



Barrie Police Services Board Meeting

OPEN

Thursday, June 17, 2021

9:00 a.m. – 10:30 a.m.

Microsoft Teams Video Conference

Item	Topic	Lead	Time
1.	Call to Order	Chair	1 Min
2.	Land Acknowledgement		
Meeting Opening:			
3.	Motion to Approve the Agenda	Chair	2 Min
<i>Motion to approve the agenda for the June 17, 2021 open board meeting.</i>			
4.	Declaration of Conflict of Interest with Respect to the Agenda		
5.	Approval of Minutes		
<i>Motion to approve the minutes from the May 20, 2021 open meeting</i>			
Presentations			
6.	30 Year Civilian Service Pin <ul style="list-style-type: none"> Kim Burt, Communications Supervisor – Retired 	Chief	10 Min
	20 Year Civilian Service Pins <ul style="list-style-type: none"> Kirsty Chubb, Policy and Planning Trishawna Patterson, Records and Information Management Services 		
	20 Year Exemplary Service Medal <ul style="list-style-type: none"> Constable Jamie Westcott Constable Jonathan Watt 		
7.	Systemic Review Overview	Inspector Burke, Staff Sergeant Gates	20 Min
8.	Missing Persons Review – Justice Epstein	Inspector Johnston Staff Sergeant Gravel	10 Min
Consent Agenda:			
9.	Staff Acknowledgements	Chair	10 Min
10.	Public Complaints		
<i>Motion to receive the consent agenda items</i>			
For Information:			
11.	2020 Annual Report	Inspector Burke, Staff Sergeant Richter, Viktoria Tumilowicz	10 Min



BARRIE POLICE SERVICES BOARD MEETING

OPEN SESSION MINUTES

**THURSDAY MAY 20, 2021
VIA MICROSOFT TEAMS -YOUTUBE LIVE**

PRESENT:

Mr. Greg Ferguson, Chair
Councillor Robert Thomson, Vice Chair
Mayor Jeff Lehman
Mr. Arif Khan
Ms. Lynn Strachan
Chief Kimberley Greenwood
Deputy Chief R.W Allan
Acting Deputy Chief Rich Johnston
Ms. Sarah Young, Board Administrator
Sergeant Toni Talarico, Executive Officer

Present Barrie Police Service Members:

Inspector Rob Burke, Executive Services
Staff Sergeant Rose Richter, Executive Services
Staff Sergeant Dave Goodbrand, Executive Services
Manager Steve Bound, Human Resources
Viktoria Tumilowicz, Strategic Planner

MEETING OPENING

1. The meeting was called to order at 9:00 a.m.
2. Chair Ferguson acknowledged the land.
3. Approval of Agenda

MOTION #2021-052

On motion of Arif Khan, seconded by Lynn Strachan, the May 20, 2021 open agenda was approved. CARRIED

4. Declaration of Conflict of Interest with Respect to the Agenda

None were declared.

5. Approval of Minutes

MOTION #2021-053

On motion of Arif Khan, seconded by Lynn Strachan, the minutes from the April 15, 2021 open meeting were approved. CARRIED

PRESENTATION

6. Exemplary Service Medal

Chief Greenwood acknowledged Detective Mike Ross and Sergeant Jelena Rajkovic on 20 years of service.

7. Certified Municipal Manager Designation (CMM)

Staff Sergeant Carl Moore was recognized for obtaining his designation as a Certified Municipal Manager.

8. 2020 Annual Report Preview

A sneak peak of the 2020 draft Annual Report was presented by Staff Sergeant Richter. Members of the board congratulated the team on the out of the box thinking of the interactive report. A corporate communications strategic information plan is being developed to release the report.

9. Body Worn Camera (BWC) Pilot Project Next Steps

Staff Sergeant Goodbrand provided an update on the BWC Project which included the roll out timeline, contract information, additional costs, and highlights.

Arif Khan inquired if there is a projected cost benefit on savings anticipated with likely greater compliance and less disputing of charges. He was advised that as of now when we look worldwide from Australia to Britain guilty pleas have increased but it is unknown how other cases will unfold in the courts.

Mayor Lehman requested more details on the experience of the pilot project and what we felt the impacts were. An update was provided advising that the general feedback from the pilot officers was that they loved the cameras and could not wait to get them back. The Service is anticipating some growing pains with the amount of digital evidence and the service is working on being prepared and patient to learn and manage the new technology.

Lynn Strachan inquired about the ongoing evaluation process and what tools will be used to measure success and determine when changes need to be made. Staff Sergeant Goodbrand along with the Information Technology Unit developed a Smartsheet that gives the officers the opportunity to provide daily feedback on the cameras. The Case Management Unit also has a form that they will use to advise of inconsistencies in briefs to confirm officers do not get into bad habits.

Councillor Thomson questioned what will happen if officers do not turn on the camera and will the cameras turn on automatically when the sirens go on. The service will be using a program called signal which will automatically turn on the camera when cruiser lights turn

on, side arm is drawn or taser is drawn. The procedure will say you must activate your body worn camera on all investigative interactions.

CONSENT AGENDA

10. Staff Acknowledgements

11. Public Complaints

MOTION #2021-054

On motion of Arif Khan, seconded Councillor Thomson, the consent agenda items were received. CARRIED

ANNUAL REPORTS

12. Use of Force

Chief Greenwood presented the findings of the 2020 Use of Force Report. 129 reports were filed involving 94 incidents/subject. There were changes made under the state of emergency that impacted some new development of regulations. The service was able to meet the training requirements.

13. Public Complaints

Chief Greenwood provided a brief overview of the 2020 Annual Public Complaints Report. The information within the report is not new to the board, it is a combination of board reports on public complaints and Special Investigations Unit investigations.

CORRESPONDENCE

14. Community Safety and Well-Being – Final

The Community Safety and Well-Being plan went to General Committee last week and was approved. It will be going to City Council next Monday for final approval. A significant portion of the plan relates to the Barrie Police Service.

UPDATES

15. Chief's Update

Chief Greenwood provided the update for the period of April 15 – May 19 2021 which included the following;

- COVID-19 Update
 - State of Emergency & Stay-At-Home Order
 - Protests/Demonstrations
 - Member Wellness
- 5816 Calls for Service
- 12 Major Calls
 - April 17 – Impaired by drug and weapons

- April 18 - Assault with weapon, assault causing bodily harm, weapons dangerous.
- April 19 – Human trafficking
- April 20 - Sexual assault
- April 25 – Ambulance Assist
- April 25 - Dangerous operation and impaired operation of a motor vehicle
- April 27 – Utter threats and weapons
- April 28 – Drugs located
- April 30 – Drugs
- May 9 – Assault, mischief, assault peace officer
- May 9 – Drugs, breach probation, obstruct peace officer
- May 15 – Police assistance – family located
- Project PAX
- Public Safety Warning about a dangerous strain of a synthetic opioid
- Arrest Made in heavy machinery theft scheme
- Highlights
 - May 1 – First Responders Day
 - May 2 – Virtual Police Memorial Ceremony
 - May 3-9 – Canadian Mental Health Awareness Week
 - May 9-15 – Police Week
 - May 12 – Marine Unit training with Canadian Forces
 - May 17 – Community Safety and Well-Being Plan approved at General Committee.
 - May 19 – Barrie Police Service’s research around effectiveness of situation tables was published in New York University’s Marron Institute newsletter.
 - May 18-234 – CACP- Canadian Road Safety Week

16. Community Concerns

None were raised.

MEETING CLOSING

17. Next Board Meeting – Thursday, May 20, 2021

18. Adjournment

MOTION #2021-055

On motion of Arif Khan, seconded by Mayor Lehman, the Barrie Police Services Board Meeting was adjourned at 10:43 a.m.

Chair

Board Administrator



BARRIE POLICE SERVICES BOARD REPORT
OPEN
JUNE 2021

TO: Barrie Police Services Board
FROM: Chief Kimberley Greenwood
DATE: June 17, 2021

SUBJECT: Systemic Review of Organizational Culture and Systems - Open

Background

In July 2020, the Barrie Police Service (BPS) committed to conducting a full Systemic Review of BPS Organizational Culture and Systems. A process chart and timeline were developed and presented to the Barrie Police Services Board (Board) at that time. BPS has adjusted the timeline to ensure a comprehensive review will be completed, in a timely manner, utilizing both external subject matter experts as well as a diverse representation of internal members and the community. (See Appendix A)

Multiple internal and external resources were used to gather and examine qualitative and quantitative data for the Review. Research methods were primarily comprised of, but not limited to:

- Analytical – qualitative and quantitative
- Environmental scans of practices and process in other Police Services
- Focus groups and interviews – internal and external
- Surveys – internal and external
- Third-party consultation

The Systemic Review has been completed through four (4) specific phases, as outlined below:

- **Phase One (1): July 2020 – September 2020**
Focused on solidifying the project scope and deliverables, the Intercultural Development Inventory (IDI®), was distributed. This is a digital tool that provides cross cultural assessment of intercultural competence for an individual or collective group and organization. The IDI® offers an understanding on the current intercultural competence of an individual and/or organization. BPS hired a third party to conduct the IDI® assessment of the BPS leadership team and Board members, which received 100% participation.
- **Phase Two (2): October 2020 – December 2020**
The IDI® was fully administered to the BPS membership by a BPS member who was trained IDI® assessor. Additionally, an internal focus group framework was implemented, and a third-party was contracted to conduct external focus groups with volunteers within the community. Phase two (2) also signified the start of an in-depth policy and procedure review, and the collection of multiple internal and external analytics, such as the 2020 Community Safety Survey.
- **Phase Three (3) & Phase Four (4): January 1 – June 2021**
The Systemic Review Working Group has remained consistent in their efforts to observe the timeline set out at the start of this initiative.

Phase Three (3) and Four (4) Overview

Elements from phase three (3) and four (4) that have been successfully completed include:

- Completion of internal BPS Member & Leadership Team focus groups
- Completion of external focus groups
- Review of in-house BPS training material
- Review of BPS recruitment, hiring practices, adequacy standards, decision-making process and professional standards

Some items are ongoing including:

- Continued systems overview
- Evaluation of findings
- Final report & implementation of recommendations

External focus groups were conducted by third-party consultant Magda Montagnese (Systems Evaluations, Analytics, Quality Improvement and Training, Research (SEAQIT)) and were completed in March 2021. In total 24 participants were included; gender was evenly distributed amongst the groups and included some representation of visible minorities.

Information collected through external consultations were grouped into five themes:

- Organizational Culture & Professionalism
- Diversity
- Equality & Inclusion
- Accountability & Transparency
- Barriers
- Constructive Improvement

A summary of findings and resulting recommendations was produced and will be included as part of the final report.

In phase three (3) through phase four (4), a Harassment and Discrimination Survey was prepared and disseminated by the Bernardi Centre. A total of 213 members participated in this survey; BPS is expecting this final report the end of June 2021 and the findings will be included in the final report.

The greater part of phase four (4) includes the integration of both the qualitative and quantitative data necessary to prepare the final report. This will provide a thorough assessment of BPS practices, policies, procedures and both internal and external perceptions of the Service. The recommendations will establish measurable benchmarks used to inform the Board and local community of current conditions and future evolution of BPS.

The Systemic Review of Organizational Culture and Systems included the evaluation of:

- diversity
- gender issues
- in-house training material and practices
- internal BPS member perception of BPS organizational culture and systems
- public and community partner experiences and perception of BPS
- Human Resources Unit employment and hiring practices
- promotional processes and practices
- policies and procedures
- internal and external communication practices
- professional standards investigations

Multiple channels were used to collect quantitative and qualitative data including: environmental scans, database analysis, internal and external focus groups, surveys, and third-party consultations. Topics of sexism, classism, ageism, racism, and oppressive bias were also explored at length. Findings were reviewed based on themes, these include but were not limited to, BPS organizational culture, professionalism, diversity, equity, equality, inclusion, and accountability.

Initial themes that continue to be explored include perceptions of BPS:

- Internal & external communication practices
- Community engagement
- Recruitment, promotional process & accountability
- Professional development including, cross-cultural education, engagement & awareness
- Evolution of leadership & culture

Key findings will be further explored through detailed analysis of:

- Leadership
- Organizational Culture
- Disconnect Between Members and Leaders' Perceptions
- Organizational Maturity
- Organizational Reputation

It is anticipated that the final report will be complete by Quarter Three (Q3) 2021 and will include a through analysis of all data currently collected, including but not limited to:

- Assessment of in-house training material
- Arrest Reports & related data
- BPS communication channels
- Human Resources - recruitment & retention
- Intercultural Development Inventory (IDI®) – completed by 76% of BPS members
- Multiple internal & external surveys – including 2020 Community Safety Survey with 1,667 responses
- Over 20 internal focus groups – with BPS members & Leadership Team
- Over 10 external focus groups – with community members and partners
- Policy review
- Review of over 140 procedures
- Professional Standards – Internal & external complaints over five-year period

Additional findings that are currently being finalized by the Bernardi Centre for the purposes of the BPS Systemic Review of Organizational Culture and Systems includes the Harassment and Discrimination Survey findings and a review of the BPS Procedure #100 - Equal Opportunity, Discrimination & Workplace Harassment Prevention.

Once the final report is complete, the recommendations presented will be subject to ongoing evaluations measuring implementation and progress. The findings of this review will assist BPS to continue to create and implement internal and external policies, practices, procedures, and initiatives that strengthen the values of a fair and progressive culture.

Recommendation

The Barrie Police Services Board receives this report for information.

Prepared by:

Valarie Gates
Staff Sergeant # 4546
Administration – Operational Services

Viktoria Tumilowicz
Strategic Planner # 10908
Executive Services

Approved by:

R.K. Burke
Inspector # 3367
Executive Services

Attached:

Appendix A – Systemic Review – Process Map



Systemic Review of Organizational Culture & Systems

Barrie Police Service (BPS)

Advisory Committee

Steering Committee

Research Working Group

Organizational Culture Working Group

Systems Working Group

July

August

September

October

November

December

January

February

March /
April / May

- Round Table of Senior Leaders – regarding next steps

- Research good practices for systemic reviews

- Outreach to BPS Service Members to indicate their interest in participating in the Systemic Review

- Research IDI

- Identify DiversiPro as consultant to deliver IDI assessment tool

- DiversiPro administered IDI to BPS LT and Board.

- Identify Advisory & Steering Committee Members

- BPS LT & Board Group Executive IDI debrief with DiversiPro

- LT & Board to have 1-on-1 IDI result debrief with DiversiPro.

- Diversity training to LT (Oct 6)

- Administer IDI to remaining BPS Members

- BPS Member IDI Administrator Qualification Training

- Identify Members to be involved in internal & community (external) focus groups

- IDI Group debrief with BPS Members

- Explore options in diversity education and / or training for BPS Members

- Mid term report to LT & BPS Board

- Focus groups continued

- Systems overview including: HR, adequacy standards, procedures, policies, & decision-making (Dec–Feb)

- Summary of findings from focus groups

- Evaluation of overall systemic review results (Mar. to May)

- Q1 update to BPS Board

June

- Final report on findings, & recommended next steps
- On-going evaluation



**BARRIE POLICE SERVICES BOARD REPORT
JUNE 2021
OPEN**

TO: Barrie Police Services Board

FROM : Chief Kimberley Greenwood

DATE: June 7, 2021

SUBJECT: Missing Persons Investigations Review – Justice Epstein

Background

The Review was prompted by the tragic deaths of eight people killed by Bruce McArthur over a seven-year period. Of the eight individuals who were murdered, six were people of colour and were members of the LGBTQ2S+ community. Many of the victims were vulnerable and marginalized and had various intersectional identities.

Concerns were raised by LGBTQ2S+ communities surrounding the deaths of the victims and specifically related to how the Toronto Police Service (TPS) conducted the missing persons investigations. Some members of the community perceived that the MacArthur related investigations were impacted by bias and systemic racism and were given less attention and priority than the cases deserved.

The Toronto Police Services Board (TPSB) initiated an independent review after increased public interest in the MacArthur related cases.

The Review was asked to:

- Evaluate how the TPS has conducted and is conducting missing person investigations, particularly in relation to LGBTQ2S+ and vulnerable or marginalized communities.
- Make recommendations to promote not only efficient, effective and bias-free investigations, but also better police relations with affected communities. Most important of all, the Review is intended to help bring the community together in looking for answers and fashioning new directions for the future.

Overview

The Report includes a total of 151 recommendations. Additional recommendations may have implications, for example, as they relate to the contents of policies and procedures, steps to be

taken in investigations, addressing cultural issues related to missing persons cases, information sharing, and training.

The report makes clear that its focus is on both what the TPS did well, and where investigations could have been better. It also focuses broadly on the connections between the failures that did occur in the investigations and systemic issues in policing including trust, community safety, oversight, and more use of non police personnel who have specific skills and training, such as social work.

The report points to many areas where work is underway and/or results may have been different if the *Community Safety and Policing Act, 2019* was in force – including the future role of the Inspectorate of Policing (IOP).

The report does not take on a scope of work outside the TPS, except in the area of the use of two data/case management systems where it is noted that officers in Toronto are not using them to the degree or in the manner that other services are, and to negative effect, particularly when it comes to linking the evidence needed in order to solve missing persons cases.

The recommendations in the report advocate for new mid-term and long-term models for how missing person investigations are conducted.

- The models are intended to build on and enhance the TPS Missing Persons Unit, while recognizing that many missing person cases require a response by/multidisciplinary involvement of, social service, public health, community agencies, and not-for-profit organizations.
- A key component of the new models includes a role for civilians within the service, as missing person coordinators and as support workers to assist those directly affected by disappearances.
- In addition to recommending greater involvement of civilians and enhanced partnerships with community organizations, the recommendations call for building better relationships with intersecting, marginalized and vulnerable communities and addressing prevention strategies for those who choose to go missing.

Several of the recommendations that are specifically directed at TPS and TPSB highlight training, education, and professional development as key to improvements, and the report recommends the creation of a regional centre for policing excellence to develop best practices in policing and in education about policing.

Regarding training, the report also points out its limits and that the public is generally unaware of how much training has increased in recent years in areas such as human rights. Balancing this though, is that if this is not changing behaviour then there are deeper issues that will not be resolved through periodic courses.

The report also includes approximately 11 recommendations related to independent accountability measures and the role of the TPSB and other Police Services in Ontario in providing proper civilian oversight. This is supported by previous independent reports from Justice Linden during the Ipperwash review and Justice Morden's recommendations during the G20 review. It highlights the importance of the police services boards as an essential feature to police oversight and identifies 6 critical points when sharing information.

Finally, there are recommendations that are directed broadly to multiple levels of government and across sectors to come together to coordinate health and social services, as well as victims' services. These may be of note to programming at Ministry of the Attorney General.

Areas under consideration

With the assessment of the Missing Persons Investigations Review completed, the Barrie Police Service is reviewing the potential impact on internal procedures and processes. In the short term, the Service is committed to the reconfiguration of the current Homicide Unit into the Homicide/Missing Persons Unit. This altered mandate will require supervisors to review all Missing Persons reports daily to determine if all proper steps were taken and what further resources could be used, should it be deemed necessary. This change will also hasten a more in-depth investigation should it be warranted. The Barrie Police Service is also reviewing further recommendations coming from other services to determine their appropriateness within the Barrie Police Service context. A further 'Actions taken' report will be provided to the board once the potential changes are vetted and fully reviewed.

Recommendation

The Board receive this report for information.

Prepared by:

Staff Sergeant Rob Gravel

Approved by:

Inspector Rich Johnston



BARRIE POLICE SERVICES BOARD REPORT
JUNE 2021
OPEN

TO: Barrie Police Services Board

FROM : Chief Kimberley Greenwood

DATE: June 8, 2021

SUBJECT: Staff Acknowledgements

Background

Staff Acknowledgements received for the month of May 2021.

EMPLOYEE	FROM WHOM	COMMENTS
Constable Elise Claridge	Platoon Staff Sergeant	Constable Claridge was commended for her efforts to ensure road safety by following up on community members Facebook comments on areas they would like targeted for speeders.
Constable Kyle Osborne	Acting Platoon Sergeant	Constable Osborne was recognized for his life saving act as he assisted a female in distress who climbed over the guardrail on the Anne St. bridge. "It is the attentiveness and swift actions of PC Osborne that this incident concluded without tragedy."
Renee Foessel, Records Clerk	Resident of Oro-Medonte	A message was received through the "Compliment a Member" form on the Barrie Police Services website "Friendly and helpful information was provided regarding criminal check."

Constable Carolyn Brown, Constable Guy Peters	Barrie Resident	Corporate Communications received an email thanking member of the COAST Team for reaching out and responding to her email. "thank you so much for reading and responding to my email and request. I was cared for very well."
Constable Keira Brooks	Barrie Trojans Swim Club	Constable Brooks was thanked for putting on a social media mindful presentation for the Barrie Trojans Swim Club. "Thank you for the effort and care you put into this. It is most appreciated."
Constable Kefu Liu	Barrie Resident	An email was received thanking Constable Liu for responding to a noise complaint and taking the time to speak to the complainant.
Constable Calvin He	Elizabeth Frye Society	Constable He was commended for continuously referring youth who need additional support to the Elizabeth Fry Diversion program. "He is always considering the most supportive and beneficial options for youth and really cares to help make a difference for them"
Constable Cosmo Manna, Detective Constable Darryl Van Loosen	Barrie Resident	An email was received commending both Constable Manna and Detective Constable Van Loosen for their assistance with reporting an incident. "Each person I spoke to took the time to hear my concerns and provide guidance and support."

Recommendation

The Board receive this report for information.

Prepared by:

Sarah Young (9049)
Executive Assistant



BARRIE POLICE SERVICES BOARD REPORT
JUNE 2021
OPEN

TO: Barrie Police Services Board

FROM : Inspector Robert Burke

DATE: June 4, 2021 June 4

SUBJECT: Professional Standards Monthly Board Report - Open

The following is the Open Professional Standards Report covering May 2021 which includes Public Complaints.

Action Required

Please review for your information.

Financial Impact

No immediate impact.

1. Public Complaint Summary:

Complaint Number:	PC 2020-35
Date Filed to OIPRD:	March 2, 2020
Received by PSB:	July 7, 2020
Conduct Complaint:	Neglect of Duty
Allegation Date:	March 2, 2020
Investigation Update:	Substantiated - Professional Standards investigation completed on April 23, 2021.
Initial Complaint Summary:	The Complainant advises that she filed charges against her husband and was advised by the officer that a warrant would be issued for his arrest. She states that the officer has not been returning her emails or phone calls and that nothing has been done for the past nine months. The Complainant advises she feels that she has been placed on the "back burner". The incident has been investigated by the Crimes Against Persons Unit wherein charges were laid.
Disposition:	Conclusion pending OIPRD disposition
Date Closed:	N/A
Complaint Timeline:	10 months, 24 days. Professional Standards investigation completed in nine months, 16 days.

Complaint Number:	PC 2020-55
Date Filed to OIPRD:	July 29, 2020
Received by PSB:	October 14, 2020
Conduct Complaint:	Discreditable Conduct
Allegation Date:	July 25, 2020
Investigation Update:	A time extension request was granted by the OIPRD, as the Complainant is before the courts regarding charges stemming from this incident.
Initial Complaint Summary:	The Complainant alleges that Barrie Police officers are harassing him and in one instance he was called a "black monkey". Further, he advised in another incident he was punched in the stomach and was forced to do "strenuous things" even though he has multiple sclerosis.
Disposition:	Active
Date Closed:	N/A
Complaint Timeline:	Seven months, 17 days - Open investigation.

Complaint Number:	PC 2020-60
Date Filed to OIPRD:	September 3, 2020
Received by PSB:	November 23, 2020
Conduct Complaint:	Neglect of Duty
Allegation Date:	July 27 - August 27, 2020
Investigation Update:	Resolved - Via Informal Resolution on March 9, 2021. The Investigator spoke at length with the Complainant and explained the actions and investigative steps taken by the officer. The Complainant was satisfied that his concerns were brought forward to the officer. The officer was spoken to regarding more effective communication during his investigations. On May 20, 2021 the OIPRD advised that the paperwork is in the approval process and will be forwarded once completed.
Initial Complaint Summary:	The Complainant advises that his mother was involved in a fatal single vehicle accident in an underground parking garage, which his family believes to be suspicious. He states that when they advised the officer of the theory, the officer allegedly told him that it would be too much work and too many hours to investigate.
Disposition:	Conclusion pending OIPRD disposition
Date Closed:	N/A
Complaint Timeline:	Six months, eight days. Professional Standards investigation completed in three months, 15 days.

Complaint Number:	PC 2020-65
Date Filed to OIPRD:	October 22, 2020
Received by PSB:	December 4, 2020
Conduct Complaint:	Excessive use of Force
Allegation Date:	Discreditable Conduct October 5, 2020
Investigation Update:	Partially Substantiated - Investigative Report completed on March 26, 2021. One count of Discreditable Conduct was substantiated against one of the Respondent officers for making inappropriate comments regarding the Complainant as a parent.
Initial Complaint Summary:	The Complainant was arrested by officers and transported to the hospital. He advises that he was punched in the face, berated and that the officers refused to leave the exam room.
Disposition:	Conclusion pending OIPRD disposition
Date Closed:	N/A
Complaint Timeline:	Five months, 27 days. Professional Standards investigation completed in three months, 22 days.

Complaint Number:	PC 2020-70
Date Filed to OIPRD:	December 2, 2020
Received by PSB:	January 13, 2021
Conduct Complaint:	Discreditable Conduct
Allegation Date:	November 25-27, 2020
Investigation Update:	Unsubstantiated - Professional Standards investigation completed on May 31, 2021.
Initial Complaint Summary:	The Complainant advises that she was evicted from her residence and was not able to retrieve all her property at the time. She states that the landlord stole a piece of property and when she advised the officer, he spoke with the landlord and "took his side".
Disposition:	Conclusion pending OIPRD disposition
Date Closed:	N/A
Complaint Timeline:	Four months, 18 days. Professional Standards investigation completed in four months, 18 days.

Complaint Number:	PC 2021-01
Date Filed to OIPRD:	November 5, 2020
Received by PSB:	January 7, 2021
Conduct Complaint:	Discreditable Conduct
Allegation Date:	November 5, 2020
Investigation Update:	Unsubstantiated - Professional Standards investigation completed on May 12, 2021.
Initial Complaint Summary:	Officers were called to the Complainant's residence for a landlord/tenant dispute. The Complainant alleges that the officer threatened him, advised that he would drag him out of his room and quoted fake laws to him.
Disposition:	Conclusion pending OIPRD disposition
Date Closed:	N/A
Complaint Timeline:	Four months, 24 days. Professional Standards investigation completed in four months, five days.

Complaint Number:	PC 2021-04
Date Filed to OIPRD:	December 8, 2020
Received by PSB:	January 26, 2021
Conduct Complaint:	Discreditable Conduct
Allegation Date:	November 20, 2020
Investigation Update:	Resolved - Via Informal Resolution on March 12, 2021. The Complainant was explained the actions of the officers as well the execution of warrants and was satisfied with the outcome. The officers were counseled regarding their demeanor and their understanding of Provincial Offences Act warrants.
Initial Complaint Summary:	The Complainant alleges that officers assisted a private investigator execute a search warrant on her clinic. The officers were described as rude and impatient with the Complainant and the staff working at her clinic. The Complainant believed their actions were an abuse of their power.
Disposition:	Concluded - File Closed by the OIPRD
Date Closed:	May 8, 2021
Complaint Timeline:	Three months, 12 days. Professional Standards investigation completed in one month, 14 days.

Complaint Number:	PC 2021-10
Date Filed to OIPRD:	December 14, 2020
Received by PSB:	February 12, 2021
Conduct Complaint:	Discreditable Conduct
Allegation Date:	December 5, 2020
Investigation Update:	Investigative Report being authored.
Initial Complaint Summary:	The Complainant states that her sister was at a friend's house and the friend requested she leave, subsequently the police were contacted, and she was removed. The Complainant advises that her sister suffers from mental health issues. She states that the officer pulled into her driveway, dropped her sister off and continued to drive away without speaking to her or asking for her permission.
Disposition:	Active
Date Closed:	N/A
Complaint Timeline:	Three months, 19 days - Open investigation.

Complaint Number:	PC 2021-13
Date Filed to OIPRD:	January 9, 2021
Received by PSB:	February 17, 2021
Conduct Complaint:	Discreditable Conduct
Allegation Date:	January 3, 2021
Investigation Update:	Resolved - Via Informal Resolution on May 31, 2021. The Complainant was explained the actions of the officers surrounding the court order. She was satisfied they were spoken to regarding their demeanor and the officer acknowledged a phone call could have benefited prior to attending.
Initial Complaint Summary:	The Complainant alleges that the officers came to her door with no warning and forced a child exchange between herself and her ex-spouse.
Disposition:	Conclusion pending OIPRD disposition
Date Closed:	N/A
Complaint Timeline:	Three months, 14 days. Professional Standards investigation completed in three months, 14 days.

Complaint Number:	PC 2021-46
Date Filed to OIPRD:	April 5, 2021
Received by PSB:	April 16, 2021
Conduct Complaint:	Discreditable Conduct
Allegation Date:	March 7, 2021
Investigation Update:	Unsubstantiated - Professional Standards investigation completed on May 28, 2021.
Initial Complaint Summary:	The Complainant advises that she called police to her home to remove her ex-spouse who refused to leave. She states the officers refused to help her and threatened to arrest her instead. The Complainant believes she is being discriminated against because she is Hispanic.
Disposition:	Conclusion pending OIPRD disposition
Date Closed:	N/A
Complaint Timeline:	One month, 15 days. Professional Standards investigation completed in one month, 12 days.

Complaint Number:	PC 2021-47
Date Filed to OIPRD:	April 10, 2021
Received by PSB:	April 28, 2021
Conduct Complaint:	Discreditable Conduct
Allegation Date:	June 4, 2019
Investigation Update:	Interviews being set up.
Initial Complaint Summary:	The Complainant believes that the officer was trying to get other officers to lie under oath, to convict him at his criminal trial.
Disposition:	Active
Date Closed:	N/A
Complaint Timeline:	One month, three days - Open investigation

Complaint Number:	PC 2021-51
Date Filed to OIPRD:	May 5, 2021
Received by PSB:	May 21, 2021
Conduct Complaint:	Discreditable Conduct
Allegation Date:	May 4, 2021
Investigation Update:	Opening stages of investigation
Initial Complaint Summary:	The Complainant alleges that while in custody she advised officers she needed medical attention wherein they told her to "shut up ". She further states that she was not provided any meals while in custody.
Disposition:	Active
Date Closed:	N/A
Complaint Timeline:	10 days - Open investigation

Complaint Number:	PC 2021-53
Date Filed to OIPRD:	May 5, 2021
Received by PSB:	May 26, 2021
Conduct Complaint:	Discreditable Conduct
Allegation Date:	December 9, 2020
Investigation Update:	Opening stages of investigation.
Initial Complaint Summary:	The Complainant advises that officers used excessive force while dealing with him, were rude and would not provide their badge numbers.
Disposition:	Active
Date Closed:	N/A
Complaint Timeline:	Five days - Open investigation



**BARRIE POLICE SERVICES BOARD REPORT
JUNE 2021
OPEN**

TO: Barrie Police Services Board

FROM: Chief Kimberley Greenwood

DATE: June 17, 2021

SUBJECT: 2020 Annual Report Overview and Communication Plan

Background

The Barrie Police Service (BPS) Annual Report is a legislative requirement as per the *Police Services Act* and BPS Procedure #144 (AI-011). The document is prepared annually and provides a public record regarding achievements, improvements, and on-going initiatives of the Service. The 2020 Annual Report summarizes the start of a new Strategic Plan that spans the period of 2020 through 2022.

Overview

To provide consistency in content structure, the 2020 Annual Report is based on the framework applied in the 2019 Annual Report. There are a few additions to this year's layout that are unique including:

- Barrie Police Services Board (Board) Members
- Appointment of Deputy Chief R. Wyllie Allan
- Retirement of Deputy Chief Ken Weatherill
- Transition to the New Barrie Simcoe Emergency Services Campus
- COVID-19 Pandemic Response
- Systemic Review of Organizational Culture & Systems
- Equity, Diversity & Inclusion Committee

The 2020 Annual Report is designed to be a "Sister Publication" to the BPS 2020-2022 Strategic Plan. This signifies the two (2) documents are related and hold a perceived connection in the content provided. Similarity in illustrations and information referenced help strengthen this link, and the publications may even be viewed as a family or specific collection. This connection will continue to be built upon in the years 2021 and 2022. This will also be further explored with the 2022-2025 Strategic Plan and corresponding reports.

The online presentation of the 2020 Annual Report has been expanded. The document will remain accessible in the form of a standard online PDF file and is also complemented with an interactive online custom webpage <https://www.BPSAnnualReport.ca>. This allows public audiences to experience the publication come to life and interact with images, video content and more. Placing the 2020 Annual Report in an immersive digital environment lets BPS make live updates, and direct online audiences to specific resources and information. Both digital and print designs serve as a template that will continue to be strengthened year over year. The digital component functions as a supplement to the traditionally printed Annual Report. It is anticipated it will increase engagement, two-way communication, and accountability with the local community.

Goals

The goal for the 2020 Annual Report is to create a professional document that is informative and easy to navigate. The Annual Report serves as a historical record of the achievements, improvements and on-going initiatives that correspond with the BPS 2020-2022 Strategic Plan.

Establishing an online version of the 2020 Annual Report now offers an opportunity to set new measurable benchmarks and targets for future years. Data gathered can serve as an indicator of audience interest and engagement and guide the expansion of two-way communication between BPS and the community. Analytics for the <https://www.BPSAnnualReport.ca> website include new and returning visits, and duration of page views.

Target Audiences

The following groups have been identified as target audiences:

- General Public
- BPS Members
- Community Partners and Stakeholders
- Neighbouring Police Services

Key Messages

- A look inside the BPS
- View the interactive Annual Report at <https://www.BPSAnnualReport.ca>
- See how the BPS works to ensure a safe and secure community
- Learn more about BPS initiatives, resources, and priorities at <https://www.BPSAnnualReport.ca>

Communication Channels

The 2020 Annual Report will be disseminated through internal and external BPS communication channels, with a primary focus on digital distribution and directing online

audiences to <https://www.BPSAnnualReport.ca>. This direction is with consideration of on-going COVID-19 pandemic restrictions and limiting in-person contact. The following outlines methods for print and digital distribution.

Printed Annual Report

A limited quantity of the 2020 Annual Report will be printed in a hard-copy format and distributed to select community partners, stakeholders, and neighbouring Police Services as a historical record (estimated distribution in July 2021)

Digital Annual Report

Digital distribution is the primary method utilized for the distribution of the 2020 Annual Report and will include the following channels:

- E-mail BPS members, community partners, stakeholders, and other Police Services
- Social media campaign (including organic and boosted posts)
- Press release through local channels
- Information posted to BPS lobby television screens
- Publication link on www.barriepolice.ca

Financial Impacts

Printed copies of the 2020 Annual Report and targeted social media campaigns are estimated as shown below:

Printed 2020 Annual Report (Quantity 50)	\$1,888.20
Targeted Social Media Ads	\$ 200.00
<u>Total</u>	<u>\$2,088.20</u>

Recommendation

The Board receive this report for information.

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