

HALIFAX

Police Complaints Public Education

October 2019

Background

In early 2018, the Board of Police Commissioners (BoPC) highlighted the importance of creating enhanced awareness about how to file a complaint and the police complaints process, as a step towards improving transparency and public's confidence in police.

- May 2018: HRP and RCMP communications staff prepared a communication plan to increase public awareness about how to file a complaint and the police complaints process. The plan was then presented to the BoPC.
- **Sep 2018:** A progress update on the communications plan was provided to the BoPC.
- May 2019: Members of BoPC highlighted the importance of continuing and making additional efforts to
 enhance public awareness of how to file a complaint and the police complaints process, especially in
 light of heightened public interest in the street checks issue following the release of the Wortley Report.
 Commissioners Beals and McDougall requested that further discussions take place on next steps with
 HRP and RCMP.
- May 30, 2019: A meeting was held to re-engage representatives from BoPC & the communications teams of HRP and RCMP. The purpose of the meeting was to brainstorm communications tactics to further enhance public awareness of how to file a complaint and the police complaints process and to prepare a presentation for the BoPC on same in the Fall.
- August 19, 2019: An additional meeting was held to clarify objectives for Phase II of the communications plan and brainstorm new communications tactics.



Goals (Short & Long term)

Increase public awareness



Increase uptake for the process



Increase trust and confidence in police

(Both formal and informal)

- Create further social media dialogue
- 2. Distribute and track brochures
- 3. Equip frontline officers with resources to point complainants in the right direction
- Update HRP and RCMP websites' complaint pages

- Gather insight into the needs of communities being served
- 2. Enhance organizational transparency
- Identify and address gaps in officer training
- Assure citizens that their input is heard and valued

- Build trust and confidence in the policing services in the long term
- 2. Improve relationships with HRM communities



Objectives

- 1. Increase public awareness of how to file a police complaint and the police complaints processes through public communication.
- 2. Increase citizens' ability to file a police complaint through partnerships with community agencies.
- 3. Increase the BoPC's understanding of HRP and RCMP complaints through improved reporting to the Board.



Key Audiences

- Youth
- Representatives and organizations from diverse communities within HRM
- Citizens of HRM
- Police employees
- Police Diversity Working Group
- Board of Police Commissioners



Communications efforts to date:

- Updated HRP and RCMP websites to include information on each other's processes for filing complaints. Both police services can take complaints for each other.
- Developed and distributed a rack card available in four languages (English, French, Mi'kmaq and Arabic).
- Launched quarterly social media posts to reinforce awareness with citizens.
- Presented two updates to BoPC including progress on communication plan and general information on police complaints process



Rack card



Do you have concerns about the actions, service or conduct of police in the Halifax Regional Municipality (HRM)? We're listening...

How long do I have to file a complaint?

Complaints concerning Halifax Regional Police (HRP) must be filed within six months of the

Complaints concerning RCMP must be filed within

Who can make a complaint?

Anyone who feels they have not been treated properly or who has concerns about the actions of the police in

How do I make a complaint?

HRP - For concerns about HRP, contact the Professional Standards Office at 902-490-4127 or hrpprofstand@halifax.ca. Citizens can also file a complaint about municipal police officers with the Office of the Police Complaints Commissioner (OPCC) at novascotia.ca/opcc/filingacomplaint.htm. For questions or assistance, contact the Police Complaints Commissioner at 902-424-3246 or polcom@novascotia.ca.

RCMP - For concerns relating to RCMP, contact the Civilian Review and Complaints Commission at 1-800-665-6878 or

www.crcc-ccetp.gc.ca/en/make-complaint-form. Complaints can also be made at any HRP or RCMP office in the HRM.



Avez-vous des préoccupations concernant la conduite de la police dans la Municipalité régionale d'Halifax? Nous sommes à l'écoute...

Quel est le délai pour déposer une plainte? Les plaintes concernant la Police régionale d'Halifax (PRH) doivent être déposées dans les six mois suivant l'incident.

Les plaintes concernant la GRC doivent être déposées dans l'année suivant l'incident.

Qui peut déposer une plainte?

Toute personne qui croit avoir été traitée de facon injuste ou qui a des préoccupations concernant la façon dont la police a agi dans la MRH.

Comment dois-je procéder pour déposer une plainte?

PRH - Pour toute préoccupation concernant la PRH, communiquez avec le bureau des normes professionnelles en composant le 902-490-4127 ou en envoyant un courriel à hrpprofstand@halifax.ca. Les citovens peuvent également déposer une plainte contre des agents de police municipaux auprès du bureau du commissaire aux plaintes contre la police (novascotia.ca/opcc/filingacomplaint.htm). Pour poser des questions ou obtenir de l'aide, communiquez avec le bureau du commissaire au 902-424-3246 ou par courriel à polcom@novascotia.ca.

GRC - Pour toute préoccupation concernant la GRC. communiquez avec la Commission civile d'examen et de traitement des plaintes relatives à la GRC au 1-800-665-6878 ou au

www.crcc-ccetp.gc.ca/fr/formulaire-de-plainte-en-ligne. Vous pouvez également déposer une plainte à n'importe quel bureau de la PRH ou de la GRC dans la MRH.



ر بساور ك القلق بشأن تصرفات أو خدمات

نحن نصغى إليك...

كم من الوقت لدى لكى أقدم شكوى؟

يجب تقديم الشكاوى المتعلقة بشرطة هاليفاكس الإقليمية (HRP) في غضون ستة أشهر من وقوع الحادث. جب تقديم الشكاوي المتعلقة بشرطة الخيالة الملكية الكندية (RCMP) في غضون عام وأحدّ.

من يستطيع أن يقدم شكوى؟

أي شخص يشعر أنه لم تتم معاملته بشكل لائق أو يساوره القلق فيما يتعلق بتصر فات شرطة هاليفاكس الإقليمية لدى بلدية هاليفاكس الإقليمية (HRM). كيف أقدم شكوى؟

شُرطَة هَالْبِفَاكُس الِاقَلِيمِية (HRP) - فيما بتعلق بما يساورك من قلق حول شرطة هاليفاكس الإقليمية (HRP) ، يرجى الاتصال بمكتب المعايير المهنية على الرقم 4127-490-902-أو hrpprofstand@halifax.ca

شرطة الخيالة الملكية الكندية (RCMP) - فيما يتعلق بما يساورك من قلق حول شرطة الخيالة الملكية الكندية (RCMP)، يُرجَى الاتصال بمفوضية المراجعة المدنية الشَّكَاوِي عَلَى الرَّفَمَ 878-665-800-1 أو www.crcc-ccetp.gc.ca/en/make-complaint-form

يمكن أيضنًا تقديم الشكاوى في أي مكتب لشرطة هاليفاكس الإقليمية (HRP) أو لشرطة الخيالة الملكية الكندية (RCMP) لذى بلدية هاليفاكس الإقليمية (HRM).



Sespete'tmn koqoey tel-lukutijik, tel-lukewiskik kisna tela'taqatijik Nuji-kla'ga'lua'tijik Kjipuktuk (ĤRM)?

Jiksitiulek...

Tali-pkije'k ala'tu msikesin?

Asukom tepknusetewe'k weia'tekemkek kogoev kis-tlia'q ala'tu'n kisi-piskwa'tun mesikesimk wjit Nuji-kla'qa'lua'tijik Kjipuktuk.

Newtipunqek weja'tekemkek koqoey kis-tlia'q ala'tu'n kisi-piskwa'tun mesikesimk wjit Kanataewe'k Nuji-kla'qa'lua'tijik.

Wen kisi-msikesitew?

Ta'n pasik wen ta'n telo'tk mu menagaj telo'tasik kisna sespete'tk ta'n tel-lukuti'tii Nuji-kla'ga'lua'tijik Kjipuktuk.

Tali-msikesites?

Nuji-kla'qa'lua'tijik Kjipuktuk (HRP) - Koqoey sespete'tmn wjit Nuji-kla'qa'lua'tijik Kjipuktuk, mattaga'tekew agg kinua'tu Professional Standards Office - 902-490-4127 kisna wi'kikew -hrpprofstand@halifax.ca.

Kanataewe'k Nuji-kla'qa'lua'tijik (RCMP) – Koqoey sespete'tmn wjit Kanataewe'k Nuji-kla'qa'lua'tijik mattaga'tekew agg kinua'tu Civilian Review agg Complaints Commission - 1-800-665-6878 or http://www.crcc-ccetp.gc.ca/en/make-complaint-form.

Kisi-msikesin elt mtmo'taqnewo'kuo'ml etekl Kjipuktuk wjit Nuji-kla'ga'lua'tijik Kjipuktuk (HRP) kisna Kanataewe'k Nuji-kla'qa'lua'tijik (RCMP)

English

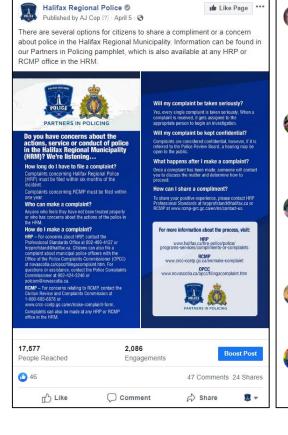
French

Arabic

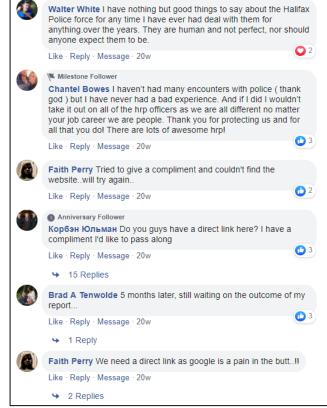
Mi'kmaq



Sample social media posts and feedback









Phase 2 comms efforts (new)

- Develop a business-card sized handout for use of and distribution by HRP officers to citizens with information on how to file complaints.
- Create a consistent integrated graphic to be incorporated into related social media posts and initiatives.
- Ensure rack cards are visibly displayed at all HRP offices and RCMP detachments in HRM.
- Reach out to additional community touch points, including community recreation centres, libraries, etc. to request they display rack cards.
- Explore using HRM's digital screens at community hubs to display police complaint information.



Phase 2 comms efforts (cont'd...)

- Explore partnerships with Halifax Libraries, ISANS, Mi'kmaw Native Friendship Centre, Youth Live wherein staff would be available to guide citizens through the complaint-making process
- Explore partnership with 211 to educate their staff on how to file a police complaint so they can provide information to citizens



Internal comms & education (HRP)

- Halifax Regional Police continues to implement training via CPKN and annual block training.
- In 2018, HRP provided fair and impartial training to <u>all</u> of our employees. It included science-based training to understand human biases, the impact of biased policing on community members and the development of skills for fair, impartial and effective policing.
- Working to develop a made in Nova Scotia training module grounded in the African Nova Scotian experience and history. This will be done in collaboration with community members, RCMP and HRC.



Internal comms & education (RCMP)

Communications

- Division Wide Communique re: Minister's Directive
- Bias Awareness and related policy in Division Bulletin

Education

- Know Your Code
- Updated Signage in all HRM Detachments
- Q&A Document for RCMP Employees created and posted
- Scenario based questionnaire created and online
- Internal Infoweb postings on Professional Responsibility



Questions?

