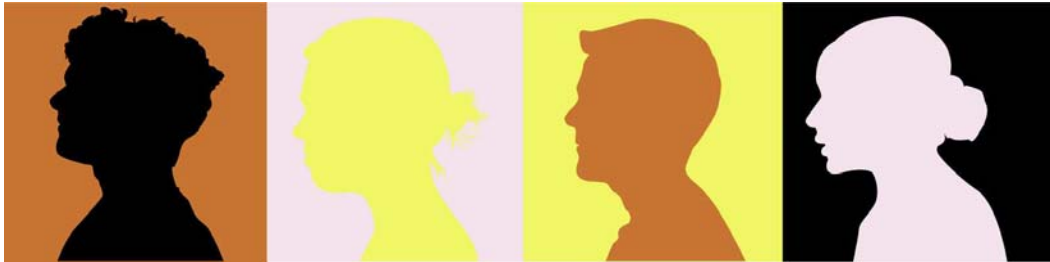




**CEAPC**  
COMMUNITY EDUCATION &  
ACCESS TO POLICE COMPLAINTS  
DEMONSTRATION PROJECT



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

**Final Project Evaluation  
April 2007**

**Completed By**

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



Toronto Community Housing



Canadian  
Heritage

Patrimoine  
canadien

## Executive Summary

The Community Education and Access to Police Complaints Demonstration Project (CEAPC) facilitated and promoted accountability, transparency and understanding between the Toronto Police Service (TPS) and people from all communities in Toronto. Questions guiding this evaluation focused 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?

While this final project evaluation brought in new information from the final phase of the project covering the period July 1<sup>st</sup>, 2006 through November 30<sup>th</sup>, 2006, this report summates the entire project from its initiation in April 2005 through its conclusion in December 2006 and into the future. First evaluation period (April 1<sup>st</sup>, 2005 through October 31<sup>st</sup>, 2005) findings presented 23 complaints received through CEAPC. In the second evaluation period (November 1<sup>st</sup>, 2005 through June 30<sup>th</sup>, 2006), 19 complaints were process by CEAPC through to TPS. In the period from July 1<sup>st</sup>, 2006 through November 30<sup>th</sup>, 2006, 7 complaints were filed through CEAPC. **A total of 49 complaints were filed through CEAPC over the project's 20 month duration.**

A major strength of CEAPC throughout the project was its range of accessibility enhancing opportunities for complainants such as translation services and/or culturally sensitive environments not offered as accessibly by TPS. The project delivered 33 workshops to over 450 ethnically diverse individuals. Over 40 community organizations were represented at workshops. Compared to other police complaints processes in Ontario, CEAPC was very effective in responding to cultural diversity as an alternative police complaints process. In January 2007, as a follow-up to the Government of Ontario's *Bill 103: An Act to establish an Independent Police Review Director and create a new public complaints process by amending the Police Services Act*, CEAPC developed a thorough analysis of the Bill and provided fifty (50) specific recommendations to help strengthen the police complaints system in Ontario. CEAPC demonstrated itself to be a sensitive, accommodating complaints service that promoted harmonious race relations in Toronto, helped educate police on community and on concerns important to communities and vice versa, and, strengthen trust relationships between the police and community groups/ members. CEAPC presented itself as a formidable model for all diverse urban centres to consider in contexts where accessible, accountable, fair and transparent complaints processes are desired. Finally, leadership organizations associated with the CEAPC project – such as Scadding Court Community Centre – could have important roles to play in the implementation of Ontario's new police complaints legislation.

Toronto, Ontario  
April 2007

Dr. Anthony Hutchinson  
CEAPC Project Evaluator

## Evaluation Report Index

	Page
Executive Summary	i
Evaluation Report Index	ii
Index of Tables and Figures	iii
Index of Appendixes	iii
1.0 Focus of the Project	1
2.0 Parameters of the Evaluation	1
3.0 Project Background	3
4.0 Geographic Context of the CEAPC Project	4
5.0 Utility of CEAPC Compared to Current TPS Complaints System	5
6.0 Effectiveness of CEAPC in Promoting Harmonious Race Relations	17
7.0 Effectiveness in Educating Police on Community and Vice Versa	18
8.0 Facilitating Trust Between Police and Community Groups	21
9.0 Other Reflections on the Project to Date	24
10.0 Conclusion	25

## **Index Tables and Figures**

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

## **Index of Appendixes**

	Page
Appendix I: Overview of the CEAPC Project	28
Appendix II: CEAPC Project Partner Agencies	30
Appendix III: Police Divisions Across Toronto	31
Appendix IV: Project Awareness/ Promotional Campaign	32
Appendix V: CEAPC Workshop Descriptions	41
Appendix VI: Divisional and Community Orientation Workshops	42
Appendix VII: Media Engagement	53
Appendix VIII: Evaluation Methodology	56
Appendix IX: Questions for Qualitative Feedback on CEAPC	57
Appendix X: Project Advisory Committee (PAC)	58
Appendix IX: Follow-Up Survey Questions for Police Complaints	59

## **1.0 Focus of the Project**

The goal and terms of reference for the **Community Education and Access to Police Complaints (CEAPC) Demonstration Project** were:

“To ensure that the police complaints system is accessible and available to the specific needs of community members. This was to be achieved through the development and delivery of support mechanisms that assist in making the system more transparent, comprehensive and accessible to the diverse communities of the Toronto area. CEAPC was to be responsive to and guided by the needs of the community.”

The focus of CEAPC was 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. This includes a group of community-based organizations working with the Hamilton Police Service (HPS), who are currently using the CEAPC model to implement a similar initiative in Hamilton. CEAPC has shared its learning experiences as well as training, workshop materials and community outreach materials with this group, as well as with the Community Policing - A Shared Responsibility project in Ottawa, which operates out of the South East Ottawa Centre for a Healthy Community . 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 final project evaluation covers almost the entire period of the project from April 1<sup>st</sup>, 2005 through November 30<sup>th</sup>, 2006 (the project wound down in December 2006). At the same time, this final evaluation is cumulative in nature and builds on the findings from the first two evaluations with a specific highlighting of outcomes from the final phase of the project from July 1<sup>st</sup>, 2006 through November 30<sup>th</sup>, 2006.

Parameters of this final project evaluation 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, which were:

- 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 to:

- 1) 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) Assist clients in the filing of complaints by providing supports and services as required.
- 4) Provide education and interpretation of the complaints system as required in the filing of a police complaint.
- 5) Encourage and facilitate dialogue and communication between community members and the police.
- 6) Improve transparency and accessibility of the police complaints system.

- 7) 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) 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 (at the time 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 II lists CEAPC's current community partners). Findings from the focus groups identified that many diverse community members across the GTA (Greater Toronto Area) felt that the existing police complaints system was not accessible or sensitive to community members. Participants felt that the system needed to be more responsive, sensitive and accessible to diverse individuals and communities and that current police systems needed to be more transparent and accountable to the public.

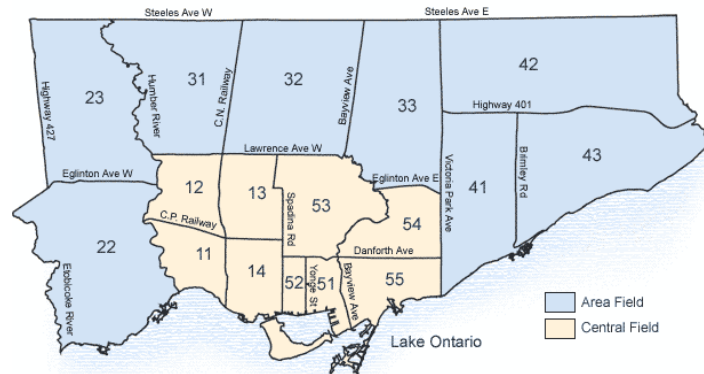
#### 4.0 Geographic Context of the CEAPC Project

CEAPC focused on addressing issues of accessibility, accountability and transparency and provided opportunities for knowledge exchange, translation and development between police, community agencies, community residents and other stakeholders in six (6) 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 III).

**Figure 4.1: Command and Divisional Boundaries of TPS\*<sup>1</sup>**



Source: Toronto Police Service Website

<sup>1</sup> 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. A major limitation in this section, however, is that (for a number of valid and reasonable reasons) complaints data from Toronto Police Service (TPS) was not able to be secured beyond October 2005.

### **5.1 Recapping the First Interim Evaluation**

From April 1<sup>st</sup>, 2005 through October 31<sup>st</sup>, 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. 1<sup>st</sup>, 2005 – Oct. 31<sup>st</sup>, 2005)**

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

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 1<sup>st</sup>, 2005 through October 31<sup>st</sup>, 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. 1<sup>st</sup>, 2005 – Oct. 31<sup>st</sup>, 2005)**

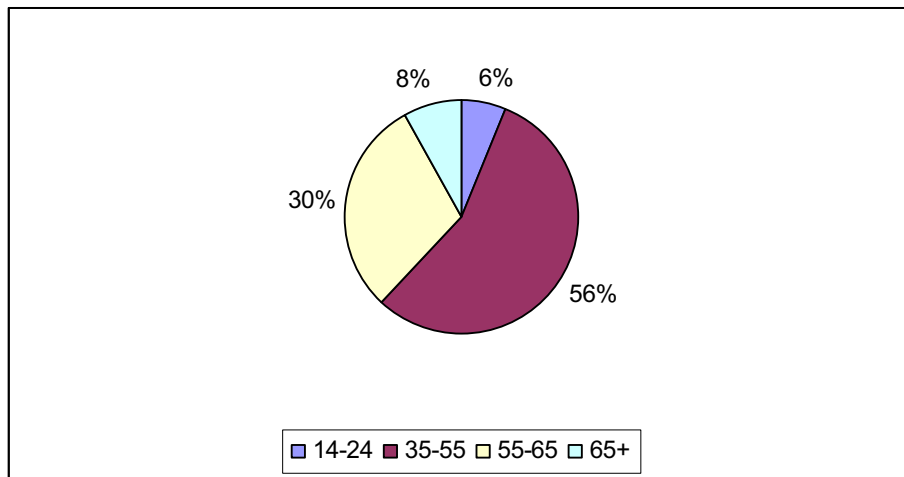
INVESTIGATED	TPS	CEAPC
<b>GENERAL ALLEGATION</b>		
CORRUPT PRACTICE	2	
DISCRED CONDUCT	74	8
INSUBORDINATION	4	
NEGLECT OF DUTY	20	
UNLAW/UNNEC AUTH	55	
OTHER (I.E., RE-OPENED)		1
<b>SERVICE AND POLICY</b>	<b>1</b>	<b>1</b>
<b>NOT INVESTIGATED</b>		
COMPLAINT OVER SIX MONTHS	7	4
FRIVOLOUS	7	1
NO JURISDICTION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

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 that over half of the complainants were 35 to 55 years of age. 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



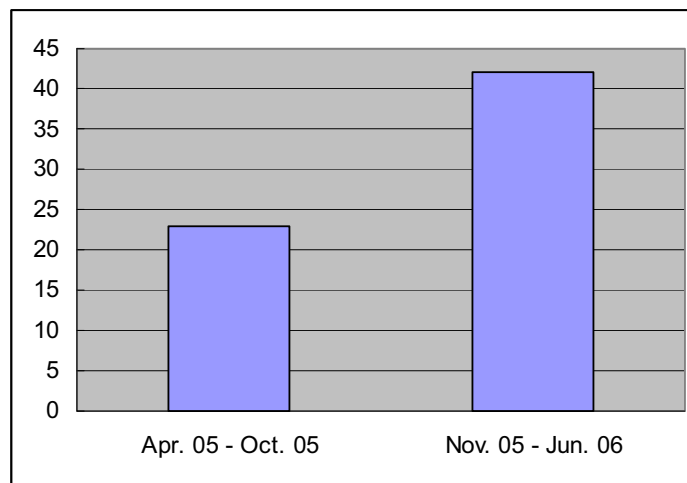
**It is important to note that the CEAPC model provides a range of accessibility enhancing opportunities for complainants such as translation services and/or culturally sensitive environments not generally or widely offered by the Toronto Police Service.**

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

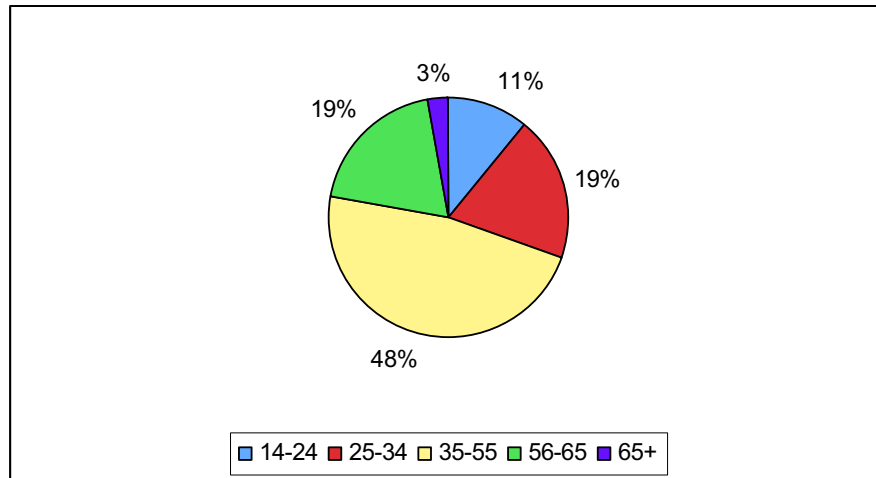
The second interim evaluation covered the period November 1<sup>st</sup>, 2006 through June 30<sup>th</sup>, 2006. In this second period, 157 civilian contacts were made with CEAPC (by phone and/or in person) regarding police complaints and/or perceptions of injustice by those in authority. In all 42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



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 (1<sup>st</sup> v.s. 2<sup>nd</sup> 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 complaints was a more difficult matter to address. In attempting to address this limitation, however, CEAPC added another assessment tool to its repertoire of feedback reporting, namely the “**Follow-Up Survey Questions for Police Complaints**” (see Appendix XI). 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 (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 very 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 mental 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. The fact that individuals who have recently accessed the complaints system were unaware of upcoming legislative changes is a matter 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 42 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 many (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 indicator 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 appeared 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 was a new and innovative idea. It appeared that this was the only model of its kind anywhere in the world. There were major challenges in the public becoming aware of alternative ways of making complaints against the police when such processes were seen as a new way of "doing business." If the public was not aware of CEAPC, then their access to CEAPC would 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)**

In November 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 promote project branding. Posters were translated into Arabic, Chinese, Somali, Spanish, and Tamil. Posters were also disseminated to project partners. The posters were “individualized” so that each partner able to take in complaints had their address, phone number, and logo prominently displayed. 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)

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 disseminated to ethnocultural media across the City.

Given these activities, it appeared that CEAPC was 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 were financially compensated for processing complaint intakes by CEAPC, it was 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 actively pursued sustainability strategies and other funding sources, this areas remained a challenge for 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 Alexandra 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. The CEAPC model accommodated diverse community members (Appendix III). The current TPS model could, therefore, explore the followings areas:

- A) Be more accessible to human diversity (e.g., 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 the limitation period from 6 months to 1 year). Such a limit increase 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 – i.e., 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 was an area that like the previous challenge needed 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 remained evident and needed to be addressed.

#### **4) Magnitude of the CEAPC Project**

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

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

Yet, it appeared that CEAPC was 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 was 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 actively pursued sustainability strategies and other funding sources, this area remained challenging for CEAPC. Further work and reporting needs to occur in this area to explore how this barrier may be better addressed.

Towards the end of the project, the third (final) evaluation period resulted in low numbers for the CEAPC Project. The reality is that this shortcoming should not be a negative commentary on the project. Project staffing changes, a change from direct services provided by the former Project Coordinator (who went on maternity) to more of a referral model (to project partners), and less outreach to raise public awareness because we the project was coming to a close all contributed to a diminished profile for the project and lower possible complaints. It may be fair to suggest that the project's time frame was too short to fairly assess the project from a more rigorous quantitative perspective.

## **6.0 Effectiveness of CEAPC in Promoting Harmonious Race Relations**

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

Up to November 30<sup>th</sup>, 2006, the project documented:

- 14 Project Partner Meetings at Scadding Court Community Centre (up 2 from the first two evaluation periods)
- 8 Project Advisory Committee (PAC) Member Meetings (up 2 from the first two evaluation periods)
- 3 Divisional Orientation meetings at 14, 31 and 5 Divisions. In all, 78 people attended these Sessions (half were police representatives, the other half were community members)
- 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 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 were 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. Over the project's 20-month duration, 33 community workshops took place addressing issues such as hate crimes, legal rights and a range of other topics (see **Appendix IV**). The total of these workshops is up 4 over the first two evaluation periods. In all, 450 people from a range of backgrounds attended workshops held at many locations across Toronto such as neighbourhood resource centres, community centres, ESL locations, and settlement agencies.

From July 2006 through November 2006, the project delivered 4 workshops to 50 ethnically diverse individuals. Over 40 community organizations were represented at workshops. CEAPC made commendable efforts to reach out to youth aged 14 to 24 throughout the project. Over the course of the project, 23 youth were engaged in training and activity on anti-racism, conflict resolution, youth rights and the police complaints process. Information on youth rights was shared with over 65 youth by way of workshops and discussion. Over 200 youth attended a CEAPC sponsored evening of music and hip-hop dancing that integrated messages of youth and policing. As a key outcome of the project, a "youth-friendly" PowerPoint presentation was (and is) available for ongoing youth education on police complaints and youth rights through Scadding Court. Throughout the project, 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'. Less 5% all evaluations reported rating less than 'fair' across all categories. Such results demonstrate a high degree of satisfaction 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"
- "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 repeatedly raised 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 participant 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 and engagement included:

### **March 2005**

- An interview with Interim Police Chief Michael Boyd aired on OMNI Television on March 30<sup>th</sup>, 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 VI).

In addition, project documentation was 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 of the manuals 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 21<sup>st</sup>, 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 police<sup>2</sup>.
- 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.

---

<sup>2</sup> Over the course of the project, 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.

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 project's activities is the 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.

In the second evaluation period, Scadding Court was approached by a number of groups interested in the CEAPC Project. A partnership which includes the Hamilton Police Service is currently using the CEAPC model to implement a similar initiative in that city. CEAPC shared its learnings, training curriculum, as well as community outreach materials and workshops and have established an active working relationship with this group. The Vancouver Police Department and the RCMP also approached project staff following presentations at various conferences, expressing interest in the activities and model. In August, 2006 CEAPC was contacted by Ottawa's Community Policing - A Shared Responsibility project (operating out of the South East Ottawa Centre for a Healthy Community) and in December 2006 a workshop was given to this group on CEAPC's learnings and resources.

Community contributions to the project demonstrating a willingness to strengthen community-police relations were substantive. Community partners contributed numerous handouts related to community policing issues, anti-racism, conflict resolution, and the *Youth Criminal Justice Act*. Community partners also invested a significant amount of staff time. Significantly, community agency representatives and stakeholders delivered 15 of 17 partner agency training sessions. Feedback from program evaluations at CEAPC Partner Training was, 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 IX). 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 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 were 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 final evaluation concludes by recognizing three important hallmarks if initiatives such as CEAPC are to be even more successful (more widely effective) in the future:

- 1) There needs to be a strong commitment on the part of Police partners to support and contribute to projects such as CEAPC;
- 2) Active and committed partners from a range of community-based organizations need to play prominent roles in supporting initiatives such as CEAPC; and,
- 3) Leading community organizations such as Scadding Court Community Centre need to be consulted and engaged as to their involvement overseeing projects such as CEAPC.

A quick reflection here is that CEAPC continues to receive external requests for workshops and representatives to present, sit on panels, and so on. Scadding Court still attempts to have CEAPC partner organizations agree to accommodate such requests despite CEAPC funding having ended. To this end, there is a form of sustainability that been created for the project in terms of community-based expertise and infrastructure.

## **Commitment to the CEAPC Project by Toronto Police Service**

- Toronto's Police Service (TPS) was very supportive of CEAPC over the project's duration.
- 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.
- At the project's conclusion, TPS advisory support was provided by Inspector John Tanouye and Detective Sergeant Ian Moyer of TPS Professional Standards. Ongoing project support was being provided by Training Sergeants from six divisions engaged in the project.
- TPS support included: Detective Cameron Field; Detective Sergeant Ron Aalen; Inspector Dave McCormack; Inspector Len Faul; and, Detective Morgan Robinson of Professional Standards. Staff Inspector Robin Breen from the Community Liaison Unit also participated.

## **Partner Commitment**

- The **Community Education and Access to Police Complaints Demonstration (CEAPC) project** saw the development of a unique and growing network of partners (from 32 to 39 community partners – see **Appendix II**) to CEAPC in achieving its goals and objectives.
- CEAPC's network was 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.
- 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 Community Centre**

- 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.
- In January 2007, Scadding Court Community Centre published a detailed analysis of Bill 103 that outlined four (4) general problem areas connected to:
  - 1) civilian oversight;
  - 2) the lack of a significant departure from the current systems;
  - 3) vagueness; and,
  - 4) breadth of the mandate for the position of Independent Police Review Director.

Against the backdrop of CEAPC's community-based approach to a process whereby the police complaints process seemingly was more accessible and more transparent than current institutionalized channels (especially to the broad base of community diversity), CEAPC partners generated fifty (50) recommendations to augment and enhance the effectiveness of Bill 103 (see Appendix XII).

## 10.1 Final Reflections

CEAPC was a pilot project faced with the insurmountable task of presenting a model that could make police complaints a more accessible, accountable, fair and transparent process. Also qualitative outcomes related to education, understanding and harmonious race relations between to the police and diverse communities in the City of Toronto were key dimensions of the project.

From an outcome or project impact perspective, CEAPC had 47 processed complaints over the 20-month duration of the project. But when one takes into account the highly intense and complex challenges faced by people making complaints against the bulwark of police power in our society, this number of complaints cannot be taken lightly. These 47 complaints represented 47 human beings who may have not made such complaints through the existing police complaints system. Further, the number of complaints through CEAPC worked out to an average of more than 3 complaints per month.

It is the conclusion of this evaluation that this monthly average could have risen to well between 4 to 5 complaints per month if the project was extended even one additional year. Given that CEAPC complaints had 23 complaints over the first 7 months of the project, 19 over the next 8 months, and 7 complaints over the project's final 5 months, it is evident that CEAPC was a useful and important community-based channel (point-of-access) for diverse community to lodge their complaints against police, the project funding period expired and the project ended.

The recommendations for the police complaints system in Ontario put forward by Scadding Court Community Centre's analysis of Bill 103 (**Appendix XII**) is perhaps the strongest manner to conclude and summate this final evaluation of the CEAPC project. All in all, CEAPC presented itself to be formidable model for Toronto and other urban centres to consider in contexts where accessible, accountable, fair and transparent reporting processed are desired. Finally, it may be concluded that leadership organizations associated with the CEAPC project such as Scadding Court Community Centre could have important roles to play in the implementation of Ontario's new police complaints legislation.

## **Appendix I: Overview of the CEAPC Project (2004)**

### **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 Partners<sup>3</sup>**

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.

---

<sup>3</sup> 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"<sup>4</sup>, 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"<sup>5</sup>, 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.

---

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

<sup>5</sup> 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 Ellerslie Av.**

22 Division, 3699 Bloor St. W.

23 Division, 2126 Kipling Av.

31 Division, 40 Norfinch Dr.

32 Division, 30 Ellerslie 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  
**XX**division@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:***

<b>Lead Agency</b> 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

 <p><b>Have you had a negative interaction with the police?</b></p>	<div style="text-align: right;">  </div> <p><b>To file a complaint please call:</b></p> <ul style="list-style-type: none"> <li>Alexandra Park Neighbourhood Learning Centre 416-591-7384</li> <li>Canadian Arab Federation 416-493-8635 x22</li> <li>Davenport-Perth Neighbourhood Centre 416-656-8025 x367 or x261</li> <li>Delta Family Resource Center 416-747-1172</li> <li>Eastview Neighbourhood Community Centre 416-993-6354</li> <li>Fort York Food Bank 416-293-3011</li> <li>Hong Fook Mental Health Association 416-493-4242 x0</li> <li>Justice For Children And Youth 416-920-1633</li> <li>Midaynta Association of Somali Serving Agencies 416-928-9160</li> <li>Scadding Court Community Center 416-392-0335 x233</li> <li>South Asian Family Support Services 416-431-4847 x240 or x224</li> <li>South Asian Legal Clinic of Ontario 416-542-9146 x2302 or x2303</li> <li>South Asian Women's Centre 416-537-2276 x33</li> <li>416-281-1376 x67</li> <li>St. Christopher House 416-848-7980 x235</li> <li>416-532-4828 x115</li> <li>St. Stephen's Community House 416-964-8747 x233</li> <li>Streethhealth 416-921-8668 x269</li> <li>Toronto Community Housing 416-981-5500</li> </ul> <p><b>Funded by:</b>            City of Toronto: Access &amp; Equity Grants            Department of Canadian Heritage: Multiculturalism and Aboriginal Programs            The Law Foundation of Ontario            Toronto Community Housing:            Social Investment Fund</p> <div style="text-align: center;">  <p><b>CEAPC</b>            COMMUNITY EDUCATION &amp;            ACCESS TO POLICE COMPLAINTS            DEMONSTRATION PROJECT</p> </div>
 <p><b>Do you have a complaint against a police officer?</b></p>	
 <p><b>Would you like to talk to someone about your options?</b></p>	
 <p><b>If you answered YES, we can help you. Our goal is to make the Police Complaints System easier to access and understand.</b></p>	
<p style="writing-mode: vertical-rl; transform: rotate(180deg); font-size: small;">For more information please visit <a href="http://www.scaddingcourt.org/specialprojects/police.htm">http://www.scaddingcourt.org/specialprojects/police.htm</a></p>	

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

  
Canadian Arab Federation  
La Federation Canada-Arabe



مشروع التوعية المجتمعية وزيادة الوصول إلى نظام شكاوى  
مكتب الشرطة

  
Scadding Court Community Centre

لكي نتقدم بشكوى يمكنك الاتصال على:

Alexandra Park Neighbourhood Learning Centre	416-591-7384
Canadian Arab Federation	416-493-8635 x22
Deavenport-Perth Neighbourhood Centre	416-656-8025 x367 or x261
Delta Family Resource Center	416-747-1172
Eastview Neighbourhood Community Centre	416-393-6354
Fort York Food Bank	416-203-3011
Hong Fook Mental Health Association	416-493-4242 x0
Justice For Children And Youth	416-920-1633
Midaynta Association of Somali Serving Agencies	416-928-9160
Scadding Court Community Center	416-392-0335 x233
South Asian Family Support Services	416-431-4847 x240 or x224
South Asian Legal Clinic of Ontario	416-542-9146 x2302 or x2303
South Asian Women's Centre	416-537-2276 x33
	416-281-1376 x67
St. Christopher House	416-848-7980 x235
	416-532-4828 x115
St. Stephen's Community House	416-964-8747 x233
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 style="text-align: center;"><b>பங்குற்றும் அமைப்புகள்</b></p> <ul style="list-style-type: none"> <li>• African Canadian Social Development Council (416) 658-5100</li> <li>• Alexandra Park Community Centre (416) 603-8003</li> <li>• Alexandra Park Neighbourhood Learning Centre (416) 591-7384</li> <li>• Atkinson Co-op (416) 504-6393</li> <li>• Canadian Race Relations Foundation (416) 952-3500</li> <li>• Canadian Arab Federation (416) 493-8635</li> <li>• Co-operative Housing Federation of Toronto (416) 465-8688</li> <li>• Community Social Planning Council of Toronto (416) 351-0095</li> <li>• Council of Agencies Serving South Asians (416) 979-8611</li> <li>• Davenport-Perth Neighbourhood Centre (416) 656-8025</li> <li>• Delta Family Resource Centre (416) 747-1172</li> <li>• Fort York Food Bank (416) 203-3011</li> <li>• Hispanic Development Council (416) 516-0851</li> <li>• Hong Fook Mental Health Association (416) 493-4242</li> <li>• Jamaican Canadian Association (416) 746-5772</li> <li>• Jane Finch Community Legal Services (416) 398-0677</li> <li>• Jane/Finch Concerned Citizens Organization (416) 880-2870</li> <li>• Justice for Children and Youth (416) 920-1633</li> <li>• Kensington-Bellwoods Community Legal Services (416) 924-4244</li> </ul>	<ul style="list-style-type: none"> <li>• Midaynta Association of Somali Serving Agencies (416) 544-1992</li> <li>• NEW Experiences for Newcomer Women (416) 469-0196</li> <li>• Ontario Council of Agencies Serving Immigrants (416) 322-4950</li> <li>• Regent Park Resident Council (416) 961-6738</li> <li>• Scadding Court Community Centre (416) 392-0335</li> <li>• Schizophrenia Society of Ontario (416) 449-6830</li> <li>• South Asian Family Support Services (416) 431-4847</li> <li>• South Asian Legal Clinic of Ontario (416) 542-9146</li> <li>• South Asian Women's Centre (416) 537-2276</li> <li>• St. Christopher House (416) 848-7980</li> <li>• St. Stephen's Community House (416) 925-2103</li> <li>• Streethhealth (416) 921-8668</li> <li>• Toronto Community Housing (416) 981-5500</li> <li>• Toronto Police Accountability Coalition (416) 977-5097</li> <li>• Toronto Police Services (416) 808-7805</li> </ul>	 <h3 style="font-size: 24px; margin: 0;">வெறுப்புக் குற்றங்கள்</h3>  <h2 style="font-size: 36px; margin: 0;">CEAPC</h2> <p style="font-size: 10px; margin: 0;"><b>COMMUNITY EDUCATION &amp; ACCESS TO POLICE COMPLAINTS DEMONSTRATION PROJECT</b></p> <p style="font-size: 10px; margin: 0;">சமூக அறிவு புகட்டல் சாவர்துவை தொடர்பிலான முறையிட்ட அணுகல் செயல்விளக்கத் திட்டம்</p>  <p style="font-size: 8px; margin: 0;">Language: Tamil</p>
---	---	--

<p style="text-align: center;"><b>Partner Agencies</b></p> <ul style="list-style-type: none"> <li>• African Canadian Social Development Council (416) 658-5100</li> <li>• Alexandra Park Community Centre (416) 603-8003</li> <li>• Alexandra Park Neighbourhood Learning Centre (416) 591-7384</li> <li>• Atkinson Co-op (416) 504-6393</li> <li>• Canadian Race Relations Foundation (416) 952-3500</li> <li>• Canadian Arab Federation (416) 493-8635</li> <li>• Co-operative Housing Federation of Toronto (416) 465-8688</li> <li>• Community Social Planning Council of Toronto (416) 351-0095</li> <li>• Council of Agencies Serving South Asians (416) 979-8611</li> <li>• Davenport-Perth Neighbourhood Centre (416) 656-8025</li> <li>• Delta Family Resource Centre (416) 747-1172</li> <li>• Fort York Food Bank (416) 203-3011</li> <li>• Hispanic Development Council (416) 516-0851</li> <li>• Hong Fook Mental Health Association (416) 493-4242</li> <li>• Jamaican Canadian Association (416) 746-5772</li> <li>• Jane Finch Community Legal Services (416) 398-0677</li> <li>• Jane/Finch Concerned Citizens Organization (416) 880-2870</li> <li>• Justice for Children and Youth (416) 920-1633</li> <li>• Kensington-Bellwoods Community Legal Services (416) 924-4244</li> </ul>	<ul style="list-style-type: none"> <li>• Midaynta Association of Somali Serving Agencies (416) 544-1992</li> <li>• NEW Experiences for Newcomer Women (416) 469-0196</li> <li>• Ontario Council of Agencies Serving Immigrants (416) 322-4950</li> <li>• Regent Park Resident Council (416) 961-6738</li> <li>• Scadding Court Community Centre (416) 392-0335</li> <li>• Schizophrenia Society of Ontario (416) 449-6830</li> <li>• South Asian Family Support Services (416) 431-4847</li> <li>• South Asian Legal Clinic of Ontario (416) 542-9146</li> <li>• South Asian Women's Centre (416) 537-2276</li> <li>• St. Christopher House (416) 848-7980</li> <li>• St. Stephen's Community House (416) 925-2103</li> <li>• Streethhealth (416) 921-8668</li> <li>• Toronto Community Housing (416) 981-5500</li> <li>• Toronto Police Accountability Coalition (416) 977-5097</li> <li>• Toronto Police Services (416) 808-7805</li> </ul>	 <h3 style="font-size: 24px; margin: 0;">Hate Crimes</h3>  <h2 style="font-size: 36px; margin: 0;">CEAPC</h2> <p style="font-size: 10px; margin: 0;"><b>COMMUNITY EDUCATION &amp; ACCESS TO POLICE COMPLAINTS DEMONSTRATION PROJECT</b></p>  
---	---	---

## CEAPC Newcomer Flyers

**பங்குற்றும் அமைப்புகள்**

- 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

- Midaynta Association of Somali Serving Agencies (416) 544-1992
- NEW Experiences for Newcomer Women (416) 469-0196
- Ontario Council of Agencies Serving Immigrants (416) 322-4950
- Regent Park Resident Council (416) 981-6738
- Scadding Court Community Centre (416) 392-0335
- Schizophrenia Society of Ontario (416) 449-6830
- South Asian Family Support Services (416) 431-4847
- South Asian Legal Clinic of Ontario (416) 542-9146
- South Asian Women's Centre (416) 537-2276
- St. Christopher House (416) 848-7980
- St. Stephen's Community House (416) 925-2103
- Streethhealth (416) 921-8668
- Toronto Community Housing (416) 981-5500
- Toronto Police Accountability Coalition (416) 977-5097
- Toronto Police Services (416) 808-7805



குடிவரவாளர்  
புதிதாய் வருவோர்  
அறிநிலை

CEAPC

COMMUNITY EDUCATION &  
ACCESS TO POLICE COMPLAINTS  
DEMONSTRATION PROJECT

சமூக அறிவு புகட்டல்  
காவற்துறை தொடர்புகள்  
என முறையிட்டல் அணுகல்  
செயல்விளக்கத் திட்டம்




Language: Tamil

**Partner Agencies**

- 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

- Midaynta Association of Somali Serving Agencies (416) 544-1992
- NEW Experiences for Newcomer Women (416) 469-0196
- Ontario Council of Agencies Serving Immigrants (416) 322-4950
- Regent Park Resident Council (416) 981-6738
- Scadding Court Community Centre (416) 392-0335
- Schizophrenia Society of Ontario (416) 449-6830
- South Asian Family Support Services (416) 431-4847
- South Asian Legal Clinic of Ontario (416) 542-9146
- South Asian Women's Centre (416) 537-2276
- St. Christopher House (416) 848-7980
- St. Stephen's Community House (416) 925-2103
- Streethhealth (416) 921-8668
- Toronto Community Housing (416) 981-5500
- Toronto Police Accountability Coalition (416) 977-5097
- Toronto Police Services (416) 808-7805



Immigrant &  
Newcomer Awareness

CEAPC

COMMUNITY EDUCATION &  
ACCESS TO POLICE COMPLAINTS  
DEMONSTRATION PROJECT




## CEAPC Complaints Process Flyer

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

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

## CEAPC on the Scadding Court Website

Special Projects and Services

Community Education and 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

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

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:

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

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 [lsarangi@scaddingcourt.org](mailto:lsarangi@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**

**Building Consensus**

- Small Group Discussions
- Sharing Recommendations

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

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

4:00pm Wrap up, Evaluation and Personal Commitment

**Community Education & Access to Police Complaints Demonstration Project**

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

**Introduction**

Scadding Court Community Centre, in partnership with the Toronto Police Services and 35 community based organizations have developed the Community Education and Access to Police Complaints Demonstration Project (CEAPC). The goal of this two-year demonstration project is to ensure that the police complaints system is accessible and available to the specific needs of community members, while at the same time providing opportunities for education, to increase communication and build bridges between diverse communities and police<sup>6</sup>.

**Overview and Summary of the Orientation**

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

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

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

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

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

---

<sup>6</sup> See Appendix 1 for the CEAPC Project Overview.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

### **Feedback and Outcomes**

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

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

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

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 Shuter 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

4:00pm Wrap up, Evaluation and Personal Commitment

## **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 police<sup>7</sup>.

#### **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 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:

---

<sup>7</sup> See Appendix 1 for the CEAPC Project Overview.

- 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 Foundation<sup>8</sup>, 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**

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

---

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

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](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 27<sup>th</sup>, 2005

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

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

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

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

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

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

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

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

Registered Charity Tax Number  
19142115RR00010515353

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



### **Appendix 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 1<sup>st</sup>, 2005 though October 31<sup>st</sup>, 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 XI:** 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, focus groups and or community forums.

## **Appendix XII: Follow-Up Survey Questions for Police Complaints**

### **CEAPC Recommendations to Shore Up Bill 103**

#### **1. Outreach to Diverse Communities / Public Education**

##### ***Recommendation 1.1***

**The Bill should specifically state that the IPRD must take into account linguistic, cultural, disability and additional diversity considerations in providing information and assistance. The Bill should require the IPRD to provide public information in multiple languages, and through various methods of delivery, including toll free numbers and web access. The Bill should require the IPRD to engage community-based organizations in outreach and public education to diverse communities.**

##### ***Recommendation 1.2***

**The Bill should provide mandate community-based and gender-specific intake and outreach procedures in order to respond to the particular needs of diverse communities of women.**

##### ***Recommendation 1.3***

**The Bill should mandate the availability of community-based complaints intake to be provided by community-based organizations that are trained and funded to do so.**

#### **2. Geographic Barriers**

##### ***Recommendation 2.1***

**The Bill should require the IPRD to establish regional offices, which are empowered to provide public education and to receive and process complaints.**

##### ***Recommendation 2.2***

**The Bill should mandate the creation of regional advisory groups with guaranteed access to the policy table. These advisory groups should be representative of diverse civilian constituencies in each region throughout the province.**

### **3. Accessibility for Aboriginal Communities**

#### ***Recommendation 3.1***

**The Bill should recognize, acknowledge and address the unique issues that Aboriginal Peoples face in their interactions with the police. Special Aboriginal advisory bodies should be created, both on and off reserve, in order to guarantee supportive frameworks and meaningful access to effective complaints processes for Aboriginal communities and individuals throughout the province who choose to access the process outlined.**

#### ***Recommendation 3.2***

**Funding should be available for Aboriginal communities throughout the province to develop and maintain local police complaints regimes if they wish to. In instances where Aboriginal communities or individuals wish to access the provincial complaints mechanism, they should be able to access community-based intake and outreach procedures which are developed in recognition of the unique issues they face in their relationship to police.**

### **4. Identifying the Police**

#### ***Recommendation 4.1***

**The Bill should impose a positive duty on the police to ensure that detailed information about complaints procedures is accessible at points of contact with civilians - including on the street, in squad cars, and at police stations.**

#### ***Recommendation 4.2:***

**The Bill should impose a provincial standard for identification (as suggested by LeSage) so that individuals feel better able to bring forward complaints.**

### **5. Third Party Complaints**

#### ***Recommendation 5.1***

**The Bill should require the Director to review all third party complaints that pertain to policy and services.**

***Recommendation 5.2***

**The Bill should explicitly define ‘person’ under the *Act* as including community agencies and groups.**

**6. Anonymous Complaints**

***Recommendation 6.1***

**The Bill should allow anonymous complaints as long as these are supported by sufficient evidence. Complaints will be documented, even where there is not sufficient supporting evidence.**

***Recommendation 6.2***

**The Bill should allow for anonymous reporting of complaints in which officers are not identified or in which those who are reporting do not wish to launch an official complaints. This data should be recorded and used as an ‘early warning system’ concerning problematic patterns of police behaviour.**

**7. Limitation Periods**

***Recommendation 7.1***

**In instances where persons wish to apply for an extension of the standard limitation period, they may do so directly to the office of the IPRD. In determining whether to approve an extension of the limitation period, the IPRD will consider the subjective context of the complainant and take into account any systemic barriers that he or she faced in bringing forward a complaint.**

***Recommendation 7.2***

**The Bill should require review of every complaint made within two years of the facts at issue, subject to automatic extensions for pending criminal proceedings based on the facts at hand, and the age and capacity of the complainant.**

**8. Lack of Emphasis on Complaint Outcomes**

***Recommendation 8.1***

**There should be a positive obligation on the part of the IPRD and the police to work with community-based organizations as equal partners in a new model of providing community-based access, public education**

**and assistance to complainants, not only throughout the intake and processing, but also throughout the resolution of their complaints.**

***Recommendation 8.2***

**The annual report of the IPRD should be required to provide details on the number of complaints received and the nature and grounds of their disposition.**

***Recommendation 8.3***

**After an initial three-year period of implementation, the new police complaints regime must be subject to an extensive review that focuses on complaint outcomes and complainant satisfaction.**

***Recommendation 8.4***

**The IPRD should be required to conduct performance audits on any aspect of the administration of complaints under the PSA at the recommendation of regional civilian advisory boards, based on consultation with community groups and agencies.**

***Recommendation 8.5***

**The findings of all audits that are undertaken in authority of the *Police Services Act* in regard to police complaints procedure should be made publicly available and posted on the Internet in multiple languages.**

***Recommendation 8.6***

**The IPRD should have the authority to issue guidelines and set public complaints administration standards for particular police services. Such guidelines and standards shall be developed in consultation with community groups and agencies who act in support of complainants.**

***Recommendation 8.7***

**The IPRD should have the power of inquiry available to it to identify systemic problems that may underlie complaints and make recommendations to their recurrence in broad consultation with those communities who have been historically disadvantaged by such systemic problems.**

***Recommendation 8.8***

**Police services boards should be required to order bi-annual audits of complaints procedures in their jurisdiction, subject to the discretion of the new body for more frequent audits.**

***Recommendation 8.9***

**We recommend the institution of ‘sting audits’ where civilian investigators measure the proper handling of complaints under the new system by posing as complainants and giving public reports of their findings.**

***Recommendation 8.10***

**In recognition of the systemic barriers that are likely to be a part of any police complaints process, audits should place strong emphasis on the particular experiences of marginalized complainants.**

***Recommendation 8.11***

**The Police Services Act should provide for mandated integrity testing or ‘sting audits’ on the police in order to measure and monitor the efficacy of the complaints procedure as a deterrent to police misconduct.**

**9. Informal Resolution**

***Recommendation 9.1***

**Any informal mediation shall be vetted by the director, shall be undertaken only at the request of the complainant and shall be conducted by a neutral mediator who has been approved by local civilian advisory boards in consultation with the IPRD.**

***Recommendation 9.2***

**Only neutral and qualified parties, who are not and have never been employed as police officers, should mediate informal resolution.**

***Recommendation 9.3***

**The Bill should require that the results of informal resolution be recorded, publicly available and audited.**

## **10. Process**

### ***Recommendation 10.1***

**The distinction between policy and conduct should be rationalized on a case-by-case basis to regional advisory bodies, and the complaint documented by the IPRD, so that every complaint is dealt with according to the principle of civilian oversight.**

### ***Recommendation 10.2***

**All complaints that are refused review by the IPRD under s. 60 should be forwarded, along with reasons to a local civilian advisory body. At this point, the advisory body may refer a complaint back to IPRD for another review. Reasons for refusal must be forwarded to complainants, with every effort made to guarantee subjective understanding.**

## **11. the Role of Agents**

### ***Recommendation 11.1***

**In the interest of balancing equitable access to diverse representation with fair protection from opportunistic or incompetent “agents”, CEAPC recommends that IPRD regulations should define who might act as an “agent” within the meaning of the *Act* and further, under which circumstances such an “agent” may accept payment for services.**

### ***Recommendation 11.2***

**The new model must provide access to representation for under-resourced complainants in order to ensure equitable access to the system. This funding must be directed at all stages of the complaints process, from intake through resolution.**

## **12. Processing Delays**

### ***Recommendation 12.1***

**Complaints that have referred to chiefs of police by IPRD should be required to be disposed of within 60 days. In instances where extensions of this period are necessary, police chiefs must provide written requests for time extensions to local civilian advisory boards. In consultation with individual complainants, advisory boards may or may not accept requests for extension on a case-by-case basis.**

### **13. Lack of objective standards for Complaint Acceptance and Dismissal**

#### ***Recommendation 13.1***

The Bill should provide clear criteria under which the IPRD may deem complaints either “sufficient” or “insufficient” to merit investigation.

#### ***Recommendation 13.2***

The Bill should require the IPRD to both specify and make public her definitions and criteria under the *Act*.

### **14. Rights of Statutory Appeal / Lack of Judicial Review**

#### ***Recommendation 14.1***

All parties to a police complaint should be granted the right to apply for leave to appeal decisions made pursuant to the powers of the IPRD or otherwise under the *Act* at the divisional court level.

#### ***Recommendation 14.2***

Any decision that is made in regard to a complaint reviewed by the IPRD, including the decision to refuse a complaint based on grounds provided in s. 60, should be reviewable by both internal and external administrative appeals processes.

#### ***Recommendation 14.3***

If complainants are given the right to ask for leave to, or are allowed an appeal to divisional court, a fund should be established to allow appellants to retain legal counsel.

### **15. Fairness and Transparency**

#### ***Recommendation 15.1***

The decision made after a hearing into police officer misconduct shall be made publicly available by posting it on the Internet within 30 days of the date of decision.

#### ***Recommendation 15.2***

Complaints that pertain to policy issues and have been referred to individual chiefs of police, detachment commanders or commissioners by the IPRD shall be investigated and disposed of. Resolution of these

matters will be documented and reports will be made both to the IPRD and to the general public via the Internet.

## **16. Standard of Proof**

### ***Recommendation 16.1***

The standard of proof in hearings under Bill 103 should be based on a “balance of probabilities” in order to ensure fair outcomes.

## **17. Funding Commitment and Sources**

### ***Recommendation 17.1***

Those community-based agencies that assist individuals and groups in accessing the complaints processes should be allocated resources sufficient to both provide education on the complaints process and to assist complainants in navigating the system from intake through resolution.

### ***Recommendation 17.2***

The Bill should explicitly provide dictate that funding levels sufficient to ensure the efficient and effective functioning of procedures be put into place.

## **18. No Guarantee of Independent Investigation**

### ***Recommendation 18.1***

All complaints of police misconduct should be investigated by a wholly independent civilian review body.

### ***Recommendation 18.2***

The Bill should prohibit the IPRD from hiring former police officers as employees.

## **19. Police Services Act Adjudicators**

### ***Recommendation 19.1***

The Bill should mandate the creation of a new adjudicative body, with members appointed in consultation with regional advisory boards. No adjudicators shall be present or former police officers or staff.

## **20. Insufficient Protections for Complainants and Witnesses**

### ***Recommendation 20.1***

**Officers shall to be discouraged from having any contact with those individuals who have lodged complaints in which they are personally implicated. In cases of emergency, where police interaction with complainants is necessary, there shall be a positive obligation on the officer in question to document and provide a rationale for this contact.**

### ***Recommendation 20.2***

**The Bill should allow police officers, auxiliary officers and staff to be “members of the public,” with entitlement to complain under the *PSA*.**

### ***Recommendation 20.3***

**The Bill should specifically provide employment protection and personal security where necessary for whistleblowers.**