

Report to / Rapport à:

**OTTAWA POLICE SERVICES BOARD
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA**

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Submitted by / Soumis par:

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**SUBJECT: HUMAN RIGHTS AND RACIAL PROFILING POLICY: ANNUAL
REPORT**

**OBJET: RAPPORT ANNUEL SUR LA POLITIQUE RELATIVE AUX DROITS DE
LA PERSONNE ET AU PROFILAGE RACIAL**

REPORT RECOMMENDATIONS

That the Ottawa Police Services Board receive this report for information.

RECOMMANDATIONS DU RAPPORT

**Que la Commission de services policiers d'Ottawa prenne connaissance du
présent rapport à titre d'information.**

BACKGROUND

Approved by the Ottawa Police Services Board (Board) in 2013, the Human Rights and Racial Profiling Policy (CR-16) provides high level direction and closely mirrors the Ottawa Police Service's (OPS) operational Racial Profiling Policy that was approved in 2011. This has ensured meaningful policy direction for compatible language, consistent definitions, prohibition of discrimination with specific emphasis on racism and racial profiling, as well as implementation, training, and reporting requirements.

The OPS believes in continuing to strive towards a culture that is equitable, diverse, and inclusive. These policies have been instrumental in guiding the police service and entrenching the importance of this ongoing work.

While the OPS Racial Profiling Policy is well regarded by subject matter experts, significant changes in the environment, legislation, policy guidance, research and best practices have occurred since it was originally launched in 2011. The OPS has also embarked on major partnership projects in collaboration with the community in recent years including a major racial profiling study called the Traffic Stop Race Data Collection Project and a diversity audit. Further, major community feedback and recommendations for change have also been received through various engagement efforts with partners and other stakeholders including the ground breaking Outreach Liaison Team in late 2017, to the 2018 Diversity Audit, to the 2020 Equity, Diversity and Inclusion (EDI) Action Plan, to the recent Human Rights Learning Forum held in December 2020 that focused on understanding and addressing systemic racism.

As a result of this context, the OPS began a review last year with assistance from the Community Equity Council's (CEC) Anti-Racism Committee. The OPS began an important examination of more than eight years of community feedback, research, best practices, changes in provincial direction and legislation.

The OPS will provide the results of this comprehensive review to community stakeholders and the Board's Policy and Governance Committee later this year before publicly tabling the updated policy with the Board for final public comment.

The current policy and opportunity to provide additional community input is available online at ottawapolice.ca/edi.

DISCUSSION

This annual report is an opportunity to report on the 2020 activities that contributed to the implementation of the policy requirements of the Human Rights and Racial Profiling Policy (CR-16) including:

- Overview of the OPS Racial Profiling Policy, review requirements and expected timeline for the results and revised policy;
- Training initiatives that address human rights issues, such as understanding and preventing racial profiling and gender discrimination;
- EDI Action Plan priority work and projects that demonstrate ongoing commitment and partnership work;
- Reorganization of the OPS, including the creation of a new Respect, Values and Inclusion Directorate to oversee a new Respect Ethics and Values (REV) Directorate and an EDI Directorate; and
- Ongoing community engagement and outreach efforts that focus on building capacity, relationships, and public trust.

Policies and Procedures – Policy Review to be Completed in 2021

With the assistance of Dr. Shaheen Azmi of the Ontario Human Rights Commission (OHRC), author and professor at the University of Windsor, David Tanovich, and significant community inputs, the OPS launched the first comprehensive anti-racial profiling policy in policing in 2011.

The policy acts as an organizational guide and includes definitions, practices, procedures, and prohibitions against racial profiling. It sets out our commitment and standards to ensure professional and equitable policing – reaching many areas of the organization such as training, public engagement and community relations, and major projects to name a few.

The policy continues to be well received and regarded by subject matter experts as a leading best practice example to identify, address, and prohibit racial profiling in policing. It has guided important decision making and has been integrated into other related OPS training, including bias-awareness, fair and impartial policing (FIP) training, and human rights and regulated interactions training.

Given the amount of time that has passed since the creation of these policies, the OPS began a comprehensive review in 2020 that will be completed with partners, such as the CEC, in 2021. Updates will be needed based on a number of new policy guidance, major projects/initiatives, reports, provincial legislation, and consultation efforts, including:

- Reports and recommendations from the OPS Diversity Audit and Traffic Stop Race Data Collection received in November 2019;
- New provincial legislation, including regulated interactions and provincial data standards for the identification and monitoring of systemic racism from the province's Anti-Racism Directorate;
- Recently released definitions and policy guides from the Ontario Human Rights Commission including a new policy guide focused on addressing racial profiling in law enforcement;
- Reports and inputs from local partners including the CEC, Equity Ottawa, and United for All; and
- Sources of community input for major projects like the Traffic Stop Race Based Data Collection project, Outreach Liaison Team Report of 2017, and the December 2020 Human Rights Learning Forum focused on understanding and addressing systemic racism.

The OPS will publicly provide the results of this review to key stakeholders and the Policy and Governance Committee later this year before tabling the revised policy with the Board for public review and comment. It is expected that this occur in Q3 2021.

In addition to the OPS Racial Profiling Policy that the Board's CR-16 Policy is modeled upon, the Service has a number of other related operational policies and procedures that together support the Board's policy requirements including: Respectful Workplace, Regulated Interactions, Human Rights/Race Relations, and an Equitable Work Environment policy that was approved as part of the Gender Audit Project. Detailed reports on these policies are also provided to Board regularly.

Training Requirements

The 2019 Diversity Audit examined the list of OPS training (listed below) and made some recommendations in their November 2019 report that the Service must work on in partnership with stakeholders in the multi-year OPS EDI Action Plan 2020-2022.

As already identified in the 2021 change budget and the EDI Action Plan, important anti-racism training that is focused on anti-Black and anti-Indigenous racism will be developed with community partners this year.

Since the introduction of the "racially biased policing" e-learning training module in 2011, OPS members now receive significant mandatory training (see supporting documents) that supports the training requirement of Board's policy.

a. Authentic Inclusion Training (2019 and 2020):

This new mandatory training was developed in partnership with the Intercultural Learning Centre, Global Affairs Canada. The full day interactive training session was provided to all managers and supervisors in 2019 and covered ethical leadership and EDI principles, human rights and equitable work environment policies and procedures including a focus on accommodation, as well as practical training on the Gender Based Analysis Plus known as the GBA+ model.

A shorter non-supervisor version for all staff was designed for implementation in 2020. The training is continuing in 2021 because it was put on hold for a number of months in 2020 due to delays resulting from the COVID 19 pandemic.

b. Bias-Awareness and Gender Based Analysis Plus (GBA+) Training (2018)

Completed as part of the OPS Gender Project, Bias-Awareness training was implemented in 2017 and focused on priority areas of transfers and promotions. A two-day GBA+ training session for managers was delivered by Global Affairs Canada. The interactive session provided managers with a practical approach and tools to apply

GBA+ to projects, programs, and decision-making that considers gender and intersectionality of diverse perspectives (race, age, ability, etc.).

c. Regulated Interactions (Introduced 2016-2017)

The implementation of Ontario Regulation 58/16 “Collection of Identifying Information in Certain Circumstances – Prohibition and Duties” required substantial training in order for officers to conduct regulated interactions (formerly called “street checks”).

The mandatory eight-hour training developed by the Ontario Police College and a roundtable of provincial subject matter experts includes online and in-class training that focuses on the regulation requirements as well as a focus on:

- The right of a person not to provide information to the police;
- The right of a person to discontinue an interaction with an officer;
- Bias-awareness, discrimination and racism and how to avoid them when providing police services;
- How a person may access information about themselves held by this service under the Municipal Freedom of Information and Protection of Privacy Act; and,
- The initiation of interactions with members of the public.

The legislation outlines retraining requirements for police members every three years.

d. Fair and Impartial Policing Program Training (2016)

The Fair and Impartial Policing (FIP) training was introduced in 2016 and delivered to all sworn officers and Communications Centre members. Research tells us that even well-intentioned people manifest biases that can impact their perceptions and behaviour. FIP uses science-based research to understand human bias and develops tools to recognize conscious and implicit biases to implement controlled (unbiased) behavioural responses. This training leads to more effective policing by equipping officers with information, understanding, and practical tools they can use when recognizing and dealing with issues of bias.

Members of the Professional Development Centre have continued to update their FIP training with the latest program upgrades so they can continue to deliver the training to new recruits. The master trainer has also integrated FIP training into other use of force and scenario-based training.

e. Accessibilities for Ontarians with Disabilities Act (AODA): 2014

Mandatory AODA training was implemented to meet legislative compliance. Police members must complete multiple e-learning modules on AODA.

f. Canadian Centre for Diversity and Inclusion (CCDI): Employer Partner Since 2014

The OPS became an Employer Partner of the Canadian Centre for Diversity and Inclusion (CCDI) in 2014. As an Employer Partner, OPS employees have access to a number of benefits including monthly newsletters, professional development and training opportunities such as free webinars, annual conferences, seasonal workshops/events, resources, and research.

An important partner and resource to OPS, CCDI is a national non-profit organization that provides innovative and proven strategies, research, tools, and educational supports to leaders, professionals, and employees in organizations across Canada with the goal to help improve overall inclusivity of the Canadian Workforce.

g. Traffic Stop Race Data Collection Project: Race Based Data Collection (Began in 2013)

Since June 27, 2013, all OPS officers who perform traffic stops have been required to complete the mandatory CPKN e-learning course entitled “Traffic Stop Race Data Collection.” The training module provides instruction to officers for the process of race-based data collection during traffic stops including how and what data to collect, perception of race, and citizen engagement. Additional training resources and videos are also available to officers and supervisors to support compliance of race-based data collection.

h. Racially Biased Policing: E-Learning Module (Introduced in 2011)

Developed by the Toronto Police Service (TPS) with subject-matter expertise from the Ontario Human Rights Commission and the Ontario Police College, Racially Biased Policing is a one hour e-learning module available to police services on the Canadian Police Knowledge Network (CPKN).

Through examples and exercises as well as relevant case law decisions, this e-course assists officers to develop critical thinking skills about their actions when engaged in their duties and take reasonable steps to avoid racially biased policing.

Introduced in 2011, the learning objectives of this mandatory training include understanding:

- The definition of race and where the concept originated;
- The difference between racial and criminal profiling; and
- How decisions can be affected by biases that we may not even know we have.

i. Diversity and Race Relations – New Recruit Training

In partnership with community partners, the Diversity and Race Relations (DRR) Section has delivered human-rights based training to all new recruits, since 2016, through an interactive day-long session in a community environment that is focused on experiential learning techniques and dialogue with speakers from diverse communities.

j. Respectful Workplace Policy and Training (Introduced in 2009)

Police members began receiving mandatory respectful workplace training in 2009. The mandatory half day session is delivered in an interactive classroom setting.

Major Projects and Initiatives

In pursuit of professional and equitable policing focused on building trust, the OPS has a long history of working in partnership with the community to address racial profiling and other human rights concerns. This is a long-term commitment and recognizes that ongoing collaborative action is needed to make lasting impact.

A significant amount of foundational EDI and human rights work was carried out with stakeholders last year, which contributed to building and implementing the new OPS Equity Diversity and Inclusion (EDI) Action Plan 2020-2022.

OPS EDI ACTION PLAN 2020-2022 (Tabled Jan. 2020; Approved Feb. 2020)

The EDI Action Plan 2020-2022 is a major deliverable of the Board's Strategic Plan as a priority to make "Meaningful Progress on Equity, Diversity and Inclusion (EDI)." In recent years, there have been a number of independent reports and recommendations as well as significant input from police and community members through many different formats including: meetings, focus groups, surveys, and forums.

Following the release of the two latest independent reports in November 2019, the second Traffic Stop Race Data Collection Report and the Diversity Audit, the OPS made a firm commitment to make meaningful and measureable progress and move from reports and recommendations to greater action.

At our fifth Annual Human Rights Learning Forum on December 4, 2019, the OPS made a commitment to community and police members that we would continue our leadership and partnership work on EDI and release a strategic action plan in January 2020. The OPS delivered on that commitment by tabling and presenting the EDI Action Plan 2020-2022 at the January 27th, 2020 Board meeting. It was subsequently approved by the Board at the February 24, 2020 meeting. It is available at ottawapolice.ca/EDI.

The three-year organizational plan focuses on creating meaningful and measurable progress and building a culture that embraces equity, diversity, and inclusion. It has:

- Focused activities and defined deliverables;

- Target outcomes and benchmark measures;
- Regular updates and progress reporting;
- Culture change and engagement actions;
- Multi-Stakeholder approach – development, implementation, and monitoring; and
- Five Key focus areas of work including: Leadership and Accountability, Community and Service Delivery, Diverse Workforce – All Levels, EDI Competent Members, Member Support and Inclusion.

The short and user-friendly action plan, and 2020 priorities, were built on many different sources including the recently released reports and significant inputs from both police and community members who contributed to the many meetings, interviews, forums and surveys over the last two years. We also worked closely with the CEC and its working committees to design the plan and set priorities.

2020 Progress Report on EDI Action Plan

As outlined in more detail in a separate update report to the Board last month on the EDI Action Plan, significant foundational work was completed in 2020 with city partners and community stakeholders.

2020 was an important first foundational year of the EDI Action Plan that focused on building an EDI infrastructure with our community partners and stakeholders. 2021 priority work, which was outlined and presented to the Board last month, will focus on collaborative implementation of programs, systems, and culture change.

1. Create RVI Directorate with an EDI Office to enhance EDI efforts and coordination across the OPS.
 - A new RVI Directorate was announced on May 7 – effectively launching the EDI Section. The new section is focused on bringing the broader membership together by implementing inclusive practices as well as leading and incorporating systemic change throughout the organization.
 - The section developed the EDI Action Plan which is the guiding strategy for the section and this work across the organization. The section was responsible for several 2020 priority action items: Leadership and Coaching Sessions, culture change strategy, custom EDI Lens Toolkit for the organization, and other partnership initiatives in addition to ensuring the coordination and measurement of the plan. Following a recruitment and hiring process, the new EDI specialist, Alexandra Sheremeta, officially joined the OPS EDI Section on November 23, 2020.

2. Provide EDI coaching and mentoring to equip our leaders with culture change and EDI Tools.
 - Senior staff attended a session with CEC Community Vice-Chair Mr. Gerard Etienne on understanding EDI and systemic discrimination on September 8, 2020. Another EDI Leadership Session featuring global human equity strategist and author Mr. Peter Trevor Wilson of The Human Equity Advantage took place on September 22, 2020, with all senior staff. Planning is already underway for Intercultural Developmental Inventory assessments (IDI) and additional leadership sessions in Q1 2021.
3. Develop an EDI Lens Toolkit to improve our decision-making and Internal and External systems – including updates to the Transfer, Promotions, and Developmental Rotation processes.
 - A customized EDI Lens Toolkit is being developed in partnership with the Centre for Intercultural Learning, Global Affairs Canada. Once completed and tested, the focus will be on providing training and integrating the lens into OPS key areas and procedures as a requirement.
4. Reintroduce Hate Crime Unit to Improve Response and Support to Impacted Communities.
 - The Hate Crime Section was reintroduced on January 23, 2020, and has completed major activities including section realignment and staffing as well as major partnership work with United for All Coalition against hate.
5. Enhance community policing, including the expansion of Neighbourhood Resource Teams (NRTs) to build trust through partnership and relationship building at the neighbourhood-level.
 - Planned expansion of NRTs with three additional units was completed in 2020. A program evaluation is being carried out by Dr. Linda Duxbury. Additional activities include a review of the School Resource Officer program and continued work with the City of Ottawa and stakeholders on the Community Safety and Well-Being (CSWB) Plan. Further partnerships and expansion of NRTs is already underway for 2021.
6. Continue anti-racial profiling efforts on addressing over- and under-policing concerns using a multi-stakeholder approach to policy, procedures, and accountability measures.
 - The OPS continues collaborative leadership work to address racial profiling concerns with a number of partnership projects and activities throughout 2020 that are outlined in last month's update to the Board. A review of the racial profiling policy began in October 2020 with research and best practices reviews.

The results of the review will be provided to the Policy and Governance Committee in 2021 before tabling the revised policy for public comment.

7. Update Outreach Recruitment and Background Check Processes to Remove Unintended Barriers and Increase Competitive Applications.
 - The Outreach and Recruitment Team has made significant progress to remove barriers and improve recruiting process, including changes to the background process and training, fitness testing, interview process. Overview of improved processes and early success indicators, presented to the Board in March 2020, include:
 - Replacing the ATS testing with a local more inexpensive approach that is also later in the process has created a much larger diverse pool of candidates because we removed barriers to applying like cost, accessibility and time.
 - Background investigators are provided with human rights and unconscious bias training. The background stage is not the last and final stage of the process any more, but it is a report considered and reviewed by a team as part of the decision-making process.
 - A mentorship program was created to match potential new recruits with officers.
 - Historically we have 650 applicants a year. In 2020, the OPS received almost 2,700 applications: 18.25% women (vs 12% previously), 36.43% racialized (vs. 13% previously), and 4% Indigenous.
8. Initiate community dialogue and work with stakeholders for more effective mental health response (including training) with inter-agency and intersectional approach to address gaps, improves service delivery, build collective action, and contribute to community safety and well-being. A review of the OPS' mental health strategy and response is underway, after the OPS presented its Mental Health Response Strategy Consultation plan to the Board in January 2021 to develop a proposed community-driven framework to the way the OPS supports community safety and well-being as it relates to people in our community with mental health challenges. This will include a review of and improvements to how police respond to people in mental health crisis. It will also include measures to build and support more coordinated systems that better-ensure access to appropriate mental health and substance use/addiction supports for people in our community. Work is also taking place at the national level with the Canadian Association of Chiefs of Police. As per the 2021 change budget and presentation, the OPS will ensure a community-led mental health strategy is developed in 2021.

9. Enhance member wellness supports and inclusion efforts – Accommodations, Early Intervention, and formalizing Employee Resource Groups (ERGs).
 - Planned improvements to service and programs for members, families and retirees is underway; however, the Wellness Team is also contributing supports, resources, and expertise in response to pressing OPS-specific needs related to COVID-19.
 - In December, the Wellness Team introduced a new digital wellness platform for members, retirees, families and veterans.
 - Employee Resource Groups (ERGs) were formalized last year with support from the RVI Directorate, and leadership from officers leading each ERG.
10. Improve complaint resolution process for members and supervisors – including the joint OPS/Board workplace sexual violence and harassment project. As presented to the Board on July 27, 2020, partnership work began for the special project focused on addressing sexual violence and harassment in the workplace. In October, a third party was engaged to develop and implement third-party intake, investigation and reporting of complaints that was launched in December 2020 for a six-month period.

Additional 2020 EDI Work

In addition to the ten priority action items, a number of other initiatives were carried out in 2020:

- Community Equity Council (CEC)– The OPS continues to support, resource and co-lead the [CEC](#) under the leadership of co-chairs Deputy Chief Steve Bell and Ms. Sahada Alolo. The CEC and its related Committees are advising on the priority action items, assisting in identifying target outcomes and success indicators, and conducting important relationship building activities including listening circles in the community. The CEC Committees, which include but are not limited to an Anti-Racism Committee, an Indigenous Relations Committee, a Communications Committee, and an EDI Implementation Committee, are co-led by a community and a police member of the CEC.
- Committee representation and partnership work with Ottawa’s [Aboriginal Working Committee](#) and related [City Reconciliation Action Plan](#), the City of Ottawa’s new Anti-Racism Secretariat, the [United for All Coalition](#), and [Equity Ottawa](#).
- Ongoing work with the OPS VAW Advisory Committee, helmed by Inspector Heather Lachine, and community representative Melanie Winwood from the Western Ottawa Community Resource Centre. 2021 will include further collaboration and new positions dedicated to addressing violence and against women (VAW) and Missing and Murdered Indigenous Women and Girls (MMIWG).

- Provincial partnership and committee work with the Ontario Association of Chiefs of Police – Diversity Committee.
- Review of the [OPS GLBT Liaison Committee survey report results](#). Next steps include reviewing recommendations with stakeholders.
- Ongoing expansion of Employee Resource Groups (ERG) and collaboration for investigations/complaints, international events, and policy/procedures reviews. ERGs are important employee affinity groups used to support human rights and EDI goals by providing important resources for equity seeking groups. The OPS has created three ERGs to date including one for women, LGBTQ, and ethnocultural and religious diversity.
- International days of recognition at the OPS – member recognition events and social media activities, such as:
 - Black History Month Speakers Panel and Recognition Event (February)
 - International Women’s Day Remarks and Gathering (March)
 - International Day Against Homophobia and Transphobia awareness posters (May)
 - Pride Week (August) – Virtual celebrations in the city complete with OPS planned activities (Rainbow pin sharing, Pride Flag raising at Ottawa Police Service buildings, focus on education and awareness of Pride internally and externally with social media, internal messages and posters).
- Monthly Dates of Significance and implementation of Multi-Cultural calendar for all police members (new software implementation of MS Office calendar system).
- OPS Member Engagement Survey was conducted with members in Q4 2020. Other important data collection improvements were made to help track progress in representation and other target outcomes against EDI deliverables.
- Performance Management Program – mandatory refresher training for all supervisors was delivered by the Talent Development and Performance Management team in Q3 2020 to ensure fair and consistent application. The team also contracted a review of the core competencies with stakeholders in Q4 for a modern update that includes EDI principles. Both are important efforts to EDI and help to address some of the issues raised by the 2019 Diversity Audit.
- The Sixth Annual Human Rights Learning Forum took place virtually on December 10, 2020, with over 200 attendees. The Forum focused on understanding systemic racism and the need for collective action – with important lived experience from police and community members, organizational change speakers, and discussion groups with participants.

CONSULTATION

Meaningful and collaborative engagement with police and community members is fundamental to successfully fostering an equitable and inclusive police service.

Human Rights and EDI work to date is built on significant consultation with key internal and external stakeholders – many of whom have been named throughout this report. And that list and collaborative effort will continue to grow with the development, implementation, and monitoring of the EDI Action Plan and the key priority work such as the racial profiling policy review and anti-racism training to be developed with the community in 2021.

SUPPORTING DOCUMENTATION

ATTACHMENT: 2020-2022 EDI Action Plan Update presented to the Board on February 22, 2021

DOCUMENT 1: Overview of EDI-focused training in 2020

CONCLUSION

Given the amount of time that has passed since the creation of the anti-racial profiling policies, OPS began a comprehensive review in 2020 that will be completed with partners in 2021. Updates will be needed based new policy and best practices, major projects/initiatives, reports, provincial legislation, and years of community consultation efforts. The OPS will provide the results of this comprehensive review to community stakeholders and the Board's Policy and Governance Committee later this year before publicly tabling the updated policy with the Board for final public comment.

The OPS has been a national leader in this important work and shows much courage in Canadian policing, as we continue to address barriers and make advancements.

The EDI Action Plan will be our road map for the next few years to build on the great work that has already been done – placing us at the forefront of professional and equitable policing.

Together we'll move from reports and recommendations to greater action – making more meaningful and measurable progress on EDI by focusing on culture change, removing barriers, and improving systems. It's about creating a police service that our community and members deserve.

SUPPORTING DOCUMENT

EDI TRAINING 2020

While some training was delayed in 2020 due to the ongoing COVID 19 pandemic, the following outlines EDI- and human rights-related training that have taken place over the past several years as of March 15, 2021. Some of the courses were one session only, and once completed, did not need to be repeated. In 2021, we will be regrouping to bring back these courses to those unable to attend in 2020.

COURSE	NUMBER OF OPS MEMBERS WHO COMPLETED TRAINING TO-DATE	MANDATORY /OPTIONAL?
Authentic Inclusion - Managers	428	Mandatory
Authentic Inclusion – Sworn and Civilian	330	Mandatory
Bias Awareness and Gender Based Analysis Plus (GBA+) – Managers	115	Optional/Selected participants
Collection of Identifying Information - Sworn	1,355	Mandatory
Fair and Impartial Policing – Sworn and Comm Centre	1,449	Mandatory
Accessibility for Ontarians with Disabilities Act	1,746	Mandatory
Canadian Centre for Diversity and Inclusion training	N/A	Optional
Traffic Stop Race Data Collection Project e-learning	607	Mandatory
Racially Biased Policing e-learning	1,505	Mandatory