



**GREATER SUDBURY POLICE SERVICES BOARD**  
**WEDNESDAY, FEBRUARY 21, 2024 – 10 A.M.**  
**Alex McCauley Boardroom/Zoom**



**PUBLIC AGENDA**

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## GREATER SUDBURY POLICE SERVICES BOARD REPORT

|   |  |
|---|--|
| <b>ACTION: FOR INFORMATION</b>  | <b>DATE:</b> February 14, 2024   |
| <b>PUBLIC</b>   |  |
| <b>SUBJECT:</b><br><b>NOTES OF APPRECIATION</b>   |  |
| <b>STRATEGIC DIRECTION 2024-2027</b><br><b>Strategic Theme:</b> Our Members<br><b>Goal:</b> 2 - Member acknowledgement, succession planning, development, and retention |  |
| Prepared by:<br><br>Sara Cunningham<br>Deputy Chief of Police - Administration         | Recommended by:<br><br>Paul Pedersen<br>Chief of Police |

### RECOMMENDATION:

#### FOR INFORMATION

### CURRENT SITUATION:

**Communicator Amanda Kuhn, Detective Constable Dave Dewar, Detective Constable Tyler Koop, Detective Constable Mark Renford, Constable Jessie Morin, Constable Andrij Zelionka, Constable Kevin Santi, Constable Nathan Murphy, and Constable Jason Freimanis**

A community member wished to recognize the exceptional service he and his family received after the sudden death of a family member. The members displayed professionalism and attention to detail while also providing a tremendous amount of support and compassion. The family extended their heartfelt thanks and appreciation in assisting them navigate through their tragedy.

#### **Auxiliary Constables Phil Barry and Mitchell Sutherland**

A note of thanks was received for the Auxiliary assistance provided in the safe and successful execution of the CPKC Holiday Train event in December 2023. The organizer advised it's always a pleasure to work with the GSPS Auxiliary unit.

**Constable Kathryn Howard**

A young student wrote to Constable Howard thanking her for her service in keeping the school safe and for her engagement and participation in class activities.

**Senior's Liaison Lise Landry**

The Université du troisième âge de Sudbury expressed their gratitude to Lise for providing her expertise during an impassioned fraud presentation which helped contribute to the success of their conference.

**Communicators Alix Burkart, Jennifer Carr, Amy Gibson, and Constable Mathieu Lecavalier, Constable Nick Jenkins, and Sergeant Ryan MacKay**

A community member conveyed her appreciation to the individuals involved in her rescue (and that of another snowmobiler) after her snowmachine went through the ice. She wished to thank the dispatcher most of all for her calm reassurance.



## GREATER SUDBURY POLICE SERVICES BOARD REPORT

|  |   |
|--|---|
| <b>ACTION: FOR APPROVAL</b>  | <b>DATE: February 14, 2024</b>                          |
| <b>PUBLIC</b><br><br><b>SUBJECT:</b><br><b>ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT</b><br><b>INTEGRATED ACCESSIBILITY STANDARDS</b>  |   |
| <b>STRATEGIC DIRECTION 2024-2027</b><br><b>Strategic Theme:</b> Our Service<br><b>Goal: 1</b> - Culturally responsive service-delivery that is fair, equitable, and human-rights centred |   |
| Prepared by:<br><br>Sara Cunningham<br>Deputy Chief of Police - Administration   | Recommended by:<br><br>Paul Pedersen<br>Chief of Police |

### RECOMMENDATION:

**THAT the Board accepts this *Accessibility of Ontarians with Disabilities Act, 2005 (AODA)* update for information.**

### BACKGROUND:

The *Accessibility for Ontarians with Disability Act 2005 (AODA)* came into effect in June 2005. The goal of the *AODA* is to ensure that all Ontarians with disabilities have full and equal access to goods, services, facilities, accommodations, employment, building structures, and premises. Full accessibility is to be achieved by January 1, 2025. The primary purpose of the *Act* is to develop, implement and enforce accessibility through five sets of standards as follows:

- General Requirements/Customer Service Standard
- Information and Communications Standards
- Employment Standards
- Transportation
- Built Environment – Design of Public Space

In January 2008, the Accessibility Standards for Customer Service, *Ontario Regulation 429/07* came into force. Subsequently, on December 12, 2011, the Board adopted the Customer Service Policy GSPSB – POLICY 021 to comply with the Regulation.

In July 2011, the Integrated Accessibility Standards, *Ontario Regulation 191/11* came into force which combined the Transportation, Information and Communications, and the Employment Standards. Further in December 2012, *Ontario Regulation 413/12* amended the Integrated Accessibility Standards Regulation to incorporate the Built Environment Standards.

One of the requirements under the *Integrated Accessibility Standards Regulation* (IASR) is to create, put into practice, maintain and document a multi-year accessibility plan. In 2014, the Police Services Board approved the Greater Sudbury Police Service's Multi-Year Accessibility Plan 2014-2021, in accordance with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the *Integrated Accessibility Standards Regulation* (IASR). In 2021, the Greater Sudbury Police Service's Multi-Year Accessibility Plan 2022-2025 was implemented.

In July 2016, the Accessibility Standards for Customer Service, *Ontario Regulation 429/07* was revoked, and the Accessibility Standards for Customer Service were incorporated into the Integrated Accessibility Standards *Ontario Regulation 191/11*. The regulatory references in both policies were updated to coincide with *Ontario Regulation 191/11*.

The Accessibility Policy GSPSB – POLICY 021 was also amended in relation to who may provide documentation for service animals confirming that the person requires the animal for reasons relating to their disability. *O. Reg 191/11* provides for an expanded list of health professionals other than just a physician or a nurse or a doctor who are able to provide such documentation.

#### **CURRENT SITUATION:**

It is a requirement of the *Integrated Accessibility Standards Regulation* (IASR), to report on an annual basis on the progress on the measures taken to implement the Plan.

Attached is the Multi-Year Accessibility Plan (2022 to 2025) and the running 2023 Annual Updates. The plan is also posted on the corporate website and made available in an accessible format, upon request.



## **Greater Sudbury Police Service Annual Accessibility Status Report 2022-2023**

The following represents the Annual Accessibility Status Report detailing the progress of measures taken by the Greater Sudbury Police Service to implement the strategies outlined in the 2022-2025 Multi-Year Accessibility Plan.

The purpose of this report is to make the public aware of the Greater Sudbury Police Service's progress with regards to steps to prevent and remove barriers and meet requirements under the AODA.

The *Accessibility for Ontarians with Disability Act, 2005* (AODA) came into effect on June 13, 2005. The goal of the AODA is to ensure that all Ontarians with disabilities have full and equal access to goods, services, facilities, accommodations, employment, building structures, and premises. Full accessibility is to be achieved by January 1, 2025. The primary purpose of the Act is to develop, implement and enforce accessibility through five sets of standards as follows:

- Customer Service
- Transportation
- Information and Communications
- Employment
- Built Environment

In January 2008, the *Accessibility Standards for Customer Service, Ontario Regulation 429/07* came into force. Subsequently, on December 12, 2011, the Board adopted the Customer Service Policy GSPSB – POLICY 021 to comply with the Regulation.

In July 2011, the *Integrated Accessibility Standards, Ontario Regulation 191/11* came into force which combined the Transportation, Information and Communications and the Employment Standards. Further, on December 17, 2012, *Ontario Regulation 413/12* amended the *Integrated Accessibility Standards Regulation* to incorporate the *Built Environment Standards*.

One of the requirements under the *Integrated Accessibility Standards Regulation* (IASR) is to create, put into practice, maintain, and document a multi-year accessibility plan.

In 2014, the Police Services Board approved the Greater Sudbury Police Service's Multi-Year Accessibility Plan 2014-2020, in accordance with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR).

In July 2016, the Accessibility Standards for Customer Service, Ontario Regulation 429/07 was revoked, and the Accessibility Standards for Customer Service were incorporated into the Integrated Accessibility Standards Ontario Regulation 191/11. The regulatory references in both policies have been updated to coincide with Ontario Regulation 191/11.

Further the Accessibility Policy GSPSB – POLICY 021 was amended in relation to who may provide documentation for service animals confirming that the person requires the animal for reasons relating to their disability. Amendments to O. Reg 191/11 now provide for an expanded list of health professionals other than just a physician or a nurse or a doctor who can provide such documentation.

These amendments were reported to the Board at their November 2016 meeting.

The following highlights the actions taken by the Greater Sudbury Police Service to comply within the five standards from January 1<sup>st</sup>, 2023, to December 31, 2023. They are organized under the accessibility standards of the AODA.

## **2023 Accessibility Status Update:**

### **1. Accessibility Standards – Customer Service**

In 2008, the Accessibility Standard for Customer Service was the first of five sets of standards to be issued by the Provincial Government in support of the AODA. The Greater Sudbury Police Service is committed to ensuring that all members of the public receive a fair customer service experience that meets their needs.

#### **Status Update:**

The Greater Sudbury Police Service has continued to comply with the requirements of the Customer Service Standard as outlined in the 2022-2025 Multi-Year Plan. In addition, we have taken several other actions to further our compliance of this standard.

- Provided AODA Customer Service Training for all new members and volunteers:
  - (2023) Training to a total of **55** students and new employees and **7** new volunteers



- (2022) Training to a total of **52** new volunteers, students, and new employees
- (2021) Training to a total of **39** new volunteers, students, and new employees
- (2020) Training to a total of **50** new volunteers, students, and new employees.
- (2019) Training to a total of **100** new volunteers, students, and new employees.
- (2018) Training to a total of **89** new volunteers, students, and new employees
- Continue to review customer feedback and take appropriate action.
  - Feedback has been very favourable and Customer Service staff continue to hear that the public is pleased with the services available
  - Since 2020, Customer Service forms and application processes have now been moved to an online platform, which eases accessibility to members of the public with accessibility constraints, and those wishing not to come into public spaces due to health concerns
  - A supply of prescription eyeglasses are available at the counter for public use
  - Staff members offer to verbally assist the public who identify with literacy disabilities
  - Larger print documents are available on request

## **2. Integrated Accessibility Standards – General Requirements**

In 2011, the Integrated Accessibility Standard Regulation was enacted and is a consolidation of accessibility standards in the following five areas: General, Information and Communications, Employment, Transportation, and the Built Environment. The General Requirements are regulatory requirements that apply across all standards in this regulation.

### **Status Update:**

- Provided AODA Integrated Accessibility Standards Training for all new members and volunteers.
  - **(2023)** Integrated Standards Training to a total of **55** students and new employees and **7** new volunteers.
  - **(2022)** Integrated Standards Training to a total of **52** new volunteers, students, and new employees.
  - **(2021)** Integrated Standards Training to a total of **39** new volunteers, students, and new employees.
  - **(2020)** Integrated Standards Training to a total of **50** new volunteers, students, and new employees.

- **(2019)** Integrated Standards Training to a total of **100** new volunteers, students, and new employees.
- **(2018)** Integrated Standards Training to a total of **89** new volunteers, students, and new employees.
- Additional resources were made available to our members in our online 'Accessibility' folder including:
  - A large print library containing accessibility documents available to the public in 16pt, 16pt, and 20pt font.
  - Audio formats library containing accessibility documents available to the public in audio format.
- **(2021)** All documents on our external website were remedied to be compliant with AODA standards and requirements. Members in Human Resources, Corporate Communications and the Board Administrator participated and completed Accessible Document Training to ensure ongoing compliance on our website.

### **3. Integrated Accessibility Standards – Information and Communications**

The Greater Sudbury Police Service is committed to ensuring information and communications are made available and in an accessible format for people with disabilities.

#### **Status Update:**

- Implementation a Corporate Services Division S.O.P outlining the procedure for 'Providing Alternative Formats to Customers'.
- Edited all Greater Sudbury Police Service YouTube videos available to the public to include closed captioning features.
- Refresh of the GSPS external website, making it easier to navigate and completely accessible on mobile devices and desktop computers.

### **4. Integrated Accessibility Standards – Employment Standards**

The Greater Sudbury Police Service is committed to inclusive employment practices that ensure the processes of recruiting, hiring, communicating with, and retaining employees with disabilities fulfills the intent of the Ontario Human Rights Code.

#### **Status Update:**

The Greater Sudbury Police Service has continued to comply with the requirements of the Employment Standards as outlined in the Multi-Year Accessibility Plan. In addition, they have also taken several other actions to further their compliance.

- **2021:** All job postings on our external website were remedied to be compliant with AODA standards and requirements. Members in Human Resources, Corporate Communications, and the Board Administrator participated in and completed Accessible Document Training to ensure ongoing compliance on the jobs and opportunities pages on our external website.
- In 2020, due to COVID-19 many of our members were required to commence working from home. Human Resources consulted with these members, ensuring their ergonomic needs were met in their home workspaces. Documentation was created for members on how to Ergonomically Set Up a Workspace, and members who required special equipment (chairs, desks, computer equipment, keyboards) were provided this equipment.
- In 2019, Human Resource Staff participated in a Webinar by the Canadian Centre for Diversity and Inclusion (CCDI) entitled “Accessibility-Navigating a World Filled with Barriers” to enhance their understanding of how to meet the needs of those with disabilities.
- Ongoing partnership with March of Dimes. In September 2019, the Service participated in the March of Dimes Disability Skills and Work Program by providing a participant 24 weeks of work experience in our Training Branch, in order to introduce them to employment opportunities, and the skills needed to succeed in our organization.
- In 2020, created a Service Animal Procedure. Service members/coworkers were educated utilizing a video entitled “Do’s and Don’ts for Interacting with a Service Animal” Posters were also created to provides members with instructions on how to interact with a member and their Service Animal. We currently have two Support Animals in our workplace.
- Continue to utilize an Ergonomic Testing Area in the Human Resources Branch to ensure we properly meet the accommodation needs of applicants with disabilities.
- Continued notification to employees and the public about the availability of accommodations for applicants with disabilities in the recruitment process on our job postings and on the Greater Sudbury Police Service website.
- Continued to have individuals participating in the assessment or recruitment process to complete a Performance Declaration in order to provide or arrange for suitable accommodations as required.

- Continued notification to successful applicants of our policies for accommodating employees with disabilities.
- Provided information regarding the provision of job accommodations during the Human Resources Orientation Program
- Continued the provision of an 'Employee Workplace Emergency Response Plan' to those employees who have informed Human Resources of their personal disability. This has also been added to the Return-to-Work process should a member need an Employee Workplace Emergency Response Plan.
- In conjunction with Acclaim Disability Management Services, progress has continued to:
  - Develop individual accommodation plans for employees with disabilities.
  - Develop, document, and implement return to work processes for employees who have been absent from work due to a disability and require disability-required accommodations.
- Continued to institute the practices and provisions used with external applicants when members compete in the Promotional Competition Process, Internal Hiring Processes, or when being redeployed.

## **5. Integrated Accessibility Standards – Transportation**

The Greater Sudbury Police Service does not participate in any activities that fall under the Transportation Standards; therefore, this section does not apply to the Service.

## **6. Design of Public Spaces Standards – Accessibility Standards for the Built Environment**

The Accessibility Standards for the Built Environment was the last standard to become law and is also part of the Integrated Accessibility Standards. The Greater Sudbury Police Service is committed to ensuring that any new buildings and/or renovations will not create any new barriers for persons with disabilities. Furnishings throughout offices are designed and installed to meet specific member needs and to address accommodation requirements specifically.

### **Reviewing and Monitoring the Accessibility Plan**

The Greater Sudbury Police Service's Multi-Year Accessibility Plan will be reviewed and updated at least once every five years. In addition, an Annual Status Report will be completed to document the progress and measures taken to meet the requirements of the Integrated Accessibility Standards Regulation.



# **Greater Sudbury Police Service**

## **Multi-Year Accessibility Plan**

### **2022-2025**

Updated: February 2024

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## Statement of Commitment from our Executive Team:

The Greater Sudbury Police Service proudly serves our community to ensure the safety and security of residents and business partners. Our organizational values demonstrate our mutual respect for the community and each other. We value the unique qualities of our members and communities by promoting an inclusive environment guided by fairness, respect, equity and dignity.

Due to the increase of public awareness surrounding disabilities and the subsequent decrease of the stigma associated with disclosing disabilities, in addition to an aging population, the number of persons with disabilities is expected to grow. We are dedicated to providing equitable access to programs, service goods and facilities based on the principles of dignity, independence, fairness and inclusivity to all citizens of the City of Greater Sudbury. While this plan is designed to strive for services that are accessible for persons with disabilities, the outcomes benefit all community members.

In our pursuit of open, fair and accountable policing, we will continue to identify, prevent and remove barriers to access services. We invite feedback from the community and our members on how we are meeting your needs and what we can do to improve our performance.

Paul Pedersen  
Chief of Police

Sara Cunningham  
Deputy Chief of Police

Natalie Hiltz  
Deputy Chief of Police

## Introduction:

Section one of the *Ontario Human Rights Code* states that “Every person has a right to equal treatment with respect to services, goods and facilities, without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability”.

In June 2005 the Accessibility for Ontarians with Disabilities Act became law to specifically address the prevention of barriers for people with disabilities to ensure they had equal access to goods, services, and facilities. This provincial law required all organizations, including the Greater Sudbury Police Service to develop a multi-year accessibility plans to help make Ontario accessible by 2025.

## Background:

The purpose of the AODA is to address discrimination against persons with disabilities by developing and enforcing specific standards of accessibility, to ensure barrier-free access to goods and services, facilities, accommodation, employment, buildings, structures, and premises in Ontario. To date, the AODA includes *Ontario Regulation 429/07 - Accessibility Standards for Customer Service* and *Ontario Regulation 191/11- Integrated Accessibility Standards*.

## Ontario Regulation 429/07

The Accessibility Standards for Customer Service, *Ontario Regulation 429/07*, became law on January 1, 2008, and was the first of five sets of standards to be issued by the Provincial Government in support of the AODA. The Regulation establishes accessibility standards for customer service and applies to every



designated public sector organization, and to every other person or organization that has at least one employee in Ontario that provides goods or services to members of the public or other third parties.

## Ontario Regulation 191/11

The Integrated Accessibility Standards, *Ontario Regulation 191/11*, became law on July 1, 2011, and was the second Regulation under the *AODA* comprising of three standards: Information and Communications, Employment Standards and Transportation.

## Amendments

On December 17, 2012, *Ontario Regulation 413/12* amended the Integrated Accessibility Standards Regulation to incorporate the Built Environment Standards. In June 2016, Ontario Regulation 165/16 further amended the 191/11 and combined the general requirements and five accessibility standards, to be implemented through a phased-in approach. The five accessibility standards are: Information and Communications, Employment, Transportation, Design of Public Spaces and Customer Service.

The Greater Sudbury Police Service's Multi-Year Accessibility Plan (2022-2025) outlines our initiatives and implementation plan to meet the legislative requirements, preventing and removing barriers to ensure both an accessible organization and delivery of services.

## Definitions:

### **ACCESSIBLE FORMATS:**

Means accessible formats that may include, but are not limited to, large print, recorded audio, electronic formats, braille and other formats usable by persons with disabilities.

### **ACCESSIBILITY PLAN:**

Means a multi-year plan approved by the Greater Sudbury Police Services Board and made available to the public that outlines the Service's strategy to prevent and remove barriers to meet the requirements under the *AODA*.

### **AODA:**

*AODA* means the *Accessibility for Ontarians with Disabilities Act*.

### **ASSISTIVE DEVICE:**

Means a technical aid, communication device or medical aid that is used to increase, maintain or improve the functional abilities of people with disabilities. Assistive Devices include, but are not limited to; wheelchairs, walkers, canes, oxygen tanks, hearing aids, etc.

### **BARRIER:**

Means anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including: physical, architectural, information and communications, attitudinal, technological and organizational barriers.

- (a) Physical and architectural barriers are features of buildings or spaces that cause problems for persons with disabilities
- (b) Information and Communication barriers arise when a person cannot easily understand information

- (c) Attitudinal barriers are those assumptions and actions that discriminate against persons with disabilities
- (d) Technological barriers occur when a technology is not designed to support various assistive devices
- (e) Organizational barriers are an organization's policies, practices or procedures that discriminate against people with disabilities

**COMMUNICATIONS:**

Means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

**COMMUNICATIONS SUPPORTS:**

Means communications supports that may include, but are not limited to: captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communication.

**DIGNITY:**

Means service is provided in a way that allows the person with a disability to maintain self-respect and receive respect from others.

**DISABILITY:**

Means

- (a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance of a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) A condition of mental impairment or developmental disability,
- (c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) A mental disorder, or
- (e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

**INFORMATION:**

Means data, facts and knowledge that exist in any format, including: text, audio, digital or images that conveys meaning.

**EQUAL OPPORTUNITY:**

Means service is provided to a person with a disability in such a way that they can access goods and services equal to that given to others.

**GUIDE DOG:**

Means a guide dog as defined in the *Blind Persons Rights Act*: a dog trained as a guide for a blind person, having qualifications prescribed by the Regulations.

**INDEPENDENCE:**

Means when a person with a disability is able to do things on their own without unnecessary assistance or interference from others.

**INTEGRATION:**

Means service is provided in a way that allows persons with disabilities to benefit from the same services, in the same place and in the same or similar manner as other customers unless an alternate measure is necessary to enable a person with a disability to access goods or services.

**KIOSK:**

Means an interactive electronic terminal, including a point of sale device, intended for public use that allows users to access one or more services or products, or both.

**SERVICE ANIMAL:**

Means an animal used by a person with a disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

**SUPPORT PERSON:**

Means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

**UNCONVERTIBLE:**

Means information or communications that are unconvertible due to the infeasibility of converting the information or communications.

## **Greater Sudbury Police Service- Accessibility Policies**

The Greater Sudbury Police Services Board and the Greater Sudbury Police Service are committed to meeting the accessibility needs of people with disabilities in a timely and proactive manner and will use reasonable efforts to provide equitable access to programs, services, goods, and facilities provided by the Board and the Service that respects a person's dignity and independence.

The Greater Sudbury Police Services Board and the Greater Sudbury Police Service provide quality customer service. All members, volunteers, agents, and persons working on behalf of the Greater Sudbury Police Service shall provide services and assistance in a manner that respects the dignity, independence, integration, and equality of opportunity of persons with disabilities.

The Greater Sudbury Police Services Board shall ensure that all its public meetings, functions, workshops, and community events are held in locations that are accessible for people with disabilities and that a person with a disability shall be allowed to utilize assistive devices or be accompanied by a guide dog, service animal or support person when attending such events.

The Greater Sudbury Police Services Board and the Greater Sudbury Police Service will establish basic principles for achieving and maintaining accessibility by meeting the legislative requirements of *Ontario Regulation 429/07* and *Ontario Regulation 191/11*.

## Authentic Inclusion Team

The accessibility initiatives conducted by our Service will belong to the portfolio of the Greater Sudbury Police Service’s Authentic Inclusion Team. Our internal activities around respect in an environment where diversity and inclusiveness are integrated in the day-to-day operations of our business. Our team is committed to community outreach, training our members, and appreciating and promoting an environment free of discrimination and harassment.

## Monitoring/ Evaluating

Through our commitment to the City of Greater Sudbury and continuous improvement, we (GSPS) will monitor and evaluate this plan annually. As we move forward to meeting the needs of all citizens, we will revise, update and adjust our plans to meet the ever changing needs and demands of our community.

# Multi-Year Plan Accessibility Plan

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Due to our inclusive culture and proactive initiatives outlined in the in the **Appendix: “Proactive Initiatives Section”**, our Service reaches a high level of compliance with the AODA Regulations. The charts below outline all Regulation requirements under the AODA and our related level of compliance. Additionally, the column “Implementation Status” describes the past work we have achieved related to the AODA and the future tasks we will work diligently to complete. Together the tables summarize our Multi-Year Plan which will be led by our Inclusion Team for the entire Service, in order to best serve the citizens of the City of Greater Sudbury and help make Ontario accessible by 2025.

# Part 1: General Standards

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| <b>Accessibility for Ontarians with Disabilities Act (AODA)</b><br><b>integrated Accessibility Standards –</b><br><b>General Standards/Customer Service</b><br><b>Ontario Regulation 191/11</b> |  |   |  |
|---|--|---|--|
| Item  | Requirement,<br>Regulation Section and<br>Implementation Date                                | Action Required   | Implementation Status  |
| 1   | Establishment of Policies,<br>Practices and Procedures (s.3)<br>January 1, 2010<br>COMPLIANT | <ul style="list-style-type: none"> <li>Develop and implement policies, practices and procedures that govern the provision of goods and services to persons with disabilities</li> <li>Include policies dealing with assistive devices</li> <li>Have document of such policies, practices and procedures available upon request to the public</li> </ul>   | <ul style="list-style-type: none"> <li>The Greater Sudbury Police Services Board adopted Customer Service Policy GSPSB-Policy 021 December 12<sup>th</sup>, 2011 to comply with Regulation</li> <li>Section 2.d. of Policy 021 deals specifically with assistive devices</li> <li>As per the notice on the Service's website the Policy is available to members of the public upon request</li> </ul>  |
| 2   | Use of Service Animals and<br>Support Persons (s.4)<br>January 1, 2010<br>COMPLIANT          | <ul style="list-style-type: none"> <li>Ensure persons with service animals can enter the premise(s) with service animals, unless excluded by law in which case other measures will be made available to enable the person to obtain services</li> <li>Ensure persons accompanied by a support person are permitted to enter the premise(s) together and are able to have access to each other</li> <li>Prepare one or more documents describing the policies, practices and procedures with respect to service animals and support persons</li> </ul> | <ul style="list-style-type: none"> <li>The Service has addressed the use of service animals and support persons in both its Customer Service Policy (021) section 2. f-i., as well as its Customer Service Procedure (ADM 006) in sections 8 and 9 respectively</li> <li>Service animals and support persons are also addressed in the Service's Prisoner Care and Control Procedures (ADM002)</li> <li>As per the notice on the Service's website Policy 021 and Procedure ADM 006 are available to members of the public upon request</li> </ul> |

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| 3 | <p>Notice of Temporary Disruptions (s.5)<br/>January 1, 2010<br/>COMPLIANT</p> | <ul style="list-style-type: none"> <li>• Post notice of a temporary disruption impacting the public on the website and/or at a conspicuous place on the premise(s)</li> <li>• Include: information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available in the notice</li> <li>• Create a document outlining the steps that will be taken in relation to a temporary disruption; this document must be available upon request to the public</li> </ul>  | <ul style="list-style-type: none"> <li>• The Service has addressed the Notice of Temporary Disruption regulation in both its Policy 021 section 2.j. and Procedure ADM 006 section 10</li> <li>• A document outlining the steps to be taken by the Service during a temporary disruption is located in the Accessibility Folder on the Public Drive; the document is available to the public upon request</li> <li>• In the event of a temporary disruption notice shall be provided to the public via news releases, the web site and postings in the main lobby</li> </ul> |
| 4 | <p>Training for Staff, etc. (s.6)<br/>January 1, 2010<br/>COMPLIANT</p>        | <ul style="list-style-type: none"> <li>• Ensure that every person that deals with the public or develops procedures receives up-to-date training on the following matters: <ul style="list-style-type: none"> <li>○ How to interact and communicate with: persons with various types of disabilities, persons who use assistive devices, and persons who require assistance of a service animal or support person</li> <li>○ How to use equipment/ devices made available on the premise(s)</li> <li>○ What to do if a person with a particular type of disability is having difficulty accessing goods/services</li> <li>○ Changes to policies, practices and procedures</li> </ul> </li> <li>• Create a training policy and a document summarizing the content and dates of training for members</li> <li>• Keep records of the training completed by members</li> </ul> | <ul style="list-style-type: none"> <li>• Training meeting the Regulation standards was provided to all members of the Service during the year 2010</li> <li>• The Service ensures all new individuals that begin representing/working for the Service complete the “Accessible Customer Service” training</li> <li>• All records are maintained in members’ personnel files and on OSL</li> <li>• Accessibility training has been included in the Service’s Skills Development and Training Plan</li> </ul>  |

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| 5 | Feedback Process for Providers of Goods and Services (s.7)<br>January 1, 2010<br>COMPLIANT | <ul style="list-style-type: none"> <li>Establish a process for receiving and responding to feedback in regards to the manner in which goods and services are provided to persons with disabilities</li> <li>Make information about the process readily available to the public; the process must allow persons to submit feedback in person, by telephone, in writing or by email</li> <li>Create a document that outlines the feedback process and specifies the actions that will be taken if a complaint is received; upon request this document must be provided to the public</li> </ul> | <ul style="list-style-type: none"> <li>As per procedure ADM 006 section 11, the Service accepts feedback in a variety of formats in accordance with the regulation. All feedback is directed to the Manager of Information Management who shall review the feedback and ensure follow up and acknowledgement of receipt of the feedback is provided to the person as soon as practicable.</li> <li>The Service has developed a Customer Service survey to collect feedback- accessibility questions are included in the survey</li> <li>A document describing the feedback process is located in the Accessibility Folder on the Public Drive and is available to the public upon request</li> </ul> |
| 6 | Notice of Availability of Documents (s.8)<br>January 1, 2010<br>COMPLIANT                  | <ul style="list-style-type: none"> <li>Notify the public that documents required by this regulation are available upon request by posting information at a conspicuous location and on the website</li> </ul>   | <ul style="list-style-type: none"> <li>The Service has issued a statement on their website communicating the availability of its documents to the public</li> <li>Any requests that are made will be forwarded to the Manager of information Management as per Procedure ADM006 section 12</li> </ul>  |
| 7 | Format of Documents (s.9)<br>January 1, 2010<br>COMPLIANT                                  | <ul style="list-style-type: none"> <li>Ensure documents requested by the public under this Regulation are provided in a format that takes into account a person's disability by agreeing upon the appropriate format</li> </ul>   | <ul style="list-style-type: none"> <li>As stated in the Service's Procedure ADM 006 section 12, all requests related to the Regulation shall be forwarded to the Manager of Information Management who shall take the appropriate action to comply with the request</li> </ul>   |

# Accessibility for Ontarians with Disabilities Act (AODA)

## Integrated Accessibility Standards

### General Requirements

#### Ontario Regulation 191/11

| Item | Requirement,<br>Regulation Section and<br>Implementation Date                                     | Action Required  | Implementation Status   |
|------|---|--|---|
| 8    | Establishment of Accessibility<br>Policies (s.3)<br>January 1, 2013<br>ONGOING                    | <ul style="list-style-type: none"> <li>Develop, implement and maintain policies governing how accessibility will or has been achieved in relation to the requirements of the Regulation</li> <li>Include a statement of commitment to meet accessibility needs of persons with disabilities in a timely manner</li> <li>The document outlining the policies will be made available to the public, in accessible formats, upon request</li> </ul>                       | <ul style="list-style-type: none"> <li>An Accessibility Policy 026 was presented to the Greater Sudbury Police Services Board. Key features address all requirements under the Regulation</li> <li>As per the notice on the Service's website the Policy is available to members of the public upon request.</li> </ul>   |
| 9    | Accessibility Plans (s.4)<br>January 1, 2013<br>ONGOING   | <ul style="list-style-type: none"> <li>Establish, implement, maintain and document a multi-year accessibility plan, which addresses strategies to prevent and remove barriers</li> <li>Review and update plan every 5 years, in addition to preparing an annual status report that describes the progress of the plan</li> <li>Post the multi-year plan and the annual status reports on the website, and provide both in an accessible format upon request</li> </ul> | <ul style="list-style-type: none"> <li>The multi-year plan is in the process of being reviewed by the Police Services Board, Senior Command and the Inclusion Team</li> <li>The Inclusion Team will update the plan every December in addition to annually reporting to the Board</li> <li>The Accessibility Report provided to the Board will be included in the published Annual Report by the Service</li> <li>As per item 6, notice and availability of the plan and annual status report will be conducted in the same manner</li> </ul> |
| 10   | Procuring or Acquiring Goods, Services, or Facilities, etc. (s.5)<br>January 1, 2013<br>COMPLIANT | <ul style="list-style-type: none"> <li>Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. In such a case, an explanation as to why it is not practicable shall be provided to the public (upon request)</li> </ul>  | <ul style="list-style-type: none"> <li>The Service's procurement occurs through the City of Greater Sudbury which has established Accessibility criteria within their processes of acquiring goods/services</li> </ul>  |



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| 11 | Self-Service Kiosks (s.6)<br>January 1, 2014<br>COMPLIANT | <ul style="list-style-type: none"> <li>Design, procure, and acquire self-service kiosks with regard to the accessibility for persons with disabilities</li> </ul>   | <ul style="list-style-type: none"> <li>The Service currently has two Cop-Logic self-service kiosks; both are accessible</li> <li>The Service will ensure that any additional kiosks that are procured to provide services to its stakeholders are equipped with accessibility features</li> </ul>  |
| 12 | Training (s.7)<br>January 1, 2014<br>ONGOING              | <ul style="list-style-type: none"> <li>Train all members and volunteers on the requirements of the accessibility standards in the Integrated Accessibility Standard Regulation and on the Human Rights Code as it pertains to persons with disabilities</li> <li>Ensure training is appropriate to the duties of the employees and volunteers</li> <li>Keep training records for all individuals trained</li> </ul> | <ul style="list-style-type: none"> <li>The Service has been providing In-Service Sensitivity and Awareness Training since 2005 to all members</li> <li>The Service is in the process of creating an internal training video that presents information on the requirements of the Regulation</li> <li>Training records will be kept in the same manner as described in item 4.</li> </ul> |

## Part 2: Information and Communication

| <b>Accessibility for Ontarians with Disabilities Act (AODA)</b><br><b>Integrated Accessibility Standards</b><br><b>Information and Communications</b><br><b>Ontario Regulation 191/11</b> |  |   |   |
|---|--|---|---|
| <b>Item</b>   | <b>Requirement,<br/>Regulation Section and<br/>Implementation Date</b>               | <b>Action Required</b>  | <b>Implementation Status</b>  |
| 13  | Feedback (s.11)<br>January 1, 2014<br>COMPLIANT                                      | <ul style="list-style-type: none"> <li>Establish a process for receiving and responding to feedback in a manner that is accessible to persons disabilities</li> <li>Notify the public about the availability of accessible formats and communication supports in the process</li> </ul>   | <ul style="list-style-type: none"> <li>The Service has developed a feedback process which is outlined in Procedure ADM 006 section 11</li> <li>All feedback is directed to the Manager of Records and Customer Service, who will appropriately address the feedback in a timely manner</li> <li>The Service has posted a notice on its website indicating to the public the availability of its documents in accessible formats</li> </ul>  |
| 14  | Accessible Formats and Communication Supports (s.12)<br>January 1, 2015<br>COMPLIANT | <ul style="list-style-type: none"> <li>Upon request, provide or arrange for the provision of accessible formats and communication supports, in a timely manner, that takes into account the requestors accessibility needs at a cost not exceeding the regular cost charged to others</li> <li>Consult with the requestor to determine the suitable accessible format or communication support</li> <li>Notify the public of the availability of such formats and supports</li> </ul> | <ul style="list-style-type: none"> <li>As stated in the Service's Procedure ADM 006 section 12- requests for documents shall be forwarded to the Manager of Records and Customer Service who is then responsible for consulting the requestors and providing the requested document in a format that takes into account the person's disability</li> <li>The Service has posted a notice on its website indicating to the public the availability of its documents in accessible formats</li> <li>The Service will be providing training in the use of appropriate language when referring to people with disabilities</li> </ul> |

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| 15 | Emergency Procedure,<br>Plans or Public Safety<br>Information (s.13)<br>January 1, 2012<br>COMPLIANT  | <ul style="list-style-type: none"> <li>• Provide any emergency procedures, plans or public safety information, made available to the public in accessible formats or with appropriate communication supports upon request</li> </ul>   | <ul style="list-style-type: none"> <li>• The Greater City of Sudbury has accessible emergency plans available on their website:<br/><a href="http://www.greatersudbury.ca/living/emergency-preparedness/emergency-plans/">http://www.greatersudbury.ca/living/emergency-preparedness/emergency-plans/</a></li> <li>• All public safety material produced by the Greater Sudbury Police Service is available upon request in a format suitable to the needs of a person with a disability</li> </ul>  |
| 16 | <p>Accessible Websites and<br/>Web Content WCAG 2.0<br/>Level A (s.14)<br/>January 1, 2014<br/>ONGOING</p> <p>WCAG 2.0 Level AA<br/>January 1, 2021<br/>COMPLIANT</p> | <ul style="list-style-type: none"> <li>• Ensure all new websites and web content meets Web Content Accessibility Guidelines (WCAG) 2.0 Level A initially; later increasing to Level AA</li> <li>• Ensure all public websites and web content posted after January 1, 2021 conforms to WCAG 2.0 Level AA, other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions)</li> </ul> | <ul style="list-style-type: none"> <li>• The Service's online provider, eSolutions, will have the upgrades to the website framework to meet Level AA compliance standards by December 15<sup>th</sup>, 2014</li> <li>• Following December 15<sup>th</sup>, 2014 the Service's website will also have the necessary software tools to review page content to validate compliance</li> <li>• Staff have completed training on the process of making website content compliant- this process will take place during the 2016 year</li> <li>• In 2021, The Service's online provider remedied all public documents on the external GSPS website to ensure compliance. Our external website conforms with WCAG 2.0 Level AA.</li> </ul> |

## Part 3: Employment Standards

| <b>Accessibility for Ontarians with Disabilities Act (AODA)</b><br><b>Integrated Accessibility Standards</b><br><b>Employment Standards</b><br><b>Ontario Regulation 191/11</b> |   |   |  |
|---|---|---|--|
| Item  | Requirement,<br>Regulation Section and<br>Implementation Date                       | Action Required   | Implementation Status  |
| 17  | General Recruitment (s.22)<br>January 1, 2014<br>COMPLIANT                          | <ul style="list-style-type: none"> <li>Notify employees and the public about availability of accommodation for applicants with disabilities in the recruitment process</li> </ul>   | <ul style="list-style-type: none"> <li>A statement is posted on the Service's website to notify employees and the public of this standard as follows<br/><i>"Appropriate accommodations will be provided upon request throughout the hiring process as required under the Greater Sudbury Police Services Employment Accommodation Policy and the Accessibility for Ontarians with Disabilities Act (AODA)."</i></li> </ul>      |
| 18  | Recruitment, Assessment or Selection process (s.23)<br>January 1, 2014<br>COMPLIANT | <ul style="list-style-type: none"> <li>Notify the individuals selected to participate in an assessment or recruitment process that accommodations are available upon request in relation to the materials or processes to be used</li> <li>Consult with the applicant if a request is made, to provide or arrange for the provision of a suitable accommodation(s) in a manner that takes into account the applicant's accessibility needs</li> </ul> | <ul style="list-style-type: none"> <li>A statement is attached to the notice indicating an individual has been chosen to compete in the selection process</li> <li>As stated in HR 010 applicants are accommodated as required during the recruitment process provided they meet the bona-fide occupational requirements for the position</li> </ul>   |
| 19  | Notice to Successful Applicants (s.24)<br>January 1, 2014<br>COMPLIANT              | <ul style="list-style-type: none"> <li>When making offers of employment, notify successful applicant of its policies for accommodating employees with disabilities</li> </ul>   | <ul style="list-style-type: none"> <li>A statement is included in all offers of employment as follows:<br/><i>"The Greater Sudbury Police Service is committed to providing a supportive work environment. There are policies and practices in place for accommodating Employees with disabilities. Should you require a specific accommodation during your employment please advise the Human Resources Branch."</i></li> </ul> |

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| 20 | Informing Employees of Supports (s.25)<br>January 1, 2014<br>COMPLIANT                             | <ul style="list-style-type: none"> <li>• Inform employees, as soon as practicable after they begin their employment, of policies used to support employees with disabilities</li> <li>• Provide updated information to employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability</li> </ul>   | <ul style="list-style-type: none"> <li>• The Human Resource Department Orientation Program provides this information to new members</li> <li>• Whenever Accessibility information is updated all members are notified via email (distribution all list) or through appropriate training</li> </ul>   |
| 21 | Accessible Formats and Communication Supports for Employees (s.26)<br>January 1, 2014<br>COMPLIANT | <ul style="list-style-type: none"> <li>• Consult with the employee(s) to provide or arrange for the provision of accessible formats and communication supports, for: <ul style="list-style-type: none"> <li>○ Information that is needed in order to perform the employee's job</li> <li>○ Information that is generally available to employees in the workplace</li> </ul> </li> <li>• Consult with the employee making the request to determine the most suitable format</li> </ul>   | <ul style="list-style-type: none"> <li>• Upon request from an employee the Service will follow the procedures explained in item 14 to ensure employees have access to information in accessible formats</li> </ul>   |
| 22 | Workplace Emergency Response Information (s.27)<br>January 1, 2012<br>COMPLIANT                    | <ul style="list-style-type: none"> <li>• Provide individualized workplace emergency response information, as soon as practicable after becoming aware, to employees who have a disability that is necessary of such information</li> <li>• If the individual requires assistance, with their consent, provide the workplace emergency response information to the person designated to provide assistance to this individual</li> <li>• Review the individualized information when: <ul style="list-style-type: none"> <li>○ The employee moves to a different location</li> <li>○ The employee's overall accommodation needs or plans are reviewed</li> </ul> </li> </ul> <p>Review of general emergency response policies are occurring</p> | <ul style="list-style-type: none"> <li>• To ensure a disabled member's safety, an individual emergency response plan is developed in consultation with the member</li> <li>• With the member's consent, the plan is shared with those members who have agreed to be tasked with the responsibility of ensuring the members safety</li> </ul> |

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| 23 | Documented Individual Accommodation Plans (s.28)<br>January 1, 2014<br>COMPLIANT   | <ul style="list-style-type: none"> <li>Develop a written process for the development of documented individual accommodation plans for employees with disabilities. The process should include all elements under section 28 of the Regulation</li> </ul>  | <ul style="list-style-type: none"> <li>In consultation with Acclaim Disability Management Services members requiring accommodation shall have document plans developed, reviewed, acknowledged and agreed upon</li> </ul>   |
| 24 | Return to Work Process (s.29)<br>January 1, 2014<br>COMPLIANT  | <ul style="list-style-type: none"> <li>Develop, document and implement a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work</li> <li>The return to work process should include all elements under section 29</li> </ul> | <ul style="list-style-type: none"> <li>All Return to Work programs are developed through Human Resources and documented, reviewed, acknowledged and signed off by members</li> </ul>  |
| 25 | Performance Management, Career Development and Advancement, and Redeployment (s.30-32)<br>January 1, 2014<br>IN PROGRESS | <ul style="list-style-type: none"> <li>Take accessibility needs and individual accommodation plans into account during performance management, while providing career development and advancement and when redeploying employees with disabilities</li> </ul>   | <ul style="list-style-type: none"> <li>The performance management system is currently under review. During the review it will be considered how to best include section 30 in the system</li> <li>All positions are posted and filled through a job competition, which includes the provisions from item 18 and 19</li> </ul> |

## Part 4: Transportation

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The City of Greater Sudbury provides accessible transportation to the City of Greater Sudbury citizens; the Greater Sudbury Police Service does not offer services that are related to the Transportation standards.

## Part 5: Built Environment

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The Greater Sudbury Police Service strives to provide accessible built environments which meet the needs of persons with disabilities. All new construction that will take place on behalf of the Greater Sudbury Police Service will comply with the Built Environment Standards.

### **Conclusion:**

The Greater Sudbury Police Service will continue to review and identify any gaps in service to continue to meet our legislative requirements, meeting the needs of individuals, removing, and preventing barriers to accessibility.

### **Feedback:**

Please let us know what you think about the Greater Sudbury Police Service's "2022-2025 Multi-Year Accessibility Plan" or request a copy of the plan in an accessible format by contacting the Manager of Information Management:

**Manager of Information Management**

Greater Sudbury Police Service  
190 Brady Street  
Sudbury ON, P3E 1C7

**Telephone:** 705-675-9171

**Electronic Mail:** [gspsmail@gsps.ca](mailto:gspsmail@gsps.ca)

**To view this plan online visit:** [www.gsps.ca](http://www.gsps.ca)

## Appendix: Proactive Initiatives:

The Greater Sudbury Police Service has a long-standing history of addressing the needs of disabled persons through a variety of measures. Numerous long standing Service Procedures, as amended from time to time, include the provision of policing services to persons with disabilities:

- Prisoner Care and Control
- Prisoner Transportation
- Missing Persons
- Elder and Vulnerable Adult Abuse
- Search of Persons
- Police Response to Persons who are Emotionally Disturbed or have a Mental Illness or Developmental Disability
- Equal Opportunity
- Hate/Bias Motivated Crime/Hate Propaganda
- Sexual Assault Investigations

Additionally, several initiatives and educational topics have been implemented to enhance our Service delivery to persons with disabilities, they can be summarized in the chart below:

| YEAR | INITIATIVES  |
|------|--|
| 1985 | <ul style="list-style-type: none"> <li>• Acquired and installed a Teletypewriter (TTY) for use by hearing or speech impaired individuals. <i>(The TTY number is published in the telephone book and on the Service's Website)</i></li> </ul>   |
| 2003 | <ul style="list-style-type: none"> <li>• Provided Sensitivity Training "The Police and the Disabled" to all sworn personnel which included:               <ul style="list-style-type: none"> <li>○ Sensitivity and awareness issues regarding persons with disabilities</li> <li>○ Awareness of the different persons with disabilities we may encounter.</li> <li>○ The application of proper control and approach techniques when dealing with persons with disabilities</li> </ul> </li> </ul>  |
| 2004 | <ul style="list-style-type: none"> <li>• Purchased two wheelchairs – one standard and one transport chair to be utilized for persons in custody with disabilities, if required</li> <li>• Modified public washroom to convert it to a barrier free environment</li> </ul>  |
| 2006 | <ul style="list-style-type: none"> <li>• Developed a protocol with the Canadian Hearing Society for the provision of interpreters, when required.</li> <li>• Implemented a Diabetic Food Cabinet for persons in custody with diabetes.</li> <li>• Installed an automatic door opener on main door to HQ facility elevators.</li> <li>• Installed an automatic door opener on entrance door to the secure area on the Administrative (5<sup>th</sup>) Floor.</li> <li>• Amended Prisoner Care and Control Procedure (ADM002) to update procedures for dealing with prisoners with disabilities and the provision of diabetic meals</li> </ul> |
| 2007 | <ul style="list-style-type: none"> <li>• Implemented Workplace Accommodation Procedure (HR010)</li> <li>• Implemented Bias Free Policing Procedure (ADM026)</li> <li>• Provided Bias Free Policing Training to all sworn members.</li> <li>• Implemented Workplace Discrimination and Harassment Procedure (OHS015)</li> <li>• Developed an Individual Fire Safety/Evacuation Plan for a disabled intern student</li> </ul>  |



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| 2008 | <ul style="list-style-type: none"> <li>• Provided training to members on visually impaired individuals by the Canadian National Institute for the Blind (CNIB)</li> <li>• Implemented Equal Opportunity Procedure (HR021)</li> <li>• Provided training to members by the Alzheimer's Society</li> </ul>   |
| 2009 | <ul style="list-style-type: none"> <li>• Provided training to members in partnership with the Independence Centre and Network (ICAN) on working with persons with physical disabilities.</li> <li>• Altered the procurement process to include accessibility in accordance with the AODA</li> </ul>   |
| 2010 | <ul style="list-style-type: none"> <li>• Provided training to members on: <ul style="list-style-type: none"> <li>○ Police and people with physical disabilities</li> <li>○ Mental Health and Addictions</li> <li>○ AODA Accessibility Standards for Customer Service</li> </ul> </li> <li>• Implemented new Income Protection Plan and associated accommodation services through Manulife.</li> <li>• Amended Non-Occupational Illnesses/Injuries, Absences from Work and Attendance Management Procedure (HR001) accordingly.</li> <li>• Adopted Board Policy GSPSB – POLICY 010 in relation to Workplace Violence and Harassment</li> </ul>   |
| 2011 | <ul style="list-style-type: none"> <li>• Implemented Autism Registry</li> <li>• Adopted Board Policy GSPSB – POLICY 021 in relation to Accessible Customer Service</li> <li>• Updated the Corporate Website to include information on Accessibility to comply with the Accessible Customer Service Standards</li> </ul>   |
| 2012 | <ul style="list-style-type: none"> <li>• Provided training to members on Mental Health and Addictions</li> <li>• Implemented Accessible Customer Service Procedure (ADM006)</li> </ul>  |
| 2013 | <ul style="list-style-type: none"> <li>• Established an account with Lockerby Taxi for transportation of disabled prisoner when required.</li> <li>• Amended Prisoner Transportation Procedure (ADM025) accordingly</li> </ul>  |
| 2014 | <ul style="list-style-type: none"> <li>• Provided training to members on Mental Health Communication and Awareness</li> <li>• Retained Acclaim Disability Management Services to manage member accommodation needs.</li> <li>• Amended Non-Occupational Illnesses/Injuries, Absences from Work and Attendance Management Procedure (HR001) accordingly.</li> <li>• Presented Board Policy GSPSB – POLICY 026 in relation to Accessibility to the Board</li> <li>• Presented amended Board Policy GSPSB – POLICY 021 to the Board</li> <li>• Provided training to Senior Command/Inclusion Team on <i>O. Reg 191/11</i> Integrated Accessibility Standards</li> <li>• Provided training to designated members on Website Content Management to ensure compliance with the Regulation.</li> <li>• The City of Greater Sudbury's Purchasing By-Law, which governs the Police Service, was amended to include accessibility statements. <ul style="list-style-type: none"> <li>○ <i>"In accordance with the OADA, the City will have regard to the accessibility for persons with disabilities in respect of Goods, Services or Construction purchased by the City."</i></li> </ul> </li> </ul> |

|      |   |
|------|---|
|      | <ul style="list-style-type: none"> <li>○ <i>"The City and all Suppliers who provide Goods, Services or Construction to the City shall comply with the AODA"</i></li> </ul>  |
| 2015 | <ul style="list-style-type: none"> <li>• Developed and implemented a Corporate Services Division S.O.P outlining the procedure involving "Notifying the Public of a Planned/Unplanned Temporary Disruption."</li> <li>• Provided AODA Customer Service Training for all new members and volunteers.</li> <li>• Updated training records to determine which employees still require AODA Customer Service Training.</li> <li>• Developed and implemented a Corporate Services Division S.O.P outlining the procedure for "Receiving Feedback from the Public" and continued to review customer feedback and take appropriate action.</li> <li>• Implemented a revised Accessibility Policy 026 that addresses all the new requirements under the Integrated Accessibility Standards Ontario Regulation 191/11. In addition, this policy was made available to the public upon request.</li> <li>• Developed a 2014-2021 Multi-Year Accessibility Plan that was made available to the public on the Service's website, or in an accessible format upon request.</li> <li>• Continued our ongoing commitment to In-Service Sensitivity and Awareness Training by providing our members with "Road to Mental Readiness Training."</li> <li>• Added additional resources for our members in our "Accessibility" folder including: <ul style="list-style-type: none"> <li>• A large print library - containing accessibility documents available to the public in 16pt, 16pt, and 20pt font.</li> <li>• Purchased software to allow us to develop a Support Library of accessibility documents for the public in alternative formats – including audio and large print documents.</li> </ul> </li> <li>• Developed and implemented a Corporate Services Division S.O.P outlining the procedure for "Providing Alternative Formats to Customers."</li> <li>• Edited all Greater Sudbury Police Service YouTube videos available to the public to include closed captioning features.</li> <li>• Participated in the YELLOWCARD Campaign for Special Olympics to end the use of the R-Word in everyday conversation.</li> <li>• Continued to notify employees and the public about the availability of accommodations for applicants with disabilities in the recruitment process on our job postings and on the Greater Sudbury Police Service website.</li> <li>• Continued to have individuals selected to participate in the assessment or recruitment process to complete a Performance Declaration to provide or arrange for suitable accommodations, as required.</li> <li>• Continued to notify successful applicants of our policies for accommodating employees with disabilities.</li> <li>• Provided information regarding the provision of job accommodations during the Human Resources Orientation Program</li> <li>• Continued to provide employees who have informed Human Resources of their personal disability a "Employee Workplace Emergency Response Plan."</li> <li>• In conjunction with Acclaim Disability Management Services, we have continued to: <ul style="list-style-type: none"> <li>• Develop individual accommodation plans for employees with disabilities.</li> </ul> </li> </ul> |

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|      | <ul style="list-style-type: none"> <li>• Develop, document, and implement return to work processes for employees who have been absent from work due to a disability and require disability-required accommodations.</li> <li>• Continued to institute the same practices and provisions as we use with external applicants when members compete in the Promotional Competition Process or when being redeployed.</li> </ul>   |
| 2016 | <ul style="list-style-type: none"> <li>• Provided AODA Customer Service Training for all new members and volunteers.</li> <li>• Training to a total of 53 new volunteers, students, and new employees.</li> <li>• Continue to review customer feedback and take appropriate action.</li> <li>• Feedback has been very favourable and Customer Service staff continue to hear that the public is pleased with the services available.</li> <li>• Spare prescription eyeglasses and are available at the counter for public use.</li> <li>• Staff offer to verbally assist members who identify with literacy disabilities.</li> <li>• Larger print documents are available on request.</li> <li>• Additional resources available to our members in our 'Accessibility' folder including: <ul style="list-style-type: none"> <li>○ A large print library containing accessibility documents available to the public in 16pt, 16pt, and 20pt font.</li> <li>○ Audio formats library containing accessibility documents available to the public in audio format.</li> </ul> </li> <li>• All training records have been updated in the Service's OSL system.</li> <li>• Implementation a Corporate Services Division S.O.P outlining the procedure for "Providing Alternative Formats to Customers."</li> <li>• Edited all Greater Sudbury Police Service YouTube videos available to the public to include closed captioning features. 2016 6,414 views, 301 used closed captioning.</li> <li>• Continued notification to employees and the public about the availability of accommodations for applicants with disabilities in the recruitment process on our job postings and on the Greater Sudbury Police Service website.</li> <li>• Continued to have individuals participating in the assessment or recruitment process to complete a Performance Declaration in order to provide or arrange for suitable accommodations as required.</li> <li>• Continued notification to successful applicants of our policies for accommodating employees with disabilities</li> <li>• Provided information regarding the provision of job accommodations during the Human Resources Orientation Program</li> <li>• Continued the provision of an 'Employee Workplace Emergency Response Plan' to those employees who have informed Human Resources of their personal disability.</li> <li>• In conjunction with Acclaim Disability Management Services, progress has continued to: <ul style="list-style-type: none"> <li>• Develop individual accommodation plans for employees with disabilities.</li> <li>• Develop, document, and implement return to work processes for employees who have been absent from work due to a disability and require disability-required accommodations.</li> </ul> </li> </ul> |

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|      | <ul style="list-style-type: none"> <li>Continued to institute the practices and provisions used with external applicants when members compete in the Promotional Competition Process, Internal Hiring Processes, or when being redeployed</li> </ul>  |
| 2017 | <ul style="list-style-type: none"> <li>Provided AODA Customer Service Training for all new members and volunteers.</li> <li>New: (2017) Training to a total of 67 new volunteers, students, and new employees.</li> <li>(2016) Training to a total of 53 new volunteers, students, and new employees.</li> <li>Continue to review customer feedback and take appropriate action.</li> <li>Feedback has been very favourable and Customer Service staff continue to hear that the public is pleased with the services available.</li> <li>A supply of prescription eyeglasses and are available at the counter for public use.</li> <li>Staff offer to verbally assist members who identify with literacy disabilities. Staff have received and assisted over 15 requests this year.</li> <li>Larger print documents are available on request.</li> <li>Additional resources were made available to our members in our on-line 'Accessibility' folder including: <ul style="list-style-type: none"> <li>A large print library containing accessibility documents available to the public in 16pt, 16pt, and 20pt font.</li> <li>Audio formats library containing accessibility documents available to the public in audio format.</li> </ul> </li> <li>Provided AODA Integrated Accessibility Standards Training for all new members and volunteers.</li> <li>Training to a total of 53 new volunteers, students, and new employees.</li> <li>Implementation a Corporate Services Division S.O.P outlining the procedure for "Providing Alternative Formats to Customers."</li> <li>Edited all Greater Sudbury Police Service YouTube videos available to the public to include closed captioning features.</li> <li>New: (2017) Acquirement of an Ergonomic Testing Area in the Human Resources Branch to ensure we properly meet the accommodation needs of applicants with disabilities</li> <li>New (October 2017) Participated in the March of Dimes Disability Mentorship Day. Provided GSPS with the opportunity to mentor a person with a disability, to introduce them to employment opportunities, and the skills needed to succeed in our organization.</li> <li>Continued notification to employees and the public about the availability of accommodations for applicants with disabilities in the recruitment process on our job postings and on the Greater Sudbury Police Service website.</li> <li>Continued to have individuals participating in the assessment or recruitment process to complete a Performance Declaration to provide or arrange for suitable accommodations as required.</li> <li>Continued notification to successful applicants of our policies for accommodating employees with disabilities.</li> <li>Provided information regarding the provision of job accommodations during the Human Resources Orientation Program</li> <li>Continued the provision of an 'Employee Workplace Emergency Response Plan' to those employees who have informed Human Resources of their personal</li> </ul> |

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|      | <p>disability. This has also been added to the Return-to-Work process should a member need an Employee Workplace Emergency Response Plan.</p> <ul style="list-style-type: none"> <li>• 2017- One member identified a need to have a specific workplace emergency response plan.</li> <li>• In conjunction with Acclaim Disability Management Services, progress has continued to: <ul style="list-style-type: none"> <li>○ Develop individual accommodation plans for employees with disabilities.</li> <li>○ Develop, document, and implement return to work processes for employees who have been absent from work due to a disability and require disability-required accommodations.</li> </ul> </li> <li>• Continued to institute the practices and provisions used with external applicants when members compete in the Promotional Competition Process, Internal Hiring Processes, or when being redeployed</li> </ul>   |
| 2018 | <ul style="list-style-type: none"> <li>• New: (2018) Training to a total of 89 new volunteers, students, and new employees</li> <li>• Continue to review customer feedback and take appropriate action.</li> <li>• Feedback has been very favourable and Customer Service staff continue to hear that the public is pleased with the services available.</li> <li>• A supply of prescription eyeglasses and are available at the counter for public use.</li> <li>• Staff offer to verbally assist members who identify with literacy disabilities. Staff have received and assisted over 20 requests this year between 2018-2019</li> <li>• Larger print documents are available on request.</li> <li>• New: (2018-2019) Human Resources continues to utilize an Ergonomic Testing Area in the Human Resources Branch to ensure we properly meet the accommodation needs of applicants with disabilities.</li> <li>• Continued notification to employees and the public about the availability of accommodations for applicants with disabilities in the recruitment process on our job postings and on the Greater Sudbury Police Service website.</li> <li>• Continued to have individuals participating in the assessment or recruitment process to complete a Performance Declaration to provide or arrange for suitable accommodations as required.</li> <li>• Continued notification to successful applicants of our policies for accommodating employees with disabilities.</li> <li>• Provided information regarding the provision of job accommodations during the Human Resources Orientation Program</li> <li>• Continued the provision of an 'Employee Workplace Emergency Response Plan' to those employees who have informed Human Resources of their personal disability. This has also been added to the Return-to-Work process should a member need an Employee Workplace Emergency Response Plan.</li> </ul> |
| 2019 | <ul style="list-style-type: none"> <li>• New 2019 Human Resource Staff participated in a Webinar by the Canadian Centre for Diversity and Inclusion (CCDI) entitled "Accessibility-Navigating a World Filled with Barriers" to enhance their understanding of how to meet the needs of those with disabilities.</li> <li>• Provided AODA Customer Service Training for all new members and volunteers.</li> <li>• New: (2019) Training to a total of 100 new volunteers, students, and new employees.</li> </ul>  |

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|      | <ul style="list-style-type: none"> <li>• Implementation a Corporate Services Division S.O.P outlining the procedure for 'Providing Alternative Formats to Customers'.</li> <li>• Edited all Greater Sudbury Police Service YouTube videos available to the public to include closed captioning features.</li> <li>• New (September 2019-current) Participating in the March of Dimes Disability Skills and Work Program by providing a participant 24 weeks of work experience in our Training Branch, to introduce them to employment opportunities, and the skills needed to succeed in our organization.</li> <li>• New (2019) Created of a new Service Animal Procedure to further support members who require an accommodation that includes a Service Animal.</li> <li>• New (2019) Creation of a "Do and Don't" training video that provides members with instructions on how to interact with a member and their Service Animal.</li> <li>• In conjunction with Acclaim Disability Management Services, progress has continued to: <ul style="list-style-type: none"> <li>• Develop individual accommodation plans for employees with disabilities.</li> <li>• Develop, document, and implement return to work processes for employees who have been absent from work due to a disability and require disability-required accommodations.</li> </ul> </li> <li>• Continued to institute the practices and provisions used with external applicants when members compete in the Promotional Competition Process, Internal Hiring Processes, or when being redeployed</li> </ul> |
| 2020 | <ul style="list-style-type: none"> <li>• (2020) Training to a total of 50 new volunteers, students, and new employees</li> <li>• New (2020) Due to COVID, Customer Service forms and application processes have now been moved to an online platform, which eases accessibility to members of the public with accessibility constraints, and those wishing not to come into public spaces due to health concerns.</li> <li>• New (2020) As a result of COVID many non-essential Service Personnel were required to commence working from home. Human Resources consulted with these members, ensuring their ergonomic needs were met in their home workspaces. Documentation was created for members on how to Ergonomically Set Up a Workspace, and members who required special equipment (chairs, desks, computer equipment, keyboards) were provided this equipment.</li> <li>• New (2020) Currently we have one member who has returned to work with a Service Animal. This process was conducted in accordance with our newly created Service Animal Procedure. Service members/coworkers were educated utilizing a video entitled "Do's and Don'ts for Interacting with a Service Animal" Posters were also created to provides members with instructions on how to interact with a member and their Service Animal.</li> </ul>   |
| 2021 | <ul style="list-style-type: none"> <li>• Training to a total of 34 new volunteers, students, and new employees</li> <li>• Continued notification to employees and the public about the availability of accommodations for applicants with disabilities in the recruitment process on our job postings and on the Greater Sudbury Police Service website.</li> <li>• Continued to have individuals participating in the assessment or recruitment process to complete a Performance Declaration to provide or arrange for suitable accommodations as required.</li> <li>• Continued notification to successful applicants of our policies for accommodating employees with disabilities.</li> </ul>   |

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|      | <ul style="list-style-type: none"> <li>• Provided information regarding the provision of job accommodations during the Human Resources Orientation Program</li> <li>• Human Resources continued to consult with members working from home to ensure their ergonomic needs were met. Documentation provided and available on how to properly set up a workspace and equipment.</li> <li>• In conjunction with Acclaim Disability Management Services, progress has continued to: <ul style="list-style-type: none"> <li>○ Develop individual accommodation plans for employees with disabilities.</li> <li>○ Develop, document, and implement return to work processes for employees who have been absent from work due to a disability and require disability-required accommodations.</li> </ul> </li> <li>• From January to June, through a third-party contractor, all documents on the external GSPS were remedied to be compliant with AODA standards and requirements.</li> <li>• Continue to use YouTube function to ensure compliance, including closes-captioned features.</li> <li>• Social Media videos and “stories” now included the close-captioned features.</li> <li>• In July, Human Resources, Corporate Communications, Board Administrator and the EA to the CAO and Deputy Chief participated and completed <i>Accessible Document Training</i> hosted a third by in ensure compliance for our website.</li> <li>• Continue to use YouTube function to ensure compliance, including closes-captioned features.</li> </ul> |
| 2022 | <ul style="list-style-type: none"> <li>• Training to a total of 52 new volunteers, students, and new employees</li> <li>• Continued notification to employees and the public about the availability of accommodations for applicants with disabilities in the recruitment process on our job postings and on the Greater Sudbury Police Service website.</li> <li>• Continued to have individuals participating in the assessment or recruitment process to complete a Performance Declaration to provide or arrange for suitable accommodations as required.</li> <li>• Continued notification to successful applicants of our policies for accommodating employees with disabilities.</li> <li>• Provided information regarding the provision of job accommodations during the Human Resources Orientation Program</li> <li>• In conjunction with Acclaim Disability Management Services, progress has continued to: <ul style="list-style-type: none"> <li>○ Develop individual accommodation plans for employees with disabilities.</li> <li>○ Develop, document, and implement return to work processes for employees who have been absent from work due to a disability and require disability-required accommodations.</li> </ul> </li> <li>• Continued use of accessibility functions on the Service’s Website and Social Media pages.</li> </ul>  |
| 2023 | <ul style="list-style-type: none"> <li>• Training a total of 55 students, and new employees, 7 new volunteers.</li> <li>• Continued notification to employees and the public about the availability of accommodations for applicants with disabilities in the recruitment process on our job postings and on the Greater Sudbury Police Service website.</li> </ul>  |

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|  | <ul style="list-style-type: none"> <li>• Continued to have individuals participating in the assessment or recruitment process to complete a Performance Declaration to provide or arrange for suitable accommodations as required.</li> <li>• Continued notification to successful applicants of our policies for accommodating employees with disabilities.</li> <li>• Provided information regarding the provision of job accommodations during the Human Resources Orientation Program</li> <li>• In conjunction with Acclaim Disability Management Services, progress has continued to: <ul style="list-style-type: none"> <li>○ Develop individual accommodation plans for employees with disabilities.</li> <li>○ Develop, document, and implement return to work processes for employees who have been absent from work due to a disability and require disability-required accommodations.</li> </ul> </li> <li>• Continued use of accessibility functions on the Service's Website and Social Media pages.</li> <li>• In-house ergonomic workspace assessments conducted, members educated on how to make their workspaces more accessible and/or to accommodate a return-to-work plan.</li> </ul> |
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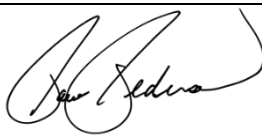


## Revision Updates:

| YEAR | CHANGES  |
|------|--|
| 2014 | Posted Date<br>Accessibility Policy Adopted<br>Customer Service Policy Revised<br>Canadian Hearing Society Service Agreement June 2014 |
| 2015 | Board Update December 8, 2015<br>Initiatives Tables Updated  |
| 2016 | Board Report December 8, 2016<br>Initiatives Tables Updated<br>Customer Service Policy Revised<br>Accessibility Policy Revised         |
| 2017 | Board Report December 11, 2017<br>Initiatives Tables Updated   |
| 2018 | Initiatives Tables Updated   |
| 2019 | Board Report November 13, 2019<br>Initiatives Tables Updated   |
| 2020 | Board Report December 2, 2020<br>Initiatives Tables Updated  |
| 2021 | Board Report December 2021<br>Initiatives Tables Updated   |
| 2022 | Board Report January 2022<br>Initiatives Tables Updated  |
| 2023 | Board Report January 2023<br>Initiatives Tables Updated  |
| 2024 | Board Report February 2024<br>Initiatives Tables Updated   |



## GREATER SUDBURY POLICE SERVICE BOARD REPORT

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| <b>ACTION: FOR APPROVAL</b>   | <b>DATE:</b> February 5, 2024  |
| <b>PUBLIC</b>   |  |
| <b>SUBJECT:</b><br><b>NICE Multimedia and Voice Logging Solution</b>  |  |
| <b>STRATEGIC DIRECTION 2024-2027</b><br><b>Strategic Theme:</b> Our Resources<br><b>Goal:</b> Leveraging Innovation & technological advancements for improved function and efficiency   |  |
| Prepared by:<br><br>Nathan Dokis<br>Manager of Communications &<br>Information Technology<br><br><br><br>Sara Cunningham<br>Deputy Chief of Police, Administration | Recommended by:<br><br>Paul Pedersen<br>Chief of Police<br><br> |

### RECOMMENDATION:

**THAT the Greater Sudbury Police Service Board enters into a Non-Competitive Single Source Agreement with NICE Limited for the procurement of the NICE Multimedia and Voice Logging Solution for Telephony, Radio, and Computer Aided Dispatch, which includes the NICE Inform Intelligence Centre at an estimated cost of \$788,326.01 with funds received through the Provincial Next Generation 911 (NG9-1-1) Grant Funding Stream.**

### BACKGROUND:

Our Police Service acknowledges the crucial role that advanced communication systems play in maintaining public safety. As we endeavour to keep pace with technological advancements and regulatory requirements, the implementation of the NICE Multimedia and Voice Logging Solution becomes pivotal in meeting our current and future operational needs as a Public

Service Answering Point (PSAP). This is especially significant as we plan to onboard the NG9-1-1 Emergency Services IP Network (ESInet) and look towards our radio system refresh later in the year.

## **CURRENT SITUATION**

The Greater Sudbury Police Service is committed to incorporating advanced technologies to ensure public safety. Currently, they employ Komutel and Exacom technologies for specific communication and recording purposes. However, the requirements of Next Generation 9-1-1 and the increasing importance of analytics necessitate a more integrated and forward-thinking approach that surpasses the solutions that have served them well.

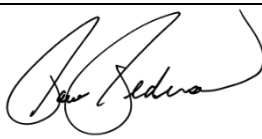
The NICE multimedia and voice logging solution offers comprehensive features that align seamlessly with their current technology landscape. It provides a unified platform for logging telephony, radio, and CAD communications, which creates a cohesive data management ecosystem. This integration with existing Hexagon, Avaya, and L3 Harris technologies ensures a smooth transition. NICE's advanced analytics tools significantly improve their analytic workflows, including data accessibility, which enables quicker and more accurate decision-making during investigations and disclosure.

The Police Service has received provincial funding earmarked for specific initiatives. The cost of implementing the NICE Multimedia and Voice Logging Solution can be effectively offset by leveraging these funds, allowing them to make a strategic investment without placing undue strain on their budget.

With the current technology landscape, the timelines associated with the provincial funding, and the comprehensive benefits outlined above, it is strongly recommended that the Greater Sudbury Police Service Board approves the non-competitive single source procurement of the NICE multimedia and voice logging solution for telephony, radio, and CAD, which includes the NICE Inform Intelligence Centre.



## GREATER SUDBURY POLICE SERVICES BOARD REPORT

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| <b>ACTION: FOR APPROVAL</b>  | <b>DATE: February 12, 2024</b>   |
| <b>PUBLIC</b>  |  |
| <b>SUBJECT: 2023 INFORMATION PRIVACY COMMISSION ANNUAL REPORT</b>  |  |
| <b>STRATEGIC DIRECTION 2024-2027</b><br><b>Strategic Theme:</b> Our Service<br><b>Goal: 1</b> - Culturally responsive service-delivery that is fair, equitable, and human-rights centred |  |
| Prepared by:<br><br>Sara Cunningham<br>Deputy Chief of Police - Administration                          | Recommended by:<br><br>Paul Pedersen<br>Chief of Police |

### RECOMMENDATION:

**THAT the Board receives this 2023 Privacy Commission Annual Report for information.**

### BACKGROUND:

The *Municipal Freedom of Information and Protection of Privacy Act* applies to local government institutions including Municipalities, police services boards, school boards, conservation authorities, boards of health, and transit commissions.

The *Act* gives individuals the right to request access to municipal government information including most general records and records containing their own personal information. The *Act* also requires that local government institutions protect the privacy of an individual's personal information existing in government records.

The *Act* includes a privacy protection system which the government must follow to protect an individual's right to privacy. The system includes rules regarding the collection, retention, use, disclosure, and disposal of personal information in the government's custody or control.

If an individual feels their privacy has been compromised by a government institution governed by the *Act*, they may register a complaint to the Information and Privacy Commissioner who may investigate.

#### **CURRENT SITUATION:**

All institutions covered by the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)* are required to submit their statistics by April 1, 2024, even if no requests are received during the previous calendar year. The IPC provides an online Statistics Submission Website for inputting statistical data.

Institutions must include in their report:

- the number of requests for access under *MFIPPA*.
- the number of refusals under *MFIPPA* including the provisions under which the refusal was made and the number of occasions on which each provision was invoked.
- the number of uses or purposes for which personal information is disclosed where the use or purpose is not included in the personal information bank index under *MFIPPA*.
- the amount of fees collected; and
- other information indicating the effort to put into practice the purposes of these statutes.

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| <b>SUBJECT:</b><br><b>2023 INFORMATION PRIVACY COMMISSION ANNUAL REPORT</b> | <b>Page 3</b> |
|---|---------------|



| <b>Description</b>   | <b>Personal</b> | <b>General</b> |
|--|-----------------|----------------|
| <i>Requests Received in 2022</i>                             | 57              | 14             |
| <b><u>Requests Received in 2023</u></b>                      | <b>111</b>      | <b>25</b>      |
| Requests Transferred In from Other Institutions              | 1               | 0              |
| Requests Forwarded to Another Institution                    | 1               | 1              |
| Requests Carried over from 2022                              | 0               | 0              |
| Requests Carried over to 2024                                | 3               | 3              |
| <b><u>Total Number of Requests Completed During 2023</u></b> | <b>108</b>      | <b>21</b>      |
|  |                 |                |
| <b><u>Source of Requests</u></b>                             |                 |                |
| Individual/Public  | 95              | 16             |
| Individual/Agent   | 13              | 2              |
| Business   | 0               | 0              |
| Academic/Researcher  | 0               | 0              |
| Association/Group  | 0               | 0              |
| Media  | 0               | 3              |
| Government (all levels)                                      | 0               | 0              |
| Other  | 0               | 0              |
|  |                 |                |
| <b><u>Time to Completion:</u></b>                            |                 |                |
| 30 days or less  | 107             | 16             |
| 31 - 60 days   | 2               | 4              |
| 61 - 90 days   | 0               | 0              |
| 91days or longer   | 0               | 0              |
|  |                 |                |
| <b><u>Compliance with the Act:</u></b>                       |                 |                |
| Over 30 days with no Notice of Extension                     | 2               | 4              |
| Notice of Extension Issued                                   | 0               | 0              |
|  |                 |                |
| <b><u>Disposition of Requests:</u></b>                       |                 |                |
| All information disclosed                                    | 5               | 3              |
| Information disclosed in part                                | 82              | 5              |
| No Information disclosed                                     | 15              | 7              |

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| <b>SUBJECT:</b><br><b>2023 INFORMATION PRIVACY COMMISSION ANNUAL REPORT</b> | <b>Page 4</b> |
|---|---------------|

|  |                  |                 |
|--|------------------|-----------------|
| No responsive records exist  | 3                | 1               |
| Requests withdrawn/abandoned or non-jurisdictional                 | 3                | 5               |
|  |                  |                 |
| <b><u>Exemptions Applied:</u></b>                                  |                  |                 |
| Section 6 - Draft Bylaws, etc.                                     | 0                | 0               |
| Section 7 - Advice or Recommendations                              | 0                | 0               |
| Section 8 - Law Enforcement  | 82               | 5               |
| Section 8 (3) - Refusal to Confirm or Deny                         | 0                | 2               |
| Section 8.1 - Civil Remedies Act, 2001                             | 0                | 0               |
| Section 8.2 Prohibiting Profiting from Recounting Crimes Act, 2002 | 0                | 0               |
| Section 9 - Relations with Governments                             | 0                | 0               |
| Section 10 - Third Party Information                               | 0                | 0               |
| Section 11 - Economic/Other Interests0                             | 0                | 0               |
| Section 12 - Solicitor-Client Privilege                            | 1                | 1               |
| Section 13 - Danger to Safety or Health                            | 0                | 0               |
| Section 14 - Personal Privacy (Third Party)                        | 76               | 7               |
| Section 14(5) - Refusal to Confirm or Deny                         | 3                | 4               |
| Section 15 - Information Soon to be Published                      | 5                | 0               |
| Section 20.1 - Frivolous or Vexatious                              | 0                | 0               |
| Section 38 - Personal Information (Requester)                      | 74               | 1               |
| Section 52(2) - Act Does Not Apply                                 | 3                | 0               |
| Section 52(3) Labour Relations & Employment Related Records        | 1                | 2               |
| Section 53 - Other Acts  | 1                | 0               |
|  |                  |                 |
| <b><u>Fees Collected</u></b>                                       |                  |                 |
| Application Fees   | \$560.00         | \$125.00        |
| Additional Fees  | \$615.40         | \$519.30        |
| Fees Waived  | (\$8.20)         |                 |
| <b>Total Fees</b>  | <b>\$1175.40</b> | <b>\$644.30</b> |



## GREATER SUDBURY POLICE SERVICES BOARD REPORT

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| <b>ACTION: FOR APPROVAL</b>   | <b>DATE:</b> February 14, 2024  |
| <b>PUBLIC</b>   |   |
| <b>SUBJECT:</b><br><b>POLICE AUCTIONS CANADA ANNUAL REPORT</b>  |   |
| <b>STRATEGIC DIRECTION 2024-2027</b><br><b>Strategic Theme:</b> Our Resources<br><b>Goal:</b> 3 - Fiscal prudence for reasonable & sustainable resource development and investments |   |
| Prepared by:<br><br>Sara Cunningham<br>Deputy Chief of Police - Administration                    | Recommended by:<br><br>Paul Pedersen<br>Chief of Police |

### RECOMMENDATION:

**THAT the Board receives the 2023 Annual Report for monies received through Police Auctions Canada for the sale of property that has come into the possession of the Police Service for deposit to the Board Reserve Fund.**

### BACKGROUND:

In accordance with Section 132 of the Police Services Act, an auction is held for the sale of property that has come into possession of the police service. Once all legal proceedings in respect of property have been completed and there is no court order for its disposition, such items may be disposed. Paragraph 1 of 132(4)(2) states that the sale shall be by public auction.

Further, in accordance with Section 39 of the City of Greater Sudbury Purchasing By-Law 2014-1, Section 39(1), Senior Management Team Members shall dispose of all Goods for which they no longer have use and that are of value by using appropriate methods for disposal that are in the City's best interests, including without limitation, public auction, public tender, trade, negotiated sale, donation or transfer to another Department. This method has been used to dispose of various equipment, furniture, and vehicles.



In 2018, the Board entered into an Agreement with Police Auctions Canada (PAC) for the purpose of disposing of such property through auction.

The Board holds title to all property until sold. PAC is responsible for all physical damage to the property while in its possession. Any damage is repaired, or the Board is reimbursed at reasonable market value as determined by the Board. If an item is sold and payment is not received, title to the item reverts to the Board and is placed in a further auction. PAC pays all costs and expenses of test of procedures necessary to verify the authorship, attribution, quality, or authenticity of any item including gemological tests of jewelry and related matter.

PAC charges a flat fee of 50% commission of the net selling price for this service. When considered in the context of staff salary savings and the value generated from online sales, this is a reasonable fee and efficient means for disposing of property.



Income earned from PAC Online Auctions for 2023 is summarized as follows with a comparison to the 2022 year. Many factors contribute to revenue yielded, including the number and types of items auctioned.

| <b>YEAR</b> | <b>GSPS REVENUE</b> | <b>YEAR</b> | <b>GSPS REVENUE</b> |
|-------------|---------------------|-------------|---------------------|
| <b>2023</b> | <b>\$3,706.78</b>   | <b>2022</b> | <b>\$6,109.16</b>   |

These funds have been deposited to the Board Reserve Fund for use on the authority of the Police Services Board.



## GREATER SUDBURY POLICE SERVICE BOARD REPORT

|  |  |
|--|--|
| <b>ACTION: FOR APPROVAL</b>  | <b>DATE:</b> February 7, 2024  |
| <b>PUBLIC</b>  |  |
| <b>SUBJECT:</b><br><b>2023 ANNUAL USE OF FORCE REPORT</b>  |  |
| <b>STRATEGIC DIRECTION 2024-2027</b><br><b>Strategic Theme:</b> Policing with Excellence & Professionalism<br><b>Goal: 1</b> - Effective and efficient deployment of resources |  |
| <b>Prepared by:</b><br><br>Sara Cunningham<br>Deputy Chief of Police                          | <b>Recommended by:</b><br><br>Paul Pedersen<br>Chief of Police |

### RECOMMENDATION:

**THAT the Board receives the 2023 Use of Force report in accordance with the *Equipment and Use of Force Regulation 926 of the Police Services Act* and in accordance with the Board's Policy on Use of Force under By-Law 2003-1.**

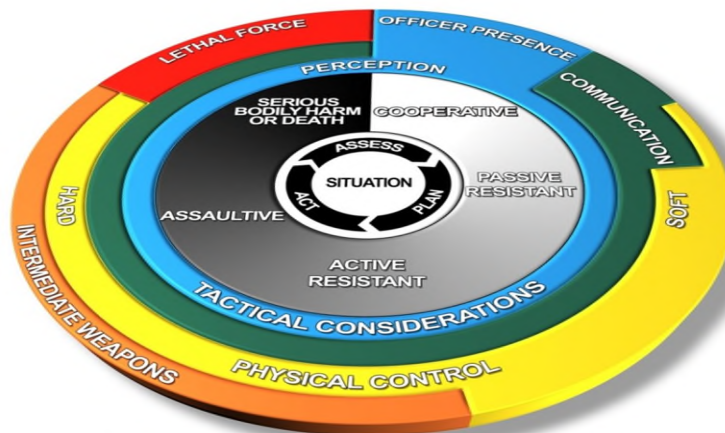
### BACKGROUND:

Use of Force Reports were introduced by the Ontario Provincial Government as a mechanism for a Police Service to gather information on and to review an officer's Use of Force in a particular incident and if necessary, provide counselling or training to that officer.

The Training and Professional Development Branch receives the reports and conducts an analysis of each around the use of force. The purpose is to monitor for trends and identify any issues of concern. These trends are incorporated into Use of Force training and Service policies when appropriate.

The Ontario Use of Force Model (2004) was developed to assist in the Training of Officers and as a reference when making decisions and explaining their actions with respect to a Use of Force. The model does not justify and Officer's actions.

### **Ontario Use of Force Model (2004)**



**The officer continuously assesses the situation and selects the most reasonable option relative to those circumstances as perceived at that point in time.**

Use of Force Reporting requires Officers to submit Use of Force reports under certain circumstances. A report is submitted when a member: uses physical force on another person that results in injury or a complaint of injury; uses Oleoresin Capsicum aerosol spray/foam operationally; uses a weapon other than a firearm (Baton) on another person; deploys a Conducted Energy Weapon (CEW) in either Full Deployment, Demonstrated Force Presence, or Drive Stun modes; draws a handgun in the presence of a member of the public; points a firearm at a person; discharges a firearm; deployment of an ARWEN (POU/TAC); and the release of a police canine resulting in an injury.

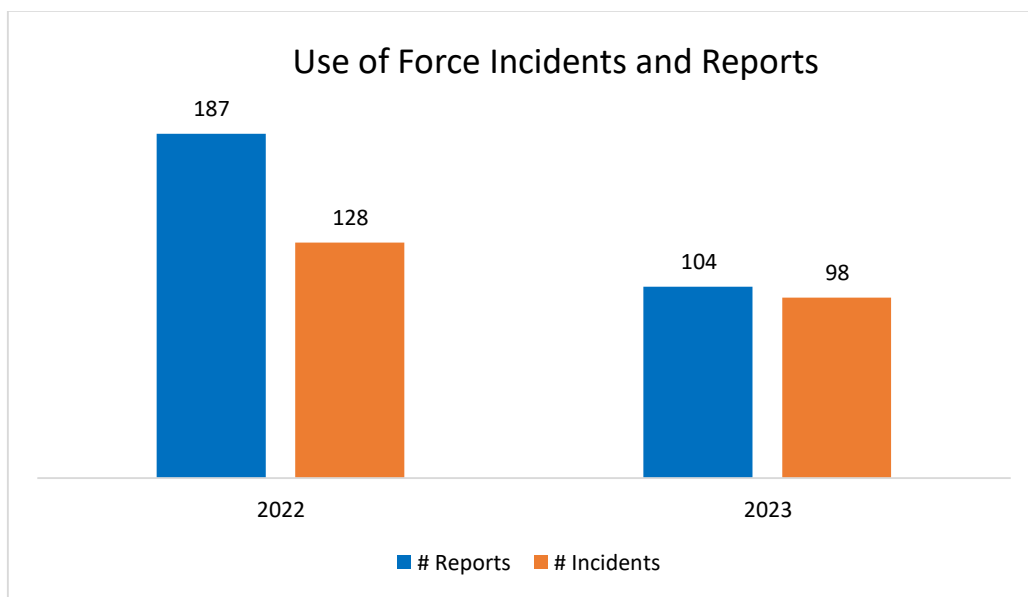
#### **CURRENT SITUATION:**

On November 28<sup>th</sup>, 2022, the Ministry of the Solicitor General introduced a new “*Modernized Use of Force Report*” that took effect on January 1<sup>st</sup>, 2023. Now, in certain circumstances, a Team report can be submitted which captures a co-ordinated response by several officers to a single event, rather than having each officer submit an individual report as in previous years. In certain circumstances multiple reports are still required for a single incident.

During 2023, a total of 104 reports were submitted regarding 98 incidents. The majority of the data presented here reflects the number of reports submitted and **not** the number of incidents.

The reports have been analyzed in the context of the following indicators as indicated on the Use of Force report form:

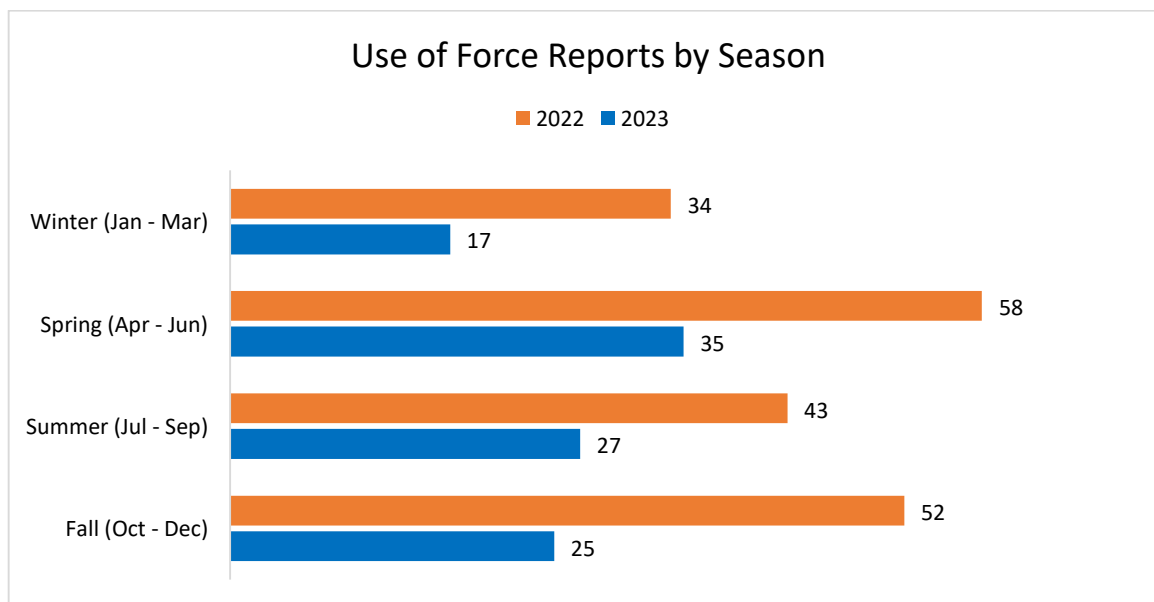
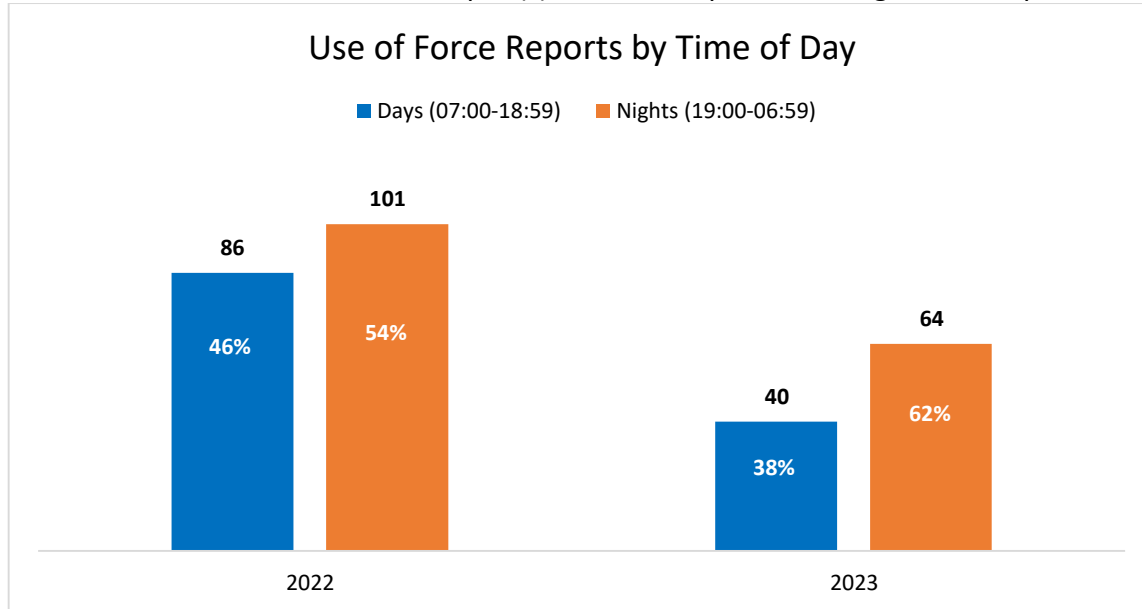
- ✓ Incident Time
- ✓ Type of Incident
- ✓ Perceived Subject Race
- ✓ Type of Force Used
- ✓ Injuries Sustained



The number of reports submitted is down by 83 (-44%) over last year and the number of incidents is also down compared to last year (-23%, -30 incidents). The decrease was in part due to changes made on the report submission requirements.

**Incidents by Time & Season**

The reports submitted are ***now*** broken down into 2 time periods, designated as follows: Days (07:00-18:59 hours); and Nights (19:00-06:59 hours). These time periods more closely reflect the two common shifts worked by Front Line Patrol Officers. Officers submitted the highest number of Use of Force reports during nightshift hours in 2023, where there was a higher count of Intimate Partner Violence and Weapon(s) incidents reported during that time period.



### Type of Incident

This table indicates the type of incident the officer(s) were responding to which resulted in a Use of Force Report being submitted. The table below shows, in descending order, for that particular year, the number of Use of Force Reports submitted for the incident types.

| Type of Incident - 2022  | Count      | % of Total  | Type of Incident - 2023   | Count     | % of Total  |
|--------------------------|------------|-------------|---|-----------|-------------|
| Weapons Call             | 32         | 25%         | Weapon(s)   | 28        | 29%         |
| MHA                      | 26         | 20%         | Intimate Partner Violence/Dispute                                     | 10        | 10%         |
| Injured Animal           | 10         | 8%          | Disturbance (e.g., noise complaint, unknown trouble, unwanted person) | 9         | 9%          |
| Domestic Disturbance     | 9          | 7%          | Person in Crisis (e.g., mental health, suicide threat)                | 9         | 9%          |
| Arrest Warrant           | 7          | 5%          | Executing Warrant (e.g., DNA, arrest, search)                         | 8         | 8%          |
| Other                    | 6          | 5%          | Family/Neighbour/Other Type of Dispute                                | 4         | 4%          |
| Robbery                  | 5          | 4%          | Humane destruction of animal  | 4         | 4%          |
| Unwanted Person          | 4          | 3%          | Traffic   | 4         | 4%          |
| Suspicious Person        | 3          | 2%          | Wellness/ Safety Check  | 4         | 4%          |
| Search Warrant           | 3          | 2%          | Investigation   | 3         | 3%          |
| Other Disturbance        | 3          | 2%          | Property Crime  | 3         | 3%          |
| Serious Injury           | 3          | 2%          | Violent Crime   | 3         | 3%          |
| Traffic                  | 2          | 2%          | Animal Complaint  | 2         | 2%          |
| High Risk Takedown       | 2          | 2%          | Assisting Other Police Service/Agency                                 | 2         | 2%          |
| Threats                  | 2          | 2%          | Barricaded Subject  | 2         | 2%          |
| Pursuit/ Stolen MV       | 2          | 2%          | Guns and Gangs, ROPE, Other Specialized Units                         | 1         | 1%          |
| Theft                    | 2          | 2%          | Police Custody Related  | 1         | 1%          |
| Break & Enter            | 2          | 2%          | Stolen Vehicle  | 1         | 1%          |
| High Risk Vehicle Stop   | 1          | 1%          | <b>Total</b>  | <b>98</b> | <b>100%</b> |
| Mischief                 | 1          | 1%          |   |           |             |
| Escape Custody           | 1          | 1%          |   |           |             |
| Impaired Driver          | 1          | 1%          |   |           |             |
| Holding Cell (HQ/Courts) | 1          | 1%          |   |           |             |
| <b>Total</b>             | <b>128</b> | <b>100%</b> |   |           |             |

The Ministry added Incident Types for the Use of Force Reports that differed from previous years, such as Barricaded Subject and Guns and Gangs. There was a decrease in total Weapons (-4 incidents), but it accounted for 29% of incidents (+4% compared to 2022).

There was also a decrease in Mental Health incidents (-17 incidents), despite a 12% increase in Mental Health calls for service.

### Perceived Subject Race

Under O. Reg. 267/18, the Ministry of the Solicitor General is required to collect the Participant Observer Information (i.e., police service members' perception) regarding the race of individuals in respect of whom a Use of Force Report is completed, and any other information set out in the report that the police service is legally required to provide to the ministry, excluding the individuals' names as of January 1<sup>st</sup>, 2020.

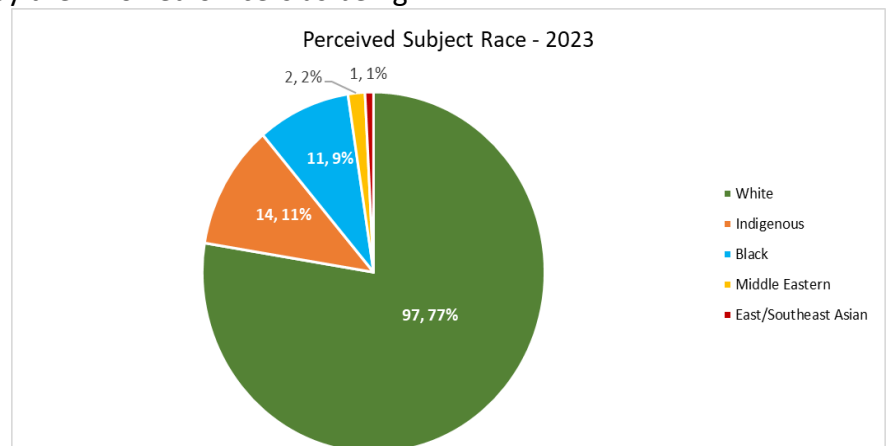
For the 2023 year, the stats relative to subject race were collected in such a manner to accurately reflect the **actual** numbers of individuals encountered by officers. Of the 125 subjects encountered, they were identified by the involved officers as being:

- White – 97 times (77%)
- Indigenous – 14 times (11%)
- Black – 11 times (9%)
- Other minorities – 3 times (2%)

Based on Statistics Canada's 2021 Census, Black community members account for approximately 2.5% of the City of Greater Sudbury's population.<sup>1</sup>

However, individuals with the perceived race of Black accounted for 9% of the Use of Force incidents in 2023. It is important to note that of the individuals who were identified to have the perceived race of Black, 45% of these individuals reside outside of Sudbury, such as in the Greater Toronto Area. The remaining individuals were noted to be involved in incidents involving weapons, with 3 involving a potential firearm. Of the individuals who identified to have the perceived race of Black and are not residents of Sudbury, all were involved in high-risk warrants calls, either involving drug trafficking or human trafficking, and are known to carry weapons. These calls for service are intelligence-led and involve multiple police agencies working together to keep community members safe.

Statistics Canada's 2021 Census reported that Indigenous community members account for approximately 11% of the City of Greater Sudbury's population.<sup>2</sup> Based on the Use of Force data for 2023, individuals with the perceived race of Indigenous accounted for 11% of interactions. Of the 14 interactions, 50% involved risks to both public and officer safety, especially in instances where the individual was in possession of a weapon, such as a knife or a firearm.



<sup>1</sup> Statistics Canada. (2022). *Focus on geography series, 2021 Census population. Greater Sudbury*. <https://www12.statcan.gc.ca/census-recensement/2021/as-sa/fogs-spg/page.cfm?topic=10&lang=E&dguid=2021A00053553005>

<sup>2</sup> Ibid

### **Type of Force Used**

Officers have several options available to them when responding to a situation or call requiring a Use of Force. These options range from Officer Presence in conjunction with effective tactical communication, to empty hand techniques (soft and hard), intermediate weapons (soft and hard), Conducted Energy Weapons (CEW), to the drawing, pointing, and discharging of a firearm. When describing the type of force used, an officer can indicate more than one type, the order it was used, and whether it was effective or not. The force used as being effective or not is measured through the perception of the officer applying the force. Officers will use more than one force option available to them if the initial force option is not effective, or they are required to transition to a more appropriate force option depending on the constantly evolving incident they are involved in.

A total of 47 reports were submitted in 2023 where officers drew, pointed, or discharged a firearm. It is important to note that officers had the option to select multiple methods, such as 'Draw' and 'Point'. Of these reports, 16 involved drawing and pointing a handgun, 19 involved pointing a rifle and 5 involved discharging a firearm. **Every** time a firearm was discharged, it was for the humane dispatching of an injured animal.

The Conductive Energy Weapon (CEW) was indicated as being utilized as a force option in 62 reports in 2023, 42 of those were Demonstrated Force Presence (displaying CEW, on/off, but **not** firing a cartridge or using a Drive Stun), 20 usages were from Full Deployments (firing a cartridge or Drive-Stun). In comparison, in 2022 there were 91 reports submitted indicating CEW usage; 62 indicated Demonstrated Force Presence, 29 were from Full Deployments. Overall, CEW usage is down from last year, and even when compared to years previous. This is likely the result of increased encounters with violent individuals and officers becoming more aware of the CEW's capabilities, especially as a form of de-escalation. GSPS continues to train officers on a range of options available to them during a police response. One of the main focuses of training is de-escalation strategies, especially communications, using time and distance, cover when appropriate before resorting to any use of force options, including the CEW.

Physical control techniques were indicated on 15 reports in 2023. Physical control techniques include Escort Techniques, Grounding, Joint Locks, Pinning, Pressure Points, Strikes, and Other. The most common physical control technique noted was Grounding (10 times). In 2022, there were 50 reports indicating forms of physical control. This is a decrease in hand-to-hand altercations with subjects but is still in line with current use of force training being implemented, which stresses the importance of de-escalation techniques and maintaining time and distance with combative subjects.

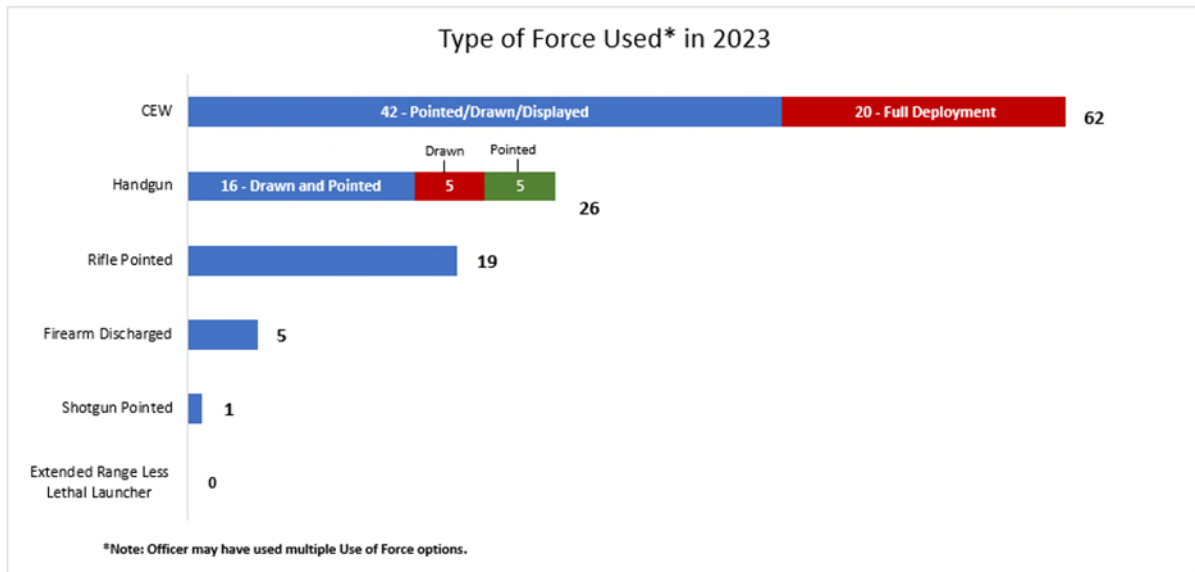


Police canines were **not** utilized as a force option in 2023 and historically have not been used as a Use of Force option *to any excess*.

“Other” is selected when the force option utilized was other than the listed options on the face of the Use of Force Report. It should be noted that CEW use is also listed as “other” on reports as it is not listed as an option on the face of the report but is tracked separately. The Oleoresin Capsicum (OC) aerosol weapon (foam/spray) and the ASP baton was **not** used in 2023 as a force option. These options have continued to show lessened usage since the full deployment of CEWs to frontline officers in 2015.

The Patrol Carbine continues to be an effective tool that has been available to Officers since 2016. It is utilized in emergency situations involving serious threats to officer and public safety such as active shooters, high risk vehicle stops, and armed barricaded persons. The Colt C8 MRR semi-automatic rifle provides accurate long range shooting capabilities to officers where normally only the Service Pistol is available, as well as having a higher ammunition capacity and flashlight illumination capabilities. Patrol Carbine Officers (PCO) are issued tourniquets for emergency field first aid and utilize ceramic plates while deployed with a carbine for additional officer safety in high-risk situations. In 2023, Patrol Carbines (rifles) were mentioned in 19 incidents, all being calls involving weapons or high-risk warrants. No incidents involved discharging a patrol carbine.

The Extended Range Less Lethal Launcher (ERLLL) was deployed in the spring of 2023. Selected GSPS frontline patrol members have been trained in the use of this less lethal use of force option. The implementation of ERLLL at the frontline patrol level is critical to assist in safely reducing and eliminating the risks posed during high-risk events where an individual is armed with an edged weapon by having an increased distance beyond CEW capabilities. In 2023 there were no incidents where the ERLLL was deployed on a subject.



### **Reason for Using Force**

In conjunction with using force, officers must indicate on the report *the reason* for the force being used. Officers list only the initial reasons for using force on a report and must choose from a list of options. The most common reasons Officers used force on a subject were to Effect Arrest (noted 79 times) and Protect Self (noted 79 times). Officers must also indicate on the report the factors that influenced the response and select from a list of option. The most common factors were Subject Perceived / Believed to have Access to a Weapon (noted 62 times) and Nature of the call (noted 52 times).

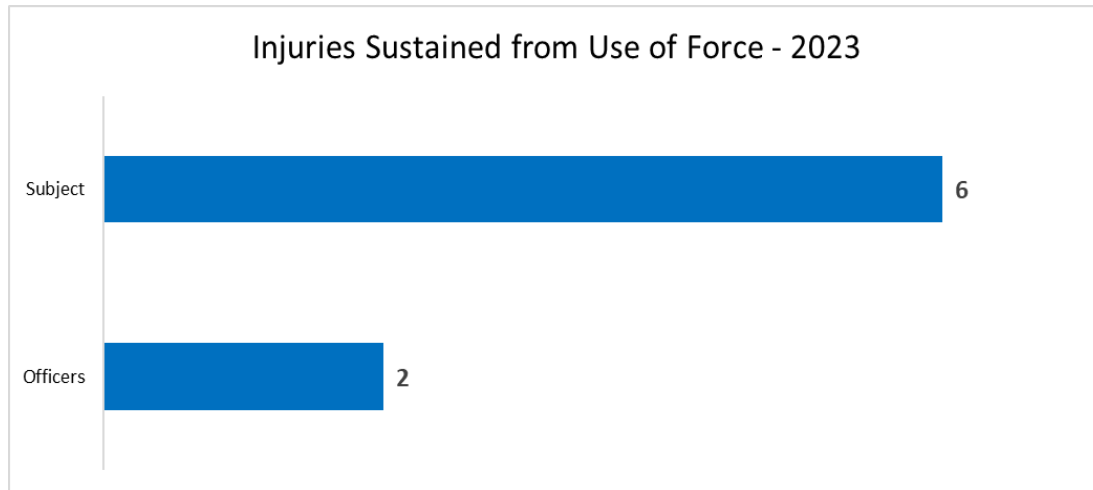
| Reason for Use of Force | Count |
|-------------------------|-------|
| Effect Arrest           | 79    |
| Protect Self            | 79    |
| Protect Other Officers  | 60    |
| Protect Public          | 30    |
| Prevent Escape          | 18    |
| Prevent an Offence      | 15    |
| Protect Subject         | 9     |

| Factors Influencing Response                           | Count |
|--|-------|
| Subject Perceived/ Believed to have Access to a Weapon | 62    |
| Nature of the call                                     | 52    |
| Resistant Active                                       | 31    |
| Assaultive   | 29    |
| Serious Bodily Harm or Death                           | 28    |
| Other Factors  | 27    |
| Past History with Subject                              | 18    |
| Physical Size, Strength, Abilities                     | 15    |
| Resistant Passive                                      | 13    |

### **Injuries Sustained and Medical Attention Sought**

Officers submitting Use of Force reports also indicated whether anyone, including themselves, another officer, a third party, or the subject received an injury because of the use of force **during an incident**. Also, whether any medical attention was sought for the injuries.

In 2023, 2 officers received minor injuries, with 1 only requiring medical attention. Subjects were reported as receiving an injury 6 times. Interesting to note, is that CEW probe removal, when required, must be done by a medical professional, and thus qualifies as an injury requiring medical attention. 5 reports of injuries were reported from CEW use. A third party was not indicated as receiving any injuries in 2023.



**CONCLUSION:**

The Annual Use of Force Report is more than an opportunity to review numbers and analyze situations where officers are required to intervene during difficult fast evolving situations that are at times unavoidable. This document provides insight to those events and provides us, as an organization, an opportunity to learn from these occurrences. Training can also be adjusted to deal with situations safely, efficiently, and effectively. The Training and Professional Development Branch continues to monitor Use of Force Reports for trends and patterns.



Continuing with historical calls for change and the recommendations made in the Iacobucci Report “Police Encounters with People in Crisis”, as well as the Ombudsman of Ontario Report “A Matter of Life and Death”, the Training Branch will continue to implement training for all members using this latest information, research, trends, and best practices available to policing.

The emphasis of GSPS Use of Force Training is always centered on public/officer safety and utilizing de-escalation techniques by using appropriate communication skills and tactics to resolve situations with minimal force or chance of injuries. The goal is to move situations from a state of high tension to a state of reduced tension for everyone involved. Current de-escalation techniques combined with officer safety tactics are continually researched and implemented in annual scenario based In-Service Training.

The Use of Force, Training and Reporting methods used by members of GSPS follow the Provincial Use of Force Standards Manual, the *Police Services Act*, Greater Sudbury Police Service Procedure ADM012 and best practices.



## GREATER SUDBURY POLICE SERVICES BOARD REPORT

|   |   |
|---|---|
| <b>ACTION: FOR APPROVAL</b>   | <b>DATE:</b> February 12, 2024  |
| <b>PUBLIC</b>   |   |
| <b>SUBJECT:</b><br><b>STAFFING/DEPLOYMENT UPDATE</b>  |   |
| <b>STRATEGIC DIRECTION 2024-2027</b><br><b>Strategic Theme:</b> Our Members<br><b>Goal:</b> 2 - Member acknowledgement, succession planning, development, and retention                   |   |
| <b>Prepared by:</b><br><br>Holly Bilodeau<br>Manager of Human Resources and Professional Development<br> | <b>Recommended by:</b><br><br>Paul Pedersen<br>Chief of Police<br> |

### RECOMMENDATION:

THAT the Greater Sudbury Police Services Board, in accordance with Section 31(1) (a) of the *Police Services Act*, hereby approves the appointment of the following members:

| <b>Name:</b>     | <b>Start Date:</b> | <b>Position:</b>               |
|------------------|--------------------|--------------------------------|
| Helmes, Sarah    | 29-January-24      | Full-Time Payroll Practitioner |
| Cloutier, Denise | 20-February-24     | Full-Time Finance Coordinator  |
| Smith, Ryan      | 22-February-24     | Police Cadet                   |

AND FURTHER, THAT the Greater Sudbury Police Services Board, in accordance with Section 31(1) (a) of the *Police Services Act*, hereby accepts the following retirements/resignations:

| <b>Name:</b>     |          | <b>Effective:</b> | <b>Position:</b>       |
|------------------|----------|-------------------|------------------------|
| Felsman, John    | Resigned | 31-January-24     | Data Entry Clerk       |
| Stephen, Hannah  | Resigned | 09-February-24    | Customer Service Clerk |
| Dicaire, Sandy   | Retired  | 22-February-24    | Staff Sergeant         |
| Tiplady, Valerie | Retired  | 21-Februar-24     | Staff Sergeant         |

## **BACKGROUND**

Section 31 (1) of the *Police Services Act* sets out the Board's responsibilities with respect to the provision of adequate and effective police service in the municipality.

More particularly under Section 31 (1) (a), the Board appoints and accepts resignations of members of the Service.

Each year, the Service develops a Recruitment Plan in accordance with anticipated attrition through resignation and/or retirement. New positions are also identified where required and filled accordingly. Recruiting efforts are ongoing continually to ensure staffing levels are maintained.

During budget deliberations for the 2024 budget, the Board adopted a strategic staffing plan which will increase the Service strength by 10 in 2024, and 10 in 2025. Recruiting efforts have been underway to meet the new hiring targets and to be responsive to ongoing attrition through resignation and retirement. As soon as last day at work notices have been given, efforts are made to identify the replacement member.

## **CURRENT SITUATION:**

The following tables summarize appointments, resignations, and retirements since the last report to the Board. Unless otherwise stated, the appointments are full-time.

**TABLE A: GSPS Authorized Strength on February 12<sup>th</sup>, 2024**

### **FULL-TIME COMPLEMENT**

|                 | Budgeted   |            | Notes           |            |
|-----------------|------------|------------|-----------------|------------|
|                 | Authorized | Actual     | Non-medical LOA | Secondment |
| <b>SWORN</b>    | <b>293</b> | <b>283</b> | <b>(1) *</b>    | <b>(2)</b> |
| <b>CIVILIAN</b> | <b>142</b> | <b>140</b> | <b>0</b>        |            |
| <b>TOTAL</b>    | <b>435</b> | <b>423</b> | <b>(1)</b>      | <b>(1)</b> |

|  |               |
|--|---------------|
| <b>SUBJECT:</b><br><b>STAFFING/DEPLOYMENT UPDATE</b> | <b>Page 3</b> |
|--|---------------|

\*There is one non-medical Leave of Absence (LOA) which has been replaced so the actual strength has not been impacted.

Selection is currently underway for our June 2024 intake at the Ontario Police College.

**TABLE B: Appointments**



| <b>Name:</b>     | <b>Start Date:</b> | <b>Position:</b>               |
|------------------|--------------------|--------------------------------|
| Helmes, Sarah    | 29-January-24      | Full-Time Payroll Practitioner |
| Cloutier, Denise | 20-February-24     | Full-Time Finance Coordinator  |
| Smith, Ryan      | 22-February-24     | Police Cadet                   |

**TABLE C: Retirements/Resignations:**

| <b>Name:</b>     |          | <b>Effective:</b> | <b>Position:</b>       |
|------------------|----------|-------------------|------------------------|
| Felsman, John    | Resigned | 31-January-24     | Data Entry Clerk       |
| Stephen, Hannah  | Resigned | 09-February-24    | Customer Service Clerk |
| Dicaire, Sandy   | Retired  | 22-February-24    | Staff Sergeant         |
| Tiplady, Valerie | Retired  | 21-Februar-24     | Staff Sergeant         |



## GREATER SUDBURY POLICE SERVICES BOARD REPORT

|   |   |
|---|---|
| <b>ACTION: FOR APPROVAL</b>   | <b>DATE:</b> February 13, 2024  |
| <b>PUBLIC</b>   |   |
| <b>SUBJECT:</b><br><b>DELEGATION OF SIGNING AUTHORITY</b>   |   |
| <b>STRATEGIC DIRECTION 2024-2027</b><br><b>Strategic Theme:</b> Our Resources<br><b>Goal:</b> 3 - Fiscal prudence for reasonable & sustainable resource development and investments |   |
| Prepared by:<br>Sara Cunningham<br>Deputy Chief of Police - Administration<br>                    | Recommended by:<br>Paul Pedersen<br>Chief of Police<br> |

### RECOMMENDATION:

**THAT the Greater Sudbury Police Services Board receives the Delegation of Signing Authority, Chief of Police GSPSB – Policy 0030, semi-annual report for the period July to December 2023, for information.**

### BACKGROUND:

Section 30 of the Police Services Act provides for a Police Services Board to contract, sue, and be sued in its own name. As a police service is not a legal entity, it may not enter into contracts in its own name or on behalf of the Board without its authorization.

The Board recognizes the need to ensure accountability in carrying out its statutory and administrative responsibilities. The Board also appreciates the need to advance its work and that of the Greater Sudbury Police Service in an efficient and timely manner.

The Board Chair is the designated signing authority for contracts, agreements, travel claims, vacation approvals for the Chief of Police, legal services, and reserve fund draws.



**SUBJECT:**  
**DELEGATION OF SIGNING AUTHORITY**

**Page 2**

The Board recognizes the need to delegate signing authority to the Chief of Police or designate to ensure accountability in carrying out the operational responsibilities of the Board for matters necessary for the management of day-to-day operations.

Where delegations of authority have been granted by the Board to the Chief of Police or designate, the delegation includes the authority to execute any related documents in the name of the Board unless the terms of the delegation require the signature of the Board. Policy GSPSB Policy – 030 establishes clear direction on the delegation of signing authority for the Chief of Police.

**CURRENT SITUATION:**



Pursuant to the authority delegated to the Chief or Designated Official by the Board, the Chief of Police shall provide a report to the Board regarding all procurement contracts and agreements approved and executed by the Chief or Designated Official of an operational nature valued at less than \$50,000.

Items that have been effected for the period of July 1, 2023 to December 31, 2023:

| Vendor                            | Purpose                        | VALUE       |
|-----------------------------------|--------------------------------|-------------|
| GHD Digital                       | Website Hosting                | \$5,664.07  |
| Fulcrum Management                | Thought Exchange               | \$40,704.00 |
| Bell                              | Megalink Access NG 911 Project | \$12,211.20 |
| Xerox (Superior Digital Solution) | CPIC Replacement Copier        | \$6,890.78  |
| Grayshift LLC                     | Extraction Software            | \$30,793.98 |
| New Sudbury Centre Inc            | Shop with a Cop                | \$0.00      |



## GREATER SUDBURY POLICE SERVICES BOARD REPORT

|   |  |
|---|--|
| <b>ACTION: FOR APPROVAL</b>   | <b>DATE:</b> February 12, 2024   |
| <b>PUBLIC</b>   |  |
| <b>SUBJECT:</b><br><b>DONATIONS RESERVE TRUST FUND REQUESTS</b>   |  |
| <b>STRATEGIC DIRECTION 2024-2027</b><br><b>Strategic Theme:</b> Our Safety & Well-Being<br><b>Goal:</b> 1 - Collaborative community and academic partnerships for sustainable solutions |  |
| Prepared by:<br><br>Sara Cunningham<br>Deputy Chief of Police - Administration                         | Recommended by:<br><br>Paul Pedersen<br>Chief of Police |

### RECOMMENDATION:

**THAT the Board approve the following donations with funds drawn from the Donations Reserve Trust Fund:**

**\$2,500 in support of the Afrofest Sudbury 2024 Art & Wood Workshop**

**\$1,000 in support of Café Heritage Children's Snow Zone**

**\$2,000 in support of the India-Canada Association of Sudbury**

### BACKGROUND:

Since 2002, the Board has maintained a Donations Reserve Fund that is utilized to assist in community safety and wellbeing initiatives in support of youth, crime prevention activities, or any other purposes as deemed suitable by the Greater Sudbury Police Services Board or those specifically targeted by the donor.

A component of this Fund is the Chiefs Youth Initiative Fund which was established for the exclusive purpose of providing financial resources to youth related initiatives within the community.

When considering request for funds, the Board takes into account initiatives supporting community-oriented policing that involves a co-operative effort on the part of the Greater Sudbury Police Service and youth in the community, initiatives benefiting children and/or youth and/or their families, initiatives addressing violence prevention or prevention of repetition of violence or the root causes of violence, initiatives that focus on marginalized or underprivileged youth, and sponsorship of educational events.

**CURRENT SITUATION/REQUESTS:**

Requests for funding consideration have been received.

The balance in the Donations Reserve Fund on January 31, 2024, was \$136,697.76. The balance of the Chief's Youth Initiative Fund with this Reserve Fund was \$31,359.32.

**\$2,500 in support of the Afrofest Sudbury 2024 Art & Wood Workshop**

Afrofest Sudbury is a non-profit annual community festival established in 2018. It is aimed at celebrating African culture through music, food, dance, fashion, art, and craft in the Greater Sudbury Area. The goal is to share experience of the rich Afro culture while offering opportunities for African creatives, businesses and performing artists to showcase their skills, craft, products, and services. Part of the festival includes art workshops for youth in Sudbury.

**\$1,000 in support of Café Heritage Winter Games and Children's Snow Zone**

The Café Heritage Children's Snow Zone is a festival that promotes community engagement for children in Rayside-Balfour. It provides social and physical activities in the celebration of our arts, culture, and heritage.



**\$2,000 in support of the India-Canada Association of Sudbury**

The India-Canada Association strives to preserve and promote the rich and diverse cultural heritage of India and to foster collaboration among people of Indian origin and the broader Canadian community.

The Association is holding their Annual Youth Festival celebrated on Saturday, June 10, 2023, at the Caruso Club. They have requested financial assistance to assist with the costs of hosting this event. The Board has supported this event in the past.



## GREATER SUDBURY POLICE SERVICES BOARD REPORT

|   |  |
|---|--|
| <b>ACTION: FOR APPROVAL</b>   | <b>DATE:</b> February 12, 2024   |
| <b>PUBLIC</b>   |  |
| <b>SUBJECT:</b><br><b>BOARD TRUST RESERVE FUND REQUESTS</b>   |  |
| <b>STRATEGIC DIRECTION 2024-2027</b><br><b>Strategic Theme:</b> Our Safety & Well-Being<br><b>Goal:</b> 1 - Collaborative community and academic partnerships for sustainable solutions |  |
| Prepared by:<br><br>Sara Cunningham<br>Deputy Chief of Police - Administration                         | Recommended by:<br><br>Paul Pedersen<br>Chief of Police |

### RECOMMENDATION:

**THAT the Board approve the following donation with funds drawn from the Police Services Board Reserve Trust Fund:**

**\$1,000 in support of Cst. Kyle Chander (as part of Team Northern Ontario) to attend the Canadian Police Curling Association Nationals**

### BACKGROUND:

The City of Greater Sudbury Bylaw #2020-125 establishes and continues Reserves, Reserve Funds, and Trust Funds for the City of Greater Sudbury.

One such reserve fund is the Police Services Board Trust Reserve Fund which is funded from the Greater Sudbury Police Services (GSPS) Board on-line auctions. In addition, monies are recovered through interest earned and monies recovered as a result of seized property. This Reserve Trust Fund is to be used for charitable or other events the Board deems suitable including any purpose that GSPS considers in public interest in accordance with Section 132/133 of *Police Services Act*.

**CURRENT SITUATION:**

The Board Trust Reserve Fund is used for any purpose that the Board considers in the public interest in accordance with Sections 132 and 133 of the Police Services Act and for such charitable events as deemed suitable by the Board without further authorizations by Council.

Requests for funding consideration have been received.

The balance in the Board Trust Reserve Fund on January 31, 2024, was \$41,313.94.

**\$1,000 in support of Cst. Kyle Chander (as part of Team Northern Ontario) to attend the Canadian Police Curling Association Nationals**

Cst. Kyle Chandler competed in the Northern Ontario Curling Association Provincials in North Bay in January 2024. He and Team Northern Ontario are moving on to the Canadian Police Curling Association Nationals in Whitby, ON, from April 6-13, 2024. Other members of his team are engaging in a sponsorship campaign to alleviate costs of attending the event. Costs per member are in excess of \$2500/member, not including costs for food during the event timeframe. The requested sponsorship level would be “Gold,” which would place the GSPS logo on event materials. The Board supported Cst. Chandler for this event last year in Laval, QC.



## GREATER SUDBURY POLICE SERVICES BOARD REPORT

|   |                                |
|---|--------------------------------|
| <b>ACTION: FOR INFORMATION</b>  | <b>DATE: February 13, 2024</b> |
| <b>PUBLIC</b>   |                                |
| <b>SUBJECT:</b><br><b>2024 OAPSB AGM &amp; CONFERENCE CALL FOR RESOLUTIONS</b>  |                                |
| <b>STRATEGIC DIRECTION 2024-2027</b><br><b>Strategic Theme:</b> Our Safety & Well-Being<br><b>Goal: 1 - Collaborative community and academic partnerships for sustainable solutions</b> |                                |
| Prepared by:<br><br>Matthew Gatien<br>Board Administrator   |                                |

### RECOMMENDATION:

#### FOR DISCUSSION

### BACKGROUND:

The OAPSB AGM and Spring Conference is taking place June 3-5, 2024, in The Blue Mountains, ON.

### CURRENT SITUATION:

The OAPSB has put out the call for nominations for directors for Zones and for Resolutions to be considered at the 2024 AGM. As Vice Chair Lougheed is currently serving as a Big 12 Director for a three-year term, the GSPSB may not elect another member for any other director position.

Boards are also asked to consider if they have any resolutions to propose at the AGM. Proposals must be submitted before **April 1**. A reference sheet is attached. If the Board wishes to submit any proposed resolution the Board Administrator can draft and submit them with the Board's approval.

**From:** Jennifer Williams, Membership Coordinator <membership@oapsb.ca>  
**Sent:** Wednesday, January 31, 2024 9:01 AM  
**To:** Gatien, Matthew  
**Subject:** 2024 OAPSB Call for Nominations



## **NOTICE - Call for Director Nominations Due April 1, 2024**

As per the by-law, each of the following must notify the Board of Directors of their nominee(s) for election at least 45 days prior to the AGM held on June 3, 2024.

- (i) Each Zone shall submit one nominee.
- (ii) OPP election of four (4) nominees (election process below)

The following Directors nominated in 2023 will carry over to the 2024/2025 Board of Directors:

- Director, Big 12: Gerry Loughheed Jr., Greater Sudbury Police Services Board
- Director, Big 12: Susan Stevenson, London Police Services Board
- Director, Big 12: Karen Fisher, Durham Regional Police Services Board
- Director, Big 12: Alan Boughton, Peel Police Services Board

- Director, Toronto: Lisa Kostakis, Toronto Police Services Board

At each such annual meeting, the representatives of the OPP Police Services Boards shall select and advise of nominees, one (1) selected by such Board in Zone 1 and one (1) selected by such Board in 1A, one (1) selected by such Boards in Zones 2,3 and one (1) selected by such Boards in Zones 4,5/6.

On May 27, 2022 - that the OAPSB Membership hereby authorizes By-Law Number 1-Section 4.05 be amended to increase the term of office from a one (1) year to a three (3) year term, at the beginning of the 2023 terms of Directors.

THAT the bylaws be updated to include clarification regarding 3-year terms

- The First Nations position will be elected in 2023 for a 3-year term
- Big 12 starting 2023 for 3-year terms
- Zone Directors 1A - 6 starting 2024 for 3-year terms
- OPP (4 positions) starting 2025 for 3-year terms

Candidates for Director must be a member of a Board in good standing in the current year, and located within and in the zone to be presented. The candidate need not be present at the time of voting, provided they have provided in writing their consent to stand for election in prior to the voting date.

Directors that have already served a combined total of 12 years or more on the OAPSB Board of Directors are not eligible to further serve as a Director on the Board.

As police board members expected to exercise good judgement at all times, nominees are expected to understand and self-enforce these Director-eligibility criteria.

The nominees are subject to confirmation by the membership present at the AGM.

Please submit nominations no later than April 1, 2024 to Holly Doty at [oapsb@oapsb.ca](mailto:oapsb@oapsb.ca)





## **NOTICE OPP Director Elections – Save the Date - May 16, 2024 at 1pm (virtually)**

As per the by-law, there are 4 OPP specific Directors on the OAPSB Board of Directors, representing each of:

- Zones 1 (OPP Contract North)
- Zone 1A (OPP Contract North)
- Zones 2 and 3 (OPP Contract S-E)
- Zones 4, 5 and 6 (OPP Contract S-W)
- Candidates for Director must be a member of a Board in good standing in the current year, and located within and in the zone to be presented. The candidate need not be present at the time of voting, provided they have provided in writing their consent to stand for election in prior to the voting date.
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- As police board members expected to exercise good judgement at all times, nominees are expected to understand and self-enforce these Director-eligibility criteria.
- OPP nominees, like other OAPSB Board of Director nominees, are subject to confirmation by the membership present at the AGM.

An invitation to register for the virtual event will be sent in April.

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- OPP nominees, like other OAPSB Board of Director nominees, are subject to confirmation by the membership present at the AGM.

An invitation to register for the virtual event will be sent in April.

## Gatien, Matthew

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**From:** Jennifer Williams, Membership Coordinator <membership@oapsb.ca>  
**Sent:** Wednesday, February 7, 2024 10:01 AM  
**To:** Gatien, Matthew  
**Subject:** 2024 OAPSB Call for Resolutions

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged



## NOTICE Call for Resolutions

Eligible resolutions must originate from member boards only (not municipalities / towns). Please see attached Guidance document when proposing a Resolution.

Please forward any Proposed Resolutions, in WORD format, [oapsb@oapsb.ca](mailto:oapsb@oapsb.ca) no later than the cut-off date of May 1, 2024.

**Guidance - Proposing Resolutions for the Annual General Meeting**



## **Proposing Resolutions for the Annual General Meeting (AGM)**

### **What are AGM Resolutions?**

AGM Resolutions are the decisions made by members at an AGM, which direct the OAPSB Board of Directors. Generally speaking, resolutions address either:

- Members' advocacy interests (such as proposed legislative changes); or
- Internal Association matters (like By-law changes).

### **How do I Propose a Resolution?**

1. A member board or zone (or the OAPSB Board of Directors) may propose a resolution electronically in WORD format, complete with any relevant background information, to the OAPSB office by the posted deadline (if any) for an AGM.
2. OAPSB staff collate all proposed resolutions, and provide them to every AGM delegate prior to the AGM.
3. When called upon during the AGM, the originator introduces the proposed resolution. Following discussion, voting delegates are called upon to vote for or against the proposed resolution.
4. The OAPSB Board of Directors acts upon all resolutions that are carried at the AGM.

### **How do I Prepare a Proposed Resolution?**

A good resolution addresses three questions:

- A. What is the problem?
- B. What is causing the problem?
- C. What is the best way to solve the problem?





All resolutions contain a preamble and an operative clause. The **preamble** describes the issue, and the **operative clause** outlines the action being requested.

### **The Preamble**

The preamble starts with a recital, “WHEREAS” clause. Each clause is a separate but concise paragraph describing the problem and/or reason corrective action is being requested. Ideally the preamble does not contain more than four “WHEREAS” clauses.

### **The Operative Clause**

The operative clause begins with the words “THEREFORE BE IT RESOLVED”. This clause should be as short as possible, clearly describe the corrective action being requested to solve the problem identified in the preamble, and identify the agency that is being asked to implement the proposed solution.

The clearer the solution is stated in the operative clause, and the better that the preamble describes the problem that needs fixing, the more likely that the resolution will be understood and acted upon in a meaningful way.

### **Identification**

The proposed resolution also needs:

- a title that describes the topic and/or the proposed solution
- the name of the member board or zone that is proposing the resolution

This allows the AGM Chair to call identify the proposed resolution to the members present, and to request the proposing board/zone to introduce the proposal to those members.

### **Some Keys to Successful Resolutions:**

- The language of the resolution should be simple, action-oriented and easily understood
- Each resolution should address only one specific subject
- Resolutions should be accompanied by supporting facts/evidence
- Resolutions should be properly titled
- Resolutions should deal with issues relevant to police service boards



# **GREATER SUDBURY POLICE SERVICES BOARD**

## **REPORT FROM THE CHIEF OF POLICE**

**February 2024**





## MINISTRY UPDATES (excerpts from Ministry Communiqués)

### New Mandatory Online Learning for the Public Safety Sector

In March 2019, the government passed the *Community Safety and Policing Act, 2019* (CSPA), as part of the *Comprehensive Ontario Police Services Act, 2019*. The CSPA comes into force on April 1, 2024. Once in force, the CSPA will replace the current *Police Services Act*. The CSPA is an opportunity to modernize policing and enhance community safety in Ontario. I would like to thank all policing partners for your support throughout the regulatory development process. As part of the work to bring the Act into force, the Ministry of the Solicitor General has been developing the legislatively required training referred to in sections 35, 83, 92, 102, 111, 132 and 136 of the CSPA. The intent is to provide foundational knowledge and increase standardization of training across the public safety sector.

This memo provides an update on the status of the development of the online learning modules to assist your organization in preparing for your transition to the CSPA.

### Police Service Boards Roles and Responsibilities Training

The CSPA mandates training approved by the Solicitor General for members of police service boards, including opted-in First Nation boards, OPP detachment boards, First Nation OPP boards, and members of board committees on their roles and responsibilities. Content will include information on legislative requirements.

This training has been developed in partnership with the Ontario Association of Police Services Boards and a community of practice represented by various police service boards.

The course will be an online, self-directed e-learning course delivered through a dedicated online portal managed by the ministry, where board and committee members will be able to access both this training and the thematic training noted below. It is anticipated that most learners will be able to complete the roles and responsibilities training in under three hours.

The ministry is targeting to launch the *Roles and Responsibilities* training by February 2024, to ensure that current board members can complete the training prior to the CSPA coming into force. There will be a continuous intake for the course as new board members are appointed.

### Thematic Training E-learning Modules

The CSPA also requires police officers, special constables, oversight bodies (i.e., Inspectorate of Policing and Law Enforcement Complaints Agency), members of police service boards, including opted-in First Nation boards, Ontario Provincial Police [OPP] detachment boards and First

## GREATER SUDBURY POLICE SERVICES BOARD CHIEF'S REPORT

Nation OPP boards, and members of board committees to successfully complete minister-approved training (*Thematic Training*) on the following topics:

1. human rights;
2. systemic racism;
3. the diverse, multicultural, multiracial nature of Ontario society; and,
4. rights and cultures of First Nation, Métis, Inuit Peoples.

The four e-learning courses will be delivered online, self-directed (learn at your own pace), and available in English and French. It is anticipated that most learners will be able to complete the training in under eight hours.

This training was developed by an expert vendor in e-learning, that was selected by an evaluation panel comprised of members of municipal and First Nation boards, policing subject matter experts (SME), and partner ministries.

The ministry is targeting to launch the English version of the *Thematic Training* by March 2024. Different learning groups have different timeframes in which the thematic training courses need to be successfully completed. Please refer to **Appendix A** for the timeframes for each learning group.

### Access to Training

Police officers will automatically be enrolled in the *Thematic Training* online module when published. Other identified organizations, including police service boards, will be requested to submit bulk enrollments to gain access to *Thematic* and *Roles and Responsibilities* training, as applicable, prior to training going live.

## OPERATIONAL UPDATES

### SPECIALIZED OPERATIONS

Inspector Dan Despatie

#### **Community Mobilization Section (CMS) & Community Engagement Section (CES)**

The Specialized Operations team continues to provide high visible proactive patrols both on foot and bike while also responding to high complaint areas. This includes focused patrols in the downtown core that include enforcement related activities such as the execution of arrest warrants in ensuring individuals are brought to court to answer to outstanding criminal charges. Community Engagement and Community Mobilization Officers routinely work in partnership with community partners in addressing issues of community safety utilizing problem solving strategies and pro-active initiatives in a manner consistent with "Our Shared Commitment to Community Safety and Well-being Model. This problem-solving approach maintains a focus on reducing risk, collaborative intervention, community partnerships and education and enforcement. During the month of January our officers worked with community partners and stakeholders and participated in several community meetings collaborating on several community issues that include.

- Youth Diversion meetings with CMHA, SDRJ, and John Howard Society
- Violence Threat Risk Assessment (VTRAS)
- Rapid Mobilization Table (RMTS)
- Encampment issues
- Community or school initiatives – planning/coordinating
- Senior related issues with community partners
- CPTED with businesses
- Sudbury Business Improvement Area (BIA) board
- Various steering committee and working group meetings with various community partners.
- Committee of Youth Officers
- Police / School protocol
- Meetings with Crown/community partners re: youth/adult diversion program
- Community Safety and well Being
- Police/Hospital Transition working group.
- Mobile Clinician Rapid Response Team (MCRRT) weekly check ins

The situations our officers attend daily have become increasingly complex and have pushed the bounds of a traditional police mandate when it comes to mental health and addictions. Members of the Specialized Operations team continue to work collaboratively with our health partners in delivering our Alternative Crisis Response programs to effectively navigate immediate mental health and/or addictions-related crisis calls in our community. Both the Mobile Crisis Rapid Response Team (MCRRT) and Enhanced Mobile Crisis Rapid Response Team (EMCRRT) continue

## **GREATER SUDBURY POLICE SERVICES BOARD**

### **CHIEF'S REPORT**

to divert Mental health crisis calls away from the front line for more effective response and supports to priority populations in Greater Sudbury. This area also navigates the 911 MCRRT calls received by our emergency communications. These effective risk intervention initiatives assist us in effectively identifying and mitigating these types of situations involving an elevated risk through these timely police/clinician interventions.

Specialized Operations Officers within our community engagement section continue to engage our community through attending and participating in several community events throughout the month that include:

- Continued planning for French Newcomer Initiative Spring launch.
- Crime Stoppers Month Proclamation
- GSPS Ribbon Skirt Ceremony
- Mental Health Carousel at College Notre-Dame
- Presentation delivered at Parent Council for St-Charles Elementary School
- Sudbury Secondary Laugh at Lunch Initiative
- Bell Let's Talk Lunch and Learn
- VTRA Steering Committee Meeting
- Onboarded a Laurentian University Social Work Student

Officers and police professionals continued to conduct several Citizens on Patrol (COPS) Volunteer Program and Event Volunteer Program interviews in preparation for a COPS program launch planned for March of this Year.

Greater Sudbury Police service was notified of successful grant funding for the GSPS Bail Compliance and Warrant Apprehension Program. Members of our Specialized Operations area are commencing work in the planning, set up and implementation of the BCWA Program. Currently work is being performed to establish a Civilian Coordinator to administer this welcome addition to our enforcement efforts.

#### **Courts Section (CS)**

- On February 1<sup>st</sup>, 2024, the Ministry of the Attorney General (MAG) rolled out a new provincial *Police/Crown Protocol for Disclosure in Criminal Cases*. Members of the GSPS Courts Bureau continue to navigate this process in partnership with our local Crown Attorney's office to ensure understanding of new disclosure deadlines and ensuing responsibilities.

#### **Property & Evidence Control Section (PECS) - Firearms**

- The Property & Evidence Control Section continue to support Operations and Courts in various capacities. Noteworthy items include intake of **63** firearms during the month of January.

**GREATER SUDBURY POLICE SERVICES BOARD  
CHIEF'S REPORT**

**9-1-1 EMERGENCY COMMUNICATIONS CENTRE**

**Police Professional Andrea Savage**

**Total Call Volume:**

In January, the 9-1-1 Emergency Communications Centre (ECC) managed 17,520 phone calls in January 2024 in comparison to 15,908 in January of 2023, a 1,612 call volume increase. This includes 5,572 911 calls in comparison to 4099 in January of 2023.

**Verified Alarm Response:**

Since the implementation of our Verified Alarm Response program, calls for service have declined significantly which creates process and resource efficiencies in diverting calls away from front line emergency response. We received 79 in January this year in comparison to 252 in January of 2023 and 27 in February (1-14<sup>th</sup>) in comparison to 147 in the same time last year. This is a reduction of 68.5 % in January and 82 % of calls for February.

**911 Priority Calls / Ambulance Assist:**

The 911 ECC generated 7,516 calls for service, 57 of which were priority 1 calls and 813, priority 2 calls for service. Of the priority two calls, 138 (17%) were requests from ambulance for assistance. *(111 same period last year)*. Ambulance assists calls account for a significant amount of our priority calls for service, at 16% of all priority calls for service.

Our Staff dispatch our officers in providing police generated community support during crisis situations that many times include violence. In January our members dispatched our officers to several crisis calls involving sudden deaths (29), suicide/suicidal ideations and harm to self (90) as well as overdose related deaths in our community. Mental Health and addictions related calls continue to be high (299) that includes both violent and non-violent people in crisis.

**Intimate Partner Violence data**

The 911 ECC personnel dispatched frontline officers to 154 "in progress" Priority 1 Intimate Partner Violence incidents where both parties were present during. During January the 911 ECC has created process and system efficiencies in how Emergency Communications is capturing data involving IPV calls for service. *This enhancement will improve our "at a glance" process on our Police Computer Aided Dispatch (CAD) system in triaging and prioritizing calls with a domestic component in managing total call volume tied to lower priority calls. These changes support timely and accurate reporting as well as adequate and timely response.* Emergency Communications is committed to continually assessing our systems and processes for quality assurance and continuous improvement.

## **GREATER SUDBURY POLICE SERVICES BOARD CHIEF'S REPORT**

### **New and Current Initiatives:**

The dedicated staff and management of the 9-1-1 Emergency Communications Center continue to work together on the following initiatives in improving and modernizing our area of work:

#### **Training**

- Completion of cross training of 4 members.
- Training of new acting Supervisors to maintain a balance of 2 actors/group.
- Fire- Blue Card Training ongoing.

#### **Quality Assurance**

- Improving data quality

#### **Equipment**

- Preparing for equipment installation for NG911/ backup site

### **PATROL OPERATIONS**

**Inspector John Valtonen**

### **Police Community Response Center (PCRC)**

The members of the PCRC continue to contribute to improving call response efficiency, service delivery and resource deployment in diverting a significant amount of low acuity calls away from Front line Patrol Response. February saw a slight decline in the number of calls managed through PCRC staff at 318 Calls for service with the top 3 calls being shoplifting, low threshold frauds and thefts from vehicle. The total volume of calls diverted away from the front-line response in 2023 was impressive at 4,455 total calls.

### **Frontline Patrol Operations**

While patrolling and being visible in our community our frontline officers continue to manage a significant volume of calls and emergency calls daily. As the GSPS remain committed to public safety as it relates the City of Greater Sudbury, during the month of January uniform officers managed a total of 3963 calls for service. 779 of these calls being priority 1-2 emergency calls requiring a 2-officer response per call. Officers experienced and/or were exposed to potential violence in 645 of calls that involve, Assaults, Assaults with a Weapon, Family Disputes, Firearms, Mental Health, Ambulance Assist, Robbery, threatening to name a few. Noteworthy events occurring within patrol ops below:

#### **Weapons Complaint / Use of a Firearm**

On the evening of January 20, 2024, a weapons complaint was received at a business on Regent Street. Information was that a male in a grey truck had been observed with a black handgun. Police attended and the truck was longer present. It was learned that the male in the truck had

**GREATER SUDBURY POLICE SERVICES BOARD  
CHIEF'S REPORT**

pointed a handgun at a male in a grey SUV. Surveillance was reviewed in which Police observed the accused from over the roof of the truck point what is believed to be the firearm. It is believed that the parties are known to each other as a hand-hand transaction is seen directly after. The matter is still under investigation.

**Fatal Motor vehicle Collision**

On the evening of January 24, 2024, Patrol Officers responded to a motor vehicle collision where an SUV and a GOVA transit bus were involved in a head on collision on Regional Road 8 in Onaping. Both vehicles sustained severe damage as a result of the collision. The driver of the SUV was pronounced deceased at the scene. The GOVA Transit driver was taken to HSN with minor injuries. The investigation of this collision has been assumed by the Traffic Management Unit.

**Missing Person**

On the evening of January 27, 2024, Police were advised that Councilor Michael Vagnini had been reported missing having been last seen in the late afternoon of January 27, 2024. An extensive missing person investigation took place over the past two weeks and came to an end after he was located on the 13<sup>th</sup> of February 2024. The GSPS along with our community are grieving the loss of a much beloved community member.

**CRIMINAL INVESTIGATIONS**

**Inspector Jerry Wilmott**

**PRESENTATION**

**IPV Presentation delivered by D/SGT Lee Rinaldi / DSGT Neil McNamara**

As part of our Criminal Investigations commitment to crime and violence disruption and reduction, effort, victim support and the promotion of public safety, members continually collaborate to identify, locate, and arrest violent offenders through effective investigation and enforcement. Investigation and arrest deter repetition and re-offending and ensure offender accountability for severe crime, violence, and harm. Sharing public safety as "Our Shared Commitment" our team continue to inform our community of our work to ensure safety as our highest priority. Throughout the month of January our officers worked diligently in successfully navigating the following noteworthy incidents:

**Major Crime and Integrated Crime Section**

**Detectives Arrest 37-Year-Old in Connection to Home Invasion Robbery/ Use of a Firearm**

On January 11, 2024, Detectives from the Break Enter and Robbery (BEAR) Unit of our Integrated Crime Section located and arrested a 37-year-old from British Columbia for a home invasion that occurred on December 5, 2023, on Haig Street in Sudbury and a robbery that occurred on January 9, 2024, on Paris Street in Sudbury.

The accused has been charged with the following offences under the Criminal Code of Canada:

## **GREATER SUDBURY POLICE SERVICES BOARD CHIEF'S REPORT**

- Break and Enter
- Robbery
- Possession of a Weapon for a Dangerous Purpose
- Robbery with a Firearm

### **Internet Child Exploitation and Computer Forensics Unit Arrest 43-Year-Old for Numerous Offences**

The Integrated Crime Sections Internet Child Exploitation with the use of online investigations and file extractions, officers identify, locate and arrest offenders in our effort to protect vulnerable children and youth through arrest and accountability effort.

On January 18, 2024, the Greater Sudbury Police Service Internet Child Exploitation and Computer Forensics Units in conjunction with the Emergency Response Unit executed a Search Warrant at a residence in Greater Sudbury.

As a result of the investigation, a 43-year-old was arrested and charged with the following offences under the Criminal Code Canada:

- Agreement or Arrangement-Sexual Offence Against Child Under 14
- Make Child Pornography - Written
- Access - Child Pornography
- Possession - Child Pornography
- Make Available - Child Pornography
- Breach of Long-term Supervision Order X2

Through the investigation, it was determined that the accused was using an online alias of "John Wick." There are concerns that the accused may have used the alias to commit other offences. The accused has been and is currently the subject of a Long-term Supervision Order.

### **Cabot Street Homicide (First Homicide in 2024)**

Around 8:00 p.m. on Friday, February 2, 2024, Greater Sudbury Police and Greater Sudbury Paramedics responded to the area of Cabot Street and Hearne Avenue regarding a weapons complaint. Information provided was that an individual had been stabbed.

Upon arrival officers and paramedics located a 20-year-old man who had sustained serious, life-threatening injuries. He was transported to hospital where this victim succumbed to his injuries. Our Forensic Identification Unit processed multiple scenes and several witnesses were interviewed.

A 30-year-old male from Wikwemikong appeared in bail court and was remanded into custody. He has been charged with first-degree murder and possession of a weapon for a dangerous purpose.

The identity of the 20-year-old man will not be released out of respect for his family's wishes. We extend our condolences to all those who are grieving.



## **GREATER SUDBURY POLICE SERVICES BOARD CHIEF'S REPORT**

### **Missing Person - Councilor Michael Vagnini**

On January 27<sup>th</sup> Michael Vagnini was reported missing by his family when he failed to return home. GSPS launched an extensive investigation into his disappearance. In speaking with witnesses and reviewing home camera footage it was determined that he was last seen at 5:45 pm driving westbound on McCharles Lake Road on the date of his disappearance.

Since that time GSPS has conducted an extensive investigation into the circumstances of his disappearance and conducted several ground and aerial searches throughout Greater Sudbury with the assistance of North Shore Search and Rescue and the OPP Helicopter Unit. A dedicated tipline had been established for this investigation which received over 65+ tips. Unfortunately, Michael Vagnini, a well respected and beloved member of the Great Sudbury Community was located deceased on February 13<sup>th</sup>, 2024. Our thoughts and prayers are with our members of the GSPS and the Greater Sudbury Community who continue to grief this loss.

### **INTEGRATED OPERATIONS**

**Inspector Marc Brunette**

### **Traffic Management Unit**

#### **Statistics**

In January, Traffic and Road Safety continue to be a Police Priority as identified by our community of Greater Sudbury. Members of the Traffic Unit patrolled several areas and streets throughout observing several violations that resulted in issuing 93 Provincial Offence Notices and 59 Part III summonses. Year-to-date, dedicated members of our Traffic Unit laid 152 charges under the POA. The Unit entered into 1 fatal MVC investigation and 2 serious personal injury MVC investigations. Additionally, our members deployed RPAS for 2 incidents.

Impaired Driving continues to be a community risk and through our officers proactive and reactive effort several Alcohol Screening Device demands (15) were given as well as Standard Field Sobriety Tests (2) and DRE tests (1). A total of 17 drivers were charged with impaired by drugs / over 80 service wide as well as 15 Alcohol and 2 Drug Impaired arrests.

In our collective effort to keep our roads safe from aggressive and unsafe driving, Stunt Driving legislation changed in July 2021, lowering the Stunt Driving speed to 40 km/hr over in a posted speed limit under 80km/hr. Our Officers in the Traffic Unit began tracking the work of our officers in this area and how many stunt driving charges were being laid by our officers. In January 2024, 18 Stunt Driving charges were laid while 13 were in speed zones that were under 80 km/hr. The majority of the Stunt Driving charges were laid in 60 km/hr zones.

### **Emergency Response Unit (ERU)**

Emergency response unit officers attended 259 calls for service during the month of January which includes K9 Requests, (2), Focus Patrols (4), Search Warrants executions (2) Vehicle Takedowns (1) and TEMS Deployments (3).

## **GREATER SUDBURY POLICE SERVICES BOARD CHIEF'S REPORT**

### **Significant Tactical Incidents:**

#### **Break and Enter**

Members of the Emergency Response Unit attended a call where 9 ERU members were dispatched. Information received was that the suspect, broke into GTel Engineering, and took a Ford Maverick truck, 43" Samsung television, a bag of GPS units, and keys for other vehicles belonging to the GTel fleet. Since the stolen vehicle had GPS, ERU member Carroll located the vehicle. ERU member also obtained CCTV footage where the stolen vehicle was located. The CCTV footage showed the suspect exiting the stolen motor vehicle with the television and a backpack. The suspect was arrested, charged, and held for bail.

#### **ICE Search Warrant**

Members of the Emergency Response Unit assisted ICE with a Search Warrant at a residence in Azilda. An adult male was arrested and charged for child pornography charges.

#### **Rural Community Response Unit (Marine / Off-Road / Snowmobile)**

##### **Unit Statistics**

- Back filling Uniform for Block Training
- 48 – Calls For Service
- 44 – Hours Admin Duties
- 15.25 of Equipment Servicing & Maintenance
- 2 – Provincial Offence Notices

#### **MSV Patrol**



- Training course provided in January instructed for members of TMU and Rural CRU
- Patrols Conducted in the Rayside-Balfour area, stopped with the OFSC crew prepping trails for the season.

## **GREATER SUDBURY POLICE SERVICES BOARD**

### **CHIEF'S REPORT**

- Static checks conducted throughout the Valley East and Rayside-Balfour

#### **Marine**

- Unit 260, the 21-foot Harbercraft is winterized, and wrapped for the season. Parked out at LEL ready for deployment in the spring.
- Research being conducted for a new vessel. Currently the option of a rib boat is being explored.

#### **Search & Rescue**

We ran a Project Lifesaver course run for new recruits. The goal is to train all new recruits prior to platoon deployment.

In addition;

- 2 GSPS SAR Managers participated in one day of a 3-day refresher training set with OPP ERT at NERHQ in North Bay
- Search for councilor Vagnini began on the 28th of January into February, Rural CRU officers performed searches throughout Walden checking every road in the area.

#### **Liaison Team**

On Jan 18<sup>th</sup> the second anniversary of the Trucker Convoy held a Gathering at Bell Park consisting of Freedom Convoy enthusiasts from North Bay and Sudbury. No issues reported.