensuring an analysis of at least one of the following types of records at least once a year, disaggregated by ethnicity, and gender or sex of subjects:*

- a) Subject-Behaviour-Officer-Response (SBOR) reports;*
- b) Prisoner Booking Records;*
- c) Other records as identified by the Police Board*

## **DISCUSSION**

In February of 2024, a report was presented to the Board on NWPD Prisoner Booking Records for 2023, disaggregated by ethnicity, and gender or sex of subjects.

The Leadership Team is now soliciting input from the Board on any potential area(s) they would like to see examined following these standards. It should be noted that a lot of staff work has already been conducted regarding Subject-Behaviour-Officer-Response (SBOR) reports from 2018 through to 2023.

## **OPTIONS**

Option 1 – That the New Westminster Police Board request a report on NWPD Subject-Behaviour-Officer-Response (SBOR) reports from 2018 through to 2023, disaggregated by ethnicity, and gender or sex of subjects.

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

Staff are recommending Option 1

## **ATTACHMENTS**

None