



Community town halls: How we respond to what we heard

1. THEME 1: TRAINING CURRICULA & DELIVERY

1.1 What we heard?

Communities told us they want transparency on what current anti-racism and equity training looks like in policing. They asked how often this training is revised and updated and how communities are involved in curriculum development.

1.2. What have we done before the Race and Identity Based Data Collection Strategy?

Historic Actions
<p>The Toronto Police College delivers various training to members at different stages of their careers, from recruit training, to yearly In-Service training for frontline members, to specialized courses required for various positions within the Service. Content related to equity, inclusion, and human rights (EIHR) is woven through various courses delivered each year; In-Service training and Recruit training include a special focus on these areas. The curriculum is constantly updated to ensure it is relevant, up-to-date, and meeting the needs of our learners and our communities.</p> <p>Since 2016, yearly In-Service training has included a day dedicated to in-class academic learning with a focus on EIHR content. This day of training includes modules dedicated to anti-Black racism training and the Indigenous experience, informed by a number of sources with a particular focus on feedback and input from various community consultation committees and other community stakeholders. The EIHR content for In-Service Training is developed and delivered to Service members by full-time civilian subject specialist instructors in collaboration with sworn police officers and using best practices in adult learning. This training is supported by asynchronous e-learning, which is developed in partnership with the College’s e-Learning specialist.</p>

1.3 What are we doing under the Race and Identity Based Data Collection Strategy?

Completed	In Progress*	Not Yet Started
<ul style="list-style-type: none"> <u>RBD Action Item 4</u>: Develop and implement training on Black experience and Indigenous experience with community feedback. <u>RBD Action Item 5</u>: Hire Specialized Equity And Inclusion Instructors To Develop And 	<ul style="list-style-type: none"> <u>RBD Action Item 15</u>: Continue to conduct an academic and community review and audit existing training curriculum 	<ul style="list-style-type: none"> <u>RBD Action Item 33</u>: Revise the Probationary Constable Program to ensure every probationary constable has divisional-specific community experience



Historic Actions		
<p>Lead Training, Including Enhancement For New Recruit Program</p> <ul style="list-style-type: none"> • <u>RBD Action Item 6</u>: Improve Training On Strip Searches • <u>RBD Action Item 12</u>: Develop And Implement New Fair And Impartial Policing Course <ul style="list-style-type: none"> ○ Active bystandership ○ Compassionate delivery of service ○ Emotional & cultural intelligence ○ Anti-oppressive practices ○ Trauma-informed resilience & self-care ○ Bias avoidance ○ Serving persons with disabilities ○ Hate crime ○ Religious sensitivity ○ Ethical & inclusive leadership 	<ul style="list-style-type: none"> • <u>RBD Action Item 18</u>: Provide Adverse childhood experience training to all uniform officers • <u>RBD Action Item 19</u>: Revise coach officer training course • <u>RBD Action Item 20</u>: Develop scenario-based training based on use of force trends • <u>RBD Action Item 26</u>: Conduct intercultural development training for recruits and new supervisors • <u>RBD Action Item 27</u>: Develop and implement anti-bias workshops for senior leaders within the Service • <u>RBD Action Item 28</u>: Create And Deliver An Active By-Standership Course For All Members 	<ul style="list-style-type: none"> • <u>RBD Action Item 35</u>: Develop and conduct mandatory specialized training for crime and investigative analysts on equity and implicit bias • <u>RBD Action Item 36</u>: Develop and conduct mandatory specialized training for communications operators on equity and implicit bias

*The 'In Progress' status of training action items is due to the fact that training is provided on ongoing basis, with the potential to refine based on lessons learned from previous deliveries.

2. THEME 2: TRAINING EFFECTIVENESS IN BEHAVIOUR CHANGE & ACCOUNTABILITY

2.1 What we heard?

Communities want to know what checks and balances exist to ensure training take-up; they asked how to ensure that training translates into behavior change.

2.2 What have we done before the Race and identity Based Data Collection Strategy?

Historic Actions
<p>The Toronto Police College utilizes a world-renowned evaluation methodology also used by other major police training institutions in Canada, to evaluate all its courses. Certain levels of assessment take place at the time of training and shortly after completion. A more in-depth assessment is conducted on select courses on a yearly basis.</p>



Historic Actions

Training effectiveness is evaluated in the field using a number of processes, such as mandatory supervisor reviews, outcome assessments, member appraisals, and other accountability measurements/strategies. Training development and delivery at the Toronto Police College is constantly revised and updated to reflect various inputs and feedback, including assessments of officer performance/behaviours in the field.

2.3 What are we doing under the Race and Identity Based Data Collection Strategy?

Completed	In Progress	Not Yet Started
<ul style="list-style-type: none"> • <u>RBD Action Item 2:</u> Improve Auditing Practices At The Senior Management Level For Items Found During Strip Searches • <u>RBD Action Item 10:</u> Include Open Analytics And Data On Strip Searches On The Public Safety Data Portal 	<ul style="list-style-type: none"> • <u>RBD Action Item 30:</u> Revise Officer Performance Reports • <u>RBD Action Item 17:</u> Measure Other Points Of Police Contact 	<ul style="list-style-type: none"> • <u>RBD Action Item 31:</u> Re-Affirm The Role Of The Incident Review Committee And Include Representation From Equity, Inclusion & Human Rights On The Committee • <u>RBD Action Item 32:</u> Implement Strip Search Review Committee With Service-Wide Representation , Including Equity, Inclusion & Human Rights



3. THEME 3: COMMUNITY POLICING: CLOSER COMMUNITY-POLICE RELATIONSHIPS TO BUILD TRUST

3.1 What we heard?

Communities told us that, while they value the Neighbourhood Community Officer program, they would like to see closer community-police relationships to building trust.

3.2 What have we done before the Race and identity Based Data Collection Strategy?

<p>Historic Actions</p> <p>The Service has implemented multiple organizational strategies to address the root causes of community concerns relating to racial profiling and biased policing. Since 2012, the Service has engaged in reviews and procedural changes to improve how investigations are conducted, and how police is interacting with diverse communities across the city to fulfill its mission of protecting community safety.</p> <p>Responding to community concerns about the impact on certain groups of how police conduct their duties, the Service modified its large-scale investigation procedure to include an equity assessment into its operational plans, to determine how deployments and projects will impact various equity-deserving groups. Former practices such as conducting numerous warrants and arrests in a community were replaced by proactive policing dealing with community safety issues as they occur.</p> <p>Further, collaboration between the community, police, and other service providers enabled a focus on prevention, intervention, and sustainability. Participation in initiatives such as 'FOCUS Toronto' and '#Engage416' enabled the Service to address upstream issues and support at-risk individuals with referrals to multi-sector partners. For example, people at risk of joining gangs, becoming addicts, or experiencing mental health issues had access to a range of services provided by partners of these initiatives. When criminal actions were involved, partners referred people in such situations to a community service instead of arresting them. These initiatives aim to reduce risk, and improve community resiliency and wellbeing.</p> <p>These actions and initiatives are complemented by periodic reviews of internal governance, such as the 2012 Police and Community Engagement Review (PACER). PACER facilitated consultations with Service and community members to improve community engagement, and specifically the Field Information Report (FIR) process, known colloquially as 'carding'. This resulted in several recommendations, including discontinuing physical hard copy cards and refreshing the Service's core values. Subsequently, the OHRC formally notified the Toronto Police Service Board to stop the FIR process. Toronto Police Chief Ramer reconvened 'PACER 2.0' to support the Service's efforts of implementing the Board's 81 police reform recommendations. As of April 2023, 60 of the 81 recommendations have been completed.</p>



3.3 What are we doing under the Race and Identity Based Data Collection Strategy?

Completed	In Progress	Not Yet Started
	<ul style="list-style-type: none"> • <u>RBD Action Item 13</u>: Hold Town Halls And Engagement Sessions To Develop Meaningful Actions And A Path Forward • <u>RBD Action Item 16</u>: Review of Non-Emergency Interactions Suitable for Call Diversion • <u>RBD Action Item 24</u>: Develop Post-Police Interaction Survey With Communities • <u>RBD Action Item 29</u>: Assess Equity Impact For Crime Management Plans 	<ul style="list-style-type: none"> • <u>RBD Action Item 14</u>: Develop An Indigenous-Specific Report On The Outcomes Of Police Interactions Included In Phase Two

4. THEME 4: USE OF FORCE

4.1 What we heard?

Communities expressed concern over disrespectful treatment by police officers and were interested in increased transparency around use of force interactions.

4.2 What have we done before the Race and Identity Based Data Collection Strategy?

Historic Actions

The Service has ensured stringent review of Use of Force incidents, intense training grounded in best practices, and strict reporting requirements, in recognition of the highest value of protecting the lives of both the public and police officers. All police officers receive training on mental health, de-escalation and crisis resolution that include scenario-based approaches. Besides mandatory review of each Use of Force incident, the Service also requires a Unit Complaint Coordinator to initiate a range of actions: (1) commence a review of the circumstances and the appropriateness of the level of force used during an incident; (2) review all available Body Worn Camera footage of the officers involved in the incident; and (3) take appropriate action, if a training issue has been identified, or a misconduct has occurred.



Historic Actions

Further, the Service has also implemented changes to practices and procedures to address concerns raised by numerous reports such as the Honorable Iacobucci's report '*Police Interactions with People in Crisis*' (2014), the OIPRD Systemic Review '*Police Interactions with People in Crisis and Use of Force*' (2017), and Toronto Police Services Board's '*Police Reform Recommendations*' (2020).

Besides training, the Service also created a specialized Mobile Crisis Intervention Team (MCIT) in collaboration with health care partners, which deploys a mental health nurse and a specially trained police officer to respond to 911 calls involving individuals experiencing mental health crises, in the effort to stabilize and defuse crises.

4.3 What are we doing under the Race and Identity Based Data Collection Strategy?

Completed	In Progress	Not Yet Started
<ul style="list-style-type: none"> • <u>RBD Action Item 1</u>: Work With Ministry Of Solicitor General And Other Police Agencies To Improve Reporting Requirements In Use Of Force • <u>RBD Action Item 7</u>: Review And Revise Use Of Force Procedure (15-01) • <u>RBD Action Item 11</u>: Include Open Analytics for Use of Force Data • <u>RBD Action Item 8</u>: Implement Mandatory Debriefs With A Supervisor For All Use Of Force Reports Within An Officer's Probationary Period 	<ul style="list-style-type: none"> • <u>RBD Action Item 22</u>: Improve Use Of Force Reporting And Data Entry 	<ul style="list-style-type: none"> • <u>RBD Action Item 37</u>: Review Existing Corporate Risk Management Report And Use Of Force Public Reporting • <u>RBD Action Item 38</u>: Conduct Multi-Year Regression Analysis On Use Of Force & Strip Search Data To Assess Actions And Changes That We Are Making

5. THEME 5: BODY WORN CAMERA (BWC) & TRANSPARENCY TO PUBLIC

5.1 What we heard?



Communities expressed concern with how body worn cameras work, who is reviewing the footage, how it is used in decision making, and what accountability mechanisms were in place to properly use body worn cameras during an interaction.

5.2 What have we done before the Race and Identity Based Data Collection Strategy?

Historic Actions
<p>In response to recommendations laid out in the Police and Community Engagement Review (PACER), a series of Corners requests, and the Honorable Iacobucci’s report, the Service initiated a BWC pilot program with community and cross-sectoral partners, in the effort to demonstrate accountability to the public, improve public trust in police, and increase the Service’s capacity to deliver professional services. This pilot was completed in 2016 and Service-wide implementation of BWC was recommended as a result of the pilot’s review.</p> <p>Strict accountability measures were developed, including: (1) logging all actions in the BWC system and granting Information Security the ability to audit; (2) requirements to surrender footage to police oversight agencies such as the SIU and OIPRD; (3) supervisory review of BWC footage; and (4) penalties imposed for any non-compliance.</p> <p>The Service also posts on its public website a range of BWC-related information, in alignment with its commitment to transparency and accountability: (1) how individuals can complain about the use or lack of use of BWC; (2) how individuals can make requests for viewing or releasing such recordings to the public; and (3) how to appeal to the Information and Privacy Commissioner of Ontario where a request is denied in whole or in part.</p>

5.3 What are we doing under the Race and Identity Based Data Collection Strategy?

Completed	In Progress	Not Yet Started
<ul style="list-style-type: none"> <u>RBD Action Item 9</u>: Implement Mandatory Reviews of BWC and in Car Camera Systems for all Use of Force Incidents 	<ul style="list-style-type: none"> <u>RBD Action Item 25</u>: Collect Data And Analyze Other Outcomes For Arrested Persons Including Diversions, Booking, Protective, And Frisk Searches 	



6. THEME 6: DIVERSIFY RECRUITMENT PROCESS

6.1 What we heard?

Communities expressed interest in how the Service reaches out to diverse communities, and what recruitment selection criteria are.

6.2 What have we done before the Race and Identity Based Data Collection Strategy?

<p>Historic Actions</p> <p>Part of its modernization plan guided by ‘<i>The Way Forward</i>’ (2017) strategic plan, the Service developed a multi-year plan to achieve a service that reflects the diversity of Toronto.</p> <p>Since 2016, the Service’s People & Culture (P&C) Pillar has been on a journey of transformation, anchored in the principles of diversity, inclusion, transparency and fairness. As part of this transformation, P&C revised long-standing programs, processes and procedures to ensure that the Service itself reflects the diversity of the city it serves.</p> <p>The Talent Acquisition unit has been developing various recruiting drives and initiatives to reach out to people from diverse backgrounds and lived experiences. For example, it expanded the Women’s Only Mentoring Program and launched the Women’s Boot Camp Training Program, as well as a series of Community Focused Information Sessions reaching diverse communities. It also created the Indigenous Candidate Recruitment Program in collaboration with the Aboriginal Peacekeeping Unit (APU) to communicate the program in and outside the GTA.</p>

6.3 What are we doing under the Race and Identity Based Data Collection Strategy?

Completed	In Progress	Not Yet Started
	<ul style="list-style-type: none"> • <u>RBD Action Item 21</u>: Collect Internal Diversity And Demographic Data • <u>RBD Action Item 23</u>: Development Of A Service-Wide Equity Strategy 	



TORONTO POLICE SERVICE
Prepared by Equity, Inclusion & Human Rights Unit

