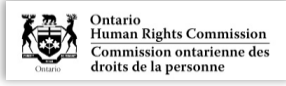

Human Rights Project



Community Outreach Sessions
May 1st, 2012

Summary of Discussion and Evaluations



Human Rights Project

Community Outreach Sessions May 1st, 2012 Summary of Discussion and Evaluations

On May 1, 2012, the Windsor Police Service Human Rights Project hosted two community outreach sessions at the Windsor Police Service training facility. A total of forty six community members attended the sessions. Thirty six participants were affiliated with community organizations, and ten participants were citizens interested in participating in the Project. The participants were divided into groups consisting of three to six people.

Five issues were on the agenda for discussion:

1. Community Consultation Process
2. Barriers to the Windsor Police Outreach/Recruitment Process
3. Community Feedback
4. Internal and External Accommodation Policy Relating to Creed
5. Development of a local Language Guide for Windsor Police Service members

Due to time constraints the community consultation process was the only issue discussed in the small groups and as one large group.

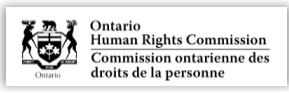
The most highly recommended suggestion put forth at both sessions was the Windsor Police Service needs to be more involved in the community. Examples included:

- Participating in community events
- Being more visible out in the community
- Holding outreach sessions at community venues across the city
- Being more involved with the youth in the city
- Officers riding on buses

The most frequent comments put forth at both sessions were:

- Strategies for change have been put into motion that will bring about needed transformation with our police officers
- There is skepticism that changes will be made within the Windsor Police Service
- This session was an excellent opportunity for community members to provide feedback and participants were encouraged by the Service's initiatives to bring about much needed change

The following summary includes comments and suggestions from participants relating to the five issues included on the agenda, and a summary of the outreach session evaluation form check box information. The comments and suggestions relating to the community consultation process were made during the open discussion and documented on the feedback and evaluation forms. The comments and suggestions relating to the remaining issues were contained in the feedback and evaluation forms.



Human Rights Project

A copy of this document has been forwarded to the Windsor Police Service Senior Leadership Team. As well, this document has been posted on the Service's internal and external website.

Issue 1: Community Consultation Process

Purpose:

- Developing trusting, respectful relationships with organizations and groups
- This takes time, must be authentic and will evolve
- Creating partnerships and joint ownership of initiatives
- Consulting with the community, which is essential

Frequency, Time, and Location of Meetings:

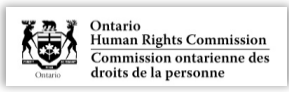
- Quarterly meetings
- Special meetings to be held on an as needed basis
- Hold sessions in several locations throughout the city, including the downtown area
- Hold sessions in public locations rather than police facilities
- There should be morning and afternoon sessions
- The training branch is not very accessible or very inviting

Advertising/Promotion of Consultation Sessions:

- Advertise the sessions using all forms of media (including social media, website, billboards, CBC radio, 211, Health Fairs, flyers)
- Could use students to hand out flyers to fulfill their volunteer hours
- Ensure that there is plenty of lead in time
- Ensure that the agenda is advertised
- Go through churches, mosques, ESL schools to reach newcomers and other people who may not use services that have been mentioned

Format:

- Consider time constraints when setting the agenda
- Use town hall, consultative, and ad hoc formats
- Use small focus groups for consultation
- During the sessions have each table discuss a different issue so more topics can be covered
- Use a conference style session
- Potential topics for discussion:
 - Drugs
 - Vandalism
 - Education on cultures and how to respect different cultures
 - Information on what to do if you become aware of issues occurring which violates human rights



Human Rights Project

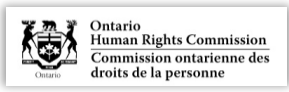
- Women only forums
- Youth only forums

Who Should be Involved in the Consultation Process:

- General public should be invited to avoid vested interest groups
- Create a committee with people who represent communities in the area
- Recruit from clients and stakeholders
- Include all members of the community:
 - Youth
 - Seniors
 - Homeless
 - Neighbourhood people
 - Community agencies
 - Settlement service agencies
 - Vulnerable and isolated community members
 - Underrepresented groups
 - All groups (there are 70 ethnic groups at Forster High school)
 - University of Windsor Law, Law Enforcement and Accountability Project (LEAP)
 - Members of all socio-economic groups
 - Members of educational facilities and students
 - Law Enforcement Foundation students
 - Mayor's Youth Committee
 - City of Windsor Diversity Council
- Involve our youth in the schools, student councils, student senate, and student trustees (students participate in social justice activities)
- Feedback should be gathered from people who are directly involved in the justice system (offenders, youth offenders, lawyers, judges etc.)

Other Comments:

- Identify and measure key priorities
- Have a formal format to document what has happened at the meetings – there is an obligation to report and build a charter
- Use assessment to improve the process
- Promote a sense of shared ownership over outcomes, accountability, and transparency
- Promote mutual respect and reciprocity in outreach sessions
- Consider inclusion and diversity (culture/disabilities/ language etc.)
- This is a tool for agencies to get feedback
- Have a process for people who could not attend the session to provide feedback (ie. through Windsor Police Service website)
- Consider providing laptops for the groups to record their work



Human Rights Project

Issue 2: Barriers to the Windsor Police Outreach/Recruitment Process

Lack of trust is a barrier:

- This may be addressed through relationship building, for example, Windsor Police Service members being visible working with community organizations and groups
- There is a need to reverse the fear from the community, especially newcomers, so there is an open ended communication of trust and honesty
- The climate and culture of the Windsor Police needs to promote mutual respect, proactive practices, and reciprocity

Windsor Police Service needs to reach out to the youth of Windsor:

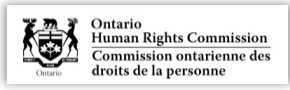
- Teens are not being heard
- Social media seems to be the best way to reach out to youth
- Enhancing social skills to reach to younger members of the community will open more doors for passing the word on
- Use bridging programs in the grade schools & high schools to have students consider policing as a career
- Start at the high school level to recruit those from various cultures
- Youth do not see themselves working at the police service
- The youth attitude is that if they become a police officer, they will become one of “them,” taking on the attitudes of the white male police officers
- Send officers that are representative to engage youth in the underrepresented communities to demonstrate support for the community, and dispel the belief that stereotyping and over enforcement are the norm
- Go to career days at the high schools, youth groups and job fairs
- Invite the police to attend youth programs to talk about policing careers
- Attend youth days at the grade schools – soccer games etc.

Generational barriers:

- For example policing may not be a desirable career for some newcomer groups

Other Comments:

- Is there a process in place to request specific accommodations for those with a documented disability?
- Use the VIP program and apply it to charities and churches
- Authentic outreach is a reciprocal endeavor with the Windsor Police Service learning in the community
- Windsor Police needs to do a presentation of its services with the community
- Use diverse outreach
- Affirmative action is not the solution in hiring as policing issues raised
- People do not feel like they can get a job with the Windsor Police Service because of their culture



Human Rights Project

- There could be more volunteer placements at the Windsor Police Service

Issue 3: Community Feedback

Youth:

- Try and get the younger age groups involved for example through events, entertainment, and fairs
- Approach school boards and the student senates. Visit and make presentations on the Project
- Use youth and schools to reach out to families

Media:

- Social media seems to be the most effective way to get feedback from the community
- Electronic media, social media, web pages, skype, webinars
- Recognize that some people may not be internet/technology savvy
- Make use of newspaper, radio, community papers, evening news, and regular mail
- Advertise on billboards
- A dedicated website of all information gathered should be constructed
- A dedicated facebook page
- Encourage people to broadcast Project emails

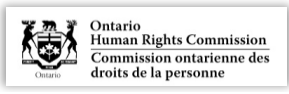
Other Comments:

- Increase information to seniors who do not have access to social media
- Go to agencies with support of staff to get client feedback to address:
 - i) How to access feedback from individuals that have had dealings with the law (ie. Individuals with ADHD, learning disabilities, developmental disabilities)
 - ii) How to provide a safe environment to both disclose and provide feedback
- Generational/cultural/ linguistic differences must be respected and considered
- Provide a voice for citizens to make a difference and to contribute
- Perform a system/environmental scan
- You will get a low participation rate anyways - for every 10 you ask, only 1 will come out due to busy lives and skepticism of Windsor Police
- It is an ongoing process

Issue 4: Windsor Police Service Accommodation Policy Relating to Creed

Training:

- Windsor Police needs regular training for their officers every 2 years - similar to WHMIS and harassment
- Train officers in cultural diversity



Human Rights Project

Other Comments:

- Clearly articulate the difference between equity and equality
- Include in policy to respect time for prayers, religious holidays and beliefs
- You don't have to reinvent the wheel; religious accommodation policies and procedures are already in place in the school boards

Issue 5: Development of a Local Language Guide for Windsor Police Service Members

Development, Format, and Content:

- Seek help from settlement agencies and ethnic/faith based community leaders
- Use clear, consistent language and make it user friendly
- Have it translated into various languages and readily available
- Use a variety of formats
- Identify roles, rights, and responsibilities
- Include the protected grounds: what is and what is not protected
- Don't use officers from the Windsor Police Service in the photos for this guide
- Good initiative

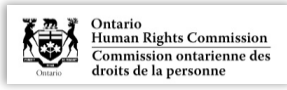
General Comments and Suggestions:

Diversity, Community Policing, and Outreach:

- Police Officers need to reflect the diversity of the communities they serve:
 - Speaking different/many languages in addition to French and English
 - Islam – male/female interaction
 - Sikh – Kirpan, turban
 - Holy days and festivals
- More equity in police service (not all white)
- Great start into community policing initiatives
- Windsor Police visit/outreach to community groups – two way street
- Police Service to network and support community events (ie. Promised Land Project - The story of the Underground Railroad June 14/15 2012 in Chatham)

Possible Initiatives:

- Officers riding on the city bus
- Booth set up at Carousel of Nations
- Outreach to ESL Schools
- Living Library
- Mentoring program that includes mock interviews
- Outreach at health fairs
- Outreach to high school student senates



Human Rights Project

Training:

- IRIS and Community Living have training biannually on abuse/mistreatment of client – how to prevent and recognize types of abuse
- Education is essential; modular, possibly a certificate program
- Involve an aspect of community service projects as an experiential learning opportunity (more impact, more meaning)
- I believe that change has been put into motion and that with better education and training, it would make police officers and procedures better

Examples from the Ministry of Education:

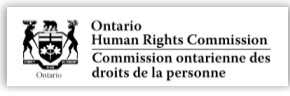
- Don't have to reinvent the wheel, borrow from the Ministry of Education
- Ministry of Education has a "Realizing the Promise of Diversity: Ontario's Equity and Inclusive Education strategy"
- 72 Boards of Education all have to include key performance indicators for Board improvements plans and performance appraisals
- Human rights strategy has been mandatory since 2010 for Ministry of Education

Concerns:

- Do you feel you will be successful in removing skepticism towards the police?
- The Windsor Police Service has been this way for a long time years don't think it's going to change?
- If this is just a public relations exercise this initiative will die, and no standards will hold the test of time
- Be sensitive (long memories) and get rid of entitlements
- Outreach sessions have been held in the past, but the Service discontinued holding the sessions. Will the same happen with this initiative?

Comments about the May 1, 2012 session:

- Open discussion format appreciated
- Excellent
- Good source of information and point of views in the different groups
- Good discussion and facilitation
- Excellent opportunity for all to provide thoughts, comments and feedback
- In its early stages. This was a good session, open forum where people were comfortable in their opinions and voicing them
- Great discussion, invaluable inputs
- Good group participation
- Given the time, the components were great
- You are doing well. Keep up the good work
- Keep up the good work moving forward
- Pleased the process has begun



Human Rights Project

- This outreach session went very well. It is good to know that in the future young people will be included, and also seniors and economically underprivileged will have a role to play in the process. Keep up the good work
- There should be a copy of the Human Rights Charter available to show what these rights actually entail
- Do not use “you people” and smile more
- Create better facilitation of discussion
- Have more meetings to allow the time of all discussion points
- Needs improvement; also, I believe it will take place when we have engaged our partners from east, west, north & south
- More diversity, and cross cultural components
- Increase information to seniors who do not have access to social media

Summary of Evaluation Form Check Box Information

1. How comfortable/appropriate was the venue for this session?

19 Excellent 9 Adequate 1 Uncomfortable ___ Unsure

2. Did you find the presentation to be informative and valuable?

25 Yes 5 Somewhat _ Not at all ___ Unsure

3. Has this session created an interest in you to participate further in the project?

20 Yes, I would be interested in participating further in this project
1 I am interested, but not at this time
0 No thank you

4. Do you feel there is some component of this project that we are missing but should be included?

13 No 9 Yes