

**AGENDA MATERIAL  
FOR  
THE THUNDER BAY  
POLICE SERVICES  
BOARD**

Meeting Date: **Tuesday, February 18, 2020**

Location: **McNaughton Room – City Hall**

Time: **9:00 AM**





THE  
THUNDER BAY  
POLICE SERVICES  
BOARD

THE SEVENTH MEETING OF THE  
FIFTY-FIRST THUNDER BAY  
POLICE SERVICES BOARD

McNaughton Room – City Hall      TUESDAY, FEBRUARY 18, 2020  
9:00 a.m.

**REGULAR SESSION**

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DISCLOSURES OF INTEREST

CONFIRMATION OF AGENDA

RES 1

With respect to the Seventh Regular Session Meeting of the Fifty-First Thunder Bay Police Services Board held on February 18, 2020, we recommend that the agenda as printed, including any additional information and new business, be confirmed.

VICE CHAIR - VACANCY

At the December 17, 2019 Regular Session meeting of the Thunder Bay Police Services Board, the Secretary called for nominations from the Members for the election of a Chair and Vice Chair for the remainder of 2019 and 2020. At that time Ms. G. Morriseau was elected Chair and there were no nominations for the position of Vice Chair.

Chair G. Morriseau to provide a verbal update relative to the above noted.

RES 2

THAT \_\_\_\_\_ be elected Vice Chair of the Thunder Bay Police Services Board until November 30, 2020, or until such time as a replacement has been appointed.

CONFIRMATION OF MINUTES

The Minutes of the Fifth Regular Session Meeting of the Fifty-First Thunder Bay Police Services Board held on January 21, 2020, to be accepted. **(Pages 1 – 7)**

RES 3

THAT Minutes of the Fifth Regular Session Meeting of the Fifty-First Thunder Bay Police Services Board held on January 21, 2020, to be accepted.

PRESENTATION

Community Satisfaction Survey

Document entitled “TBPS CSS 2019: What we learned from respondents – Executive Summary”. **(Pages 8 – 19)**

Dr. L. Desmoulins, Assistant Professor – Lakehead University, and Mr. C. Adams, Director of Communications and Technology to provide a PowerPoint presentation and overview of the above noted report with respect to results of the Community Satisfaction Survey.

REPORTS OF THE THUNDER BAY POLICE SERVICES

Front Line Deployment

At the October 15, 2019 Regular Session meeting of the Thunder Bay Police Services Board Mayor B. Mauro provided verbal update with respect to requesting information from the Chief of Police relative to the above noted. Chief S. Hauth and Deputy Chief R. Hughes responded to questions relative to the above noted with respect to officers currently off work, return to work protocols and new position in Human Resources.

At that time a motion was carried recommending that the Chief of Police provide a report on the capacity to redeploy existing compliment of human resources to front line policing and that this report be brought back to the January 2020 Regular Session meeting of the Board.

At that time the update relative to the above noted was provided to the Board in Closed Session on January 21, 2020 due to the nature of the information being received. It was also noted that there is potential to report in Regular Session at a later date with a condensed version of the information, for information.

Chief S. Hauth to provide an update relative to the above noted.

Thunder Bay Police Service Annual Use of Force Report 2019

Report No. 06/2020 (Police) relative to the above noted, for the Board's information.  
**(Pages 20 – 26)**

Sergeant R. Belcamino in attendance to respond to questions.

Unclaimed Funds

Report 09/2020 (Police) relative to the above noted, for the Board's information.  
**(Pages 27 – 28)**

Public Complaints 2019 Annual Review

Report No. 08/2020 (Police) relative to the above noted, for the Board's information.  
**(Pages 29 – 31)**

Staff Sergeant R. Gombola to provide an overview relative to the above noted.

Secondary Employment – Annual Report – 2019

Report No. 07/2020 (Police) relative to the above noted, for information. **(Pages 32 – 33)**

Chief S. Hauth to respond to questions of the Board.

GENERAL

Board Member Training

Mr. T. Lockwood, Administrator of the Board, to provide a verbal update with respect to Governance Training and Cultural Competency Training for newly appointed Board members.

Grant Update

Chief S. Hauth to advise of the status of grant submissions, for the Board's information.

OCPC Report Recommendations – Update

At the January 15, 2019 Regular Session Meeting of the Thunder Bay Police Services Board, Part V: Summary of Recommendations chart was presented.

The above noted chart will be presented to the Board on an on-going basis and as update are available.

OCPC Report Recommendations – updated chart, for information, was distributed separately on desks at the October 15, 2019 Regular Session Board meeting.

**(Pages 34 – 43)**

At the January 21, 2020 Regular Session meeting of the Board, Chair G. Morriseau noted that this item would be deferred to the February 18, 2020 Regular Session at which time the Chair will provide an update report.

Chair G. Morriseau to provide a verbal update relative to the above noted,

Ontario Association of Police Services Boards – Zone One

Invoice from Mr. Paul Malashewski, Treasurer – Zone 1 - Ontario Association of Police Services Board, relative to the Zone Membership Fee for 2020. **(Page 44)**

RES 4

With respect to the 2020 Membership Fee for the Ontario Association of Police Services Boards – Zone One, we recommend that \$125.00 be paid to renew the Membership for 2020.

Canadian Association of Police Governance – 2020/2021 Membership

At the January 21, 2020 Regular Session meeting of the Board information relative to membership renewal for the 2020/2021 year relative to the above noted was presented and the following motion was carried.

MOVED BY: Mr. T. Lockwood  
SECONDED BY: Ms. C. Reitberger

With respect to the 2020/2021 Membership for the Canadian Association of Police Governance, we recommend that \$1,152.00 be paid to renew the Membership for the 2020/2021 year.

CARRIED

The total number of uniform and civilian positions have since been confirmed. The above noted motion was based on a range of 101 – 250 positions. The Service currently employs a total of 335 positions therefore the amount for the Membership increases by a total amount of \$346.00.

RES 5

With respect to the 2020/2021 Membership for the Canadian Association of Police Governance, we recommend that an additional \$346.00 be provided to bring the total to \$1,498.00 to account for the 335 positions in the Service.

CAPG 2020 Call for Resolution

Document entitled “CAPG 2020 Call for Resolution”. **(Pages 45 – 47)**

Ms. K. Power, Secretary to the Board, to provide a verbal overview relative to the above noted.

Northwestern Ontario Aboriginal Youth Achievement and Recognition Awards

Information relative to providing sponsorship to the Northwestern Ontario Aboriginal Youth Achievement and Recognition Awards, being held May 5, 2020. **(Pages 48 – 50)**

Constable L. Baxter to respond to questions of the Board, if required.

RES 6

With respect to the request for sponsorship for the 2020 Aboriginal Youth Achievement and Recognition Awards, we recommend that the amount of \$2,000.00 be approved;

AND THAT the funds be taken from the Board’s Special Account.

March Board meeting – Potential Date Change

Chair G. Morriseau to provide information relative to the above noted.

Meeting Locations

Document entitled “Planning for Accessible Meetings Checklist”. **(Pages 51 – 57)**

Ms. Krista Power, Secretary to the Board, to provide a verbal update relative to the above noted.

NEW BUSINESS

CONFIRMING BY-LAW

RES 7

THAT the following By-law be introduced, read, dealt with individually, engrossed, signed by the Chair and Secretary to the Thunder Bay Police Services Board, sealed and numbered:

1. A By-law to confirm the proceedings of a Regular Session Meeting of The Corporation of the City of Thunder Bay, Thunder Bay Police Services Board, this 18<sup>th</sup> day of February, 2020.

Explanation: To confirm the proceedings and each motion, resolution and other action passed or taken by the Thunder Bay Police Services Board at this meeting is required, adopted, ratified and confirmed as if all such proceedings had been expressly embodied in this By-law.

BY-LAW NUMBER: PC3 – 2020

ADJOURNMENT

**MEETING: THE FIFTH MEETING OF THE FIFTY-FIRST THUNDER BAY  
POLICE SERVICES BOARD**

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**DATE:** JANUARY 21, 2020

**TIME:** 9:03 A.M.

**PLACE:** MCNAUGHTON ROOM – CITY HALL

**CHAIR:** MS. G. MORRISEAU

**PRESENT:**

Dr. K. Lansdell  
Ms. G. Morriseau  
Ms. C. Reitberger  
Mr. T. Lockwood,  
Administrator of the Board

**OFFICIALS:**

Ms. K. Power, Secretary - Thunder Bay Police Services Board  
Ms. S. Hauth, Chief of Police  
Mr. R. Hughes, Deputy Chief of Police  
Ms. N. Korcheski, Assistant to the Secretary

DISCLOSURES OF INTEREST

There were no disclosures announced at this time.

CONFIRMATION OF AGENDA

It was the consensus of the Board to add 2020 Court Security and Prisoner Transportation Program to the agenda as an item of New Business.

MOVED BY: Mr. T. Lockwood  
SECONDED BY: Ms. C. Reitberger

With respect to the Fifth Regular Session Meeting of the Fifty-First Thunder Bay Police Services Board held on January 21, 2020, we recommend that the agenda as printed, including any additional information and new business, be confirmed.

CARRIED

RECOGNITION

Chair G. Morriseau and Chief S. Hauth presented a Certificate of Appreciation to Constable J. Saunders in recognition of his valuable contributions as a volunteer.



CONFIRMATION OF MINUTES

The Minutes of the Third Regular Session Meeting of the Fifty-First Thunder Bay Police Services Board held on December 17, 2019, to be accepted.

MOVED BY: Mr. T. Lockwood  
SECONDED BY: Ms. C. Reitberger

THAT the Minutes of the Third Regular Session Meeting of the Fifty-First Thunder Bay Police Services Board held on December 17, 2019, be accepted.

Mr. T. Lockwood, Administrator of the Board, directed that the following changes be made to the minutes under Appointment of Chair and Vice-Chair.

Ms. K. Power, Secretary to the Board, provided information relative to past minutes where the election of Chair took place as per Robert's Rules of Order.

(a) Ms. G. Morriseau was nominated for the position of Chair

MOVED BY: Ms. C. Reitberger  
SECONDED BY: Mr. T. Lockwood

(b) Mayor B. Mauro was nominated for the position of Chair

MOVED BY: Councillor K. Oliver  
SECONDED BY: None

A vote was held and Ms. G. Morriseau was elected Chair by majority of votes cast.

It was also noted that the word Appointment be changed to the word Election.

MOVED BY: Mr. T. Lockwood  
SECONDED BY: Ms. C. Reitberger

THAT the Minutes of the Third Regular Session Meeting of the Fifty-First Thunder Bay Police Services Board held on December 17, 2019, be accepted, as amended.

CARRIED

VICE CHAIR VACANCY

Chair G. Morriseau advised that this item is deferred to the February 18, 2020 Regular Session meeting of the Board.

REPORTS OF THE THUNDER BAY POLICE SERVICES

Front Line Deployment

At the October 15, 2019 Regular Session meeting of the Thunder Bay Police Services Board Mayor B. Mauro provided verbal update with respect to requesting information from the Chief of Police relative to the above noted. Chief S. Hauth and Deputy Chief R. Hughes responded to questions relative to the above noted with respect to officers currently off work, return to work protocols and new position in Human Resources.

At that time a motion was carried recommending that the Chief of Police provide a report on the capacity to redeploy existing compliment of human resources to front line policing and that this report be brought back to the January 2020 Regular Session meeting of the Board.

Chief S. Hauth noted that at this time the update relative to the above noted will be provided to the Board in Closed Session due to the nature of the information being received. It was also noted that there is potential to report in Regular Session at a later date with a condensed version of the information, for information.

Complaints Summary – Fourth Quarter 2019

Report 03/20 (Police) relative to the above noted, for the Board's information.

Staff Sergeant R. Gombola provide an overview and responded to questions relative to the above noted.

Joint Health and Safety Committee – Bi-Annual Report

Report No. 04/20 (Police) relative to providing a brief overview of the activities of the Thunder Bay Police Service Joint Health and Safety Committee between June 2019 to December 2019.

Mr. C. Adams, Director of Communications & Technology, provide an overview and responded to questions relative to the above noted.

GENERAL

Thunder Bay Police Association

Representative(s) from the Thunder Bay Police Association to provide Board with information relative to concerns and/or initiatives, as needed.

Chair G. Morriseau and Mr. T. Lockwood provided a verbal update relative to the above noted.

Discussion was held relative to the above noted.

MOVED BY: Ms. C. Reitberger  
SECONDED BY: Mr. T. Lockwood

With respect to the standing item entitled Thunder Bay Police Association relative to the Regular Session agendas of the Thunder Bay Police Services Board, we recommend that this item be removed as a standing item;

AND THAT the item be removed as a standing item due to the fact that the relationship between the Thunder Bay Police Association and the Thunder Bay Police Services Board is being established and the item is no longer required.

CARRIED

OCPC Report Recommendations – Update

At the January 15, 2019 Regular Session Meeting of the Thunder Bay Police Services Board, Part V: Summary of Recommendations chart was presented.

The above noted chart will be presented to the Board on an on-going basis and as update are available.

OCPC Report Recommendations – updated chart, for information, was distributed separately on desks at the October 15, 2019 Regular Session Board meeting.

Chair G. Morriseau noted that this item is deferred to the February 18, 2020 Regular Session meeting of the Board at which time the Chair will provide an update report.

OIPRD Recommendations

Report 05/20 (Police) providing a one year update relative to the OIPRD Systemic Review Recommendations.

Ms. H. Walbourne, Legal Counsel to the Chief of Police, provided a verbal update and responded to questions relative to the above noted with respect to changes June 2019 to present.

Thunder Bay Police Recruitment Strategy

At the December 17, 2019 Regular Session meeting of the Thunder Bay Police Services Board, Ms. A. Wilson, Human Resources Specialist and Staff Sergeant G. Snyder provided a PowerPoint presentation relative to the above noted.

Document entitled “2020 Recruitment Strategy – Thunder Bay Police Service”.

Superintendent D. Taddeo to provide an overview and responded to questions relative to the above noted.

Canadian Association of Police Governance – 2020/2021 Membership

Information relative to membership renewal for the 2020/2021 year.

Discussion to be held relative to the above noted.

MOVED BY: Mr. T. Lockwood  
SECONDED BY: Ms. C. Reitberger

With respect to the 2020/2021 Membership for the Canadian Association of Police Governance, we recommend that \$1,152.00 be paid to renew the Membership for the 2020/2021 year.

CARRIED

Invoice – Thunder Bay Police Association and Thunder Bay Police Services Board

Chair G. Morriveau provided a verbal update relative to the above noted.

MOVED BY: Mr. T. Lockwood  
SECONDED BY: Ms. C. Reitberger

With respect to the invoice relative to lunch expense for the meeting between the Thunder Bay Police Association and the Thunder Bay Police Services Board held on December 17, 2019, we authorize payment of half of the total bill at a cost of \$355.75, as the Association will cover the remaining half;

AND THAT the expense be paid by the Board's budget.

CARRIED

Legal Services for the Thunder Bay Police Services Board – Update

Chair G. Morriseau announced that Filion Wakely Thorup Angeletti is the Board's new legal representation.

NEW BUSINESS

2020 Court Security and Prisoner Transportation Program

Chief S. Hauth and Superintendent D. Taddeo provided a verbal update and responded to questions relative to the above noted.

The following was noted relative to the 2020 grant allocation through the Ministry of the Solicitor General.

- 2018 – received \$1,621,000
- 2019 – received \$1,389,000
- \$232,000 less in 2019 than 2018
- 2020 - \$1,541,000, \$152,000 increase from 2019 to 2020 and \$80,000 less than 2018

CONFIRMING BY-LAW

MOVED BY: Mr. T. Lockwood  
SECONDED BY: Ms. C. Reitberger

THAT the following By-law be introduced, read, dealt with individually, engrossed, signed by the Chair and Secretary to the Thunder Bay Police Services Board, sealed and numbered:

1. A By-law to confirm the proceedings of a Regular Session Meeting of The Corporation of the City of Thunder Bay, Thunder Bay Police Services Board, this 21<sup>st</sup> day of January, 2020.

Explanation: To confirm the proceedings and each motion, resolution and other action passed or taken by the Thunder Bay Police Services Board at this meeting is required, adopted, ratified and confirmed as if all such proceedings had been expressly embodied in this By-law.

BY-LAW NUMBER: PC01 - 2020

### ADJOURNMENT

The meeting adjourned at 10:36 a.m.

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Chair

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Secretary

## **TBPS CSS 2019: What we learned from respondents**

### **Executive Summary**

The Citizen Satisfaction & Trust Survey (CSTS) was developed in 2018 to better inform the Thunder Bay Police Service and the community about citizens' perceptions and experiences regarding the delivery of policing services in Thunder Bay and Oliver Paipoonge. Building on the fundamentals of previous satisfaction surveys, the CSTS includes questions that measure trust. The TBPS used the services of Dr. Leisa Desmoulins and her team from Lakehead University to develop and conduct this community survey in 2018 and 2019.

The 2019 CSTS involved the same methods and questions used in 2018. The survey was conducted in October 2019. During that time, the Lakehead University research team went into the community to conduct in-person surveys, which had the same questions as the online version. This dual approach provided a greater representation of Indigenous and racialized persons as well as younger respondents. The content and methods of the CSTS provides important insights into how respondents viewed their experiences with members of the TBPS and how they perceived public safety and the police service as an organization.

A total of 1,848 citizens responded to the survey (1,421 online and 427 in-person). There were clear differences in the demographics of online respondents and in-person respondents.

- Online respondents predominantly identified as White (80%). Only 9% identified themselves as Indigenous and only 1% reported they belonged to a racialized group. The largest age range was between 45 to 65 years (43%). Of the online respondents 89% indicated that they had been residents of Thunder Bay for 10 years or more and 97% described Thunder Bay as their permanent home.
- In-person respondents identified themselves as White (40%), Indigenous (27%) and as a racialized group (18%). The largest age range was 18 to 24 years (48%). Only 41% indicated that they had lived in Thunder Bay more than 10 years, and only 58% described Thunder Bay as their permanent home.

#### **Experiences with members of TBPS:**

Respondents who had direct contact with members of the TBPS reported that they were treated with respect. This was a significant finding from both the online and in-person responses (88% online; 86% in person). The majority of respondents also indicated that they had confidence in calling 911 (58% online; 59% in person).

#### **Perception of the Organization:**

Online and in-person respondents differed significantly in their perceptions of TBPS' relations within the community. Respondents reported differences in their perceptions that:

- TBPS is sensitive to the needs of their group (47% online; 28% in-person)

- TBPS does a good job of treating people fairly (54 % online; 26% in-person)
- TBPS does a good job of building relationships with community members and groups (49% online; 23% in-person)
- TBPS does a good job of being approachable and easy to talk to (62% online; 41% in-person)

Also, respondents reported differences in their overall confidence in the TBPS. Nearly twice as many online respondents than in-person had a great deal of confidence in their police service (43% online; 24% in-person).

### **Conclusion:**

Online respondents consistently reported higher levels of trust and confidence in the TBPS than their in-person peers. These differences may be attributed to the demographics of each group of respondents: in-person respondents were younger and more representative of Indigenous and racialized groups. These groups traditionally have less trust and confidence in police.

Studies of trust in policing identifies that younger and racialized citizens express lower trust and confidence in police [1]. Trust extends beyond citizens' satisfaction that police perform their duties effectively to include a sense that police make decisions fairly and treat citizens fairly [2]. When citizens distrust the police, the delivery of police services to all citizens is compromised by under-reporting, lack of cooperation, and citizens' perceptions that police officers are indifferent to victims [3]. Citizens' distrust compromises police service delivery.

Adding trust questions with a more representative sample through the CSTS has shown differences in citizens' perceptions of trust and confidence in the TBPS. The differences between online and in-person respondents in 2018 and 2019 suggest that the TBPS needs to do three things:

1. Continue to attract more diverse members of the community to complete the CSTS.
2. Encourage citizens that come to the city on a semi- or non-permanent basis to complete the CSTS;
3. Maintain several consecutive iterations of the CSTS to compare year over year and gauge their progress with diverse groups' perceptions of trust and confidence in policing, while continuing its organizational change initiative.



**Researcher's Recommendations:**

1. The TBPS should repeat the in-person survey methods in a future iteration of the same survey to see if the results stay consistent for Indigenous, racialized, and younger respondents in Thunder Bay.
2. The TBPS should continue to expand the size of the in-person sample.
3. The TBPS should continue to reach out to organizations to advertise the CSTS to more citizens as well as regular visitors to Thunder Bay to gain a more representative sample of respondents to the online survey because in-person surveys done door-to-door are expensive and time consuming.

**Background to the CSS (2019) design**

Recently, the Thunder Bay Police Service (TBPS) conducted its Citizen Satisfaction Survey (CSS) in an online format (in 2014 and 2016). In 2018, the TBPS revised its survey to hear from citizens who had not responded to the online survey and made changes to the survey format. For its revised Citizen Satisfaction & Trust Survey (CSTS) the service collected data from online and in-person respondents; narrowed the age ranges; and added questions about respondents' trust and confidence in the TBPS. These changes gave the TBPS more information about respondents and their perceptions of policing in Thunder Bay. The CSTS was conducted again in 2019 to compare results to 2018.

Satisfaction with policing measures respondents' experiences and a sense that police perform their duties effectively. Trust in policing measures respondents' perceptions on whether police make decisions fairly and treat its citizens fairly [2].

**Research Methods**

The TBPS hired Dr. Leisa Desmoulins of Lakehead University to conduct the CSTS in 2018 and 2019. The survey was open from October 21 to November 1, 2019, through online and in-person formats with the same questions. By November 1<sup>st</sup>, a total of 1,848

respondents had completed the survey: 1,421 respondents completed the survey online and 427 completed the survey in-person.

For the 2019 CSTS, Ms. Desmoulins recruited, hired and trained graduate students from Lakehead University to go into communities to conduct in-person surveys in neighbourhoods around Thunder Bay and within organizations. Online respondents self-selected to take the CSTS.

### **Contexts and limitations for the 2018 CSS**

When conducting surveys, researchers strive to have the same conditions for all respondents during the survey (i.e. no major announcements by TBPS, no media coverage, etc.). Fortunately, while the 2019 CSTS was open, conditions for policing in Thunder Bay stayed the same. The 2019 CSTS had three limitations:

1. Citizens with a link to the online survey format could complete it, whether they lived in Thunder Bay or not. This is a limitation of the Survey Monkey software.
2. Citizens using different devices (e.g. computer, phone) can complete the online survey more than once. This is a limitation of online surveys.
3. More women than men responded to the CSS 2019 (online=53%; in-person=63%).

### **Highlights**

There were clear differences in the demographics of online and in-person respondents. They differed demographically for race, age, years lived in Thunder Bay, and owning one's residence versus renting it.

Online respondents identified mostly as white (80%) with few identifying as Indigenous (9%) or other racialized (1%) (NB: 10% of online respondents did not answer

this question). In-person respondents also identified mostly as white (40%), with more respondents identifying as Indigenous (27%), and racialized (18%). (15% of in-person respondents did not answer the question). Online respondents were older (45-64 years = 43%) than in-person respondents (18-24 years = 48%). Online residents reported living in Thunder Bay for longer (10 years or more = 89%) than in-person peers (41%). Relatedly, nearly all online respondents called Thunder Bay their permanent home (97%), a far higher rate than their in-person peers (58%). Finally, online respondents reported owning their own home (74%) at higher percentages than in-person respondents (19%).

Taken together, online and in-person respondents represent the population of Thunder Bay. The next section shows similarities and differences between these groups' responses to CSTS 2019.

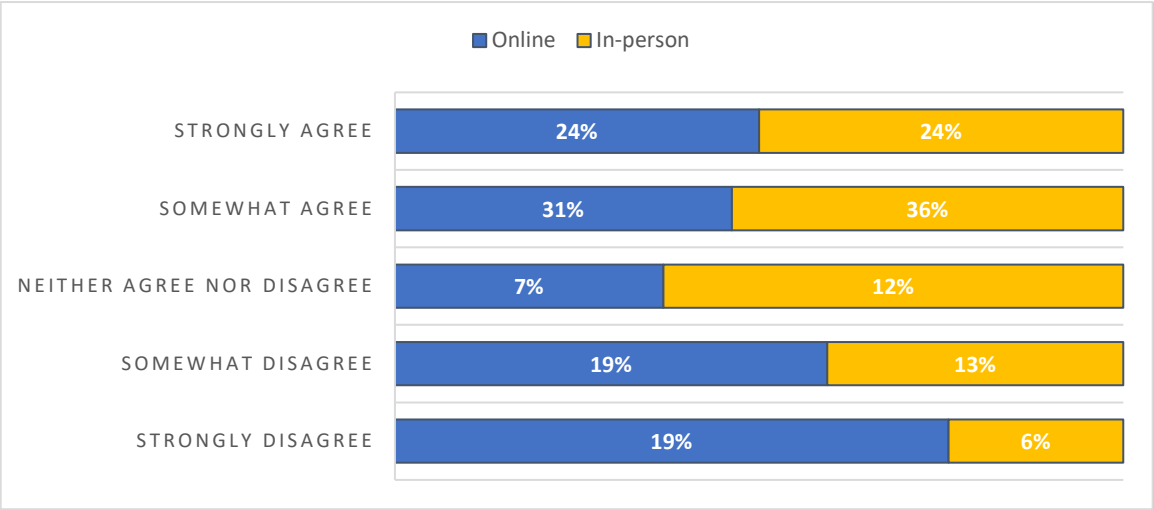
## **Results**

In the charts that follow, online and in-person respondents' answers in Part A identified the strongest similarities, and respondents' answers in Part B identified the greatest differences.

### **A. Similarities**

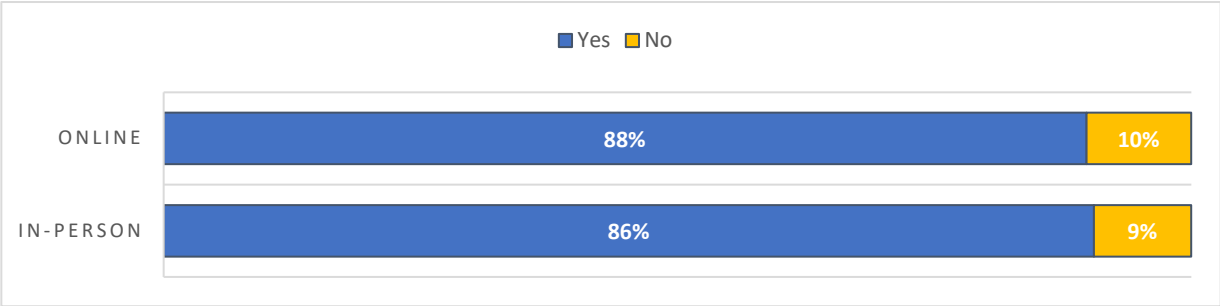
Strong similarities between online and in-person respondents included that: 1. Thunder Bay Police Service provides residents with adequate public safety information; 2. the TBPS treated respondents with respect when they had contact with TBPS officers or staff; 3. respondents had confidence calling 911 in an emergency; and 4. respondents perceived Thunder Bay to be somewhat safe.

**Chart 1: Adequate public safety**

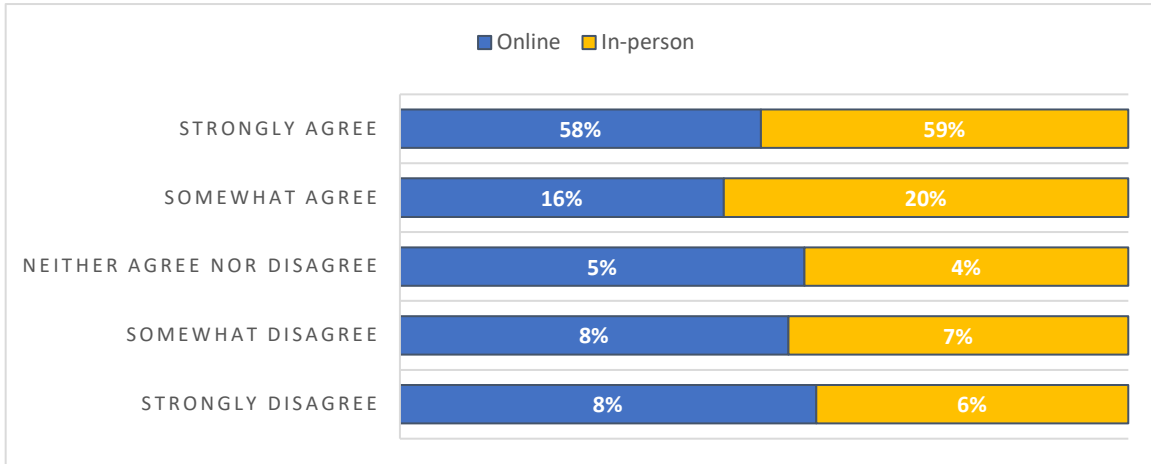


Online and in-person respondents reported strong agreement that the TBPS provides residents with adequate public safety information (24% online; 24% in-person). (n/a = 0.28% online; 9% in-person)

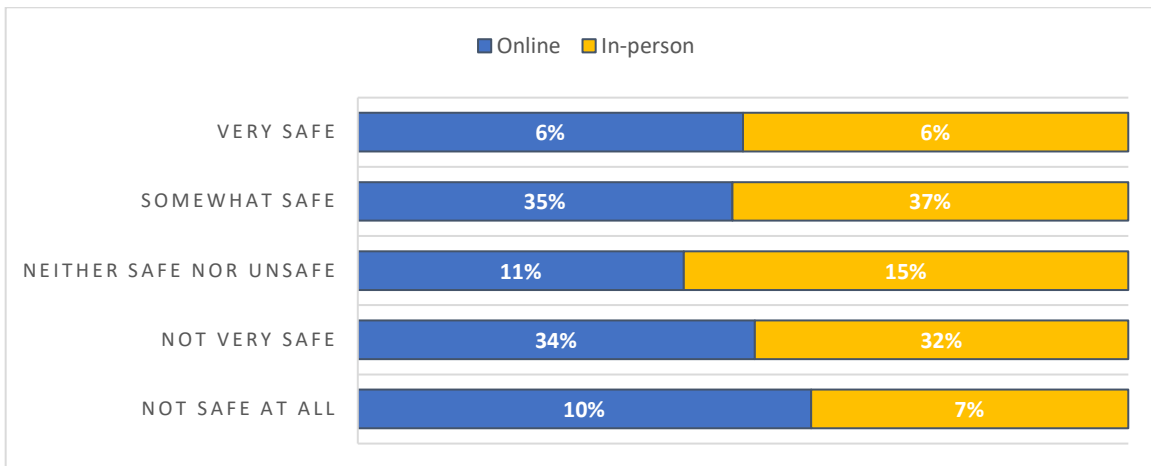
**Chart 2: Treated with respect by TBPS members during contact**



Online and in-person respondents reported strong agreement that they were treated respectfully when they had contact with TBPS officers or staff (88% online; 86% in- person). Contact included calling 911, attending the police station, speaking with an officer at home or place of employment. (n/a = 2% online; 5% in-person)

**Chart 3: Confidence in calling 911**

Online and in-person respondents reported that they would have confidence calling 911 in an emergency (58% online; 59% in person). (n/a = 4% online; 4% in-person)

**Chart 4: Safety of Thunder Bay**

Online and in-person respondents reported their perspectives that Thunder Bay is somewhat safe (35% online; 37% in person). (n/a = 4% online; 4% in-person).

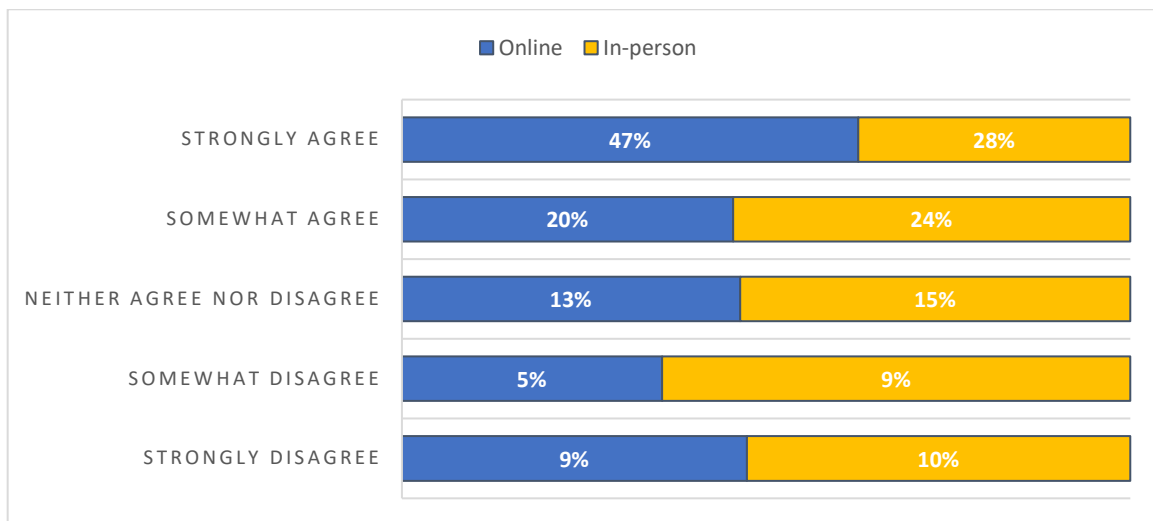
To recall, satisfaction with policing measures respondents' experiences and a sense that police perform their duties effectively [1]. CSTS respondents showed similar, strong levels of satisfaction when they had personal contact with members of TBPS. They reported

positive experiences that suggest police perform their duties effectively. Conversely, online and in-person respondents reported differences in their perceptions of trust in policing.

## B. Differences

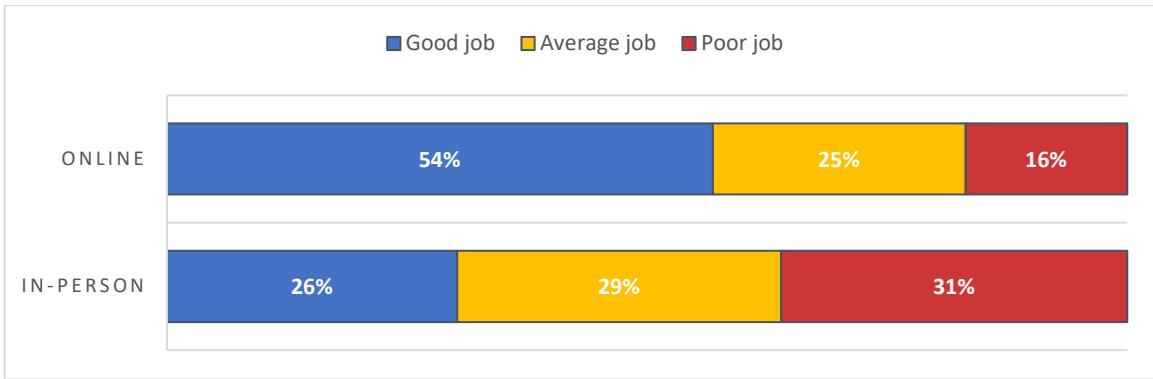
Differences between online and in-person respondents included that TBPS: 1. is sensitive to the needs of my group; 2. does a good job of treating people fairly; 3. does a good job of building relationships with community members and groups; and 4. does a good job of being approachable and easy to talk to. Online respondents consistently reported higher levels than their in-person peers of trust and confidence in the TBPS as an organization.

**Chart 5: TBPS is sensitive to the needs of MY group**



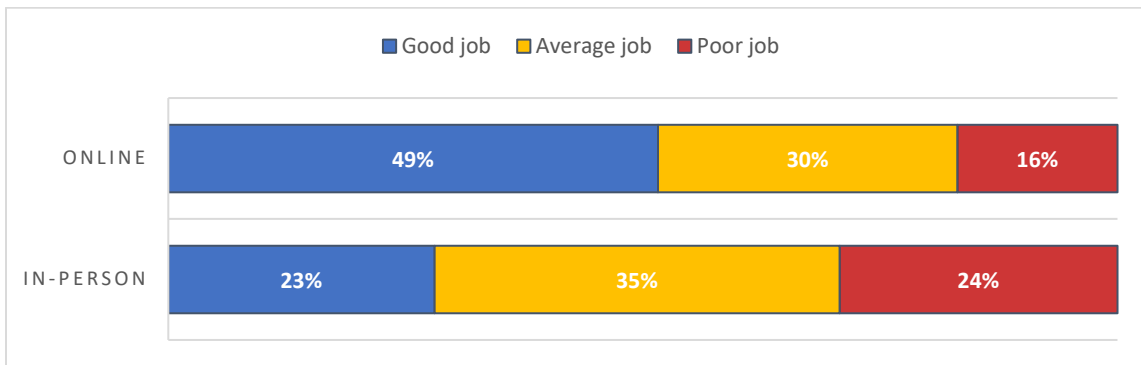
Online and in-person respondents differed when asked about TBPS' sensitivity to the needs of their group (47% online; 28% in person). (n/a = 5% online; 15% in-person). This question probes fairness in policing. To recall, trust in policing measures respondents' perceptions on whether police make decisions fairly and treat its citizens fairly [2], which the next question asked explicitly.

**Chart 6: treating people fairly**

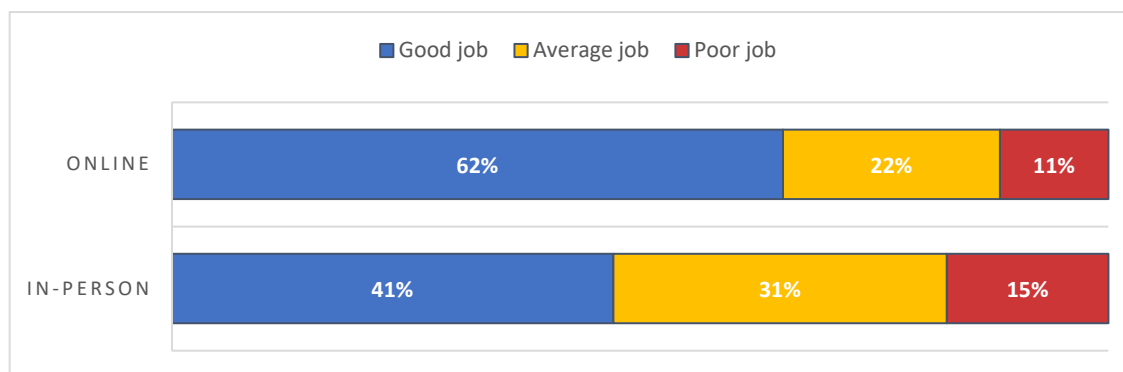


Online and in-person respondents reported differences to TBPS members doing a good job of treating people fairly (54 % online; 26% in-person). (n/a = 5% online; 14% in-person). Online respondents nearly doubled their in-person peers in choosing 'good job'. In-person respondents nearly doubled their in-person peers in choosing 'poor job' treating people fairly. The chart above shows opposing perceptions of online and in-person respondents.

**Chart 7: building relationships with community**



Online and in-person respondents reported very diverse responses to TBPS members doing a good job of building relationships with community members and groups (49% online; 23% in person). (n/a = 5% online; 17% in-person). For this question, online respondents doubled their in-person peers for good job. The question identifies that to build trust; the organization needs to improve its relations with Indigenous, racialized and young people within Thunder Bay.

**Chart 8: TBPS members' approachability**

Online and in-person respondents reported diverse responses on TBPS members' approachability (62% online; 41% in-person). (n/a = 5% online; 13% in-person).

Respondents' answers to questions in Part B showed that online respondents consistently reported higher levels of trust and confidence in the TBPS than their in-person peers. Citizens' trust and confidence in policing allows police to effectively respond to crime and rely on the public in their efforts. For TBPS, as an organization, the responses illuminate the perceptions they need to address.

### Next Steps

Literature on youth engagement suggests that if youth have meaningful interactions with police, their attitudes towards police change [1]. Thus, engagement with youth, particularly Indigenous and racialized youth, may contribute to changing their perceptions of police and improve the relationships between police and racialized youth. In the contexts of Thunder Bay Police/Indigenous relations have drawn media attention, an inquest into the deaths of seven youth, and reports on the Thunder Bay Police Service and the Thunder Bay Police Services Board. Recently Ms. Desmoulins (2018) conducted focus groups with youth about ways for police to build trust with them. Youth called on TBPS to foster better relations with them to build trust and gave concrete recommendations [4]. For the 2019 CSTS,



researchers' recommendations to improve relations between the Thunder Bay Police Service and racialized youth are for the TBPS to:

1. Re-distribute the CSS with more in-person respondents to narrow the gap between the number of in-person and online respondents
2. Encourage Indigenous and other racialized community members to complete the online survey
3. Continue to collect representative samples of citizen surveys to be able to generalize results to the population of Thunder Bay
4. Engage with Indigenous and other racialized youth.

Using these recommendations for next steps will aid the TBPS to gain insights about citizens' perceptions. Engaging with young, Indigenous and other racialized youth will aid the TBPS to change perceptions and build relationships. This work benefits both police and citizens.

### **References**

[1] younger and racialized citizens express lower trust and confidence in police. See: Brown, B. & Benedict, W. R. (2002). Perceptions of the police: Past findings, methodological issues, conceptual issues and policy implications. *Policing: An International Journal of Police Strategies & Management*, 25(3), 543 - 580. Cao, L. (2014). Aboriginal peoples and confidence in the police. *Canadian Journal of Criminology and Criminal Justice*, 56(5), 499 - 525. Taylor, T. J., Turner, K. B., Esbensen, F. & Winfree Jr., L. T. (2001). "Coppin" an attitude: Attitudinal differences among juveniles toward police. *Journal of Criminal Justice*, 29(4), 295 - 305. Webb, V. J., & Marshall, C. E. (1995). The relative importance of race and ethnicity in citizen attitudes toward the police. *American Journal of Police*, 14(2), 45 - 66.

[2] Trust extends beyond citizens' satisfaction that police perform their duties effectively to include a sense that police make decisions fairly and treat citizens fairly. See:

Tyler, T.R. (2004). Enhancing police legitimacy. *The Annals of the American Academy of Political and Social Science*, 593(1), p. 85.

[3] When citizens distrust the police, the delivery of police services to all citizens is compromised by under-reporting, lack of cooperation, and citizens' perceptions that police officers are indifferent to victims. See:

Nair, G., Luqman, A., Vadeveloo, T., Marimuthu, R., & Shanmuggam, S. (2012). Better policing through a paradigm shift in public perception of the police. *Asian Social Science*, 8(3), 113 - 117.

Murphy, K., Mazerolle, L., Bennett, S. (2014). Promoting trust in police: Findings from a randomized experimental field trial of procedural justice policing. *Policing and Society*, 24(4), 405 - 424.

[4] Youth called on TBPS to foster better relations with them to build trust and gave concrete recommendations. See:

Youth focus groups. (2019, July). Presentation at the Thunder Bay Police Services Board.



**Date of Report:** January 3, 2020  
**Date of Meeting:** February 18, 2020  
**Report No:** 06/20

**Chair and Members**  
**Thunder Bay Police Services Board**  
500 E. Donald Street  
Thunder Bay, ON P7E 5V3

## **SUBJECT**

Thunder Bay Police Service Annual Use of Force Report 2019

## **REPORT SUMMARY**

### **USE OF FORCE**

Police officers may be required to use force to protect the public and themselves and, as such, are granted authority by the Criminal Code to use as much force as is necessary to carry out their duties. The Ministry of Community Safety and Correctional Services also issues regulations which specifically address the use of force in the performance of policing duties by ensuring a focus on sufficient and appropriate training for police officers. Reporting requirements are meant to identify and evaluate training requirements in a general sense or as they relate to a specific individual officer.

## **BACKGROUND**

### **USE OF FORCE MODEL**

The Ontario Use of Force Model depicts the process by which an officer assesses, plans, and responds to situations that threaten officer and public safety. The model was developed to assist in the training of officers and acts as reference when making decisions about the use of force. It outlines the incident assessment process and notes the situation, subject behavior, tactical considerations, and officer's perception. It is these dynamic factors that may contribute to the determination to use force. It is this assessment process that explains why two officers may respond differently in similar situations.

## **SITUATIONAL FACTORS**

Environment, number of subjects involved, perceived abilities of the subject, knowledge of the subject, time and distance, and potential attack signs.

## **BEHAVIOURAL FACTORS**

Co-operative, passively resistant, actively resistant, assaultive, and/or displaying actions that may cause serious bodily harm or death.

## **TACTICAL FACTORS**

Availability of equipment, additional officers, cover, communications, specialty units, officer appearance, geographic considerations, containment, agency policies and guidelines.

The response to various situations are influenced by the previous factors as well as unique individual officer impact factors such as strength, personal experience, overall fitness, skill, fears, gender, fatigue, injuries, critical incident stress, sight and/or vision and training. There is a close relationship regarding an officers innate duty to safeguard the public as well as each individual officer's ability to protect themselves as well as their fellow officers. It is a confluence of these ever changing dynamic factors that help shape an officer's decision making process.

## **COMMENTS**

## **TRAINING REQUIREMENTS**

The Equipment and Use of Force Regulation (Ontario Regulation 926) prohibits a member of a police service from using force on another person unless the member has successfully completed the prescribed training course on Use of Force. Use of Force re-qualification is mandatory for every member who uses, or may be required to use force or carries a weapon. Each member is required to pass a requalification course every 12 months.

### **FOR 2019:**

Sworn Officers	227
Special Constables	13
Cadets	8

Thunder Bay Police Service Handgun	– Qualified	198
Thunder Bay Police Service Use of Force	– Qualified	215

Numbers reflected are based on training of Cadets, Special Constables, Sworn Officers. The

numbers include officers retired within the year, as well as members on LTD/STD/WSIB.

Special Constables and Cadets receive Use of Force Training but do not receive handgun training.

## **USE OF FORCE REPORTING**

Regulation 926 of the Police Service Act and Thunder Bay Police Service Policy (Part 9 Chapter 2) compel members to submit a Use of Force Report whenever a member:

- Uses physical force on another person that results in injury that requires medical attention;
- Draws a handgun in the presence of a member of the public, excluding a member of the police force while on duty;
- Discharges a firearm;
- Points a firearm regardless if the firearm is a handgun or a long gun;
- Uses a weapon other than a firearm on another person;
- Conducted Energy Weapon (CEW) – as a demonstrated force presence, in drive stun mode or full deployment mode;
- Definition of a weapon (for reporting purposes) includes a police dog or police horse that comes into direct physical contact with a person;
- A Team Use of Force report is restricted to members of the Emergency Task Unit;
- The above does not pertain to officers while involved in mandatory training.

## **TYPE OF FORCE USED**

Options included are: Firearm (discharged), empty hand (hard), empty hand (soft), firearm (pointed at person), handgun (drawn), aerosol weapon, impact weapon (hard), impact weapon (soft), CEW, tactical communications, other.

## **REASONS FOR USE**

Options that may be included in this category are: Protect self, protect public, effect arrest, prevent commission of offence, prevent escape, accidental, and destroy an animal, other.

## **TREND ANALYSIS**

The use of force incidents detailed in this report pertain to Thunder Bay Police Service Members only, and include only those incidents that require the submission of a Use of Force Report. This

group includes both officers and certain civilian members who have received use of force training.

## **USE OF FORCE INCIDENTS AND REPORTS**

In 2019, 136 Use of Force Reports were submitted compared to 2018. There were a total of 54,464 police / public call interactions in 2019. This is an increase of 5.6% from 2018 (51,411). Use of Force reporting requirements only occurred in 0.002% in relation to police / public interactions in 2019. The most frequent use of force option selected on the Use of Force Report in 2019 was the "Tactical Communications" option. This was the same top selection as in 2018. "Firearm Pointed" was the second most frequent option used in 2019 compared to "Handgun Drawn" in 2018.

It should be noted that force option effectiveness demonstrated the following results: Tactical Communication - compliance by subjects only occurred in 51% of interactions / Handgun Pointed - compliance by subjects occurred in 86% of interactions.

Officers are not required to complete a Use of Force Report when physical control soft options (including handcuffing) are the only use of force option used and there are no injuries requiring medical attention. Use of force options employed by officers in 2019 will be listed in subsequent figures within the report.

## **FIREARM DISCHARGED**

In 2019, officers discharged firearms 16 times in relation to 136 total use of force incidents; this is a increase compared to 2018 (0.96% decrease). These incidents involving a firearm discharge, were all in relation to the dispatch of a wounded animal or incidents involving aggressive animals endangering the public.

## **CONDUCTED ENERGY WEAPONS**

The Conducted Energy Weapon (CEW) deployment for the Thunder Bay Police Service incorporates frontline Uniform Patrol Supervisors, Court Services Supervisors, members of the Emergency Task Unit, and members of the Perimeter Control and Containment Team.

CEW training is delivered by a certified Master Instructor on specific devices which are approved by the Thunder Bay Police Service and the Ministry of Community Safety and Correctional Services. All training is conducted in accordance with the guidelines established by the Ministry of Community Safety and Correctional Services. Recertification training must take place once every 12 months.

CEW's were used in only 6 use of force incidents in 2019. This is a decrease compared to 2018 (45%). Note: CEW success occurred in only 83% of associated incidents.

## **REASON FORCE WAS USED**

The Use of Force Report issued by the Ministry of Community Safety and Correctional Services, permits the selection of multiple reasons for the use of force. The Use of Force Model indicates that police officer safety is essential in ensuring public safety (police objective). The reasons that force may be selected are as follows: protect self, protect public, effect arrest, prevent commission of an offence, prevent escape, accidental, other and destroy an animal. The most selected option for 2019 was "protect self" (85%) with "protect public" (73%) being the second most selected option.

## **CATEGORY OF INCIDENTS IN REGARD TO USE OF FORCE REPORTING ASSIGNMENT**

Weapon related calls accounted for the largest portion of use of force incidents in 2019 with 53 (39% of 136 total)(37.2% in 2018). "Other" calls accounted for the second largest category at 32 (24% of 136 total)(36.3% in 2018). The category of "other" would include pursuits, welfare checks, suicidal subjects, kidnappings, cell extractions, extra duty, wanted persons, police assistance, etc.

## **WEAPONS CARRIED BY SUBJECT**

The reference options in this category include: unknown, none, revolver, semi-auto, rifle, shotgun, knife/edged weapon, baseball bat/club, other. In 15% of interactions, subjects were in possession of firearms and in 19% subjects presented with some form of edged weapon.

## **SUMMARY OF INJURIES**

Officers are required to record any injuries sustained by a member of the public in a use of force incident and whether medical attention was required as a result. The record of injuries includes injuries that may be experienced by the officer submitting the report, another officer present, the individual who is the subject of the interaction, or other members of the public. Reports for 2019 indicate 23 incidents where injuries occurred (19 in 2018). The result is a 21% increase. Subject injuries included 15 minor and 1 serious injury (self inflicted). Police injuries included 7 minor injuries. "Other" involved 1 minor injury.

\*Note - injuries sustained by a subject also include self inflicted injuries.

\*Note - other may include other persons involved in incident i.e. security guard.

## TYPE OF FORCE USED

Type of Force	Option Selection	Effectiveness (%)
Firearm Discharged	16	100%
Empty Hand Techniques - Hard	7	71%
Empty Hand Techniques - Soft	17	71%
Firearm - Pointed at Person	74	86%
Handgun - Drawn	68	66%
Aerosol Weapon	10	80
Impact Weapon - Hard	0	0%
Impact Weapon - Soft	0	0%
CEW	6	83%
Tactical Communications	101	51%
Other	20	85%

## FORCE OPTION EFFECTIVENESS (NUMERICAL STATISTIC)

Type Of Force	Yes	No
Firearm Discharged	16	0
Empty Hand Technique – Hard	5	2
Empty Hand Technique – Soft	12	5
Firearm – Pointed	64	10
Handgun Drawn	45	23
Aerosol Weapon	8	2
Impact Weapon – Hard	0	0
Impact Weapon – Soft	0	0
CEW	5	1
Tactical Communications	52	3
Other	17	3

## RECOMMENDATIONS

There are no outstanding issues arising out of the 2019 Use of Force statistics. As an organization, it would be prudent to continue emphasizing de-escalation training for the benefit of the general public, the subject at the centre of the use of force interaction, as well as the police officer. Currently, this training concept is continually reinforced in all aspects of the Thunder Bay Police Use of Force curriculum delivered to all members. The concepts are delivered by theory, practical training applications as well as through training scenarios during the qualification evolution. The training approach is based on an integrated response involving not only verbal skills, but also physical strategies and management of various impact factors. The



desired outcome is always a safe resolution to any use of force critical encounter involving the police and the public.

Prepared by,



Sergeant R. Belcamino #489  
Special Operations & Training, Chief Instructor  
Special Events Emergency Planning SME

**Respectfully submitted,**



Chief Sylvie Hauth  
MAC, CMM III Police Executive  
Thunder Bay Police Service

SH/chk



# Thunder Bay Police Service

**SYLVIE HAUTH, CHIEF OF POLICE**  
1200 Balmoral Street, Thunder Bay, ON P7B 5Z5  
Tel: (807) 684-1304 • Fax: (807) 623-9242

**Date of Report:** February 10, 2020  
**Date of Meeting:** February 18, 2020  
**Report No:** 09/20

**Chair and Members**  
**Thunder Bay Police Services Board**  
500 E. Donald Street  
Thunder Bay, ON P7E 5V3

## SUBJECT

Unclaimed Funds - Police Incident P14051154

## REPORT SUMMARY

Over the years members of the Thunder Bay Police Service have seized Canadian Currency in connection with numerous criminal investigations. In the above noted investigation, there is no Order for Disposition of Property. The Currency is not the subject of any conviction and the owner has been deemed to have relinquished any interest in their funds. As a result, the Currency will be disposed of pursuant to the Police Services Act, R.S.O. 1990.

## BACKGROUND

The following is a summary of the incidents, amounts and authority to dispose:

Incident:	Amount:	Justification for Disposal:
P14051154	\$ 404.30	No attempts made by owner to claim Letter sent; "return to sender".

## COMMENTS

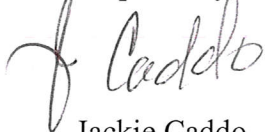
The individual from whom the currency was seized during the above noted criminal investigation has not approached the police service to have their money returned. They have failed to respond to phone calls and letters within a legislated time frame. As such, it is deemed that there is no rightful owner of the seized currency and it is considered "Abandoned".

## RECOMMENDATIONS

As the money was seized in accordance with Section 132 (2) of the Police Services Act, Section 133(3) of the Act applies. This Section states, "If three months have elapsed after the day the money came into the possession of the police force and the owner has not claimed it, the Board may use it for any purpose that it considers in the public interest."

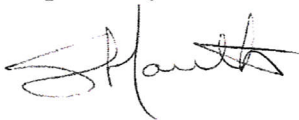
It is therefore recommended that the Thunder Bay Police Services Board use the \$404.30 as they deem to be in the public interest.

Prepared by,



Jackie Caddo,  
Director – Finance & Facilities

**Respectfully submitted,**



Chief Sylvie Hauth  
MAC/CMM III Police Executive



# Thunder Bay Police Service

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**SYLVIE HAUTH, CHIEF OF POLICE**

1200 Balmoral Street, Thunder Bay, ON P7B 5Z5

Tel: (807) 684-1304 • Fax: (807) 623-9242

**Date of Report:** February 10, 2020  
**Date of Meeting:** February 18, 2020  
**Report No:** 08/20

**Chair and Members**  
**Thunder Bay Police Services Board**  
**500 E. Donald Street**  
**Thunder Bay, ON P7E 5V3**

## **SUBJECT**

Public Complaints 2019 Annual Review

## **BACKGROUND**

The Independent Police Review Act, 2007, established the Office of the Independent Police Review Director (OIPRD) delegating responsibility for the oversight and governance of public complaints concerning Ontario's Police Services to the OIPRD.

The Police Services Act establishes a partnership between the Thunder Bay Police Service, the Police Services Board, members of the public, and the Office of the Independent Police Review Director (OIPRD) to investigate and resolve public complaints.

The Corporate Services Branch of the Thunder Bay Police Service investigates public complaints assigned by the OIPRD, under Part V of the Police Services Act, with respect to:

- Officer conduct complaints, and
- Complaints about the service and/or policies of the Thunder Bay Police Service.

At the conclusion of the investigation, the office of the Chief of Police will adjudicate the complaint. A substantiated officer conduct complaint may be dealt with by informal resolution or Police Services Act charge. A substantiated service or policy complaint requires that the Chief of Police is to report to the complainant, Police Services Board, and OIPRD on the resolution of the complaint. An unsubstantiated officer conduct or policy/service complaint requires that no further action be commenced.

All steps in the public complaint process are subject to review by the Office of the Independent Police Review Director.

## PUBLIC COMPLAINT REPORT SUMMARY -ANNUAL

### Summary of Complaints 2019

Local Inquiries.....	0
Customer Service Resolution Requests Received.....	1
Not Accepted.....	18
Accepted—OIPRD investigate.....	2
Accepted—TBPS investigate.....	16
Accepted- Other Agency.....	1
<b>Total Complaints .....</b>	<b>38</b>

### **Complaint Type**

Service Complaints.....	0
Conduct Complaints.....	38

### 2017 Complaints Disposed of in 2019

Withdrawn.....	0
Unsubstantiated.....	0
Informal Resolution.....	0
Substantiated	
Informal Discipline.....	1
PSA Hearing.....	0
<b>Total.....</b>	<b>1</b>

### 2018 Complaints Disposed of in 2019

Withdrawn.....	0
Unsubstantiated.....	5
CSR.....	
Informal Resolution.....	
Informal Resolution Mediation.....	1
Substantiated	
Informal Discipline.....	1
PSA Hearing.....	0
<b>Total.....</b>	<b>7</b>

### 2019 Complaints Disposed of in 2019

Withdrawn.....	4
Rescreened—Lost Jurisdiction.....	1
Unsubstantiated.....	6
CSR.....	0
Informal Resolution.....	5
Substantiated	
Informal Discipline.....	0
PSA Hearing.....	0
<b>Total.....</b>	<b>16</b>

**Remaining Outstanding Complaints**

(OIPRD have the outstanding 2016-2017 complaints)

2016 .....	1
2017 .....	1
2018 .....	0
2019 .....	4
<b>Total .....</b>	<b>6</b>

**COMMENTS**

N/A

**RECOMMENDATIONS**


For Information Only

**Prepared by,**



R. Gombola  
Staff Sergeant - Professional Standards

**Respectfully submitted,**



Chief Sylvie Hauth  
MAC, CMM III Police Executive



# Thunder Bay Police Service

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**SYLVIE HAUTH, CHIEF OF POLICE**  
1200 Balmoral Street, Thunder Bay, ON P7B 5Z5  
Tel: (807) 684-1304 • Fax: (807) 623-9242

**Date of Report:** February 10, 2020  
**Date of Meeting:** February 18, 2020  
**Report No. :** 07/20

Ms. Georjann Morriseau, Chair and Members  
Thunder Bay Police Services Board  
500 E. Donald Street  
Thunder Bay, ON P7B 5V3

## **SUBJECT**

Section 49, Police Services Act, Secondary Activities.

## **REPORT SUMMARY**

To report to the Thunder Bay Police Services Board on the secondary activities/employment of members of Thunder Bay Police Service.

## **BACKGROUND**

The Chief of Police is required under Section 31(1)(g) of the Police Services Act to report to the Police Services Board annually on the secondary activities/employment of the members of the Police Service.

According to Section 49 of the Police Services Act, a member of a Police Service shall not engage in secondary activity:

- a) That interferes with, or influences adversely, the performance of his or her duties as a member of the Police Service, or is likely to do so;
- b) That places him or her in a position of conflict of interest, or is likely to do so;
- c) That would otherwise constitute full-time employment for another person; or
- d) In which he or she has an advantage derived from employment as a member of a Police Service.

In September of 2001, a Routine Order was issued to all members of Thunder Bay Police Service, whereby they were directed to report to the Chief of Police any secondary employment they were engaged in. All requests were reviewed, and either approved or denied by the Chief of Police. This information was presented for the Board's information at the April 18, 2002, meeting - Report # 08/02. Since that time, all members of the TBPS have been required to submit requests for secondary activities/employment to the Chief for review and approval.

The following conditions, beyond the statutory requirements, apply to all approved secondary employment activities:

- a) That the secondary employment is carried out on the member's time off, whether it is off-duty time, weekly leave, or annual leave;
- b) That the secondary employment does not affect the member's responsibility to report for duty with Thunder Bay Police; and
- c) That the secondary employment does not, at any time, put the member in conflict with their duties and responsibilities as a member of the TBPS.

In 2019, four (4) new requests were submitted to the Chief for approval. In addition to those new requests, there were 28 submissions in 2018 that remain as approved.

As well, in 2019, 112 Officers worked 143 extra duty jobs, for a total of 1,672 hours of paid duty.

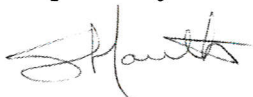
## **COMMENTS**

This report satisfies the statutory requirements for disclosure of secondary activities to the Police Services Board.

## **RECOMMENDATION**

For information purposes.

Respectfully submitted by,



Chief Sylvie Hauth  
MAC, CMM III Police Executive



**Time Line:**  
S=Short-Term  
L=Long-Term

M=Medium-Term  
O=Ongoing

**Responsibility:**  
TL=Tom Lockwood  
CR=Celina Reitberger  
SH=Sylvie Hauth

AG=Andy Graham  
BD=Board Members

## PART V: Summary of Recommendations

This section provides a summary of the recommendations proposed to address the needs and issues identified through this investigation.

RECOMMENDATION #	TIME LINE	FUNDING	RESPONSIBILITY	PROGRESS & COMMENTS
<b>Regarding Board Governance Policy:</b>				
R.1. It is recommended that there be a clear statement of the role of the Board in governing the police service, defining the key instruments required to provide governance, and specifying the authorities and constraints on the Board.	S			<b>Statement to be produced</b>
R.2. It is recommended that a person who does not carry out any other municipal role, especially one at the executive level, be appointed to provide services to the Board in the capacity of a Secretary.	S		TL & CR	An RFP is in development as a first step – aiming to fill positions by December 2019.
R.3. It is recommended that the Board Chair, with support from the Chief, presents the budget to the municipal government that includes remuneration for an Executive Director.	S		CR & SH	<b>DONE – WILL CONTINUE YEARLY</b>
R.4. It is recommended that the Board develop a policy regarding relations between the Board and the Chief that clearly delegates operational responsibility to the Chief, but also outlines the Chief's duties at a high level to include: 1. The duty to manage the TBPS effectively and efficiently; 2. The duty to implement the policy direction of the Board; 3. The duty to ensure a service that reflects the community it serves; 4. The duty to provide information to the Board on the TBPS's performance, its compliance with policies, community relations, developing trends or significant incidents that would affect plans or changes to police services and annual training and reports on performance in delivering services free of bias, racism, discrimination and harassment; and 5. The duty to brief the Board on serious incidents that can affect the community, either past or anticipated.	M		AG	The Chair has met with Mr. Graham Wight from Ministry to begin the process. We are currently looking for a consultant who can help us with policy manual.
R.5. It is recommended that the Board establish a Governance Committee to review and propose revisions where necessary to all existing policies, including its Missing Person Policy, and to oversee the development and regular maintenance of Board policies.	M		BD	<b>The Governance Committee establishment is on the September 2019 agenda. Deferred</b>

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**TL=Tom Lockwood**  
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**AG=Andy Graham**  
**BD=Board Members**

R.6.	It is recommended that the Board undertake development of a Board Policy Manual to address governance and other matters that are general to all police forces, as well as those that are unique to the circumstances of the Thunder Bay Police Service.	M		AG	<b>Chair is working with Solicitor General's Office and Policy Advisor Mr. Wight and Member Morriveau to complete this recommendation.</b>
R.7.	It is recommended that the Board engage with First Nation organizations, including the Bear Clan and education authorities and local schools, to conduct a formal review of the Missing Persons Policy.	M		BD	
R.8.	It is recommended that the Board develop and adopt an anti-racism strategy and policy for itself and the TBPS.	M			
R.9.	It is recommended that all Board policies be publicly and easily accessible.	M		BD	<b>Working towards including policies on the Board's website.</b>
R.10.	It is recommended that the Governance Committee post all draft policies on the Board's website for public review.	M		GC	
<b>Regarding Board Planning:</b>					
R.11.	It is recommended that the Board develop a Policy on Business Planning.	M		AG	
R.12.	It is recommended that the Board develop a Policy on Trend Analysis, Critical Points and Risk Management.	M		AG	
<b>Regarding Recruitment, Retention and Promotion</b>					
R.13.	It is recommended that the Board direct the Chief to submit, for its approval, a multi-year plan for the diversification of the TBPS, to include: 1. Specific targets for recruitment and a timeline for their achievement; 1. Recruitment strategies that focus on marginalized communities not represented or under-represented in the TBPS; 2. An analysis of existing barriers to recruitment, selection, retention and advancement of under-represented groups, and measures to address those barriers; 3. Creation of a multi-stakeholder advisory group to support initiatives for retention and recruitment; 4. A plan for the training and support of existing and newly recruited staff to explain and promote the value of a representative service; 5. A development and promotion plan for current Service members from First Nations and other under-represented groups; 6. A monitoring and reporting system that enables the Board to receive accurate and timely reviews of progress to measure results; and	S		SH & CR	NOTE: A NEW HR SPECIALIST IS STARTING IN JUNE – RECRUITMENT IS NEXT GOAL FOR ORGANIZATIONAL CHANGE COMMITTEE  Presentation at October Board meeting relative to Aboriginal Liaison Unit changes  HR for TBPS is working on recruitment and retention strategies  <b>Chair met with Chief and Deputy – awaiting multi-year plan.</b>

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**BD=Board Members**

7. Formalizing the requirement that the Chief and the Deputy Chief have knowledge or experience with Indigenous peoples, cultures, histories, and policing.				Board work on adding this to the job descriptions of the Chief and Deputy Chief of Police
R.14. It is recommended that the Board develop, in conjunction with the Chief, a plan to build partnerships with First Nations, educational facilities and other partners to encourage Indigenous recruitment into the TBPS.	M/L		BD & SH	
<b>Regarding Oversight of the Chief and Deputy Chief</b>				
R.15. It is recommended that the Board develop a policy regarding relations between the Board, the Chair, and the Chief that clearly delegates operational responsibility to the Chief, but also outlines the Chief's duties at a high level to include: 1. The duty to manage the TBPS effectively and efficiently; 2. The duty to implement the policy direction of the Board; 3. The duty to ensure the TBPS reflects the community it serves; 4. The duty to report to and provide information to the Board; and 5. The duty to brief the Board on serious incidents that can affect the community, either past or anticipated.	M		AG	See R. 4.
R.16. It is recommended that Board policy on Relations with the Chief specify the Chief's responsibility to report to the Board on operational matters that may become matters of concern to the Board, including: 1. The performance of the TBPS, specifically in delivering services free of bias, racism, discrimination and harassment; 2. TBPS compliance with policies; 3. The state of community relations; 4. Developing trends or significant incidents that would affect plans or changes to police services; 5. Implementation of operational and training plans; and 6. Board input or decisions required.	M		AG	
<b>Regarding Communication and Transparency:</b>				
R.17. It is recommended that, consistent with practice of many boards across the country, the following steps be taken by the TBPSB to make itself publicly accessible:				Website has been live since May 21/19 Board meeting. We are working on adding content.

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**BD=Board Members**

<ol style="list-style-type: none"> <li>1. Creation of its own website, with a separate look and feel from the Police Service;</li> <li>2. Use of social media tools embedded in the site to encourage input;</li> <li>3. Posting of meaningful information on police activities such as budget, performance reports, etc.; and</li> <li>4. Development of Board-specific policy and protocols for representation of the Board, crisis communication, Board confidentiality, and other internal and external communication needs.</li> </ol>	<p>S  M</p>		<p>BD  AG</p>	
<p>R.18. It is recommended that the Board develop and publish online an annual outreach and consultation plan, identifying:</p> <ol style="list-style-type: none"> <li>1. Groups that it plans to consult on specific issues or general matters;</li> <li>2. First Nations affected by population flow between them and Thunder Bay; and</li> <li>3. Indigenous organizations with actual or potential linkages to TBPS programs, services, and operations.</li> </ol>	<p>L</p>		<p>BD</p>	<p>ON-GOING</p>
<p>R.19. It is recommended that the TBPSB create a policy statement committing to the principle of openness and transparency in its communication. Specific measure reflecting this policy should include</p> <ol style="list-style-type: none"> <li>1. Commitment to open meetings, accessible to the community, with formal notice of the rationale for any closed or in-camera sessions or meetings;</li> <li>2. Meetings held in non-police service facilities, with minimum security barriers or clearances necessary to gain access;</li> <li>3. Publication of meeting notices, meeting agendas, supporting material, and minutes with sufficient detail to clarify the proceedings;</li> <li>4. Online publication of Board policies, with opportunities for community members to provide input on policies under development;</li> <li>5. Producing and posting video coverage of all public meetings; and</li> <li>6. Any other measures consistent with the principle of openness and transparency.</li> </ol>	<p>S  S  S  M  M  M</p>			<ol style="list-style-type: none"> <li>1. IN PROGRESS</li> <li>2. DONE</li> <li>3. IN PROGRESS</li> <li>4.</li> <li>5.</li> <li>6.</li> </ol>
<p><b>Regarding Relationships with Indigenous Groups:</b></p>				
<p>R.20. It is recommended that the TBPSB formally and explicitly adopt principles of reconciliation and recognition of Indigenous peoples in their governance and service delivery models.</p>			<p>BD</p>	<p>ON-GOING</p>

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**Responsibility:**  
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R.21. It is recommended the Board establish a specific policy with respect to both the Board and the TBPS' relationship with First Nations communities, people, governments, organizations and service providers setting out the Board's goals, objectives, strategies, communication and consultation protocols, and other measures to facilitate more effective relationships.	M		AG	The Board is meeting with Branch Commanders to discuss how the Board's Business Plan will complement what the service is doing.  The Board will hold a one day planning retreat.
R.22. It is recommended that the Board establish formal agreements with First Nations governance bodies to share information and raise cultural awareness.	L		BD	
R.23. It is recommended that Board direct the TBPS to develop formal Terms of Reference for the Aboriginal Liaison Unit.	S		BD	Following report of the Organizational Change Committee in October
<b>Regarding Board and Police Training:</b>				
R.24. It is recommended that the Board, in co-operation with OAPSB and funded by the Province, develop a compulsory, standard orientation package for new Board members that will include: 1. Briefing by the Chair on: 1. Oath of confidentiality; 2. Conflict of interest statement; 3. Relevant legislation, especially the governance provisions of the <i>Police Services Act</i> ; 4. Strategic (Business) Plan for the Service: process and content; 5. Overview of current budget, and of the budgeting process; 6. Board policies and procedures; 7. Roles, powers, authorities, limitations and expectations of a Board member; 8. Review of current issues; 9. Review of confidential issues; 10. Communication protocols; and 11. Meeting schedule, planning, agendas, minutes, and protocols. 2. Overview of the Police Service by the Chief of Police: 1. Outline of the organization, personnel and deployment; 2. Tour of facilities; 3. Meeting with senior and frontline officers; 4. Briefing on Current Challenges and Community Developments; and 5. "Ride Along" with frontline officers.	S		BD & OAPSB	
R.25. It is recommended that newly appointed Board members not be able to vote until they have completed this training				DONE

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R.26.	It is recommended that the TBPSB undertake on-going series of cultural awareness training sessions in which it invites various parts of the community to help it better understand their issues with respect to public safety.	S/M/L		BD	ONE SESSION COMPLETE
R.27.	It is recommended that TBPSB use the training and development resources available from the Canadian Association of Police Governance and Ontario Association of Police Service Boards.				DONE
<b>Regarding Support to Police Boards from the MCSCS:</b>					
R.28.	It is recommended that the MCSCS create a Police Board Governance Standard that would mandate the roles and necessary governance tools of each police service board, to include: 1. Roles of the Board to govern the police service; 2. Obligation to engage community in its deliberations; 3. Need for Board to be sensitive to First Nations realities; 4. Duties of the Chair and Vice-Chair; 5. Governance Processes; 6. Public Access guidelines, most notably the need to constrain the use of closed meetings; and 7. Relationship with the Chief, including setting of goals, monitoring of performance and the need for formal performance evaluation processes.	S		MCSCS	The Board is presently reaching out to the Ministry to encourage them to move forward with their responsibilities.
R.29.	It is recommended that the MCSCS create a New Board Member Orientation Standard that would require all new board members to undertake a specific training process before they can participate in board meetings as voting members.	S		MCSCS	The Board is presently reaching out to the Ministry to encourage them to move forward with their responsibilities.
R.30.	It is recommended that the MCSCS develop a Performance Evaluation Protocol to provide boards with the tools to assess their performance and to enable the MCSCS to conduct, through an inspection process not now in place, periodic evaluations of the board's performance. Such evaluations could take place every three years, as they would constitute a resource demand on the MCSCS.	S		MCSCS	The Board is presently reaching out to the Ministry to encourage them to move forward with their responsibilities.
R.31.	It is recommended that the MCSCS designate, as applicable, the following crimes for which the TBPS Chief of Police must develop and maintain procedures and processes for criminal and general investigations: 1. Criminal Organization; 2. Human Trafficking; 3. Missing and Murdered Indigenous Women and Girls; and 4. Hate Crimes and Violence against Indigenous Peoples.	S		MCSCS	The Board is presently reaching out to the Ministry to encourage them to move forward with their responsibilities.

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R.32.	It is recommended that the MCSCS create, or make more accessible, the trend analysis that the MCSCS is required to undertake under the PSA, and ensure that such analysis emphasizes marginalized communities, most notably First Nations.	S		MCSCS	
R.33.	It is recommended that the MCSCS clarify in policy that Zone Advisors can attend all board meetings, whether they are open or closed, subject to the same confidentiality rules that apply to board members.	S		MCSCS	COMPLETE
<b>Regarding the Appointment of an Administrator</b>					
R.34.	It is recommended that the OCPC exercise its authority under section 23(1) and 24(1) to appoint an Administrator for a period of time to temporarily exercise all of the powers of the Board while the Board is reconstituted in the interim period.				DONE
R.35.	It is recommended that the Administrator carry out all of the functions and responsibilities of the Board, including the creation of an appropriate policy framework until new members, along with Ms. Reitberger, are appointed and have received appropriate and relevant training.				DONE
R.36.	It is recommended that the Administrator possess, at a minimum, the following attributes: 1. The Administrator should not be a person who has a vested interest in the current situation and can be seen to be free from bias insofar as policing in Thunder Bay is concerned. There should be no possible suggestion that the Administrator is part of the "history" of the Board; 2. The Administrator's function is to be limited in time and scope and is one of organization, oversight and education; 3. The Administrator is to be knowledgeable in police service board matters generally; 4. The Administrator should also be knowledgeable in board governance matters generally. 5. The Administrator should be legally trained so that he or she can preside over meetings of the Board and the subcommittee thereof and guide the Board with respect to the various legal challenges currently facing it; and. 6. The Administrator should be a person who will either have or who could gain the respect of both the Indigenous and non-Indigenous community. 7. The Administrator should be a consensus builder.				DONE

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R.37. It is recommended that the appointment be for a period of one year, with the OCPC reserving to itself the power to extend the term, if necessary.				DONE
R.38. It is recommended that the City of Thunder Bay pay all of the costs and expenses of the Administrator by means of a one-year specific increase in the budget of the Board.	N/A			
<p>R.39. It is recommended that the Administrator perform the following functions:</p> <ol style="list-style-type: none"> <li>1. Until the Board members have completed their training and are eligible to vote, the Administrator shall preside over all regularly scheduled and special meetings of the Board, including the in-camera portions. The Administrator shall also attend and preside over all sub-committee meetings. The Administrator shall have the sole vote.</li> <li>2. Design a suitable training strategy and package for all Board members consistent with recommendations made herein, particularly those set out in Part III, section 3.9. The Administrator will secure resources for its design and delivery. The Administrator will ensure that all Board members receive this training. The Administrator (and, in the future, the Chair) will certify, in writing, that the training is complete.</li> <li>3. When some, but not all, of the members have completed their training and are, consequently, eligible to vote, the Administrator shall continue to preside over all regularly scheduled and special meetings of the TBPSB, including the in-camera portions. The Administrator shall also continue to attend and preside over all sub-committee meetings. The Administrator shall have on vote, except in the case of a tie when the Administrator shall have an additional deciding vote.</li> <li>4. When all board members have completed their training and are, consequently, eligible to vote the Administrator shall attend, either in person or by conference call or video conference, all regularly scheduled and special meetings of the Board, including all in-camera portions. The Administrator shall, in the same manner, attend all sub-committee meetings. The Administrator shall have a single vote.</li> </ol>	OG		TL	<ol style="list-style-type: none"> <li>1. DONE</li> <li>2. DONE</li> <li>3. IN PROGRESS</li> <li>4. IN PROGRESS</li> </ol>



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<p>5. On his or her own initiative or upon request from any member of the TBPSB, the Administrator shall provide advice to the Board and/or individual members, where appropriate, about <i>inter alia</i>: Board processes including, but not limited to issues such as the recording of votes, taking of minutes, scheduling agenda items, delegation of authority and composition of subcommittees.</p> <p>6. Achieve and maintain compliance with the PSA and any applicable regulations made pursuant to the PSA;</p> <p>7. Establish a suitable policy framework for the ongoing governance of the Board and review and update as necessary a protocol for its relations with the TBPS, Thunder Bay City Council and other organizations;</p> <p>8. Have full power and authority to make any changes he or she sees fit to the Board processes to enhance governance over itself or the TBPS;</p> <p>9. Make recommendations to the Executive Chair of the OCPC on the Board's composition, including the power to suspend any or all of its Members;</p> <p>10. Work with the Board to engage the public in discussion about the Board and its role; and</p> <p>11. Advise the Executive Chair about the need to vary or cancel any Order made in response to changing circumstances and in consultation with the Board.</p>				
<p>R.40. It is recommended that the Administrator be given full power and authority to perform any or all of the responsibilities set out under section 31(1) of the PSA, as described earlier in this Report.</p>			TL	DONE
<p>R.41. It is recommended that the City of Thunder Bay not reappoint any of the current members upon expiry of their terms. Should the City of Thunder Bay chose to ignore, or refrain from accepting this recommendation, it is recommended that OCPC use the powers given to it by Section 25 of the PSA. I sincerely hope that this will not be necessary.</p>				DONE
<p>R.42. It is recommended that for the appointment of any future Board member attention be paid to the range of attributes, characteristics and competencies outlined by the Winnipeg Police Board as desirable for effectively contribution to its Board.</p>			BD	ON-GOING <b>Winnipeg Police Board competencies have been shared with the Board and City Council.</b>

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<b>Regarding training for new appointees:</b>					
R.43.	new Board members appointed to replace the outgoing board members be required to complete the On-Boarding and Orientation portion of the proposed strategy which will be the initial responsibility of the Administrator, as well as the ongoing duty of the Chair, to create and execute.			BD	ON-GOING <b>Appointment expected in late September</b>
R.44.	It is recommended that the Province fund the development of the proposed training and assist the OAPSB in updating its current online orientation material, especially if it is to be the standard orientation package.			Province	
R.45.	It is recommended that the Province fund the development of the proposed training and assist the OAPSB in updating its current online orientation material, especially if it is to be the standard orientation package.				

**Ontario Association of Police Services Boards  
ZONE ONE**

Invoice: **Zone Membership Fee – 2020**

To: **Zone One Members**

Please remit **\$ 125.00** for Zone Membership Fee for 2020.

Due date: **March 31, 2020**

Please send cheques, made payable to:

Zone 1 – OAPSB

Send to:

Paul Malashewski  
Box 1233  
Terrace Bay, ON  
P0T 2W0

Thank you.

Paul Malashewski  
Treasurer Zone 1

# **CAPG 2020 Call for Resolutions**

## **CAPG 31st ANNUAL MEETING**

***Victoria, BC***

An important part of each Annual Meeting of the Canadian Association of Police Governance (CAPG) is the consideration of Resolutions brought forward by our members.

Members are invited to submit Resolutions in writing to the CAPG office any time before April 1, 2020.

Please review the attached Resolutions Guidelines and Tips on Presenting Resolutions that will assist you in preparing Resolutions for submission.

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

**Voting on the Resolutions will take place at the Annual General Meeting in Victoria, British Columbia on Friday, August 23 at CAPG's 31st Annual General Meeting.**

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

[jmalloy@capg.ca](mailto:jmalloy@capg.ca)

**THIS IS YOUR CHANCE TO ENSURE YOUR VOICE IS HEARD!**

**Send your Resolutions by email to the  
CAPG Resolutions Committee: [jmalloy@capg.ca](mailto:jmalloy@capg.ca)**

*Attachments:*

**[2019 - 2020 Guidelines for Drafting Resolutions](#)**

**[Tips on Presenting Resolutions](#)**



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You are receiving this email because you are a Member of CAPG.

**Our mailing address is:**

Canadian Association of Police Governance  
78 George Street  
Suite 204  
Ottawa, ON K1N 5W1  
Canada

[Add us to your address book](#)

Want to change how you receive these emails?  
You can [update your preferences](#) or [unsubscribe from this list](#)





**Northwestern Ontario  
Aboriginal Youth Achievement and Recognition Awards**

**2020**

**Celebrating 16 Years Recognizing Our Youth**

Join us Tuesday May 5<sup>th</sup> as we recognize the talent and accomplishments of Aboriginal youth within the region and acknowledge individuals and groups who have made a difference in the lives of Aboriginal youth.

We are excited to celebrate our 16th year of the Northwestern Ontario Aboriginal Youth Achievement and Recognition Awards and are humble and grateful for the support the community has shown for the event.

We can celebrate our youth at these awards thanks to the generosity of sponsorship from companies and organizations such as yours who share the credence our youth are the leaders of today and tomorrow. Each year our event grows greater with upwards of 350 people in attendance. By committing to sponsorship for our awards dinner, our sponsors are a part of recognizing and encouraging Aboriginal youth along their journey as they look forward to new and innovative ways of learning and planning for their future.

Please save the date. Our awards gala will take place Tuesday May 5<sup>th</sup> at the Valhalla Inn in Thunder Bay, Ontario. Attached is our sponsorship package for your consideration. If you have any further questions, please do not hesitate to contact Sharon Smith-Baxter at 807.474.2351. Thank you for your kindness and generosity to support such a worthy event.

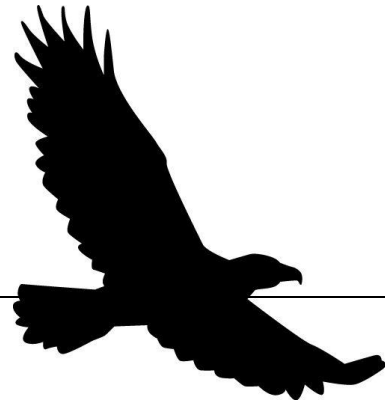
Sincerely,



On behalf of the Northwestern Ontario Aboriginal Youth Achievement Awards Committee

*Meegwetch to our 2019 Eagle Sponsors: Bell, City of Thunder Bay Maamawe, Union Gas, United Way Thunder Bay, Thunder Bay Police Services Board, Thunder Bay Catholic District School Board, Lakehead District School Board, Lakehead University – OAI, Dennis Franklin Cromarty High School, Matawa First Nations Management, Wasaya Airways*

**Sponsorship Categories**



**Migizi – Eagle Sponsor**

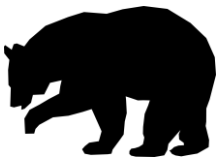
**As one of our leading sponsor, you will receive:**

- reserved table of 8 complimentary tickets
- visible signage near front stage at dinner
- recognized acknowledgement as a “Leading Sponsor” in all advertisement, website, social media and printed materials
- representative to assist presenting the award in category sponsored and opportunity to speak if desired
- photo will all winners of category sponsored
- certificate of appreciation and group photo with all other leading sponsors

Eagle Sponsors will sponsor one of the following categories. Please number from 1- 3 your top choices to sponsor (1 being top choice). Categories are given out based on when sponsorship agreement is received.

Advocacy & Activism		Academic	
Athletic		Artistic	
Employment & Apprenticeship		Heritage Keepers	
Sandra Kakeeway Cultural Award		Community Leadership & Volunteerism	
Personal Achievement		Group Achievement	
Peer Mentorship			

**Makwa Bear Sponsor**



- 4 complimentary tickets
- recognized acknowledgement in all advertisement, website, social media and printed materials
- visible signage
- certificate of appreciation

**Ma’iingan – Wolf Sponsor**

- 2 complimentary tickets
- recognized acknowledgement in all advertisement, website, social media and printed materials
- certificate of appreciation

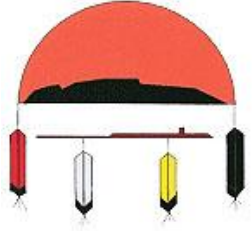


**Moos – Moose Sponsor**

- recognized acknowledgement in all advertisement, website, social media and printed materials
- certificate of appreciation







2020 Northwestern Ontario

Aboriginal Youth Achievement & Recognition Awards

## SPONSORSHIP AGREEMENT

Organization: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

The abovementioned sponsor agrees to sponsor the following category to the Northwestern Ontario Aboriginal Youth Achievement & Recognition Awards: (check appropriate box)

Migizi - Eagle \$2000 & up		Makwa – Bear \$1000		Ma'iingan – Wolf \$500		Moos – Moose Under \$499 and inkind	
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We are committing to sponsor in the amount of \$ \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please fill out sponsorship form and email to [info@ayara.ca](mailto:info@ayara.ca) – an invoice will be sent via email upon receiving agreement.

Mail payment to:

NWO Aboriginal Youth Achievement & Recognition Awards  
Suite 271 – 1100 Memorial Avenue  
Thunder Bay, ON P7B 4A3

Please note deadline dates to ensure logos are put on all marketing materials required to order.

Sponsorship Commitment Form Due                      February 21, 2020  
Sponsorship Funds Due    April 10, 2020

# PLANNING FOR ACCESSIBLE MEETINGS CHECKLIST



When you plan a meeting, accessibility accommodations for people with disabilities are required by the Accessibility for Ontarians with Disabilities Act. This checklist will lead you through some of the areas that need consideration.

## Advertising

When you advertise your meeting, let people know that any reasonable attempt to accommodate people with disabilities will be made.

This is the recommended wording to use when advertising meetings.

### Accessibility

If you require accessibility accommodation, please contact **(name of event contact)** at **(tel. number of event contact)** or email **(email of event contact)**. All requests for accommodation must be received by **(deadline)\***.

\*deadline date in advertisement for public to request accessible accommodation is one week before the event to allow for cancellation of pre-booked services like real-time captioning and American Sign Language (**ASL**) interpretation if there are no requests for them.

In your ad you can advise that available accommodations include ASL interpretation, real-time captioning, accessible formats (e.g. large print, electronic text, Braille) of meeting materials and modification of presentation techniques if using multimedia - only if requested in advance.

Advertise which Thunder Bay Transit routes serve the facility.

## Communication Supports

ASL interpretation and real-time captioning services should be booked for the dates of the meeting as soon as the dates are known. Allowing some flexibility on meeting dates will improve the chances of attaining the service(s).

If there are no requests for accommodation by the accommodation deadline, the pre-booked services can be cancelled.

The City's Municipal Accessibility Specialist should be contacted if there are any questions or concerns about communication supports.

- Schedule ASL Interpreting Services. See Appendix A for description and procedure.
- Schedule real-time captioning service. See Appendix A for description and procedure.
- ASL interpreter and real-time captioning service to receive and review any documents for discussion one week prior to the meeting in order to prepare for the meeting.
- Sign Language Interpreter and real-time captioning service are in a clear viewing path of speakers and participants.
- Room set up to accommodate real-time captioning service equipment with seating that provides sight lines for those who are hard of hearing or deafened.
- To accommodate the needs of the ASL interpreter and/or real-time captioning service, the following procedures must be followed:
  - Meetings should not exceed two hours (otherwise 2 ASL Interpreters will need to be booked); a break should occur within the first hour of the meeting if using only one ASL interpreter for a 2 hour meeting
  - One person speaks at a time (a speakers list to be kept and followed by a designated person at the event)
  - Speakers reminded to not speak quickly so that the ASL Interpreter can keep up
  - Allow time between speakers for the real-time captioning services and/or ASL interpreter to complete their translations
  - No rustling or passing of papers while people are speaking
  - Papers/documents should be passed around and not across the table area
  - Meeting participants must be given time to read any material handed out for review as they are unable to follow the ASL interpreter and/or real-time captioning service if the conversation continues while reading
  - Consider providing FM system/Auris Loop for Hard of Hearing community
- Large print/electronic copies for blind/visually impaired participants – there should be no changes to electronic copies once they are distributed.
- Volunteers can do a great deal to help make your event more inclusive and welcoming. Ensure all volunteers have received the “May I Help You” customer service training.

## Choice of Facility – See Appendix B for a list of acceptable facilities

- Ensure that an accessible entrance is available with doorways wide enough to accommodate wheelchairs, walkers and scooters. 32 to 37 inches wide is best. Entrance should be on grade with the outside or should be appropriately ramped. People using wheelchairs, walkers and scooters should be able to enter and exit easily.
- Entrances and room well lit, avoiding light reflection on screens. Lighting should be adjustable to control the brightness of the room, and you should be able to adjust the amount of natural light with blinds, etc.
- Good acoustics with minimal echoes and reverberations
- Door handles easy to open without individuals having to twist wrist. Lever type handles and/or automatic door opener is best
- If there is a registration table, ensure there are chairs for people with mobility issues, if they have to stand for any period of time to register. (Volunteers could stand in line in their place, if volunteers are available.)
- Is there an accessible washroom or are the washrooms large enough to accommodate power wheelchairs, walkers and scooters, with at least one accessible stall present
- Does the washroom have accessible features (i.e. grab bars, well-placed soap dispensers, paper towels, and faucets)?
- Do all rooms at the facility have signage in accessible formats with good contrast?
- Meeting room large enough to accommodate wheelchairs/scooters/service animals
- Podium can accommodate a wheelchair and speaking areas are accessible
- Seating for wheelchairs/scooters at tables spread out through room. If available, have a variety of chairs – with and without armrests.
- Is the elevator large enough to accommodate electric wheelchair/scooter if the meeting room is on a different floor than the ground floor? Ensure barrier-free path of travel to the elevator from the building entrance and to the meeting room.
- If food is being served, ensure that the food, drinks, utensils, etc. are easy to reach for a person using a wheelchair.

- Provide bendable straws as well as cups with handles for people who have difficulty grasping or holding objects such as cups.

## **Getting to the Facility**

- Reasonable number of accessible parking spots available: If you are having a meeting that will attract older adults, select a site that can accommodate your audience.
- Barrier-free path of travel (e.g. maintained and continuous sidewalks with curb cuts) from the parking or drop-off area to the meeting entrance
- The location is serviced by Thunder Bay Transit and Lift+ and there is a barrier-free path of travel from the transit stop to the entrance of the building
- Arrange removal of snow on path of travel

## Appendix A

### Conference Services

This option is available to event planners rather than booking each service directly with service providers.

CHS can coordinate real-time captioning services and ASL interpretive services for a single event. For conferences, email your event request to [conference@chs.ca](mailto:conference@chs.ca).

### Booking an American Sign Language (ASL) Interpreter

An ASL interpreter will translate spoken English into ASL for people who are Deaf. It is very important to contact the ASL interpreter before booking a meeting because there are a limited number of interpreters in Thunder Bay. Making this first contact will let you know when an interpreter is available and you can then make your booking based on that information. It is the responsibility of the event planner to make this booking and to coordinate any related logistics.

The local Canadian Hearing Society (**CHS**) houses Ontario Interpreting Services (**OIS**). You can send your booking request to <oisthunderbay@chs.ca>. OIS prefers to receive booking requests via email. When sending your request, include the following information:

- Preferred date, location and time, with other options if possible
- Topic or purpose of the event
- Format of event – PowerPoint presentation, handouts, speakers, etc.

OIS may choose to negotiate with you on how ASL interpretive services will be provided.

### Booking Remote Real-Time Captioning Service

A real-time captioning service produces on-screen captioning of anything that is said during a meeting. As words are spoken, they are picked up by a microphone, transferred to an offsite service, typed, and sent back to the screen in the room.

For remote real-time captioning to be effective you will need:

- Internet connection – wireless will work but wired is better
- Microphone system
- Computer
- Computer projector
- Projection screen
- Interface between the computer and the microphone
- Technical assistance to set up and monitor the system

- A list of irregular terms, abbreviations, agency and presenters' names provided ahead of time to OIS

There are a couple of ways to book real-time captioning services:

- CHS can coordinate booking of a real-time captioning provider using a variety of vendors. You can email your request to [CART@chs.ca](mailto:CART@chs.ca). CART stands for Communication Access Real-time Translation.

Technical support for meetings that require remote real-time captioning are provided by Signal Resources Ltd. and Maverick Video Services. The Municipal Accessibility Specialist will have the contact information for these companies.

Your meeting could result in the creation of confidential transcripts. An agreement should be signed with the provider to protect these documents and to ensure that they are managed appropriately. CART will provide transcripts for a nominal fee.

### **Further Information**

If you have any questions or need assistance in making your meetings accessible, contact the Municipal Accessibility Specialist at 625-2240.

## Appendix B

The following are the preferred locations to make larger city-wide sessions as accessible as possible. These locations are considered barrier-free based on the following criteria:

- Paths of travel
- Washrooms
- Parking
- Transit
- Lighting

Please note: visitors may encounter other barriers to accessibility at these locations.

### **City Facilities**

- Thunder Bay 55 Plus Centre
- Canada Games Complex - Quebec Room
- City Hall Foyer
- City Hall - S.H. Blake Memorial Auditorium, McNaughton Room, Martin Room\*
- Human Resources (new location at McKellar Mall)
- Oliver Road Community Centre
- Thunder Bay Transit - Training Room
- Superior North EMS Headquarters - Training Room
- West Thunder Community Centre

\*Access via elevator, which is a potential barrier in the event that stairwell access is necessary.

### **Private Facilities (approved by Accessibility Advisory Committee)**

- Italian Cultural Centre
- Victoria Inn Hotel and Convention Centre

PLEASE CONTACT the Municipal Accessibility Specialist at 625-2240 prior to planning public meetings in order to determine appropriate venues and/or to discuss known barriers.