



The Ottawa Police Services Board



CHAIR
Councillor
Eli El-Chantiry



VICE CHAIR
Jim Durell



MEMBER
Councillor
Allan Hubley



MEMBER
Carl Nicholson



MEMBER
L.A. (Sandy) Smallwood



MEMBER
Councillor
Tim Tierney



MEMBER
Suzanne Valiquet

EXECUTIVE DIRECTOR
Krista Ferraro

BOARD ASSISTANT
Lynn Kennedy

MESSAGE FROM THE BOARD CHAIR

Welcome to the Spring 2017 issue of the Ottawa Police Services Board's quarterly newsletter - a vehicle for sharing information about the work of the Police Services Board. Additional information about the Board is available on the [website](#). In this issue:

- Re-Election of Chair and Vice Chair
- Welcome to New Executive Director Krista Ferraro
- Farewell to Executive Director Wendy Fedec
- Welcome to New Deputy Chief Steven Bell
- Post Traumatic Stress Disorder Prevention Plan
- Update on OPS Gala
- Reports Recently Received by the Board.

Eli El-Chantiry, Chair



RE-ELECTION OF CHAIR AND VICE CHAIR

At its January 23, 2017, meeting, Board members Eli El-Chantiry and Jim Durrell were re-elected as Chair and Vice-Chair of the Police Services Board for 2017. Councillor El-Chantiry has been a member of the Ottawa Police Services Board from January 2003 to the present, with a six-month break in service between January and June 2007. He served as Chair from October 2005 to December 2006, and from January 2009 to the present. During his years on the Police Services Board, Councillor El-Chantiry has been a leader in advocacy with the Provincial Government, calling for changes to the *Police Services Act*, which is currently under review. He is also currently serving as the President of the Ontario Association of Police Services Boards. Councillor El-Chantiry has been a City Councillor for West Carleton-March since 2003, and is well known in his ward for his extensive community involvement. He has been on the Board of Directors for the Western Ottawa Community Resource Centre and has worked with a number of local groups - including community centres, churches, the Legion, and seniors groups. One of his proudest accomplishments was being awarded the West Carleton Citizen of the Year in 2001, during the U.N. International Year of the Volunteer.

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Jim Durrell is one of three community members appointed by the Provincial Government to serve on the Board. He has been a member since July 2011. Jim Durrell is best-known for the significant contribution that he made as Ottawa's mayor from 1985 until retiring in 1991. He also served on the Board of Directors of the Business Development Bank of Canada and as the Chair of the Ottawa International Airport's Board of Directors. Since leaving public office, Jim has been active in the private sector as a successful business executive. He is president and owner of Capital Dodge Chrysler Jeep and has had a long time involvement with Ottawa sports franchises. He also continues to volunteer his time and enthusiasm to numerous charities and organizations in the Ottawa community, such as the Ottawa Hospital, the United Way/Centraide Ottawa Campaign Cabinet, the Salvation Army and the Kiwanis Club of Ottawa for over 30 years.

WELCOME TO NEW EXECUTIVE DIRECTOR KRISTA FERRARO

At the 23 January Board meeting, Chair El-Chantiry introduced the Board's new Executive Director, Ms. K. Ferraro, who replaced Ms. W. Fedec when she retired in March. Ms. Ferraro is bilingual and has worked with the Ottawa Police Service for over nine years in areas such as change management, communications and media relations. Her knowledge of policing, and the major initiatives of our Police Service will be a great asset to the Board.

FAREWELL TO EXECUTIVE DIRECTOR WENDY FEDEC



L to R: D/C J. Skinner, D/C S. Bell, Board Solicitor D. White, ED K. Ferraro, Chief C. Bordeleau, Members A. Hubley & T. Tierney, Retiring ED W. Fedec, Member L.A. Smallwood, Chair E. El-Chantiry, D/G D. Frazer and Member C. Nicholson
Missing from photo: Vice Chair J. Durrell, Member S. Valiquet and Board Assistant L. Kennedy

At the 27 February Board meeting, Chair El-Chantiry announced that Executive Director Fedec would be retiring from her role with the Board. On behalf of the Board, he thanked her for the hard work and unwavering support she has given this Board over the past 22 years; her knowledge and influence will carry on. As a small token of appreciation, the Chair presented a plaque to Ms.

Fedec with thanks and wished her all the best in retirement.

WELCOME TO NEW DEPUTY CHIEF STEVEN BELL

On December 22, 2016, the Board was pleased to announce the appointment of Superintendent Steven Bell to the position of Deputy Chief responsible for the Criminal Investigations, Support Services and Planning, Performance & Analytics Directorates. He is a 21 year veteran of policing, having served all but one year with the Ottawa Police Service. During that



time he has gained experience in various positions including: Neighbourhood Officer, Drug Unit, Guns and Gangs Unit, Youth Section, Professional Standards, Courts and Temporary Custody, and his most recent role as Superintendent, Resourcing and Development Directorate. He is extremely proud and honoured to take on this new role within the organization, and looks forward to working with Chief Bordeleau, members of the Police Service, the Board, and community partners to continue to provide the highest level of safety and security in the City of

Ottawa.

POST TRAUMATIC STRESS DISORDER PREVENTION PLAN

In law enforcement, it is recognized that stress is part of the profession and resilience is tested every day.

In 2012, the Provincial Ombudsman published a review of how the Ontario Provincial Police (OPP) and the Ministry of Community Safety and Correctional Services addressed Operational Stress Injuries (OSI) and included 34 recommendations to help police services understand the issues around mental health in policing.

On April 5, 2016, Bill 163, *Ontario's [Supporting First Responders Act](#)*, was passed enforcing a presumption that Post-Traumatic Stress Disorder (PTSD) diagnosed in first responders is work-related. This act is part of the [province's strategy](#) to help keep our first responders healthy by providing them with better access to information and treatment. Following that, employers of workers covered under the PTSD presumption have been directed to provide the Ministry of Labour with a *Post-Traumatic Stress Disorder Prevention Plan* by April 23, 2017.

The Ottawa Police Service has since developed a Wellness Strategy to help guide the Service in obtaining a healthy, resilient and engaged workforce. Part of the strategy involves a PTSD Prevention Plan. While the Ombudsman's report has addressed the very serious results of neglecting wellness - suicide, PTSD, OSI, etc., the direction given under the Ministry of Labour is only one of the motivators for this plan. The OPS is also looking to support real change and let members know they are fully supported in their desire to not only be physically fit, but mentally fit as well. The plan will be a living document which will be updated as the Wellness Strategy advances. Going forward, staff will inform the Board on issues related to PTSD prevention within Wellness initiative updates.



UPDATE ON OPS GALA

Two cheques for \$50,000 each were officially presented by Chief Bordeleau to the Youville Centre and the Distress Centre of Ottawa and Region at the seventh annual Ottawa Police Service (OPS) Gala in November 2016. To date, \$645,000 has been raised through the OPS galas, money that has gone back into the community.



REPORTS RECENTLY RECEIVED BY THE BOARD

In the first quarter of 2017, the Board received the following reports that may be of interest to you; reports are available at www.ottawapoliceboard.ca:

- **2016 Board Activity, Training and Performance Report** – This annual report provides information on the meetings, events and training attended by the Board members during the previous year, as well as the results of an evaluation of the Board's performance. It was another productive and busy year for the members of the Board, who collectively attended a total of 26 formal Board and committee meetings and 132 other events related to their work. The other events include such things as community meetings, events and fundraisers, meetings with community partners or with Provincial officials and colleagues from other boards in the Province, police recruit badge and awards ceremonies, and the list goes on. In total, Board members collectively spent 460 hours at meetings and other events as part of their duties, representing a significant commitment of time and effort in service to the community.
- **Board Work Plan for 2017** – The work plan sets out the tasks the Board intends to complete in 2017 in order to fulfil its legislative and governance responsibilities and strategic priorities.
- **Calendar of Board Monitoring Requirements for 2017** – The calendar lists all of the reports of a monitoring nature that must be submitted to the Board in 2017 and the months they are due, to ensure the Board is fulfilling its oversight responsibilities under the *Police Services Act* and its own policies.
- **Letters of Commendation** – Members of the Ottawa Police Service come into contact with residents of Ottawa and visitors on a daily basis, often going above and beyond the call of duty. When they do, the Chief and the Board like to know about it. Each month the Board receives a Commendation Report comprised of excerpts from letters commending Ottawa Police members for their assistance in a time of need or for their personal contributions beyond the call of duty.
- **Promotional Process 2016 Annual Report** – The OPS recognizes the importance of maintaining a fair and open promotional process to guide the promotion of successful candidates to the next rank. Under the



guidance of a strong governance team, the sworn promotion process assists in identifying high calibre officers ready to take on more advanced leadership roles at all ranks. The promotion process was also designed to encourage interested OPS members to participate in a fair, open, and non-discriminatory process.

- **2016-2018 Business Plan: Semi-Annual Report** - The *Police Services Act*, Regulation 3/99, section 30 (1) requires that all police services boards in the Province of Ontario prepare a business plan once every three years to guide the delivery of policing services to the community. The 2016-2018 Business Plan is the Ottawa Police Services Board's seventh plan since 1995. It sets the strategic direction of the organization for the next three years. It is a collective response to identified community concerns and policing pressures, and strengthens the day-to-day delivery of quality policing services to the community, which includes: responding to calls for assistance and to emergencies, investigating crime, maintaining public order, assisting victims, enforcing the law, and preventing crime. Innovation and Investment in Community Safety is about achieving our vision of being a trusted partner in community safety, and delivering effective policing services to the citizens of Ottawa. The second half of 2016 was spent refining the supporting plans, tools, and processes required to operationalize the Business Plan and ensure its success.

The following fourth quarter 2016 reports were received:

- **Board Monitoring Requirements Status Report** - The annual Calendar of Monitoring Requirements sets clear expectations for OPS staff and the Board with regard to when reports of a monitoring nature are due. It assists the Board in meeting its legislative obligations to monitor, on a regular basis, certain aspects of Police Service business such as the status of the budget, administration of the public complaints system, and the achievement of Business Plan objectives, as well as compliance monitoring required by several Ministry Policing Standards.
- **Performance Report** – the Ottawa Police Service (OPS) monitors and evaluates information on a variety of performance metrics, such as total calls for service, emergency response calls for service, response time on priority 1 calls, amount of time spent on calls, and the number of Criminal Code offences per sworn officer.
- **Financial Status Report** – the quarterly financial report summarizes the financial position of the organization.
- **Workforce Management Report** – presents statistical information on workforce activities such as hiring, retirements, resignations, promotions and senior officer assignments.



- **Complaints Report – Part V, Police Services Act** – presents statistics on conduct complaints made by the public and the Chief of Police, as well as policy and service complaints made by the public.
- **Legal Services Status Report** – includes statistical information and analysis of trends on variances against the approved budget, claims and actions against the Board, appeals and applications for judicial review, and any issues of significance the Board should be advised of.

The Ottawa Police Services Board is a civilian body established by provincial legislation that provides governance and oversight for the Ottawa Police Service. It is accountable to the Ministry of Community Safety & Correctional Services, and the Ontario Civilian Police Commission. If you are interested in viewing past issues of the “Board Matters” newsletter or other information about the Ottawa Police Services Board, please visit www.ottawapoliceboard.ca.

The Police Services Board holds regular business meetings on the fourth Monday of each month except August (there is no meeting in August) and December (the meeting is on the 3rd Monday). All meetings are open to the public and take place at 4:00 p.m. in the Champlain Room, Ottawa City Hall. Members of the public are welcome to speak to any item on the agenda or can speak to an issue not on the agenda but of concern to them, provided the matter falls under the jurisdiction of the Board and they submit a written request at least one week in advance. A complete schedule of meetings is available [online](#).