

## Community Equity Council

### Community Listening Circle 1 – April 17<sup>th</sup>

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**Community:** Ottawa Police Services community

- OPS School Resource Members
- OPS Community Police

#### **What are some areas that need strengthening?**

1. Reporting
  - a. There is some frustration by community members around reporting. They do not understand why they have to come in to report? Also, why do they have to do it on line?
2. Community members do not always understand that there is a complaint process or what the process is.
3. We are expected to be an expert on many subjects that the community is facing and be able to work with a very diverse community.
  - a. We do not always have the skills or the expertise.
  - b. There is a lot of cultural nuance that many of us will not know or have been exposed to.
  - c. There are generational differences within cultures because different generations have been exposed to different approaches to policing.
  - d. There are community members with mental health issues.
4. Community members express that they want more community policing and they miss building a relationship with a specific police officer or officers in their neighbourhood.
  - a. If we do a good job building relationships and building trust it is not measured in any formal way within the OPS. It is actually not part of our performance management system. We recognize and reward what we value.
5. In some situations. it would not matter how good the police response is. We are perceived as not being deserving of respect.
  - a. We are expected to treat each person in a way that we would want to be treated. It is hard to go to the door to see if everyone is safe in the house and to be spit on.
6. Most people do not really think about us until they need us. They are indifferent to how policing is done and the context of policing today until they need us.
7. The impact of social media on our ability to do our job is significant.

- a. If something happens in the United States or anywhere in Canada, we are connected to it and have to wear it.
  - b. We know that some communities have lost confidence in the police force.
8. We have to look at where the mistrust is coming from in community towards the police:
  - a. Suspicious of all systems of authority.
  - b. Have not experienced a respectful relationship by any police officer anywhere. (not necessarily in Ottawa)
  - c. The justice system has made decisions and the police get linked to it. (Colton Bouchie case in Saskatchewan).
9. OPS members need to have the time to engage with people well before an incident occurs.