



Community Education and Access to Police Complaints Demonstration Project (CEAPC)

**1st Interim Project Evaluation
(April 1st, 2005 – October 31st, 2005)**

Completed By

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Toronto Community Housing



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Executive Summary

The **Community Education and Access to Police Complaints Demonstration Project (CEAPC)** facilitates and promotes accountability, transparency and understanding between the Toronto Police Service (TPS) and people from all communities in Toronto. Lessons learned from this pilot have far-reaching implications for police-community relations in Toronto and beyond. Parameters of this evaluation are bounded by and reflect the goals and objectives of CEAPC. Questions guiding this evaluation focus on four thematic areas:

- 1) Is the CEAPC model used more than the complaints system based in police stations?
- 2) Is the CEAPC model of service delivery successful in promoting harmonious race relations in the City of Toronto?
- 3) Does the CEAPC model help educate police on community and/or concerns important to communities and vice versa?
- 4) Does the CEAPC facilitate trust between the police and community groups and members of communities?

From April 1st, 2005 through October 31st, 2005, 176 complaints were received by Toronto Police Service (TPS) in the six divisions addressed by CEAPC. Complaints received at 14, 31, 42, 51, 52 and 55 divisions accounted for 37.8% of the total complaints received across Toronto's 16 police divisions. Of 23 complaints received by CEAPC, 17 were passed onto TPS for follow up.

In short, CEAPC provides a range of accessibility enhancing opportunities for complainants such as translation services and/or culturally sensitive environments not generally or widely offered by TPS. CEAPC appears to be very effective in responding to the cultural diversity that typifies Toronto. CEAPC is a sensitive, accommodating complaints process for members of Toronto communities.

To date, CEAPC has been successful in promoting harmonious race relations in Toronto, in helping educate police on community and/or concerns important to communities and vice versa, and, in facilitating trust between the police and community groups and members of communities. At the same time, enhanced resources, stakeholder commitment and assistance in supporting agency partners are essential to strengthen the already positive results realized by the project.

Toronto, Ontario
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CEAPC Project Evaluator

Evaluation Report Index

	Page
Executive Summary	i
Evaluation Report Index	ii
Index of Tables and Figures	iii
Index of Appendixes	iii
1.0 Focus of the Project	1
2.0 Parameters of the Evaluation	1
3.0 Project Background	3
4.0 Geographic Context of the CEAPC Project	4
5.0 Utility of CEAPC Compared to Current TPS Complaints System	5
6.0 Effectiveness of CEAPC in Promoting Harmonious Race Relations	13
7.0 Effectiveness in Educating Police on Community and Vice Versa	16
8.0 Facilitating Trust Between Police and Community Groups	18
9.0 Other Reflections on the Project to Date	21
10.0 Conclusion	21

Index Tables and Figures

	Page
Table 5.1: Total Complaints Received Against Toronto Police Service (TPS) (Apr. 1 st , 2005 – Oct. 31 st , 2005)	5
Table 5.2: Comparison of Complaints Received By TPS and CEAPC (Apr. 1 st , 2005 – Oct. 31 st , 2005)	7
Figure 4.1: Command and Divisional Boundaries of TPS	4
Figure 5.1: Percent Breakdown by Age for CEAPC Complaints	8

Index of Appendixes

	Page
Appendix I: CEAPC Project Partner Agencies	24
Appendix II: Police Divisions Across Toronto	25
Appendix III: Project Awareness Campaign (Promotional Materials)	26
Appendix IV: CEAPC Workshop Descriptions	35
Appendix V: Divisional and Community Orientation Workshops	36
Appendix VI: Media Engagement	41
Appendix VII: Evaluation Methodology	44
Appendix VIII: Questions for Qualitative Feedback on CEAPC	45
Appendix IX: Project Advisory Committee (PAC)	46

1.0 Focus of the Project

The focus of the **Community Education and Access to Police Complaints Demonstration Project (CEAPC)** is to facilitate and promote accountability, transparency and understanding between the Toronto Police Service and people from all communities in Toronto. Lessons learned from this pilot project will have far-reaching implications for police-community relations in the City of Toronto and beyond.

The main goal and terms of reference for the **Community Education & Access to Police Complaints (CEAPC) Demonstration Project** are: “To ensure that the police complaints system is accessible and available to the specific needs of community members. This will be achieved through the development and delivery of support mechanisms that will assist in making the system more transparent, comprehensive and accessible to the diverse communities of the Toronto area. CEAPC will be responsive to and guided by the needs of the community.”

The CEAPC model provides a template that has much utility for other urban centres where police-community relations will benefit from the CEAPC framework and its facilitative approach in optimizing accountability, transparency and accessibility in areas of police-community relations/interactions.

2.0 Parameters of the Evaluation

Parameters of this evaluation are bounded by and reflect the proposed objectives of the CEAPC project. These objectives are, for the most part, the same or very similar to objectives reported to funders of CEAPC including:

- City of Toronto: Access & Equity Grants Department
- Department of Canadian Heritage: Multiculturalism and Aboriginal Programs
- The Law Foundation of Ontario
- Toronto Community Housing: Social Investment Fund

The goals and objectives of CEAPC are:

- 1) To create a community-based culturally sensitive and linguistically accessible space where residents can file complaints within the police complaints legislation and system.
- 2) Train up to 75 Community Workers and project staff across the City in conflict mediation, complaints documentation, and anti-racism.
- 3) To assist clients in the filing of complaints by providing supports and services as required.
- 4) To provide education and interpretation of the complaints system as required in the filing of a police complaint.
- 5) To encourage and facilitate dialogue and communication between community members and the police.
- 6) To improve transparency and accessibility of the police complaints system.
- 7) To assist the Toronto Police Service in strengthening their proactive community presence and reiterating their focus on crime prevention using messaging and methods of communication more familiar and accepted by diverse communities and groups.
- 8) To evaluate the demonstration project to assess usage, comfort levels, accessibility, cultural sensitivity, quality of service and effectiveness of the model.

In responding to these goal and objectives, this evaluation addresses key areas that balance quantitative and qualitative dimensions on the project. Questions guiding this evaluation focus on four thematic areas that reflect the 8 (eight) goals and objectives of the CEAPC project. These are:

5) Is the CEAPC model used more than the complaints system based in police stations?

– addresses goals/objectives: #1/ #2/ #3/ #4/ #6/ #8

6) Is the CEAPC model of service delivery successful in promoting harmonious race relations in the City of Toronto?

– addresses goals/objectives: #1/ #3/ #4/ #6/ #7/ #8

7) Does the CEAPC model help educate police on community and/or concerns important to communities and vice versa?

– addresses goals/objectives: #5/ #6/ #7/ #8

8) Does the CEAPC facilitate trust between the police and community groups and members of communities?

– addresses goals/objectives: #5/ #6/ #7/ #8

3.0 Project Background

The need for the **Community Education and Access to Police Complaints Demonstration Project (CEAPC)** was recognized in 2002 when issues around police-community relations were raised during Alexandra Park and Greater Community Race Relations Task Team discussions in 2002. One outcome of this task team’s efforts included Toronto Police Service (TPS) Superintendent Paul Gotschalk’s (52 Division) instrumental role in connecting future leaders of CEAPC to then TPS Police Chief Julian Fantino. Chief Fantino, in turn, supported the idea of exploring a “community-based” complaints intake process. Chief Fantino went on to show strong support for such a process by committing TPS staff time (currently realized as 1.5 FTE per year to support the development of CEAPC). Since then, personnel from TPS have assisted and worked with community representatives in developing the CEAPC project’s protocols, terms of reference, and the project as a whole.

In 2003-2004, Alina Chatterjee (then Director of Development/ Community Engagement for Scadding Court Community Centre) oversaw a study funded by Canadian Heritage that identified six target areas (police divisions) that were to become the focus of the CEAPC project. This initiative conducted 15 focus groups with 150 people across Toronto from October 2003 through January 2004. This project involved 13 community agencies, many of which subsequently partnered with the CEAPC project (see Appendix I for a full listing of the CEAPC’s current community partners). Major findings from the focus groups identified that many diverse community members across the GTA (Greater Toronto Area) felt that current police complaints systems were not accessible or sensitive to them as community members. Toronto residents felt that the current police complaints system needed to be more responsive, sensitive and accessible to the diversity of communities and that current police systems needed to be more transparent and accountable to the public as well.

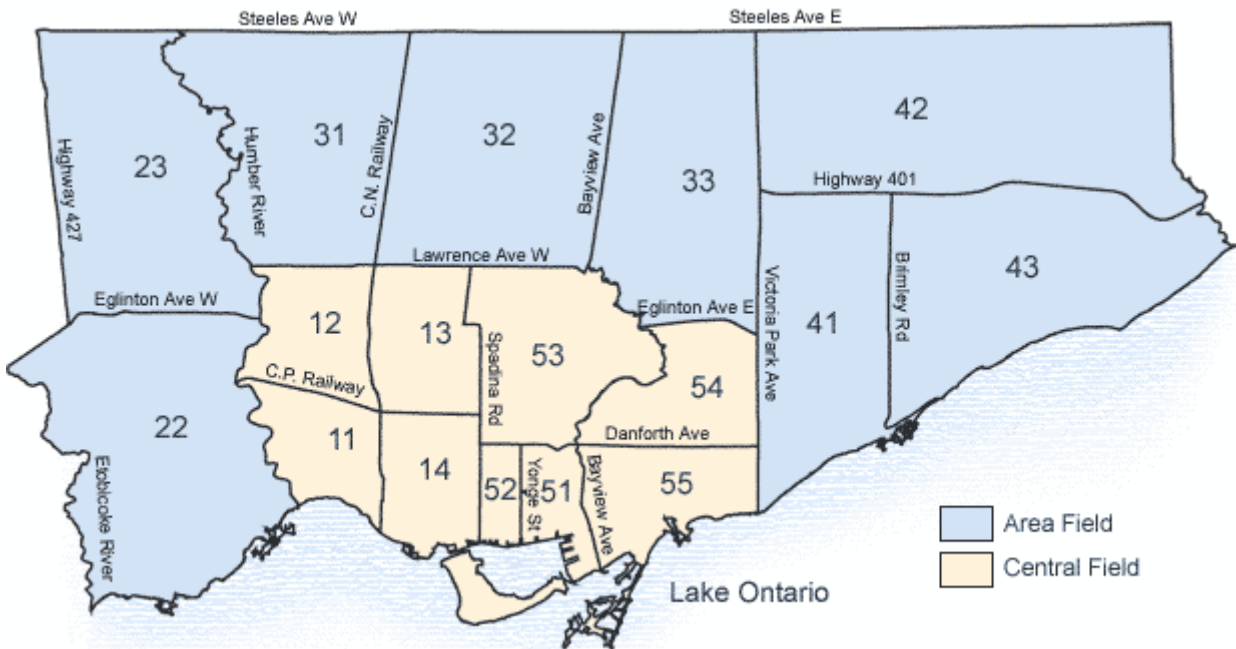
4.0 Geographic Context of the CEAPC Project

The CEAPC project is focused on addressing issues of accessibility, accountability and transparency in areas associated with current police complaints systems. As well, CEAPC provides substantive opportunities for knowledge exchange, translation and development between police, community agencies, community residents and other stakeholders in six Toronto Police Service (TPS) division areas. The divisions and the primary focus of each geographic locality for CEAPC are:

- 14 Division: Parkdale (North and South)
- 31 Division: Jane/ Finch Corridor
- 42 Division: Mainly Malvern
- 51 Division: St. Jamestown and Regent Park
- 52 Division: Mainly the Downtown Core
- 55 Division: Mainly Blake/ Boulton Neighbourhood

Figure 4.1 shows specific divisions located in the GTA (see Appendix II).

Figure 4.1: Command and Divisional Boundaries of TPS*¹



Source: Toronto Police Service Website

¹ South Scarborough's 43 Division will not come into formal operation until January 2006. Effective October 2005, the divisional area is still under the jurisdiction of 42 Division.

5.0 Utility of CEAPC Compared to Current TPS Complaints System

Responding to the first evaluation question is the most substantive section in this evaluation report. This question is: “Is the CEAPC model used more than the complaints system based in police stations?” The importance of this query addresses a major issue in police-community relations related to the anecdotal evidence that many community members demand a more accessible, accountable and transparent system to make complaints against the police. This section highlights the utility of CEAPC to date addressing such concerns.

From April 1st, 2005 through October 31st, 2005 (Table 5.1), 176 complaints were received by Toronto Police Service in the six divisions being addressed by the CEAPC project.

**Table 5.1: Total Complaints Received Against Toronto Police Service (TPS)
(Apr. 1st, 2005 – Oct. 31st, 2005)**

INVESTIGATED	TOTAL	14 DIV	31 DIV	42 DIV	51 DIV	52 DIV	55 DIV
GENERAL ALLEGATION							
CORRUPT PRACTICE	2						
DISCRED CONDUCT	74						
INSUBORDINATION	4						
NEGLECT OF DUTY	20						
UNLAW/UNNEC AUTH	55						
SERVICE AND POLICY	1						
NOT INVESTIGATED							
COMPLAINT OVER SIX MONTHS	7						
FRIVOLOUS	7						
NO JURISDICTION	0						
NOT DIRECTLY AFFECTED	6						
NOT SIGNED/ MISSING INFO	0						
GRAND TOTAL	176						

Source: Professional Standards Information System (PSIS), TPS

In all, complaints received at 14, 31, 42, 51, 52 and 55 divisions accounted for 37.8% of the total complaints received across Toronto’s 16 police divisions. It is important to understand that whether or not actions leading to specific complaints actually took place in the specific police divisions (14, 31, 42, 51, 52 and 55) is not verifiable.

In other words, complainants made at any TPS division may not have necessarily originated in that division. In fact, complaints can originate from any geographic location. Members of the public can, in turn, make a complaint at any police station. It is, however, reasonable to assume that most complaints would originate in the proximity of a specific police division where a complaint is being made. Nevertheless, it is imprudent to assume that the reporting of complaints at a particular division is a reflection of police conduct in that division. Moreover, it could be argued that in divisions where complaint intakes are higher, community members actually feel safer in making complaints against the police and/or the complaints process is relatively accessible to the community.

What is missing in the current police complaints system, however, is specific demographic information related to characteristics such as race, class, and age that could help shed light on who is making complaints. If such information is known, knowledge gleaned from such data could enhance transparency in the current police complaints system. Transparency would be realized in showing how sensitive and accessible the current police complaints system is to members of all communities.

It is not the purpose of this evaluation to identify specific number of complaints for each division. This is because the purpose here is not to point fingers (rightly or wrongly) at any particular division. Further, to make conclusions on sparse data would be scientifically irresponsible. Rather, the purpose here is to assess the aggregate use and accessibility of the police complaints system compared to the CEAPC model.

From April 1st, 2005 through October 31st, 2005 (Table 5.2), 23 complaints were received by CEAPC. Of these, 17 were passed onto TPS Professional Standards for follow up. Of the six that were not forwarded the following reasons for non-pursuance were as follows: two (2) complaints were previously filed with TPS, the complainants accessed CEAPC for post-complaint filing support; one (1) complaint originally scheduled for mediation was not pursued at the direction of the complainant because the investigating TPS officer cancelled follow-up meetings (for legitimate reasons); one (1) complainant wanted to wait to file his complaint; one (1) complaint was made in error due to a misunderstanding; and, one (1) complaint needed more information that was never provided. The remaining 17 complaints were processed by Professional Standards (Table 5.2):

**Table 5.2: Comparison of Complaints Received By TPS and CEAPC
(Apr. 1st, 2005 – Oct. 31st, 2005)**

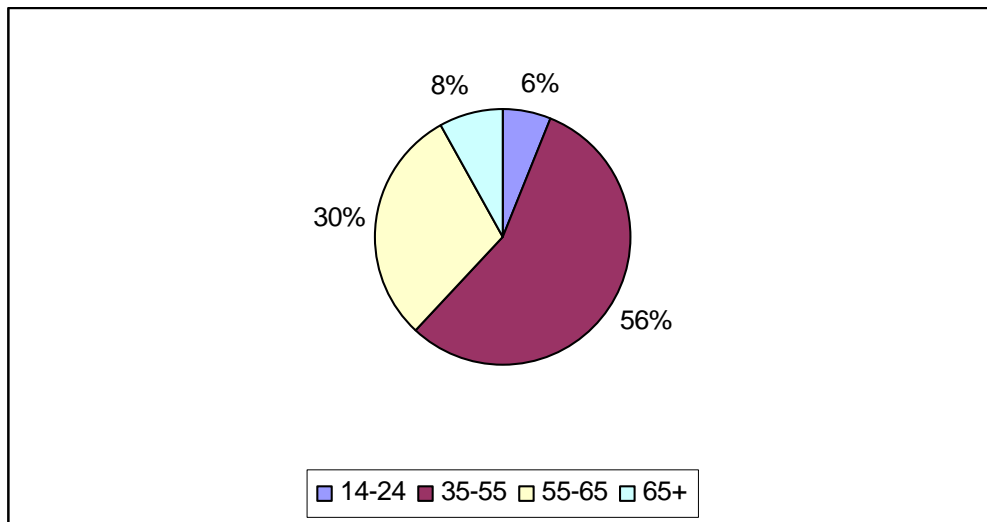
INVESTIGATED	TPS	CEAPC
GENERAL ALLEGATION		
CORRUPT PRACTICE	2	
DISCRED CONDUCT	74	8
INSUBORDINATION	4	
NEGLECT OF DUTY	20	
UNLAW/UNNEC AUTH	55	
OTHER (I.E., RE-OPENED)		1
SERVICE AND POLICY	1	1
NOT INVESTIGATED		
COMPLAINT OVER SIX MONTHS	7	4
FRIVOLOUS	7	1
NO JURISDICTION		1
NOT DIRECTLY AFFECTED	6	
NOT SIGNED/ MISSING INFO		
OTHER (I.E., PREVIOUS FILED)		1
GRAND TOTAL	176	17

Of the 17 complaints passed onto Professional Standards, 10 (or 58.8%) were classified as legitimate complaints for follow-up and were processed by TPS. The fact that these complaints were in addition to ones made through the TPS system shows a value-added dimension to CEAPC. Of all complaints received by CEAPC, 17 were processed through Scadding Court and 6 were processed through four of the project’s community partners. Figure 5.1 illustrates over half of the complainants were aged between 35 and 55 years. 30% of complainants were between 55 and 65. No complaints were made by people between ages of 25 and 34. The next fewest number of complaints were made by community members aged 14 to 24 (6%).

Such findings would seem to support the hypothesis that younger members of the population (i.e., teenagers and young adults) are less likely to make complaints than are older members of the population. Reasons for such an observation are not known in the context of this study and need to be further explored.

While 61% (14) of the complainants were men, 39% (9) were women. It is important to note, perhaps, that a significant proportion (78%), 18 out of 23 complainants, were visible minorities and nearly one-half (11 out of 23) spoke English as a Second Language with 8 community members requiring the services of an interpreter to make their complaints. Two (2) complainants lived in social housing which may shed some light on their socio-economic status.*

Figure 5.1: Percent Breakdown by Age for CEAPC Complaints



It is important to note that the CEAPC model provides a range of accessibility enhancing opportunities for complainants such as translation services and/or culturally sensitive environments not generally or widely offered by Toronto Police Service.

Of twenty (20) service evaluations completed by CEAPC complainants 12 had never filed complaints before and at least 7 had. Sixteen (16) reported first time experiences with CEAPC and all evaluations reported that information provided through CEAPC was clear and easy to understand, that the community support worker they (complainants) dealt with was knowledgeable and supportive, and that they (complainants) felt comfortable filing a police complaint in a community environment. It could, however, be useful to further explore how complainants feel about making complaints directly to the police as a better comparison.

Nevertheless, all respondents felt that the CEAPC service was useful. A sample of comments from CEAPC users included:

- “I thanks the SCCC and I hope that in the future this community centre always be here to help us with process like that. And also have the power to solve problems like this.”
- “The worker was polite, thank you for your help.”
- “The police complaint program is very important to people like me, an immigrants. It is a very helpful program. I hope the SCCC will follow-up the case.”
- “██████ was very supportive and understanding of the situation. She was very detail oriented and took the time to talk and try to understand the incident. It was very comfortable talking to her about such a sensitive issue.
- “I definitely recommend this service, and I hope it continues on endlessly to help those in need such as my dad and to keep up the wonderful work. Thank you.”
- “It was nice to have a service that is outside of the police because it was confidential I felt comfortable...”
- “██████ was extremely supportive when meeting with Professional Standards, she was very helpful when dealing with the officers.”

Other CEAPC supports include: diversity sensitive and responsive reporting intake processes; post-complaint support; support to appeal the six-month limitation (this applied to four CEAPC complaints with one being overturned); support in mediation; responsiveness in the first language of the complainant; and, demographic statistics gathered for advocacy purposes such as ethnocultural background, first languages of complainants , and possible socioeconomic status data. Going back to the original reasons for the CEAPC project, there were questions raised as to which model – the TPS complaints system or the alternative CEAPC arrangement – would be more accessible in terms of enhancing police accountability to the public-at-large.

The CEAPC model appears to be an innovative, compelling and accessible community-based model that makes police complaints quite accessible to diverse community members at grassroots levels.

It is, however, important to understand that the Toronto Police Service (TPS) and their respective divisional centres are also members of the community. After all, police divisions are located in communities in a similar manner to the human services agencies participating in the CEAPC project.

It could be argued that both complaints systems, the TPS Complaints System and CEAPC are both community-based complaints mechanisms with varying degrees of accessibility to community members. In short, the statistical relationship between the complaints received by CEAPC and those received by TPS was statistically significant ($r = .92$, $p < .04$). Complaints received through CEAPC accounted for 9.7% of the 176 complaints received by Professional Standards from both CEAPC and TPS across the police divisions addressed.

Without question, from April 2005 through October 2005, the number of complaints through the CEAPC model was substantially lower than the number of complaints received by TPS. Yet, the number was still statistically significant (see above).

This evaluation report suggests several reasons and possible remedies to address the lower numbers for CEAPC: 1) barriers in the public's awareness curve of the project; 2) barriers faced by project partners in implementing the project in their communities; 3) the current police complaints process is more known to the public; and, 4) the magnitude of the CEAPC project.

1) Barriers in the Public Awareness Curve

CEAPC is a new and innovative idea. It appears that this is the only model of its kind anywhere in the world. There are major challenges in the public becoming aware of alternative ways of making complaints against the police when such processes are seen as a new way of "doing business." If the public is not aware of CEAPC, then their access to CEAPC will be mitigated.

Possible Remedy

- **A stronger presence of the project in participating communities needs to be explored and community members need to be made more aware of CEAPC’s value-added components. The strong model of media engagement already being pursued could help in this (see Appendix VI).**

2) Barriers Faced By Project Partners

Complaint intakes can take a substantial amount of time to process. While agency partners are financially compensated for processing complaint intakes by CEAPC, it is widely understood that many agency personnel are stretched to capacity in the performance of other professional duties and tasks and remuneration is only one component in addressing such constraints. One community partner stated: “Our reality is that we do not presently have the budget or resources to do more than ‘get the word out’.”

Possible Remedy

- **Further exploration (and/or funding) of dedicated CEAPC intake personnel could be (and perhaps should be) pursued by the project.**

3) The Current TPS Process is More Known to the Public

The intuitive effectiveness of the accessibility of the current police complaints process cannot be discounted. The fact that a statistically significant number of community members (9.7%) used the CEAPC model to make complaints, however, is something the current police system should reflect upon.

While the current TPS system is intuitively accessible, there is ample anecdotal evidence (e.g., findings from the Alexandra Park and Greater Community Task Team in 2002 and the Scadding Court Police Focus Group project in late-2003, early-2004) that support the argument that the current police complaints system needs to address two substantive areas.

The CEAPC model has shown itself to be a process that accommodates and enables diverse community members (see Appendix III). The current TPS could, therefore, explore the followings areas:

- 1) Be more accessible to human diversity (i.e., language and cultural dimensions) by making the current complaints more responsive and more sensitive to human diversity; and,
- 2) Allow greater flexibility to community members than the allotted 6-month limitation to file a complaint to optimize police accountability to the public-at-large. An alternate complaints system making provision for a longer period between an alleged incident and a complaint facilitates more trust by allowing more space and flexibility for a traumatic situation for the complainant.

While police systems allow for exceptions for very “serious” complaints, a more reasonable, equitable reporting time frame may have positive impacts on/ in communities (i.e., extending complaint from 6 months to 1 year).

Such a limit increases may, in turn, show good faith for an increased complaint limitation period.

Possible Remedy

- **Further exploration of partnership in the police complaints process should be explored between the partners in the CEAPC project and TPS to identify best practices in making complaints processes more accessible, transparent and accountable. Such dialogues should include the voices of those impacted by such processes – vis-à-vis, community members. An inventory of joint CEAPC-TPS recommendations as an added outcome of this project would be a useful resource in helping to make the police complaints more accessible, transparent and accountable.**

4) Magnitude of the CEAPC Project

The CEAPC project is a very ambitious and far-reaching project. Without question, previous studies demonstrated the need for this project and its multiple facets.

To date, CEAPC appears to be very effective in responding to the cultural diversity that increasingly typifies Toronto. The current CEAPC model appears to be more accommodating and sensitive than the system offered by TPS.

Yet, it appears that CEAPC in its current phase is under-funded and under-resourced in terms of its substantive and very important mandate. As well, the high level of service provided by CEAPC intake workers is very demanding and time-consuming. Attention needs to be paid to the acute demands of providing such vital and value-added support to communities.

Possible Remedy

- **Further exploration of subsequent resources (financial, human and otherwise) should be explored to enhance and optimize the impact of this project. Perhaps quarterly or semi-annually collaborative meetings between the project's advisory committee and the project's partner group could help address these matters. The current model appears to keep these groups separate. Cross-connection and outcomes could be explored to increase the project's impact and to better support the frontline representatives of the project.**

6.0 Effectiveness of CEAPC in Promoting Harmonious Race Relations

There appears to be progress to date in terms of CEAPC's role in facilitating harmonious relations in the City of Toronto (mainly between members of diverse communities and the police). Such progress has occurred in three ways: directed outreach; broader outreach; and, direct feedback communication strategies and activities.

Up to October 31st, 2005, the project has documented:

- 5 Project Partner Meetings at Scadding Court Community Centre
- 3 Project Advisory Committee (PAC) Member Meetings 5 Project Partner Meetings at Scadding Court Community Centre
- 7 Divisional Orientation planning meetings at varying locations including St. Christopher House, 14 Division, Canadian Race Relations Foundation, and Scadding Court.
- Participation in 7 community coalition for police accountability meetings at Parkdale Community Legal Clinic
- 8 Youth Training meetings held at locations such as Scadding Court Community Centre, Alexandra Park Youth Lounge, and the Davenport Perth Neighbourhood Centre
- Numerous one-on-one meetings with project partners focused on strengthening relationships and clarifying roles and relationships in the project

Objectives of the meetings have been community-focused including:

- discussing project partnerships, involvement and associated roles
- information gathering, project planning and dissemination strategies
- intake form development
- increasing understanding of content and structure of current diversity training for police officers and gaining input and support for project's divisional orientations

Highlights of events that achieved positive outcomes included:

March 2005

- The City of Toronto's Community Safety Secretariat agreed to participate on the project's Project Advisory Committee.
- Project media launch held on March 30, 2005 (see Appendix VI)

June 2005

- The Office of the Attorney General expressed interest in using the project as a pilot model.

July 2005

- Important connections and dialogues occurred with organizations including: Canadian Arab Federation, Toronto Youth Cabinet, TCHC, and the Canadian Race Relations Foundation (CRRF).

August 2005

- Project partnerships and community connections were strengthened in St. James Town (especially with TCHC).
- A partnerships agreement was negotiated with YMCA Youth Intervention and Outreach Services.
- Project connections were made in the Driftwood community at Jane and Finch.

September 2005

- 13 community workers in Regent Park were engaged in awareness about the project.

October 2005

- A partnership agreement was developed for project curriculum and information to be incorporated into CASSA's (Council of Agencies Serving South Asians) Civic Engagement Booklet to be disseminated throughout South Asian communities.
- Outreach and awareness was conducted to over 350 tenant representatives and 70 youth about the project and relationships were made and/or strengthened between organizations such as CLEO, JFCY, St. Stephen's House and TCHC (Toronto Community Housing Corporation).

7.0 Effectiveness in Educating Police on Community and Vice Versa

Numerous opportunities for engagement and education have occurred between police and communities. To date, 10 community workshops have occurred addressing issues such as hate crimes, legal rights and a range of other topics (see Appendix IV).

Well over one hundred people from a range of backgrounds have attended workshops held at many locations across Toronto such as neighbourhood resource centres, community centres, ESL locations and settlement agencies.

Qualitative feedback from participant evaluations from these workshops has been overwhelmingly favorable in terms of the quality of workshop facilitation and the facilitators themselves, the value and usefulness of workshop content, the organization and flow of the workshops, and the value of the knowledge gained from participating in the workshops.

Also, there have been 2 Partner Agency Training Series that have occurred that have included police and community participation. One three-day series from February 28, 2005 through March 2, 2005 occurred with over twenty participants. Workshops and training was in topics such as: anti-racism; the police complaints process; immigrant, refugee and women's issues; and, conflict resolution.

A second round of Partner Agency Training occurred over four days (June 14, 17, 28 and 30) addressing the same issues as in the first round of training. This second round was for new partners on the project and/or project partners who missed training in the first round of training. In addition, one further training module was offered in the latter round of training. This training module focused on the *Youth Criminal Justice Act*.

Over 100 evaluations were completed by over 50 Partner Agency training participants. These evaluations assessed such parameters as: program content; presenter knowledge and delivery; the meeting on participant expectations; and the overall quality of the program of training.

Scales ranging from poor =5 to excellent = 1 were used to assess key parameters and opportunities for additional comments were provided. Between 70% and 95% of all Likert-scale ratings for all of the evaluations scored ratings of very good or excellent in all of the categories assessed.

No less 95% all evaluations reported rating less than fair across all categories demonstrating a high degree of self-reported utility on the part of participants for the training sessions, their content, and related issues.

All comments were favourable and included such comments as:

- “Extremely informative! The three days flew by, due to speaker’s knowledge and presentations.”
- “Good variety of facilitators with a variety of skills levels.”
- The content was/is: “Perfect for our project objectives”
- “Nice space, was helpful to have some speakers use the microphone.”
- “If this continues, it will be very beneficial to the community.”

There was, of course, feedback for improvement in terms of more discussion, less discussion as follows. Participants wanted less discussion of:

- “...filling out forms...”
- “Repetitive details around documenting and what to complain about.”

Participants wanted more discussion of:

- “OCCPS”
- “Police policies, conduct and services.”
- “Would have liked to see more police officers to get their viewpoints.”
- “Community members personal issues and concerns.”
- “Policing and community issues around police accountability.”
- “Advocating as a collective.”
- “Giving weight to legitimate complaints.”
- “About conflict resolution and more case studies.”
- “Good things to consider would be a follow-up meeting with all the partners to discuss ways to support each other in collective advocacy/lobbying.”
- “It would have been helpful to include some victims of police misconduct , who went through the complaint process in the training.”

Finally, other highlights of dialogues/outcomes of cross-educational opportunities between police and community included:

March 2005

- Community Consultation on Diversity Training, C.O. Bick College, Toronto Police Service

September 2005

- A Divisional Orientation was held at Fort York Men's Residence in partnership with 14 Division, St. Christopher House and the Canadian Race Relations Foundation (see Appendix V).

October 2005

- A presentation made at the community consultations on policing in queer communities at the 519 Community Centre that outreached to over 25 community activists and afforded networking for diversity Trainers for C.O. Bick College and OPC.

Summarily, while substantive inroads have been made in this area of the project, observations have been made that indicate that ongoing and increased efforts in providing more opportunities for police-community dialogues need to occur. Such dialogues should be directed at more responsiveness and sensitivity to one another within the project and within communities.

8.0 Facilitating Trust Between Police and Community Groups

Without question, CEAPC has demonstrated itself to be a strong model in an approach to strengthen community-police relations.

At a March 2nd, 2005 Partner-Agency Training Meeting held at Scadding Court Community Centre, an officer from Toronto Police Service (Professional Standards) stated:

“I’ve been teaching on the police complaints system for many years, but this the first time that I have been able to do this at community forum.”

Police support of this project has been substantive. Examples of police media support of the project include:

March 2005

- An interview with Interim Police Chief Michael Boyd aired on OMNI Television on March 30th, 2005 at 8pm that addressed the need for better community-police relations.

September 2005

- Press release posted on Toronto Police service Website on September 14, 2005 stated: “14 Division participates in information session on police and community relations, Thursday, September 15, 2005, 8:30am – 4:30pm, 38 Bathurst Street.” The Divisional and Community Orientation held at Fort York Men’s Residence in was a stellar example of an opportunity creating event geared toward enhancing trust between police and community (Appendix V).

In addition, project documentation has been developed with police participation for partner/agency training toolkits. Examples of police contributions to printed resource material include:

- Chapter 05 of the CEAPC Toolkit for training agency partners was provided by TPS addressing: the Police Service Act; completion of the Public Complaints Form; complaints administration; resolution options, public complaint instructions; and, public complaint form.

This chapter consisted of 12 pages in the manuals total count of 40 pages. This indicates a TPS contribution of more than 25% to this training resource. In terms of police contributions to partner agency workshop training, Toronto Police Service delivered 2 three-hour workshops out of 17 partner agency training sessions. At the same time, there has been substantive evidence of civic inclusion in police processes. For example, on March 31, 2005, community participants were included in community consultations on diversity training for the police.

On November 2, 2005, Kevin Lee, Executive Director of Scadding Court Community Centre, and Inspector Len Faul, TPS Professional Standards co-presented to the annual “International Conference on Professional Standards” hosted by the Toronto Police Service.

As previously mentioned, while substantive progress has been made in facilitating better understanding between community and police through CEAPC, efforts need to be maintained in working to facilitate stronger levels of trust between police and communities. Current dialogues toward such an objective are favourable. Efforts at sustaining and increasing such positive strides, however, need to be explored.

Possible ways that increased trust between police and community partners could be shored up might include:

- Further opportunities for project participation in police events.
- Continued opportunities for project partners to sit-in in investigation interviews of complaint intakes with police².
- Opportunities for police representative to sit-in in investigation interviews of complaint intakes with community partners.
- Future partner agency training sessions could focus on helping community groups gain a better understanding of what police do.
- A focus on an increased sensitivity to police responsibilities and limitations could be addressed.
- Agencies can be supported in providing direct input into the structure of the project's training based on their interactions with police.

Community contributions to the project demonstrating a willingness to strengthen community-police relations has been substantive. Community partners have contributed numerous handouts related to community policing issues, anti-racism, conflict resolution, and the *Youth Criminal Justice Act*. Perhaps, most significantly, community agency representatives and stakeholders have delivered 15 of 17 partner agency training sessions.

Feedback from program evaluations at CEAPC Partner Training has been, overall, very favourable (see Appendix VI).

² To date, CEAPC project staff sat in on a total of **four** police investigation interviews with complainants. CEAPC's role was to provide support to the complainants and in two cases translation was provided. Such police-community collaboration contributes to transparency and trust-building.

9.0 Other Reflections on the Project to Date

Reflections on the project and areas for future direction come from evaluations completed by community/ agency partners of CEAPC and from the project's advisory group (see Appendix VII). Comments from evaluation questions to project stakeholders include:

- “CEAPC is useful and effective. We believe it will be important to the community. We believe that when CEAPC becomes common knowledge the community will view it as a valuable option.”
- “the project happened with Police participation” was recognized as is a major strength in the CEAPC model as is the opportunity for project advisors to give advise in strengthening the project.

Opportunities for Improvement

Feedback on project improvement included the following comments:

- “That some youth who have had difficulties with the police complaints process be included as part of the advisory group”
- “That suggestions for improvement be acted on as soon as possible after agreement.”
- “...there will be some process for gathering information from the agency sites about what worked and what didn't; and that this information will be summarized and used as the basis for an exchange with Toronto Police Service personnel and community agency staff and residents about what changes, if any, need to be made to the complaints process.”

10.0 Conclusion

This evaluation concludes by recognizing two important strengths that need to be reinforced and nurtured as this project moves forward: 1) the commitment to CEAPC by Toronto Police Service; and, 2) the leadership of Scadding Court and partner commitment.

Commitment to the CEAPC Project by Toronto Police Service

- Toronto Police Service (TPS) has been very supportive of the CEAPC project to date.
- From former Chief Fantino's original commitments in developing the project to ongoing TPS support in advising the project, CEAPC is a model for other urban centres of how police and communities can work together to address complex and challenging issues.
- Current TPS advisory support to the project is provided by Inspector Len Faul and Detective Morgan Robinson of TPS Professional Standards. Ongoing project support is being provided by Training Sergeants from six divisions engaged in the project.
- Previous TPS personnel involvement included: Detective Cameron Field; Detective Sergeant Ron Aalen; and, Inspector Dave McCormack. As well, Staff Inspector Robin Breen from the TPS Community Liaison Unit also contributed to the Project.

Leadership of Scadding Court and Partner Commitment

- Addressing and enhancing race relations within Toronto has been an area of priority for Scadding Court for many years. Various programs have been developed to address concerns voiced by community members, volunteers, and staff that race related intolerances were on the rise and inhibiting the ability of individuals and families to access programming in the neighbourhood. Some concerns about community safety and race relations involved local police authorities.
- Scadding Court has shown tremendous leadership in developing an alternative, community-based model of documenting and submitting police complaints.
- The **Community Education and Access to Police Complaints Demonstration (CEAPC) project** has seen the development of a unique network of partners (Appendix I) to assist Scadding Court in achieving the goals and objectives of the undertaking.

- CEAPC's network is made up of advocacy groups, legal clinics, and service provider organizations, that work in targeted neighbourhoods and have the ability to deliver services in a variety of languages.
- In all there are 36 community agency partners participating in the CEAPC project (see Appendix I) as well as a Project Advisory Committee (Appendix VIII).
- Staff from partner agencies completed three-day training sessions on the police complaints system by Toronto Police Service's, Professional Standards as well as Ontario Civilian Commission on Police Services (OCCPS). This training also included advocacy groups and lawyers who gave presentations and workshops on de-escalation and documentation skills, as well as the history of police complaints, and how particular marginalized communities experience policing today.
- At the same time, the CEAPC Coordinator from Scadding Court Community Centre has demonstrated grassroots leadership while showing tremendous leadership and skill in coordinating this highly complex and broad-based project.
- Between April 1st, 2005 and October 31st, 2005, CEAPC's intake representative at Scadding Court Community Centre received over 40 phone calls from members of the public seeking support around perceived inequities in how they (callers) felt they were treated by Toronto Police Service and/or its officers as well as support in the existing Toronto Police Service complaints process.
- Leadership in facilitating better access to a just and equitable police accountability process continues to be championed with the project leadership at Scadding Court Community Centre.

Appendix I: CEAPC Project Partner Agencies

Lead Agency

Scadding Court Community Centre

Partner Agencies

1. African Canadian Social Development Council
2. Alexandra Park Community Centre
3. Alexandra Park Neighbourhood Learning Centre
4. Atkinson Co-Op
5. Canadian Race Relations Foundation
6. Canadian Arab Federation
7. Co-operative Housing Federation of Toronto
8. Community Social Planning Council of Toronto
9. Council of Agencies Serving South Asians
10. Davenport-Perth Neighbourhood Centre
11. Delta Family Resource Centre
12. Eastview Community Neighbourhood Centre
13. Fort York Food Bank
14. Hispanic Development Council
15. Hong Fook Mental Health Association
16. Jamaican Canadian Association
17. Jane/Finch Community Legal Services
18. Jane/Finch Concerned Citizens Organization
19. Justice For Children and Youth
20. Kensington-Bellwoods Community Legal Services
21. Midaynta Association of Somali Serving Agencies
22. New Experiences for Newcomer Women
23. Ontario Council Of Agencies Serving Immigrants
24. Regent Park Neighbourhood Initiative
25. Schizophrenia Society of Ontario
26. South Asian Family Support Services
27. South Asian Legal Clinic of Ontario
28. South Asian Women's Centre
29. St. Christopher House
30. St. Stephen's Community House
31. Street Health
32. The 519 Church Street Community Centre
33. Toronto Community Housing
34. Toronto Police Accountability Coalition
35. Toronto Police Service
36. YMCA Youth Intervention and Outreach Services

Appendix II: Police Divisions Across Toronto

Central Field, 75 Eglinton Av. W.

11 Division, 209 Mavety St.

12 Division, 200 Trethewey Dr.

13 Division, 1435 Eglinton Av. W.

14 Division, 150 Harrison St.

51 Division, 51 Parliament St.

52 Division, 255 Dundas St. W.

53 Division, 75 Eglinton Av. W.

54 Division, 41 Cranfield Rd.

55 Division, 101 Coxwell Av.

Police Headquarters

40 College Street
Toronto, ON
M5G 2J3

Area Field, 30 Eglinton Av.

22 Division, 3699 Bloor St. W.

23 Division, 2126 Kipling Av.

31 Division, 40 Norfinch Dr.

32 Division, 30 Eglinton Av.

33 Division, 50 Upjohn Rd.

41 Division, 2222 Eglinton Av. E.

42 Division, 242 Milner Av. E.

43 Division, **Not yet operational**

Contact

Phone numbers take the format: 416-808-**XX**00
E-mail addresses take the format
XXdivision@torontopolice.on.ca.

Where **XX** is the division number.

Appendix III: Project Awareness Campaign (Promotional Materials)



**COMMUNITY EDUCATION & ACCESS TO POLICE
COMPLAINTS DEMONSTRATION PROJECT**

Have you had a negative interaction with the police?

Do you have a complaint against a police officer?

Would you like to talk to someone about your options?

If you answered *yes*, we can help

Our goal is to make the police complaints system easier to access & understand

- Our Services Include:**
- ❖ **Assistance with filing a police complaint in a safe environment**
 - ❖ **Language interpretation**
 - ❖ **Information on your legal rights**
 - ❖ **Continuing support**

To set up a meeting, please contact one of the agencies below:

Lead Agency Scadding Court Community Centre 707 Dundas Street W Toronto, ON M5T 2W6 T: (416) 392-0335	African Canadian Social Development Council 101-1710 Dufferin St Toronto, ON M6E 2T5 Tel: (416) 787- 3007	Alexandra Park Neighbourhood Learning Centre 707 Dundas Street Toronto, ON M5T 2W6 T: (416) 591-7384	Canadian Arab Federation 1057 McNicoll Ave Toronto, ON M1W 3W6 T: (416) 493-8635	Council of Agencies Serving South Asians 802-2 Carlton Street Toronto, ON M5B 1J3 T: (416) 979- 8611
South Asian Family Support Services 214-1200 Markham Rd Toronto, ON M1H 3C3 T: (416) 431-4847	South Asian Legal Clinic of Ontario 820-2 Carlton Street Toronto, ON M5B 1J3 T: (416) 542-9146	St. Christopher House 1033 King Street W Toronto, ON M6K 3N3 T: (416) 848.7980	Toronto Community Housing Corporation 80 Danforth Ave. Toronto, ON M4K 3Y5 T: (416) 981-6298	




For Project Information Contact


Leila Z Sarangi, Project Coordinator
Scadding Court Community Centre
(416) 392-0335 x233

lsarangi@scaddingcourt.org


CEAPC Bookmarks




Have you had a negative interaction with the police?



Do you have a complaint against a police officer?





Would you like to talk to someone about your options?



If you answered YES, we can help you. Our goal is to make the Police Complaints System easier to access and understand.


For more information please visit <http://www.scaddingcourt.org/specialprojects/police.htm>

To file a complaint please call:

- Alexandra Park Neighbourhood Learning Centre 416-591-7384
- Canadian Arab Federation 416-493-8635 x22
- Davenport-Perth Neighbourhood Centre 416-656-8025 x367 or x261
- Delta Family Resource Center 416-747-1172
- Eastview Neighbourhood Community Centre 416-393-6354
- Fort York Food Bank 416-203-3011
- Hong Fook Mental Health Association 416-493-4242 x0
- Justice For Children And Youth 416-920-1633
- Midaynta Association of Somali Serving Agencies 416-928-9160
- Scadding Court Community Center 416-392-0335 x233
- South Asian Family Support Services 416-431-4847 x240 or x224
- South Asian Legal Clinic of Ontario 416-542-9146 x2302 or x2303
- South Asian Women's Centre 416-537-2276 x33
416-281-1376 x67
- St. Christopher House 416-848-7980 x235
416-532-4828 x115
- St. Stephen's Community House 416-964-8747 x233
- Streethhealth 416-921-8668 x269
- Toronto Community Housing 416-981-5500

Funded by:
 City of Toronto: Access & Equity Grants
 Department of Canadian Heritage: Multiculturalism and Aboriginal Programs
 The Law Foundation of Ontario
 Toronto Community Housing: Social Investment Fund



CEAPC
COMMUNITY EDUCATION & ACCESS TO POLICE COMPLAINTS DEMONSTRATION PROJECT

هل كان لديك أي تعامل سلبي مع الشرطة؟

هل لديك أي شكوى ضد ضابط شرطة؟

هل تريد أن تتحدث مع شخص ما عن الاختيارات المتاحة لك؟

إذا كانت إجابتك "نعم"، فيمكننا أن نساعدك. إن هدفنا هو جعل نظام شكاوى الشرطة أسهل في فهمه وسهل الوصول إليه.

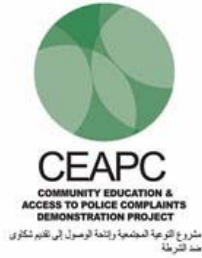
For more information please visit <http://www.scaddingcourt.org/specialprojects/police.htm>

تم تمويله من:

City of Toronto: Access & Equity Grants
Department of Canadian Heritage:
Multiculturalism and Aboriginal Programs
The Law Foundation of Ontario
Toronto Community Housing:
Social Investment Fund

Canadian Arab Federation
1057 McNicoll Ave
Toronto, ON M1W 3W6
(416)493-8635 x22

CAF
Canadian Arab Federation
La Federation Canado-Arabe



مشروع التوعية المجتمعية والتمهيد للوصول إلى تقديم شكوى
عند الشرطة



لكي تتقدم بشكوى يمكنك الاتصال على:

Alexandra Park Neighbourhood Learning Centre	416-591-7384
Canadian Arab Federation	416-493-8635 x22
Davenport-Perth Neighbourhood Centre	416-656-8025 x367 or x261
Delta Family Resource Center	416-747-1172
Eastview Neighbourhood Community Centre	416-393-6354
Fort York Food Bank	416-203-3011
Hong Fook Mental Health Association	416-493-4242 x0
Justice For Children And Youth	416-920-1633
Midaynta Association of Somali Serving Agencies	416-928-9160
Scadding Court Community Center	416-392-0335 x233
South Asian Family Support Services	416-431-4847 x240 or x224
South Asian Legal Clinic of Ontario	416-542-9146 x2302 or x2303
South Asian Women's Centre	416-537-2276 x33
	416-261-1376 x67
St. Christopher House	416-848-7980 x235
	416-532-4828 x115
St. Stephen's Community House	416-964-8747 x233
Streethealth	416-921-8668 x269
The 519 Church Street Community Centre	416-392-6877
Toronto Community Housing	416-981-5500

CEAPC Hate Crime Flyers

<p>பங்குற்றும் அமைப்புகள்</p> <ul style="list-style-type: none"> • African Canadian Social Development Council (416) 658-5100 • Alexandra Park Community Centre (416) 603-9603 • Alexandra Park Neighbourhood Learning Centre (416) 591-7384 • Atkinson Co-op (416) 504-6993 • Canadian Race Relations Foundation (416) 952-3500 • Canadian Arab Federation (416) 493-8635 • Co-operative Housing Federation of Toronto (416) 465-8688 • Community Social Planning Council of Toronto (416) 351-0095 • Council of Agencies Serving South Asians (416) 979-8611 • Davenport-Perth Neighbourhood Centre (416) 656-8025 • Delta Family Resource Centre (416) 747-1172 • Fort York Food Bank (416) 203-3011 • Hispanic Development Council (416) 516-0851 • Hong Fook Mental Health Association (416) 493-4242 • Jamaican Canadian Association (416) 746-5772 • Jane Finch Community Legal Services (416) 398-0677 • Jane/Finch Concerned Citizens Organization (416) 880-2870 • Justice for Children and Youth (416) 920-1633 • Kensington-Bellwoods Community Legal Services (416) 924-4244 	<ul style="list-style-type: none"> • Midaynta Association of Somali Serving Agencies (416) 544-1992 • NEW Experiences for Newcomer Women (416) 469-0196 • Ontario Council of Agencies Serving Immigrants (416) 322-4950 • Regent Park Resident Council (416) 981-6738 • Scadding Court Community Centre (416) 392-0335 • Schizophrenia Society of Ontario (416) 449-6830 • South Asian Family Support Services (416) 431-4847 • South Asian Legal Clinic of Ontario (416) 542-9146 • South Asian Women's Centre (416) 537-2276 • St. Christopher House (416) 848-7980 • St. Stephen's Community House (416) 925-2103 • Streethealth (416) 921-8668 • Toronto Community Housing (416) 981-5500 • Toronto Police Accountability Coalition (416) 977-5097 • Toronto Police Services (416) 808-7805 	<div style="text-align: center;">  <h3 style="margin: 0;">வெறுப்புக் குற்றங்கள்</h3>  <p>CEAPC COMMUNITY EDUCATION & ACCESS TO POLICE COMPLAINTS DEMONSTRATION PROJECT</p> <p>சமூக அறிவு புகட்டல் காவற் துறை தொடர்பிலான முறையிட்ட அணுகல் செயல்விளக்கத் திட்டம்</p>  <p>சுண்டிங் கோர்ட், கெம்பிங் ஹில்ஸ் ஓசு</p> <p>Language: Tamil</p> </div>
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<p>Partner Agencies</p> <ul style="list-style-type: none"> • African Canadian Social Development Council (416) 658-5100 • Alexandra Park Community Centre (416) 603-9603 • Alexandra Park Neighbourhood Learning Centre (416) 591-7384 • Atkinson Co-op (416) 504-6993 • Canadian Race Relations Foundation (416) 952-3500 • Canadian Arab Federation (416) 493-8635 • Co-operative Housing Federation of Toronto (416) 465-8688 • Community Social Planning Council of Toronto (416) 351-0095 • Council of Agencies Serving South Asians (416) 979-8611 • Davenport-Perth Neighbourhood Centre (416) 656-8025 • Delta Family Resource Centre (416) 747-1172 • Fort York Food Bank (416) 203-3011 • Hispanic Development Council (416) 516-0851 • Hong Fook Mental Health Association (416) 493-4242 • Jamaican Canadian Association (416) 746-5772 • Jane Finch Community Legal Services (416) 398-0677 • Jane/Finch Concerned Citizens Organization (416) 880-2870 • Justice for Children and Youth (416) 920-1633 • Kensington-Bellwoods Community Legal Services (416) 924-4244 	<ul style="list-style-type: none"> • Midaynta Association of Somali Serving Agencies (416) 544-1992 • NEW Experiences for Newcomer Women (416) 469-0196 • Ontario Council of Agencies Serving Immigrants (416) 322-4950 • Regent Park Resident Council (416) 981-6738 • Scadding Court Community Centre (416) 392-0335 • Schizophrenia Society of Ontario (416) 449-6830 • South Asian Family Support Services (416) 431-4847 • South Asian Legal Clinic of Ontario (416) 542-9146 • South Asian Women's Centre (416) 537-2276 • St. Christopher House (416) 848-7980 • St. Stephen's Community House (416) 925-2103 • Streethealth (416) 921-8668 • Toronto Community Housing (416) 981-5500 • Toronto Police Accountability Coalition (416) 977-5097 • Toronto Police Services (416) 808-7805 	<div style="text-align: center;">  <h3 style="margin: 0;">Hate Crimes</h3>  <p>CEAPC COMMUNITY EDUCATION & ACCESS TO POLICE COMPLAINTS DEMONSTRATION PROJECT</p>  <p>சுண்டிங் கோர்ட், கெம்பிங் ஹில்ஸ் ஓசு</p> </div>
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CEAPC Newcomer Flyers

<p>பங்குபற்றும் அமைப்புகள்</p> <ul style="list-style-type: none"> • African Canadian Social Development Council (416) 658-5100 • Alexandra Park Community Centre (416) 603-9603 • Alexandra Park Neighbourhood Learning Centre (416) 591-7384 • Atkinson Co-op (416) 504-6993 • Canadian Race Relations Foundation (416) 952-3500 • Canadian Arab Federation (416) 493-8635 • Co-operative Housing Federation of Toronto (416) 465-8688 • Community Social Planning Council of Toronto (416) 351-0095 • Council of Agencies Serving South Asians (416) 979-8611 • Davenport-Perth Neighbourhood Centre (416) 656-8025 • Delta Family Resource Centre (416) 747-1172 • Fort York Food Bank (416) 203-3011 • Hispanic Development Council (416) 516-0851 • Hong Fook Mental Health Association (416) 493-4242 • Jamaican Canadian Association (416) 746-5772 • Jane Finch Community Legal Services (416) 398-0677 • Jane/Finch Concerned Citizens Organization (416) 635-9816 • Justice for Children and Youth (416) 920-1633 • Kensington-Bellwoods Community Legal Services (416) 924-4244 	<ul style="list-style-type: none"> • Midaynta Association of Somali Serving Agencies (416) 544-1992 • NEW Experiences for Newcomer Women (416) 469-0196 • Ontario Council of Agencies Serving Immigrants (416) 322-4950 • Regent Park Resident Council (416) 981-6738 • Scadding Court Community Centre (416) 392-0335 • Schizophrenia Society of Ontario (416) 449-6830 • South Asian Family Support Services (416) 431-4847 • South Asian Legal Clinic of Ontario (416) 542-9146 • South Asian Women's Centre (416) 537-2276 • St. Christopher House (416) 848-7980 • St. Stephen's Community House (416) 925-2103 • Streethhealth (416) 921-8668 • Toronto Community Housing (416) 981-5500 • Toronto Police Accountability Coalition (416) 977-5097 • Toronto Police Services (416) 808-7805 	<div style="text-align: center;">  <h3 style="margin: 0;">குடிவரவாளர் புதிதாய் வருவோர் அறிநிலை</h3> </div> <div style="text-align: center; margin-top: 20px;">  <p>CEAPC COMMUNITY EDUCATION & ACCESS TO POLICE COMPLAINTS DEMONSTRATION PROJECT</p> <p style="font-size: small;">சமூக அறிவு புட்டல் காவர்துறை தொடர்பிலா ள முறையிட்டரு அணுகல் செயலவளக்கத் திட்டம்</p>  <p style="font-size: x-small;">Scadding Court Community Centre சகாடியு கோர்ட்டு கம்யூனிட்டி செ</p> <p style="font-size: x-small;">Language: Tamil</p> </div>
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<p>Partner Agencies</p> <ul style="list-style-type: none"> • African Canadian Social Development Council (416) 658-5100 • Alexandra Park Community Centre (416) 603-9603 • Alexandra Park Neighbourhood Learning Centre (416) 591-7384 • Atkinson Co-op (416) 504-6993 • Canadian Race Relations Foundation (416) 952-3500 • Canadian Arab Federation (416) 493-8635 • Co-operative Housing Federation of Toronto (416) 465-8688 • Community Social Planning Council of Toronto (416) 351-0095 • Council of Agencies Serving South Asians (416) 979-8611 • Davenport-Perth Neighbourhood Centre (416) 656-8025 • Delta Family Resource Centre (416) 747-1172 • Fort York Food Bank (416) 203-3011 • Hispanic Development Council (416) 516-0851 • Hong Fook Mental Health Association (416) 493-4242 • Jamaican Canadian Association (416) 746-5772 • Jane Finch Community Legal Services (416) 398-0677 • Jane/Finch Concerned Citizens Organization (416) 880-2870 • Justice for Children and Youth (416) 920-1633 • Kensington-Bellwoods Community Legal Services (416) 924-4244 	<ul style="list-style-type: none"> • Midaynta Association of Somali Serving Agencies (416) 544-1992 • NEW Experiences for Newcomer Women (416) 469-0196 • Ontario Council of Agencies Serving Immigrants (416) 322-4950 • Regent Park Resident Council (416) 981-6738 • Scadding Court Community Centre (416) 392-0335 • Schizophrenia Society of Ontario (416) 449-6830 • South Asian Family Support Services (416) 431-4847 • South Asian Legal Clinic of Ontario (416) 542-9146 • South Asian Women's Centre (416) 537-2276 • St. Christopher House (416) 848-7980 • St. Stephen's Community House (416) 925-2103 • Streethhealth (416) 921-8668 • Toronto Community Housing (416) 981-5500 • Toronto Police Accountability Coalition (416) 977-5097 • Toronto Police Services (416) 808-7805 	<div style="text-align: center;">  <h3 style="margin: 0;">Immigrant & Newcomer Awareness</h3> </div> <div style="text-align: center; margin-top: 20px;">  <p>CEAPC COMMUNITY EDUCATION & ACCESS TO POLICE COMPLAINTS DEMONSTRATION PROJECT</p>  <p style="font-size: x-small;">Scadding Court Community Centre</p> </div>
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CEAPC Complaints Process Flyer

<p>பங்குபற்றும் அமைப்புகள்</p> <ul style="list-style-type: none"> • African Canadian Social Development Council (416) 658-5100 • Alexandra Park Community Centre (416) 603-9603 • Alexandra Park Neighbourhood Learning Centre (416) 591-7384 • Atkinson Co-op (416) 504-6993 • Canadian Race Relations Foundation (416) 952-3500 • Canadian Arab Federation (416) 493-8635 • Co-operative Housing Federation of Toronto (416) 465-8688 • Community Social Planning Council of Toronto (416) 351-0095 • Council of Agencies Serving South Asians (416) 979-8611 • Davenport-Perth Neighbourhood Centre (416) 656-8025 • Delta Family Resource Centre (416) 747-1172 • Fort York Food Bank (416) 203-3011 • Hispanic Development Council (416) 516-0851 • Hong Fook Mental Health Association (416) 493-4242 • Jamaican Canadian Association (416) 746-5772 • Jane Finch Community Legal Services (416) 398-0677 • Jane/Finch Concerned Citizens Organization (416) 635-9816 • Justice for Children and Youth (416) 920-1633 • Kensington-Bellwoods Community Legal Services (416) 924-4244 	<ul style="list-style-type: none"> • Midaynta Association of Somali Serving Agencies (416) 544-1992 • NEW Experiences for Newcomer Women (416) 469-0196 • Ontario Council of Agencies Serving Immigrants (416) 322-4950 • Regent Park Resident Council (416) 981-6738 • Scadding Court Community Centre (416) 392-0335 • Schizophrenia Society of Ontario (416) 449-6830 • South Asian Family Support Services (416) 431-4847 • South Asian Legal Clinic of Ontario (416) 542-9146 • South Asian Women's Centre (416) 537-2276 • St. Christopher House (416) 848-7980 • St. Stephen's Community House (416) 925-2103 • Streethealth (416) 921-8668 • Toronto Community Housing (416) 981-5500 • Toronto Police Accountability Coalition (416) 977-5097 • Toronto Police Services (416) 808-7805 	 <h3 style="margin: 0;">காவர்துறை தொடர்பிலான முறையீட்டுச்</h3>  <h2 style="margin: 0;">CEAPC</h2> <p style="margin: 0; font-size: small;">COMMUNITY EDUCATION & ACCESS TO POLICE COMPLAINTS DEMONSTRATION PROJECT</p> <p style="margin: 0; font-size: x-small;">சமூக அறிவு புல்ட்டல் காவர்துறை தொடர்பிலான முறையீட்டு அணுகல் செயல்விளக்கத் திட்டம்</p>   <p style="margin: 0; font-size: x-small;">Language: Tamil</p>
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<p>Partner Agencies</p> <ul style="list-style-type: none"> • African Canadian Social Development Council (416) 658-5100 • Alexandra Park Community Centre (416) 603-9603 • Alexandra Park Neighbourhood Learning Centre (416) 591-7384 • Atkinson Co-op (416) 504-6993 • Canadian Race Relations Foundation (416) 952-3500 • Canadian Arab Federation (416) 493-8635 • Co-operative Housing Federation of Toronto (416) 465-8688 • Community Social Planning Council of Toronto (416) 351-0095 • Council of Agencies Serving South Asians (416) 979-8611 • Davenport-Perth Neighbourhood Centre (416) 656-8025 • Delta Family Resource Centre (416) 747-1172 • Fort York Food Bank (416) 203-3011 • Hispanic Development Council (416) 516-0851 • Hong Fook Mental Health Association (416) 493-4242 • Jamaican Canadian Association (416) 746-5772 • Jane Finch Community Legal Services (416) 398-0677 • Jane/Finch Concerned Citizens Organization (416) 880-2870 • Justice for Children and Youth (416) 920-1633 • Kensington-Bellwoods Community Legal Services (416) 924-4244 	<ul style="list-style-type: none"> • Midaynta Association of Somali Serving Agencies (416) 544-1992 • NEW Experiences for Newcomer Women (416) 469-0196 • Ontario Council of Agencies Serving Immigrants (416) 322-4950 • Regent Park Resident Council (416) 981-6738 • Scadding Court Community Centre (416) 392-0335 • Schizophrenia Society of Ontario (416) 449-6830 • South Asian Family Support Services (416) 431-4847 • South Asian Legal Clinic of Ontario (416) 542-9146 • South Asian Women's Centre (416) 537-2276 • St. Christopher House (416) 848-7980 • St. Stephen's Community House (416) 925-2103 • Streethealth (416) 921-8668 • Toronto Community Housing (416) 981-5500 • Toronto Police Accountability Coalition (416) 977-5097 • Toronto Police Services (416) 808-7805 	 <h3 style="margin: 0;">Police Complaints Process</h3>  <h2 style="margin: 0;">CEAPC</h2> <p style="margin: 0; font-size: small;">COMMUNITY EDUCATION & ACCESS TO POLICE COMPLAINTS DEMONSTRATION PROJECT</p>  
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CEAPC on the Scadding Court Website

Special Projects and Services

Community Education and Access to Police Complaints Demonstration Project



CEAPC

COMMUNITY EDUCATION &
ACCESS TO POLICE COMPLAINTS
DEMONSTRATION PROJECT

**Have you had a negative interaction with the police?
Do you have a complaint against a police officer?
Would you like to talk to someone about your options?**

If you answered YES, we can help you. Our goal is to make the Police Complaints system easier to access and understand. We will be with you every step of the way.

The Community Education and Access to Police Complaints Demonstration Project (CEAPC) is a place where you can:

- Get help to document and file a complaint about police and have a community worker be with you throughout the process
- Get information in different languages on how the police complaints process in Toronto works
- Learn about your rights
- Ask questions
- Get help and referrals to other places

We are doing this because:

- People want to know how the police complaints system works
- Not all people speak English as a first language
- Not everyone knows their rights and where to go to learn about them
- Police want people to know that they are listening to complaints
- We all want the system to work better

What We Can Do For You:

- Explain how the system works...in YOUR own language
- Help you file a complaint if you want to
- Follow up on your complaint
- Provide you with support throughout the process
- Provide you with information and referral

*All of our services are **free**, so don't hesitate to contact us with any questions you may have*

Click [here](#) to find out about the **Police Complaints Process** and what you need to know before you file a complaint in **Arabic, Bengali, Chinese (Simplified), Chinese (Traditional), Dari, English, Farsi, French, Gujarati, Hindi, Portuguese, Punjabi, Somali, Spanish, Tamil, s and Urdu**

Click [here](#) for information on police stops and searches, and **Information for Immigrants and Newcomers** in **Arabic, Bengali, Chinese (Simplified), Chinese (Traditional), Dari, English, Farsi, French, Gujarati, Hindi, Portuguese, Punjabi, Somali, Spanish, Tamil, and Urdu**

Click [here](#) for information on **Hate Crimes** in **Arabic, Bengali, Chinese (Simplified), Chinese (Traditional), Dari, English, Farsi, French, Gujarati, Hindi, Portuguese, Punjabi, Somali, Spanish, Tamil, and Urdu**

Click [here](#) to learn more about our Hate Crime Project for Youth and to download a **Hate Crime Incident Report Form**

How to file a police complaint:

Call one of our partners to schedule a meeting with someone who can help you

Alexandra Park Neighbourhood Learning Centre	416-591-7384
Canadian Arab Federation	416-493-8635 x22
Davenport-Perth Neighbourhood Centre	416-656-8025 x367 or x261
Delta Family Resource Center	416-747-1172
Eastview Neighbourhood Community Centre	416-393-6354
Fort York Food Bank	416-203-3011
Hong Fook Mental Health Association	416-493-4242 x0
Justice For Children And Youth	416-920-1633
Midaynta Association of Somali Serving Agencies	416-928-9160
Scadding Court Community Center	416-392-0335 x233
South Asian Family Support Services	416-431-4847 x240 or x224
South Asian Legal Clinic of Ontario	416-542-9146 x2302 or x230
South Asian Women’s Centre	416-537-2276 x33 416-281-1376 x67
St. Christopher House	416-848-7980 x235 416-532-4828 x115
St. Stephen’s Community House	416-964-8747 x233
Streethhealth	416-921-8668 x269
The 519 Church Street Community Centre	416-392-6877
Toronto Community Housing	416-981-5500

You can also fill out a **Public Complaint Form** or write a letter with as much detail about the incident as possible – make sure to include your name, contact information, the name and badge number of the officer(s) involved. **Don’t forget to date and sign the form or letter.**

Mail, fax, or drop off your form or letter to your **local police division, Professional Standards** at Police Headquarters, or the **Ontario Civilian Commission on Police Services**.

You can also contact our other Project Partners for information and referrals:

African Canadian Social Development Council	416-658-5100
Alexandra Park Community Centre	416-603-9603
Atkinson Co-Op	416-504-6993
Canadian Race Relations Foundation	416-952-3500
Co-operative Housing Federation of Toronto	416-465-8688
Community Social Planning Council of Toronto	416-351-0095
Council of Agencies Serving South Asians	416-979-8611
Hispanic Development Council	416-516-0851

Jamaican Canadian Association	416-746-5772
Jane/Finch Community Legal Services	416-398-0677
Jane/Finch Concerned Citizens Organization	416-880-2870
Kensington-Bellwoods Community Legal Services	416-924-4244
New Experiences for Newcomer Women	416-469-0196
Ontario Council Of Agencies Serving Immigrants	416-322-4950
Regent Park Resident Council	416-981-6738
Schizophrenia Society of Ontario	416-449-6830
Toronto Police Accountability Coalition	416-977-5097
Toronto Police Services	416-808-7805
YMCA Youth Intervention and Outreach Services	416-504-9700

For Service Providers:

We offer five community education workshops. Click [here](#) for our **workshop descriptions** and how to book one in your community.

CEAPC Articles and Reports:

[CEAPC Article October 2005](#)

Click [here](#) for more [links and resources](#)

Funders of the Project:

[City of Toronto: Access & Equity Grants](#)

[Department of Canadian Heritage: Multiculturalism and Aboriginal Programs](#)

[The Law Foundation of Ontario](#)

[Toronto Community Housing: Social Investment Fund](#)

For more information on this project, please contact

Leila Sarangi, Project Coordinator, tel. 416-392-0335 x233, fax: 416-392-0340

or Isarangi@scaddingcourt.org

Appendix IV: CEAPC Workshop Descriptions

THE POLICE COMPLAINTS PROCESS

- Designed to provide information to community members about the police complaints process, this workshop discusses how to file a complaint, where to file one in a safe and supportive environment that is not a police station, and what happens to a complaint once it is filed.

HATE CRIMES

- Distinguishing between discrimination and hate crime, this workshop provides information on how to identify hate crimes and what to do if you or someone you know is a target of a hate.

YOUTH CRIMINAL JUSTICE ACT/YOUTH RIGHTS

- This workshop is intended to help young people identify and dispel common myths surrounding the Youth Criminal Justice Act and will provide them with information on their legal rights and responsibilities.

INFORMATION FOR PARENTS WHOSE CHILDREN ARE INVOLVED WITH THE LAW

- This workshop is intended to help parents and guardians identify and dispel common myths regarding the Youth Justice Act, while providing information on their legal rights and responsibilities. It also identifies and discusses ways you can help your child through the system.

IMMIGRANT AND NEWCOMER RIGHTS AND THE POLICE

- This workshop will provide information on legal rights, responsibilities and options that immigrants and newcomers have when stopped, questioned and searched by police officers.

To schedule a workshop in your community, please contact:

*Leila Z Sarangi
Project Coordinator
Scadding Court Community Centre
707 Dundas Street West
Toronto, ON M5T 2W6
T: 416-392-0335 x233
F: 416-392-0340*

Appendix V: Divisional and Community Orientation Workshop

***Scadding Court Community Centre
St. Christopher House
and
14 Division, Toronto Police Services***

Invite You To:

***Divisional and Community
Orientation, Update and Information Sharing
On Police/Community Relations***

With Guest Facilitator Dr. Karen Mock

September 15, 2005 from 8:30am – 4:30pm

Fort York Residence Board Room

38 Bathurst Street

(South of King St.)

The Orientation, Update and Information Sharing on Police/Community Relations is an issues-based, solution focused workshop. This is an opportunity for police officers and community workers in 14 Division's catchment area to engage in dialogue regarding respective roles and responsibilities in the community, identify issues and trends as they relate to police and communities, and strategize for collaborative solutions. We request the participation of your organization in this session, and recommend that one manager and one front line worker attend. Please confirm your attendance by registering with **Joanna Reynolds** at **416-848-7980 x235** no later than **Thursday September 8, 2005**.

Space is limited so please register early.

**DIVISIONAL AND COMMUNITY
Orientation, Update and Information Sharing
on Police/Community Relations**

**Fort York Residence
38 Bathurst Street (behind 34)**

September 15, 2005

AGENDA

8:30am Registration and Light Breakfast

- 9:00am
- Welcome and Greetings – Kevin Lee, Executive Director, Scadding Court
 - James Dicks, Superintendent, #14 Division
 - Introduction – Leila Sarangi
Facilitator – Dr. Karen Mock
 - Culture of the Workshop
 - Goals and Objectives
 - Defining the Issues (small groups)
 - Discussing the Issues (large group)

Community Education & Access Project

- Clarifying Terminology: Speaking the same language
- Orientation and Update : Powerpoint presentation

12:30pm **Networking LUNCH**

1:30pm **Building Consensus**

- Small Group Discussions
- Sharing Recommendations

3:00pm **From Issues to Action**

- Where do we go from here?
- Further needs and resources

4:00pm Wrap up, Evaluation and Personal Commitment

Community Education & Access to Police Complaints Demonstration Project

Report on DIVISIONAL AND COMMUNITY Orientation, Update and Information Sharing on Police/Community Relations, 14 Division September 15, 2005

Introduction

Scadding Court Community Centre, in partnership with the Toronto Police Services and 35 community based organizations have developed the Community Education and Access to Police Complaints Demonstration Project (CEAPC). The goal of this two-year demonstration project is to ensure that the police complaints system is accessible and available to the specific needs of community members, while at the same time providing opportunities for education, to increase communication and build bridges between diverse communities and police³.

Overview and Summary of the Orientation

The divisional orientations are an important part of the education component of the project. The goal of the orientation is to encourage and facilitate dialogue and communication between communities and police. These orientations provide the opportunity for police officers and community workers working within the same catchment area to come together in a full day workshop to identify and discuss issues in the community. Focusing on solutions, there is an emphasis on action planning and next steps for moving forward collaboratively in making our communities safe and healthy places to live. The boundaries encompassing 14 Division catchment area are:

- West: Jameson Avenue, Queen Street West, Lansdowne Avenue, Canadian National Railway Line
- North: Canadian Pacific Railway Line
- East: Spadina Avenue, Lower Spadina Avenue
- South: Toronto Shoreline

The Divisional and Community Orientation, Update and Information Sharing on Police/Community Relations, 14 Division was the first Orientation organized by CEAPC. The key organizers were Scadding Court Community Centre, 14 Division, St. Christopher House, and the Canadian Race Relations Foundation. Dr. Karen Mock, Executive Director of the Canadian Race Relations Foundation facilitated the workshop.

Project partner organizations who work within this area were invited to participate in the Orientation. 17 Representatives from 9 community organizations attended including: Scadding Court Community Centre, St. Christopher House, Toronto Community Housing, St. Stephen's Community House, Alexandra Park Community Centre, Davenport-Perth Neighbourhood Centre, South Asian Women's Centre, Kensington Bellwoods Legal Clinic, and St. Felix Centre.

Officers who work in various capacities within the community were invited, and the 15 participants were from 12 areas of 14 Division: Training Section, Elementary School Watch, School Watch, Community Relations, Crime Prevention, Crime Management, Community Foot Patrol, Youth Bureau, Primary Response, Aboriginal Peacekeeping Unit, Street Crime Unit, and Unit Complaints.

³ See Appendix 1 for the CEAPC Project Overview.

Front line staff, staff in managerial positions, and officers of different ranks were invited to participate so that issues could be identified from diverse perspectives and any action plans could be committed to.

This orientation was planned as an initial meeting; a larger community forum will be planned, guided by the issues identified in this first meeting. The orientation was capped at 30 people, 15 from community and 15 from the police service. It was held at the Fort York Men's Residence, an accessible community organization located in 14 Division catchment area; they generously provided an in-kind donation of space, along with coffee and tea. Breakfast was provided by 14 Division and a catered lunch was provided by Scadding Court Community Centre.

Kevin Lee, Executive Director of Scadding Court Community Centre welcomed everyone. He spoke about the CEAPC Project and the importance of ongoing communication between the police service and communities to ensure a better quality of life, and stated that the outcome anticipated is an interface between police and community to come up with concrete actions on how to build a better community.

Inspector Dave McLeod of 14 Division gave a welcome address on behalf of Superintendent James Dicks. He spoke of police service delivery in the community as dependent on honesty, transparency and cooperation. Transparency, he stated, needs to be concrete, not just an academic discussion. Police need to receive input on what needs to be done in the community and the orientation is one such place to receive that input.

After her introduction, Dr. Karen Mock then took over her role as the lead facilitator for the day. The Orientation was structured in a format that promoted dialogue between community workers and police officers. The tone was set from the beginning of the workshop with an interactive introductory exercise. The participants were then separated into groups of 8 with an even number of community workers and officer in each group. Each small group was facilitated by one of the Orientation organizers and the larger discussions facilitated by Dr. Mock.

The morning group discussion focused on identifying the issues. The four questions were:

1. How does the diversity of the people that you work with (e.g. clients, colleagues, supervisors, subordinates, community, police, etc.) affect your work?
2. On what issues relating to police/community relations would you like to see some frank discussions?
3. What are your hopes for this workshop?
4. What are your fears for this workshop?

The small group discussions were recorded onto flip chart paper and then presented to the larger group.

Leila Sarangi, Project Coordinator, then made a 20 minute presentation on the CEAPC Project which provided an overview and update of the development, objectives, service model, activities and evaluation of the project.

The morning session ended with small group discussion on clarifying the terminology that had been used: community policing, race relations, anti-racism, diversity, access,

equity, advocacy, harassment, and interest group. This exercise was important in ensuring that participants knew what was meant when these terms were used. By defining these terms, communication becomes clearer and barriers begin to break down.

Following the lunch/networking break, Dr. Mock identified four dominant themes from the morning discussions:

1. Transparency and Accountability
2. Education, Training, and Dialogue
3. De-escalating Tension and Violence with Different Client Groups
4. How to Create Systemic Change

Each group was assigned a theme to discuss in terms of: Explanation – what the issue means; Need – why it is necessary; Potential/Practical Solutions – ways of implementing collaboratively; Barriers – what could hinder implementation of solutions.

The workshop ended with a look at next steps. Eight participants (2 officers and 6 community workers) signed up to be a part of a working group to organize the larger community forum that will advance the discussions and ideas presented in the orientation.

Evaluation forms and personal commitment forms were filled out by participants and the feedback will inform future orientations.

Feedback and Outcomes

Overall, the responses from the evaluations were positive. Many stated that the most valuable part of the session was the group discussions and the opportunities that the intimate setting provided in building relations, networking, brainstorming and the sharing of information related to each other's roles, responsibilities and limitations; 59% of the participants found the workshop "Worthwhile".

Areas where participants would welcome further sessions included: Analyzing recommendations of the LeSage Review on Police Complaints in Ontario, released April 2005; mental health and homelessness issues; youth issues; strengthening community/police relations; and further developing strategies on building bridges. Participants also stated that much information was covered in one day, and orientations to further concretize action plans would be useful.

New partnerships that came as a result from the orientation include those between the Schizophrenia Society of Ontario, who will be providing information to primary response officers at 14 Division that will address work with and responding to persons living with mental illnesses and their families. This was an area identified during the Orientation where more training would be welcome. Also, the South Asian Women's Centre will be sharing information on cultural competency when working with South Asian families as well as information on how to access their services, including free

Appendix VI: Media Engagement

On March 30, 2005 the project was officially launched with a press conference at the Scadding Court Community Centre. It was a well-attended event and received much media coverage. All of the stakeholders were invited to attend, and representatives from the South Asian Legal Clinic, Hispanic Development Network, Council of Agencies Serving South Asians, and Toronto Police Accountability Coalition spoke about the project. In addition, representatives from the funding bodies spoke on a panel with provincial government representatives. A highlight was the attendance of the Interim Chief of Police, Michael Boyd, who spoke about his support for the project. The launch received wide coverage in the following media:

- Omni News, South Asian Edition
- Sing Tao (print – Chinese language)
- Ming Pao (print – Chinese language)
- Liberty Gleaner (print)
- Annex Guardian (print)
- CBC Radio, *Here and Now*

The media coverage was extended when the new Chief of Police, Bill Blair, was selected one week later when City TV News approached Kevin Lee for his thoughts on Blair's appointment. The article is at: http://www.pulse24.com/News/Top_Story/20050406-014/page.asp

This coverage was invaluable to getting the message to the public that the service is available to them and that persons wishing to file a complaint can now do so in a community based environment. In the weeks following the launch, the service was accessed by a number of community members and organizations wishing to learn more about their rights, how to file a complaint, and even to volunteer on the project. This reflects the importance of using mass media to keep the project information in the public eye. By developing and maintaining a high profile for the project, awareness of this service will spread quickly through the city.

Scadding Court Press Release on LeSage Report



Downtown Community Centre Weighs in on LeSage Report

For Immediate Release

April 27th, 2005

Toronto-Scadding Court Community Centre has mixed feelings about the report released earlier in the week by Mr. Justice Patrick LeSage after a review of the current police complaints systems for the province of Ontario.

“There are recommendations we certainly welcome,” said Kevin Lee, Executive Director of SCCC. *“However there are definitely things that we are still concerned with?”* he added.

Of the 27 recommendations there is a growing sentiment among members of the public that this report is simply advocating for the system that existed pre-the Harris conservatives, instead of making the kinds of fundamental changes asked for by the various community groups and individuals that appeared before the Commission.

“While LeSage suggests that regional centres be established to handle complaints, there is still the problem of the lack of supports necessary for people to file a complaint?” said Alina Chatterjee, Director of Development & Community Engagement. *“Ultimately there needs to be a greater commitment from the provincial government to ensure that people have the tools and information to access this service?”* she added.

Scadding Court Community Centre has recently initiated a two-year demonstration project to support individuals who wish to file a complaint under the current legislation. Working with 28 partner agencies the project provides translation, referrals and support to members of the public.

“The community is also very concerned over the lack of a timeframe for implementation of any of the recommendations” said Lee. *“The Province cannot afford to wait on this matter, not if they truly want to re-build public trust in a new civilian oversight system,”* he further noted.

“We hope that the Attorney General will carry on where the LeSage Report ended and address systemic issues in policing like the way racialized communities, women and those with mental illness are treated?” remarked Chatterjee.

For more information please contact Kevin Lee, SCCC Executive Director or Alina Chatterjee, Director of Development & Community Engagement. For information on the Community Access to Police Complaints Demonstration Project, please contact Leila Sarangi, Project Coordinator at (416) 392-0335

Registered Charity Tax Number
19142115RR00010515353

707Dundas Street West, Toronto, Ontario M5T 2W6 Tel: (416) 392-0335 Fax: (416)392-0340

Appendix VII: Evaluation Methodology

The methodology used in this evaluation attempted to balance qualitative and quantitative methods. Evaluation was a meticulous accounting and analysis of all forms of information associated with CEAPC.

Use of TPS complaints statistics were compared and contrasted with statistics collected through CEAPC for the time period covering April 1st, 2005 though October 31st, 2005.

Other quantitative data was collected through project and program evaluations completed by workshop participants as well as CEAPC clients. Responses rates reflected through these feedback channels were very high.

Feedback from project partners and project advisory members was also pursued (see Appendix VIII). Response rates of project stakeholders in completing the qualitative questionnaires were very low.

Project media, outreach, and workshop materials were reviewed and assessed. This evaluation represented an exhaustive reflection and assessment of the CEAPC project to date.

Appendix VIII: Questions for Qualitative Feedback on CEAPC

Evaluation Questions for Project Advisory Committee Members

1. Reflecting on your participation in advising the project to date, what do you identify as the strengths in the process?
2. Reflecting on your participation in advising the project to date, where do you see opportunities for improvement?
3. Reflecting on your participation in advising the project to date, how do you see the project contributing to knowledge translation (ie. educational exchanges) between community and police?
4. Any additional comments?

Evaluation Questions for Project Agency Partners

1. How do you feel about the CEAPC project? (i.e., Is it effective? Is it useful? Is it important for your clients, your agency, your community?) Please respond in no more than 2 or 3 sentences.
2. What is your agency reality (in terms of budget/resource constraints) in effectively supporting the CEAPC project?
3. How do your clients feel about this opportunity (the CEAPC project) (i.e., is it a valuable option for them)?
4. Any additional comments? (2 or 3 sentences maximum)

Appendix IX: PROJECT ADVISORY COMMITTEE (PAC)

MEMBERSHIP

Members who will participate in this initiative, in alphabetical order, include:

Canadian Heritage

- Yonas Haile-Michael, Project Consultant

City of Toronto

- Arnold Minors, Community Safety Secretariat
- Augusto Mathias, Diversity Management and Community Engagement
- Kehinde Bah, Mayor's Advisory Panel on Community Safety
- Linda Koehler, Diversity Management and Community Engagement

Ryerson University

- Anthony Hutchinson, Assistant Professor, Ryerson University
(Police Project Evaluator)

Scadding Court Community Centre

- Kevin Lee, Executive Director
- Leila Sarangi, Project Consultant

Toronto Community Housing Corporation

- Kemi Jacobs, Manager, Youth Services
- Gail Johnson, Community Health Consultant
- Bill Ward, CHU Manager, Broadview Manor

Toronto Police Services

- Inspector Len Faul, Professional Standards
- Sergeant Detective Morgan Robinson, Professional Standards

ROLES AND RESPONSIBILITIES OF MEMBERS

- To oversee and advise the project from respective expertise
- To review and provide feedback on the following:
 1. Curriculum
 2. Educational tools
 3. Evaluation tools and process
 4. Outcomes

The forementioned stakeholders constitute a project advisory committee. Scadding Court Community Centre is ultimately responsible for the project.

* Since CEAPC was able to get data on social identities of people making complaints, the Toronto Police Service might look at collecting similar information if people are willing to provide such information on a voluntary basis.