

CAPB NATIONAL

Dedicated to excellence in municipal police governance

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RESPONSE TO RESOLUTIONS

FROM HON. VIC TOEWS, MINISTER OF PUBLIC SAFETY

I would like to reiterate how much I value the CAPB's commitment to improving civilian oversight of police and raising issues important to law enforcement in Canada. The link between your organization and Public Safety Canada is an important one, and I was happy to hear that the Association and the Department have been meeting more often in recent months to discuss policy and issues of mutual interest.

With respect to CAPB's resolution on Lawful Access, I am pleased to report that on November 1, 2010, the Government re-introduced two bills in the House of Commons that would provide law enforcement and national security agencies with up-to-date tools to fight crimes committed using modern technologies including cyber-crime, child sexual exploitation and terrorism.

Once enacted, Bill C-52 (*Investigating and Preventing Criminal Electronic Communications Act*), and Bill C-51 (*Investigative Powers for the 21st Century*)

Act), which falls under the responsibility of the Honorable Rob Nicholson, Minister of Justice and Attorney General of Canada, would address challenges posed by today's technologies that did not exist when the legal framework for interception was created about 40 years ago.

With the help of stakeholder input, including that of the CAPB, the proposed legislation strikes an appropriate balance between the need to protect the security of Canadians, the competitiveness of the telecommunications industry, and the privacy rights of Canadians. Public Safety Canada is unaware of the concerns expressed in the CAPB resolution regarding the use of Electronic Countermeasures, more commonly referred to as "jammers", by organized crime. While Justice Canada has the lead on this file, Public Safety Canada and portfolio agencies are taking part in ongoing discussions to determine how to address the issue.

Considering the resolution on providing 9-1-1 cell phone call customer name and address, it is my understanding that both the Canadian Radio-television and Telecommunications Commission (CRTC) and Industry Canada have been engaged on this issue in recent years. Both the CRTC and Industry Canada have confirmed that the Telecom Regulatory Policy 2009-40, which mandates wireless service providers to use GPS and/ or triangulation technology to provide Public Safety Answering Points with more precise location information during 9-1-1 cell phone calls, has been successfully implemented in most parts of Canada.

As well, my officials are currently conferring with provincial and territorial colleagues responsible for policing to determine what,

if, any, other action is required to support first responders.

In terms of your resolution calling for federal support to develop a fair and sustainable funding model for RCMP and local police services, Budget 2008 set aside \$400 million (allocated on a per capita basis and over five years) for the creation of the Police Officers Recruitment Fund (PORF) to encourage Provinces and Territories to recruit additional front-line police officers to make communities safer. By way of letters of confirmation and public commitments, all Provinces and Territories have confirmed their participation in the initiative. Trust fund accounts were established for each jurisdiction following Royal Assent on June 22, 2008 of the *Budget Implementation Act*.

This concluded the Government of Canada's role in the PORF. Provinces and Territories are responsible for accessing and allocating their funding to address their unique public safety priorities and policing. While there are no plans to extend the program beyond the five years approved, it should be noted that \$400 million in funding represents a significant contribution to policing costs incurred by the Provinces and Territories over the five-year period.

The Government of Canada supports in principle your resolution to key stakeholders to work together to curtail growing policing costs. However, it is important to note that the delivery of municipal and provincial police services and the accompanying police budgets fall under provincial jurisdiction. As you may know, federal, provincial and territorial officials responsible for policing meet regularly to discuss issues of mutual interest, including policing costs, and will take this resolution under consideration.

The issues of investigative subpoena legislation falls within the purview of my

colleague, Minister Nicholson, and may require provincial collaboration.

The resolution related to marijuana grow operations and the *Marijuana Medical Access Regulations* are the responsibility of Health Canada and my colleague, the Honorable Leona Aglukkaq, Minister of Health. Your resolution supporting the Government of Canada's decision to remove the provision of imprisonment for anyone who fails to participate in the mandatory long form census falls under Minister Clement's responsibility, given that Statistics Canada falls under within the federal industry portfolio. Accordingly, I have shared these resolutions with my colleagues responsible for this group of resolutions.

Thank you again for writing, and for meeting, in order to share the CAPB's priorities and to discuss how we can collaborate on issues of mutual interest.

GUEST COLUMN: Mary Herbert-Copley



211: The 911 of Essential Human Services

211: A Non-Emergency Social Infrastructure Solution

What if anyone in Canada could speak directly to a professional with information about all the human services or programs available to them?

What if such a system could serve people in the language of their choice and was available any time of the day or night?

What if these clients, as well as others who serve citizens most in need (such as police officers, clergy, teachers, social workers, government officials, and doctors) were able to access the same comprehensive and authoritative database of human services information via an interactive Internet site?

211 can do all this and more - a bright idea that began in Atlanta, Georgia. In a little more than 10 years 211 has blossomed into a vital new component of North America's social infrastructure. It is now available to 82% of Americans and 56 % of Canadians.

Like 911, the consolidated system for accessing emergency services, 211 is a three-digit number that is easy to remember and eliminates the need for people to remember or find the right seven- or 10-digit phone number. Callers to 211 gain access to information covering the full range of community, social, health and related government services and programs, as well as a professional trained to assess the individual caller's needs, provide accurate information, and advise them about the most appropriate service or program available.

This powerful and authoritative database is also available via websites where telephone services do not currently exist. Plans are underway to consolidate existing sites to form a national 211.ca website, regardless of telephone service availability, ensuring that all Canadians, and the professionals who serve them, will have easy access to local, regional and national human services.



211 and 911 in the US

Rather than attempting to directly assist errant callers, often with mixed or poor results, the caller can be directed to 211 to be properly served. Indeed, as research shows the average caller looking for human services will make seven calls before finding what they're seeking, the potential savings in wasted time for both the

caller and those fielding errant calls are significant.

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Wrong calls have a significant

negative impact and present a substantial cost to 911. In 2007, the Toronto Star reported that up to 90% of all 911 calls in the Greater Toronto Area were of a non-emergency nature. Other 911 service providers indicate the percentage of non-emergency calls ranges from 50-70%.

Regardless the number, **211 can provide citizens with a viable alternative number for non-emergency situations, allowing 911 to focus on its mandate as first responder in real crises.**

To date, the US has been very innovative in developing partnerships between its public safety providers and emergency response and recovery experts and 211.

In non-emergency times, **211 is used by American police, fire and 911 personnel as a vital tool** that supports their efforts to protect and serve the public. The public safety sector benefits by having a place to send people who need information or services to deal with personal crises, but who are not in life-threatening situations. 211 is now so integrated that many jurisdictions work in partnership and share in joint training on topics like effective techniques for dealing with difficult calls and/or frustrated callers. Below are concrete examples of how the partnership is working:

- Police and fire departments hand out 211 pocket guides to services to people in need
- Police departments have 211 bumper stickers on vehicles, posters in their buildings, and 211 data available on their vehicle computers, allowing them to print out referrals on the spot
- Courthouses have dedicated phones and computers in public areas that connect directly to local 211s; juvenile court and

family court judges hand out referrals to 211 services from the bench

During and after natural disasters and emergencies, the demand for information, human

services, and donations and volunteers skyrockets. 211 has played a vital role in the United States since September 11, 2001, when callers overwhelmed New York's 911 system. Connecticut, which had just established a new statewide 211 system, provided citizens needed information and assistance. Shortly after the attacks, 211 received funding under terrorism protection legislation.

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Four years later, Hurricane Katrina ravaged the Gulf Coast area and flooded New Orleans, exposing serious flaws in emergency planning and the capacity of civil authorities to effectively respond to shocking human suffering. 211 proved



to be one of the few systems that functioned and was able to quickly bolster its capacity during the extended recovery period. In addition to its existing responsibilities, 211 was officially designated as the first point of contact for citizens. It helped displaced people find shelter and food, and managed volunteers and donations. Although the New Orleans' 211 centre was debilitated, four neighbouring centres quickly filled the void. Following Katrina, the Federal Emergency Management Agency publically acknowledged the critical role of 211 and strongly recommended immediate implementation of 211 services across the US.

211 and emergency response in Canada

Canada has been fortunate and has not experienced emergencies of a similar scale or

severity. But in Toronto, Canada's first 211 centre was in place for both the SARS outbreak and the electrical outage of 2003. Operating throughout the outage on backup power, the centre fielded what still stands as a one-day record number of calls. Many people simply needed basic information; others, however, had more serious concerns. Some were trapped in high-rise apartments without elevators or utilities, while others were unable to access needed medication or critical medical services. 211 played a critical role in meeting these individuals' important needs during the blackout.

Long after disasters and emergencies slip off the front-page, the recovery period continues for those directly involved. In the aftermath of SARS, thousands of people employed in Toronto's hospitality and tourism sector lost their jobs as convention planners, business travelers and vacationers steered clear of the city for many months. Reaching and serving this diverse workforce, many of whom as immigrants lacked Canadian job experience in other fields, was one of the key challenges. 211 again demonstrated its value and multilingual versatility, becoming the access point and platform for deploying a series of initiatives designed to help: relief funds, retraining or employment programs, and various community supports.

Development of 211 in Canada has lagged behind the United States, in the absence of clear jurisdictional responsibility or the necessary funding from senior levels of government. Unlike 911, 211 does not have the power to levy a monthly charge on phone subscribers in order to pay for the service. In Canada, municipalities have been among the first to recognize the value of 211 and partner with United Way to implement service. **Today 211 is available to approximately 40% of Canadians:** over 80% of Ontario's population (to be 100% by the end of 2011), thanks to the Ontario government recognizing the contribution of this social infrastructure; half of the populations in British Columbia and Alberta; and close to two million residents in Québec. While past the tipping point, there is still much to achieve.

An opportunity for a partnership between 211 & the Public Safety & 911 Community

Over the past 40 years, 911 has grown to become indelibly etched in our collective memory as the number to call for emergency services – being without 911 is now unimaginable.

Our goal is to make 211 a ubiquitous and parallel service to 911 across Canada, achieving similar top-of-mind public recognition. Furthermore, 211 as a partner to 911, has the capacity to reach all communities and all citizens. Unlike 911, where emergency services must be available in the community, 211 can provide relevant and needed services everywhere, including in our rural, remote and Northern communities.

911 and 211 services complement each other, and in partnership can more effectively and efficiently serve the public, addressing the emergency and nonemergency needs of Canadians. By remembering these two simple numbers, all citizens could have access to highly trained professionals equipped to respond to their unique needs. Together we can provide solutions that would strengthen Canada's social infrastructure.

In Canada, municipalities have been among the first to recognize the value of 211 and partner with United Way to implement service.

We invite you to join us in this dialogue - real solutions - real time. Our mandates complement each other, and in partnership will be stronger, more effective and more efficient. Together we can make this a reality.

For more information, contact:
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Study: Trends in the use of remand in Canada

The number of adults in remand in Canada on any given day has been steadily increasing over the past decade. Remand is the temporary detention of a person while awaiting trial, sentencing or the commencement of a custodial disposition. This increase has coincided with a gradual decline in the number of adults in sentenced custody.

As a result, the number of adults in remand has outnumbered those in sentenced custody since 2005/2006.

On any given day in 2009/2010, an average of about 13,600 adults were in remand in Canada (excluding Nunavut). This was up 1% from the previous year.

In 2009/2010, adults in remand accounted for 58% of the custodial population, while those in sentenced custody comprised the remaining 42%. A decade earlier, the proportions were reversed, at 40% and 60%, respectively.

There were two factors that drove the overall increase in the adult remand population: higher numbers of annual admissions and longer periods of time spent in remand.

Annual adult admissions to remand rose 30% from 1999/2000 to 2008/2009. Increases in the length of time adults spent in remand were reported for all provinces and territories that provided data, except Ontario, where the median length remained unchanged.

As was the case with adults, in 2009/2010, youth aged 12 to 17 who were in remand accounted for 53% of the custodial population while those in sentenced

custody comprised the remaining 47%.

The higher number of youth in remand was driven by a 25% decline in admissions to sentenced custody since 2004/2005, the earliest year of comparable data. In contrast to adults, the number of admissions to remand and the length of time spent in remand remained stable for youth since 2004/2005.

MANITOBA'S EXPANDED SEXUAL EXPLOITATION STRATEGY WOULD FOCUS ON HUMAN TRAFFICKING

In continued co-operation with police, service agencies and Aboriginal organizations, the province is expanding its sexual exploitation strategy, called Tracia's Trust, to target those who traffic, exploit and abuse victims, Justice Minister Andrew Swan and Family Services and Consumer Affairs Minister Gord Mackintosh announced today.

"Aggressive strategies are required to combat one of the fastest-growing criminal industries in the world," Swan said. "Human trafficking for the purpose of sexual exploitation targets the most vulnerable in our society and crosses all ethnic and social boundaries. By expanding Tracia's Trust, we are responding to this menace and protecting Manitobans against its spread."

The expanded strategy would include the following initiatives over the next three years:

Greater Perpetrator Accountability

* The sexual exploitation and trafficking act

would be Canada's first law to allow victims of human trafficking and sexual exploitation to obtain protection orders against those who exploit them. It would also be the first to enable human-trafficking victims to sue their abusers.

- * Specialized prosecution of human-trafficking predators will be achieved by designating two Crown attorneys to co-ordinate and prosecute cases.

- * Criminal property forfeiture legislation would be considered to seize and forfeit places where exploitation occurs.

- * The Victims' Bill of Rights would be expanded to give victims of trafficking offences the right to case information including negotiations and the right to present victim-impact statements.

- * The prosecution policy respecting children exploited through prostitution will be expanded to include consideration of human-trafficking charges to underscore that these offenders should be dealt with severely by the courts. This builds on existing prosecution policies that recognize that children exploited through sexual exploitation are victims.

- * Under the Child and Family Services Act, a provincial specialized sexual exploitation and trafficking investigator position will be created to pursue, co-ordinate and investigate allegations and liaise with key professionals in other provinces and territories for services linked across Canada.

Routes Out

- * A 24-7 crisis hotline will help victims.

- * A secure, crisis-stabilization facility will be established for endangered youth.

- * Older adult services will be expanded.

- * Social services and provincial care for emergency and primary health care will be extended to people who are trafficked and are in Canada but outside of immigration laws.

- * Manitoba Housing will implement supportive policies to house people who have been victimized by human trafficking.

- * Employment and Income Assistance will provide priority assistance in a compassionate way to those affected by human trafficking. This means that anyone who approaches the program needing assistance, even if they don't have an address or Canadian Citizenship, will be able to get financial help. Specially trained staff will work with affected individuals to get them the assistance they need and connect them to other supportive services.

- * Specialized sexual exploitation and human-trafficking training will be provided to all child protection agencies, child abuse co-ordinators and to child abuse committees.

- * Training on human trafficking and child sexual exploitation is also available to child protection workers.

- * A trafficked persons response team co-ordinator will be funded to help identify, monitor and co_ordinate services for trafficked children and adults in Manitoba.

- * Resources for StreetReach Winnipeg will be expanded. A law enforcement officer position will be funded and dedicated to the work of StreetReach Winnipeg team.

Prevention and Public Awareness

- * A travel and tourism code of conduct will

be launched to engage the private sector in the fight against human trafficking and sex tourism.

* Commit to Kids, an initiative of the Canadian Centre for Child Protection, will be phased in for child-serving organizations, starting with child-care and expanding to youth residential-care facilities to help agencies better detect predators and their efforts to lure or groom children as victims.

* Training on sexual exploitation in all its forms will be formally established for social-service providers.

* Regional teams will be established and maintained in up to 15 Manitoba cities and towns to raise awareness and counter local sexual exploitation.

* An awareness strategy will include a Human Trafficking Awareness Day during Sexual Exploitation Awareness Week and ongoing targeted information campaigns.

* Increased resources will be provided to assist Manitobans to address the underlying issue of child sexual abuse in their communities.

* Funding will be provided to support the Canadian Centre for Child Protection's national Missingkids.ca website, Canada's first, one-stop resource centre to find missing children and provide comprehensive services to families and communities in the areas of prevention and education, as well as a place to receive support from a case worker.

"This expansion builds on the solid foundation of Manitoba's internationally recognized \$8-million Tracia's Trust strategy including \$2 million being invested this year to establish 18 new safe, transition beds to help trafficked or exploited teens

escape the streets as well as StreetReach, which has located and returned to safe environments or otherwise served 627 children and youth in Winnipeg and Thompson," Mackintosh said.

More information on Tracia's Trust can be found at www.manitoba.ca/fs/traciustrust.

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