



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

**2nd Interim Project Evaluation
(November 1st, 2005 – June 30th, 2006)**

Completed By

Dr. Anthony Hutchinson, B.Sc., BSW, MSW, PhD



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. Questions guiding this evaluation focus on four areas:

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

This second interim evaluation covers the period November 1st, 2005 through June 30th, 2006. The first evaluation period was April 1st, 2005 through October 31st, 2005 where 176 complaints were received by Toronto Police Service (TPS) in the six divisions addressed by CEAPC and 23 complaints were received by CEAPC. In this second period, 157 civilian contacts were made with CEAPC (by phone and/or in person) regarding police complaints and/or perceptions of injustice by those in authority. In all 42 complaints were filed through CEAPC.

CEAPC continues to provide a range of accessibility enhancing opportunities for complainants such as translation services and/or culturally sensitive environments not generally offered by TPS. The project delivered 19 workshops to over 300 ethnically diverse individuals (48% of Scadding Court participants spoke English as a second language and 43% self-reported as being visible minority). Over 40 community organizations were represented at workshops. During this period, CEAPC made commendable efforts to reach out to youth aged 14 to 24 (63% of Scadding Court participants). Over 75% of all participants rated workshop sessions as very good to excellent. About 20% rated sessions as good.

In light of Bill 103 (based on the LeSage Report), CEAPC remains effective in responding to cultural diversity in Toronto unlike any other police complaints process. CEAPC remains a sensitive, accommodating complaints process and continues to be 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/members. Enhanced resources and stakeholder commitment continue to be needed to strengthen the positive results, to date, realized by the project.

Toronto, Ontario
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Dr. Anthony Hutchinson
CEAPC Project Evaluator

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1.0 Focus of the Project

The goal and terms of reference for the **Community Education and 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 focus of the 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. To date, Scadding Court has been approached by a number of groups interested in CEAPC including a group of community-based organizations working with the Hamilton Police Service (HPS). The CEAPC model is currently being used to implement a similar initiative in Hamilton, and CEAPC has shared its learning experiences as well as training, workshop materials and community outreach materials with the Hamilton groups. As well, the Vancouver Police Department and the RCMP have approached CEAPC staff following presentations at various conferences, expressing interest in CEAPC activities and the CEAPC model.

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

2.0 Parameters of the Evaluation

This second interim evaluation covers the period November 1st, 2006 through June 30th, 2006. The first evaluation covered the period April 1st, 2005 through October 31st, 2005. Parameters of this second interim evaluation cover are bound by and reflect the objectives of the CEAPC project that are the same or very similar to objectives reported to funders of the project, namely:

- 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 (Appendix I listing CEAPC’s current community partners includes one additional partner since the first evaluation was completed). 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 community members. Toronto residents felt the current police complaints system needed to be more responsive, sensitive and accessible to the diversity of communities and current police systems needed to be more transparent and accountable to the public as well.

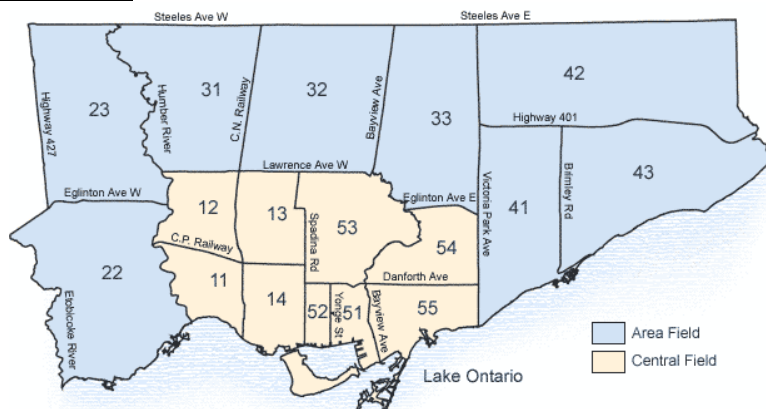
4.0 Geographic Context of the CEAPC Project

CEAPC is focused on addressing issues of accessibility, accountability and transparency in areas associated with current police complaints systems. CEAPC provides opportunities for knowledge exchange, translation and development between police, community agencies, community residents and other stakeholders in six Toronto Police Service (TPS) division areas:

- 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.

5.1 Recapping the First Interim Evaluation

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):

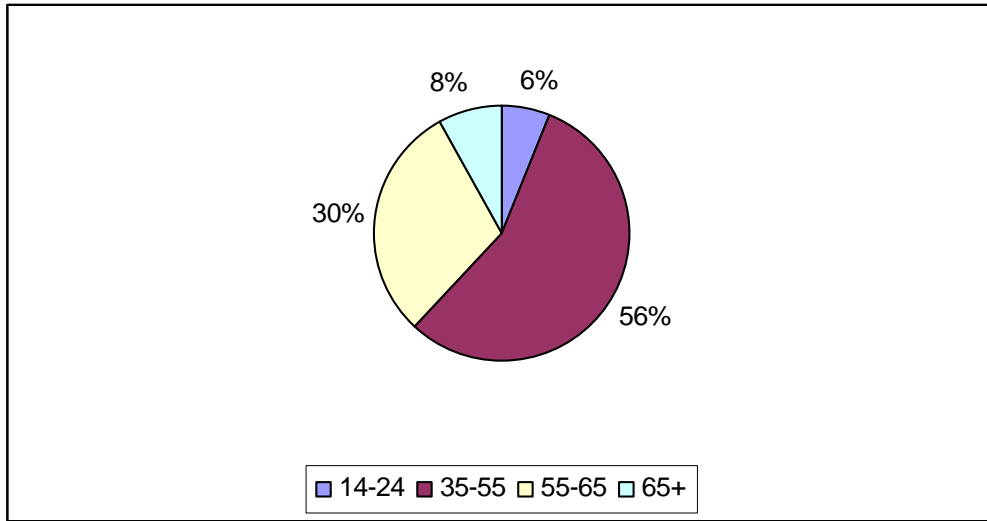
Table 5.2: Comparison of Complaints Received By TPS and CEAPC (Apr. 1st, 2005 – Oct. 31st, 2005)

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%).

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.

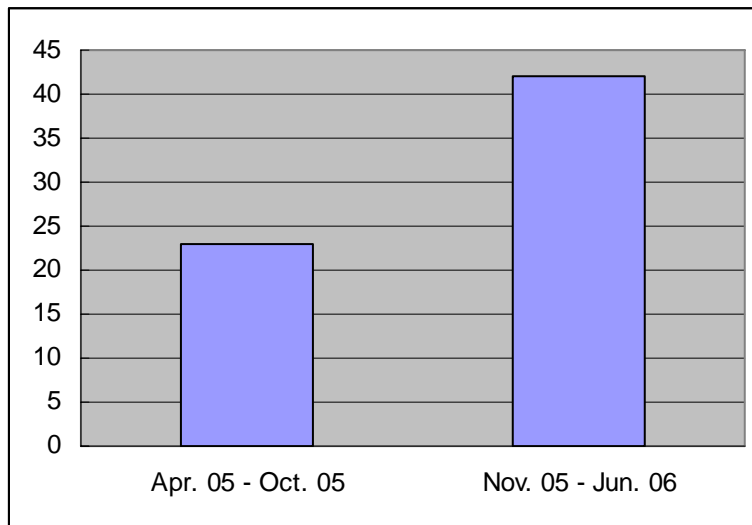
Of twenty (20) service evaluations completed by CEAPC complainants 12 had never filed complaints before and at least 7 had. Sixteen (16) reported first time experiences with CEAPC and all evaluations reported that information provided through CEAPC was clear and easy to understand, that the community 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. All respondents felt CEAPC was a useful service.

5.2 The Second Interim Evaluation Period

The second interim evaluation covered the period November 1st, 2006 through June 30th, 2006. In this second period, 157 civilian contacts were made with CEAPC (by phone and/or in person) regarding police complaints and/or perceptions of injustice by those in authority. In all 42 complaints

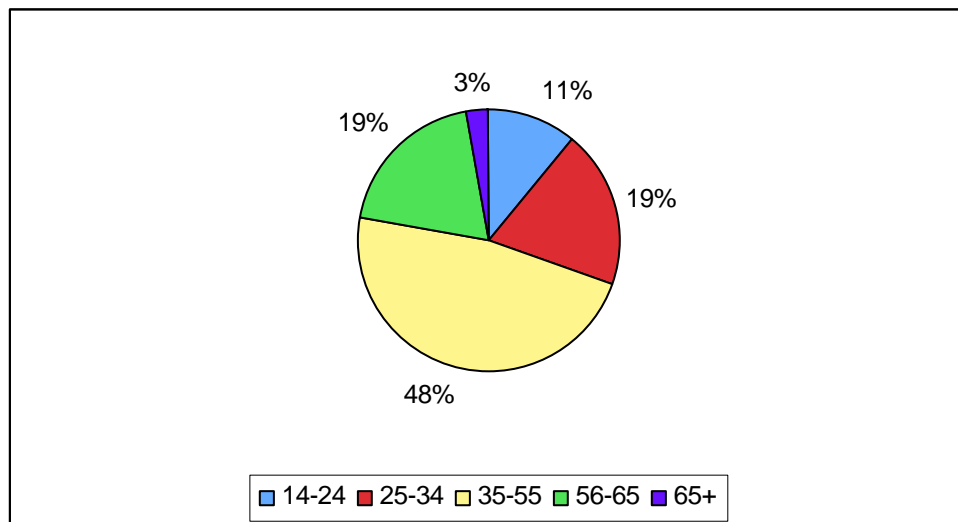
were filed through CEAPC. This increase represents a 187% increase in the number of complaints filed through CEAPC compared to the first evaluation period (Figure 5.2). What was not available at the time this second interim evaluation, however, were TPS complaint statistics for comparison.

Figure 5.2: Complaints Made Through CEAPC (Apr. 05 – Jun. 06)



Without question, it would appear that CEAPC has made substantive inroads in presenting itself as a valuable and salient option for people wishing to make valid complaints against the police.

Figure 5.2: Percent Breakdown by Age for CEAPC Complaints (Nov. 05 – Jun. 06)



In addition, a special point of interest pertains to the reality that the percentage of complainants over the second evaluation period was more spread out across age demographics than in the first evaluation period (Figure 5.2). Notably, during the second evaluation 19% of the complaints received were from the 25 to 34 year old age range compared to none in the previous evaluation period. Table 5.1 shows a comparison by age across the two evaluation periods. Male/ female complaints were 69%/ 31% and visible minority complaints accounting for 56% of all complainants.

Table 5.1: Percent Complaints by Age Comparison (1st v.s. 2nd Evaluation Periods)

Age Range	Apr. 05 – Oct. 05	Nov. 05 – Jun. 06
14 – 24	6%	11%
25 – 34	–	19%
35 – 55	56%	48%
56 – 65	30%	19%
65+	8%	3%

CEAPC’s effectiveness in resolving specific was a more difficult matter to address. In attempting to address this limitation, however, CEAPC added another assessment too to its repertoire of feedback reporting, namely the **“Follow-Up Survey Questions for Police Complaints”** (see Appendix X). This survey was focused on measuring complainants’ perceptions of the disposition of their complaints with CEAPC. As well, the survey asked participants to self-report on their physical and mental health as these dimensions related to their experiences with the police and police complaints system.

In all, only seven (7) of these surveys were completed. As such, it makes little sense to interpret the findings beyond the results provided by those survey participants (all who filled out the survey voluntarily). It would, however, appear responses had mixed and clear trends based on the specific questions asked. Responses were as follows:

- 4 participants responded that they still would have filed a police complaint if CEAPC was NOT available to them whereas 3 would not have filed a complaint.
- 6 of 7 participants reported that they were you satisfied with the service they received through CEAPC.

- 4 participants responded that they were NOT satisfied with the outcome of their complaint whereas 3 respondents were satisfied.
- 4 respondents self-rated their physical health as poor whereas 3 respondents rated their health as good. No respondents rated their physical health as excellent.
- 4 respondents self-rated their mental health as poor whereas 3 respondents rated their health as good. No respondents rated their mental health as excellent.
- 6 of the 7 respondents stated that they were **unaware** of upcoming changes to the laws around police complaints in Ontario.
- 4 respondents stated that they would be interested in participating in further CEAPC activities.

It appears CEAPC participants were satisfied overall with the service provided by CEAPC, however, they were mixed in their responses with the outcomes for their specific cases. Most concerning was the high level of unawareness of future changes to laws around police complaints in Ontario. This is a matter that needs to be addressed in some way, whether by CEAPC or (preferably) government stakeholders.

5.2.1 Police-Arab Relations Based on Anecdotal Complaints

It is difficult to judge whether or not 43 complaints against the Toronto Police Service is a high number or not given TPS has over 8,000 officers and Toronto has a population based of just under 3,000,000 people. Perhaps, the point to be made is that **one** complaint is too much (especially for an individual who feels wronged, exploited, dealt with unfairly and so on). A major observation that emerged during the second interim evaluation, nevertheless, intersected with other CEAPC supports such as: 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.

Of ten (10) unsatisfied complaints that were identified (all which appeared to be supported by compelling evidence of police misconduct and/or police brutality as supported by witness testimony and other supportive materials), eight (8) involved individuals of Arab and/or Middle Eastern background. Why this was the case, is beyond the scope of this evaluation.

It would appear, however, based on very disturbing anecdotal evidence that some exploration around sensitivity training and/or other relevant dialogue between police and people of Arab and/or Middle Eastern background needs to occur.

5.2.2. Follow-Up to Recommended Remedies from the First Evaluation

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

In the first evaluation, suggestions were made to address the lower numbers for CEAPC complaints versus those made through Toronto Polices Service. Suggestions were made pertaining to: 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. It appeared in the evaluation period that each of these suggestions were substantively addressed.

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.

Proposed 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).**

CEAPC Action(s)

On November 7, 2005 CEAPC launched a campaign placing 390 project posters inside Toronto Transit Commission (TTC) buses and subways throughout the city for four consecutive weeks. During and immediately following this time, project staff recorded a significant increase in the number of telephone inquiries and police complaint intakes. During this four week period, the project received 24 police complaint intakes, 9 of which came through 4 partner organizations.

Project posters were developed using the same imagery, look and feel as other outreach materials to ensure branding of the project. Posters were translated into five languages: Arabic, Chinese, Somali, Spanish, and Tamil. Posters were also disseminated to project partners. The posters were also “individualized” so that each partner with the capacity to take in complaints had their address, phone number, and logo prominently displayed on the poster. For partners who did not take in complaints, posters displayed Scadding Court’s contact information.

Another strategy used included printing and disseminating 5000 bookmarks to partners, community organizations, at workshops, and through CEAPC outreach packages. The project garnered much attention through a variety of media outlets including:

- OMNI News South Asian Edition
- OMNI News Chinese Edition
- 680 News Radio (repeated all afternoon)
- The Sun (print)
- The Saturday Globe and Mail (print)

A special note of mention in raising awareness occurred when the CEAPC Project Coordinator was invited to give a live 15 minute interview on *Catch Da Flava's* radio show which aired on CKLN 88.1 on January 10, 2006 from 7:30-8pm. This weekly show is part of a by-youth for-youth multi-media program called Regent Park Focus, which is located in and involves tenants of the Regent Park neighbourhood. A descriptive article about the project and its activities was also written and published in the Downtown Toronto Grapevine in January, 2006. A similar article was been translated into 4 languages (Bengali, Chinese, Somali and Spanish) and was disseminated to ethnocultural media across the City.

Given these activities, it appears that CEAPC is well on its way to increasing public profile and awareness of the project.

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'."

Proposed Remedy

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

CEAPC Action(s)

While CEAPC staff, have actively been pursuing sustainability strategies and other funding sources, this areas is still one that challenges CEAPC. Further work and reporting needs to occur in this area to explore how this barrier may be better addressed.

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

Accessibility to the current police complaints process cannot be discounted. Yet, while the current TPS system is formally accessible, there is anecdotal evidence (e.g., findings from the Alexadra Park and Greater Community Task Team in 2002 and the Scadding Court Police Focus Group project in 2003/04) that supports the argument that the current police complaints system needs to improve. CEAPC is a model that accommodates and enables diverse community members (Appendix III). The current TPS model could, therefore, explore the followings areas:

- A) 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,
- B) 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. (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.

Proposed 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.**

CEAPC Action(s)

This is an area that like the previous challenge needs to be addressed further. Concerns that seemed to arise out of community education workshop feedback forms tended to indicate antagonistic perceptions between some community stakeholders and police personnel are still evident and need to be addressed.

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.

Proposed 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.**

CEAPC Action(s)

While CEAPC staff, have actively been pursuing sustainability strategies and other funding sources, this areas is still one that challenges CEAPC. Further work and reporting needs to occur in this area to explore how this barrier may be better addressed.

6.0 Effectiveness of CEAPC in Promoting Harmonius Race Relations

There appears to be progress to date in terms of CEAPC's role in facilitating harmonius 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 June 30th, 2006, the project has documented:

- 12 Project Partner Meetings at Scadding Court Community Centre (up 7 from the first evaluation period)
- 6 Project Advisory Committee (PAC) Member Meetings (up 3 from the first evaluation period)
- 8 Divisional Orientation planning meetings at locations such as St. Christopher House, 14 Division, Canadian Race Relations Foundation, and Scadding Court. There was one additional meeting held since the first evaluation period on May 8, 2006 at Nelson Mandela Public School.
- Participation in 7 community coalition for police accountability meetings at Parkdale Community Legal Clinic (no change since the first evaluation period)
- 20 Youth Training and related meetings held at locations such as Scadding Court Community Centre, Alexandra Park Youth Lounge, and the Davenport Perth Neighbourhood Centre (up 12 from the first evaluation period)

- 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

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, 29 community workshops have occurred addressing issues such as hate crimes, legal rights and a range of other topics (see Appendix IV). The total of these workshops is up 19 over the first evaluation period.

Well over 400 hundred people (over three hundred during the second evaluation period) 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.

From November 2005 through June 2006, the project delivered 19 workshops to over 300 ethnically diverse individuals (48% of Scadding Court participants spoke English as a second language and 43% self-reported as being visible minority). Over 40 community organizations were represented at workshops. During this period, CEAPC made commendable efforts to reach out to youth aged 14 to 24 (63% of Scadding Court participants). Workshop participants rated workshop effectiveness and utility in five areas:

- Program Content
- Presenter Knowledge
- Presenter Delivery
- Whether the Program Met Participant Expectations
- Overall Quality of the Workshop

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.

Scales ranging from poor =5 to excellent = 1 were used to assess key parameters and opportunities for additional comments were provided. Over 75% of all participants rated workshop sessions as very good to excellent. About 20% rated sessions as good. 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.

A sample of comments on workshops provided through CEAPC such as Police Complaints (Ontario Civilian Commission on Police Services), Immigrant and Refugee Women (METRAC), Anti-Racism Training (Praxis Consulting), Conflict Resolution (St. Stephen's Community House), Documenting Complaints (South Asian Legal Clinic of Ontario), Police Complaints (Scadding Court Community Centre) included the following:

Overall, my experience was...

- “positive, lots of new info”
- “excellent, enjoy the training”
- “excellent, very informative”
- “very good”
- “eye opening”
- “decent and productive”
- “fantastic”

The stated learning objectives were met/not met...

- “Learning objectives and purpose of the workshop were met”
- “much of it I already knew, but it was well worth visiting”

The content was...

- “relevant”
- “excellent - good resources, handouts and referrals”
- “very comprehensive”
- “helpful”

The facilitators were...

- “well informed and engaging”
- “all knowledgeable, approachable and professional”
- “varied - some really wanted to improve the dialogue and process, others were system oriented”
- “good”
- “knowledgeable”
- “relevant”
- “varied and experienced. Very interesting to see the difference in presenters based on training and professional experience”

The room setting was...

- “unsatisfactory, white noise, no windows”
- “too large, hard to hear”
- “hot but comfy”
- “too big, created an echo”
- “okay, hard to hear at times”

It should be reiterated that a fair number of respondents did repeatedly raise concerns about the quality of the venue for the workshops noting problems with acoustics that made it difficult for participants to hear facilitators. It perhaps would be useful to reflect on participants feedback on the Police Complaints Training provided by Professional Standards presenters from Toronto Police Service:

- “If there could be a dialogue between the police and community about some of the issues that impact communities.”
- “Officers were professional and courteous.”
- “At times I found professional standards reps trying to defer from answering specific questions.”
- “I have problems with hearing (very loud space-air conditioning).”

Two points of concern pertain to community member feedback as follows:

- Negative participant comments tended to focus criticisms about presenters style and/or approach more than the value of the content delivered.
- Participants tended to be more critical of “law and order” presenters than presenters from community organizations.

Summarily, while substantive in-roads 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.

Examples of police support from the first period evaluation were:

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.

On March 21st, 2006, CEAPC facilitated a meeting CEAPC partners and TPS Professional Standards in response to concerns that were brought to the attention of the partnership about on the safety of vulnerable population groups, particularly as it relates to accessing the current policed complaints system. The meeting was attended by 16 CEAPC partner organizations and three representatives from Professional Standards and provided an opportunity for in-depth dialogue and information exchange.

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.

The first period evaluation suggested 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.

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.

- 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.

While there are many organizations who work on various aspects of policing in diverse communities, CEAPC is the only project with a goal in making the police complaints system increasingly accessible and available to marginalized communities across Toronto with a focus on improving police/community relationships.

A common theme that has run throughout all of the interactive project activities is the pressing need for more dialogue, collaboration and opportunities to build trust between communities and the Toronto Police Service. While this does not directly create a solution to the access and equity issues that accompany the current police complaints system, the state of relationships between communities and police does relate to the quality and nature of interactions between communities and police.

Over the second evaluation period, Scadding Court has been approached by a number of groups interested in the CEAPC Project. They include the Hamilton Police Service that is currently using the CEAPC our model to implement a similar initiative in their city. CEAPC has shared with its learnings, training curriculum, as well as community outreach materials and workshops and have established an active working relationship with Hamilton Police Service. The Vancouver Police Department and the RCMP have also approached project staff following presentations at various conferences, expressing interest in the activities and model.

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*. Community partners have also invested a significant amount of (valuable) staff time. 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:

- “It’s a great project” “Excellent initiative”
- “People feel very comfortable coming up to file a complaint”
- “The CEAPC Project has demonstrated to be effective and is made available to immigrants, refugees & minorities in general.”
- “It is necessary. Expansion is required.”
- “I think it is wonderful. Its one of the most valuable referral options that I have.”

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 can perhaps be found in some of the following comments from the Project Advisory Committee:

- “There is absence of or lack of coalition members at the PAC meetings. The police and others may become more enlightened about issues affecting the community if they were present. At the same time a strong representation by the community would also allow the community to hear police concerns and build improved relations with the police.”

- “Group sessions and conferences need to be focused on the issues which have been sourced. We are often dealing with issues which have been sourced through several persons and are based on rumours and speculation. Factual accounts of issues of police misconduct can be dealt with as opposed to statements without names and dates.”
- “Focusing on the exchange of process, practices and policies in relation to the complaints process is what is required. Relating stories of negative encounters erodes trust and reputation rather than building relationships and trust.”
- “I see the greatest strength in the process is the cooperation between the police and Scadding Court to work together to address community issues and to provide the community with access to the complaints system through a community network. We can work together and move forward to resolve issues in the early stages before they become too complicated.”
- “I believe the joint training about the complaint process and the wide posting in the community and the subway system has benefited the community to learn about the police complaint system and where to go to file a complaint against police conduct.”
- “This is a work in progress, and we have to develop an instrument to measure the impact the project had on the police, and the ability and the comfort level the community (especially the visible minority youth) has.”

10.0 Conclusion

This evaluation concludes by recognizing three important strengths that need to be reinforced and nurtured as this project moves forward: 1) the commitment to CEAPC by Toronto Police Service; 2) an active and committed partnership of 39 organizations from across the City of Toronto (including three new partners since the first evaluation period) (Appendix II); and, 3) the leadership of Scadding Court Community Centre.

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 John Tanouye and Detective Sergeant Ian Moyer 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; Inspector Dave McCormack; Inspector Len Faul; and Detective Morgan Robinson of TPS Professional Standards. As well, Staff Inspector Robin Breen from the TPS Community Liaison Unit also contributed to the Project.

Partner Commitment

- The **Community Education and Access to Police Complaints Demonstration (CEAPC) project** has seen the development of a unique and growing network of partners (Appendix II) 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 39 (an increase of three from the 36 in place during the first evaluation period) 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.

Leadership of Scadding Court

- Addressing and enhancing race relations in 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.
- 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.
- 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: Overview of the CEAPC Project

Goal

The goal of the Community Education & Access to Police Complaints Demonstration Project (CEAPC) is 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 citizens of the Toronto area. CEAPC will be responsive to and guided by the needs of the community.

Overview

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.

Since Fall 2002, there has been much media attention dedicated to the relationship between police and diverse ethno-racial communities across Toronto. Residents from racialized communities particularly, it has become known, perceive the members of the Toronto Police Services as racist, discriminatory, and unapproachable. Many have also articulated that the police complaints process is not a viable and realistic option for them because they are intimidated by the system, treated poorly when attempting to access it, and discouraged from filing any type of complaint. There exists a divide between individuals who deny the existence of racial profiling and those who are targets of this practice. It has been our experience that many of our local community members who have encountered situations with the police force feel that the police complaints system is not accessible to them and for this reason do not consider using it. Barriers that have been identified include language accessibility, support through the process, and adequate information.

Our Partners³

In order to address these concerns, Scadding Court has developed an alternative, community-based model of documenting and submitting police complaints. We have created a unique network of partners who will assist us in achieving our goal effectively. This network is made up of multiple advocacy groups, legal clinics, and service provider organizations, who work in our targeted neighbourhoods and have the ability to deliver services in a variety of languages. Our partner agencies staff have completed a three-day training session on the police complaints system by Toronto Police Services, 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.

Education

Following this training, the community education component of the project involves developing and disseminating culturally and linguistically sensitive educational tools, such as brochures and workshops on the following topics: the police complaints process; hate crimes; immigrant and newcomer awareness; information for parents whose children are involved with the law; and the Youth Justice Act.

³ Please see attached *CEAPC Network of Partners* for a complete list of partner agencies.

Further joint orientations between police officers and community workers will be organized in our targeted neighbourhoods and the divisions working in these areas. These neighbourhoods and police divisions are:

- Blake/Boulton, 55 Division
- Jane-Finch, 31 Division
- Malvern, 42 Division
- Regent Park, 51 Division
- Scadding Court's 14 and 52 Divisions
- St. James Town, 51 Division

This joint orientation will provide opportunities for officers to hear and learn from local community leaders about the issues and challenges that diverse communities face on a daily basis. We anticipate that the dialogue in these sessions will assist in rebuilding trust between communities and police, thereby increasing community safety.

Police Complaints

The complementary component to the education piece of this project is assisting members of the community to file complaints in a safe, supportive community-based environment. An intake protocol has been developed with Toronto Police Services, Professional Standards. If a community member wishes to file a complaint against an officer, they can approach one of our partner agencies, who will be able to provide education around the process and assist in documenting the complaint. All complaints will be collected through the Project Coordinator at Scadding Court and then forwarded on to Toronto Police Services, Professional Standards. Partner agencies who have the capacity to deliver services in multiple languages will provide interpretation should language be a barrier. The Project Team will provide ongoing support to individuals, assisting them to navigate through the entire process.

Report Card

Throughout this project, we will be compiling statistics on age, ethno-racial, and gender identities. These statistics will be analyzed annually and released in a report that will be made widely available to the public.

We believe that through this project, many goals can be achieved simultaneously: building bridges between the police and community members, educating the police on the needs and issues within communities, providing access to an underutilized system and building common understanding around the roles and responsibilities of both community members and the police in creating and maintaining safe neighbourhoods in the City of Toronto. Scadding Court also believes that a project such as this will realize the Toronto Police Service's goal of ensuring that "the Toronto Police Service continues to promote and foster positive relationships with all citizens in all of the communities in the City of Toronto"⁴, as stated in the Toronto Police Service report entitled *Policing a World Within a City*, the Race Relations Initiatives of the Toronto Police Service. The 2001 Environmental Scan of the Toronto Police Service states that "The Police Service must work to ensure that members of all communities in Toronto feel they are treated professionally and fairly"⁵, and the agency believes that this project will assist in actualizing this goal by strengthening the relationships and developing an understanding between community and the police.

⁴ Toronto Police Service, *Policing a World Within a City*, the Race Relations Initiatives of the Toronto Police Service, January 2003, Forward.

⁵ Toronto Police Service, *Policing a World Within a City*, the Race Relations Initiatives of the Toronto Police Service, January 2003, pg. 8

Appendix II: 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. Malvern Family Resource Centre
22. Midaynta Association of Somali Serving Agencies
23. New Experiences for Newcomer Women
24. Ontario Council Of Agencies Serving Immigrants
25. Regent Park Focus
26. Regent Park Neighbourhood Initiative
27. Schizophrenia Society of Ontario
28. South Asian Family Support Services
29. South Asian Legal Clinic of Ontario
30. South Asian Women's Centre
31. St. Christopher House
32. St. Stephen's Community House
33. Street Health
34. The 519 Church Street Community Centre
35. Toronto Community Housing
36. Toronto Police Accountability Coalition
37. Toronto Police Service
38. YMCA Youth Intervention and Outreach Services
39. YOUTHLINK InnerCity

Appendix III: 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 Eglerslie Av.

22 Division, 3699 Bloor St. W.

23 Division, 2126 Kipling Av.

31 Division, 40 Norfinch Dr.

32 Division, 30 Eglerslie 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 IV: 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

<div style="background-color: #8B4513; color: white; padding: 10px; text-align: center;">  <p>Have you had a negative interaction with the police?</p> </div> <div style="background-color: #F08080; color: black; padding: 10px; text-align: center;">  <p>Do you have a complaint against a police officer?</p> </div> <div style="background-color: black; color: white; padding: 10px; text-align: center;">  <p>Would you like to talk to someone about your options?</p> </div> <div style="background-color: #9ACD32; color: black; padding: 10px; text-align: center;">  <p>If you answered YES, we can help you. Our goal is to make the Police Complaints System easier to access and understand.</p> </div>	<div style="display: flex; align-items: center;"> <div style="writing-mode: vertical-rl; transform: rotate(180deg); font-size: 0.8em; margin-right: 5px;"> For more information please visit http://www.scaddingcourt.org/specialprojects/police.htm </div> <div style="text-align: center;">  <p>Scadding Court Community Centre </p> </div> </div> <p>To file a complaint please call:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid black; padding: 2px;">Alexandria Park Neighbourhood Learning Centre</td> <td style="border-bottom: 1px solid black; padding: 2px;">416-591-7384</td> </tr> <tr> <td style="border-bottom: 1px solid black; padding: 2px;">Canadian Arab Federation</td> <td style="border-bottom: 1px solid black; padding: 2px;">416-493-8635 x22</td> </tr> <tr> <td style="border-bottom: 1px solid black; padding: 2px;">Davenport-Perth Neighbourhood Centre</td> <td style="border-bottom: 1px solid black; 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padding: 2px;">Midaynta Association of Somali Serving Agencies</td> <td style="border-bottom: 1px solid black; padding: 2px;">416-928-9160</td> </tr> <tr> <td style="border-bottom: 1px solid black; padding: 2px;">Scadding Court Community Center</td> <td style="border-bottom: 1px solid black; padding: 2px;">416-392-0335 x233</td> </tr> <tr> <td style="border-bottom: 1px solid black; padding: 2px;">South Asian Family Support Services</td> <td style="border-bottom: 1px solid black; padding: 2px;">416-431-4847 x240 or x224</td> </tr> <tr> <td style="border-bottom: 1px solid black; padding: 2px;">South Asian Legal Clinic of Ontario</td> <td style="border-bottom: 1px solid black; padding: 2px;">416-542-9146 x2302 or x2303</td> </tr> <tr> <td style="border-bottom: 1px solid black; padding: 2px;">South Asian Women's Centre</td> <td style="border-bottom: 1px solid black; padding: 2px;">416-537-2276 x33</td> </tr> <tr> <td style="border-bottom: 1px solid black; padding: 2px;">St. Christopher House</td> <td style="border-bottom: 1px solid black; 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Midaynta Association of Somali Serving Agencies	416-928-9160																																						
Scadding Court Community Center	416-392-0335 x233																																						
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St. Stephen's Community House	416-964-8747 x233																																						
Streehealth	416-921-8668 x269																																						
Toronto Community Housing	416-981-5500																																						

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="font-size: 24px; margin: 0;">வெறுப்புக் குற்றங்கள்</h3>  <p style="font-weight: bold; font-size: 24px; margin: 0;">CEAPC</p> <p style="font-size: 10px; margin: 0;">COMMUNITY EDUCATION & ACCESS TO POLICE COMPLAINTS DEMONSTRATION PROJECT</p> <p style="font-size: 10px; margin: 0;">சமூக அறிவு புகட்டல் காவற் துறை தொடர்பிலான முறையீட்டு அணுகல் செயல்விளக்கத் திட்டம்</p>  <p style="font-size: 8px; margin: 0;">Scadding Court Community Centre</p> <p style="font-size: 8px; margin: 0;">எங்கள் கனடா, எங்கள் தந்திரி ஓர்</p> <p style="font-size: 8px; margin: 0;">Language: Tamil</p> </div>
		

<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="font-size: 24px; margin: 0;">Hate Crimes</h3>  <p style="font-weight: bold; font-size: 24px; margin: 0;">CEAPC</p> <p style="font-size: 10px; margin: 0;">COMMUNITY EDUCATION & ACCESS TO POLICE COMPLAINTS DEMONSTRATION PROJECT</p>  <p style="font-size: 8px; margin: 0;">Scadding Court Community Centre</p> </div>
		

CEAPC Newcomer Flyers

பங்குபற்றும் அமைப்புகள்

- African Canadian Social Development Council (416) 658-5100
- Alexandra Park Community Centre (416) 603-9603
- Alexandra Park Neighbourhood Learning Centre (416) 591-7384
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- 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

- Midaynta Association of Somali Serving Agencies (416) 544-1992
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- Toronto Community Housing (416) 981-5500
- Toronto Police Accountability Coalition (416) 977-5097
- Toronto Police Services (416) 808-7805



குடிவரவாளர் புதிதாய் வருவோர் அறிநிலை

CEAPC
COMMUNITY EDUCATION & ACCESS TO POLICE COMPLAINTS DEMONSTRATION PROJECT

சமூக அறிவு புட்டல் காவர்துறை தொடர்பிலா ன முறையிட்டரு அணுகல் செயலிளக்கத் திட்டம்



Language: Tamil

Partner Agencies

- African Canadian Social Development Council (416) 658-5100
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- Alexandra Park Neighbourhood Learning Centre (416) 591-7384
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- Jamaican Canadian Association (416) 746-5772
- Jane Finch Community Legal Services (416) 398-0677
- Jane/Finch Concerned Citizens Organization (416) 880-2870
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- Kensington-Bellwoods Community Legal Services (416) 924-4244

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- Toronto Police Services (416) 808-7805



Immigrant & Newcomer Awareness

CEAPC
COMMUNITY EDUCATION & ACCESS TO POLICE COMPLAINTS DEMONSTRATION PROJECT



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="font-size: 1.2em; margin: 0;">காவர்துறை தொடர்பிலான முறையீட்டுச்</h3>  <h2 style="font-size: 1.5em; margin: 0;">CEAPC</h2> <p style="font-size: 0.8em; margin: 0;">COMMUNITY EDUCATION & ACCESS TO POLICE COMPLAINTS DEMONSTRATION PROJECT</p> <p style="font-size: 0.7em; margin: 0;">சமூக அறிவு புட்டல் காவர்துறை தொடர்பிலா ன முறையீட்டு அணுகல் செயல்விளக்கத் திட்டம்</p>  <p style="font-size: 0.6em; margin: 0;">கனடாக்கில் சமூக அறிவு புட்டல்</p> <p style="font-size: 0.6em; margin: 0;">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="font-size: 1.2em; margin: 0;">Police Complaints Process</h3>  <h2 style="font-size: 1.5em; margin: 0;">CEAPC</h2> <p style="font-size: 0.8em; margin: 0;">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 V: 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 VI: 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

**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 police⁶.

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

⁶ See Appendix 1 for the CEAPC Project Overview.

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.

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

***Scadding Court Community Centre
Regent Park Neighbourhood Initiative
Street Health
Toronto Community Housing
and
51 Division, Toronto Police Service***

Invite You To:

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

***With Guest Facilitator Nathalie Rockhill
Of St. Stephen's Community House Conflict Resolution Service***

***May 8, 2006 from 8:30am – 4:30pm
Nelson Mandela Public School
440 Skuter Street***

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 51 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. Please confirm your attendance by registering with **Jane Kali** at **(416) 921-8668 x269** no later than **Friday April 28, 2006**.

Space is limited so please register early.

DIVISIONAL AND COMMUNITY

Orientation, Update and Information Sharing on Police/Community Relations

Nelson Mandela Public School

May 8, 2006

AGENDA

8:30am Registration and Light Breakfast

9:00am Welcome and Greetings - Superintendent Jeffrey McGuire, 51 Division,
Toronto Police Service
- Neil Clarke, Vice Chair,
Regent Park Neighbourhood Initiative

- Introduction – Leila Sarangi
Facilitator – Nathalie Rockhill
- Culture of the Workshop
- Goals and Objectives
- Defining the Issues (small groups)
- Discussing the Issues (large group)

Community Education & Access Project

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

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

Report on DIVISIONAL AND COMMUNITY

Orientation, Update and Information Sharing on Police/Community Relations, 51 Division

May 8, 2006

Introduction

Scadding Court Community Centre, in partnership with the Toronto Police Services and 38 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 police⁷.

GOALS AND OBJECTIVES

1. To increase awareness and understanding of the Scadding Court Police Demonstration Project.
2. To deepen awareness and understanding of Divisional and Community issues and trends.
3. To enhance awareness and understanding of respective Divisional and Community service providers' roles and responsibilities.
4. To strengthen community-police relations.
5. To corroborate and strategize next steps specific to:
 - ongoing Divisional and community dialogue
 - implementing a process to identify solutions for acknowledged issues
 - establishing a small working group to plan a Community Forum

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

⁷ See Appendix 1 for the CEAPC Project Overview.

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 51 Division catchment area are:

- West-Yonge St., Dundas Sq., Victoria St., Dundas St. E, Yonge St.
- North-Bloor St. E, Prince Edward Viaduct
- East-Don River, Lakeshore Blvd. E, Don Roadway
- South-Toronto shoreline

The Divisional and Community Orientation, Update and Information Sharing on Police/Community Relations, 51 Division was the second Orientation organized by CEAPC. The key organizers were Scadding Court Community Centre, 51 Division, Regent Park Neighbourhood Initiative, Street Health, and Toronto Community Housing. Nathalie Rockhill from St. Stephen's Community House Conflict Resolution Service facilitated the workshop.

Project partners and other organizations who work within this area were invited to participate in the Orientation. 17 Representatives from 9 community organizations attended including: Central Neighbourhood House, Dixon Hall, Friendship Centre, Kiwanis Boys and Girls Club, Regent Park Community Health Centre, Regent Park Neighbourhood Initiative, Street Health, The 519 Church Street Community Centre, and Toronto Community Housing (Moss Park, Regent Park and St. James Town).

Officers who work in various capacities within the community were invited, and the 12 participants were from Community Response Unit, Complaints Unit, Primary Response Unit, and Training Unit areas of 14 Division.

The orientation was planned as a step towards strengthening relations between police and the diverse communities located within 51 Division catchment area. There was an understanding that work has been done in this area, but it needs to be ongoing. The orientation was held at Nelson Mandela Public School, located in Regent Park.

The goals of the orientation were to:

1. To increase awareness and understanding of the Scadding Court Police Demonstration Project.
2. To deepen awareness and understanding of Divisional and Community issues and trends.
3. To enhance awareness and understanding of respective Divisional and Community service providers' roles and responsibilities.
4. To strengthen community-police relations.
5. To corroborate and strategize next steps specific to:
 - ongoing Divisional and community dialogue
 - implementing a process to identify solutions for acknowledged issues
 - establishing a small working group to plan a Community Forum

Acting Superintendent Richard Stubbings from 51 Division and Neil Clarke, Vice Chair of the Regent Park Neighbourhood Initiative began the morning by giving the welcome addresses. Leila Sarangi, Coordinator of CEAPC, gave a brief introduction of the project and then Nathalie Rockhill took over her role as the lead facilitator for the day. Based on a model developed by the Canadian Race Relations Foundation⁸, 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 four small discussion groups with an aim to have 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 Nathalie.

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

5. How does the diversity of the people that you work with (e.g. clients, colleagues, supervisors, subordinates, community, police, etc.) affect your work?
6. On what issues relating to police/community relations would you like to see some frank discussions?
7. What are your hopes for this workshop?
8. 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 a large group discussion on clarifying the terminology with the goal of ensuring that participants knew what was meant when these terms were used. By defining the terms, communication becomes clearer and barriers begin to break down.

Following the lunch/networking break, Nathalie identified three dominant themes from the morning discussions:

5. How to build mutual trust between community and police
6. How to find common ground between police's need to respond to illegal activity and agency need for community care
7. How to build accountability and transparency

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, filling out personal commitment and evaluation forms

Feedback and Outcomes

⁸ The model was developed for the Divisional Orientation with 14 Division held September 15, 2005. See

The evaluations from the participants and observations from the organizing committee was positive overall; 90% of the participants reported the Orientation to be very worthwhile or worthwhile. Many stated that the most valuable opportunities the session provided were in the small group discussions. In particular, community workers found some of the most valuable aspects to be:

- “talking with frontline police officers about issues the community faces”
- “talking to the police on an informal basis”
- “the group discussions because I think that the police and community need to continue to hear each others concerns/barriers/solutions”
- “having a strong police presence throughout the day. Enabled me to see things through a different frame”

Police officers found some of the most valuable aspects of the program to be:

- “common ground and possible practical solutions”
- “partnership building with the other agencies and CEAPC”
- “group discussions with other community members that police rarely have contact with”
- “Open talks, round table. Different opinions from everyone. Great (learned a lot)”

66% of participants reported they would welcome further sessions in the following areas: continuing the dialogue, continued agency intervention, how to better access police services, substance use, breaking down misconceptions, implementation and feedback, effectiveness of changes, and to see in six months if communities and police are working together.

Group participants discussed creating a working group to organize another larger forum as a next step. Although most participants were in agreement that this would be a useful process, no one could commit at that time to take the lead in organizing such a committee. Lack of time and resources were cited as reasons for this. Instead, participants used their personal commitment forms to outline what they could begin to do immediately based on what they learned in the session. These commitments included:

- “Be more patient when police have to intervene with community members”
- “Speak to police officers in the street, make contact. Be witness. Create opportunities to build positive relationships”
- “Work harder in the community and get my fellow officer to do the same; explain different points of view Police, Community, Worker, Social Agencies”
- “Make myself available to community agencies, act as liaison officer if requested”
- “Continue to create spaces where dialogue can happen in police and community members”
- “Personally be more involved in the community in regards to community building”
- “Be more willing to engage the police on a more personal level? Yes! Get the agency to look at a workshop in the divisional training”
- “Advise peers/communicate members re: proactive policing”
- “I can participate in activities that help engage the police and community, i.e., info sessions, workshops, safety walks, CPLC”

Appendix VII: 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

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Newspaper Clippings

METRO 城市新聞 NEWS 星期日 2005年3月9日 星期三

警投訴系統存在語言障礙 阻新移民投訴警察

【本報多倫多訊】位於烈治文山市的警投訴系統，因存在語言障礙，令不少新移民投訴警察時遇到困難。多倫多警投訴系統負責人表示，該系統目前只支援英語，且使用資料不足，阻止了新移民進行投訴。

西敏社區中心行政主任李國川(如圖)昨日在多倫多警投訴系統上表示，警投訴系統中存在的語言障礙及使用資料不足，阻止了新移民進行投訴。

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THE LIBERTY GLEANER THE COMMUNITY NEWSPAPER FOR TORONTO'S DOWNTOWN CORE

Project seeks to increase awareness of police complaints

Scadding Court Community Centre (SCCC) launched the Community Education and Access to Police Complaints Demonstration Project (CEAPC) on Mar. 30. The launch was "a great success," said Leila Sarangi, project coordinator, CEAPC.

Approximately 110 people turned out to hear about the SCCC initiative that aims to build awareness and increase the accessibility of the police complaints system. SCCC discovered in conversations with community members that there was an increase in race-related intolerance and some members of the community suggested the police instigated some of these incidents.

Educating the community is a mainstay of the project, and the centre has developed workshops focusing on the how, where, and why to file a police complaint, legal rights, hate crime, and the youth justice act.

"We also hope this [project] will build a bridge between the communities and the police," said Sarangi. It provides both parties with opportunities to learn about, and from, each other. SCCC has partnered with 28 other agencies, including the Toronto Police Service, various legal clinics, advocacy groups, service-providing agencies, and police critics.

Locally, St. Christopher House, St. Stephen's Community House, Alexandra Park Community Centre, Alexandra Park Neighbourhood Learning Centre, and Kensington-Bellwoods Legal Services are involved with the project.



Appendix VIII: 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 was reviewed and assessed. This evaluation represented an exhaustive reflection and assessment of the CEAPC project to date.

Appendix IX: 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 X: 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 John Tanouye, Professional Standards
- Detective Sergeant Ian Moyer, 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.

Appendix X: Follow-Up Survey Questions for Police Complaints

Name (optional) _____
Date _____

PREAMBLE

The police complaints intake component of the Community Education and Access to Police Complaints Demonstration Project is coming to a close. We are in the process of evaluating the service we have provided over the past year and a half, and are contacting persons who have filed complaints through us with five brief follow-up survey questions. The survey will take about 15 minutes, and you can choose to decline to answer any questions. Would you like to participate?

Yes **No**

Would you have filed a police complaint if this service was not available to you, ie. would you have pursued the complaint on your own? **Yes** **No**

Why or why not?

Were you satisfied with the service you received through the Community Education and Access to Police Complaints Demonstration Project? **Yes** **No**

Why or why not?

Were you satisfied with the outcome of your complaint?

Yes **No**

Briefly explain:

How would you rate your physical health?

Poor **Good** **Excellent**

1 2 3 4 5

How would you rate your mental health?

Poor **Good** **Excellent**

1 2 3 4 5

Do you have any other comments?

Are you aware that there are upcoming changes to the laws around police complaints in Ontario?

The CEAPC partners plan to remain active on issues of police complaints. Would you be interested to participate in any activities , such as community consultation, (can't think of wording!!)