



A Year in Review      2012      Rétrospective de l'année

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The Trusted Leader in Policing / Le chef de file de confiance dans la police

## WELCOME

Welcome to the 2012 OPS Annual Report

Message from the Chair of the Ottawa Police Services Board, Councillor Eli El-Chantiry



**Councillor Eli El-Chantiry**  
**Chair, Ottawa Police Services Board**

On behalf of the [Ottawa Police Services Board](#), I am pleased to welcome you to the 2012 annual report of the Ottawa Police Service.

I would like to thank my Board colleagues for their valuable contributions and committed efforts throughout the year. In particular, I wish to extend thanks to former Board member Henry Jensen, who finished eight years of dedicated service in December. He was a tireless contributor who gave generously of his time and wisdom in serving the residents of Ottawa and the policing community in Ontario.

As the civilian board responsible for oversight and governance of the Police Service, the Board plays an important role in ensuring the public's interests and concerns are addressed in the delivery of policing services. To be successful, we must continually strive to connect with, and listen to, the community. This past year we have done a lot of listening -- whether it was hearing from the public through the Public Survey, listening to the Ottawa Police membership through the Member Survey, or gathering feedback during public consultations on important initiatives such as the Ottawa

Police Business Plan and the Traffic Stop Race Data Collection Project. This exercise in listening will ensure the future direction of the Police Service meets community needs.

Moving forward, the Board and the Service will continue to work to ensure that residents and visitors are served by a Police Service that is held to the highest possible professional and ethical standards. I wish to conclude by extending our gratitude to the civilian and sworn members of the Service for their ongoing dedication, service and courage - and to their families for supporting them. They put their lives on the line every day to protect us and to ensure we have a safe and secure community in which everyone matters.

Sincerely,

A handwritten signature in blue ink that reads "Eli El-Chantiry".

**Councillor Eli El-Chantiry**  
**Chair, Ottawa Police Services Board**

# 2012: A YEAR IN REVIEW

## Message from Chief Bordeleau



**Chief Charles Bordeleau**  
Ottawa Police Service

Every day, the women and men of the Ottawa Police Service are working to keep this community safe. Our vision is to be the trusted leader in policing and we know that the best way to achieve that vision is through the dedication and professionalism of our membership and by working with the community.

I am pleased to present this annual report that provides you with a snapshot of how our members made a difference in 2012.

In the pages that follow, we will walk you through our three operational priorities — guns and gangs, violence against women, and traffic safety — and how we addressed them in 2012. You will also get a chance to review our performance figures and crime statistics, learn more about our membership, and read about recent and ongoing changes happening at our Service.

Our annual report gives you an opportunity to get better acquainted with the Ottawa Police, both our successes and our challenges. It also foreshadows our future plans like the Service Initiative, a program designed to ensure we are providing excellent service to citizens while

evolving to meet the new policing needs of this city.

We live in a city that is clean, green, and safe. But there is still work to be done.

And as much as our Service is about policing, it is also about partnership.

The Ottawa Police cannot achieve a safer community alone — we must continue to work together.

I invite you to review our 2012 Annual Report and see the work that has been done in the past year on behalf of those we have the pride of serving — our community.

A handwritten signature in black ink that reads 'Charles Bordeleau'.

Chief Charles Bordeleau  
Ottawa Police Service



**Ottawa Police Service Vision, Mission and Values**

## ***HOW WE'RE SERVING OTTAWA***

The Ottawa Police Service serves the citizens of Ottawa by understanding shared concerns and needs. And so we listen.

At the start of 2012, and using feedback we received from the community, three operational priorities were set: guns and gangs, violence against women, and traffic safety. These priorities were not only unique to our community, they reflect top concerns of residents.

### Targeting gangs and taking guns off the street



Two police officers

The year 2012 saw the community and the police come together on a very important issue: guns and gangs.

While increasing attention towards this issue is partly due to a recent rise in shootings in Ottawa, it is also a reflection of the growing problem facing other communities around the world.

In total, the Ottawa Police Service Guns and Gangs Section investigated thirty-two shootings within our city in 2012. Of these shootings, 47% were determined to be related to street gangs.

When it comes to suppression and enforcement, we have made significant

progress. However, we know that prevention and early intervention are equally as important.

Members of the Guns and Gangs Unit and the Direct Action Response Team (DART) continue to provide proactive policing measures aimed at reducing crime and victimization by tackling street gang crime and violent acts before they happen.

Crime prevention strategies like proactive targeted enforcement, offender compliance checks, integration and collaboration with community partners, and education/awareness campaigns, are all being used by our Service to assist in the reduction of street gang criminal activity and gun violence.

*Staff Sergeant Mark Patterson, Guns and Gangs Unit*

### Project Ace and Project Bullseye

In 2012, an OPS campaign dubbed Project Bullseye resulted in a total of 141 criminal charges laid by the Direct Action Response Team (DART) and the Guns and Gangs Unit against known gang members involved in violent crimes and/or criminality throughout the city. Drugs with a street value of \$40,509 were seized, as well as approximately \$20,000 in funds.

The campaign was established to assist the Guns and Gangs Unit in curtailing shootings and violent gang-related crimes throughout the city by targeting known gang members and their associates believed to be involved in criminal activity.

In another separate investigation conducted by the Guns and Gangs Unit between November 2011 and February 2012, a total of five individuals were arrested and charged with firearms and drug-related offences.

The investigation, Project ACE, focused on a group of known gang members who were

## 2012: A YEAR IN REVIEW

involved in the large scale distribution of cocaine and firearms within the city of Ottawa and the surrounding area.



Two police officers making an arrest

The gang's leader was a prominent street gang member involved in the distribution of controlled substances who managed and directed lower level participants.

Six illegal handguns were seized, along with a significant quantity of crack cocaine and over \$35,000 in funds.

*Sergeant Josh Pulfer and Detective Paul MacKillop, Guns and Gangs Unit*

### Guns and Gangs Symposium

Although we live in a safe city, the issue of gangs, and the crime and violence associated with them, is a trend that we must pay attention to and address together as a community.

With this in mind, the Ottawa Police Service, Crime Prevention Ottawa, the Youth Services Bureau, and Ottawa Community Housing, came together to host a two-day Public Forum and Leadership Symposium in October 2012 to provide an opportunity for community members and stakeholders to discuss Ottawa-made strategies to address gangs.

The symposium, "Taking Action Together: Addressing Gangs in Our City", sets the stage for an Ottawa framework and exemplifies the leadership being taken by OPS and community

partners to address gang issues and help identify priorities.

A [recommendations report](#) from the Public Forum and Leadership Symposium was released in November 2012.

*Carol Macpherson, Media Relations*

### Protecting women from violence



Police officer with police cruiser

Over the past year, we have seen an increase in the number of reported partner assault cases and we know that victimization involving violence against women is an under-reported crime.

We are also seeing emerging trends such as honour-based violence, dual charging (in which both parties in an incident are charged), and an increase in electronic stalking, which are creating new levels of investigation complexity and workload. At the same time, injuries, traumas and deaths resulting from domestic violence are preventable, and early warning systems can, and should, identify the potential for increased violence.

In response to these challenges, and as part of our commitment to continuously improve service delivery, we have been working collaboratively with stakeholders and have focused our efforts on training, resources and equipment as well as other key areas, including:

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**Specialization:** Due to the changing nature of criminality that demands new levels of investigative expertise, we are developing greater threat assessment tools, case management procedures and training to ensure that our officers and investigators have all of the tools they need

**Community partnerships:** We tap into our partnerships with organizations providing services to abused women, as well as local women shelters and family lawyers, to ensure consistent messaging in terms of leaving abusive relationships. Also, our [Victim Crisis Unit](#) has partnered with Algonquin College to deliver a national Victims of Crime Awareness Week event and a workshop in Ottawa to explore the complex issue of honour-based violence. For high-risk cases, we have been working very closely with the Ontario Provincial Police Behavioural Sciences Unit, as well as witness protection officers

**Sex Trade Workers:** We have been working in partnership with the Minwaashin Lodge, Crime Prevention Ottawa and the Salvation Army to highlight local resources and services available to women working in the sex trade. Our officers provide women with safety tips, raise awareness in the local media, and work with local agencies to ensure community safety.

*Staff Sergeant Isobel Granger, Partner Assault Section*

### Honour-based Violence

Honour based violence is an incident or crime which may have been committed with the intent to protect or defend the honour of a family or community. Incidents of abuse and intimidation are typically underreported.

The Ottawa Police Service has taken a proactive approach in dealing with this type of crime by investigating how it affects communities in Ottawa and developing a strategy to deal with honour-based violence.

Funding was secured in 2012 to take this strategy forward.

In the future, we hope to expand our strategy city-wide and, with our partners, collectively tackle the issues of honour-based violence and intimidation. The involvement of community leaders will be highly important as these leaders can catalyze community engagement. An awareness-raising model will assist in flagging honour-based violence and intimidation.

*Interview by Aderinsola Abimbola, University of Ottawa Criminology, with Hamid Mousa and Donna Watson-Elliott, Community Development and Victim Crisis Unit*

### Helping vulnerable women

Our message to all women, especially those at risk, has always been - if you don't feel safe, please reach out to us, we are here to listen and the option of reporting anonymously is always available. Your safety is most important and we can help.

This is the message we continue to deliver and act upon as we work with women at risk in our community.

It's a reality in Ottawa that there are women being intimidated into selling sex, facing abusive and violent clients on a daily basis, and being trafficked as if they were slaves.

The women, typically between the ages of 12 to 50 years, are at risk through a mix of exploitation, dependence and misplaced trust, pressure from family members or men they know, and vulnerability to organized crime.

In these circumstances, a lot of the women feel separated and isolated from their communities and our Service has been working proactively to help them overcome this isolation.

We have two officers working full-time to connect, listen, and provide an outlet to

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anyone at risk of violence, rape, or mistreatment. This is part of an ongoing, long-term undertaking to overcome barriers of trust with the goal of raising awareness, changing perceptions, encouraging word of mouth, and demonstrating our commitment to the safety of those at risk.

Over the last three years, OPS has been a member of the [Ottawa Coalition to End Human Trafficking](#) which involves 45 agencies and support services, and represents a best practice model within Canada. This past year, the Coalition launched 'Train the Trainer' modules for service providers throughout Ottawa.

*Constable Wendy Lee, Human Trafficking*

### Ensuring Traffic Safety



*Police officer with cruiser*

Every year, we consistently hear from Ottawa residents that traffic safety is a top concern.

Not only is it a priority, it is also a challenge when you consider our city has more than 900,000 citizens, 515,000 vehicles and 2,796 square kilometres.

To help make roads as safe as possible for drivers, commuters, cyclists, and pedestrians alike, the Ottawa Police Service partners with other services like the City of Ottawa, the OPP, and the RCMP to raise public awareness about road safety issues and to change driving behaviours.

We deliver ongoing initiatives like seasonal safe driving tips, school safety, sharing the road, Reduce Impaired Driving Everywhere (RIDE), distracted driving and the Selective Traffic Enforcement Program (STEP) with the goal of reducing collisions on Ottawa's roads.

OPS issued 97,918 traffic violations in 2012 and there were 24 fatalities from collisions. The fact remains that many of the deaths that occur on our roadways are both avoidable and preventable. Further information can be found at [ottawapolice.ca](http://ottawapolice.ca)

*Staff Sergeant Paul Wilson, Collision Investigations Section*

### Impaired Driving

Impaired driving continues to be a problem on our roads and several recent tragedies have emphasized the need to continue eradicating the root causes.

I promise  
to drive  
sober.



*"I promise to drive sober" pledge*

Impaired driving includes driving under the influence of alcohol and/or drugs. In 2012, OPS conducted 35 RIDE programs, stopping 11,037 vehicles, and administering 96 roadside demands resulting in 88 impaired driving charges. In total, OPS laid 567 impaired driving charges in 2012, 92 fewer than 2011, representing a 14% decrease.

It is a positive trend that collisions resulting from impaired driving continue to decrease overall – due to a number of factors including

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social consciousness, education and enforcement – but the issue still requires our continued attention in order to maintain this positive trend.

OPS further stepped up its efforts to target impaired driving last year by introducing the Alcotest Drager 6810. This tool is used on the road to quickly and accurately screen potentially impaired drivers. Fifty older screening devices were replaced with 100 of the new and more efficient units.

We have also focused on drug impaired driving. In 2012, two Standardized Field Sobriety Testing (SFST) training sessions were held for new OPS recruits and other personnel, and the SFST is expected to help us crack down on this dangerous driving behaviour.

Finally, the OPS recognizes that collaborative approaches provide the best results. As such, the OPS continues to work closely with approximately 30 public departments and road safety agencies on this important issue, such as Mothers Against Drunk Driving (MADD), the OPP, and the RCMP.

*Interview by Mark Di Pasquale, University of Ottawa Criminology, with Sergeant John Kiss, Alcohol Counter Measures*

### Distracted Driving

Ottawa Police Service Traffic Sections employed several different techniques to combat distracted driving in 2012, particularly targeting the use of hand-held communication devices while driving.

As most drivers tend to adjust their driving behaviours when marked police units are around, traffic units used several covert techniques to observe the natural behaviours of drivers. In several instances, an officer wore typical construction attire and the observation point was in a construction zone. Other examples included an officer dressed for golfing complete with clubs on the edge of a

golf course with a view of the road, and an officer in civilian attire situated by a bus stop.

The officers communicate any offences they observed via radio to marked units who would stop the vehicles a short distance away and address the violations.



Texting at the wheel of a car

This approach generates media interest that further helps us in educating the public about the dangers of distracted driving and our zero tolerance approach. The roads are safer for it.

Our Traffic Twitter account has also been very effective in spreading our road safety message. Our tweets are read or discussed on morning radio show programs when a high number of people are on the roads. The Twitter account has also allowed us to be very proactive in targeting offences such as distracted driving with many of our traffic initiatives live-tweeted and the results put out for the public.

*Constable Peter McKenna, Traffic Escort*

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## OUR PERFORMANCE

As a forward thinking organization, the Ottawa Police Service is always looking for ways to evolve and deliver the best possible service to Ottawa residents.

One of the ways we can achieve this is by monitoring performance figures and crime statistics. These numbers, in addition to promoting transparency, help us direct our resources to where they are needed most in the community.

### Calls for Service

The Service received 904,808 calls in 2012, which included info-desk enquiries, call centre communications, switchboard, as well as 911 and 613-230-6211 emergency calls. Out of this total, 374,409 calls were entered into the OPS dispatch system (CAD).

The total number of calls and dispatch system calls both decreased by four percent (4%) between 2011 and 2012. There were 264,220 calls in 2012 that required a mobile police presence. The solvency rate for all offences reported in 2012 was 37.7%.



Ottawa Police Service Communications Clerk dispatching officers

OPS Calls for Service				
	2012	2011	Change	
Total calls received	904,808	939,598	-34,790	-4%
Calls entered into dispatch system	374,409	390,558	-16,149	-4%
Calls identified as requiring a mobile response	264,220	264,577	-357	0%
Solvency	37.7%	38.9%	-	-

Source: OPS Communication Section

### Cost of Policing

The OPS recognizes citizens' expectations for a police service that delivers value for money. The preliminary net expenditure total for 2012 is presented in the table below and highlights that the majority of the budget is allocated to compensation and benefits.

OPS Preliminary Net Expenditure				
	2012 (\$000)	2011 (\$000)	Change	
			(\$000)	%
Compensation & Benefits	224,181	216,558	7,623	4%
Material & Services	13,561	14,666	(1,105)	-8%
Other Internal Costs	7,733	7,692	41	1%
Financial Charges	19,818	17,893	1,925	11%
Fleet Costs	4,981	4,471	510	11%
Transfer & Grants	27	27	-	0%
<b>Total Gross Expenditures</b>	<b>270,301</b>	<b>261,307</b>	<b>8,994</b>	<b>3%</b>
Recoveries & Allocations	(23,558)	(23,894)	336	-1%
<b>Total Net Expenditure</b>	<b>246,743</b>	<b>237,413</b>	<b>9,330</b>	<b>4%</b>

Source: OPS Financial Services

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### Ottawa Police Service Business Plan: A Plan Where Everyone Matters



Youth holding a paper that reads "I matter"

Every three years, the Ottawa Police Services Board (OPSB) and the OPS undertake an important exercise that lays out plans for the future.

Our most recent plan was the [2010-2012 Plan for a Safer Ottawa](#). In addition to responding to community concerns, it included initiatives to reduce and prevent crime, improve assistance to victims of crime, enhance our community relationships and partnerships, and improve supports to our members.

Over the past three years, we have achieved considerable success in achieving tangible results and implementing programs and initiatives that support the OPS strategic goals, objectives and community priorities as outlined in the *Plan for a Safer Ottawa*.

Our next three-year plan - the [2013-2015 Plan Where Everyone Matters](#) - was tabled with the Ottawa Police Services Board in March 2013. Four priorities have been established for our organization to stand upon over the next three years - *Value | Community | Members | Service*.

Through the engagement, input and feedback received from residents, members of the OPS, policy stakeholders, community agencies, businesses, youth, elected officials and the Board, this Plan will address community and member issues, as well as shape and position

our organization to respond to changes occurring in the community and policing landscape.

*Bill Westcott, Planning, Performance and Analytics Section*

### Professional Standards



Ottawa Police Service shoulder flash

The OPS prides itself on serving residents in a professional manner. We emphasize the value of courteous, respectful and effective service to residents. One of the ways we seek to earn public trust is by ensuring we have levels of police oversight that hold our Service, and our members, accountable.

Our Professional Standards Section (PSS) is one such level of oversight. PSS investigates complaints about policies and service to residents, in addition to investigating and resolving Chief's complaints about member conduct.

PSS holds sessions to raise awareness and educate officers about the most frequently received complaints, with the aim of reducing them.

As seen in the table below, there were 393 complaints about the OPS in 2012, a decrease of three percent (-3%) from 2011.

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OPS Complaints Received				
	2012	2011	Change	
Public Complaints	207	218	-11	-5%
Chief's Complaints	186	187	-1	0%
<b>Total</b>	<b>393</b>	<b>405</b>	<b>-12</b>	<b>-3%</b>

Source: OPS Professional Standards

OPS Complaints Received by Category				
	2012	2011	Change	
Excessive Force	22	31	-9	-29%
Improper Conduct	302	287	15	+5%
Neglect of Duty	52	64	-12	-19%
Firearms Discharge	2	0	2	N/A
Policy and/or Service Complaints	15	23	-8	-35%
<b>Total</b>	<b>393</b>	<b>405</b>	<b>-12</b>	<b>-3%</b>

Source: OPS Professional Standards

The Professional Standards Section investigates and facilitates the resolution of all complaints related to the policies, services provided and/or conduct of members of the Ottawa Police Service in an impartial and professional manner. The Professional Standards Section is increasingly working in a positive way on personnel issues through case conferences and policy issues through risk management meetings.

Further information on all PSS activities and how to make a complaint can be accessed at [ottawapolice.ca](http://ottawapolice.ca)

*Professional Standards Section*

## Use of Force

In the course of their duties, our officers are sometimes faced with situations where they must use force in the interests of safety for the public and themselves.

In order to assist our officers in properly assessing and acting with a use of force that is relevant to the situation and individual officer, our members undergo annual training that follows Ontario's legislated Use of Force Response Options Model.

This sets out how officers respond to an individual or group's actions, whether that is simply making their presence known or having to use verbal and/or physical control to diffuse a situation. The use of communication throughout is highly important alongside any of the use of force options.



*Officer in Use of Force training*

More information on our legislated Use of Force options is provided in Section 9.26 - *Equipment and Use of Force* - of the *Police Services Act*

The Ottawa Police Service has 97 qualified CEW operators and 14 qualified instructors.

Use of force reports must be submitted by every officer when a firearm is drawn in the presence of a member of the public, when a firearm is discharged, or when any other weapon other than a firearm is used by a police officer on a person. A report is also required

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when a Conducted Energy Weapon is pointed or discharged at a person, or when physical force is used causing injury.

**Ottawa Police Service members filed 458 Use of Force Reports in 2012** which represents an eight percent (8%) decrease from the 497 reported in 2011. The five-year pattern in Use of Force Reports is shown in the accompanying table. The change over time is reflective of a diverse range of factors, including the number of major incidents in the city each year.

OPS Use of Force Reports			
Year	Calls entered into dispatch system	Use of Force Reports	Use of Force Reports / 10,000 Calls
2008	364,063	482	13
2009	366,018	493	13
2010	386,327	550	14
2011	390,558	497	13
2012	374,409	458	12

Source: OPS Professional Development Centre

A single team report may be submitted for members of a specialist team involved in the same incident. Therefore, on occasion, several Tactical team members may have reported an incident but only one report would have been submitted.

Importantly, a single Use of Force report often includes more than one application of force if the officer reacted to an ongoing situation that required several different, and possibly escalating, options to resolve it. With this in mind, the number of individual Use of Force options that were used over the past two years is shown below.

OPS Use of Force Options				
	2012	2011	Change	
Handgun Drawn	212	237	-25	-11%
Firearm Pointed	163	177	-14	-8%
Firearm Discharged	52	52	0	0%
Aerosol Weapon	24	43	-19	-44%
Impact Weapon Soft	1	18	-17	-94%
Impact Weapon Hard	10	15	-5	-33%
Empty Hand Soft	33	32	1	3%
Empty Hand Hard	21	36	-15	-42%
Other	162	109	53	49%

Source: OPS Professional Development Centre

The frequency of firearms being drawn and pointed has decreased since 2011, and of the 52 times firearms were discharged by officers in 2012, all were to put down animals. The Tactical Unit operations accounted for 73 Use of Force Reports in 2012.

Aerosol spray and impact weapons (soft and hard) are used to assist in restraining an individual who resists arrest or when the safety of the officer or a member of the public is at risk. The use of all these 'intermediate weapons' has decreased since 2011.

Physical control (soft and hard) is any physical technique used to control a subject that does not involve the use of a weapon. The use of hard physical control has decreased by forty-two percent (42%) since 2011.

The 'Other' category includes use of Conducted Energy Weapons, occasions when carbines have been readied for use (but not necessarily engaged) and actions by the canine section. The increasing use of Other options may be reflective of officers' growing experience with new equipment and OPS investment in associated training.

*Sergeant Patrick Malone and Constable David Cameron, Professional Development Centre*

# OTTAWA CITIZEN

### **Police use-of-force training offers glimpse into life-and-death decisions**

Fri Mar 29 2013

Meghan Hurley

OTTAWA - The woman sat on a filthy couch, covering her face with a blood-soaked towel. The man paced about the living room anxiously, ignoring our attempts to calm him down.

With Ottawa police Const. Keith Martin at my side, I moved further into the tiny apartment as the man disappeared into the kitchen.

My adrenalin began to pump when the man emerged again, a large kitchen knife in his hand. "Drop the knife," I said. "Drop the knife."

I drew my gun from its holster, a surprisingly difficult thing to do, and aimed.

He raised his knife and moved toward the woman. I had an instant to decide what to do. I pulled the trigger.

My first shot hit the arm of the suspect - actually Const. Peter Schoch of Ottawa police - with a paint bullet. He didn't move.

I fired again, striking him square in the chest. He moved toward me.

A third shot and he dropped to the ground. His wife, played by Const. Janet Hass, started to scream for an ambulance.

Later, I wouldn't even remember firing the final shot, a common occurrence of tunnel vision, Martin said, when police officers find themselves in high-stress situations, life-and-death situations like this training scenario.

Had this been for real, I would have had a hard time explaining myself to the Special Investigations Unit.

"You're looking for a change in behaviour. As I go to stab Janet, you shoot me," said Schoch, as he reviewed my actions during the use-of-force simulation I'd been invited to participate in.

"My behaviour has changed in the sense I'm not attacking her, but now I'm coming at you. I'm still hurt, harm, kill."

Officers are provincially mandated to undergo two days of training every 12 months. They practise using pepper spray, handcuffs, batons and guns as they run through scenarios to train officers how to respond to calls. On this day, they invited me along to experience first-hand one of the most dangerous types of calls for police - a violent domestic dispute.

For this training exercise, I wore a bulletproof vest, neck guard, protective mask and a duty belt. Martin, a use-of-force instructor, played the role of a rookie officer when we arrived at the scene to hear screaming and shouting from behind the slightly open door to the apartment.

When the gunfire ended, Martin and I made sure we weren't injured then turned our attention to the suspect. Martin told me that the man was still holding the knife.

I told him to kick the knife from the man's hand. We didn't know if he was still alive. Better to be safe than sorry, I thought.

I then began to worry about the man's wife. I tried to get her out of the house, but she was distraught.

"The more she sits there and looks at him, the more it's going to ramp her up," said Const. Dave Cameron, another use-of-force instructor.

She was screaming for an ambulance. I told her I called one, but never thought to update police dispatch or to call for paramedics.

I stood in the couple's living room, talking with the wife intermittently, not knowing what to do.

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A shot suspect "bleeding" on the floor, a distraught woman, a police officer (me) frozen - the fake call that went sideways for me during a training scenario highlighted just how volatile and unpredictable domestic calls can be for police.

But even the most routine calls, such as a noise complaint, can be dangerous.

In another use-of-force training scenario, a man apologized for blasting his music, promised to turn it down and closed the door. I looked back at the use-of-force instructors for direction.

"Were you expecting something more to happen?" Martin asked me.

I was expecting the worst-case scenario.

"We get similar reactions from our officers because they come in expecting ninjas are going to rappel from the ceiling," Martin said.

But when I returned for a second noise complaint - the same man had turned his music back up - he answered the door with an axe.

I drew my gun and pointed it at the man, but I didn't shoot. He hadn't raised the axe in a threatening manner.

It was a tense few moments, but the man obeyed my order to drop the axe. I put my gun back in its holster - deadly force wasn't justified anymore because the situation had changed.

I shoved the man against the outside wall of the apartment and put his hands behind his back. I didn't have handcuffs in my duty belt or I would have restrained him.

"You made the right decision to put the gun away and transition to your hands," Schoch said. "You made a great decision to go hands on with me and try to pin me on the wall."

It would have been better if I got the suspect down on the ground. The longer an officer struggles with a suspect, the more dangerous the situation.

"You only have a very short period of time at 100-per-cent energy in the fuel tank," Schoch said. "After that, you plummet. Your capabilities goes down."

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Ottawa Citizen reporter Meghan Hurley during an Ottawa police use-of-force training exercise

Photo Credit: Chris Mikula / Ottawa Citizen. Reprinted by permission.

### Preliminary Crime Statistics

While the level of reported crime in the city increased by 1.1% in 2012 to 36,779 offences (excluding traffic), overall, **Ottawa remains one of the safest places to live, work and visit in Canada.**

This section presents Criminal Code of Canada (CCC) offences for the City of Ottawa and Ottawa Police Service districts. The information contained has been categorized according to the Uniform Crime Reporting (UCR) Survey 2.2, which is consistent with the methodology used by the Canadian Centre for Justice Statistics (CCJS).

Ward statistics are to be released later this year within the [Crime, Police and Traffic Statistics Report](#) for Ottawa and City Wards. Additionally, the Ottawa Police Service offers detailed information related to calls for service by geographical area, time of day and type of incident. Visit [ottawapolice.ca](http://ottawapolice.ca).

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City-wide	2012	2011	%Change
Crimes Against the Person	5,169	5,131	0.7%
Crimes Against Property	27,387	27,033	1.3%
Other Criminal Code of Canada Offences	4,223	4,207	0.4%
<b>Total CCC Offences excl. Traffic</b>	<b>36,779</b>	<b>36,371</b>	<b>1.1%</b>
Criminal Code Traffic Offences	2,543	2,509	1.4%
<b>Total CCC Offences incl. Traffic</b>	<b>39,322</b>	<b>38,880</b>	<b>1.1%</b>

Central West District	2012	2011	%Change
Crimes Against The Person	793	684	15.9%
Crimes Against Property	4,088	3,971	2.9%
Other Criminal Code of Canada Offences	2,072	2,132	-2.8%
<b>Total CCC Offences Excl. Traffic</b>	<b>6,953</b>	<b>6,787</b>	<b>2.4%</b>
Criminal Code Traffic Offences	253	256	-1.2%
<b>Total CCC Offences Incl. Traffic</b>	<b>7,206</b>	<b>7,043</b>	<b>2.3%</b>

Rural West District	2012	2011	%Change
Crimes Against The Person	96	96	0.0%
Crimes Against Property	795	749	6.1%
Other Criminal Code of Canada Offences	42	49	-14.3%
<b>Total CCC Offences Excl. Traffic</b>	<b>933</b>	<b>894</b>	<b>4.4%</b>
Criminal Code Traffic Offences	68	51	33.3%
<b>Total CCC Offences Incl. Traffic</b>	<b>1,001</b>	<b>945</b>	<b>5.9%</b>

Rural East District	2012	2011	%Change
Crimes Against The Person	118	139	-15.1%
Crimes Against Property	898	826	8.7%
Other Criminal Code of Canada Offences	74	74	0.0%
<b>Total CCC Offences Excl. Traffic</b>	<b>1,090</b>	<b>1,039</b>	<b>4.9%</b>
Criminal Code Traffic Offences	79	80	-1.3%
<b>Total CCC Offences Incl. Traffic</b>	<b>1,169</b>	<b>1,119</b>	<b>4.5%</b>

West District	2012	2011	%Change
Crimes Against The Person	1,385	1,525	-9.2%
Crimes Against Property	8,903	8,750	1.7%
Other Criminal Code of Canada Offences	560	562	-0.4%
<b>Total CCC Offences Excl. Traffic</b>	<b>10,848</b>	<b>10,837</b>	<b>0.1%</b>
Criminal Code Traffic Offences	962	970	-0.8%
<b>Total CCC Offences Incl. Traffic</b>	<b>11,810</b>	<b>11,807</b>	<b>0.0%</b>

East District	2012	2011	%Change
Crimes Against The Person	1,481	1,435	3.2%
Crimes Against Property	7,194	6,985	3.0%
Other Criminal Code of Canada Offences	629	596	5.5%
<b>Total CCC Offences Excl. Traffic</b>	<b>9,304</b>	<b>9,016</b>	<b>3.2%</b>
Criminal Code Traffic Offences	788	777	1.4%
<b>Total CCC Offences Incl. Traffic</b>	<b>10,092</b>	<b>9,793</b>	<b>3.1%</b>

## 2012: A YEAR IN REVIEW

Central East District	2012	2011	%Change
Crimes Against The Person	1,296	1,250	3.7%
Crimes Against Property	5,493	5,739	-4.3%
Other Criminal Code of Canada Offences	845	794	6.4%
<b>Total CCC Offences Excl. Traffic</b>	<b>7,634</b>	<b>7,783</b>	<b>-1.9%</b>
Criminal Code Traffic Offences	390	375	4.0%
<b>Total CCC Offences Incl. Traffic</b>	<b>8,024</b>	<b>8,158</b>	<b>-1.6%</b>

The OPS monitors and evaluates information on a variety of performance metrics. These are presented to the Ottawa Police Services Board and forwarded to the City of Ottawa for inclusion in its Quarterly Performance Reports.

The Service also contributes data to local and provincial initiatives, including the Ontario Municipal Benchmarking Initiative (OMBI) and the Municipal Performance Measurement Project (MPMP).

*Crime Intelligence Analysis Unit; Planning, Performance and Analytics*

### ***CHANGING TO SERVE YOU BETTER***

The vision of the Ottawa Police Service is to be “*the trusted leader in policing*” and while our vision remains constant, the environment in which we work continues to change.

The Ottawa Police Service has always evolved and adapted its services to reflect the needs of the community and continues to do so in order to serve citizens better.

#### Service Initiative



Logo for Service Initiative

The landscape facing police agencies around the world continues to change and present challenges related to changing demographics, budgets, and a higher expectation from citizens for service and value.

The OPS has embraced these changes as an opportunity to improve service to citizens, and look for efficiencies.

We have developed a Service Initiative (SI) that is focusing on our policing responsibilities while addressing the expectations of the community for enhanced service and value for money. This is assisting us in achieving a sustainable policing model.

The SI is about realizing true changes to our policing structure through the strength of our members. It is intended to not only identify efficiencies, and where to reinvest them in the

organization, but also to create a system that will allow for continued self examination, ensuring that this becomes an ongoing process.

The SI Team has been working on a number of early projects including online reporting, enhanced e-disclosure, district mapping, realignment within the Duty Inspector program, and the development of a Project Management Office (PMO) within the OPS.

We will continue to examine our organization in order to address current challenges and to develop structures and processes that will provide sustainability in the future.

*Sergeant John Ferguson, Service Initiative*

#### Ottawa Police Service Ethics

*“Without commonly shared and widely entrenched moral values and obligations, neither the law nor democratic government will function properly.” - Vaclav Havel*



Ottawa Police Service sword, an emblem for the Ethics Program

The main message of the OPS Ethics Program is that ethics transcends all facets of our operations and daily activities, and failure to recognize this creates duplication, confusion and conflicting processes.

The OPS recognized the reliance being placed on the Police Services Act and Adequacy Standards for guidance and set out in 2011 to

## 2012: A YEAR IN REVIEW

develop meaningful ethics guidance specifically for the organization.

The OPS Ethics Program was launched in January 2012 with a guidance book for members and a designated week dedicated to the subject each year. The OPS Ethics Book is the cornerstone document that contributes to key themes, sets expectations and defines ethics, core ethical values and principles. The idea for the first annual OPS Ethics Week was inspired by current practice at the Department of National Defence (DND) and OPS invited internal and external participants to the first event in January 2012 to form a community of ethics best practice.

The second annual Ethics Week will be taking place the first week of May 2013 and the distribution of OPS Ethics Books to all police professionals within the organization will continue.

*Sergeant Peter Danyluk, Organized Auto Theft and OPS Ethics Program*

### Collision Reporting Centres

As part of our commitment to continuously look for ways to serve citizens better, and under the Service Initiative, the Ottawa Police Service has taken measures to improve our collision reporting process to make it faster, safer, and more efficient through new technology and the creation of [Collision Reporting Centres](#) (CRCs).

The Collision Reporting Centres will provide police and the community with a more effective way to deal with collisions that do not involve injuries or criminal violations. Rather than dispatching a police officer to the scene of a minor collision, the involved drivers are instructed to bring their vehicles to a designated CRC where a police officer will assess the damage and complete a collision report.



Collision Reporting Centre logo

Currently, motorists involved in collisions wait between 30 minutes and two hours before an available officer arrives on scene. This unnecessary wait time often creates traffic congestion. The process continues to take time as the officer then commences a 70-minute, paper-based process.

In 2012, our Service commenced the implementation of electronic Motor Vehicle Collision (eMVC) software to replace the paper-based process and decrease data entry time.

In 2013, planning will continue to support the implementation of three dedicated Collision Reporting Centres in the East, Central and West divisions of the City. A CRC is also planned for the future South Division station.

When fully implemented, the new plan will have motorists who are involved in collisions without injuries and whose vehicles remain driveable or towable, attend one of the three CRCs. Motorists involved in collisions with driveable vehicles will have 24 hours to complete the report at the CRC.

While the improvements are intended to reduce motorist wait times and report processing time and costs, they will also improve cost recovery on the distribution of collision reports. The cost to the Ottawa Police Service for creating a report will drop from \$249 to \$167.

## 2012: A YEAR IN REVIEW

The 24 police services across Ontario who currently operate CRCs find they are an extremely effective way for police to mitigate the growing number of calls for service requiring police action. Diverting collisions to CRCs frees up front-line police resources to deal with emergencies and allows them to engage in proactive policing initiatives to reduce and prevent crime, as well as reducing congestion on our roadways for motorists.

*A/Inspector Sandra McLaren, Collision Reporting Centres Project*

### Mental Health Partnership

A new pilot project between the Ottawa Police Service and The Ottawa Hospital is assisting people dealing with mental health issues when they come into contact with police by getting them the help and attention they need more rapidly.

The program teams University of Ottawa psychiatry residents, or a hospital staff psychiatrist, with the OPS Mental Health Unit to work up to three afternoon shifts a week in the downtown core. The program has been running since July 2012.

“This team responds to mental health related calls, including Mental Health Act (MHA) forms, and calls requiring possible MHA apprehensions,” said Staff Sergeant Dana Reynolds of the OPS Mental Health Unit. “It allows the psychiatrist to access all medical history on site, provide a quick assessment, and decide whether an apprehension is warranted or to provide appropriate follow up services to the person at the scene.”

It is estimated that 1 in 20 police dispatches or encounters involves people with mental health related issues. By working together, the OPS and The Ottawa Hospital are trying to make the response to mental health calls by police more positive for the individual.

“This approach in dealing with some mental health calls is something that we see can be a huge benefit to people experiencing mental health issues,” said Ottawa Police Service Chief Charles Bordeleau.

Through training and partnership, this project builds stronger linkages between the police and the mental health community, and supports police officers and people living with mental health problems.

The [Ottawa Police Service Mental Health Unit \(MHU\)](#) responds to calls related to mental health issues, by linking members of the public with community resources and support systems, during and following a crisis.

The [Ottawa Hospital Mobile Crisis Team \(MCT\)](#), a team comprised of social workers and nurses trained in mental health, also has a consulting psychiatrist who is available to go out on mobile assessments in the community.

*Carol Macpherson, Media Relations*

### Ottawa Police Service Social Media



**Chief Bordeleau tweeting**

On March 5, 2012, @ChiefBordeleau took to the Twitterverse to announce his swearing in.

## 2012: A YEAR IN REVIEW

Since then @OttawaPolice and 15 other #OttPolice members have been tweeting, pinning, facebooking and youtubing as a way of increasing awareness on the many #crimeprevention and #safety topics in #Ottcity.

In the past year, social media has proven itself to be an effective means of communication for the Ottawa Police Service and the citizens of Ottawa. While garnering the interest of more than 7,000 Twitter followers (and growing daily), OPS has been using social media to not only answer public questions, promote events and provide crime prevention tips but also to engage in hot topics like the [Traffic Stop Race Data Collection Project](#) and the issue of gangs in Ottawa. It has helped to generate discussions and demonstrated that citizens are more likely to engage when they use the platform of their choice.

In December 2012, a simple yet significant message : “RT if you promise to drive sober”, resulted in 575 Retweets which means that not only did that message resonate with 575 people but those people also passed it on to their peers, resulting in upwards of 12,000 potential impressions. The use of social media has greatly impacted Ottawa Police Service website visits as well — generating an increase of 10,000 extra hits per month since the Service started using social media.

Before the summer of 2013, the Ottawa Police Service is hoping to surpass 10,000 followers on Twitter while continuing to experiment with various other social media and interactive tools such as Tumblr, Instagram, Vine, QR codes and more. The Service’s website will also be enhanced for mobile access as more people choose to use their handheld devices to access the web, particularly for social media.

The Ottawa Police Service is receiving positive public feedback around its social media presence. Take a look today and become one of the Chief of Police’s Tweeps!

Let us know how we’re doing, get in touch with us by:

- Twitter @OttawaPolice
- Facebook.com/ottawapoliceservice
- Youtube.com/ottawapoliceservice
- Pinterest.com/ottawapolice
- Instagram.com/ottawapolice
- Phone: 613-236-1222
- Email: info@ottawapolice.ca
- Mail: P.O. Box 9634 Station T Ottawa, Ontario K1G 6H5
- In person at any of our police stations or Community Police Centres

*Anat Cohn, Corporate Communications*

# 2012: A YEAR IN REVIEW

## OUR PEOPLE

This is an organization where Everyone Matters!

“The police are the public and the public are the police.” *Peel’s Principles of Policing*

### Authorized Strength

Our organization is divided into eight directorates along with Executive Services and the Ottawa Police Services Board. The highest proportion of our sworn officers work in Patrol, District and Criminal Investigation Directorates. Greater detail on how members in each Directorate protect the safety, security and quality of life in Ottawa can be found at [ottawapolice.ca](http://ottawapolice.ca)

OPS Authorized Strength in 2012			
	Sworn	Civilian	Total
Criminal Investigations Directorate	248	37.5	285.5
Corporate Support Directorate	2	175	177
District Directorate	293	8	301
Emergency Operations Directorate	131	7	138
Executive Services	3	10	13
Office of the Chief Directorate	19	39	58
Patrol Directorate	527	3	530
Resourcing & Development Directorate	114	28	142
Support Services Directorate	26	273.5	299.5
Ottawa Police Services Board	0	2	2
<b>Total</b>	<b>1,363</b>	<b>583</b>	<b>1,946</b>
Source: OPS Financial Services			

### Ottawa Police Service Volunteers and Venturers

In 2012, the Ottawa Police Service was fortunate enough to have **361 active volunteers** working with our members in various capacities throughout the organization.

Our volunteers range in age between 14 and 88 years and can be seen delivering crime prevention programs through our Community Police Centres (CPC) and our Auxiliary Police Program, singing in the OPS Chorus, and playing in the OPS Pipe & Drum Band. They can be seen running our OPS Gift Shop, providing tours of the Elgin Street station to the public as a member of the Venturers program, and providing spiritual support to members through our Chaplaincy / Spiritual program.

Did you know that our active volunteers in 2012 have almost 2,000 years of combined experience?

For [volunteer opportunities](#), please visit [ottawapolice.ca](http://ottawapolice.ca)

### *Outreach and Recruitment Section*

#### **Bill Grueschow – OPS Chorus, Gift Shop and Tactical Unit volunteer for 21 years**

*Why did you become a volunteer?*

I hold altruistic values, therefore I give willingly of my time for worthy causes such as volunteering at the OPS.

*What are you most proud of in your role(s)?*

Running the Gift Shop as well as being a member of the Police Chorus and being a logistics person at the OPS Tactical Unit gives me pleasure and satisfaction.

*How do you feel you’re contributing?*

My knowledge of business and interpersonal

## 2012: A YEAR IN REVIEW

skills I acquired over the years in my professional life helps me to deal professionally with other volunteers and the general public, as well as the police officers in the Tactical Unit. The camaraderie amongst the members of the Tactical Unit is the most gratifying part of volunteering to me.

I also enjoy the knowledge that I'm giving back to the community.

### **Anthony Larocque – Police Venturer for four years**

*Why did you become a Venturer?*

Since a young age, policing has been an employment opportunity that has interested me. The Ottawa Police Service Venturers program was presented to me as a volunteer contingent of the Ottawa Police Service, where high school students with a common interest could acquire knowledge on the vast aspects that characterize the police service. This was comprised of weekly meetings, where guest speakers from various units would present their expertise to the program. In addition, many volunteer opportunities were presented to have an active role in the surrounding communities of the City of Ottawa.

Volunteering has been highly present in my life; having the satisfaction of assisting events, while representing the Ottawa Police Service has brought phenomenal experiences.

*What are you most proud of in your role(s)?*

Since my enrolment into the Ottawa Police Service Venturers program, many opportunities have been presented which have permitted an active role in the surrounding communities of the City of Ottawa. While attending the various events, and promoting professionalism and leadership, the communities' satisfaction to our presence distinguishes itself.

*How do you feel you're contributing?*

Small deeds speak volumes. When the members of the Ottawa Police Service Venturers have an active role in the community, it is our mandate to effectively complete the task that has been assigned to us.

The acknowledgement of the community is the way we consider our volunteer responsibilities to have been concluded as a "job well done," especially when the actions have a direct influence on the community we serve.

### The Real You OPS Wellness Program

Helping OPS employees achieve better health in 2012 was the aim of an employer-led wellness initiative called the Real You OPS Wellness Program.

The Real You Program is an investment in optimal health, focusing on medical, psychological, dietary and fitness components as an approach to attaining a healthier lifestyle.



Logo for The Real You Program

The 16-month program included men and women, both civilian and sworn, with varying lifestyles, ages, years of service and fitness levels.

"I considered myself to be in good general health when I applied to the program," said Inspector Paul Gallant, a 28-year veteran of the police service who is married with two kids. "But I was particularly interested in increasing my fitness level, undergoing more in-depth medical testing and learning more about nutrition. There were no big shocks, but

## 2012: A YEAR IN REVIEW

through The Real You Program, I was able to address them before they became a problem,” he said.

Paul was one of the 70 people who successfully completed the program in 2012. Some of the benefits experienced by participants were:

- Better overall sense of well-being
- Better eating habits
- Lowered blood pressure
- Enhanced self-esteem
- Weight loss & reduction of body fat
- Stronger muscles and bones
- Improved energy
- Improved ability to manage stress

OPS believes that healthy employees deliver better results, which is especially important in policing. The Real You Program is being offered in 2013, to help another 100 participants in achieving better health. Further research will continue in 2013 looking into how the Program helps individuals and how this improves OPS service to the public.

*Angela Slobodian, Health, Safety and Lifestyle*

### Member Engagement

As valuable as it is for our Service to gather feedback from the community to improve the way we serve residents, it is also important to hear the views and opinions of our members.

Between March and April 2012, a total of 1,389 OPS members participated in an online survey to gauge their level of engagement and satisfaction working at the Ottawa Police Service.

The [2012 member survey results](#) indicate that most members of OPS are satisfied in terms of their work environment and relationships with immediate supervisors. On the other hand, the survey shows that work needs to be done in terms of how connected members feel with the organizational vision, the level of information

and communication being shared in the organization, and job mobility.

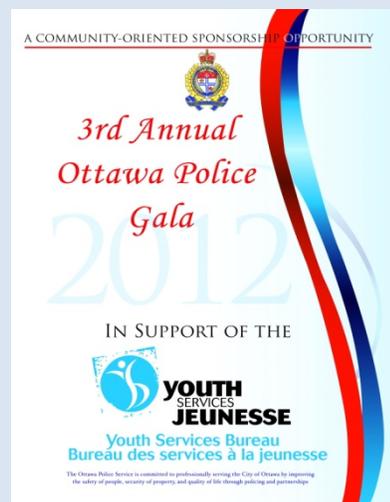


Poster from the 2012 Member Survey

Steps are being taken to address the issues raised in the survey, such as improved support for employee wellness, training for Special Constables and information sharing.

*Andrew Berry, Planning, Performance and Analytics*

The Ottawa Police Service (OPS) hosted the third annual [Ottawa Police Gala](#) on Saturday, October 20, 2012, at the Ottawa Convention Centre. The Gala raises funds for important causes in the community, as well as bringing the OPS together with the people it serves.



Poster from the 2012 Ottawa Police Gala

## 2012: A YEAR IN REVIEW

Last year's charity of choice was the Youth Services Bureau of Ottawa and a total of \$127,000 was raised. The funds will help provide professional and immediate crisis support to many young people in our community.

We would like to acknowledge all sponsors for their commitment to the Gala. We are already looking forward to our 2013 event. Be sure to save the date – October 19, 2013!

### Queen Elizabeth II Diamond Jubilee Medals



Street banner for Queen Elizabeth II's Diamond Jubilee

The Queen Elizabeth II Diamond Jubilee Medal was created to mark the 60th anniversary of Her Majesty Queen Elizabeth II's accession to the Throne as Queen of Canada. It serves to honour significant contributions and achievements by Canadians, and OPS recipients in 2012 were:

- Constable Mahamud Elmi
- Staff Sergeant Patrick Frost
- Constable Sherry Jordan-Quenneville
- Staff Sergeant Sean McDade
- Staff Sergeant John Medeiros
- Cindy Wells
- Constable Paolo Crescenzi
- Donna Watson-Elliott.
- Director General Debra Frazer
- Chief Charles Bordeleau

### Community Awards

The Ottawa Community / Police Awards were held June 5, 2012 to recognize members of the public and members of the Ottawa Police Service who have made a significant contribution to the Service or the community.

The Community Service Award is presented to individuals who have demonstrated continued excellence in the performance of their duties and/or dedication to the community. 2012 recipients were:

- Ms. Frances Casey
- Constable Mahamud Elmi
- Staff Sergeant Pierre Gauthier

In 1993, the Governor General approved the creation of a Certificate of Commendation to issue to those who have made a significant contribution by providing assistance to another person in a selfless manner. 2012 recipients were:

- Sergeant Damien Coakeley (Retired)
- Constable Filippo Flocco
- Constable Tom McFadden

The Certificate of Valour is presented to a member of the public or a member of the Ottawa Police Service for an act of personal bravery or highly-meritorious service that is of assistance to the Ottawa Police Service. 2012 recipients were:

- Constable Michael Bellefeuille
- Mr. Richard Guertin
- Mr. Michael Lapointe
- Mr. Greg Ouellet
- Mr. Randy Ray
- Ms. Ashley Stevens
- Mr. Kristopher Vdovich
- Mr. Reginald Woods

The Certificate of Merit is presented to a member of the public or member of the Ottawa Police Service for an act of unselfish assistance or demonstration of unique concern

## 2012: A YEAR IN REVIEW

for the safety and well-being of another individual or the community. 2012 recipients were:

- Mr. Amar Ajaa
- Mr. Rob Bittorf
- Mr. Eric Christensen
- Ms. Tina Dodds
- Mr. Chris MacDonald
- Ms. Rachel Reinders
- Staff Sergeant Dana Reynolds
- Ms. Allison Rowe
- Ms. Joanne Soltendieck

The Thomas G. Flanagan, S.C. Scholarship Certificate is presented to visible minority and Aboriginal women who have expressed an interest in a policing career and the 2012 recipient was Ms. Batul Masri.



**Ms. Batul Masri with Chair Eli El-Chantiry, Superintendent Mike Flanagan and Chief Charles Bordeleau**

The International Peace Operations Commemorative Coin provides the Royal Canadian Mounted Police with the opportunity to recognize the individual contribution of Canadian police officers who serve overseas on behalf of Canada's International Peace Operations Program. 2012 recipients were:

- Constable Woody Aspilaire
- Constable Carolyn Botting
- Constable Dave Brennan
- Constable Robert Cairns
- Staff Sergeant Carl Cartright
- Staff Sergeant Brad Hampson

- Constable Mark Horton
- Sergeant Jamie Jordon (Retired)
- Constable Raymond Lamarre
- Constable Shane Lebeau
- Constable John Monette
- Sergeant William Murrell
- Sergeant Steve Nixon
- Constable Sebastien Paradis
- Sergeant Sandra Sparling

The Operational Service Medal – South-West Asia was created to provide recognition to operations other than those conducted in the presence of an armed enemy and each requiring 30 days of accumulated service. 2012 recipients were:

- Constable Robert Cairns
- Constable Mark Horton
- Sergeant Jamie Jordon (Retired)

Finally, one former member of the Ottawa Police Services Board, Mr. Jim MacEwen, was recognized for his dedicated service to the community and the Board.



**Mr. Jim MacEwen with Chair Eli El-Chantiry and Chief Charles Bordeleau**

Sergeant Mark Houldsworth (Retired) was nominated by the Canadian Association of Chiefs of Police (CACP) for the Order of Merit of the Police Forces for his contributions to policing both locally and nationally. He was invested into the Order at the Member level in May 2012.

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Sergeant Mark Houldsworth, along with His Excellency the Right Honourable David Johnston, Governor General of Canada

Photo Credit: MCpl Dany Veillette, Rideau Hall © Office of the Secretary to the Governor General (2012)

Constable Khoa Hoang was the 2012 recipient of the Enforcement Professional Award bestowed by Crime Prevention Ottawa as part of their fourth annual Community Safety Awards.



Constable Khoa Hoang and Chief Charles Bordeleau at the Crime Prevention Ottawa 2012 Community Safety Awards

### Commendations

#### **Chief's Commendations:**

1. Demonstrating outstanding skill, judgement or dedication;
2. Demonstrating a high standard of police conduct or humanitarianism;
3. Diligent and sustained effort (significantly exceeding normal);
4. Developing a method or program with substantial effect.

2012 recipients of Chief's Commendations were:

#### **OPS Pipe Band**

At year-end 2011, the OPS Pipe Band commemorated 40 years of dedicated service and representation of the Ottawa Police Service mantra: "Pride, Professionalism and Respect."

#### **Sgt DANYLUK, Peter**

Sergeant Peter Danyluk's vision was critical to the implementation of the Ottawa Police Service Ethics Program. His work will positively impact current and future community relations, and all Ottawa Police Service members, setting a strong ethical foundation for years to come.

#### **Cst EVA-GONZALES, Jeffrey**

On August 6, 2011, Constable Jeffrey Eva-Gonzalez responded to a call for a woman standing on the Highway 416 overpass who appeared as though she was going to jump. Constable Eva-Gonzalez's quick thinking and immediate action in a dangerous situation undoubtedly saved the woman's life.

## 2012: A YEAR IN REVIEW



Constable Jeffrey Eva-Gonzalez with Chief Bordeleau

### **Sgt DUGAL, Richard**

On June 30, 2011, Sergeant Richard Dugal of the Crisis Management Negotiators Unit attended the residence of a woman who was on her ninth floor balcony indicating that she was going to commit suicide. Sergeant Dugal's actions saved this young woman's life.

### **Cst WRIGHT, Sean**

On January 4, 2011, Constable Sean Wright, along with a fellow responding officer, conducted a traffic stop involving a driver who had an extensive criminal record and three warrants out for his arrest. Due to diligent questioning, intuition, and observations of the accused, the officers decided to conduct a search of the vehicle trunk where they found an Improvised Explosive Device (IED). As a result of Constable Wright's actions, a great deal of criminal intelligence was obtained, the accused was arrested and a homicide was prevented.

### **Cst KHALID, Mehdy**

On January 4, 2011, Constable Mehdy Khalid, along with a fellow responding officer, conducted a traffic stop involving a driver who had an extensive criminal record and three warrants out for his arrest. Due to diligent questioning, intuition, and observations of the accused, the officers decided to conduct a search of the vehicle trunk where they found an Improvised Explosive Device (IED). As a result of Constable Khalid's actions, a great deal of criminal intelligence was obtained, the

accused was arrested and a homicide was prevented.



Constable Mehdy Khalid with Chief Bordeleau

### **Cst BEAURIVAGE, Eric**

Over the course of an 18-month period, members of the Ottawa Police Service worked in conjunction with the OPP and RCMP on a drug investigation called, Project "Sleepwalker". Overall, 22 persons were charged with 236 offences. The success of this project would not have been possible without Constable Beurivage's dedication and commitment.

### **Cst HEUCHERT, Mark**

Over the course of an 18-month period, members of the Ottawa Police Service worked in conjunction with the OPP and RCMP on a drug investigation called, Project "Sleepwalker". Overall, 22 persons were charged with 236 offences. The success of this project would not have been possible without Constable Heuchert's dedication and commitment.

### **Senior Officer Commendation:**

1. Demonstrating exceptional skill, judgement or dedication;
2. Demonstrating a high standard of police conduct or humanitarianism;
3. Diligent and sustained effort (exceeding normal);
4. Developing a method or program with significant effect.

## 2012: A YEAR IN REVIEW

2012 recipients of Senior Officer Commendations were:

Cst BERNARD, Yannik  
 Sgt BERREA, Dan  
 Civ BLOUIN, Jean-Francois  
 Cst BROWN, Brad  
 Cst CAMERON, Richard  
 Cst COCHRANE, Chris  
 Cst COLLINS, Adam  
 Sgt CURTIS, Seth  
 Cst DINARDO, Marco  
 Cst EMERY, Brian  
 Cst FAIRBAIRN, Craig  
 Cst FORGIE, Troy  
 Cst FORTIN, Natalie  
 Sgt GORDON, Glenn  
 Cst HAGAN, Tony  
 Cst HAM, Benjamin  
 Cst HAMBERGER, Katarzyna  
 Cst HARRIOT, Scott  
 Cst HILL, Doug  
 Cst HOUSTON, Rob  
 Cst KENNEDY, Alison  
 Cst LAFLEUR, Louise  
 Cst LASKA, Susan  
 Cst LE, Phong  
 Cst LEGER, Dan  
 Cst MACKILLOP, Paul  
 Cst MCNAUGHT, Mike  
 Cst MILLER, Mark  
 Cst RENWICK, Tim  
 Cst RYAN, Kelly  
 Cst SABOURIN, Lee  
 Cst SMITH, Paul  
 Cst STEPHEN, Karen  
 Cst TETREAULT, Roger  
 Cst WHITE, Neil  
 Sgt YEOUMANS, Edward

### Manager/NCO Commendation:

1. Demonstrating notable skill, judgement or dedication;
2. Demonstrating a high standard of Police conduct or humanitarianism;
3. Diligent and sustained effort (well above normal);
4. Developing a method or program with positive effect.

2012 recipients of Manager/NCO Commendations were:

Cst ADLARD, Mike  
 Cst ALBRIGHT, Melissa  
 Civ ARMSTRONG, Paula  
 Cst BAJWA, Jasdeep  
 Sgt BARAKAT, Sal  
 Cst BERNARD, Yannik  
 Sgt BERNIER, Robert  
 Cst BONIN, Jean-Luc  
 Cst BROUILLETTE, Charles  
 Cst BROWN, Stephen  
 Sgt CORBETT, Patrick  
 Cst CORMIER, Shawn  
 Sgt COSTANTINI, Anthony  
 Sgt CHRISTY, Dawna  
 Cst CYR, Danny  
 Sgt DESJOURDY, Steven  
 Civ DIAB, Fadia  
 UNIT Facilities Team  
 Cst FONG, Alana  
 Cst GREGAN, Shane  
 Cst HAMBERGER, Katarzyna  
 Civ HASHIMY, Sayed  
 Cst HEBERT, Curtis  
 Sgt HERASIMENKO, Mike  
 Cst HERZIG, Franziska  
 Civ IELAPI, Patrizia  
 UNIT Information Technology Team  
 Civ JONES, Gordon  
 Civ KILMARTIN, Joseph  
 Civ KONARSKI, Paul  
 Cst LACELLE, Guy  
 Cst LATOURELL, Robert  
 Cst LAUNEN, Kari

## 2012: A YEAR IN REVIEW

Cst LAVERGNE, Christian  
S/Sgt LAVIOLETTE, Michael  
Cst LECHLEITNER, Reinhard  
Civ LEE, Eugene  
Cst LEMAY, Richard  
Cst LENNON, Christopher  
Civ LOCKHART, Dale  
Cst LOCKWOOD, Neil  
Cst LUSHMAN, Walter  
Cst MACINTYRE, Brent  
Civ MALONEY, Patricia  
Civ MARPLE, Brittany  
Civ McDADE, Jerilyn  
Civ O'BRIEN, Dean  
Cst PARADIS, Sebastien  
Cst PEAK, Brad  
Sgt PETTIS, Scott  
Cst ROHRIG, Brad  
Cst SAFRUK, Shyldon  
UNIT Security Operations Team  
Cst SHAW, Harley  
Sgt SHEEHY, Marc-Andre  
UNIT Telecommunications Team  
Cst TENNANT, Jennifer  
Cst THOMSON, Greg  
Sgt TREMBLAY, Paul  
UNIT Street Crime Unit  
Cst VANDAL, Michel  
Cst VANDERWATER, Rebecca  
Cst WAGNER, Randy  
Sgt WONG, Arthur

**Congratulations to all who received  
Commendations in 2012!**

*Career Development Section*

### We're Recruiting



**New Recruit to the Ottawa Police Service at the 2012  
Enrolment Ceremony**

In 2012, the Ottawa Police Service hired nine experienced officers and eight new recruits from a wide range of backgrounds and from across Canada. The Recruitment Team continues to attend various multi-cultural events and recruits individuals representing the diversity of our city. The Team has also introduced a new bi-annual women-only recruitment event.

*Outreach and Recruitment Section*

### **Want to find out more?**

Take a look at our [Recruitment page](#) at [ottawapolice.ca](http://ottawapolice.ca) to learn more about OPS and the community we serve, and to hear from our new recruits.

### ***DID YOU KNOW...***

Ottawa Police Service members are active in a wide variety of roles to keep our city safe and provide valuable assistance overseas.

#### New Tools and Technologies



**Cellphones**

Technology supports for police are constantly evolving and improving with advances in forensics, protection, surveillance, biometrics and interoperability mechanisms.

New technologies affect certain areas of policing more than others, for example, the internet and cloud computing are tools for serious and organized crime and online fraud. New uses of social media also have implications for protection of vulnerable groups and youth. In response, OPS have given education and awareness sessions on youth sexting in 2012.

New software and training is helping criminal intelligence specialists to track and anticipate trends in crime. In turn, this is reducing the time it takes to gather data and providing more time for analysis and planning.

Similarly, the Ottawa Police Service has taken strides over the past year to invest in new robotic devices called Total Stations to upgrade the way in which officers investigate collisions and fatal accidents.

The Total Stations use an optic lens that precisely calculates angles and measurements

of the crime scene and records this data that can then be uploaded to display the recorded measurements digitally and produce a final diagram of the accident.

The Total Stations only need one person to collect the data as opposed to the two or three officers required previously. As Constable Cameron Graham explains, “the introduction of the Total Stations has moved the Ottawa Police Service into the cutting edge of current collision investigative technology and reduced the time OPS must keep the roads closed during fatal collision investigations.”

The advancements in criminal intelligence and collision reconstruction are just two examples of the proactive approach being taken by OPS to improve service to the community.

*Interview by Thomas Neufeld, Carleton University Criminology, with Constable Cameron Graham*

#### INTERSECT – A Recognized Leader in All-Hazard Emergency Preparedness

Canada’s National Capital Region (NCR) is a unique jurisdiction for public safety professionals, including two provinces, two major cities, national and international government institutions, iconic landmarks, and the seat of the federal government. As host to numerous high profile events, demonstrations and visits, security and emergency preparedness in the region requires a collaborative approach.

With this in mind, a stakeholder driven partnership named INTERSECT was created to enhance situational awareness, promote collaborative leadership, and improve the preparedness of our community. The program, co-Chaired by the Ottawa Police Service and Royal Canadian Mounted Police, provides a forum to bring together a diverse number of organizations from both private and public sectors, across all three levels of government.

## 2012: A YEAR IN REVIEW



INTERSECT Program logo

As part of our efforts to improve community preparedness, INTERSECT hosted two seminar and simulation events in 2012 to raise awareness of the risk and possible impact of an earthquake in our region. For example, the magnitude 5.0 earthquake that occurred in Val-des-Bois in Quebec in 2010 was felt more than 700 km away and highlighted many challenges for emergency responders. This hazard is one of the Ottawa region's greatest vulnerabilities and the events fostered critical dialogue between partners and subject matter experts.

This is just one example how INTERSECT is striving to be the recognized leader in all-hazard emergency preparedness. Collaborative planning and risk identification will continue to play a critical role in building resilience in our communities.

*Cameron Hopgood, INTERSECT Program*

The Ottawa Police Service was proudly represented at the London 2012 Paralympics by Sergeant Dawna Christy who is an experienced referee for goalball, having previously been involved at the 2011 Pan American Games.

Scott McEwen made his name well known at the Special Olympics National Winter Games as a member of Team Ontario, winning three snowshoeing medals: gold in the 200-metre race, silver in the 400-metre race, and bronze in the 100-metre race.

Looking forward to Sochi 2014, Roch Dorion is equipment manager for the Canadian men's sledge hockey team and supported the team for

last year's World Sledge Hockey Challenge.



Sergeant Dawna Christy with the Canadian Women's Goalball Team

### The Ottawa Police Service in South Sudan

*Reflections from Constable Kevin Williams on UN deployment in South Sudan:*

I have been a police officer with the Ottawa Police Service for nine years. Before deploying for a year to the United Nations Mission in South Sudan (UNMISS), I worked in the Diversity and Race Relations Section.

This is my first mission with the United Nations. When I applied to serve on a mission, I was looking for a new experience and an adventure, but at the same time, I hoped to help, teach and mentor a new police service. I applied to UNMISS because it was a new mission and was located in Africa, which I had wanted to visit for a long time.

It was a difficult adjustment for everyone in my family when I went on this mission. I am happily married with four sons (aged one, three, seven and eleven).

However, I have been very fortunate to be posted in a place where I can communicate daily with my family.

I am currently working in Juba, the capital of South Sudan in the Training Unit at the Mission Headquarters. For the past nine

## 2012: A YEAR IN REVIEW

months, I have traveled to some of the states in South Sudan, conducting English assessments and teaching English to the South Sudanese National Police Service. I am also an instructor in the Gender, Child and Vulnerable Person Protection Unit.

When I was posted to Juba, I was asked if I would be able to assist with a children's centre called Confident Children out of Conflict (CCC). The CCC is a non-governmental organization based in Juba, which supports the needs of street children, most of whom come from the slums of Juba. It is a place where young street girls are protected and receive care, learn basic life skills and have a place to stay.



Constable Kevin Williams, RCMP Inspector Walter Sutherland and girls from the 'Confident Children out of Conflict' children's centre

Without a moment's hesitation, I agreed to help out. Fortunately, I have been able to contribute to the CCC both through my job with the UN and by volunteering my time at the centre.

I have less than three months left in my mission and if I was going home today, I could say that I have accomplished what I wanted to do. I was able to be involved in educating other police officers and to offer help to some of my students and to the local people in South Sudan. The friendships I have made with police officers from South Sudan and other parts of the world have been an added bonus.

*Constable Kevin Williams, UNMISS*

Constable Mahamud Elmi, a 2012 Community Service Award recipient, has provided longstanding support to the building of a new school in Somalia and this was successfully completed last year.

Did you know OPS has considerable experience of deploying members to Haiti to help with police and community training efforts.

### ***THIS IS OTTAWA***

Demographic shifts are changing how and where the OPS delivers services and programs.

#### Diversity and Race Relations Raises Flags To New Heights



Chief Bordeleau with two young participants in the 2012 Latin American Festival

What do the Turkish, Italian, Lebanese, Sikh and Greek flags have in common with a Christmas tree and a Menorah? They have all been displayed in the 474 Elgin Street lobby as part of the Flag and Banner celebrations hosted by the Ottawa Police Service.

Flag and Banner events are just one of the ways the Diversity and Race Relations (DRR) Section works to build relationships between police and racialized, Aboriginal or faith-based communities.

The DRR Section was established in 1995, and strives to ensure that police respond effectively, appropriately and sensitively to all members of the community, particularly those who have traditionally been marginalized by society.

The Section uses a combination of committees and programs to achieve its mandate. [COMPAC](#) (Community and Police Action Committee) and the [GLBT Liaison Committee](#) play major roles in bringing community and

police together to address areas of mutual concern.

The Section oversees the [Thomas G. Flanagan S.C. Scholarship](#) which encourages young women from diverse backgrounds to consider policing as a career, and provides an annual monetary award towards the pursuit of a post secondary education.

Similarly, the Ottawa Police Service Soccer Mentoring Program provides youth with opportunities to participate in organized sports under the tutelage of police volunteers and professional soccer coaches. The Program helps instil leadership, teamwork and conflict resolution skills within the young participants, as well as building relationships and trust between youth and the police.

In addition to these programs and committees, the DRR Section participates and interacts with the diverse communities of Ottawa during important events, festivals and occasions throughout the year.

The concept of Flag and Banner days started in 1992 when the Pride flag was hung in support of the Gay, Lesbian, Bisexual, and Trans communities during their week-long celebrations.

A police member later approached DRR about hanging a flag in recognition of the Irish community during St. Patrick's Day. A flag was donated by the Irish Embassy and Irish Week became the second annual celebration as part of Flag and Banner events.

"It's an opportunity to support diverse communities and promote positive interaction with police," said Staff Sergeant Shaun Brabazon, head of DRR. "It also gives a sense of pride to our members who belong to these communities and for other members to learn about and participate in other faiths and cultural celebrations."

## 2012: A YEAR IN REVIEW

In 2012, the Ottawa Police Service celebrated 20 important dates with our communities and with this many events, there can be multiple items on display at any given time. “We have room for everyone,” said Staff Sergeant Brabazon, “and we look forward to hosting even more celebrations with the community.”

To learn more about other initiatives supported by the [Diversity and Race Relations Section](#), please visit [ottawapolice.ca](http://ottawapolice.ca)

*Staff Sergeant Shaun Brabazon and Carol Macpherson, DRR and Media Relations*

### Working with Youth – The Ottawa Police Service Youth Advisory Committee

Following the October 2011 Let’s Chat Youth Café, an extensive outreach plan was launched in the spring of 2012 to recruit youth for an Ottawa Police Service [Youth Advisory Committee](#) (YAC).

We received over 200 applications from youth across Ottawa. Following a screening and selection process, our first official meeting was June 5th, 2012 with a dynamic team of 20 youth from diverse backgrounds aged 13-24.



**Members of the 2012 Youth Advisory Committee, along with the new Ottawa Police Service cruiser**

The Ottawa Police Service YAC encourages a positive police-youth relationship by providing a strategic youth voice to OPS and facilitating greater input and involvement by youth in their police service. The Committee is youth-

led with police support, and it helps OPS gain a broader understanding of youth issues and insights by collaborating on various initiatives.

In its first six months, YAC has focused on training, orientation and marketing, along with the following activities:

- Facilitated a safety session at the Mayor’s Youth Summit;
- Collaborated on a youth-focused OPS robbery prevention campaign;
- Organized two fundraisers for the Ottawa Food Bank and Operation Come Home; and
- Partnership working with Crime Stoppers to create tools for youth-targeted outreach.

There are high expectations for 2013 and initiatives are planned to include:

- Peer-led neighbourhood-based youth consultations and awareness presentations;
- Joint training and initiatives with other youth agency YACs; and
- Ongoing consultation to OPS sections around youth issues/trends and outreach.

To find out more please check out [Facebook.com/OttawaPoliceYAC](https://www.facebook.com/OttawaPoliceYAC) or [Twitter.com/PoliceYAC](https://twitter.com/PoliceYAC) or email [yac@ottawapolice.ca](mailto:yac@ottawapolice.ca).

### **Kasia, Youth Advisory Committee member**

*Why did you join the YAC?*

I joined the advisory committee because it is an initiative that I believe in. Building and strengthening police partnerships with the youth community has endless benefits, and I wanted to be engaged in the community with the intentions of making positive changes.

*What are you most proud of in being part of YAC?*

## 2012: A YEAR IN REVIEW

YAC has mobilized into a youth-led community outreach initiative where it has become the liaison between the youth and the police; being able to be the voice of the youth is in itself something to be proud of.

*How do you feel you're contributing?*

As a member of YAC, I have had many opportunities to voice my opinions and concerns, and I am proud to have my opinion asked, and listened to. Being a Chair member of YAC, along with my fellow Chairs, I have driven YAC to becoming an all-youth-by-youth committee.

*Jessica Ripley, Youth Section*

### Public Survey 2012

The results from the [2012 Public Survey on Policing Services](#) highlighted broad satisfaction among the community with the Ottawa Police Service (OPS) and continued concerns with traffic safety, speeding and aggressive drivers.

Between February and April, 3,147 Ottawa residents completed the survey, sharing their feedback on the work of the OPS and providing valuable insight into the issues facing their communities.

Encouragingly, citizens' perceptions of crime are more positive in 2012 than in any of the five previous public surveys conducted by OPS since 1995. The vast majority (96%) of residents feel safe walking alone during the day while sixty-one percent feel safe walking alone at night (both higher proportions than in previous surveys).

Concerns do remain among residents though. The top city-wide and neighbourhood concern in 2012 is speeding cars and aggressive driving, while other top neighbourhood concerns are break and enter, vandalism, youth crime and theft from vehicles. These top five concerns

have remained fairly constant over the past decade.

The survey also found that over four-fifths of Ottawa residents (81%) are satisfied with the quality of service provided by OPS. Residents were particularly satisfied with officers responding promptly, enforcing the law and doing everything possible to help and be of service. The findings also revealed they would like to see greater local engagement and visibility of officers in their neighbourhoods.

Previous public surveys have provided considerable support to the development of OPS initiatives covering road safety, crime prevention and youth engagement, and there will be similar opportunities emerging from this year's results.

[Crime and public survey results by ward](#) are available at [ottawapolice.ca](http://ottawapolice.ca)

*Andrew Berry, Planning, Performance and Analytics*

### ***PART OF THE COMMUNITY***

We're proud of our communities that we live, work and play in. We work proactively to help improve public safety and encourage crime prevention in all of the neighbourhoods we serve.

#### Crime Prevention

Crime Prevention is paramount to effective police service delivery in the community and the OPS [Crime Prevention Section](#) helps ensure a coordinated approach. We work hard to reduce, investigate and prevent crime through community-based problem-solving partnerships.

*Staff Sergeant Cori Slaughter, Crime Prevention*

#### **Crime Stoppers**

Crime Stoppers is a locally run program serving Canada's National Capital Area, including municipalities in both Eastern Ontario and Western Quebec. It was formed in 1985 by a group of local business people.

The program provides cash rewards to those who have confidential and anonymous information that will help the police solve crimes. This civilian program works closely with law enforcement, accepting tips that may lead to investigations. Anyone in Canada can call 1-800-222-TIPS (8477) and be connected to their closest, locally-operated Crime Stoppers program.

In 2012, National Capital Crime Stoppers received 3,428 new tips, leading to 48 arrests and 118 charges laid. The value of recovered property and drugs was over \$1.3m.

In 2012, Crime Stoppers has campaigned to encourage the public to report illegal firearms, and we have continued work with Ottawa Community Housing and organizations serving vulnerable groups. A campaign to promote the Crime Stoppers program among the youth

population is gaining more momentum as we partner with the YAC group, SRO officers and school boards.

Please visit [www.crimestoppers.ca](http://www.crimestoppers.ca) for further information.

*Sergeant Art Wong, National Capital Crime Stoppers*



Crime Stoppers logo

#### **Environmental Design**

CPTED stands for Crime Prevention Through Environmental Design and the premise of the initiative is to use proven best practices in crime prevention, including control, territoriality and surveillance applications.

The CPTED Section has been involved with many crime prevention initiatives in 2012. For example, Michele Park and Jules Morin Park have historically been affected by instances of drug dealings, assaults and robberies. The local communities have encouraged a strict enforcement approach from the police, yet experience finds that problems persist.

It was apparent that the design of these parks was conducive to generating illicit activities and the CPTED Sergeant met with various community partners to assist with the re-design of the parks. Issues identified were poor lighting, numerous entry/ exit points, general disrepair, ambiguous spaces and little or no definition of the park's actual purpose and client base.

# 2012: A YEAR IN REVIEW

Look for the city's improvements in 2013 which should make these locations community assets!

*Sergeant Claude Parent, Crime Prevention*

## Town and Gown

Sandy Hill is a downtown neighbourhood with a high concentration of University of Ottawa students, diplomatic residences and other residential / commercial space. Recognizing historic public safety concerns, a Town and Gown Committee was formed in 2012 with partners including the OPS. Together, we're working together to identify and respond to community concerns.

During resumption of classes in September, a community walk-about and series of door-to-door visits were organized to educate new students and permanent residents about their responsibilities and rights, public safety and quality of life topics. This included the "Don't invite us to the Party" campaign to educate on loud music and disturbance by-laws, alcohol consumption and protecting against thefts.

The Town and Gown Committee represents a contact point for all residents, workers and visitors on addressing community concerns.

*Constable Ryan Pierce, Community Policing*



**Police officer with Town and Gown volunteers in Sandy Hill**

## Dundonald Park

During Police Week 2012, the OPS celebrated community engagement in Centretown by hosting the Police in the Park event at Dundonald Park. The event recognized the cooperation between community members, police, and agencies including the Centretown Community Health Centre, Ottawa Community Housing, Crime Stoppers, Neighbourhood Watch and the Women's Initiative for a Safer Environment, all working together to address challenges that sometimes made the park uninviting.

Local meetings between partners are now held on a regular basis to promote positive activities within the park and share views from park users.

Activities in 2012 included outdoor yoga, community gardening, festivals, and even outdoor movies; resulting in a decrease in anti-social activity observed in the park. Plenty more activities are planned for 2013.

*Constable Khoa Hoang, Patrol*



**Park event at Dundonald Park**

## Crime Free Multi Housing Program

The OPS [Crime Free Multi Housing Program](#) (CFMHP) is specially designed for rental properties and encourages owners, managers, employees and police to work together.

## 2012: A YEAR IN REVIEW

It was introduced to Ottawa in 1997 and there are now over now 140 properties certified totalling approximately 17,000 units. The CFMHP has successfully improved the security and reduced illegal activity in the communities by creating partnerships, working to identify problems and taking proactive approaches to providing solutions.

All owners / employees working within a CFMHP property are required to attend a one-day training seminar. Additionally, CPTED offers a security audit so that each property meets minimum safety and security standards. In some locations, an annual Safety Social meeting is held (similar to Neighbourhood Watch) where the Program is explained to residents and discussions are held.

In 2012, the CFMHP trained 111 members of the program, inspected 151 properties through new and recertification audits and certified four new properties.

*Diane Larocque, Crime Prevention*

Ninety-five male members of the Ottawa Police Service put down their razors and were part of OPS **November** efforts in 2012. The band of (mo)brothers raised over \$11,000 for prostate cancer and mental health initiatives.



**Deputy Chief Larochelle, Chief Bordeleau and Deputy Chief Keeley supporting November**

### Partnership with Community Health and Resource Centres



COALITION OF COMMUNITY HEALTH  
AND RESOURCE CENTRES OF OTTAWA

COALITION DES CENTRES DE RESSOURCES  
ET DE SANTÉ COMMUNAUTAIRES D'OTTAWA

**Logo for the Community Health and Resource Centres**

The partnership between the Ottawa Police Service (OPS) Community Police Centres and Community Health and Resource Centres (CHRC) began in 2009 when it was acknowledged that both organizations shared common agendas that could more easily be achieved by working together.

Throughout 2012, 45 community partners signed up for police ride-alongs. For those that have taken part so far, there has been a real sense of amazement at how much social work police officers are engaged with on a daily basis.

The goal of both the OPS and the CHRCs is to have "healthy, safe and secure communities where residents experience a high quality of life." The safety of the community is the primary focus of both groups and even though community development is not a quick fix, our partnership will go a long way in enhancing community safety issues, as well as crime prevention through social development.

*Interview by Aderinsola Abimbola, University of Ottawa Criminology, with Hamid Mousa, Community Development*

Did you know that the Ottawa Food Bank was founded in the basement of the former Waller Street police station in 1984. It supports 140 programs that help feed approximately 45,000 people per month.

## 2012: A YEAR IN REVIEW

### Beat Cops



Two officers on bike patrol

A common request we receive from members of the public is increased visibility of our officers.

We're aware of this and for well over a decade, the Ottawa Police Service has been involved in a patrol movement called Beat Cops which is precisely meant to fulfill this demand.

Our Beat Cops team of police officers provides a public presence in busy or central locations to enforce the law. The movement has helped reduce crime levels in target areas while also improving engagement with the public by making officers more accessible at the neighbourhood level. Beat Cops is a partnership where the community and the police can work together to solve problems.

*Interview by Brianne Philippe-Belisle, Carleton University Criminology, with Inspector Chris Rheume*

Three of our members, Constable Chris Tessier, Detective Paul MacKillop and Constable Mehdy Khalid have traveled annually to Central America over the past five years to give their own time and skills to help build houses and communities in Costa Rica, Nicaragua and El Salvador. The trips are coordinated through the charity Habitat for Humanity, and have been generously supported by the Ottawa Police Service and Ottawa Police Association.

The three will be making their first trip to Guatemala to act as team leaders in 2013.

### United Way – Making Change Happen

For over 75 years, United Way Ottawa has been an integral part of our community, helping those in need with social problems and achieving lasting results. Previously viewed as solely a fundraising organization, the United Way has evolved into an organization that ensures the money raised goes to those areas that need it most. The United Way Ottawa has three priorities; Growing up Great, Turning Lives Around and Belonging to Community.

Chief Charles Bordeleau, is one of the United Way Ottawa's Focus Area Champions, providing our community with a better understanding of the issues associated with 'Growing up Great'.



Ottawa Police Service members at a United Way fundraising breakfast

In 2012, the Ottawa Police Service (OPS) raised over \$35,000 for the United Way. Our members have personally invested in many of the programs offered through the United Way, whether it is taking time to volunteer at the Boys and Girls Club or members of our Mental Health Unit attending the residence of someone in need — we are committed to making change happen!

*Kyla Taitt, Community Development*

Crime Intelligence Analyst Nicole Cadieux has been coordinating the [OPS Teddy Bear Program](#) since its re-launch in 2010.

The Teddy Bear Program provides each police cruiser with a teddy bear as a therapeutic tool to comfort, console and calm distressed children and young person's during a high stress call for police service. The program is based on a proven concept that the stuffed animals have a calming effect, providing comfort and something tangible to hold during times of crisis as well as helping to forge a bond between the officer and the child.

The program is made possible by generous donations from the public as well as Nicole's volunteered time to coordinate funding, communication, ordering and OPS spokesperson role.



Young supporter of the Teddy Bear Program, with Nicole Cadieux and Chief Bordeleau

## ***PHOTOS AND VIDEOS***

Highlights from 2012

[Facebook Account](#)

[www.facebook.com/OttawaPoliceService](http://www.facebook.com/OttawaPoliceService)

[Youtube Channel](#)

[www.youtube.com/user/OttawaPoliceService](http://www.youtube.com/user/OttawaPoliceService)

## ***WHAT DO YOU THINK?***

The Ottawa Police Service is committed to monitoring the quality of the services and products we provide, as part of an ongoing improvement process. We would appreciate your feedback on '2012: A Year in Review'.

Survey Link:

[www.surveymonkey.com/s/ar\\_2012](http://www.surveymonkey.com/s/ar_2012)