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To: "Direct to Mayor and Council - DL"
CC: "City Manager's Correspondence Group - DL"
"Singh, Sandra" <Sandra.Singh@vancouver.ca>
Date: 7/14/2020 8:57:07 AM
Subject: FW: VPD Mental Health Info
Attachments: VPD Community Matters May 2020.pdf
VPD Mental Health Strategy July 2016.pdf

Good Morning Mayor and Council

Please find attached information from VPD on mental health related calls and strategies at the VPD.

Best

Sadhu

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From: PALMER, Adam [mailto:adam.palmer@vpd.ca]
Sent: Monday, July 13, 2020 6:15 PM
To: Johnston, Sadhu
Cc: 'Barj Dhahan'; Mochrie, Paul; Levitt, Karen; Rai, Steve; RANKIN, Laurence; CHOW, Howard (VPD)
Subject: VPD Mental Health Info

Good afternoon Sadhu,

I've had several Councillors express an interest in this information. Could you please forward this info /documents to Council for me.

VPD Pathway to Wellness (June 2018) – video link below:

<https://www.youtube.com/watch?v=aFW45gSU6qw>

VPD Mental Health Strategy (July 2016) – link below and report attached:

<https://vancouver.ca/police/assets/pdf/reports-policies/mental-health-strategy.pdf>

VPD Community Matters: Community Outreach Report (May 2020) – link below and report attached:

<https://vancouver.ca/police/assets/pdf/reports-policies/community-matters.pdf>

Thank you,

Adam

CHIEF ADAM PALMER
VANCOUVER POLICE DEPARTMENT | *Beyond the Call*

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COMMUNITY *Matters*

COMMUNITY OUTREACH REPORT

MAY 2020



VANCOUVER POLICE DEPARTMENT

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The Vancouver Police Department proudly serves its community and acknowledges the city of Vancouver is located on the traditional, ancestral, and unceded territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Səlilwətał (Tsleil-Waututh) First Nations.

Our Community Matters

Relationships built on mutual trust between police and communities are critical to public safety and effective policing. Police agencies rely on community members to provide information and to work towards solutions; equally, citizens' degree of trust in police depends on whether police actions are reflective of community values, among principles of police legitimacy.

Towards a collaborative approach to policing, the [Vancouver Police Department](#) (VPD) ensures active outreach with the diverse communities it serves. Among other outcomes, the VPD's community engagement promotes cultural awareness, safety, and helps build trust in police — these elements are essential to addressing and reducing crime.

True Engagement: Hearing from Community Members

The VPD considers engagement not only as positive and personal interactions between police and community members, but grounded in Peelian Principles, citizens should have a voice in policing matters. Each year, the VPD conducts a [citizen survey](#) to assess community satisfaction on an array of policing issues including perceptions of safety, how well the VPD informs the public, and satisfaction and awareness of community programs. This survey gathers the voices from our community and serves to capture key organizational performance indicators. Among other items, survey respondents rate various VPD programs and services.

The [2019 results](#) of the community survey show that VPD outreach programming is rated as important to Vancouver citizens. More specifically, Block Watch and School Liaison Officers (SLOs) were rated as the most important outreach programs. Other programs rated as important (i.e., by more than 8 in 10 residents) include Downtown Eastside (DTES) foot patrols, Victim Services, and Community Policing Centres (CPCs).

The VPD also engaged community members in strategic planning of departmental goals in the establishment of its current Strategic Plan. Consultation consisted of 24 focus group discussions with various community groups and stakeholders. The VPD also distributed 5,000 flyers advertising the public portion of the consultation process. Comment cards, completed by citizens were placed in public locations (e.g., community centres, libraries), in addition to an online survey to solicit public input.

As a result of this consultation, a strategic goal of the [2017-2021 VPD Strategic Plan](#) is to *foster relationships, understanding, and trust with our diverse community*. Accordingly, the VPD routinely participates in a number of ongoing initiatives engaging communities, including Indigenous Peoples. This report outlines and describes those activities, and aims to serve as an index of VPD outreach. This outreach includes:

- a dedicated diversity relations section;
- full-time community liaison positions;
- an Indigenous Advisory Committee;
- 11 CPCs;
- targeted programming for the safety of women and girls;
- participation in annual community cultural events;

- Lesbian, Gay, Bisexual, Transgender, Queer, Two Spirit, Plus (LGBTQ2S+) specific community outreach;
- annual community satisfaction surveys;
- youth directed programming;
- mechanisms to engage new immigrants;
- business community engagement initiatives; and
- community outreach in diverse communities for VPD recruiting.

VPD Mission Statement:

Partnering with *our community* for excellence and innovation in public safety.

Diversity, Inclusion, and Indigenous Relations Section

The VPD's [Diversity, Inclusion, and Indigenous Relations Section](#) (DIIRS), established over 20 years ago, has an over-arching goal of building trust and confidence with Indigenous and other vulnerable communities in Vancouver. The primary goal of DIIRS is to improve outcomes applicable to populations with key issues such as overrepresentation in the criminal justice system, under-reporting of crimes, perceptions of fear and safety, and lack of confidence in the police.

VPD's DIIRS provides outreach, develops partnerships, and maintains relationships with various communities and interest groups. Members in this Section act as resources for frontline members who have questions surrounding specific individuals, community resources, or culturally sensitive situations. Currently, seven sworn officers, and two civilian members are assigned to DIIRS. The Inspector in charge of the DIIRS is responsible for the management and coordination of all section activities and also provides leadership, support, and strategic advice to other VPD sections regarding diverse communities in Vancouver.

Strategies used by DIIRS to address safety issues and cultural factors include supporting the VPD Recruiting Unit to ensure the VPD is reflective of the community it serves. The Section also works with the VPD's Education and Training Unit and other VPD units to provide training on cultural competency and awareness to frontline members and recruits. Relationships are developed with communities at all levels. Outreach is also accomplished through local media and participation in community forums, workshops, and events. To address safety issues, members regularly meet with representatives from diverse communities to listen to their concerns and to provide advice, suggestions, and recommendations.

OUR COMMUNITY: A STRATEGIC PRIORITY

The VPD will continue to build relationships with Vancouver's diverse communities, including First Nations, LGBTQ2S+, recent immigrants, various neighbourhood groups, and specific vulnerable populations, such as the elderly and youth.

VPD Strategic Plan (2017-2021)

Citizens' Police Academy

Biannually, Vancouver residents along with Vancouver community leaders and representatives, take part in the VPD [Citizens' Police Academy](#) (CPA), a program that provides them a behind-the scenes view of policing in Vancouver. Participants represent a cross-section of our community, with diversity in age, gender, sexual orientation, ethnicity, and religious backgrounds. The aim of this program is to provide people with a deeper understanding and a broader perspective of the problems and complex tasks that police officers face each day, in order to build understanding between the community and the police. The four-day course is presented at no cost, with classroom lectures on topics such as crime investigation and use-of-force as well as hands-on activities and demonstrations. Participants learn force options and receive firearms training at the VPD Tactical Training Centre. Participants also tour the Forensic Services Section and the Stanley Park stables, receive police driver training, and are presented demonstrations of police dogs in action.

The CPA has been a core program of the VPD for over 20 years and has engaged over 400 community members through spring and fall sessions. Twenty community members are recruited for each cohort. The overall goal of the program is to provide necessary policing information to these community members in a fun and engaging way while ensuring the dissemination of information by CPA participants back to their community groups and/or clients of their organizations. The CPA can fundamentally change the impressions and perceptions of law enforcement and subsequently improve the overall relationship between police and the larger community.

Originally CPA participants were leaders of organizations or political leaders with established relations with DIIRS. However, upon analysis, these individuals were already engaged in with the VPD and had positive perceptions of the VPD. The focus of the CPA changed in 2019, with DIIRS reaching out to organizations and community members who had limited contact with the police and the VPD. DIIRS strategically sought engagement with community members such as an employee at the Downtown Eastside Women's Centre (DEWC), the Liberian Association President, and representatives from the Aboriginal Front Door Society (AFDS) a culturally safe, peer-designed meeting place. These relationships allow the VPD to have a stronger and more positive presence in communities, potentially increasing reporting and decreasing crime and victimization. The CPA was held in the fall of 2019 with 15 participants from diverse community backgrounds participating.

Diversity Outreach with Law Enforcement: BC Law Enforcement Diversity Network

The VPD participates in the BC Law Enforcement Diversity Network (BCLEDN), an initiative of law enforcement agencies that promotes enrichment through diversity, supports members working in the diversity area, and works to address diversity issues. In addition to police agencies, other partners include Canada Border Service Agency, Department of Fisheries and Oceans Canada, B.C. Sheriffs, and B.C. Corrections.

The main initiative undertaken by the BCLEDN in order to achieve these goals is to hold a forum for all law enforcement organization members in British Columbia (B.C.). The goal of the forum is to inform and educate members on a variety of important and progressive subjects. Recent topics have included Islamic extremism, social media, active shooters, and protocols for hate crime investigations.

Welcoming with Warmth: Newcomers to Canada

Starting a life in a new country is extremely challenging under ideal circumstances. Often there are cultural and language barriers, and some new people arriving in Canada have come from war zones or have had traumatic experiences in countries where the police are not trusted. To ease the transition, the VPD works to welcome new residents to Canada. VPD police officers help new immigrants understand the role of police in our country and to build trust and understanding.

NewKids Police Academy

Funded by the [Vancouver Police Foundation](#) (VPF), the [NewKids Police Academy](#) provides newly immigrated students within the Vancouver School Board (VSB) a unique opportunity to participate in applied educational workshops, simulated police training scenarios, and activities directly related to police work. The NewKids Police Academy aims to create positive role-modelling of law enforcement for these youth and their communities, who historically have not had positive relationships with law enforcement in their home countries. This program also supports newcomer youth in developing a sense of identity and belonging within their communities. The program focuses on promoting education and awareness around policing through peer and police mentorship.

- Mentorship and presentations are provided by police members, giving newcomer youth a chance to form positive relationships with police. The program runs for 10 weeks, one day a week, twice a year, and has approximately 15 youth (aged 15 to 18) participants. The VPD's main program partner is the Engaged Immigrant Youth Program, through the VSB Settlement Workers in schools referring these youth. A total of 150 new and refugee youth has since graduated from the program, since its creation in 2015.

Multicultural Outreach: VPD Diversity Liaison Officer

The VPD's Diversity Liaison Officer engages a variety of Vancouver communities through event attendance, programming, and outreach. This liaison oversees the NewKids Police Academy and the CPA, both designed to engage diverse communities to learn about policing and share community experiences.

The Diversity Liaison Officer purposely conducts outreach to communities that fear or distrust the police. In particular, the Diversity Liaison Officer works with the Immigrant Services Society of BC (ISSofBC) to provide policing information to newcomers arriving through the Vancouver welcome centre located at ISSofBC. Many of these newcomers are arriving from places where relationships with police were distrustful and this provides the VPD with the opportunity to positively engage with these communities.

The Diversity Liaison Officer attends cultural events such as the Chinese Lunar New Year, Open Mosque Day, Diverse Francophone, Coquitlam Fire Festival, Haitian Flag Day Festival, African Descent Festival, and the Nigerian Independence Day, in addition to multiple other festivals throughout the year.

Advocacy and Outreach for the LGBTQ2S+ Community

LGBTQ2S+ Liaison Officer

Formalized in 2017, the LGBTQ2S+ Liaison Officer is responsible for working with various interest groups in the LGBTQ2S+ community. This officer also works with VPD members to increase organizational awareness and facilitate resolution of issues affecting all members of the LGBTQ2S+ community.

The LGBTQ2S+ Liaison Officer is actively involved in committee work that furthers departmental and community interests. The core functions of this position include ongoing cultural training of VPD personnel regarding LGBTQ2S+ communities. This liaison also supports other police departments regarding LGBTQ2S+ issues, and is working on the implementation of the City of Vancouver (CoV) Trans*, Gender Variant, and Two-Spirited Inclusion recommendations. The LGBTQ2S+ Liaison Officer works with LGBTQ2S+ community groups and organizations and has oversight of the Safe Place Program (described below). Other work includes ongoing training of community groups and organizations that serve the LGBTQ2S+ communities, committee work through the CoV LGTBQ2S+ Advisory Committee, and the development of LGBTQ2S+ programming such as the [Love Who You Want](#) campaign.

"I REALLY BELIEVE THE VPD IS LEADING BY EXAMPLE. THEY ARE GETTING OUT THERE IN A COMMUNITY AND WE DO SEE EFFORTS TO CHANGE; IT'S SLOW BUT IT'S THERE... I SEE THE POLICE AS A CHILD AND THE COMMUNITY AS A PARENT. AND A PARENT NEVER GIVES UP ON THE CHILD."

Velvet Steele (2018)
Community Activist

In 2019, the LGBTQ2S+ Liaison Officer held 21 workshops and presentations. These included presentations to Safe Place locations, law enforcement partners, (e.g., Royal Canadian Mounted Police, and other municipal agencies) community groups, and schools.

Safe Place Program

The first of its kind in Canada, the [Safe Place](#) program was launched in July 2016 with the goal to increase community safety for LGBTQ2S+ people. Safe Place is a partnership program with the business community where partnering businesses welcome people in need of police assistance, and provide safe shelter until officers arrive. Participating businesses display the Safe Place decal and are vetted by the VPD and sign a pledge indicating their support for the community and acknowledge their willingness to assist potential victims. Originally developed by the Seattle Police Department, the VPD is the first Canadian police department to launch this program. The CoV and the VSB also partner with the VPD on this initiative and display the Safe Place decals in schools. To date, there are almost 500 participating businesses in the CoV.

THE MISSION OF THE VPD SAFE PLACE INITIATIVE IS TO INCREASE SAFETY FOR THE MEMBERS OF THE LGBTQ2S+ COMMUNITY BY PROVIDING A SAFE PLACE IF THEY ARE A VICTIM OF CRIME OR HAVE ANY CONCERN FOR THEIR PERSONAL SAFETY



Transgender Perspectives: Walk with Me

In 2016, the VPD released [Walk with Me](#), an educational video created as a collaborative effort between DIIRS, VPD's Education and Training Unit, and members of Vancouver's transgender communities. This video addresses issues that many transgender people face including discrimination and employment challenges. It also provides tips on how people can interact in a respectful manner with transgender people, such as asking what pronouns they prefer to use. The 17-minute video has been viewed by all VPD staff, to provide awareness and training; it is also available to citizens who wish to learn about the issues transgender people may face.

City of Vancouver 2S+LGTBQ Advisory Committee

The CoV 2S+LGTBQ Advisory Committee started in 2012 to better address issues facing this population and to improve their relationships between the LGTBQ2S+ community and the VPD. This committee includes representatives from the VPD, CoV, faculty at the University of British Columbia (UBC), the Trans Alliance Society, and LGTBQ2S+ community members.

Meeting six times a year, the committee provides input to city council and staff about issues of concern and works with other agencies whose activities affect constituent communities, including initiating and developing relevant projects.

Love Who You Want, Play What You Want

In May 2019 the LGBTQ2S+ Liaison Officer unveiled the [Love Who You Want, Play What You Want](#) sports campaign to bring awareness and support for those in the LGBTQ2S+ community to play or attend any sport they want without fear. In partnership with the *You Can Play* team and Viasport BC, *Love Who You Want, Play What you Want* will be highlighted at sporting events to promote acceptance and inclusion in all sports.

Upcoming planned events include participation at the Vancouver Canucks You Can Play night in 2020, followed by Vancouver Whitecaps FC and BC Lions events in 2020. Four videos are set to be released in 2020, inspiring all individuals to feel accepted while playing sports.

A Year in Review: 2019

Safe Place

- 479 businesses participate in Safe Place (441 in 2018)
- 4,998 views of Safe Place video in 2019 (4,180 views in 2018)

Walk with Me

- 82,525 views on YouTube in 2019 (68,640 views in 2018)

**as of December 2019.*

Arrows to the Future: Youth Directed Outreach

The VPD commits extensive resources to youth engagement, namely through innovative programming that provides positive interactions to nurture relationships, understanding, and trust among youth. Concurrently, these efforts serve to develop self-esteem and positive life skills among youth while deterring them from engaging in criminal activities such as gang involvement and drug use. Ultimately, this investment by the VPD provides youth with the skills and experience to become future leaders in their communities.

School Liaison Unit

The VPD [School Liaison Unit](#) (SLU) has maintained an ongoing partnership with the VSB dating back to 1972. SLOs are assigned specific schools within the jurisdiction and, in the Vancouver public school system alone, provide services to approximately 54,000 students from kindergarten to grade 12. At present, the VPD deploys 15 SLOs and 2 designated sergeants across Vancouver; in addition to the public schools within the VSB, the SLU also serves all of the private educational institutions in the city.

In support of targeted outreach and interventions for at-risk and/or vulnerable youth, SLOs connect with all individuals in the student body of their assigned schools in order to provide day-to-day support and participate in various school-based activities and events. A number of unique programs are offered to youth based on the identified needs of each particular population/community.

Indigenous Cadet Program

Implemented in 2007 and funded by the Aboriginal Community Career Employment Services Society, the [Indigenous Cadet Program](#) (ICP) program is intended to mentor and coach Indigenous youth, aged 19 to 29 years, who demonstrate a desire to become police officers with the VPD. This unique summer program is open to youth of Indigenous ancestry. During their VPD internship, the Cadets work with Fleet Services, experience ride-alongs with various sections, engage in cultural activities, and participate in the annual Pulling Together Canoe Journey.

In 2019, three new Indigenous Youth completed the ICP. A total of 42 Indigenous youth have completed the program since its inception in 2007. Currently, over half of the program graduates work in the field of criminal justice, with 15 working for the VPD in either a sworn or civilian capacity.

Access, Recreation, and Culture Program

In October 2018, VPD's DIIRS launched the first session of the Access, Recreation, and Culture (ARC) Program, which engages high-risk, urban Indigenous youth in cultural and recreational activities, and encourages pro-social behaviours and healthy life choices. The ARC program is intended for youth between the ages of 16 to 24 who may have any combination of the following risk factors:

- substance use issues;
- physical and/or mental health concerns;
- homelessness or lack of stable housing;
- low socio-economic status and lack of access to resources for survival;
- poor educational attainment and/or limited employment history;
- involvement with the criminal justice system; and
- social isolation and attachment to negative associates.

The first cohort comprised of eight males (aged 15 to 18) engaged in a series of seminars designed to introduce them to Indigenous cultural practices as well as key aspects of policing. These meaningful seminars include teachings on the Medicine Wheel with Indigenous Elders, Cedar Weaving, Drumming, a guided hike with members of the Tsleil-Waututh Nation, and field trips to the VPD's Marine and Mounted Squads.

In April 2019, a second cohort, with two females and six males (aged 14 to 20), started the ARC program. Under the guidance of an Indigenous Elder, they participated in a field trip with the VPD Marine Unit, and in a coaching session with a member of the VPD Recruiting Unit. Work towards obtaining drivers licenses for these participants has already started, along with coaching them towards participation in the VPD's ICP.

An independent review of the program was conducted in January 2019, and the results revealed that the program is being well-received and continues to be impactful in terms of inspiring youth to work towards a career in the criminal justice system. Further, the review identified a recommendation by the youth to visit the [Vancouver Police Museum](#), now implemented as part of the ARC program.

VPD Cadets

Funded by the VPF, the VPD's renowned [Cadet Program](#) is a prime example of an initiative designed to instill leadership skills and it may increase the pool of potential VPD recruits among inner-city youth. The 28-week program is led by VPD police officers and includes educational workshops along with physical training, team building exercises, and life skills training such as public speaking and resume-building skills. Graduates of the program become mentors and peer-to-peer role models for subsequent cohorts.

A total of 366 youth have participated in the program since its inception in 2014. Over 270 cadets have successfully graduated from the program, and in the present cohort, there are 85 cadet participants and 135 cadet volunteers that were graduates of the Cadet Program

Student Challenge

Occurring over nine days, the VPD [Student Challenge](#) is a mini-police academy for 48 Vancouver students over spring break. The students spend time in the classroom learning about legal studies and human relations, and receive presentations from VPD specialty sections, such as the VPD Canine, Homicide, and Forensic Identification Units. They wrap up with a stay at an area ranch, with physical and team-building challenges. This program is funded by the VPF.

Since its inception 21 years ago, the Student Challenge has graduated upwards of 1,000 young people from diverse and multicultural backgrounds. Many youth who participated in these programs enter the police officer application process and several have been successful. For instance, upwards of 20 alumni of the Student Challenge have gone on to work in some form of law enforcement, with 18 of those being hired as members of the VPD. Approximately 800 students have graduated from the program; 23 graduates are currently serving as police officers and 3 are [Special Municipal Constables](#) (SMCs). It is the VPD's position that the number of individuals who are ultimately successful is not the real success, rather, it is the immeasurable benefits through positive engagement.

Get R.E.A.L.

Previously known as the Windermere Boys and Girls Group, Get R.E.A.L. (Resilient, Engaged, Active, Leaders) continues to operate as a youth resiliency program that builds leadership and supports crime prevention through engagement. The program has shifted to a non-gender binary structure in order to reduce barriers to participation and promote inclusivity.

Currently, 60 to 80 youth enroll with the Get R.E.A.L program and each week, participants focus on different workshop topics which address important social issues such as: mental health, self-defense, crime prevention, healthy relationships, employment readiness, substance abuse prevention, sex education, recreation, leadership development, and community service projects. The VPD's Windermere SLO has been heavily involved in the planning, administration, and facilitation of the Get R.E.A.L. remains a community resource and program support for participants and facilitators alike.

Police Athletic League

A registered charity, the [Police Athletic League](#) (PAL) is a youth crime prevention initiative that uses athletic, recreational, and educational programs to foster positive rapport and mutual trust between police officers and youths. Current VPD PAL activities throughout Vancouver include basketball games, soccer camps, running clubs, and rugby camps. In 2019, 24 lunch hour games were played, with over 3,000 youth playing or attending as spectators.

Youth Connect

Young people continue to face difficult decisions about personal relationships, safety, and online behavior - often feeling isolated and lacking support. These difficulties place youth at potential risk; including physical and sexual assaults in schools, distribution of personal and intimate images, and unsafe social media use. Youth Connect was created in 2017 to combat these emerging trends. This annual, day-long symposium is hosted by the [Special Investigation Section](#) (SIS) and supported by YSS, including SLU and [Youth Services Unit](#) members. VPD members help plan, organize and run this event each year, with roles ranging from workshop facilitation to greeting youth at the door. Each year, approximately 150 students, staff, and counselors from Vancouver schools attend to discuss and learn about consent, diversity, healthy relationships, personal safety and safe dating.

Rise Basketball

Rise Basketball is an after-school basketball program that is led by SLOs at Sir Charles Tupper and John Oliver Secondary. Piloted in the spring of 2018, Rise Basketball has been successful in providing youth participants with an added avenue to seek out healthy, recreational activities and establish positive relationships with role models.

Funded by the B.C. Civil Forfeiture Office (CFO) and supported by Hillcrest Community Centre, John Oliver's Community Schools Team, and the Insurance Corporation of British Columbia (ICBC), Rise Basketball participants also attend educational presentations conducted by ICBC and other community supporters. Program sessions take place twice a month at Hillcrest Community Centre, and in 2019, 36 regular youth participants (and additional drop-ins) attended the program.

Total Respect for Ourselves and Others

The VPD [Youth Services Section](#) (YSS) partnered with the Children of the Street Society, a provincial society and federal charity dedicated to preventing the sexual exploitation and human trafficking of children and youth in B.C. through education strategies, public awareness initiatives, and family support.

In collaboration with the Children of the Street Society, the VPD created the Total Respect for Ourselves and Others (TROO) program, which address the issue of sexting among youth. In addition to hosting intensive workshops with older youth who have a demonstrated need to increase their knowledge and awareness in this regard, TROO also conducts preventative and informational presentations to students in younger grades. In 2019, TROO presentations were attended by over 950 youth and were also attended by 125 industry professionals including VSB teachers, support workers, and administrative staff.

Here4Peers

Here4Peers is an initiative funded by the VPF in partnership between the VPD, VSB, the Canadian Mental Health Association, and Vancouver Coastal Health (VCH). Here4Peers brings an 80-minute mental health awareness workshop facilitated by trained and supported grade 10-12 high school students to grade 6-7 elementary school students. To meet the needs to the community this program incorporated feedback from students, young adults, school staff, and representatives from Urban Native Youth Association (UNYA) and Qmunity, a nonprofit community centre in Vancouver that serves as a catalyst for LGBTQ2S+ community initiatives and collective strength. This peer-based initiative is currently based in six Vancouver high schools. An evaluation of Here4Peers, funded by the CoV, has shown that this initiative has been able to accomplish the goal to:

- reduce stigma;
- increase awareness of mental health issues and coping tools; and
- improve access to resources.

The six participating schools are David Thompson, Vancouver Technical, John Oliver, Prince of Wales, Eric Hamber, and King George Secondary Schools. Over 4,000 students in grades six and seven have participated in the workshops since the start of the program, with over 150 workshops completed to date.

VPD Musqueam Basketball Camp

Since 2010, the VPD Musqueam Basketball camp has been held on the Musqueam Reserve, enhancing the positive work by the VPD and fostering the relationship, understanding, and trust the VPD has with the Musqueam community. The objectives of this basketball camp are to develop community relations between the VPD and the individuals who live on the Musqueam Reserve as well as to develop basketball skills and healthy lifestyles of the children and teenagers participating in the camp.

On August 21 and 22, 2019, VPD's PAL and the Musqueam Indian Band (MIB) were proud to sponsor the 9th annual VPD Musqueam Basketball camp. Free of charge, this camp included children as young as 5 up to 18 years of age. The camp had over 50 participants including camp leaders, a VPD civilian member, 5 VPD Community Safety Personnel (CSP), and 5 VPD police officers.

Making Everyone Safe and Healthy

In June of each year, VPD police officers host the Making Everyone Safe and Healthy (MESH) sports day. This annual event includes about 200 children from four elementary schools taking part in a sports day event. They learn about healthy lifestyle choices, while having fun and interacting with police officers.

In 2019, the VPD participated in the Project Mesh Toy Drive where 50 families from Henderson, Trudeau, Fleming, and Moberly Elementary Schools were assisted. Gifts were donated through the Vancouver Police Community Fund (VPCF) and VPF. VPD cadets volunteered at this event, and together with officers were able to personally deliver these gifts to families.

Bright at Night

During the winter months, harsh weather and low light conditions lead to poor visibility and increase the hazards of driving. Youth are at an increased risk of pedestrian-involved motor vehicle accidents due to their smaller size and lack of experience with traffic. The VPD SLU hopes to increase youth safety through Bright at Night, by the creation of branded, reflective slap bands distributed to elementary school students. In doing so, children wearing the bands will be able to increase their visibility in poor conditions by up to 500%. Wherever possible, the bands are given to youth in conjunction with Halloween and/or pedestrian safety presentations, to reinforce road safety messaging. With support from VPF, Bright at Night is being planned for 2020.

Youth Outreach Presentations

In addition to miscellaneous youth outreach activities conducted by SLOs on a regular basis throughout the school year, the SLU also provides informational presentations to youth on a variety of different topics. In 2019, 51 presentations were given by the VPD Elementary SLO to over 1,250 school aged children on topics such as Halloween safety, strangers, internet safety, and bullying.

ReMAKE

The Restoration through the Mobile Arts for Kids Exchange (ReMAKE) is an upcoming program funded by the CFO through a Crime Reduction and Community Safety Grant. The goal of the program is to transform a cargo trailer into a mobile music/art studio, which will be utilized for ongoing youth engagement and outreach purposes at elementary schools across Vancouver.

Phase I of the program will entail the custom modification of the trailer, with ongoing input from youth to engage future program participants and create an inviting, youth-friendly space. Phase II will consist of curriculum development of Youth Resiliency Sessions and will link to a component of Phase III by enhancing the learning objectives of each ReMAKE program session. These sessions will be designed to increase participant knowledge regarding topical social and criminal justice issues and will be specifically targeted towards the participant population of the program. Finally, Phase III of ReMAKE will see the newly modified trailer travel to various elementary schools in order to provide on-site music and arts programming for suitable youth participants.

The ReMAKE program will be led by police facilitators who have prior knowledge and experience in music production and can parlay their artistic experience into an innovative and imaginative crime reduction and community safety initiative. By building positive relationships with youth participants through activities centered on music and content creation, this two-hour session will serve as an informal intervention by providing an interactive and fun outlet for creative endeavours, while teaching participants the basics regarding digital media and music production. Select youth with identified need for further intervention through outreach and engagement will be invited to attend monthly eight-hour workshops.

Churchill Strong

As an after-school workout club initiated by the SLO at Churchill Secondary three years ago, Churchill Strong was started to engage youth who have run into minor disciplinary incidents and/or don't normally participate in competitive sports. This program encourages youth to make healthier choices and to build stronger relationships with police, VSB staff, and peers. With over 50 students actively participating, Churchill Strong is supported by the VPF and has recently secured funds to purchase water bottles and hoodies as incentives and rewards for achieving milestones.

Share a Meal

Members of the VPD Police [Community Response Unit](#) and Ministry of Children and Family Development (MCFD) partners, including social workers and youth probation officers, participate in the Share a Meal program to help at-risk youth. The teams offer food vouchers, provided by the VPF, to share both a meal and a conversation. Police officers from several units in the YSS have access to food vouchers and participate in this program daily within the scope of their duties.

The Strathcona Backpack Program

Many underprivileged kids receive subsidized lunches throughout the school week, however during the weekend, the program is not in service and kids would not have access to nutritious meals until Monday.

The Strathcona Backpack Program provides food for meals to fill the gap during the weekend when children are not supported by the school food programs they depend on during the school week. The Strathcona Backpack Program has been running since November 2010 and has expanded to support over 275 children. Every Friday, families may fill up a bag with a variety of nutritious foods that is generously provided by the Greater Vancouver Food Bank Society and purchased at local community partners with funding from several charitable sources.

The VPD Neighbourhood Community Policing Officer helps support the program and those who run it, while being sensitive to the varied backgrounds of the families who use this program and how they may perceive the police. The VPD Neighbourhood Community Policing Officer engages with families in this program living in the neighbourhood to make them feel safe, provide education, and awareness around increasing their safety living in the DTES.

Vancouver Police Soccer and Service Club

The Vancouver Police Soccer and Service Club (VPSSC) is comprised of police officers and civilians primarily from the VPD, but also include members from other law enforcement agencies in B.C. Every year the men's and women's team play in leagues and tournaments locally and across North America. Additionally, the VPSSC are responsible for community initiatives where they engage at-risk youth and new immigrant youth through sports, to help break down barriers they may have with police. The following are three VPSSC youth initiatives:

Annual Soccer Camp

More than 300 kids gathered on the soccer pitch at Strathcona Park on July 2 to 5, 2019, for the 30th annual VPD Soccer Camp at. Supported by CIBC Wood Gundy, Bell, Whitecaps FC, and the VPF, this yearly soccer camp is a free event for at-risk youth aged 6 to 17 years. This camp is directed towards inner-city youth and features dozens of games and drills to teach the kids the basics of shooting, passing, and dribbling. Participants are encouraged to interact with other kids in their community, practice team work, learn new skills, and have fun.

The event was run by dedicated volunteers of the VPSSC and Whitecaps FC were on-hand to oversee it all. Special appearances were made by members of the VPD Canine Unit, the VPD Motorcycle Drill Team, and Whitecaps FC former star player, Carl Valentine, and the team's mascot, Spike. The VPD Youth Soccer Camp fills an essential summer programming need and helps to build confidence and resilience in vulnerable children.

Paul Sanghera Soccer Tournament

The VPSSC, supported by the VPF and the Masonic Lodges of the Lower Mainland, also coordinate the annual Paul Sanghera Soccer Tournament that honours a fallen member who tragically lost his life in a fatal car crash. The tournament hosts nine Vancouver high school soccer teams that play in a two day, indoor soccer tournament where top players will be rewarded with \$3,500 in scholarships for their post-secondary education. In April 2019 the 36th annual Paul Sanghera Soccer Tournament was held.

VPSSC Free Boot Program

Every year the VPSSC partners with Moresports to deliver 60 pairs of soccer boots, shin pads, and socks to impoverished youth of Vancouver. All the youth recipients are involved in community soccer programs but do not necessary have the means to purchase new equipment. The youth are invited to North America Sports where they are fitted with new soccer equipment by both police officers and store staff. Two weeks after fitting, the equipment is delivered to the 60 youth at a reception held at the VPD police building. Food is supplied and the police officers, youth, and their families share a meal supplied by the Tap and Barrel and are able to build relationships through the love of soccer.

Outreach for At-Risk Children: Working with Ministry of Children and Family Development

In addition to the VPD's numerous programs and outreach initiatives dedicated to youth populations, the department also shares a close working relationship with the MCFD. Inter-agency collaboration provides opportunity for VPD to expand upon their outreach capacity and ensure that the physical, mental and social needs of community members can be addressed through referred services.

Yankee 10

Yankee 10 is a partnership between the VPD and MCFD, pairing VPD police officers with probation/correction officers. The focus of the program is monitor youth involved in the criminal justice system, and/or youth who are likely to become criminally involved. The Yankee 10 partnership liaises with other probation officers in Vancouver as well as multiple

jurisdictions, conducts nightly curfew checks, attends locations where high-risk youth gather (e.g., local community centres), and assist foster parents/homes with problematic youth. Yankee 10 also connects with many other VPD sections including the VPD [Missing Persons Unit](#) (MPU) and supports frontline officers regularly.

Yankee 20

The VPD's Yankee 20 car pairs a VPD police officer with a youth outreach MCFD social worker to provide a coordinated response to sexually exploited and at-risk youth between the ages of 12 to 18 years old. The purpose of car is to work closely with community groups such as UNYA, PLEA Community Services Society of BC, Network of Inner City Community Services Society, and Covenant House to update previously identified youth in the community and bring attention to new youth in the community. The goal of Yankee 20 and the community groups are to build and maintain relationships with youth to influence them in a positive manner and deter them from negative street influences. This is done by connecting youth with resources and agencies that offer support services to meet their needs.

Car 86

Since 1977, the VPD's Car 86 program has been working in conjunction with a social worker from MCFD with the mandate to provide after-hours assessment and intervention for children deemed at-risk. The VPD police officer and social worker work as a team in assessing, managing, and determining appropriate actions that are required to ensure the safety of children. In the most extreme cases, children could be removed from homes deemed to be unsafe and placed into temporary or long-term foster care. In most instances, MCFD will have the guardian agree to a safety plan that they need to abide by to ensure the safety of their children. Car 86 also provides information and resources to families that require help in coping with their current situations.

Supporting and Connecting Youth

Implemented in 2006, Supporting and Connecting Youth (SACY) is a joint initiative of the VSB and VCH in collaboration with the VPD, CoV, UBC, and the Canadian Institute for Substance Use Research. It aims to apply all available resources and infrastructure to delay, prevent, and reduce substance use related problems in young people by listening to their experiences and supporting them. SACY utilizes activities to deliver coordinated prevention and early intervention strategies that emphasize relationships, connectedness, positive youth development, and social and emotional learning. Activities are categorized into four areas: youth prevention and engagement, parent engagement, curriculum and teacher training, and a three-day off-site program.

Contributing to Lives of Inner-City Kids

The VPD also supports Contributing to Lives of Inner-City Kids (CLICK), a non-profit organization created in 2004, which has distributed funds to over 400 programs helping vulnerable youth succeed in their goals. CLICK promotes, advocates, and champions the rights and needs of all youth across our community. All funded programs focus on youth being able to freely access resources and opportunities to safely enable them to excel. It is important that awareness around the issues facing inner city youth are brought forward via

fundraising, communication, collaboration, and open dialogue so that change can be made in perceptions and attitudes towards those youth. Applicable programs include school trips, summer camps, literacy groups, sports activities, and arts and culture activities.

Connecting with Indigenous Communities

Tied with past discriminatory government policies, the generational effects of colonization, displacement, and the Residential School system have disadvantaged Indigenous Peoples. The VPD recognizes this discrimination and acknowledges that we all have a responsibility to ensure that systemic racism and discriminatory practices do not continue.

Developing a positive relationship between the VPD and Indigenous Peoples is and will remain a priority; the VPD engages in ongoing initiatives with Indigenous Peoples, as described below. Importantly, the VPD recognizes that building relationships must be based on respect and understanding, and led by and in partnerships with Indigenous communities.

Indigenous Advisory Committee

The VPD and Vancouver's Indigenous community leaders collaborated in the creation of the VPD Indigenous Advisory Committee which was established in late 2018 with the first meeting in February 2019. The VPD Indigenous Advisory Committee is comprised of eight recognized and respected members of Vancouver's Indigenous community, including Métis representation, and executive representation from the VPD. The Indigenous Advisory Committee meets quarterly to connect with and advise the VPD on current issues relating to Indigenous and police relations within the community.

The Indigenous Advisory Committee initiative is a multi-faceted operation designed to enhance the relationship between police and the Indigenous community. Organizations and partners in this group include the Vancouver Aboriginal Transformative Justice Society, Metro Vancouver Aboriginal Executive Counsel, Vancouver Aboriginal Community Policing Centre (VACPC), and Warriors Against Violence.

The specific goals/objectives that direct its efforts include:

- relationship and trust building between the Indigenous community and the VPD;
- eliminating barriers between police and Indigenous residents and community;
- supporting education, cultural awareness, and other events to further build trusting relationships between residents, the Indigenous community and the VPD; and
- a procedure for sharing information on current issues within the Indigenous community.

Traditional Canoe Waking Ceremony

It is Coast Salish tradition for canoes be "woken up" after the winter before embarking onto the water. The VPD canoe Nchu'7mut (pronounced In-CHOTE-Mote, meaning *One Heart, One Mind*), is awakened by members of the Squamish Nation and the VPD Canoe Family, preparing it for travel in a series of reconciliation events throughout the year including the

Pulling Together Canoe Journey, described below. This ceremony highlights the important relationship the VPD shares with Vancouver's Indigenous community.

Pulling Together Canoe Journey

Each year, the VPD's sworn and civilian members join numerous Indigenous organizations, youth organizations, and other Lower Mainland police agencies to participate in the multiday [Pulling Together Canoe Journey](#); this paddling event aims to solidify bonds between Indigenous and police communities in B.C. The event includes over 400 participants, including civilian and sworn VPD members, including the VPD Executive, [Vancouver Police Board](#) (VPB) members, VPD Cadets, Indigenous Cadets, and Musqueam youth. This event has developed through the years to include dozens of agencies and Indigenous nations to help nurture mutual understanding and police awareness of Indigenous issues. In 2019, the 19th annual Pulling Together Canoe Journey included participation of over 400 individuals, including 25 VPD members, in over 20 canoe families, as well as 13 VPD youth Cadets, 3 VPD Indigenous youth cadets, and 10 youth from the Musqueam Nation.

National Indigenous Peoples Day

On June 21 of each year, the VPD celebrates National Indigenous Peoples Day, to recognize and celebrate the heritage, diverse cultures, and contributions of Indigenous Peoples. Staff from all areas of the VPD interact with the community, receive feedback, and answer any questions the community may have. This event is also utilized to capture public interest in policing as a career, with attendance from various VPD representatives including the VPD Traffic Section, Mounted Unit, and Emergency Response Section.

Neighbourhood Police Officer for the Vancouver Aboriginal Community Policing Centre

The [VACPC](#) was founded by Vancouver's Indigenous community to address social justice issues, improve safety for Indigenous Peoples and improve the relationship between the VPD and the Indigenous community through education, awareness, and open dialogue. As a non-profit organization, VACPC is governed by a Board of Directors elected by and from members of Vancouver's Indigenous community. In working with the Indigenous community, local organizations, and all levels of government, the VACPC is better able to provide services, programs and resources to help maintain the security and safety of Indigenous communities in Vancouver. The VACPC provides a safe place where community members can gather to identify, discuss, and address safety issues in Vancouver. The programs offered to the Indigenous community focus on social development, healing, life skills, support, and counseling, through a supportive environment.

As a conduit to the VACPC, the VPD maintains a dedicated Neighbourhood Police Officer (NPO) working with the Centre to support staff and community members accessing the VACPC. The NPO plays an integral part in fulfilling the mandate of the VACPC, providing support and representing the VPD. The NPO works with the Indigenous population to communicate their needs and concerns to the VPD. Specifically, this NPO is in a unique position to assist Indigenous Peoples when they file a missing person report, and will often assist individuals when liaising with the investigative units. The NPO works to achieve mutual

understanding on community policing issues, and serves as the primary contact for multiple Indigenous and non-Indigenous agencies in Vancouver

Indigenous Liaison and Protocol Officer

Reporting to the VPD Executive, the VPD recently implemented a new Indigenous Liaison and Protocol Officer position to work directly with the Indigenous community, to develop both VPD and community programming, to act as a resource for VPD members on Indigenous culture, and serve as a member of the VPD Indigenous Advisory Committee. This officer advises the VPD on all Indigenous protocols related to formal events and integrates these protocols into current VPD ceremonies. In addition to these duties, the Indigenous Liaison and Protocol Officer is a dedicated point of contact for community members to raise concerns they may have and that can be addressed through the VPD Indigenous Advisory Committee.

The Indigenous Liaison and Protocol Officer serves as the primary contact for multiple Indigenous agencies in Vancouver and serves as a Director on the UNYA, a registered non-profit society with the Province of B.C. and a Federally registered charitable organization. The Indigenous Liaison and Protocol Officer is also a Director at the Circle of Eagles Lodge, a men's residential facility providing care and custody to Indigenous men 19 years of age and over who have been conditionally released from federal institutions. This facility provides room and board, individual counseling, life skills training and job preparation, self-help programs, and traditional healing practices.

Musqueam Outreach

The MIB is located in the southwest area of Vancouver. There is a service agreement between MIB and the CoV, through which the City provides municipal services such as policing to the Musqueam area. The VPD has a dedicated Musqueam Liaison Officer who is responsible for this community and works closely with the Band administration. The Musqueam Liaison Officer works with the people of the Musqueam Nation and provides culturally sensitive police services. This includes partaking in speaking engagements that bring awareness to the history of the Indigenous Peoples of Canada, as well as

2019 Highlights

Indigenous Liaison & Protocol Officer

- Chairing the first VPD Indigenous Advisory Committee in February, 2019.
- Participating in ongoing recruit training at the Justice Institute of British Columbia.
- Facilitating Talking/Healing Circles on Tuesday evenings at Directions Youth Services.
- 2019 Tribal Journey with the Squamish Nation in Washington State.
- Participating in the 2019 Pulling Together Canoe Journey in Powell River, B.C.
- Facilitating Sweat Lodges on Sundays on the Squamish Nation in West Vancouver.
- Attending many community events through the year (e.g., funerals, marches, and other cultural events).

participation in activities to improve police relations with the MIB.

The Musqueam Liaison Officer has participated in the *Circle of Understanding* cultural competency training and also hosts university classes on a tour of the Musqueam lands as a way to share the history of the nation and region, while highlighting the positive policing that occurs in the community. Furthermore, the Musqueam Liaison Officer regularly engages in activities that take place in the Musqueam area including celebratory events (e.g., graduations) or otherwise (e.g., funerals).

More recently, the Musqueam Liaison Officer has been developing relationships with the Elders and youth through programming and safety talks. In the spring of 2019, the Musqueam Liaison Officer attended the Gathering our Voices (GOV) conference in Port Alberni with Musqueam youth. The Musqueam Liaison Officer endeavours to build strong relationships with the Musqueam community. All MIB members have access to the liaison's cell phone number and a timely call back is received from the officer regardless of the time of day. The Musqueam Liaison Officer develops knowledge of the history of the families in Musqueam, and endeavors to maintain positive relationships with those families.

The Musqueam Liaison Officer works with the MIB to improve safety in the community. One example is the advent of a Community Safety Committee, which mobilizes in the event of a community member going missing. The Musqueam Liaison Officer works closely with this community as liaison to other VPD specialty sections. This committee is made up of the managers from the critical departments of the MIB, such as Health, Safety and Security, Social Development, Drug and Alcohol Prevention, and Finance. The Community Safety Committee often acts on behalf of the family, and reaches out to the VPD MPU to coordinate efforts through the Musqueam Liaison member.

Indigenous Liaison Officer

The VPD has a dedicated Indigenous Liaison Officer who works with Vancouver's urban Indigenous population to communicate their needs and concerns to the VPD. The aim is to achieve mutual understanding and/or alignment on community and police issues. The Indigenous Liaison Officer also works closely with community partners to provide learning opportunities and healthy activities for high-risk Indigenous youth such as hiking and cultural outings. Many Indigenous youth have developed a trusting relationship with the Indigenous Liaison Officer through participation in different programs. The Indigenous Liaison Officer works one-on-one with Indigenous youth, and serves as a positive role model in the lives of many Indigenous youth, including current or former gang members.

Lunch with the Chief

Funded by the VPF, the Lunch with the Chief series is a popular quarterly event that has been well received by the DTES community, since the initial launch in 2014. The purpose of this event is to provide an informal platform for engagement where participants can share in food and conversation, to break down barriers in communication and have meaningful, positive interactions. Taking place in the heart of the DTES, at the Carnegie Community Centre, this event provides the opportunity for individuals to interact and create relationships with police members.

Many community members who have attended have indicated that they relished the opportunity to put names to faces, and appreciate the chance to have positive and engaging interactions with police members in a friendly environment. VPD's Sex Industry Liaison Officer (SILO), Indigenous Liaison and Protocol Officer, and Indigenous Liaison Officer distribute invitations to the community, and a large proportion of participants are Indigenous Peoples. The VPD invites guest speakers that are Elders from local nations and other key figures.

National Aboriginal Veterans Day

National Aboriginal Veterans Day is a memorial day observed in Canada in recognition of the contributions of Indigenous Peoples to military service, particularly in the First and Second World Wars and the Korean War. It occurs annually on November 8, and each year the VPD pays tribute to the contributions and sacrifices of Indigenous veterans who served our country bravely, so that all Canadians may inherit freedom.

Wreaths from the VPD and SisterWatch are laid, and VPD members take part in commemoration ceremonies, first in the Carnegie Centre and then at the cenotaph at Victory Square. Participation on this day of remembrance is from all ranks of the VPD including the Chief Constable, VPD Executive members, frontline police officers, SMCs, CPC volunteers, and VPD cadets.

Engaging Women and Girls

Although many crimes do not discriminate between genders, women are more vulnerable to certain types of crimes; the VPD recognizes that violence against young women and girls is an established barrier to gender equality. The trauma suffered by victims of violence can negatively impact their mental and physical health, relationships, and overall well-being.

Further, intersecting social disparities often disproportionately negatively impact marginalized groups such as Indigenous women, placing them at increased risk for violent victimization. For example, research has shown that the rate for Indigenous women who reported sexual assault was triple that of non-Indigenous women (11.3% compared to 3.5%). Additionally, in 2018, Indigenous women accounted for 27% of female homicide victims in Canada while only accounting for 2% of the population.

The VPD has developed specific programming, in consultation with the Indigenous community, tailored to prevent further violence against Indigenous women and has dedicated positions and programming to help ensure the safety of women and girls.

SisterWatch

Women in Vancouver's DTES community are particularly vulnerable to violence, injury, and death. Crime statistics in the DTES have never truly reflected the danger facing the women who live there. Whether the cause is fear of reprisals or general distrust of authority, women have traditionally been reluctant to report crimes against themselves and others. Following the tragic death of Ashley Machiskinic, the [SisterWatch](#) Project began in December 2010 with regular Town Hall meetings consisting of members of the DTES community and VPD

members. These members include the Chief Constable, members of the VPD Executive, senior management, as well as frontline officers, who form the SisterWatch committee. SisterWatch meetings are co-chaired by the VPD Chief Constable and an Elder from the community. The guiding principle of this committee is to provide a safe space for residents of the DTES to voice their concerns and to keep community members informed of police progress concerning investigations, and any advances in community safety.

In addition to the Town Hall meetings, the SisterWatch Project also established the SisterWatch tip line, a special telephone hotline that is staffed by civilian women from E-Comm, trained to assist callers who are concerned about their safety. This tip line encourages community members to come forward with information regarding crimes of gender violence, the death of Ashley Machiskinic, or any other safety concerns.

Women's Memorial March

The first women's memorial march was held in 1992 in response to the murder of a woman on Powell Street in Vancouver. Out of this sense of hopelessness and anger came a march to express compassion, community, and caring for all women in Vancouver's DTES, Unceded Coast Salish Territories.

Decades later, an annual march held on Valentine's Day, continues to honour the lives of missing and murdered women. This event is organized and led by women in the DTES because women, especially Indigenous women, have faced violence that has taken the lives of so many of both groups, leaving deep voids in their hearts. Individuals gather each year to mourn and remember those lost to violence by listening to their family members, by taking over the streets, and through spiritual ceremonies. VPD participation shows support for families of missing and murdered women and is a visible police gesture of respect and support for the Indigenous community.

Sex Industry Liaison Officer

The role of the VPD SILO has expanded in the community, moving beyond enforcement and into advocacy. This is a proven resource for many Indigenous women, including many who live and work in the DTES. The duties of this position include but are not limited to:

- accompaniment to follow up appointments (e.g., obtaining audio/video/written statements, victim services, medical appointments);
- transportation to out-of-town court commitments (e.g., Crown Counsel interviews, courtroom preparation, and testifying in court);
- assisting with placement in detox, recovery;
- transitional housing and second stage housing; and
- connecting with community programs that include housing, mental health, employment, and personal development.

The SILO works closely with the Women's Information and Safe Haven (WISH) Drop-in Centre where connections are made with Indigenous women of varying ages and backgrounds. As a result of the SILO's presence in the community and availability outside of regular office hours, the SILO assists in a wide range of ways including organizing violence prevention and safety workshops. For example, the SILO has participated in the Aboriginal

Cultural and Creativity Program, which hosts 8 to 12 participants who are all Indigenous sex workers. This program is held two times per year and includes a ceremonial sage-picking event hosted by a band in the Merritt Nicola Valley region and the Conayt Friendship Centre. In addition to VPD participating in picking this medicine, transportation is provided for up to nine women who would otherwise be unable to attend. Approximately 80 other Indigenous women generally attend the event.

Partnerships are essential to the success of the work done by the SILO. Community partners include WISH, the Prostitution Alternatives Counselling and Education (PACE), First United Church, Carnegie Outreach, VCH Intensive Case Management Team, Downtown Community Health Clinic, DTES residences, detox, recovery and transition houses, and various shelters (e.g., Triage, Al Mitchell Place, Yukon, and the Evelyn Saller Centre).

Select community work from 2019 includes the following:

- The SILO assisted vulnerable women and men in obtaining just over 100 pieces of provincial identification under the ID4ME program. Since the Kettle Society created a program specifically to assist individuals in obtaining identification, the demand on the SILO for ID has lessened, with the exception of self-initiated workshops, referrals from previous ID4ME recipients and their supports. Workshops are conducted on an as needed basis, generally once or twice per month.
- Approximately 120 emergency phones (911 calling capacity) were provided to vulnerable and more marginalized individuals in 2019.
- De-commissioned VPD notebooks are now prepared for distribution to the community for citizens interested in keeping important information including licence plates and descriptions of potential bad dates. An Indigenous community artist provided the images for the front cover and these notebooks are now being distributed in the community, at workshops and events including Lunch with the Chief raffle baskets. Approximately 200 notebooks have been distributed to date.
- The SILO continues to have a scheduled weekly presence at WISH and The Corner Drop in Centre where engagement with vulnerable women and men in the sex industry continues to be meaningful. Outreach efforts to residences, shelters and overdose prevention sites are places where informal introductions and meetings take place as well as information sharing. Developing stronger relationships with staff and support workers occurs when they are invested and see positive outcomes from collaboration. Some of these include vacating arrest warrants, amendments to conditions, educational opportunities, accompanying and transporting to detox, recovery and transition houses, as well as out of town family funerals, celebrations, and ceremonies.
- An increase in collaborative approaches in assisting vulnerable women continues to grow in the DTES with more frequent connections with SisterSpace, Fir Square at B.C. Women's Hospital, Indigenous Health Clinics, Overdose Prevention sites, SheWay, STOP Team, and AIDS Vancouver. Efforts are being made to further develop relationships with staff and newly housed residents in modular housing.

ID4ME

The SILO also initiated and operates the ID4ME program in the DTES. The ID4ME identification project is designed to assist low barrier and vulnerable individuals to move forward in their lives by providing them with photo identification. The success of this program has been particularly felt, in the DTES with the residents in the area using their new ID to open bank accounts, obtain improved housing, and upgrading their education. Every contact made with individuals in this program closes the gap in helping to strengthen existing relationships with the Police. Since 2015, the VPF has supported ID4ME which has acquired just over 650 pieces of identification including birth certificates, BCID, BC Services, and Status cards, thereby changing the lives of residents in our community.

Women's Personal Safety Team

In 2013, 16 female police officers of various levels of seniority and experience were recruited as volunteers and trained to form the [Women's Personal Safety Team](#) (WPST). As news of the WPST circulated, more female police officers expressed interest in participating. As of 2019, the WPST consists of 30 instructors who volunteer their time to teach women skills and concepts regarding crime prevention and dealing effectively with violent encounters. The workshops are designed to be easily learned and remembered by women with little or no tactical training. The WPST has several community partners, including SisterWatch, and the Right to Play program, that work with Indigenous Youth and the VACPC. To ensure Indigenous women are receiving training, workshops have been held in the Musqueam Nation and at the Vancouver Native Housing Society. Safety training has also been provided to other low-to-no barrier women's housing in the DTES. Approximately 30% to 40% of the participants are Indigenous women.

In 2019, the WPST continued to inform citizens about crime prevention and safety by:

- conducting 35 presentations (compared to 20 in 2018) reaching over 2000 women in the community (compared to 930 in 2018);
- partnering with DIIRS and hosting several presentations for ISSofBC. Many participants were from Middle Eastern countries and experiencing self-protection education for the first time;
- participating in the PLAY Program and working with Native Youth from B.C. and Alberta at Camp Sunshine in Gibsons, B.C.;
- having a delegation of police women from the Ukraine participating a WPSW to learn about this program; and
- connecting with Big Sisters of BC Lower Mainland and hosting a workshop for them during their summer program at Simon Fraser University.

The Shoebox Project

Funded by the VPF in 2019, VPD civilians in the Information Management Section (IMS) participated in the Shoebox Project for Shelters. This program provides women in need (e.g., in shelters, displaced from their homes) with shoeboxes containing approximately \$50 worth of items during the holiday season. The donated shoeboxes included something socks, scarfs, toiletries, gift card; a journal and each box had a message of hope. The shoeboxes go to women accessing agencies throughout the Lower Mainland, but include many in the city of Vancouver. The shoeboxes donated by IMS were earmarked for Vancouver area

shelters, including the YWCA. The VPD IMS will be participating in this program again in 2020.

Collaborating with Citizens: A Collective Effort Towards Safety

Citizens' Crime Watch

The VPD's [Citizens' Crime Watch](#) (CCW) program has been operating since 1986 and involves citizens volunteering their Friday and Saturday nights to assist the VPD, reporting incidents such as TFAs in progress or identifying stolen vehicles. Volunteers often assist the VPD Traffic section and have worked on Counter Attack Roadblocks to apprehend drug and alcohol impaired drivers. CCW also assist in searching for missing persons of a high-risk nature.

The assistance that the CCW volunteers provide the VPD is significant. For example, in 2019 CCW volunteers went out on patrol for a total of 842 shifts, accumulating 14 arrests, 230 Violation Tickets, 21 stolen vehicles recovered, and 6 Immediate Roadside Prohibitions issued. Additionally, volunteers have spotted at least three individuals who had overdosed and were responsible for getting medical assistance in time to revive the person.

With a commitment to this community-based model, the VPD maintains a CCW Coordinator who is responsible for the supervision and coordination of all activities relating to the CCW program, deployment of personnel, coaching, evaluation, administration, and planning. The CCW Coordinator also takes part and assists in the coordination of community events, including involvement in event coordination, staffing, scheduling, training, and other associated duties.

Watching out for Each Other: Block Watch



[Block Watch](#) is all about neighbours watching out for neighbours. Block Watch is a free community-based crime prevention program that trains over 1,000 Vancouver residents annually.

With the help of the VPD, residents form a communication chain among neighbours to share crime prevention information, crime alerts and more, in residential neighbourhoods comprised of single family dwellings, condos, townhouses and apartments. They are provided the opportunity to be trained on how to identify suspicious behaviour and make their homes less attractive and more difficult for thieves to target. Block Watch is a testament to the fact that neighbours who work together can deter crime before it starts.

The Vancouver Block Watch program started in 1989 and is managed and maintained by a civilian coordinator and a police officer. In 2019, Block Watch celebrated its 30th year as a VPD community-based crime prevention program. As of 2020, VPD Block Watch works with 400 active Block Watch groups across Vancouver. This amounts to 700 community leaders, called 'Captains and Co-Captains,' who have involved 7,300 of their neighbours in crime prevention. In perspective, this is 8,000 extra pairs of Block Watch trained eyes and ears who are looking out for each other and reporting suspicious activity to the police.

Block Watch members have direct access to a police officer, the Block Watch Investigations and Training Officer (BWITO), who provides support to Block Watch groups through training, guidance and assistance for all crime, suspicious activity and nuisance related issues. When a new Block Watch forms, the Captain(s) and Co-Captain(s) attend a four-hour training session, and then request the BWITO to attend their 'First Meeting,' where the neighbours gather in their neighbourhood or complex. Strategies are discussed to help protect residents and deter crime. The group is also shown a presentation demonstrating how to be an effective Block Watch participant, recognize the body language and profile of property crime thieves, how and when to report incidents to the police, as well as effective crime prevention tips. These community-based personalized sessions help develop an understanding of the role of the police and build positive police/public relationships with thousands of diverse Vancouver residents.

When Captains inform the BWITO of criminal activity or suspicious activity in their areas or complex, the BWITO can provide specific assistance and identify emerging neighbourhood crime trends. The officer will liaise and share intelligence with appropriate VPD resources and sections to help resolve the problem. The BWITO also works with external partners including the CoV, ICBC, and Metro Vancouver Transit Police for coordinated support.

The Block Watch Coordinator is the first point of contact for new enquiries to start a Block Watch and supports and tracks the activation of each group. The Coordinator provides ongoing administrative services and marketing supplies to maintain an active Block Watch status with the program. The position also works in partnership with the constable to develop and implement marketing strategies to grow the program. The Coordinator provides all Block Watch members with weekly crime statistics, links to the VPD's crime mapping program - GeoDASH, crime prevention tips, and other resources to Captains to share with their members.

Community Policing Centres

Vancouver's 11 [CPCs](#) hold a unique position among crime prevention initiatives in North America, with a strong partnership between the community and its police force. Unlike their counterparts in other cities, these centres are not satellite police stations, rather, they are operated, staffed, and governed by members of the community.

The name and contact information of each CPC is described below:

- [Chinese CPC](#)
203 - 618 Quebec Street, V6A 4E7
Tel: 604-688-5030 Fax: 604-688-5070
info@chineseccpc.com
- [West End Coal Harbour CPC](#)
1267 Davie Street, V6E 1N4
Tel: 604-717-2924 or 604-717-2925
Fax: 604-717-2926
info@wechcpc.com

- [Granville Downtown CPC](#)
1263 Granville Street, V6Z 1M5
Tel: 604-717-2920 Fax: 604-717-2922
info@granvillecpc.ca
- [Kitsilano Fairview CPC](#)
78 - 1687 West Broadway, V6J 1X2
Tel: 604-717-4023 Fax: 604-717-4029
kitsfaircpc@gmail.com
- [Vancouver Aboriginal CPC](#)
1719 Franklin Street, V5L 1P6
Tel: 604-678-3790 Fax: 604-678-3792
coordinator@vacpc.org
- [Grandview Woodland CPC](#)
1977 Commercial Drive, V5N 4A8
Tel: 604-717-2932 Fax: 604-717-2923
info@gwcpc.ca
- [Hastings Sunrise CPC](#)
2620 East Hastings Street, V5K 1Z6
Tel: 604-717-3584 Fax: 604-216-0991
info@hscpc.com
- [Collingwood CPC](#)
5160 Joyce Street, V5R 4H1
Tel: 604-717-2935 Fax: 604-430-4955
info@collingwoodcpc.com
- [South Vancouver CPC](#)
5435 Victoria Drive, V5P 3V9
Tel: 604-717-2940
info@svcpc.com
- [Kerrisdale Oakridge Marpole CPC](#)
6070 East Boulevard, V6M 3V5
Tel: 604-717-3434 or 604-717-3433
Fax: 604-717-3432
komcpc@shaw.ca
- [Strathcona CPC](#)
872 E Hastings Street, V6A 1R6
Tel: 604-717-0622
info@strathconacpc.ca

All the CPCs carry out a range of community engagement programs including foot/bicycle patrols, road safety programs, ethnic and cultural education programs, senior safety programs, and victim services. As of 2019:

- CPCs are now invested in the CoV Temporary Modular Housing Project by being a part of the Citizen's Advisory Committee;
- Collingwood CPC has been active in liaising with a refugee organization that assists women new to Canada;
- CPCs have been involved with theft from auto (TFA) initiatives in their communities to assist the VPD with property crime issues;
- The VPD's [Community Policing Services Unit](#) (CPSU) CPC Liaison Constable initiated a 'Field Day' experience for CPC volunteers/student volunteers, whereby they visited different VPD areas/facilities. Approximately 15-20 volunteers from two CPCs participated;
- 11 CPC Volunteer Field Days were completed in 2019. This initiative offers the CPC volunteers the opportunity to see the VPD facilities and observe members on their daily duties and gain a better understanding of the role of police in the community;
- the VPD's CPSU partnered up with the CPCs in the CPC Soccer Challenge, with the CPCs competing against one another. The CPC's designated VPD NPO also participate in the Soccer Challenge; and
- the CPSU's CPC Liaison Constable, meets regularly with CPC volunteers to advise and guide them along in their law enforcement career paths.

Khalsa Diwan Society CPC

To further develop positive relationships with members of Vancouver's South Asian Community, the South Vancouver CPC partnered with VPD and the Khalsa Diwan Society to open an outreach centre in South Vancouver. The Khalsa Diwan Society CPC is staffed by a VPD police officer and several volunteers. Visitors of the outreach centre are welcomed in a friendly environment, where they can seek assistance with their crime and safety concerns. Volunteers of this outreach office are tasked with foot patrols, organizing safety presentations and youth games or other activities in an attempt to help build and foster a positive relationship between youth and policing agencies.

Outreach to Guard Bicycle Theft

Over the last two decades, bicycle theft has grown to epidemic proportions, affecting over two million North Americans at an estimated economic impact in excess of \$500 million annually. Within B.C., data from Statistics Canada suggests that about 50,000 citizens of B.C. are affected by bicycle theft annually, with as many as 15 to 20% of these thefts attached to secondary crimes. Additionally, neighborhoods and residents face quality of life and safety concerns, even if they are not directly impacted by the criminal activity. Added costs aside, the direct impact of bicycle theft in B.C. is estimated to be approximately \$70 million annually.

While the direct property loss is approximately \$40 million within B.C., the impact to the community is more than the retail value of the bicycle. Stolen bicycles provide an agile getaway vehicle and are frequently associated with TFA and break-and-enter crimes.

The cost of seizing, processing, and storing the thousands of bicycles annually is time-consuming for police, and it ultimately fails to convert into a meaningful public service. Tens of thousands of policing hours ultimately result in less than five percent of recovered bicycles being returned to victims. Most of these seized bicycles are sent to auction, charity, or scrap yards. The CoV recovers over 2,000 bicycles a year of which the vast majority are auctioned or destroyed.

Project 529

To address these issues with bicycle theft, the VPD partnered with [Project 529](#), a community policing platform designed and implemented by Microsoft veterans with decades of large-scale software experience. Project 529 is a modern, simple, and highly efficient bicycle registration/reporting/recovery platform that allows the public and private sectors to attack this problem collaboratively. It permits cross-municipality cooperation (which is essential as bicycles are often illegally sold outside of the area they were stolen) through a single database that can scale provincially and nationally. Project 529 partners with CPCs and bicycle retailers to offer this free service. This successful bicycle registry and bicycle theft prevention/recovery program has registered over 100,000 bicycle since its inception.

Project 529 currently has two VPD police officers assigned to the program, which operates out of a space at the Mount Pleasant Community Centre. Project 529 conducts training for CPCs, CSPs, BIA, and other community partners. Project 529 also takes part in assisting Kwantlen College Criminology department with taking two practicum students for the spring semester.

In 2019, Project 529 participated in over 50 events throughout Vancouver including a regular presence at Granville Island. During Bike to Work Week, Project 529 held 10 “bike to work” registration stations throughout the city, operated by CPC volunteers, outside agency guests, VPD CSPs, VPD police officers, and CoV staff. Over 3,000 members of the public were assisted through these events. Many Vancouver bicycles are now being recovered across the province and being returned to their owners.

VPD is a world leader in tackling bicycle theft, and Project 529 is currently being sought out by over 30 police agencies in B.C., as well as others in Canada, and around the world. Over the last three years, bicycle theft in Vancouver has been reduced by 40%.

Project Rudy

In the summer of 2018 VPD, in conjunction with Project 529, developed Project Rudy to specifically address bicycle theft on Granville Island. At the time, Granville Island was the number one bicycle theft area for the CoV and possibly the Province. Project Rudy created a partnership with the federal government, the City, and private and public business. Initiatives of Project Rudy included the following elements:

- A bicycle valet system that operated daily from 10 a.m. to 7 p.m., allowing cyclists to valet their bicycles for free. While parked, the bicycles were registered with Project 529.

- Loaner locks were made available at six business where cyclists could get obtain ABUS locks in exchange for their drivers' licence, which they could utilize while on site.
- Advertising was developed to inform the public about how to properly lock their bicycles (e.g., not to use cable locks), the existence of the free valet and loaner lock availability, and the possibility of bait bicycles being located on the Island.
- VPD mapped the area and made recommendations on moving bicycle racks from high-risk areas to higher use and safer areas.

During the program's first year bicycle theft went from three bicycles stolen per day to one bicycle a week. VPD is presently in the early stages of expanding the program with Project Lucas to the Olympic Village neighbourhood in an attempt to reduce the bicycle thefts in that area, using the same techniques as Project Rudy.

Business Community Engagement Initiatives

The VPD regularly engages the business community by liaising with retailers and business organizations with matters such as: exchanging crime related information, providing crime analysis and advice to the business community, and assisting with crime prevention initiatives. The VPD Business Liaison portfolio is responsible for coordinating education and training for the business community on crime prevention and awareness. An example of work conducted in this capacity includes collaborating with stakeholders, including Vancouver Business Improvement Areas (BIA) in the creation of a Business Crime Prevention Tips booklet. The booklet was distributed via CPCs and hand delivered to businesses by volunteer foot patrols.

Project Access

Project Access, is a designed to reduce potential barriers and time delays when responding to emergencies at high security rental and/or strata residential buildings. Launched in 2014, Project Access involves partnering with building strata and rental companies to provide police with a secure method of entry should a resident of their building require immediate assistance. The idea is to work cooperatively with individual property managers and/or strata corporations in Vancouver to develop infrastructure and processes to provide rapid police access to select buildings during exigent situations through the VPD's communications partner, E-Comm.

Project Griffin

Adopted in 2009 from England, Project Griffin aims to increase public safety by supplying security-minded organizations and groups with information and support to assist them in their crime prevention efforts. Focusing on property crime, Project Griffin helps increase the quality of information/intelligence provided by these groups, thus improving our service delivery. The VPD provides a training session to business groups on five topics:

1. Basic suspect identification: Participants learn about the common denominators that can often identify a suspicious person by their actions and behaviours;
2. Communication protocol: Participants discover what is expected by E-Comm when they are reporting suspicious or criminal activity;

3. Counter-terrorism: Participants learn to recognize suspicious behaviours and incidents that may be precursors to Terrorist activities;
4. Gangs in Vancouver: Participants hear from VPD police officers about the current gang climate in Vancouver; and
5. Evidence preservation: Participants learn about the importance of crime scene protection and basic forensic identification techniques used by the police.

SECURUS and SHIELD

The SECURUS Program is a community awareness program about possible terrorist activities that may target a specific location or utilize the services of an unwitting business to carry out an attack. VPD's Criminal Intelligence Unit (CIU) has registered up approximately 300 businesses, schools, religious sites, sporting venues, hotels and other sites in Vancouver with SECURUS. Since 2015 CIU has delivered 107 SECURUS presentations to 3,673 civilians. More specifically, in 2019, there were 12 presentations and 6 to date in 2020.

CIU is currently in the process of evaluating/transitioning to the New York Police Department (NYPD) SHIELD Program and funding has been received from the CFO to assist in this process. This Shield Program is an umbrella program for NYPD initiatives that pertain to private sector security and counter-terrorism. In essence, SHIELD is a partnership with the community that provides training services to the public and private sector entities in defending against terrorism. Global SHIELD provides world class counter-terrorism resources to international law enforcement agencies that join the SHIELD program. These resources include publications, training, conferences, real-time intelligence and an on-line library of best practice security awareness.

CIU is invested in public awareness to counter violent ideology and depends on members of the community to be our 'eyes and ears'. With a possible transition to SHIELD, the VPD will have the full resources of the world-class NYPD Global SHIELD program which will only enhance our existing relationships with community contacts.

Terrorism Threat Awareness Video Project

CIU applied for and received a grant from the VPF to make three safety and educational videos on counter terrorism awareness. Each video scene runs approximately 90 seconds and takes place at high-risk business that have either been targeted in recent attacks in the West or have been used to facilitate an attack. The videos take place at a truck rental desk, hotel lobby check-in desk and outside a large public venue. CIU members produced each scene and they were filmed by members of the Public Affairs Section. The videos are meant to highlight suspicious indicators of a would-be violent extremist and are geared for civilians working in vulnerable businesses. These videos will be presented via VPD social media and/or through CIU presentations.

Other Community Liaison Positions

Homeless Outreach Officer

Strong partnerships between all levels of government, non-profit and co-operative housing providers, and community support services are required to build safe and inclusive

neighbourhoods. Organizations such as BC Housing, Ministry of Social Development and Poverty Reduction (MSDPR), faith-based organizations, non-profit housing operators working in single room occupancy and shelter systems, as well as community members, partner to provide support to the marginalized population. Towards this goal, in 2009, the VPD developed the role of a Homeless Outreach Constable. The Homeless Outreach Constable conducts outreach work with the homeless and coordinates with mental health, addiction, housing serving sectors, and municipal and provincial governments. The Constable also acts as a resource for external agencies, as well as within the VPD. In 2019, the Homeless Outreach Constable conducted significant outreach including:

- engaging with Raincity housing and the COV for the openings of winter shelters;
- conducting approximately 40 SRO Inspections in collaboration with CoV building Inspectors and Vancouver Fire Rescue Services (VFRS);
- conducting outreach with both the MSDPR and VCH in an effort to address some of the more challenging homeless individuals;
- presenting at the BC Crime Prevention Association conference;
- monitoring Temporary Modular Housing developments that were opened in 2019 (52 units at 258 Union Street, 98 units at 610 and 620 Cambie Street, and 52 units at 265 West 1st Ave);
- liaising with the Abbotsford Police Department and West Vancouver Police Department to discuss the VPD's Homeless Outreach position that both departments were researching in anticipation of creating a similar (or the same) position in their respective agencies; and
- forming a group comprised of multiple stakeholders including VPD, CoV, VCH, Carnegie Outreach, and BC Housing to work collaboratively tackling challenging homeless cases that all groups are dealing with.

Community Events Coordinator

This Community Events portfolio was created in 2017 and assigned to a temporary Constable to assist the CPSU Sergeant with event planning. The Community Events Coordinator works with multiple community partners throughout the year to facilitate VPD participation in events around Vancouver and within VPD.

In 2019, the Community Events Coordinator exclusively handled eight events including the VPD Volunteer Recognition Day, Family Day, PNE First Responders Weekend, Science World First Responders Weekend, Celebration of Light, and the VPD contingent in the Santa Claus Parade. Additionally, the Coordinator assists community stakeholders in organizing the VPD contingent for the various parades that occur every year such as Chinese New Year Parade, Vaisakhi Parade, Pride Parade, and the Remembrance Day Ceremony.

CPC Liaison Officer

The primary role of the CPC Liaison Officer for the Community Services Section (CSS) is to provide support and guidance to over 950 CPC volunteers. As a representative of the VPD during numerous events, the CPC Liaison is involved in organizing and leading the volunteers

at numerous functions, creating a cohesive image of the volunteers in attendance and reinforcing the position that they are partners with the VPD.

One positive effect of the interactions between the CPC Liaison Officer and CPC volunteers, is that volunteers are afforded the opportunity to connect with VPD members for guidance and mentorship when they are considering a career in law enforcement. Certain initiatives that the CSS has introduced to the CPCs, such as the Volunteer Field Day and VPD/CPC Volunteer Interactive Sessions, are well-received and attract high volunteer participation. Overall, having a designated VPD police officer that is consistently available to liaise, guide, and mentor the volunteers, benefits them and the community that they are serving. The CPC Liaison also works on a newsletter that provides information on events that the VPD and CPCs are involved with, as well as resources.

Community Safety Personnel

CSPs are distinct and separate from regular police members, and they are considered a unique element of the VPD. Structured within the Community Safety Unit, their primary purpose is to:

- assist with lower-level, lower-risk tasks, as directed, to alleviate regular police officers from such tasks, thereby providing regular police officers with more capacity to serve the community and to maintain high visibility while patrolling neighbourhoods;
- assist the VPD at community and public events by providing a visible presence to the community and promoting safety and security where the presence of a regular police officer is not required;
- act as a liaison between regular police officers and the community, as appropriate, to ensure the VPD continues to effectively serve citizens in Vancouver; and
- assist police officers in order to maximize their available proactive policing time.

The CSP program serves also a valuable hiring tool; several former CSPs have been hired as police officers in the VPD and other agencies.

Representing the Community on all Levels: The VPD Executive

Vancouver is a community that celebrates and benefits from the tremendous diversity of its residents and visitors. People of all backgrounds, ethnicities, cultures, colour, religions, gender, and sexual orientation comprise our community.

The VPD recognizes that our staff must reflect the community we serve and that includes the management and leadership levels of the Department. The [VPD Executive](#) is comprised of 12 (7 men and 5 women) accomplished police officers and civilian professionals that are indicative of the diverse and inclusive community we are proud to serve (please see Appendix).

Recruiting Initiatives

Although the typical age of recruitment for VPD police officers is between 23-27 years of age, recruitment efforts begin long before the actual hiring date in a potential applicant's life. VPD police officers act as direct role models and mentors for youth through various programs and initiatives. This investment by the VPD often instills youth with an aspiration to become future police officers and thereby begin to take the necessary steps and life choices required to do so.

Positive interactions between students and police are not limited to youth programs primarily delivered by youth service focused officers such as a SLOs. Police recruiters too, have a positive impact on the lives of youth by educating them and/or demonstrating what becoming a police officer entails. In addition to the myriad of youth programming delivered by various VPD police officers, the VPD's [Recruiting Unit](#) regularly attends schools, colleges, and universities to engage and inform students about a policing career, and what early steps they may take for a successful path into policing. As an example of this early outreach, in March 2019, the VPD Recruiting Unit travelled to Prince George and Cranbrook, targeting colleges and secondary schools. It is recognized that many of the students at these institutions will make their way to the Lower Mainland looking for work and it is the VPD's intention to recruit these potential applicants to be reflective of the greater community of B.C.

The VPD Recruiting Unit also works closely with VPD's DIIRS in efforts to engage communities including the LGBTQ2S+ and Indigenous communities and work together on programming and events to recruit members of these communities. Select examples include the following:

Gathering Our Voices Indigenous Youth Conference

The Recruiting Unit attends the annual GOV Indigenous conference hosted by the BC Association of Aboriginal Friendship Centres. This large event attracts thousands of Indigenous youth participants along with their chaperones and other guests of honour. The GOV has provided the VPD Recruiting Unit an excellent opportunity to promote career opportunities within the VPD.

Hoobiye (Nisga'a New Year)

The Recruiting Unit attends the annual Vancouver Hoobiye Festival, a celebration of the waxing crescent moon, hosted by the Nisga'a Ts'amiks Vancouver Society. This event draws thousands of Indigenous visitors every year, and has provided the VPD Recruiting Unit an opportunity to make positive connections with members of the Indigenous community through this event.

National Indigenous People's Day

National Indigenous Peoples Day is celebrated annually across Canada on June 21, and in Vancouver comprises a full day of events, activities, and performances. The VPD Recruiting Unit attends this event hosted by the Vancouver Aboriginal Friendship Centre Society at Trout

Reflecting Our Community

- VPD police officers represent at least 15 different ethnic backgrounds
- 25% of VPD police officers are ethnically diverse
- 35% of VPD civilian employees are ethnically diverse
- Currently, 27% of VPD police officers are female
- Of all VPD police officers hired in 2019, 20% were female
- VPD police officers speak over 50 languages



Lake. This celebration brings together a large population of the Vancouver Indigenous community, including First Nations, Métis, and Inuit People.

Indigenous Link

The VPD Recruiting Unit recently formed a partnership with Indigenous Link, an online employment search portal that reaches out to an Indigenous audience on a national level. With a virtual presence on this career website, the VPD Recruiting Unit has provided a unique opportunity for the Indigenous community to connect with the VPD and engage VPD Recruiters on career opportunities with the VPD.

Chinese New Year Parade

On February 10, 2019, the Recruiting Unit participated in the 46th annual Chinese New Year Lunar Parade through Chinatown. There were over 3,000 participants from other community and cultural groups, and the event drew over 100,000 spectators along the parade route. The VPD Recruiting Unit was able to not only showcase its initiatives to the community, but this event offered a fantastic opportunity to connect with other young volunteer participants with interest in law enforcement.

Korean Leadership Conference

On March 16, 2019, VPD recruiters attended the C3 Korean Leadership Conference to set-up a Recruiting booth during the lunch hour. Members engaged with 125 potential applicants, which included members of the Korean Consulate. The event was a success, and organizers were enthusiastic about having the Recruiting Unit attend further networking events throughout the year.

Vaisakhi Parade

The annual Vaisakhi celebration provides a valuable opportunity for VPD recruiters to engage with the South Asian community. On April 13, 2019, in one of its main outreach events of the year, the VPD Recruiting Unit participated in the Vaisakhi parade. The Recruiting Unit vehicles formed part of the VPD contingent in the parade as they proceeded from the starting point, the Khalsa Diwan Society Sikh temple, and along the entirety of the parade route. Throughout the festive day, VPD recruiting officers engaged with the community, handed out stickers, and answered questions as they moved through the busy streets of South Vancouver.

LGBTQ2S+ Community

Ensuring diverse communities are represented, the VPD Recruiting Unit created a dedicated information session for the LGBTQ2S+ community. To plan the event, members of the Recruiting Unit were involved in ongoing discussions with VPD's DIIRS, as well as VPD members from the LGBTQ2S+ community. The well-attended event was held on August 13, 2019 at the Roundhouse Community Arts and Recreation Centre. The evening included compelling speakers from the Department discussing their experiences with the VPD, and resulted in several prospective applications. This information was also made available through social media via Twitter, which provided an opportunity for prospective applicants to discreetly reach out to the VPD Recruiting Unit and ask questions in real-time.

The VPD Recruiting unit is also active on social media with [Twitter](#) and [Instagram](#) accounts; this footprint in the online world generates outreach opportunities for the unit. The VPD Recruiting Unit works to reach many different communities and groups across Vancouver, B.C., and western Canada. Efforts continue with several events planned throughout 2020. The efforts of recruiters to identify competitive candidates continues with innovative outreach and targeting not only regular member applicants, but also applicants for the SMC program.

Community Outreach for Mental Health

Awareness regarding mental health has been a long-standing priority for the VPD (e.g., in 2008, the VPD published [Lost in Transition](#), regarding the lack of capacity in the mental health system). In 2013, the VPD released [Vancouver's Mental Health Crisis: An Update Report](#), focusing on the increase in mental health incidents, particularly violent crimes that police, as the first responders, must deal with. The VPD's 2018 [Pathway to Wellness](#) video highlights the many partnerships and initiatives the VPD is involved in to lessen the impact untreated mental illness has on the community, on policing, on health services, and, most importantly, on those living with mental health issues.

The VPD, in collaboration with health partners, continues to provide a spectrum of mental health outreach, care, and support to the community, including challenging environments such as the DTES. Furthermore, the VPB meets annually with health partners to provide governance and direction to VPD and health working groups. More specifically, Project LINK is a collaboration among the VPB, the VCH Board, and the Providence Health Care Board. Initiated in October 2011, its goal is to achieve improved outcomes for those living with mental illness and addiction. A major first step was to enable the sharing of information across these police and health organizations. With that in place, LINK was able to make dramatic changes, including formation of the Assertive Outreach Teams (AOT) and Assertive Community Treatment (ACT) team, described below, these teams have greatly reduced negative contacts with police, emergency room visits, victimization, and criminal justice involvement for those living with mental health and substance use issues.

The Assertive Outreach Team

The AOT is a health care and police partnership unique to Vancouver. This program serves to stabilize high-risk clients and transition them to the appropriate level of care in the system. This program partners a police officer with a team of health care professionals including

psychiatric nurses, clinical supervisors and psychiatrists. This team works together to meet the needs of complex concurrent disorder clients, formulate treatment plans, and navigate intersections of various systems (e.g., criminal Justice, health care etc.). This team works with a cohort of 20-40 clients and works collaboratively to problem solve issues and provide care in the community.

Assertive Community Treatment

ACT provides long term tertiary level care to clients in the community. The ACT program is one police officer engaged with five ACT teams who serve 350 clients in the community. Each multi-disciplinary ACT team is comprised of approximately 10 health care professionals including but not limited to social workers, nurses, psychiatric nurses, vocational therapists, peer support members and psychiatrists to provide wrap around care to clients and improve their quality of life. Provincial ACT standards suggest three positive contacts per client/per week, preferably in person.

Car 87/88

VPD's Car 87/88 program is a partnership between a VPD plain clothes police officer and a registered nurse or registered psychiatric nurse to provide urgent assessment/intervention for individuals for people with mental health issues. The partnership of work as a team in assessing, managing and deciding the most appropriate action in the best interest of the patient and the community. The program is co-managed by the VPD and VCH, with appointments directed in consultation with VPD by VCH. Work for Car 87/88 typically includes but is not limited to:

- assessments of clients in community;
- connecting persons to mental health and addiction services;
- support of the work of Community Mental Health Teams including outreach, assessments and providing/administering of medication; and
- apprehension of clients, where necessary under Section 28 of the *Mental Health Act* or those with active warrants (i.e., Form 4¹ or Form 21²) intended to ensure the individual is supported and/or continues to be connected to mental health plan of care.

Community Outreach and Partnerships through VPD Investigative Sections

In addition to serving as members on the SisterWatch committee, members of the VPD's SIS are partners in The Treehouse Vancouver Child and Youth Advocacy Centre (CYAC), a collaborative initiative between the VPD, Family Services of Greater Vancouver (FSGV), BC Children's Hospital, MCFD, and Vancouver Aboriginal Child and Family Services Society (VACFSS).

¹ Form 4 – Medical Certificate issued by a physician to order a person detained involuntarily. When issued, the police officer has authority to apprehend that individual for the purpose of bringing them to a care facility.

² Form 21 – Director's Warrant issued to peace officers and to apprehend the named patient and transport him/her to a named facility.

The Treehouse coordinates a dynamic, multi-disciplinary response, which supports the investigation and intervention of child abuse, minimizes trauma, and works to enhance the community's ability to protect children. The team is comprised of VPD [Sex Crimes Unit](#) (SCU) detectives, social workers from MCFD, the VACFSS, and Victim Support Workers from FSGV. It also includes a service director and coordinator from The Treehouse, and an accredited facility dog from the Pacific Assistance Dogs Society. In addition to the Treehouse, investigators in the SCU rely on the support of VACFSS for child abuse or sexual assault investigations that are not conducted at the CYAC. For example, VACFSS counselors support Indigenous victims by providing counseling and/or treatment services in addition to providing supportive information on the criminal justice system.

VPD's [Domestic Violence and Criminal Harassment](#) (DVACH) Unit investigators and Victim Support Workers attend quarterly meetings at VACFSS headquarters in Vancouver. Other community partners in attendance include Probation Officers, MCFD representatives, and various advocacy group representatives. VPD's DVACH Unit collaborates with a variety of community partners to help those involved in violent situations with an intimate partner. For example, DVACH detectives will often work with the Musqueam Liaison Officer and the MIB Security when incidents of intimate partner violence occur in the community. This collaboration typically involves offender management and safety planning with the victims. DVACH also works closely with community services societies, namely VACPC and WISH. Continued training and sharing of appropriate information is vital to maintaining community relationships that are relied upon to ensure the safety of victims.

DVACH investigators ensure that they develop community connections via presentations and meetings with community members. For example, a DVACH sergeant and Victim Support Workers from FSGV present to group participants, including Indigenous women, transgendered persons, sex workers, and those with mental health and addiction issues. The participants are actively involved in relationships or situations that expose them to frequent physical violence - largely intimate partner violence. Select topics are presented including safety planning, justice system processes, counseling and support services, and discussions around bridging the barriers to reporting to police.

In 2015, DVACH created the [Safety Awareness for Elders](#) (S.A.F.E) program to increase awareness and education directed at victims and potential victims of elder abuse. The program includes specific information sessions for communities as well as training for community organizations. Simultaneously, the educational materials and the VPD S.A.F.E internet site are made available to community and various organizations. The goal is to increase reporting of these offences and ultimately decrease all forms of elder abuse in Vancouver. The program serves Vancouver's diverse communities, with information in multiple languages and disseminated through different modes of communication. The S.A.F.E program assists the VPD with engaging and educating the aging community, increasing positive and trusting relationships with elders who may become, who are, or have been victims of elder abuse

Another section within the SIS is the [Counter Exploitation Unit](#) (CEU). The CEU has an imbedded FSGV Case Worker who frequently acts as a bridge between sexually exploited Indigenous women and the police. This Case Worker is mindful of the systemic issues that

prevent women from disclosing their criminal victimization to the police. In addition to this partnership with FSGV, CEU members will exchange information related to identified risks, offenders, and exploitative practices, with community partners such as WISH, UNYA, and VACFSS.

VPD's CEU also conduct human trafficking workshops that they deliver to the health care and service industry (e.g., hotels). The primary objective of the workshops is to highlight the issue of human trafficking and educate the public on this growing industry. This includes awareness on the signs, how to recognize a victim, and how citizens can help. The presenters from CEU also provide information to sex workers pertaining to exit strategies and resources available.

The VPD's MPU investigations have been profoundly impacted by community input. MPU reports have increased due to community concern and awareness of the issues surrounding such files. For example, elderly individuals with Alzheimer's or dementia are more recognizable as high-risk and this increases public awareness and assistance. The VPD MPU has formed a partnership with Realty Watch and the taxi industry to assist in getting information out to the public for high-risk missing persons. In addition, The VPD MPU has worked with the Adolescent Psychiatric Unit of BC Children's Hospital to assist them with developing improved policies in the reporting and follow up of high-risk youth that go missing from their facility.

Highlights from VPD Investigative units in 2019 include:

- DVACH continues to regularly distribute S.A.F.E. magnets and brochures through the CPCs and the Public Information Counters at both VPD buildings. Over 1,000 S.A.F.E posters, over 700 wallet cards, and 2,500 magnets were made available for distribution.
- S.A.F.E program continues to be highlighted on the front page of the VPD website, receiving 544 page views in 2019, up from 401 in 2018.
- In 2018, DVACH partnered with VPD [Major Crime Section](#), other VPD units, and various community organizations (e.g., VCH, MedicAlert, and the Alzheimer's Society) to launch the inaugural Seniors Health and Safety Fair held at the Roundhouse Community Centre, which saw 370 participants. With the support of the VPF, a second Seniors Health and Safety Fair will be held in 2020 followed by a third in 2022.
- VPD's [Financial Crime Unit](#) (FCU) worked to educate elders and the general public regarding elder abuse scams through multiple media avenues including bi-weekly Tweets, website fraud alerts, and Facebook updates.
- Cybercrime prevention advice was newly added to the VPD's website and cybercrime prevention pamphlets were created and distributed through the CPCs.
- The FCU has assigned a detective to a financial elder abuse portfolio, which includes being a member of the Provincial Counsel, to reduce elder abuse.
- FCU hosted a two-day conference in 2019 focusing on reducing financial elder abuse. Presenters included financial institutions, the British Columbia Securities Commission, and the Public Guardian and Trustee of British Columbia.
- The VPD [General Investigation Section](#) once again teamed up with DIIRS to implement a one-day Youth-in-Action program in 2019, which had 17 youth living with

autism visit VPD headquarters to participate in fun and engaging activities with VPD members, including meeting with the VPD Executive. The program partnered with the Pacific Autism Centre and will be repeated in 2020.

Support through Victim Services

The VPD's [Victim Services Unit](#) (VSU) provides victims and witnesses with professional, supportive, and timely assistance, to lessen the impact of crime and trauma. Services may include emotional support, practical assistance, justice-related information and referrals to other agencies. Target outcomes include improved safety, reduced risk of further victimization, access to information and support, enhanced criminal investigations and increased willingness to participate in the criminal justice system.

VPD Victim Services Unit

The VPD's VSU follows mandated protocols to refer clients to specific community agencies, several of which are tailored towards Indigenous clients. If a victim of crime self-discloses that they are Indigenous to one of the VPD caseworkers, they are to refer them to Indigenous-focused services such as the Aboriginal Wellness Program, Watari, or AFDS. Referrals are also made to DEWC, WAVAW, Battered Women's Support Services, and others who have developed Indigenous culturally-focused support groups. Additionally, clients may be referred to the VACPC or liaise with the NPO at the VACPC. VPD's Investigative sections work with community members and groups in many ways to provide support and outreach.

In February 2016, Lucca an accredited Justice Facility Dog, joined the VPD VSU in February 2016. His role is to compliment the work of the VSU team by providing comfort and support to victims and witnesses of crime and other traumatic incidents. Lucca can be used at any point along the continuum of a police investigation – at the scene of an incident, in police interviews, in follow up meetings with VSU staff, in Crown Counsel meetings, and as a testimonial aid to witnesses during a trial. His calm and gentle demeanor helps to reduce anxiety, and mitigate the impact of stress and trauma on individuals involved in the criminal justice process.

Proactive Drug and Gang Prevention Engagement

In response to the opioid crisis, the VPD called for immediate access to evidence-based treatment services. In a 2017 report, [The Opioid Crisis: The Need for Treatment on Demand](#), the VPD presented several recommendations, including the need for expanded support from federal and provincial governments, more funding for evidence-based addiction treatment, and the need to increase public awareness about the risks of illicit drug use.

Since the 2017 report, considerable efforts by the VPD have been made to combat the opioid crisis, as outlined in the 2019 report, [A Journey to Hope](#). Key highlights include the VPD's work on the Provincial Joint Task Force on Overdose Prevention and Response. This task force, which included VPD representatives, was created to provide expertise and guidance to the Province on actions to respond to the crisis.

B.C. Overdose Action Exchange

The VPD is actively participates in the B.C. Overdose Action Exchange (ODAX). Established in 2016, ODAX annual meetings facilitate dialogue between key stakeholders including first responders, local/provincial government, health care, and persons with lived experience. The goal of ODAX is to discuss solutions to the opioid crisis in a safe and welcoming environment. Key topics include drug policy, treatment options, providing safer drug supplies, and stigma.

Drug Overdose and Alert Partnership

VPD's [Organized Crime Section](#) (OCS) also participates regularly in the Drug Overdose and Alert Partnership (DOAP), a multi-sectoral committee established to prevent and reduce the harms associated with substance use. The membership consists of first responders including the VPD, regional health authorities, BC Coroner's Service, the BC Centre for Disease Control, and other partner agencies who identify and disseminate timely information about harms related to substance use including overdose and adverse reactions to contaminated products, and coordinates public health responses to these emerging issues. DOAP continues to maintain a public website with information on preventing and recognizing overdoses, treatment, take home naloxone, harm reduction, and health care.

Community Action Teams

Eighteen B.C. communities, including Vancouver, that were the hardest hit by the overdose crisis, created Community Action Teams (CAT). The B.C. government allocated \$100,000 in funding as part of the government's escalated response to the overdose crisis for these teams. The role of CAT is to intervene early to provide support to people at risk of overdose. The team focuses on expanding harm reduction services, increasing the availability of Naloxone, addressing the unsafe drug supply and connecting people to support services for treatment options. The VPD has been a member of Vancouver's CAT since it was formed in 2018.

The VPD was consulted by the Mayors Opioid Emergency Task Force on recommendations to lower the number of fatal and non-fatal illicit drug overdoses. VPD members attended a city council meeting and assisted city staff with developing some task force recommendations. In response to public concerns related to Federal and Provincial Cannabis legalization, the VPD continues to work closely with the CoV and public stakeholders to address community concerns.

In response to the opioid crisis, the VPD continues to work with health partners and community stakeholders to decrease fatal and non-fatal overdoses. The VPD has continued regular contact with these groups to share information on the location of all fatal drug overdoses so that harm reduction and other health care services can be delivered to prevent deaths. The VPD also collects and submits drugs for analysis for the BC Coroners Service to assist in determining the cause of death in fatal overdoses.

End Gang Life

In late 2018, the VPD adopted the Combined Forces Special Enforcement Unit – British Columbia's End Gang Life program, a comprehensive gang education, prevention, and awareness initiative that uses visually impactful images and messages. The End Gang Life

presentation was viewed and approved by the VSB and was delivered to 3,167 high school students at 14 schools in Vancouver in 2019.

Gang Tackle

The [Gang Crime Unit](#) (GCU) continues to organize and hold their annual Gang Tackle event which has run since 2013 and takes place annually every May. This anti-gang program deters vulnerable youth from a life of crime and violence, instils confidence, and develops relationships between the youth and VPD members. The program consists of a flag football game held at UBC Thunderbird Stadium with the involvement of members of the GCU, varsity and Canadian Football League football players and at-risk youth. One of the most exciting aspects of this initiative is the involvement and interaction with current professional football players. This program has proven to have a positive effect on this target group and has been funded since 2013 by the CFO and by the VPF.

Turning Point

Turning Point is another anti-gang program that provides education and strong alternative choices for at-risk youth who are vulnerable to become involved in the drug trade or gangs. The program is an extension of the Gang Tackle Program and is generously funded by the VPF. Many youth often have a romanticized view of gang life and drugs. Turning Point seeks to provide students with real life examples of how drugs and gang life can negatively impact their lives. At-risk youth are given the opportunity to spend a day with GCU. This event has taken place yearly in the fall since 2017 where participants are given a tour of the DTES, where they meet with several residents who are given the opportunity to tell their story to the youth. After the tour, the participants attend a BC Lions football or Vancouver Canucks hockey game where they have the opportunity to meet with players and staff before enjoying the game. VPD also provides dinner and game merchandise for the youth as well.

Her Time

Although the focus of many gang awareness programs has been conducted with a male lens, females are also victims of gang violence and the tragedies that come with involvement in gang life. [Her Time](#) was created by two VPD police officers to provide young women with a voice and to allow women to actively participate in taking control of their lives. Her Time has reached over 40 schools and over 5,000 students, educators, and community partners. Proactively, the program provides young women with the tools, resources and knowledge about the dangers of gang lifestyle. Reactively, the program offers women currently involved or at high-risk to becoming involved in gang life the opportunity to connect with the VPD police officers who can aid with an exit strategy. In 2019, this program was approved by the VSB for delivery in schools across Vancouver.

Disrupting Criminal Enterprises and Giving Back to Communities

The VPD has found a way to incorporate asset forfeiture of proceeds of crime and offence related property in its overall strategy to combat organized crime and community outreach. Through referrals of criminal investigations conducted by its officers, the VPD has contributed over \$36.2 million in referred property and assets which have been successfully forfeited by the CFO as of fiscal 2019 since its inception in 2007. This number is significant – over \$36.2 million in property and assets have been removed from criminals and put back into local community organizations.

The CFO is mandated by legislation to have all net forfeited funds go towards local communities throughout the province by way of grants to fund social programs. Since its inception in 2007, the CFO has forfeited over \$90.2 million; of that, approximately \$42 million has been put back into the local communities of B.C. Some of the largest grant amounts have been to organizations such as the Salvation Army (\$100,000), Treehouse Advocacy Centre (\$70,000), PLEA Community Services Society (\$75,000), WAVAW (\$85,000) and Network of Inner City Community Services (\$69,500).³

Overall, the VPD and the OCS asset forfeiture team has made very tangible and consistent contributions to the community. Referrals to the CFO from police are strictly voluntary, and through VPD's contributions, local Vancouver communities have benefited. VPD police officers are committed to ensuring that proceeds removed from the criminals can be reintegrated into the communities.

Bridging Communities with Rich History and Traditions

Entertaining Displays: The Motorcycle Drill Team

Since 1954, the VPD [Motorcycle Drill Team](#) has reached out to people in communities and entertained citizens with displays of riding precision, throughout Metro Vancouver and as far away as Penticton and Seattle.

Using Harley Davidson Electra Glide motorcycles, the Motorcycle Drill Team is comprised of police officers of the VPD Traffic Enforcement Unit. The Motorcycle Drill Team activities are separate from their regular work and officers join the Team on a voluntary basis. The VPD Motorcycle Drill Team engages and entertains the public at various community events and parades throughout the year. Each year, the Motorcycle Drill Team participates in approximately 12 parades, most of which are in the Vancouver area. Recent performances include the Vancouver Canada Day Parade, Point Grey Fiesta Days, Vancouver Pride Parade, West Seattle Seafair Parade, and Penticton Peach Festival. They Team also regularly supports charitable events such as the Ride to Live for prostate cancer research, Kops for Kids, and the Music Therapy Ride.

Musical Ambassadors of the VPD: The Vancouver Police Pipe Band

With a long and acclaimed history, the [Vancouver Police Pipe Band](#) (VPPB) was formed in 1914, when a handful of police pipers and drummers organized themselves to perform at the opening of a new police headquarters. Enthralled by the display, the Chief Constable at the time authorized the formation of a departmental pipe band. The band has been in continuous operation since that time. The VPPB is the oldest non-military pipe band in B.C. and ranks amongst the most senior police pipe bands in the world.

³ Established for transparency, the following website is available to the public to look up grant funding that is awarded each year to local communities:

<https://www2.gov.bc.ca/gov/content/safety/crime-prevention/community-crime-prevention/grants>.

This website has the breakdown of all of the net forfeited funds from the CFO granted to local community social programs for every fiscal year back to fiscal 2012.

The VPPB celebrated its centenary by performing Guard Mount ceremonies at Buckingham Palace and Windsor Castle in June of 2014. This marked the first and only time a non-military band has been granted the privilege in the 350-year history of the iconic ceremony.

The VPPB performs at numerous cultural events throughout the year including the annual Vaisakhi parade. In 2019, acting as ambassadors for their country, province, and city, the VPPB traveled to India to honour the victims, survivors, families, and all those affected, by participating in the commemoration of the 100th Anniversary of the Jallianwala Bagh massacre. The VPPB also attended many community and cultural events throughout India, including visits to Agra, Amritsar, Chandigarh, and Delhi. The VPPB performed at several venues including the Jang E Azadi Freedom Memorial in Kartarpur, and the Ellante Mall in Chandigarh. At his invitation, the VPPB also performed at the Official Residence of Canada's High Commissioner to India. While in India, the VPPB supported local charities including the Navjyoti India Foundation and the Guru Nanak Mission Hospital.

Sharing Customs and Traditions: The VPD Lion Dance Team

Proud of their heritage, a group of VPD police officers, civilian staff, and volunteers from the Chinese CPC came together in 2005 to form the VPD Lion Dance Team. The Lion Dance Team was created to recognize and enhance the multicultural diversity of the VPD, honour the Chinese community's cultural contributions to Vancouver, and build positive relationships with all community members. With support from the VPF, the Lion Dance Team was the first, and continues to be, the only police team in Canada.

Taking part in the Chinese New Year Parade is a highlight for VPD members each year, who are honoured to recognize the Chinese community's longstanding contributions to our city. The VPD Lion Dance Team has participated in numerous lion dance performances for functions and events for the VPD, CoV, and various communities, including the Vaisakhi, Santa Claus, and St. Patrick's Day Parades.

Courage, Strength, and Honour: The VPD Ceremonial Unit

Formed in 1985, the [Ceremonial Unit](#) primarily serves in a memorial function for all sworn members (serving and retired) of the VPD when requested by the family, and to the funeral or memorial of any sworn member of a Canadian or American police service as a show of support. In addition to Remembrance Day ceremonies, the Ceremonial Unit also attends police officer memorial services, across B.C., Canada, and the United States. The Unit also attends numerous other community events annually when requested or approved by the Chief Constable, attending approximately 75 events annually.

Members of the Ceremonial Unit, comprised of both serving and retired police officers, attend ceremonies on their own time; the essence of volunteerism of the Unit is embodied in this act and the members continue to volunteer their time for this noble endeavour.

A Focus on the Frontlines: Community Contacts

VPD's frontline officers routinely work alongside multiple community partners to better the lives of community members. This work includes advocating for better housing, working out next steps for recovery and treatment, and connecting people with family members.

Frontline members also regularly take part in community ceremonies and events throughout the year. Several patrol officers are active members of the SisterWatch Program. Finally, one patrol officer (from the Beat Enforcement Team) has been assigned as a liaison with the DEWC and works closely with the VPD's SILO.

Community Cultural Events

The VPD participate in a significant way in community cultural events. These community events develop relationships and positive engagement that allow the police to have a positive presence in communities. Participation involves all ranks from frontline officers to members of the VPD Executive, and includes sworn and civilian employees. Further, VPD is often involved in organizing and/or assisting to secure funding of these important cultural events. Examples include but are not limited to:

- Pride Parade;
- Annual Tribal Journey;
- Vaisakhi Parade;
- Chinese New Year celebrations;
- Orange Shirt Day; and
- National Aboriginal Veterans Day.

The Road to Safety

The VPD's [Traffic Section](#) works cooperatively with the Provincial Police Services Division, ICBC, the CoV, the VSB, and various other community groups to deliver road, pedestrian, and bicycle safety campaigns, along with several other educational initiatives. Officers in the Traffic Section attend monthly meetings with CoV Engineering, CoV Traffic Data Management, and ICBC to address specific community complaints or concerns about Traffic issues from a planning and engineering perspective.

The VPD Traffic Section continues to embark on pedestrian safety awareness campaigns with the primary goal of reducing the number of pedestrians involved in collisions. For

FRONTLINE CONNECTIONS

ENGAGEMENT HAPPENS NOT ONLY IN VERY RECOGNIZABLE WAYS THROUGH EVENTS LIKE PARADES CELEBRATING VAISAKHI, CHINESE NEW YEAR, AND PRIDE, BUT ALSO ON A GRASSROOTS LEVEL, THANKS TO OUR FRONT LINE OFFICERS.

EVERY DAY, THEY ARE OUT ON THEIR BIKES, ON FOOT, AND IN THEIR PATROL CARS INTERACTING WITH VANCOUVERITES. THEY HAVE FACE-TO-FACE CONVERSATIONS WITH RESIDENTS AND BUSINESS OWNERS IN EVERY CORNER OF THE CITY.

Chief Constable Adam Palmer
Vancouver Police Department

example, the VPD has a dedicated [School Safety Patrol Team](#) that aims to improve road safety in the CoV through the education of school children, seniors, and other community groups in pedestrian and bicycle safety.

VPD Traffic members are regular participants in the annual Cops for Cancer Tour de Coast with the BC Cancer Agency. They have also recently become involved in supporting the Driven Project, where children with life threatening illnesses take rides in high performance cars.

Engagement with Special Interest Groups

VPD frontline police officers routinely communicate with event organizers and community stakeholders in preparation for special events. This communication is vital to ensuring events are managed safely.

The VPD engages in one-on-one dialogue with organizers and stakeholders, but is also part of a larger working group called the Festival Expediting Service Team that brings event organizers together to discuss events with representatives from an array of city and provincial agencies including, Vancouver Parks Board, BC Ambulance Service, and VFRS.

Organizers and stakeholders work together to find solutions to problems related to traffic congestion, transit interruptions, waste abatement and public safety concerns. The collective community input is critical to safeguarding the public and ensuring special events proceed as intended.

Ensuring Cultural Competencies

To ensure positive engagement with communities, the VPD is committed to making all employees more culturally fluent. As such, DIIRS partners with VPD's Training Section and with organizations outside of the department to provide education and awareness workshops for frontline members. For example, workshops around Indigenous Peoples and the impact of colonization introduces VPD members to urban Indigenous communities who have over-represented levels of physical and sexual abuse, alcohol and drug addiction, victimization, and have a history of lacking trust in police.

The VPD provides a number of training initiatives to officers and civilians, including: VPD Aboriginal Cultural Competency Training; Circle of Understanding, Aboriginal First Nations Awareness Course; Indigenous Awareness for Special Municipal Constables; and Sex Work and Sex Workers Awareness Course. To educate police regarding the LGBTQ2S+ community and their experiences, and to address discrimination, the VPD offers training on gender frameworks and models contextualizing LGBTQ2S+ history in Canada, and reflections on LGBTQ2S+ lived experiences.

In addition, the VPD has implemented mandatory Fair and Impartial Policing training, a full day workshop delivered to all frontline VPD police officers. This important training illustrates how implicit biases may affect police perception and behaviour, and as a result negatively affect community members. Notably, the training provides specific focus to the effect of bias on Indigenous communities.

Indigenous Resource for Frontline Officers

Effective community work requires face-to-face coordination with someone in a position of trust and respect. The Indigenous Liaison Officer fulfills that role and acts as a resource for frontline patrol members who may have questions about specific individuals, resources available in the community, or how best to approach situations in a culturally sensitive manner. The Indigenous Liaison Officer also provides frontline officers with assistance, monitors Indigenous gang activity in Vancouver, and represents the VPD at many community functions and meetings.

Community Connections through Communication

Transparency in Policing our Community

An important pillar to effective, community-based policing is the need for police to be consultative and transparent in how police services are delivered and how important policies are developed. The VPD achieves this principle by engaging community members, stakeholders, and advocates in order to develop and implement major policy initiatives, many of which are discussed and approved publicly by the VPB. Furthermore, almost all of the VPD's operational policies are [publicly available](#).

As an example, in January 2013, the VPD implemented the [Sex Work Enforcement Guidelines](#) (SWEG) as a guiding document for the VPD to work with the sex industry community, open lines of communication, and foster increased engagement. These guidelines were created for frontline officers understanding of the VPD's philosophy and expectations of crime in the sex industry. In the final Missing Women Commission of Inquiry, the SWEG were commended and referred to as "a model of community policing at its best".⁴

Other examples of important policies/guidelines that are of notable interest to the community include (but are not limited to), the VPD's:

- [Homeless Policy](#);
- [Drug Policy](#);
- [Public Demonstration Guidelines](#);
- [Policy on Initial Contact with Transgender People](#); and
- [Mental Health Strategy](#).

Public Affairs

An important aspect of public safety and policing is education and awareness. The VPD's [Public Affairs](#) Section helps Vancouverites have the information they need to help them stay safe. The Public Affairs Section connects with the public and other stakeholders (like news

⁴ The VPD SWEG are outdated with the enactment of Bill C-36 (2015). The *B.C. Provincial Sex Enforcement Guidelines and Principles* were established in January 2018. The VPD was an active member of a provincial Police Services working group that helped establish these guidelines for the province. The Provincial Guidelines, which the VPD currently follow, closely resemble the VPD SWEG.

media) on behalf of the VPD through integrated marketing campaigns, news media tools, social media, and video.

Some of the topics covered are identified by areas in the Operations and Investigation divisions based on emerging crime trends or immediate public safety needs. Others can be tied to national or international campaigns creating awareness about topics related to public safety.

Public Affairs works with news media to provide the public with useful safety information about large public events (e.g., Celebration of Light, Canada Day celebrations). The section also provides warnings about people or events that could threaten public or personal safety (e.g., high-risk offenders, sex assaults, homicides, etc.), and to issue appeals for witnesses, information, and/or video.

Fast Facts:

In 2019, the VPD had...

- 171,300 [Twitter](#) followers
- 17,001 [Instagram](#) followers
- 31,499 [Facebook](#) likes
- 33,157 [Facebook](#) followers

**as of May 14, 2020*

A priority for Public Affairs is to ensure that material created by the VPD represents the diversity of the Department and the community. As such, social media posts celebrate the diversity of Vancouver by acknowledging cultural and religious celebrations like Lunar New Year, Vaisakhi, Holi, Nowruz, Ramadan, Eid, Rosh Hashana, and many more. In 2019, Public Affairs planned and implemented numerous campaigns. Examples include:

- **Anti-groping:** The VPD's SCU identified the need to remind potential offenders that groping is a crime. Public Affairs developed a marketing campaign to remind people that any sort of unwanted sexual contact is a crime. The VPD partnered with Barwatch and Metro Vancouver Transit Police to deliver the campaign and put up advertisements in bars and transit stations.
- **Fraud awareness:** The VPD's Cybercrime Unit noted that millennials are more susceptible to online fraud than any other group. Public Affairs developed an online advertising campaign to target millennials to raise awareness of the different types of fraud they need to be aware of. The [#NanaSays](#) campaign was developed to challenge the traditional assumption that seniors are most often victimized. The campaign played on the unexpected, with fraud-aware Nana texting advice to her millennial grandchild.
- **Senior safety:** New frauds are identified every single month. To ensure seniors are armed with the right information to protect themselves against fraud, Public Affairs compiled a booklet with fraud prevention tips. The booklets describe, in detail, eight different types of fraud and top practical tips for preventing against them. The booklets were also translated into Punjabi, Tagalog, and traditional and simplified Chinese. The booklets were tied into the existing S.A.F.E. campaign to ensure continuity and recognition.

Innovation at its Finest: Reaching Our Community

- *The VPD was the first major Canadian police department to launch a Facebook profile*
 - *The VPD was first Canadian police agency to have a YouTube profile*
-

Coming Together for Change: VPD Fundraising Initiatives

For causes that are important to the community, the VPD regularly works to raise awareness and money, to make a difference. Outlined in the following sections are several examples of fundraising initiatives the VPD is involved in.

Cops for Cancer

Cops for Cancer is a fundraising event where law enforcement and emergency services personnel cycle across regions and engage communities during the cycle route. This event helps the Canadian Cancer Society fund paediatric cancer research and to send children and their families to Camp Goodtimes, a medically supervised safe, fun, and recreational-based camp program.

The VPD team cycles over 800 kilometers in 9 days raising cancer awareness and money in communities all over the Lower Mainland, Sunshine Coast, and Sea-to-Sky corridor.

Kops for Kids

Kops for Kids is a program that started over 35 years ago by members of the VPD Motorcycle Drill Team and raises funds to purchase Christmas gifts for many underprivileged children in the city.

In 2019, throughout various fundraising initiatives, the Motorcycle Drill Team raised over \$21,000 almost exclusively from VPD police officers' contributions. The VPD Motorcycle Drill Team was able to purchase 500 presents and spread holiday cheer throughout the city. They distributed gifts to various BC Housing locations and worked with VPD SLOs to visit various schools as well. The remaining funds will be distributed throughout the year to provide funding for meals, programs, and therapy sessions to Vancouver students and families identified by VPD SLOs. Of note, the VPD Motorcycle Drill Team also participates in many community-based events throughout the year, travelling as far as Seattle and Penticton, for community events

Vancouver Police Community Fund

The VPCF is organized for the purpose of supporting people in particular need of assistance who reside in the community we police. There is specific focus on inner-city children and families, and those people who have physical and mental disabilities.

As a registered charity, the VPCF supports other registered charities as well as its own charitable activities including sponsoring families at Christmas. Contributions to local charities include:

- BC Children's Hospital;
- Kidsafe;
- Cops for Cancer;
- Tour de Coast;
- CKNW Orphans' Fund;
- Child Foundation;
- Empty Stocking Fund;
- Make a Wish Foundation;
- Heart and Stroke Foundation; and
- Rotary Hearing Foundation.

Variety Show of Hearts Telethon

The VPD participates annually in the Variety Show of Hearts Telethon which disburses over 1,300 grants for children:

- with medical emergencies,
- needing therapies, specialized equipment, or drug prescriptions; and
- out-of-town accommodation and travel costs.

Variety the Children's Charity, also provides grants to children's organizations for construction, renovations, equipment, and program costs.

CBC Vancouver's Annual Open House and Food Bank Day

The VPD is a proud supporter of the CBC's Vancouver's Annual Open House and Food Bank Day. The VPD annually participate in the food drive and donates gifts for auction. Last year the auctioned gift was a tour of the VPD's Canine Unit's kennels. CBC Vancouver's annual Open House and Food Bank Day has been raising money for those in need for three decades. At the 2019 event on December 6, total donations surpassed \$10 million.

Supporting Special Olympics: BC Law Enforcement Torch Run

The Law Enforcement Torch Run for Special Olympics British Columbia (SOBC) is an innovative initiative powered by dedicated law enforcement personnel around the province who want to help SOBC athletes experience acceptance, achievement, and personal value through sport. Members of the VPD run shoulder to shoulder with SOBC athletes and other law enforcement agencies, on the four-day multi-city run which travels through 15 cities in 13 legs. VPD members also attend athletic competitions to cheer athletes on and award medals and community events such as the Torch Run to raise awareness and support

for this important cause. Members of the VPD also represent the department and support athletes at various SOBC competitions internationally. The VPD is a participant and the top law enforcement team fundraiser for the Polar Plunge for SOBC held annually in March. In 2019, the event raised more than \$100,000.

Making Christmas Dreams Come True: Children's Wish Breakfast

In support of the Lower Mainland Christmas Bureau, each year the VPD donates thousands of toys at the Children's Wish Breakfast. Mountains of toys, clothing, and money are collected to be distributed to families in need throughout the Lower Mainland. A morning filled with festive cheer; this event is held at the Pan Pacific Hotel in Vancouver annually. VPD participation is of all ranks and with sworn and civilian staff attendance.

Covenant House: Sleep Out Vancouver

On any given night there are between 500 and 1,000 young people living on the streets in Vancouver. The majority of street youth have experienced physical, sexual, and or emotional abuse, often at the hands of the adults responsible for taking care of them. Covenant House is a not-for-profit organization that runs programs for youth between the ages of 16-24 who have fled abuse, have been forced from their homes, and those that have aged out of foster care. Raising funds and awareness for homeless youth, members of the VPD regularly participate in the Covenant House Sleep Out event by sleeping outside overnight.

VPD Police Dog Calendar

The annual VPD Police Dog Calendar was started in 2009 by retired VPD Sergeant Mike Anfield in honor of his wife, VPD Constable Candy Anfield who lost her battle with breast cancer. The calendar, featuring pictures of VPD police dogs and their handlers, is a fundraising initiative with proceeds going to the BC Cancer Foundation and the BC Children's Hospital Foundation. The calendar is funded and produced by the Candy Anfield Memorial Foundation. In 2019, the calendars raised \$150,000 and in 2020 thus far, the calendars have raised \$90,000. Since 2010, sales of the calendar have raised \$450,000 for charity.

Jeans Day

Entering its 30th year, Jeans Day is a fundraiser to ensure children in B.C. receive the best health care possible through the BC Children's Hospital. The VPD participate in Jeans Day by wearing jeans and buttons to work. Funds raised help push forward innovative research, purchase advanced equipment, and create spaces and practices that prioritize the unique needs of children and their families. Since it began in 1990, Jeans Day has raised more than \$21 million to transform health care for children in B.C.

Pink Shirt Day

Children and youth face a range of complex social factors that shape their opportunities and outcomes – unfortunately, bullying is one of these factors that impacts individuals negatively. Each year, Pink Shirt Day aims to raise funds to support programs that foster children's healthy self-esteem and bring awareness to bullying. VPD staff wear pink and a donation is made in the name of the best pink outfit to the CKNW Orphan's Fund by the Community Fund. Pink Shirt Day ties into VPD's ongoing respectful workplace and mental health initiatives.

Supporting this important cause, the VPD spreads awareness and kindness to create safe environments for all.

The Vancouver Police Foundation

In 1976, a group of Vancouver citizens and business leaders recognized the need for new and creative ideas in policing – initiatives that were not within the VPD’s regular operating budget. They established the [VPF](#) – a registered charity that to this day works in partnership with the VPD to fund programs that reduce crime, increase safety, and put a human face on policing.

Through the vision of the VPF founders, and the generous funding from supporters, the VPF has, to date, granted over \$10 million towards ground-breaking outreach programs and innovative policing equipment.

The VPF partners with individuals, companies, and foundations to fund programs for:

- youth;
- mental health and addictions;
- community outreach and engagement; and
- innovative technology and equipment.

The Vancouver Police Board: Ensuring Community-Police Links

As the VPD’s governing body, the [VPB](#) (Board) provides strategic oversight and direction and fosters police services which reflect the needs, values, and diversity of Vancouver’s many communities. The Board is made up of eight volunteer citizens, all residents or business people from Vancouver, and the Mayor is the Chair of the Board.

One of the VPB’s most important priorities is to ensure an open and transparent link between the community and the VPD. The VPB encourages opportunities for the community to engage with the VPD and with the VPB, to ensure that police services are responsive to the needs and priorities of Vancouverites.

The VPB regularly hears from a variety of community stakeholders either through delegations, or presentations. Members of the public speak to the Board about community programs, challenges and unique neighbourhood policing issues. In 2019, for example, the Board heard from members of the community on topics such as policing and safety in Yaletown, VPD enforcement on vehicle inspections, Metro Vancouver Crime Stoppers, employment in the public service, policing in the DTES, VPD’s SWEG, and the funding structure of CPCs.

The Board stresses the need for the VPD to create opportunities for citizens to have access to the Department and have input into police issues. To monitor these initiatives, the Board asks the VPD to report annually on the ways in which it facilitates community engagement. This report (available on the Board website) outlines a wide spectrum of activities and initiatives which the VPD undertake to connect with the community it serves.

Another way in which the Board endeavors to engage with the community is by periodically holding public meetings in a community location and focusing on topics of interest or concern to that community. In the past few years, the Board has held meetings at the Khalsa Diwan Society Sikh temple, the Al-Masjid Al-Jamia Mosque, the Musqueam Cultural Pavilion, ISSofBC, and S.U.C.C.E.S.S. Chinatown.

In 2019, the Board held two of its meetings at community locations. In June, the Board met at the Jewish Community Centre (JCC) and received presentations by the VPD, the Centre for Israel and Jewish Affairs, and JCC staff on topics such as hate crimes, the re-development of the JCC, inclusion and diversity programs, anti-Semitism and safety concerns for the Jewish Community, and the relationship between the Police and the Jewish community. In September the Board held its meeting at the Musqueam Cultural Pavilion. Board member Wendy John, who served three terms as Chief of the MIB, provided an introduction, and the Board received presentations on the VPD ICP, Musqueam culture, VPD Indigenous initiatives, and the Musqueam-police relationship. In addition to being highly informative, these meetings help the Board connect with the community, and help ensure that policing remains responsive and relevant to the people of Vancouver.

Board meetings are open to the public and are also webcast live on the [Board's website](#) and on the VPD [twitter account](#).

Our Community, Our Promise: A Commitment to Continue Outreach

The VPD will continue its commitment to building and sustaining relationships with local communities and cultures. Members of the VPD will continue to regularly meet with community representatives to develop programming to enhance community safety, and to participate in community forums, workshops, and events. The VPD acknowledges that enforcement alone is not sufficient to make neighbourhoods safer – collaboration will always form a significant and critical component in the delivery of policing services by the VPD.

The VPD will continue to build relationships with Vancouver's diverse communities. These communities include First Nations, LGBTQ2S+, recent immigrants, various neighbourhood groups, and specific vulnerable populations (such as the elderly and youth), amongst others. Through programs such as SisterWatch and Safe Place, the VPD has experienced first-hand success in forging strong, trusting relationships. Similarly, role-modelling programs such as the PAL, Student Challenge, and the Cadet Program have resulted in positive relationships with youth throughout the city.

The VPD is committed to transparency in its actions and remaining accountable in its service to the public. The VPD acknowledges that its success is inherently reliant upon maintaining and improving existing relationships with the communities it serves; *community matters*, to the VPD.

Glossary

ACT	ASSERTIVE COMMUNITY TREATMENT
AFDS	ABORIGINAL FRONT DOOR SOCIETY
ARC	ACCESS, RECREATION, AND CULTURE
AOT	ASSERTIVE OUTREACH TEAMS
B.C.	BRITISH COLUMBIA
BCLEDN	BC LAW ENFORCEMENT DIVERSITY NETWORK
BIA	BUSINESS IMPROVEMENT AREAS
BWITO	BLOCK WATCH INVESTIGATIONS AND TRAINING OFFICER
CAT	COMMUNITY ACTION TEAMS
CCW	CITIZENS' CRIME WATCH
CEU	COUNTER EXPLOITATION UNIT
CFO	CIVIL FORFEITURE OFFICE
CIU	CRIMINAL INTELLIGENCE UNIT
CLICK	CONTRIBUTING TO LIVES OF INNER-CITY KIDS
CoV	CITY OF VANCOUVER
CPA	CITIZENS' POLICE ACADEMY
CPCs	COMMUNITY POLICING CENTRES
CPSU	COMMUNITY POLICING SERVICES UNIT
CSP	COMMUNITY SAFETY PERSONNEL
CSS	COMMUNITY SERVICES SECTION
CYAC	CHILD AND YOUTH ADVOCACY CENTRE
DEWC	DOWNTOWN EASTSIDE WOMEN'S CENTRE
DIIRS	DIVERSITY, INCLUSION, AND INDIGENOUS RELATIONS SECTION
DOAP	DRUG OVERDOSE AND ALERT PARTNERSHIP
DTEs	VANCOUVER DOWNTOWN EASTSIDE
DVACH	DOMESTIC VIOLENCE AND CRIMINAL HARASSMENT SECTION
FCU	FINANCIAL CRIME UNIT
FSGV	FAMILY SERVICES OF GREATER VANCOUVER
GCU	GANG CRIME UNIT
GOV	GATHERING OUR VOICES
ICP	INDIGENOUS CADET PROGRAM
IMS	INFORMATION MANAGEMENT SECTION
ISSofBC	IMMIGRANT SERVICES SOCIETY OF BC
JCC	JEWISH COMMUNITY CENTRE
LGBTQ2S+	LESBIAN, GAY, BISEXUAL, TRANSGENDER, QUEER, TWO-SPIRIT, PLUS
MCFD	MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT
MESH	MAKING EVERYONE SAFE AND HEALTHY
MIB	MUSQUEAM INDIAN BAND
MPU	MISSING PERSONS UNIT
MSDPR	MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
NPO	NEIGHBOURHOOD POLICE OFFICER
NYPD	NEW YORK POLICE DEPARTMENT
ODAX	OVERDOSE ACTION EXCHANGE
PACE	PROSTITUTION ALTERNATIVES COUNSELLING AND EDUCATION SOCIETY
PAL	POLICE ATHLETIC LEAGUE
ReMAKE	RESTORATION THROUGH THE MOBILE ARTS FOR KIDS EXCHANGE
SACY	SUPPORTING AND CONNECTING YOUTH
S.A.F.E	SAFETY AWARENESS FOR ELDERS
SCU	SEX CRIMES UNIT
SILO	SEX INDUSTRY LIAISON OFFICER
SIS	SPECIAL INVESTIGATION SECTION
SLO	SCHOOL LIAISON OFFICER

SLU	SCHOOL LIAISON UNIT
SMC	SPECIAL MUNICIPAL CONSTABLES
SOBC	SPECIAL OLYMPICS BRITISH COLUMBIA
SWEG	SEX WORK ENFORCEMENT GUIDELINES
TFA	THEFT FROM AUTO
TROO	TOTAL RESPECT FOR OURSELVES AND OTHERS
UBC	UNIVERSITY OF BRITISH COLUMBIA
UNYA	URBAN NATIVE YOUTH ASSOCIATION
VACFSS	VANCOUVER ABORIGINAL CHILD AND FAMILY SERVICES SOCIETY
VACPC	VANCOUVER ABORIGINAL COMMUNITY POLICING CENTRE
VCH	VANCOUVER COASTAL HEALTH
VFRS	VANCOUVER FIRE RESCUE SERVICES
VPCF	VANCOUVER POLICE COMMUNITY FUND
VPD	VANCOUVER POLICE DEPARTMENT
VPF	VANCOUVER POLICE FOUNDATION
VPB	VANCOUVER POLICE BOARD
VPPB	VANCOUVER POLICE PIPE BAND
VPSSC	VANCOUVER POLICE SOCCER AND SERVICE CLUB
VSB	VANCOUVER SCHOOL BOARD
VSU	VICTIM SERVICES UNIT
WAVAW	WOMEN AGAINST VIOLENCE AGAINST WOMEN
WISH	WOMEN'S INFORMATION AND SAFE HAVEN
WPST	WOMEN'S PERSONAL SAFETY TEAM
YSS	YOUTH SERVICES SECTION

Appendix



Chief Constable Adam Palmer



Deputy Chief Howard Chow
Operations Division



Deputy Chief Steve Rai
Support Services Division



Deputy Chief Laurence Rankin
Investigation Division



Supt. Cita Airth
Investigative Services



Supt. Martin Bruce
Personnel Services



Supt. Michelle Davey
Investigative Support Services



Supt. Steve Eely
South Command



Sr. Director Nancy Eng
Financial Services



Supt. Marcie Flamand
North Command



Sr. Director Jason Rude
Information Services



Supt. Fiona Wilson
CFSEU-BC



VANCOUVER POLICE DEPARTMENT

Vancouver Police Mental Health Strategy

**A comprehensive approach for a proportional police response
to persons living with mental illness**

Prepared by:

Superintendent Daryl Wiebe

July 8, 2016



VANCOUVER POLICE DEPARTMENT
Beyond the Call

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Executive Summary

The Vancouver Police Department (VPD) has been proactive over the past 30 years regarding incidents involving mental health, implementing a number of programs and initiatives to improve outcomes relating to police interactions with persons living with mental illness. In 1978, the VPD implemented 'Car 87,' an integrated response model partnering a police officer with a mental health professional. That program continues today, and has served as a model for many other police agencies to copy. It has been further augmented with other initiatives to focus on youth and chronic offenders, and more specialized mental health programs.

Over the past five years, the VPD has publicly reported on the dramatic increase in the incidence of police interactions with persons living with mental illness (see Appendix – A). There has also been a number of high-profile incidences of violent crime associated with an apparent mental health factor, highlighting gaps in the continuum of care and in the system generally. That is not to say that mental illness is a causal factor in violent crime. Rather, persons living with mental illness are more likely to be a victim of crime, rather than the perpetrator. These drivers have led to the VPD enhancing its service delivery and actively participating in broader multi-disciplinary teams, with health care providers, to deliver proper community-based mental health support for those in need.

While these initiatives have all proven valuable in terms of client needs and reduced police interaction, and can each be supported as effective through evidence-based research, a broader *Mental Health Strategy* will serve as an overarching approach for the VPD. It is intended to account for the significant impact that can result from persons living with mental illness coming into contact with the police, and set forth a framework on how the VPD models its interaction with this segment of the population. In addition, it is important to acknowledge that most mental-health-related calls to the police involve persons with concurrent disorders – a mental illness and substance abuse problems.

This *Mental Health Strategy* is framed around the core values of the VPD, and the principles of justification, proportionality and intrusiveness. It is designed to provide clear and concise information about the VPD's position and intent, and to serve as a framework to support operational deployment, organizational partnerships, education and training initiatives, and a commitment to the community relative to its interactions with persons living with mental illness.

Finally, this *Mental Health Strategy* was not developed in isolation. The VPD has consulted with partners in the mental health community, in an effort to include their perspectives on this jointly-shared social challenge. Input was received from numerous stakeholders and partner organizations, including Vancouver Coastal Health, the Canadian Mental Health Association, the City of Vancouver, and mental health professionals from St. Paul's Hospital, Vancouver General Hospital, and UBC Psychiatry. In addition, a consultation session with the Persons with Lived Experience Committee, Mayor's Task Force on Mental Health and Addiction resulted in meaningful feedback from this affected population.

VPD Approach

The VPD has long-acknowledged that mental health, mental illness, and the associated patient care are all the primary responsibility of health care providers. Further, there are numerous other social factors that influence the behaviour of persons living with mental illness, and the likelihood of success with their care plan. These factors include access to housing, poverty, education, substance use and misuse, etc.

In the traditional sense, the VPD is focused on public safety and law enforcement. Its mission is to be “Canada’s leader in innovative policing, maintaining public safety, upholding the rule of law and preventing crime.”¹ However, the very nature of police work is challenging, with police officers frequently confronted by traumatized individuals or traumatizing circumstances. As such, the VPD is committed to:

1. The best training to better understand mental illness and to effectively respond to incidents where a person living with mental illness is in a state of crisis and in need of care;
2. Providing support to police officers who may themselves be experiencing loss, trauma or violence, through mentoring, peer support, or therapy from a mental health professional; and,
3. Systematically reducing stigma within the Department, and serving as a role model for the community where persons living with mental illness are accepted as individuals within society and not subject to differential treatment.

Police officers regularly come into contact with persons living with mental illness, including a majority who concurrently struggle with substance abuse, some who are not receiving necessary medical care and community support, and a small number who may be in a state of crisis. Given these inevitable interactions, the VPD has proactively worked to provide care and mitigate risk by collaborating upstream with health care partners in an effort to get these vulnerable persons the support they require.

The overarching objective for the VPD is client-focused and recovery based, meaning that the individuals themselves often need support, housing, and medical services, and do not usually require more traditional enforcement measures associated to a police department. This objective aligns with the strategic direction of Vancouver Coastal Health which focuses on patient-centered care.²

The VPD is intent on diverting persons living with mental illness away from the criminal justice system when the circumstances of the criminal activity are minor in nature, have little immediate impact on the community at large, and are grounded in the individual’s mental illness. This approach aligns with the Diversion Framework set forth by the Canadian Mental Health Association.³ As a part of that broader

¹ Vancouver Police Department (2011). *2012-2016 Strategic Plan – Vancouver Police Department*. Found at <http://vancouver.ca/police/assets/pdf/vpd-strategic-plan-2012-2016.pdf>

² Vancouver Coastal Health (2015). *2015/16 – 2016/17 Service Plan*. Found at http://www.vch.ca/media/Service%20Plan_2015_2016_FINAL_October_2015.pdf

³ Hall, N and Weaver, P (2008). *A Framework for Diversion of Persons with a mental Disorder in BC*. Canadian Mental Health Association BC Division. Found at <http://www.cmha.bc.ca/files/DiversionFramework.pdf>

commitment, the VPD has reassigned existing personnel away from other areas of policing, in order to address this growing responsibility to public safety in our community. Further, the VPD has collaborated with many stakeholders in health care, health research, and government to develop client-focused solutions that reduce the incidence and lessen the impact of interactions with the police. However, these collaborative solutions must include sufficient capacity within health care to respond to a high-needs population and expanded community services to serve chronic patients effectively, while respecting the rights of persons living with mental illness and de-escalating conflict to ensure that use of force is the last line of defence.

Access to Care versus Criminalization

Through all of the research and reports coordinated by the VPD, it is apparent that the majority of people who are living with mental illness and who come into negative contact with the police require some form of access to care or community support. In some instances, the seriousness of the incident and the need to maintain public safety will require a criminal investigation and potential criminal sanctions. However, in many instances the actions of the individual are minor, or of a nuisance nature, and driven by a state of crisis attributable to mental illness.

In all such cases, the VPD is committed to pursuing access to care through health care providers, and proactive follow-up with supportive multi-disciplinary teams that focus on the well-being and recovery of the individual. By working with the health care system, and ensuring individuals receive the requisite care for their illness, recidivism and future negative police contacts should diminish dramatically.

Partnering with Stakeholders

The VPD has long-recognized that great things can be accomplished through effective partnerships with the community, government, and the private sector. In spite of the fact that mental health and wellness, and addictions treatment, are the responsibility of the Ministry of Health (and the Ministry of Children and Family Development in cases where youth are involved), the very nature of the increasing incidence of police involvement with persons living with mental illness precipitates the VPD driving change to improve the quality of care for this vulnerable group.

The VPD will continue to partner with mental health stakeholders and effect change in the system. It is imperative, however, that all partners in this continuum provide sufficient resources to meet the demand for service. Where a person receives insufficient services or support, they will ultimately fall back on the VPD as the last line of help, and this can create risk for the individual, the community, and the VPD.

Three key mental health partnerships that have grown over the past few years have been with Vancouver Coastal Health (VCH), Providence Health Care (PHC), and the City of Vancouver.

Vancouver Coastal Health and Project LINK

Following the release of the 2010 report *Beyond Lost in Transition*, the VPD and VCH formalized a long-standing partnership with *Project Link*, committing to work together to improve the quality of life of persons living with mental illness and/or problematic substance use and addiction. Both agencies' leaders and respective Board chairs signed a letter of understanding, committing to take a patient-centred approach to the problem, committing to work together for collaborative solutions, improving how they respond to and interact with the mentally ill, improving policies and procedures, and providing the most expedient and appropriate care for the individuals involved.

A working group was formed from this agreement, including representatives from PHC, and the three organizations continue to work to address gaps in the system and support proper care for the clients. Accomplishments include:

- Embedding police officers within Assertive Community Treatment (ACT) teams
- Expanding ACT from three teams to five, to support a larger clientele base
- Developing an information sharing agreement and formalized discharge agreements between the police and health, enabling the exchange of critical client information between the two organizations to facilitate proper care for each individual client
- Improved communication with the VPD Chronic Offenders Unit to deliver a coordinated response that ensures the most prolific offenders who are living with a mental illness receive the mental health support they require
- Improved collaboration with the mental health programs provided through the Downtown Community Court
- Improved reporting within the VPD to account for incidents involving a 'mental health factor,' and forming part of a broader early warning system to identify clients at risk
- Improved linkage with St. Paul's Hospital/Providence Health Care, particularly when dealing with ACT clients who come into contact with health care professionals from different hospitals

At the senior leadership level, the Executive and Boards of both the VPD and VCH meet annually to set priorities for the working group for the coming year. Collectively, both agencies identify achievable targets to pursue program change and advancement, all in the interests of the client. By working collaboratively, sharing vital information, and leveraging their partnership, change has taken place, and clients are often receiving better care when needed the most.

Mayor's Task Force on Mental Health and Addictions

The Mayor's Task Force on Mental Health and Addictions was formed in 2013, and designed to support the efforts of VCH, PHC, and the VPD to further their recommendations to the Province following the release of the *Mental Health Crisis* report. The mandate of the Task Force is to:

...help the City, Vancouver Coastal Health, the Vancouver Police Department and other related sectors, including Housing and Justice, to identify high priority, feasible actions that will address the continuum of needs of SAMI

[Seriously Addicted and Mentally Ill] residents. The Task Force will be modelled after the best practice of the Four Pillars Coalition, recognizing the need to mobilize and involve key stakeholders and community.⁴

The Task Force is led by the Mayor and membership is comprised of representatives from health, justice, social development, housing, academia, non-governmental organizations, urban Aboriginal groups, and people with lived experience. This multi-sectoral approach has provided significant input and support to VCH and the VPD, and in September 2014, the Task Force released a comprehensive report that identifies actions to enhance the system of care for persons living with mental illness. Six action areas were identified, containing 23 priority action items to enhance access to quality and effective support services. The six key action areas are:

1. Work better together and address service gaps, utilizing a collective impact methodology and data-sharing model;
2. Convene a peer-informed leadership system to examine best practices relating to health care, housing and community support;
3. Create a greater awareness of mental health and addiction, whereby de-stigmatization will increase access to services, improve chances of recovery, and improve a sense of inclusion and belonging;
4. Develop better support systems for youth transitioning out of care;
5. Focus on wellness for Aboriginal peoples;
6. Enhance addictions knowledge by supporting training and integrating addictions specialists into the existing medical system.⁵

The VPD is a key partner in this initiative, and is specifically committed to enhancing the education and training of all police members, collaborating with the Province of BC and the Justice Institute of BC to develop appropriate training, and working with people with lived experience to further de-stigmatize mental illness.

⁴ City of Vancouver (2013). *Mayor's Task Force on Mental health and Addictions – Terms of Reference*. Found at <http://vancouver.ca/files/cov/Mayors-Task-Force-on-Mental-Health-and-Addictions-Terms-of-references.pdf>

⁵ City of Vancouver (2014). *Caring for All: Priority Actions to Address Mental Health and Addictions*. Found at <http://vancouver.ca/files/cov/mayors-task-force-mental-health-addictions-priority-actions.pdf>

Policy

The Vancouver Police Department is committed to a culture in which persons living with a mental illness and/or substance use will be treated with respect and compassion. Further, the rights of these individuals are equally as important as the rights of others, and the VPD will ensure that procedural justice principles are adhered to. Recognizing that persons' interactions with systems and institutions can create trauma on its own, it is imperative that the underlying mental health issues be addressed, while minimizing the criminalization of the individual.

To accomplish this objective, the VPD is committed to reducing the stigma associated with mental illness within the organization, and delivering robust education and training that focuses on de-escalation strategies and the peaceful resolution of potentially volatile situations without the need to use force. The importance of well-being and the sanctity of life are emphasized and any use of force must also be considered in this context, and not just on whether it is justified or lawful. In addition, the VPD is ultimately seeking to achieve positive outcomes for individuals in crisis, and is committed to working collaboratively with partner agencies to achieve this objective.

Definitions

Access and Assessment Centre (AAC): A single point-of-entry site for adults, into the mental health and substance use system, and located on the Vancouver General Hospital campus. It is a 'designated facility' as described below and staffed 24 hours a day, seven days a week. The AAC began operations in February 2016, and provides a range of services for urgent and non-emergent referrals, crisis line, intake clinicians, outreach, and community psychiatric services.

ACT: Assertive Community Treatment (ACT) is a full-service mental health program, led by VCH, which provides higher intensity and greater frequency support for more challenging mental health and/or substance use clients, where traditional mental health services have been unsuccessful. The VPD is a partner in this program, with police officers embedded into the ACT teams.

AOT: The Assertive Outreach Team (AOT) is a unique mental health program, delivered in partnership with VCH, which provides short-term transitional support for more challenging mental health and/or substance use clients, as they transition from hospital or corrections to primary care service providers.

Apprehension: A term used to describe the involuntarily detention of a person by police under the *Mental Health Act* (MHA), for the purpose of transporting the person to a designated medical facility to be seen by a physician. It is not a form of 'arrest' and there is no criminal implication for the person.

CNT: The Crisis Negotiation Team (CNT) is a key component of the VPD's emergency response mandate. Specially trained members, primarily assigned to front line patrol teams, provide an immediate response capability to conduct on-scene negotiations during any significant crisis event involving the VPD.

Car 87: A mental health crisis response car that partners a VPD constable with a registered nurse or a registered psychiatric nurse to provide on-site assessments and intervention for people with psychiatric problems. The nurse and the police officer work as a team in assessing, managing, and deciding the most appropriate action, which may include referrals for community-based mental health follow-up or emergency intervention.

Concurrent Disorder: A term used to refer to co-occurring mental health and substance use problems. This is also sometimes referred to as 'dual diagnoses'; however, this latter term is also often limited to mean a mental illness combined with an intellectual disability.

Crisis: An emergency situation that creates an immediate threat to the physical, emotional, and mental health of an individual. A person may experience crisis during times of stress, in response to real or perceived threats, and/or a loss of control. Symptoms may include emotional reactions such as fear, anger, or excessive giddiness; psychological impairments such as inability to focus, confusion, nightmares, and potentially even psychosis; physical reactions like vomiting/stomach issues, headaches, dizziness, excessive tiredness, or insomnia; and/or behavioural reactions including the trigger of a 'fight or flight' response. Any individual can experience a crisis reaction when normal coping mechanisms are ineffective, regardless of previous history of mental illness.

De-escalate: A communication tactic intended to instill calm into an otherwise dynamic or volatile situation, thereby reducing the necessity or intensity of force to resolve a confrontation.

Designated Facility: A provincial mental health facility, psychiatric unit, or observation unit designated by the Minister of Health, under the MHA. In Vancouver, this includes Vancouver General Hospital, St. Paul's Hospital, UBC Health Sciences Centre Hospital, BC Women's Hospital and Health Centre, BC Children's Hospital, Mount St. Joseph's Hospital, and G.F. Strong Centre.

Elopee: A person on unauthorized leave from a designated facility. A police officer has the authority to apprehend the elopee and return the elopee to the designated facility, provided the elopee has been away from the facility for less than 48 hours. If the elopee has been absent for more than 48 hours, the director of the facility must issue a Form 21 Director's Warrant for the police to have the authority to apprehend the elopee and return the elopee to the designated facility.

Form 4 Medical Certificate: A certificate completed by a physician and issued under Section 22 of the MHA for involuntary admission to a designated facility. Two Form 4 Medical Certificates must be issued by the physician in order to hold a person for more than 48 hours.

Form 21 Director's Warrant: An apprehension warrant issued under Section 39 or 41 of the MHA for a person recalled from a doctor-approved leave from a designated facility, or a person who has eloped from a designated facility.

MHA: The *Mental Health Act* is Provincial legislation that ensures '... the treatment of the mentally disordered who need protection and care...' The MHA provides authority, criteria, and procedures for the involuntary admission and treatment of patients, and contains protections to ensure that these provisions are applied in an appropriate and lawful manner.

MHES: Mental Health Emergency Services is a program operated by VCH, and is designed to deliver community-based interventions during mental health emergencies, relieving the pressures that are often placed on police and area hospitals. MHES staff partner with VPD members to form Car 87.

MHU: The Mental Health Unit is a VPD unit within the Youth Services Section that coordinates the supervision and deployment of police officers for ACT and AOT. The MHU is focused on a collaborative approach to addressing mental health and/or substance use in the community.

Mental Disorder: A term used in the MHA, but not defined within the Act. It is described as, 'a disorder of the mind that requires treatment and seriously impairs the person's ability to react appropriately to the person's environment, or to associate with others.'

PHC: Providence Health Care is the organization that operates St. Paul's Hospital and Mt. St. Joseph's Hospital in the City of Vancouver. PHC is a separate legal entity from Vancouver Coastal Health Authority (VCH) and provides many services in partnership with VCH across the mental health and substance misuse continuum of care.

Section 28: The section within the MHA that provides the authority for police officers to apprehend a person and take them to a physician for examination if the person is acting in a manner that is likely to endanger themselves or others, and apparently has a mental disorder.

SPH: St. Paul's Hospital

VCH: The Vancouver Coastal Health Authority is one of the five regional health authorities providing direct and contracted health services in BC. The region that VCH is responsible for includes Vancouver, Richmond, North Vancouver, West Vancouver, the Sea-to-Sky Highway, the Sunshine Coast, Bella Bella, Bella Coola, and the surrounding areas.

VGH: Vancouver General Hospital

Procedures

VPD members will often come into contact with individuals who are living with a mental illness. In some instances, those individuals may be in a state of crisis and pose a risk to themselves, the responding police officers, and/or the general public.

Section 28 of the MHA provides that;

A police officer or constable may apprehend and immediately take a person to a physician for examination if satisfied from personal observations, or information received, that the person:

- a) is acting in a manner likely to endanger that person's own safety or the safety of others, and*
- b) is apparently a person with a mental disorder.⁶*

This section of the MHA allows for considerable police discretion, as it provides the police officer with the authority to apprehend. However, with the wording '**may apprehend**,' the police officer has the ability to pursue a number of other courses of action, depending on the circumstances involved.

History has shown that police interactions with persons living with mental illness, and who are in crisis, sometimes have the potential for violence. Occasionally, the mere presence of the police can elevate the tenor of the interactions and complicate communication further. These interactions frequently require a police officer to make difficult judgement decisions about an individual's mental state and his/her intentions. They require specialized communication skills and techniques geared to resolving each situation, while minimizing the instance of physical harm to the individual, the public, and the police.

To that end, the goal in every interaction is de-escalation. Police officers are expected to recognize behaviour that is characteristic of mental illness or a crisis, and the VPD is committed to ensuring that all of its members are trained in this skill. Through effective de-escalation techniques, the safety of all involved in the interaction is the paramount priority, and should guide the resolution of each unique situation as safely as possible.

Initial Patrol Response

Police officers are regularly called to incidents that involve persons living with mental illness. However, only a trained mental health professional can diagnose mental illness and even they can have difficulty with such diagnoses. VPD members are not expected to diagnose mental illness, but they are expected to recognize behaviours that are indicative of a person affected by mental illness or in a crisis. In addition, there is the added complexity of assessing risk when the circumstances of an incident suggest the potential for violence or danger.

⁶ Mental Health Act [RSBC 1996] Chapter 288. Found at:
http://www.bclaws.ca/civix/document/id/complete/statreg/96288_01

Risk assessment is a critical skill in police work. When interacting with individuals affected by mental illness or crisis, VPD members shall continually assess risk throughout their interactions with the individual involved. That risk may be to the individual, to the responding VPD members, and/or to the general public. However, most persons living with mental illness, or who may be in crisis, are not dangerous. These individuals may only present 'dangerous behaviour' under certain circumstances or conditions, which may be controllable during their interactions with the police. It is a combination of the observed behaviours of the individual and the perceived risk to those involved that will guide the course of action taken by the police.

When responding to an incident involving a person exhibiting behaviours attributed to mental illness, or in a mental health crisis, VPD members should consider all of the following strategies to manage the situation, for the safety of all involved:

- Evaluate the nature of the incident and determine the necessity for police intervention;
- If police intervention is necessary, determine the best method to communicate with the individual involved, including consideration for the existence of a language barrier;
- Evaluate the need to involve other police officers for cover and inform a supervisor when an expanded response is required;
- Evaluate the need for specialized resources, mental health professionals, and/or the assistance of those with specialized training in crisis intervention;
- Consider engaging the assistance of a family member or caregiver of the affected individual, who can often provide insight and perspective on the behaviour, and may be able to serve as an advocate or possess the authority to involuntarily commit the individual; and,
- If it becomes necessary to apprehend the individual under the MHA or to take them into custody as a part of a criminal investigation, develop and communicate a plan that considers the most effective options to safely resolve the incident.

However, it is important to note that many of these incidents occur suddenly, and can be exceptionally dynamic and evolve quickly. This landscape frequently requires police officers to respond immediately, interact with a person with very limited background information, draw on their own life experience and training, and take actions in an uncontrolled environment that are in the best interests of public safety, and for the protection of both the individual and the police officers involved.

When working towards an appropriate resolution to a call involving a person exhibiting behaviours attributed to symptoms of a mental illness, or in a mental health crisis, VPD members will consider the totality of the circumstances involved, including the behaviour of the individual and the proportionality of the response. Following are acceptable resolutions or dispositions that may be appropriate:

- *Non-engagement*: When a member determines that police engagement in the first instance will result in undue safety concerns for the individual, the public and/or the members involved, it may be acceptable to not engage with the individual at all. In such instances:
 - Members will notify a supervisor and the supervisor shall attend the scene;

- The supervisor shall consult with the Duty Officer in all instances where a decision is made to not engage with the individual;
- The individual shall not be left alone, and another suitable support person should be in place and willing to assist the individual; and,
- A police report will be submitted that clearly identifies the circumstances of the event, reasons for the police to not engage with the individual, the identity of the individual who took responsibility to provide care to the individual, and follow-up strategies and referrals identified to ensure the individual receives the support they require.
- *Disengagement:* When continued contact with the individual will result in undue safety concerns for the individual, the public and/or the members involved, it may be acceptable to disengage from further police action. In such instances:
 - Members will notify a supervisor and the supervisor shall attend the scene;
 - A plan will be developed, under the direction of the supervisor, to make contact with the individual at a different time, or under different circumstances; and,
 - A police report will be submitted that clearly identifies the circumstances of the event, actions taken by the police, reasons for the dis-engagement, and follow-up plan and referrals identified to ensure that the individual receives the support they require.
- *Delaying Custody:* When a member determines that taking a person into custody under the present circumstances may result in undue risk to the individual, the public, and/or the members involved, it may be appropriate to delay custody. In such cases, members will notify a supervisor and develop a plan, in consultation with health care practitioners and/or a family member or caregiver, to determine a safer time and method to take the person into custody.
- *Director's Warrant:* When the individual involved is named in a Form 21 Director's Warrant, members will apprehend the individual and arrange transportation to the hospital or designated facility identified in the warrant.
- *Apprehension:* When the circumstances are present to meet the requirements of Section 28 of the MHA and a Criminal Code arrest is not required, members will apprehend the individual and arrange transportation to a hospital or designated facility for examination by a physician.
- *Arrest:* When there are reasonable grounds to believe that the individual has committed a serious criminal offence, members will proceed under the lawful authority of the Criminal Code, affect an arrest, and ensure subsequent examination by a physician in the Vancouver Jail to assess and refer to mental health support.

The VPD will not engage in the practice of *voluntary transports* (solely at the request of an individual). If an individual does not meet the criteria for an apprehension, members will not provide transportation to a hospital in a police vehicle. The responsibility rests with the individual to get himself/herself to the hospital, and the VPD will limit their involvement to assisting the individual with other methods of transportation (EHS, family member, mental health professional, etc.).

Crisis Negotiation Team

The VPD Crisis Negotiation Team (CNT) is an important asset to assist Patrol members with critical incidents, usually involving persons living with mental illness and in crisis, and their role is one of

advanced crisis de-escalation and negotiation. The team is comprised of 24 members and one full time coordinator (team leader). All but the coordinator have primary duties elsewhere in the VPD, with the majority working in Patrol.

CNT members are all experienced police officers who are readily available to assist front line policing, where the vast majority of all contacts with persons living with mental illness occur. These members regularly engage with suicidal individuals, including persons actively attempting to jump off bridges and structures, as well as with armed and barricaded persons threatening harm to themselves or others.

All CNT members complete an 80-hour basic VPD Crisis Negotiation course, modelled after a course offered at the Canadian Police College (CPC). This local program incorporates elements of the CPC national course, the FBI negotiator training program, and the UK National Negotiator Course. The VPD course emphasizes scenario-based learning, specifically designed to reflect and reinforce the concepts taught throughout the program.

CNT members are required to complete a 40-hour refresher course once every five years, offered at the CPC. In addition, there are six mandatory CNT training days throughout the year. These facilitated sessions include incident reviews, discussions on training, deployment issues, and presentations on local and relevant topics. In addition to the mandatory training days, CNT members participate in a number of multi-agency training scenarios throughout the year. A unique element to the VPD CNT program is the existence of a full-time coordinator. The consolidation of training, selection, team leadership, performance management, and academic research has allowed the VPD to develop the program to meet the unique challenges faced in Vancouver.

Supervision

Patrol supervisors have a significant role in the initial police response to persons living with mental illness who are in crisis. While they are seldom the first members to come into contact with these individuals, they will frequently become aware of their members doing so. When members come into contact with a person living with mental illness and who is in crisis, and a robust police response is required, the sergeant shall:

- Take control of the call and advise the responding members and Dispatch that they are monitoring the incident;
- Determine the need to attend at the incident, and particularly if the matter becomes protracted;
- Ensure sufficient Patrol resources are in place to effectively contain the scene;
- Ensure an ambulance is readily available;
- Determine the need for additional resources at the scene, including the assistance of mental health professionals;
- Monitor the interactions between the responding members and the individual, and continually assess the circumstances, the behaviour of the individual, and the proportionality of the police response, to ensure the needs of the individual are best served to get them help;
- Ensure proper reporting is completed at the conclusion of the incident;

- Notify the Duty Officer of all incidents in which the individual is injured as a result of police actions, regardless of the seriousness of the injury.

Specialized Mental Health Response

While many individuals first come into contact with the VPD through the initial Patrol response, the VPD has additional members working in specialized assignments to provide a targeted response to support individuals with the greatest risk, due to mental health and addiction concerns. The Mental Health Unit and the Police Community Response Unit are staffed with specially trained police members who focus their work to support persons living with mental illness. These members work in partnership with health care practitioners who specialize in mental health.

There are ten police officers and a civilian analyst, under the supervision of a sergeant, and reporting to the Inspector in charge of the Youth Services Section. The three key functional components of the VPD's mental health response are Car 87, ACT teams, and AOT.

Car 87

The Mental Health Emergency Services 'Car 87' is a joint VPD/MHES program that was created in 1978. Car 87 partners a mental health nurse with a police officer to respond to individuals experiencing a mental health crisis. The program provides referrals, follow-up, and emergency intervention as dictated by the circumstances of each event. The program also receives referrals for clients experiencing a mental health crisis from elsewhere within the VPD, through VCH programs, and from the community.

Crisis intervention through Car 87 typically provides a mental health assessment for clients without a previously documented mental health background. They also receive Form 21 Director's Warrants from community mental health and assist in locating clients for apprehension and for transport to a designated facility. In addition, Car 87 provides support to front line Patrol members and assists the Crisis Negotiation Team with mental health backgrounds when required. The complete team includes psychiatric nurses, a clinical supervisor, support staff, and VPD members. Four full-time police officers, work a four-day shift rotation, covering almost 21 hours every day. The day shift works from 0700 to 1815 hours and the afternoon shift is from 1600 to 0345 hours.

Assertive Community Treatment Teams

Assertive Community Treatment teams, managed by VCH, provide a full-service mental health program to their clients. The first 'full fidelity' ACT team in Vancouver was created in January 2012. The goal of ACT is to provide higher intensity and greater frequency support for severe mental health and/or substance use clients where traditional services have been unsuccessful. It delivers an evidence-based model of care and provides a client-centered recovery-oriented service delivery model in an effort to reduce emergency psychiatric hospital admissions. Services are not brokered to individual agencies. Rather, all service needs for the client are met by the team.

The primary objective of ACT is to prepare the client for a successful transfer to a step-down community service. ACT clients are typically pre-contemplative in their substance use, experience severe functional challenges related to community living, and have an extensive history of police involvement and high

use of health services. Clients demonstrate high-risk behaviour and long-standing complex mental health issues.

ACT teams are comprised of 10 to 12 professionals focused on the well-being of a limited number of clients. Each team, with a maximum caseload of 80 clients, includes psychiatrists, social workers, nurses, vocational counsellors, occupational therapists, recreational therapists, and peer counsellors, among others. A unique feature to the five Vancouver ACT teams, although not a requirement under the British Columbia ACT Standards, is that police members are embedded in the teams. Two full-time VPD members work with the Vancouver teams, on a four-day shift rotation that provides police support seven days a week, between 0700 and 1815 hours.

Assertive Outreach Team

The Assertive Outreach Team is a VPD mental health program, created in March 2014 as an outcome of the SAMI 120-day action plan,⁷ and designed to assist a small cohort of the community that cannot be supported by ACT. This team also involves a partnership with VCH, providing short-term transitional support, from hospital or detention to a primary care service provider. The program addresses the needs of clients with moderate to severe substance use and/or mental health issues while addressing the gap in the continuum of care, while they transition from the health or criminal justice systems back into the community. The goal of AOT is to reduce the incidences of violence and self-harm, prevent further deterioration in the quality of life of the individual, and reduce re-engagement with the criminal justice system while bridging services, through a practice of intensive case management.

AOT functions to connect individuals to their primary-care provider over a one- to two-month transitional period, using a creative and collaborative problem-solving approach. Clients are also typically pre-contemplative in their substance use, experience functional challenges related to community living, and have a history of police involvement and complex mental health issues. The team consists of psychiatrists, nurses, clinical supervisors, and the police.

AOT is more police-intensive than ACT, allowing the team to readily assess risk, proactively locate individuals in risk-laden environments, and provide input and support for future services. Referrals are received directly through recent police interactions, from health services and the criminal justice system, and through an in-house 'Early Warning System' that identifies individuals with increasing mental illness related police interactions.

AOT has an average caseload of 40 clients. Four full-time police officers work a four-day shift rotation, covering 16 hours every day. The day shift works from 0700 to 1815 hours and the afternoon shift is from 1200 to 2315 hours.

⁷ BC Ministry of Health Report (2013), *Improving Health Services for Individuals with Severe Addiction and Mental Illness*. Found at <http://www.health.gov.bc.ca/library/publications/year/2013/improving-severe-addiction-and-mental-illness-services.pdf>

Education and Training

The VPD is committed to a robust education and training regimen in order to prepare its members for the inevitable interactions with persons living with mental illness. In 2002, the VPD developed an in-house *Crisis Intervention Training* (CIT) program, based on the *Memphis Model*⁸ for crisis intervention, and ensured that all front line personnel working in Patrol received this course. At the time, it was the only course of its kind available in BC and focused on understanding mental illness, how mental illness can affect behaviour, understanding crises, and included a component of input from people with lived mental health experience.

In 2011, the Province of BC developed a Crisis Intervention and De-escalation Training (CID) course, modelled after the VPD CIT and designed for all police officers in BC. This course effectively replaced the CIT program delivered within the VPD, and provides the most current information available today for all front line VPD personnel. The triennial recertification requirement commenced in 2014, further entrenching the practice of de-escalation and delivering up-to-date information relative to mental health and substance use.

In addition to the mandated training, the VPD provides further education and training to members assigned to specialized positions where there is a greater likelihood of contact with persons living with mental illness, and in particular to members assigned to the MHU, Car 87, CNT, and others whose work may increase their chances of interacting with this community. These additional courses include, but are not limited to:

- Province of BC CID triennial requalification
- Road to Mental Readiness (R2MR)
- Specialized use-of-force training simulations, including randomized de-escalation scenarios, and delivered to uniformed personnel annually as a part of cycle training
- Mental Health First Aid
- Historical Clinical Risk Management (HCR-20) Violence Risk Assessment
- VPD Crisis Negotiation Course
- Canadian Police College Crisis Negotiation course
- Province of BC Standardized Use-of-force Instructor's Course (SUFIC) training and certification, including specialized de-escalation training
- VPD Conducted Energy Weapon operator training, including specialized de-escalation training

Two reports were released in Ontario in 2014 in relation to a number of separate incidents where the police were involved in lethal use-of-force situations with individuals in a mental health crisis. A coroner's inquest into the death of three Torontonians, colloquially known as the *JKE Inquest*, provided 74 recommendations for change to the Toronto Police Service (TPS), the Toronto Police College, the Ontario Police College, and the Province of Ontario, relative to police interactions with persons living

⁸ CIT International. *Memphis Model*. Found at <http://www.citinternational.org/training-overview/163-memphis-model.html>

with mental illness.⁹ In addition, TPS Chief Bill Blair ordered an independent review into his department's interactions with persons in a mental health crisis, and this review was conducted by the Honourable Frank Iacobucci, a former Justice of the Supreme Court of Canada. He made a further 84 recommendations for change in his report *Police Encounters with People in Crisis*.¹⁰

Forty (25%) of the 154 combined recommendations were related to police officer training. The VPD conducted a review of both Ontario reports, and applied a local lens to the recommendations. The VPD is well-positioned relative to the Ontario recommendations, with the VPD satisfying 147 of them at the time of the report.¹¹ The key deliverable from that review is an expansion on specialized training for VPD members, and particularly for those members who are more likely to come into contact with persons living with mental illness. In addition, the VPD made adjustments to the recruiting process, specifically recognizing applicants' experiences relative to dealing with people living with a mental illness. This life experience is valuable in the department's quest to hire the highest calibre applicants, and that life experience may come from either professional or personal experiences.

Crisis Intervention and De-escalation

CID training was developed by the Province to ensure that a consistent approach and content is delivered to police officers in BC. CID training is one of the provincially-approved training programs that fulfil the provincial standard on dealing with persons living with mental illness. It is mandatory training for all front line personnel, including supervisors, all police recruits, and all specialized assignment personnel, who are more likely to come into contact with persons living with mental illness. In addition to the training course, there is a triennial recertification requirement, ensuring that all members receive a refresher program and any new information on a regular basis.¹²

The VPD has fully trained all of its front line personnel, and all new recruits graduating from the police academy receive CID training in the academy. The first recertification process started in 2015, and the VPD is now monitoring compliance for those scheduled to complete the recertification, ensuring that this updated training is completed when required.

In addition to the initial CID training and triennial recertification, the VPD delivers practical scenario-based training to operational members through quarterly cycle training days, administered at the Tactical Training Centre. The scenarios involve a full spectrum of police interactions with the public, with actors filling the role of the involved subjects. Many of these scenarios are designed to incorporate

⁹ Eden, D. (2014). Verdict of Coroner's Jury into the death of Reyal Jardine-Douglas, Sylvia Klibingaitis, and Michael Eligon. Found at: <http://www.mcscs.jus.gov.on.ca/stellent/groups/public/@mcscs/@www/@com/documents/webasset/ec167854.pdf>

¹⁰ Iacobucci, F. (2014). *Police Encounters with People in Crisis*. Toronto Police Service. Found at: https://www.torontopolice.on.ca/publications/files/reports/police_encounters_with_people_in_crisis_2014.pdf

¹¹ Vancouver Police Department (2015). *Review of Ontario-based findings from the Iacobucci Review into Police Use-of-force, and the JKE Coroner's Inquest*. A report to the Vancouver Police Board found at: <http://vancouver.ca/police/policeboard/agenda/2015/0716/1507V01-Use-of-Force-and-Mentally-Ill.pdf>

¹² British Columbia Provincial Policing Standards (2015). *Crisis Intervention and De-escalation Training*. Found at <http://www2.gov.bc.ca/assets/gov/law-crime-and-justice/criminal-justice/police/standards/provincial-policing-standards.pdf>

de-escalation techniques, applied in a practical setting. The scenarios are designed to put CID theory into practice, with realistic scenario-based exercises where the successful resolution of the scenario is based on de-escalation and without any use of force by the police officer. In addition, the VPD has drawn on practical experiences learned from police officers in the field, both in Vancouver and elsewhere, and developed training scenarios around these real-life experiences.

De-stigmatization

The stigma attached to mental illness and substance use is often viewed as the biggest barrier to effective change and support for those living with mental illness. The VPD is committed to reducing the stigma of mental illness, and has taken proactive steps, through education and training, to break down these barriers.

The original CIT program introduced the concept of education from people with lived experience, and their inclusion in the design and delivery of the material made significant inroads toward personalizing the issues associated to mental illness. De-stigmatization remains a core focus of the newly mandated CID program. The VPD has further addressed the issues of stigma with the 2015 launch of the *Road to Mental Readiness* (R2MR) program. R2MR is focused on the mental well-being of police officers themselves, and addresses workplace stressors, post-traumatic stress disorder, and peer support. Finally, unfettered access to mental health services for police officers, should they need it, has further served to de-stigmatize mental illness. Opening the minds of police officers to the reality of mental illness in a demanding profession has helped de-stigmatize mental health in the workplace, and generally within the broader community at large.

Further, the VPD had amended its police information check policies and adopted new processes relative to the release of information. Today, an individual's mental-health-related contacts with the police will not be routinely disclosed as a part of that person's request for a police information check. The Department recognizes that these health-related contacts should not stigmatize an individual, and do not define an individual who may be living with mental illness, and the VPD has no role in sharing that information with prospective employers or community/volunteer associations.

TEMPO

In 2010, a learning framework to assist police during their interactions with persons with mental illness was developed by the Mental Health Commission of Canada (MHCC). In 2014, this *TEMPO* framework was revisited and validated by the MHCC, and received national support from the Canadian Association of Chiefs of Police.

TEMPO is not a training tool per se, but an umbrella approach that police organizations can use as a framework to assess their own progress in training, to identify gaps in their existing learning programs, and to use as an aspirational document to create appropriate new learning programs. It is intended to assist

police agencies to make a positive difference and contribute to public safety in regard to police interactions with persons with a mental illness.¹³

The *TEMPO* framework provides a multi-level structure for police training, specific to dealing with persons living with mental illness. Each of the five levels serves to guide the curriculum for specialized training, taking into account different variables for the individual police officers. These variables include length of service and experience dealing with the mentally ill, specialized assignments that may put an officer into contact more frequently with the mentally ill, expert-level training, and specialized curricula to incorporate into use-of-force training.

The VPD is committed to being a leader in policing, and ensuring that its members receive the best training available relative to crisis intervention and de-escalation. To that end, the VPD continues to work with the MHCC and other stakeholders and mental health professional to ensure that the *TEMPO* framework can translate directly to the various types of specialized training that members of the VPD receive.

¹³ Coleman, T. and Cotton, D. (2014). *TEMPO: Police Interactions – A report towards improving between police and people living with mental health problems*. Mental Health Commission of Canada. Found at: <http://www.mentalhealthcommission.ca/English/system/files/private/document/TEMPO%20Police%20Interactions%20082014.pdf>

Conclusion

The VPD *Mental Health Strategy* details the strategic position of the Department, relative to the significant impact that can result from VPD members coming into contact with persons living with mental illness. It is framed around the core values of the VPD and its principles of justification, proportionality, and intrusiveness.

The *Strategy* was developed with valuable input from community stakeholders and mental health professionals, and is designed to provide clear and concise information about the VPD's approach when interacting with persons living with mental illness. It will serve as a framework to support operational deployment, organizational partnerships, training initiatives, and a broader commitment to the community.

Acknowledgements

The VPD has long-recognized that policy and practice cannot be developed in isolation. Extensive consultation was conducted with police resources, subject-matter experts, and the mental health community, in an effort to develop a meaningful policy position that fulfils the objectives of the police department, while recognizing the broader role policing plays in the community at large.

This report was reviewed in draft form by the individuals listed below, who were selected for their diverse perspectives, areas of expertise, and broad representation of academic, government, health, and legal organizations.

The reviewers assessed the objectivity and quality of the report. Their submissions, which will remain confidential, were considered in full by the VPD, and many of their suggestions were incorporated into the report. They were not asked to endorse the strategy, nor did they see the final draft of the report before its release. Responsibility for the final content rests entirely with the author and the VPD.

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MaryClare Zak – Managing Director of Social Policy, City of Vancouver

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Appendix – A:

Historical Context

Background

In the late 1970s, the VPD identified a unique demand placed on its members from a segment of the community who were living with mental illness, and frequently coming into contact with the police. In response to this demand, the VPD launched *Car 87* in 1978, a partnership involving a police officer with a mental health professional, whose mandate was to assist those individuals when they came into contact with VPD members, and to build a level of expertise when dealing with such individuals.

Over the years that followed, *Car 87* has been a consistent part of a proactive response in this area, and as demand increased, the VPD increased the number of members assigned to this duty to better service the demand. Presently, there are four police officers assigned to *Car 87*.

In spite of this commitment, demand continued to increase. Persons living with mental illness were coming into contact with the police more frequently, were victimized within the community, and were often involved in criminal behaviour and violent crime. In many cases, these actions were a direct result of their mental illness.

The VPD has always maintained that mental health is primarily the responsibility of health authorities; however, given the nexus to a significant portion of the police workload, the VPD recognized that a multi-agency collaborative response was necessary and pursued an influential role with government and the community to foster change. In 2007, the VPD conducted research into the true picture of mental illness on the workload facing the department, and that led to the first of three reports that identified gaps in service for the mentally ill, and the impact it was having on the police and others in the broader community.

Lost in Transition

In January 2008, the VPD published a report entitled *“Lost in Transition: How a Lack of Capacity in the Mental Health System is Failing Vancouver’s Mentally Ill and Draining Police Resources.”* This report highlights significant gaps in the health care system, and details the overall impact felt by the VPD when dealing with persons living with mental illness who are in crisis.

Lost in Transition provides an analysis of the calls for service where VPD members come into contact with persons living with mental illness. Further, it serves to identify the significant factors that contribute to the frequency of these incidents, and the potential consequences for a mentally ill person who comes into contact with police. Finally, it provides the VPD perspective on capacity gaps in the

mental health system, and how the system is failing persons living with mental illness.¹⁴ This report served as an official position of both the VPD and the Vancouver Police Board. The report garnered significant interest, locally, nationally, and internationally, was a catalyst for improved services, and resulted in an award to the VPD from the BC Schizophrenia Society.

Lost in Transition provided a series of recommendations for health care improvements:

- A mental health care facility that can accommodate moderate to long-term stays for individuals who are chronically mentally ill;
- What has been termed an “Urgent Response Centre” by Vancouver Coastal Health, where individuals can be assessed and triaged according to their needs;
- Increased services for people who are dually diagnosed;
- A continued increase in supportive housing in Vancouver;
- For St. Paul’s Hospital and Vancouver General Hospital to speed up the admission process for police who have arrested an individual under the provisions of the *Mental Health Act* (by negating the need for the emergency physician to initially examine the patient, for example) in the absence of an “Urgent Response Centre,” as detailed above;
- Enhanced ability to gather data on all calls for service that are mental-health-related to facilitate further research on this matter, and to establish benchmarks to track change; and,
- A system, much like PRIME, that has readily accessible details of an individual’s mental health history and addresses privacy concerns, for British Columbia mental health service providers.

Beyond Lost in Transition

In September 2010, the VPD drafted an update report entitled “*Policing Vancouver’s Mentally Ill: The Disturbing Truth – Beyond Lost in Transition.*” This report follows up on the findings of *Lost in Transition*, reaffirms that the police are society’s de facto 24/7 mental health workers, and although some system change occurred over the preceding two years, little had changed from the perspective of the ‘street cop.’¹⁵

This report continued to serve as an official position of both the VPD and the Vancouver Police Board, and provided an updated list of recommendations for health care improvements:

- That the Ministry of Health and Vancouver Coastal Health establish an “Urgent Response Centre,” where individuals can be assessed and triaged according to their needs;
- That the Ministry of Health and Vancouver Coastal Health establish an “Assertive Community Treatment” team model with sufficient capacity to address community based treatment needs, with police as a part of an integrated team;

¹⁴ Wilson-Bates, F. (2008). *Lost in Transition: How a Lack of Capacity in the Mental Health System is Failing Vancouver’s Mentally Ill and Draining Police Resources*. Vancouver Police Department.

¹⁵ Thompson, S. (2010). *Policing Vancouver’s Mentally Ill: The Disturbing Truth – Beyond Lost in Transition*. Vancouver Police Department.

- That Vancouver Coastal Health, St. Paul's Hospital, Vancouver General Hospital, and the police establish formalized standing bodies with appropriate terms of reference to resolve police-/health-related incidents, and address systemic issues affecting all;
- That Vancouver Coastal Health, St. Paul's Hospital, Vancouver General Hospital, and the police establish an information-sharing and feedback mechanism so that attending emergency room and psychiatric unit and ward physicians are advised in a timely manner of suicides, suicide attempts, and other critical incidents involving their patients;
- That St. Paul's Hospital and Vancouver General Hospital speed up the admission process for police who have apprehended an individual under the provisions of the *Mental Health Act* (by negating the need for the emergency physician to initially examine the patient, for example) in the absence of an "Urgent Response Centre," as detailed above; and,
- That the Ministry of Health makes legislative changes to the *Mental Health Act* to facilitate a speedier health system response and reduce police wait times at hospitals.

Collaboration between the VPD and VCH became more structured following the release of *Beyond Lost in Transition*, and is best highlighted with the 2011 creation of 'Project LINK,' a formal partnership between the Boards of the VPD and VCH. Each Board oversees staff responsible for change, and collectively they govern the development of strategies to address all of the recommendations in this report. The overarching objective was to shift from a crisis response model to one that better addresses the existing issues and circumstances related to persons living with mental illness, and prevents individual crises from occurring in the first place.

Vancouver's Mental Health Crisis

In September 2013, the VPD released an updated report on what it described as Vancouver's mental health crisis. This report, prepared in collaboration with Vancouver Coastal Health, builds on the two 'Lost in Transition' reports, acknowledges some of the change with earlier recommendations, and highlights improved collaboration between the VPD, VCH, and Providence Health Care (PHC).¹⁶ Noting an increasing trend where persons living with mental illness were involved in violent and random assaults on innocent persons, the VPD put forward five recommendations to address this problem:

- Add 300 long-term and secure mental health treatment beds;
- More staff and services at BC Housing sites to support tenants with psychiatric issues and a reduced proportion of this type of tenant;
- More significant support through ACT teams for psychiatric patients living in the community, including those residing in market housing;
- An enhanced form of urgent care (crisis centre) that can ensure consistent and expert care of individuals in crisis situations, located at a Vancouver hospital; and,
- The creation of joint VPD-VCH Assertive Outreach Teams for mentally ill persons who do not yet qualify for ACT teams.

¹⁶ Vancouver Police Department (2013). *Vancouver's Mental Health Crisis: An Update Report*. Found at <http://vancouver.ca/police/assets/pdf/reports-policies/mental-health-crisis.pdf>

Scope of the Problem

Research conducted for *Lost in Transition* shows that the incidence of MHA apprehensions rose by 490% between 1999 (360 incidents) and 2007 (1,743 incidents). The research supported the hypothesis that 31% of all calls-for-service involved at least one individual who was living with mental illness and that illness was a factor in the police involvement in the incident.¹⁷

Since that time, improved measurement tools to track the *mental health factor* associated to police calls has allowed the VPD to further refine this data, and have a clearer picture on the scope of the problem. Between 2012 and 2013, the VPD experienced an 18% increase in MHA apprehensions.

In addition, health care has provided alarming hospital usage data. For example, in 2009/10, SPH had 63,987 visits to their Emergency Department; this included 5,659 visits (9%) for mental health and/or substance abuse reasons. These visits were made by 3,755 individual patients, for an average of 1.51 visits per patient for mental health and/or substance abuse reasons. Gradual increases have been seen every year, and in the most recent year 2014/15, there were 83,364 visits to the Emergency Department – a 30% increase over five years. This figure included 11,035 visits (13%) for mental health and/or substance abuse – a 95% increase. This was comprised of 6,409 individual patients, for an increase of 71% and an increased average of 1.72 visits per patient. VGH has reported similar increases, with a 30% increase in Emergency Department visits for mental health and/or substance use reasons.

Violence and the Mentally Ill

It is important to note that persons living with mental illness are not typically violent. It is only a small subset of this population who demonstrate a propensity towards violent behaviour, generally those with psychosis, often caused by schizophrenia or a related illness.

However, persons living with mental illness are significantly more likely to be a victim of crime. A study of VPD victimization rates where a mental health factor is involved shows that persons living with mental illness are 23 times more likely than the general population to be a victim of crime. More concerning is the fact that they are 15 times more likely to be a victim of violent crime.

For example, in 2013, VPD members were dispatched to 125,785 calls-for-service, and 106,019 resulted in a general occurrence report being written. There were 15,254 calls (15%) involving a person living with mental illness as a suspect or a victim, and where an individual's mental health played a factor in the incident. Of those calls, 1,573 (11%) were for a violent crime (e.g. robbery, assault, sexual assault, etc.). These trends continued over the following two years. In 2014, 14% (15,413) of the 114,677 dispatched calls with a General Occurrence (GO) report written involved a mental health factor, and 9% (1,336) of those were for a violent crime. In 2015, 13% (14,760) of the 118,042 dispatched calls with a GO report written involved a mental health factor, and 7% (1,067) of those were for a violent crime. While violent crime is generally on a downward trend, there is a consistent mental health factor associated to the violent crime that is reported.

¹⁷ Wilson-Bates, F. (2008). *Lost in Transition: How a Lack of Capacity in the Mental Health System is Failing Vancouver's Mentally Ill and Draining Police Resources*. Vancouver Police Department.

Substance Use and the Mentally Ill

It is also important to note that the majority of people living with a mental illness do not generally come into contact with the police. However, the majority of those that do are generally suffering from a concurrent disorder, i.e., they are mentally ill and also engage in substance use and abuse.

Drug induced psychosis is prevalent in cases involving violence or threats of violence and persons living with mental illness. While the police track a *mental health factor* for all calls-for-service, hospitals track substance use in all patients coming into the Emergency Department. Between 2009 and 2014, VGH and SPH collectively reported a 114% increase in the instances of substance misuse with presenting patients.

Data from SPH shows that the drivers of this increase include a 378% increase in amphetamine-induced psychosis and a 300% increase in marijuana-induced psychosis over the last five years. This is attributable to the increased availability and affordability of crystal meth on the street, and an increase in the toxicity of marijuana in recent years.

Drug-induced psychosis creates a unique challenge for police members. While a significant investment has been made in training front line personnel to respond to individuals in a mental health crisis, the complicating factor of a drug-induced psychosis creates additional risk and uncertainty for all involved.

Police Interactions with Persons Living with Mental Illness

The VPD has seen a steady increase in the number of incidents where their members interact with persons living with mental illness. In the majority of these incidents, there is no crime involved. Rather, these calls represent quality of life issues for either the person living with mental illness or the broader community.

In 2012, the VPD made 3,315 apprehensions under the MHA, a 33% increase over the preceding year. Notably, those apprehensions involved 2,313 unique individuals, meaning 1,002 incidents that year involved a person who was apprehended multiple times in the year. In 2013, the number of MHA apprehensions rose by 19%, to 3,928, and in 2014, it increased a further 13%, to 4,426. There were 2,913 unique individuals apprehended in 2014, meaning that 1,513 incidents involved an individual who had already been apprehended by the VPD that year.

In 2015, the VPD experienced a levelling off of the number of Section 28 apprehensions, rising only 1% over the previous year. However, there is an overall increase of 6% in the total number of MHA apprehensions (4,713) due to a notable increase in Form 4 and Form 21 Director's Warrants. This increase in the number of warrants is a positive trend, indicating that clients are receiving more comprehensive attention from health care to meet their unique needs. There is also an overall increase in the number of calls for service involving a mental health factor, regardless of whether an apprehension under the MHA occurs or not.

Appendix – B:

VPD Policies and Procedures

Section 1.6.24(i) - Apprehensions under the *Mental Health Act*

(Effective: 2016.01.19)

POLICY

Apprehensions under Section 28 of the MHA should occur primarily when a member comes into contact with a person who meets the criteria for apprehension under Section 28 of the *Act* and the person has not committed a criminal offence. There may, however, be occasions where members use their discretion to apprehend a person under the MHA where the offence is minor and non-violent in nature.

Members are advised that it is not appropriate to apprehend a person under Section 28 of the *Mental Health Act* (MHA) when the person has committed a serious or violent offence as there are specific NCRMD (Not Criminally Responsible by Reason of Mental Disorder) provisions within the Criminal Code that address this type of situation. ([See training bulletin](#))

PROCEDURE

1. When members come into contact with a person who meets the criteria for apprehension under Section 28 MHA, members shall apprehend the person and ensure that the person is taken to a physician for examination.
2. When a person attempts suicide or is about to attempt suicide, such person shall be apprehended under Section 28 of the MHA and taken to a physician for examination. The member shall accompany the patient to the hospital and provide the hospital staff with a full and detailed report as outlined in subsection 4.
3. Members shall maintain control of the apprehended person until the hospital has assumed responsibility of the person and admitted the person into care.
4. The British Columbia Ambulance Service (BCAS) will normally transport persons apprehended under Section 28 of the MHA. The apprehending member shall:
 - a. Consult with the Ambulance Attendant to determine the most appropriate hospital emergency ward for the person;
 - b. Immediately prepare a G.O. report after the person has been admitted into hospital. Obtain the hospital's fax number and the name of the appropriate contact person (e.g. Mental Health nurse);
 - c. After completing the G.O. report, contact the Information Management Section. Provide the Reviewer with the incident number, the fax number of the hospital, and the name of the hospital contact person. The Reviewer will process the electronic report, make a hard copy and fax the required report to the hospital; and
 - d. Notify the hospital staff when further police action is contemplated.

Persons on Unauthorized Leave from Hospital

5. In the case of patients who have eloped from provincial mental health facilities (Vancouver General Hospital, St. Paul's, UBC, Riverview are the main ones) the following applies:
 - a. If a patient is suspected of having eloped, a query will be made through CPIC. If there is nothing on file, further inquiries may be made directly to the hospital where the person is believed to be a patient on unauthorized leave. If no authority to apprehend can be located, consideration should be given to proceeding under Section 28 MHA;
 - b. If information is received from a provincial mental health facility authority (nurse, doctor, etc.), that a patient detained under the MHA has eloped, then members may:
 - i. if a form 21 Director's warrant has been issued, apprehend and return the patient to the facility (Refer to RPM Section [1.6.24\(ii\): Transportation to Hospital](#)); or
 - ii. where no warrant exists, the patient may be apprehended under Section 41(6) of the MHA, providing the apprehension takes place within 48 hours of the time the patient eloped.
 - c. When members assist in the transport of a patient on unauthorized leave to hospital, they shall advise staff at the hospital of the circumstances so that the hospital is aware that a Medical Certificate is in effect for the patient. A Medical Certificate provides the hospital with authority to prevent the patient from leaving the facility. The hospital then assumes responsibility for the patient.
 - d. Members are reminded that when hospital authorities require assistance of police to keep the peace, members shall provide assistance as appropriate, RPM Section [1.6.19: Hospital Emergency Calls](#).

Section 1.6.24(ii) - Transportation of Persons Apprehended under the *Mental Health Act*

(Effective: 2015.12.29)

POLICY

The police have the authority to apprehend and convey patients to hospital in certain circumstances under the British Columbia *Mental Health Act* (MHA). It is preferable to have the BC Ambulance Service (BCAS) transport the patient when available as mental health is foremost a medical issue; however, there are instances where it is appropriate for members to apply their discretion and convey the patient to a hospital or designated mental health facility in a police vehicle to eliminate waiting time for BCAS.

The decision to transport a person apprehended under the MHA in a police vehicle is a discretionary one for the apprehending members.

Before choosing the option to transport a person apprehended under the MHA in a police vehicle, members must weigh the convenience of doing so with both officer safety considerations and the needs of the apprehended individual. Members should consider that the person, no matter how cooperative at roadside, may become uncooperative after being placed in a police vehicle.

In making an assessment whether to transport an apprehended person in a police vehicle, members should establish that the following criteria exist:

- i. The person is not suffering from any physical, non-mental-health-related medical condition and/or distress that would require that they be seen by BCAS prior to hospital admission;
- ii. There are no significant hygiene or biohazard concerns; and
- iii. There are no apparent officer safety concerns.

All decisions to transport a person apprehended under the MHA in a police vehicle must be documented (including how the person met the above criteria) in the accompanying General Occurrence (GO) report.

The following procedure outlines the options that members have for transporting persons apprehended under the MHA.

PROCEDURE

BC Emergency Health Services

1. When a person has been apprehended under the MHA, it may be in the best interest of the patient to be transported by BCAS, for medical or other reasons. If BCAS requests that a police officer accompany them, a member shall do so.
2. If BCAS refuses to transport a person who has been apprehended under the MHA, members shall call a Supervisor.
3. The Supervisor shall:
 - a. Contact a BCAS Supervisor;
 - b. Advise the BCAS Supervisor that the patient is a person apprehended under the MHA and therefore transportation by the BCAS is more appropriate and is in the best medical interests of the patient; and
 - c. In the event BCAS continues to refuse to transport, the patrol supervisor may consider the transportation alternatives below, and follow up with the Youth Services Section Mental Health Unit for further assistance in resolving the matter.

Transport by Police Car

4. If members determine that it would be appropriate to transport a person whom they have apprehended under the MHA in a police car (not equipped with a partition), the following will apply:
 - a. Members shall notify their supervisor of the intended transport;
 - b. The apprehended person must be handcuffed and searched prior to being placed in the police car, and the police car must be searched by members before and after the transport;
 - c. The person must be placed in the rear passenger-side seat of the police car, with the seatbelt securely fastened;
 - d. The apprehended person must be accompanied by at least one member of the same gender;
 - e. Mileage, and start- and end-times must be provided by the transporting members to dispatch over the radio and the details logged in CAD remarks;
 - f. The destination hospital or designated facility must be contacted via phone by the assigned members to advise that the apprehended person is en route; and
 - g. Police vehicles with firearms stored in the interior vehicle gun rack shall not be used to transport patients. Members deploying with carbine or beanbag shall have apprehended patients transported by ambulance, or in a different police vehicle that is not carrying firearms such as carbine or beanbag.
5. If, at any time during the transport, the members' original assessment changes, whereby the transport in the police car is no longer appropriate (e.g. emergent medical issues, a significant change in the apprehended person's behaviour), they may discontinue the transport and call for BCAS.

Transport by Police Wagon

6. Children and youth under 19 years of age shall not be transported in a police wagon.
7. Police wagons should only be used for transporting persons apprehended under the *Mental Health Act* in exceptional circumstances (e.g., where the patient presents a biohazard concern, or is combative and the wait time for BCAS can make the situation more volatile or be detrimental to the patient).
8. Supervisory approval must be granted prior to transporting via wagon.

9. The assigned members must contact the destination hospital or facility by phone prior to transport, accompany the wagon while en route, and assume custody of the apprehended person upon arrival.
10. The apprehended person shall be placed alone in a compartment and must be transported directly to the destination hospital or facility.

Transport Destinations

11. Members transporting persons apprehended under the MHA should convey them to the nearest Metro Vancouver hospital or to BC Children's Hospital if the person is 16 years of age or under.
12. If feasible, members transporting individuals for whom a Form 21 Director's Warrant or a Form 4 Medical Certificate has been issued should convey them to the originating facility from where the document was issued. If the facility lies outside of the above mentioned geographical area, members should instead transport the apprehended person to the nearest hospital or designated facility, from where further transport will be arranged internally.