




HAMILTON POLICE SERVICE

INFORMATION REPORT

TO:	Chair and Members Hamilton Police Services Board
BOARD MEETING DATE:	April 28, 2022
SUBJECT:	2021 Year End Report – Professional Standards Branch
REPORT NUMBER:	22-037
SUBMITTED BY:	Frank Bergen, Chief of Police
SIGNATURE:	

EXECUTIVE SUMMARY

The Ontario Police Services Act Regulation 3/99 requires the submission of an annual report for the Board relating to public complaints. The attached *Professional Standards Branch Annual Report for 2021* is attached in compliance with the Regulation.

INFORMATION

The *Professional Standards Branch Annual Report 2021* provides an overview of all public complaints, Service complaints and internal investigations including workplace harassment, SIU investigations and their outcomes for 2021. Further, the report also includes areas of risk such as police involved motor vehicle collisions and officer involved pursuits.

Commendations for officers, citizen awards and letters of appreciation are also outlined in this Report.

APPENDICES AND SCHEDULES ATTACHED:

Appendix A – Professional Standards Branch Annual Report 2021

FB/W. Mason

cc: Paul Hamilton, Deputy Chief – Support
Will Mason, Superintendent – Professional Development Division

Vision: To be a trusted partner in delivering public safety.

Mission: To serve and protect in partnership with our communities.

Our Values: Compassionate, Dedicated, Inclusive, Integrity, Innovative, Professional, Teamwork



Hamilton Police Service
Professional Standards Branch

Annual Report 2021

Professional Standards Branch

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Professional Standards Branch

Preface

This report is prepared in accordance with Ontario Regulation 3/99 of the *Police Services Act*. It is a comparative statistical analysis of all complaints received and investigated during 2021, as well as a compilation of relevant Risk Management data for the same year.

The statistical information included in the 2021 Professional Standards Branch Annual Report was compiled with data obtained from the following sources:

Statistical Sources

- Professional Standards Branch Data base
- Internal Affairs Professional Standards Records Management System (IAPro)
- Chief's Office
- Human Resources
- Special Investigations Unit Liaison
- 2020 Professional Standards Branch Annual Report

Definitions

Professional Development Division (PDD)

A division of the Hamilton Police Service responsible for Professional Standards, Risk Management, Policy Development, Business Planning, Quality Assurance and Training. When required, the branches of the PDD work together to examine and assess organizational needs and devise action plans to further enhance work performance. In 2021, the PDD was managed by Superintendent Nancy Goodes-Ritchie until her retirement in June when Superintendent Will Mason assumed the role.

Professional Standards Branch (PSB)

PSB is responsible for investigating and facilitating the resolution of both internal (Chief) and external (public) complaints in an impartial and professional manner, pursuant to the *Police Services Act*. The PSB acts as the liaison for the investigation of complaints referred by the Office of Independent Police Review Director (OIPRD). Additionally, this branch of the PDD investigates human rights complaints, civilian employee complaints, labour law complaints, Workplace Violence and Harassment and Special Investigations Unit (SIU) Section 11 reviews. The PSB is staffed by three Sergeants and one Staff Sergeant.

Professional Standards Branch

Risk Management

The Risk Management Branch of PDD is responsible for the identification and evaluation of risks and the development, selection and implementation of control measures that change outcomes. The Risk Manager currently handles the McNeil disclosure file and weekly tips for Hamilton Police Service members on current and risk related topics. Additionally, the Risk Manager assesses Police Service Motor Vehicle Collisions (MVC), member Red Light Camera (RLC) infractions, member Missed Court (MC) attendances; and Automatic Speed Enforcement camera (ASE) infractions. The Risk Management Branch is staffed by one Inspector.

Office of Independent Police Review Director (OIPRD)

The OIPRD receives, manages and oversees all complaints about police in Ontario.¹ They are a civilian oversight agency that accepts complaints about the conduct of police officers and/or the policies and services of a police service. In addition to processing and investigating public complaints, the OIPRD administers the Ontario public complaints system.

Special Investigations Unit (SIU)

The SIU is a civilian law enforcement agency that has jurisdiction over municipal, regional and provincial police officers, as well as special constables employed by the Niagara Parks Commission and peace officers with the legislative Proective Service. The SIU Director may cause a criminal investigation to be conducted into any incident in which any of the following occurs, if the incident may have resulted from criminal conduct by an official: The death of a person, the serious injury of a person, the discharge of a firearm at a person, the sexual assault of a person, as reported by the person. The legislative framework for the SIU is set out in the *Special Investigations Unit Act, 2019*.²

Internal Affairs Professional Standards Software (IAPro)

IAPro is a Professional Standards software used by the PDD to efficiently handle citizen complaints, administrative investigations, use-of-force reporting, and other types of incidents, while providing the means to identify and analyze areas of concern.³

Section 11 Investigations

The Chief of Police is legislated under Section 11 (s.11) of Ontario Regulation 267/10, to cause an administrative investigation to be conducted into any incident of which the SIU is notified.⁴ The investigation reviews the conduct of the involved police officer(s), as well as the policies and/or services provided by the Hamilton Police Service.

¹ Queen's Printer for Ontario, 2021, *Office of Independent Police Review Director*, www.oiprd.on.ca

² Queen's Printer for Ontario, 2020, *Special Investigations Unit*, www.siu.on.ca

³ CI Technologies, 2020, *IAPro*, www.iapro.com

⁴ *Police Service Act, 2011, Ontario Regulation 267/10, Conduct and Duties of Police Officers Respecting Investigations by the Special Investigations Unit*, www.e-laws.gov.on.ca

Professional Standards Branch

Executive Summary

The Professional Standards Branch and Risk Management Branch saw a productive year in 2021. Although Public complaints from the OIPRD experienced a slight increase over 2020, the number of OIPRD complaints that were screened out in 2021 increased significantly. Internal conduct investigations saw an increase from 2020. In addition, the HPS investigated one external agency OIPRD complaint in 2021.

In 2021, the Hamilton Police Service created 334,893 Computer Aided Dispatch (CAD) events, yet only 173 public complaints were made to the OIPRD in total, representing just 0.05% of public contacts. This included 157 conduct complaints (proceeding & screened out), 2 policy complaints, 9 service complaints and 6 early resolutions. Of the 157 conduct complaints, 56 were screened in for investigation by PSB.

In 2021, the HPS created 334,893 CAD events.

The HPS received only 173 public complaints, this represents just 0.05% of all calls.

In 2021, Red Light Camera Violations increased by 16, or 52%

Discreditable Conduct was the most common allegation of misconduct at 25 counts, followed by Neglect of Duty at 17 counts, Excessive Force at 13 counts, and Unlawful Arrest at 1 count. It should be noted that the OIPRD does not screen out any Excessive Force complaints. Of the 56 conduct investigations, only 4 cases resulted in a finding of misconduct. Of the 9 Service Complaints, 2 were not proceeding, 2 were withdrawn, 3 were unsubstantiated and 2 were concluded informally. There were 2 policy related complaints in 2021. An OIPRD request for review was requested 3 times by a complainant in 2021. Two HPS decisions were upheld by the OIPRD. The third is still under review. In 2020, 4 OIPRD reviews were requested. The four HPS decisions were upheld by the OIPRD.

A total of 198 internal complaints were filed in 2021, representing the same number as 2020. Red Light Camera (RLC) violations increased by 16, or 52%. Motor Vehicle Collisions (MVC) decreased by 14, or 12%; while Missed Court (MC) saw no change from 2020. Automatic Speed Enforcement came into effect in 2020, with violations representing 8% of the total internal complaints in 2021. Of the total internal complaints came 210 specific allegations of misconduct. Damage to Clothing/Equipment was the most frequent form of misconduct followed by Discreditable Conduct. Damage to Clothing/Equipment includes all major and minor police service collisions, and in some instances, multiple allegations per complaint. There were 6 complaints and/or allegations of workplace harassment in 2021. Four of the allegations have been unsubstantiated, one has been substantiated and one concluded with the member resigning before the conclusion of the investigation. Excluding MC, MVC, and RLC violations, 46% of the remaining 28 chief's complaints have resulted in substantiated misconduct, 12 of the 28 investigations are ongoing.

Professional Standards Branch

The SIU invoked its mandate to investigate 21 reported incidents in 2021. Of the 21 investigations, 8 were concluded by memo after a preliminary inquiry, and 13 became formal investigations. Out of the 13 investigations, 10 were concluded with no reasonable grounds to believe that the subject officers committed a criminal offence. The remaining 2 investigations are pending the SIU Director's decision and one was concluded by Criminal Charge. The subsequent provincially mandated Section 11 investigations completed by the PSB in relation to 10 of the concluded investigations, determined that all HPS policy and procedures were adhered to and no further action was required.

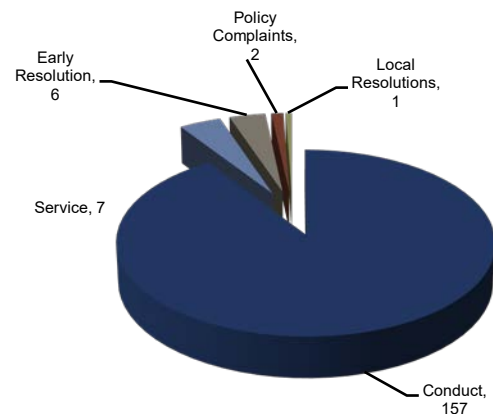
A total of 43 Fail to Stop reports were submitted for 2021. This is a decrease of 12 reports, or 22% from the previous year. Pursuits were initiated in 31 (72%) of the incidents where a Fail to Stop report was submitted. Officers did not engage in a pursuit 12 times. Of the total Fail to Stop reports, 26 were for *Criminal Code* violations, 16 for *Highway Traffic Act* violations and one "Other". In 2021, 1 MVC occurred as a direct result of officer initiated pursuits compared to 0 in 2020. There were no known pursuit related injuries.

The Hamilton Police Service received 38 Good News letters in 2021. The Service issued 33 letters of recognition to members of the public and a total of 96 commendations to HPS members for exemplary service. Additionally, 15 members were awarded Member of the Month, and 0 members received the Chief's Pride Award.

Public Complaints

In 2021, the Hamilton Police Service created 334, 893 CAD events. Only 173 complaints were made to the OIPRD regarding the Hamilton Police Service, representing 0.05% of all calls. This is a very low number of complaints from the public given the frequency of contact and interactions the public had with members of our Service.

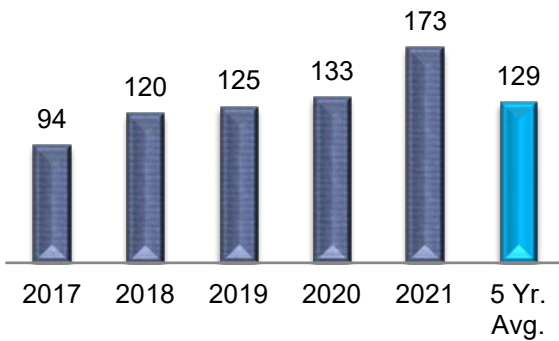
Of the 173 complaint submissions, 157 were related to officer conduct, 9 were classified as a service complaints, 2 were policy complaints, 1 was External and 6 were screened for Early Resolution (ER). It should be noted that an Early Resolution is a confidential process for less serious complaints that provides an opportunity to voluntarily resolve complaints before they are formally screened under the *Police Services Act*.⁵ A local resolution is a process where complaints are made directly with the HPS and a resolution is agreed upon by the involved parties.⁶



⁵ Queen's Printer for Ontario, 2021, Office of Independent Police Review Director – Customer Service Resolutions, www.oiprd.on.ca

Professional Standards Branch

Public Complaints



The OIPRD screened in 71 of the 173 complaints, which constitutes 41% of the original public complaints. This includes conduct complaints, early resolutions, policy complaints and service complaints. The average number of public complaints between 2017 and 2021 was 129. In 2021, the OIPRD experienced an increase of 10% from the previous five-year average. The percentage of complaints screened in by the OIPRD increased by 30%.

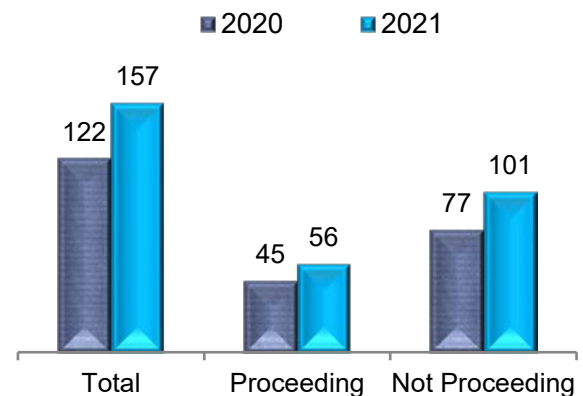
Conduct Complaints

When the behaviour of a police officer is formally questioned by a member of the public, the OIPRD classifies this as a conduct complaint.⁷ Of the 157 conduct complaints, 56 were ultimately screened in by the OIPRD for investigation. The OIPRD determined that police investigation was not required for the remaining 101 submissions based on legislated criteria such as:

- the complaint is better dealt with under another law or act
- the complaint is frivolous – trivial or lacks an air of reality
- the complaint is not in the public interest
- the complaint is made over six months after the incident⁸

Comparing the 2021 conduct complaint data to that of 2020, reveals that there was a 31% increase in these types of complaint submissions to the OIPRD. However, the number of complaints, regarding conduct, screened in was 24% higher when compared to that of 2020.

Conduct Complaints



Allegations of Misconduct

The *Police Services Act Code of Conduct* is used by the HPS as the basis for classifying conduct complaints. Neglect of Duty and Excessive Force allegations increased from 2020 to 2021. It is important to point out that the OIPRD does not screen out Excessive Force allegations. Discreditable Conduct and Neglect of Duty represented the most common types of complaints made in 2021 at 75%. The number of complaints regarding Excessive Force represented the third greatest type, and saw an increase of 44% from 2020.

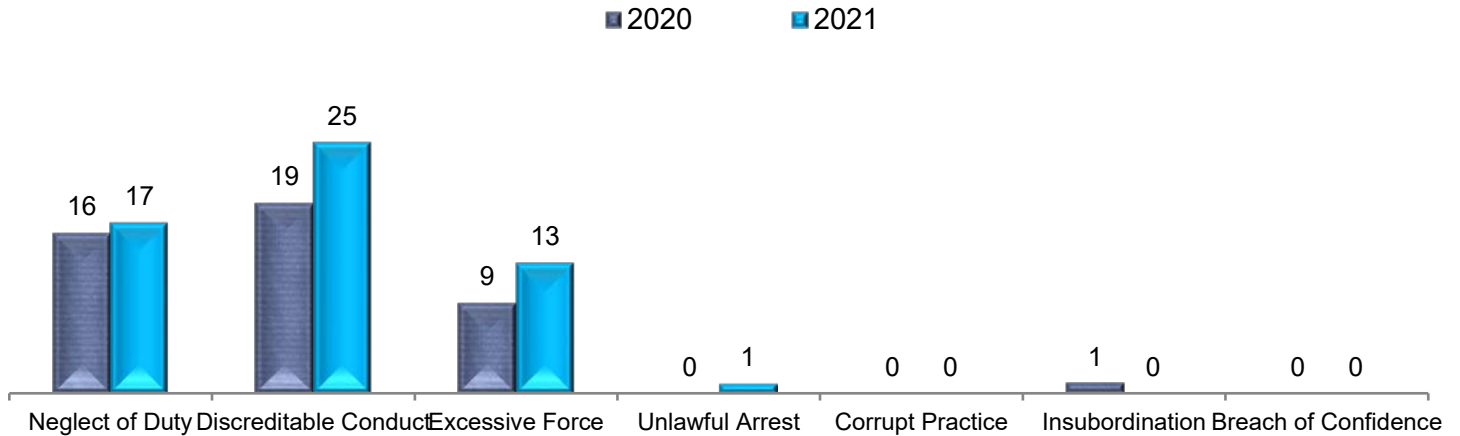
⁶ Queen's Printer for Ontario, 2021, Office of Independent Police Review Director – Local Resolutions, www.oiprd.on.ca

⁷ Queen's Printer for Ontario, 2021, Office of Independent Police Review Director – Complaints, www.oiprd.on.ca

⁸ Queen's Printer for Ontario, 2021, Office of Independent Police Review Director – Screening Complaints, www.oiprd.on.ca

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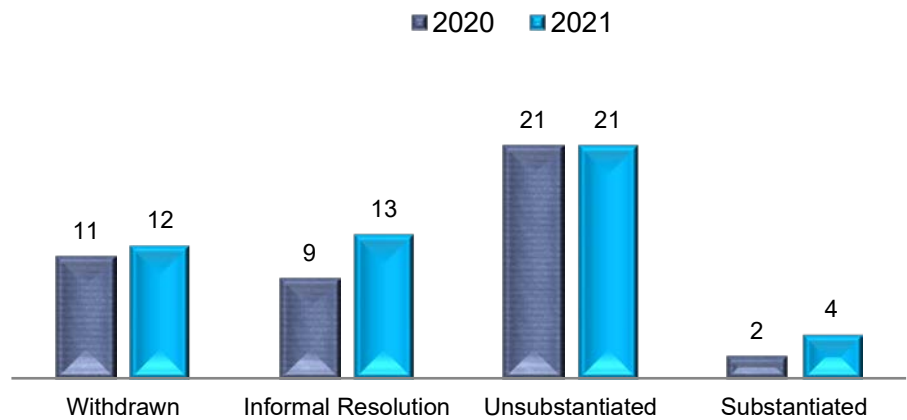
Conduct Complaints Proceeding by Allegation



Disposition of Conduct Complaints

Of the 56 officer conduct investigations, 12 complainants voluntarily withdrew their complaints based on subsequent information provided to them. At the preliminary stages, 13 were resolved by informal resolution, and 21 allegations of officer misconduct were unsubstantiated by investigators. Only 4 of the original 56 conduct complaints resulted in a finding of misconduct on behalf of the officer, with penalty to be implemented pursuant to the *Hamilton Police Service Discipline Policy*. As of February 9, 2022, 6 of the investigations remain open.

Disposition of Investigated Conduct Complaints

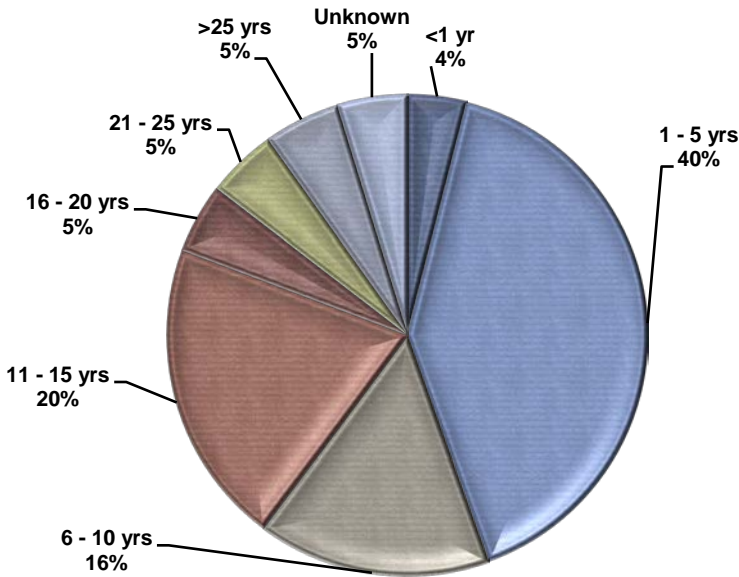


Demographics of Conduct Complaints

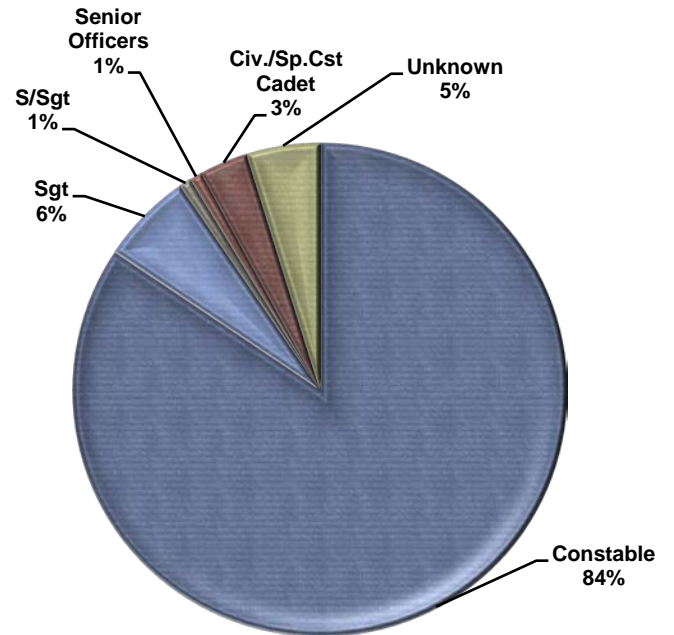
Most conduct complaints involve officers with 1-5 years of experience, as they are typically less experienced uniform police officers who have the highest frequency of contact with members of the public. When looking at the rank of a subject officer, the greatest number of public complaints are made regarding Constables. Similarly, Constables have the most interaction with the general public.

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Years of Service of Subject Officer



Rank of Subject Officer



Service Complaints / Policy Complaints

Service complaints relate to a specific policy and/or processes of the Hamilton Police Service. In 2021, there were 9 service complaints filed against the HPS. Of the 9 service complaints, 2 were deemed by the OIPRD not to be in the public interest, or the complainant was not effected by the alleged conduct, 2 were withdrawn by the complainant, 2 resolved in an Informal Resolution and 3 were deemed unsubstantiated.

Public Complaint Reviews

In the circumstance that a complainant is not satisfied with the outcome of a complaint investigation, they may request a review by the OIPRD. Complainants have 30 days from the day they are notified of the results to make this request. Once the OIPRD has received the file from the police, they will assess the investigation and determine if the decision is appropriate.⁹

In 2021, the Hamilton Police Service received 3 requests from complainants for an OIPRD review. Two HPS decisions were upheld by the OIPRD. The third is still under review.

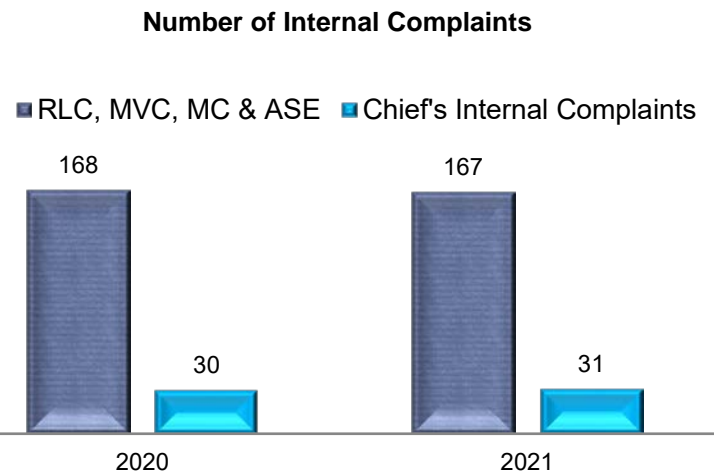
⁹ Queen's Printer for Ontario, 2021, Office of Independent Police Review Director – Request a Review, www.oiprd.on.ca

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Internal Complaints

Pursuant to the *Police Services Act*, the Chief may cause an investigation to be conducted in relation to the conduct of a police officer employed by the Service. These internal complaints are typically initiated by an HPS member or supervisor. The findings of the investigation are provided to the Chief in a written report and where required, discipline is implemented pursuant to the *Hamilton Police Service Discipline Policy*.

With respect to these investigations, the Chief of Police has separated simple violations such as Red Light Camera violations (RLC), Motor Vehicle Collisions (MVC), Missed Court (MC) and Automatic Speed Enforcement (ASE) to be investigated by Divisional Commanders. More complex member conduct investigations are investigated by the PSB. These are referred to as a Chief's Internal Complaint.



A total of 198 internal complaints were filed in 2021; same as in 2020. Specifically, RLC and MVC's saw an decrease from 2020 and MC saw no change from the previous year, in part due to the closure of Courts during the pandemic and the move to virtual appearances by the Officers. Automatic Speed Enforcement (ASE) cameras, which were new for 2020, accounted for 15 of the 198 internal complaints. In addition, there were 47 RLC incidents, 105 MVC incidents with 54 of those deeming the officer at fault, while the remaining 51 MVC's were deemed non-preventable.

Allegations of Misconduct

The internal complaints filed in 2021 yielded 210 specific allegations of misconduct. The number of allegations compared to complaints is larger because a single complaint may include multiple HPS members and/or multiple allegations per member. Of the various classifications of alleged misconduct, Damage to Clothing/Equipment was the most frequent at 127 allegations. Damage to Clothing/Equipment is extremely broad and includes all police service collisions, from extremely minor to major and in some instances, multiple allegations per complaint.

Workplace Harassment Investigations

As of December 31st, 2021, the Hamilton Police Service has 833 Sworn members and 314 Civilian full and part-time members and is committed to providing a respectful work environment in which all individuals are treated with respect and dignity, are able to contribute fully and have equal opportunities for all.

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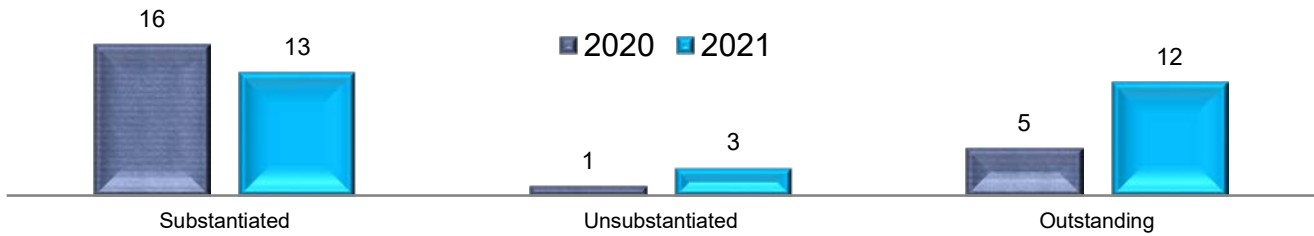
Harassment or discrimination is not tolerated in the workplace and all complaints of this nature are investigated thoroughly and in a timely manner.

In 2021, there were 6 complaints and/or allegations of workplace harassment. One allegation was substantiated, four were unsubstantiated and one investigation ended when the Respondent resigned. There were eight reported complaints of harassment in 2020.

Chief's Internal Complaints

Of the 28 internal complaint investigations (exclusive of Harassment Allegations, MC, MVC, and RLC) in 2021, 13, or 46% of the cases of misconduct were substantiated. This is a decrease from 2020 of 3, where 72% of the complaints were substantiated.

Conclusions of Chief's Internal Complaints



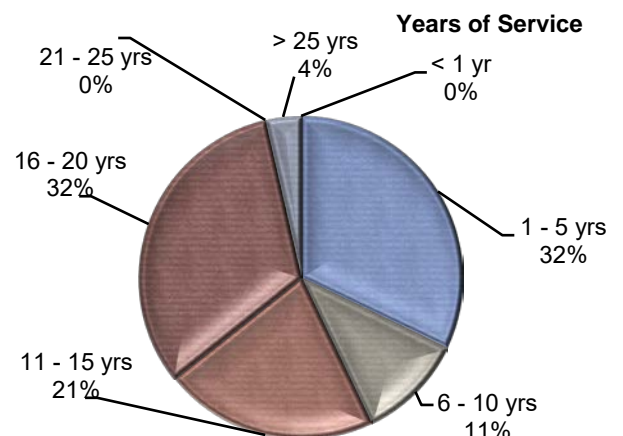
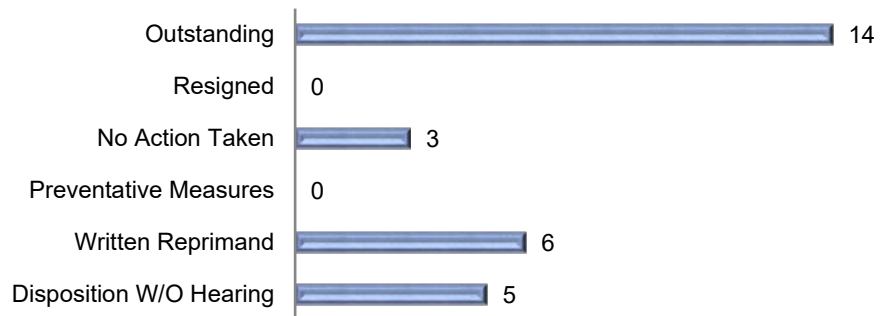
Disposition of Internal Complaints

In the 28 internal investigations, 28 members were identified as subject members. Of the subject members, 11 members received corrective discipline. Discipline without a Hearing was applied to 5 members, Written Reprimands to 6 members and 3 required no further action. Outstanding dispositions, including outstanding criminal matters account for the remaining 14.

Demographics of Internal Complaints

Members with between 1-5 and 16-20 years of service accounted for most internal investigations, while members between 11 and 15 years of service represented the next highest. These two categories alone represent half of the members with allegations of misconduct.

2021 Penalty Dispositions



Professional Standards Branch

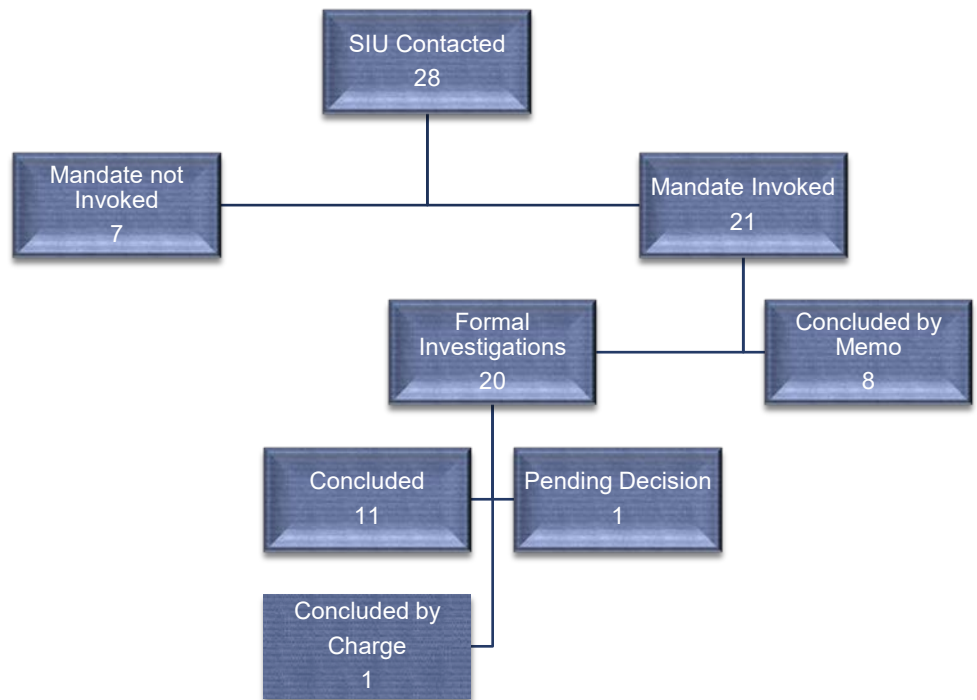
Special Investigations Unit Incidents

In the pursuit of transparency, the Hamilton Police Service notified the Special Investigations Unit (SIU) on 28 occasions in 2021. The SIU invoked its mandate in 21 of the 28 incidents.

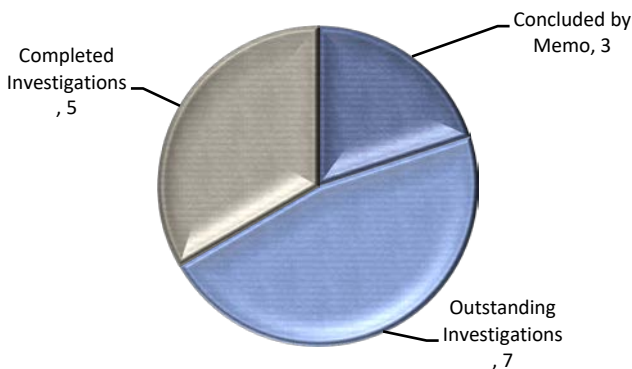
Formal Investigations

Of the 21 SIU investigations, 8 were concluded by memo after the SIU completed a preliminary inquiry and 10 were processed as formal investigations. Out of the 10 investigations, 7 have been concluded. In those incidents, the SIU concluded that reasonable grounds did not exist to believe that the Subject Officer committed a criminal offence. One was concluded by Charge and the remaining 2 investigations are pending the Director's decision.

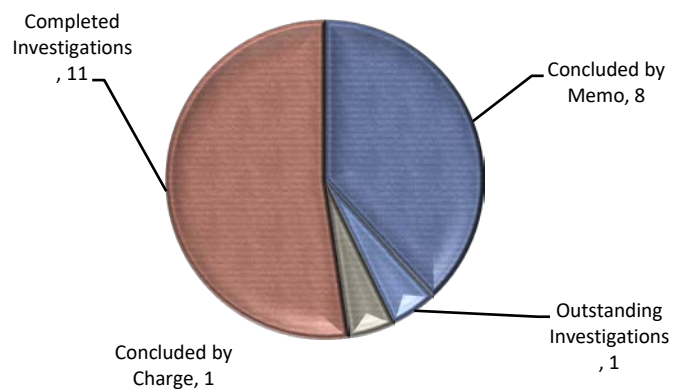
There were 8 less notifications to the SIU in 2020. They invoked their mandate 15 times.



Invoked Investigations 2020



Invoked Investigations 2021

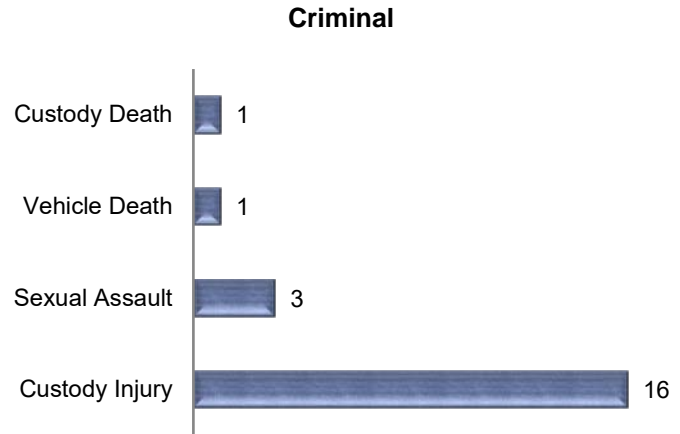


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Criminal Allegations

Out of the 21 incidents where the SIU invoked their mandate in 2021, 16 were classified as a Custody Injury, 3 were classified as a Sexual Assault, 1 was classified as a Vehicle Death and 1 was classified as a Custody Death.

Police custody related injury is the most frequently classified incident involving the SIU. Police Custody Injury and Police Custody Death are not clearly defined and do not specifically mean being physically controlled or being in a custody area of the Hamilton Police Service.



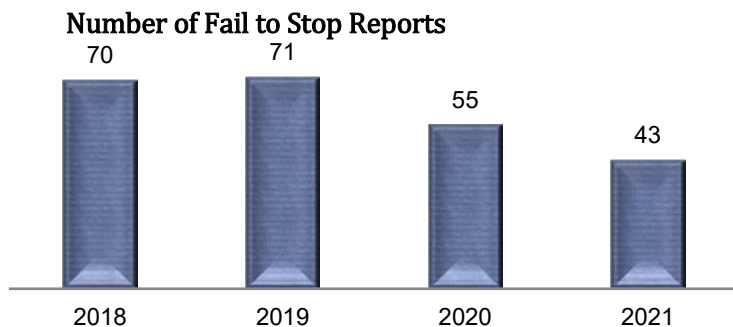
Section 11 Investigations

Ten Section 11 investigations have been completed by the PSB in relation to the nineteen 2021 concluded SIU investigations. The 10 Section 11 Investigations have concluded that all HPS policy and procedures were adhered to and no further action was required on the part of the subject officers or the HPS. There are no outstanding Section 11 investigations for 2020. A Section 11 Investigation is not required when an officer is criminally charged by the SIU.

Risk Management

Suspect Apprehension Pursuits

A suspect apprehension pursuit occurs when a police officer attempts to direct the driver of a motor vehicle to stop. The driver refuses to obey the officer and the officer pursues in a motor vehicle for the purpose of stopping the fleeing motor vehicle or identifying the fleeing motor vehicle or an individual in the fleeing motor vehicle.¹⁰



Fail to Stop Report

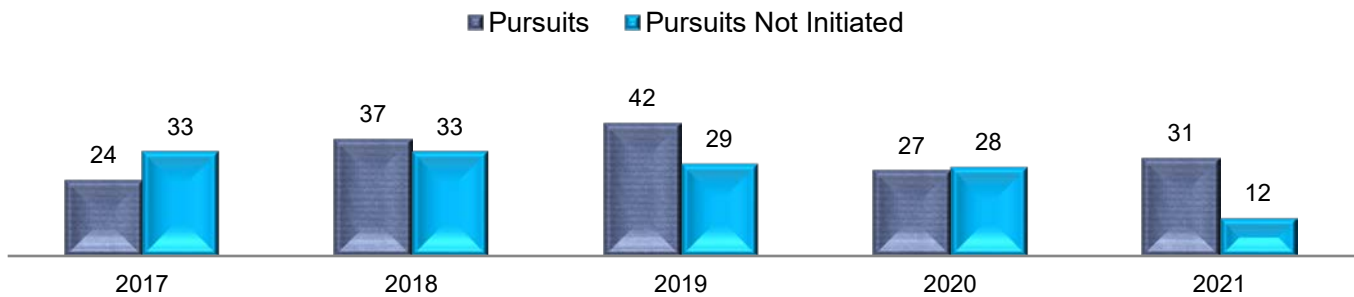
A Fail to Stop report is used by the HPS whenever an officer attempts to stop a motor vehicle and that motor vehicle refuses to stop as directed, whether or not a pursuit is initiated.

¹⁰ Police Service Act, 2011, Ontario Regulation 266/10, Suspect Apprehension Pursuits, www.e-laws.gov.on.ca

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The total number of Fail to Stop reports submitted for 2021 was 43. This is a decrease when compared to 2020. Pursuits were initiated in 31 of the 43 incidents where a Fail to Stop report was submitted.

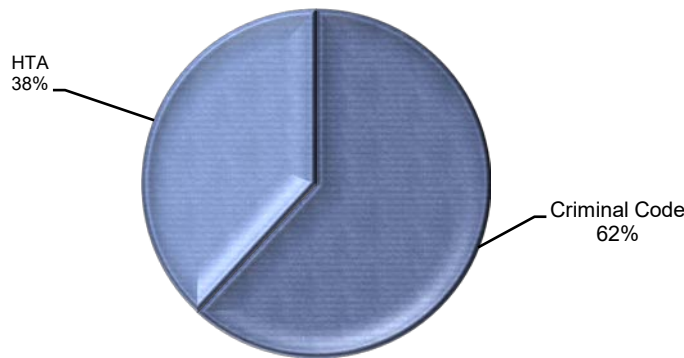
Fail to Stop Report Outcomes



Of 31 initiated pursuits in 2021, 12 were terminated within 1 km, an additional 14 pursuits were terminated within 1-2 km, 5 were terminated within 2-5 km, and none exceeded 10 km.

Of the 43 Fail to Stop reports in 2021, 26 were for *Criminal Code* violations and 16 for *Highway Traffic Act* violations.

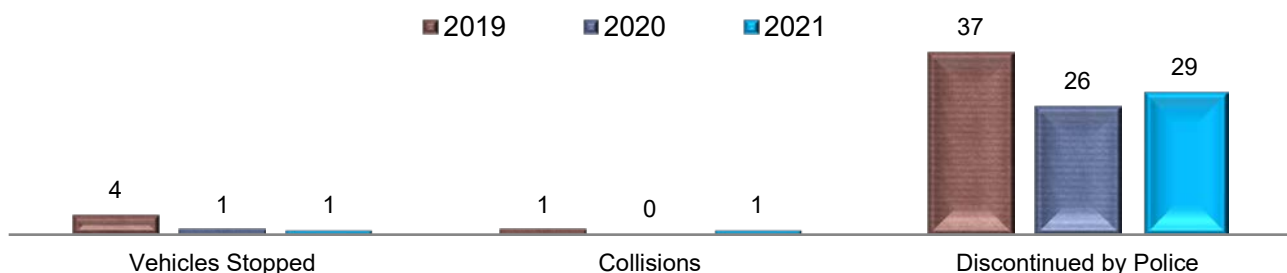
Reason for Pursuit



Pursuit Outcomes

In 2021, officers discontinued 93% of pursuits, which represents 29 of the total 31 pursuits. In 2020, pursuits were discontinued in 26 of the 27 pursuits.

Vehicle Pursuit Outcomes



Professional Standards Branch

Service Comparator

The Hamilton Police Service's number of complaints versus number of members sits at 6% of our total complement which is in line with other Police Services across Ontario.

Training & Training Initiatives

In 2021 Members (Sworn & Civilian) participated in over 11,000 hours in 106 different topics such as diversity and inclusion, mental health awareness, de-escalation practices and other courses which keep our members current with today's issues.

These courses represent training on topics which are relevant to this report however, there are many other additional courses provided to our Members which enhance skills in other areas.

Below is an overview of our annually mandated training courses:

HPS Internal Training 2021

Crisis Intervention Team Training

Mental Health Act Refresher (BLOCK Sept-Dec)

Diversity Training (BLOCK Sept-Dec)

Equity, Diversity & Inclusion (BLOCK Sept-Dec)

2S&LGBTQIA+ (BLOCK Sept-Dec)

Workplace Harassment (Coach Officer Course)

Canadian Centre for Diversity & Inclusion (CCDI) Sessions

Workplace Inclusion for Gender & Sexual Diversity (EGALE)

De-Escalation - Sworn Requalification (Jan-June 2021)

De-Escalation - Sworn Requalification (BLOCK Sept-Dec 2021)

De-Escalation - SpCst/Cadet Requalification (Jan-June 2021)

De-Escalation - SpCst/Cadet Requalification (BLOCK Sept-Dec 2021)

Pre-OPC - Recruit Training: Harassment & Discrimination

Post OPC - Recruit Training: Hate Crime Equity, Diversity & Inclusion 2S&LGBTQIA+

Post OPC - Recruit Use of Force Training: De-Escalation

New Hire Training Academics - SpCst & Cadets (incl. Summons & MAC) Road to Mental Readiness (R2MR)

New Hire Training UOF - SpCst & Cadets (incl. MAC) - De-Escalation

Professional Standards Branch

CPKN E-Learning

2SLGBTQ+	Initial Critical Incident Response (ICIR) - Level 100
AODA Core Modules	Items of Religious Significance: Hindu Religion
AODA Module 2: Information and Communication Standard	Items of Religious Significance: Religion of Islam
AODA Module 3: Employment Standard	Items of Religious Significance: Sikh Religion
AODA Module 4: Design of Public Spaces Standard	Kirpan Accommodation
AODA Module 5: Transportation Standard	Managing Unconscious Bias
Autism Spectrum Disorder	Naloxone Nasal Spray Administration
CBRNE Awareness - Public Safety	NARCAN Nasal Spray Training and Administration
CBRNE Basic - Public Safety	OHRC: Call It Out!
Collection of Identifying Information (COII) Training	Police Ethics and Accountability
Crisis Intervention and De-escalation	Recognition of Emotionally Disturbed Persons
Critical Incident Response Refresher	Reflection on Truth and Reconciliation
Critical Incident Stress Management	The Emotionally Intelligent leader
Cultural Awareness and Humility	Using a Trauma-Informed Approach
Epilepsy and Seizure Response Training for Police Officers	Victim Rights in Canada
Excited Delirium Syndrome (ExDS)	Vol. 090 - Suicide Intervention
Hate and Bias Crime Investigation	Vol. 112/113 - Faith Diversity
Honour Based Violence & Forced Marriage	Workplace Violence, Harassment & Discrimination

Canadian Police College 2021

Advanced Open Source Intelligence
Canadian Internet Child Exploitation
Crisis Negotiator
Critical Incident Commanders Course
Digital Technologies for Investigators
Internet Evidence Analysis
Leading at the Speed of Trust
Organized Crime
Police Explosive Technicians (2 mileages)
Specialized Vehicle Theft Investigative Techniques
Tactical Intelligence Analysis
Using the Internet as an Intelligence Tool

Professional Standards Branch

Ontario Police College 2021

Advanced Footwear Analysis	IC200
Advanced Friction Ridge Analysis	Influential Police Leadership
Basic Bloodstain Pattern Recognition	Investigating Offences Against Children
CEW Master Trainer	IR300
Communications Centre Supervisor	IRD Program at OPC
CPIC Terminal Operator	Managing Investigations Using Powercase
Death Investigations	Managing Investigations Using PowerCase Trainer Workshop
Drug Investigation	OMCM Trainer
Elder Abuse Investigation	OMCM Trainer Workshop
Facilitating Adult Learning	Ontario Major Case Management
Forensic Collection and Recovery of Human Remains	PowerCase for the Command Triangle Trainer
Forensic Identification Officer	Search Warrant
Forensic Shooting Scene Examination	Sexual Assault Investigation
Fraud Investigation	Site Safety Supervisor
Gang Investigators	SOCO
Hate Crime Investigation	SOCO Trainer
Homicide Investigation	Synthetic Drug Operations
Human Trafficking Investigation	Synthetic Drug Operations Recertification
IC Trainer Course	Use of Force Trainer (Toronto Police College)

Commendations and Citizen Awards and Letters

The Hamilton Police Service received 38 Good News letters in 2021. This is reflective of the quality service that our members are providing to our communities. In addition to this recognition by members of the public, the Hamilton Police Service also recognized members of the Service and members of our communities in 2021 through various acknowledgements including:

- Issuance of 33 letters of recognition to members of the public.
- Awarded 15 members with the Member of the Month Award.
- Issuance of 96 commendations to members for exemplary service.



HAMILTON POLICE SERVICE
Together. Stronger. Safer.

Professional Development Division

**Police Services Board Annual
Report**

Supt. Will Mason
January 2022

Professional Development Division

- Professional Standards
- SIU Liaison
- Risk Management
- Business Planning
- Policy Development
- Quality Assurance
- Training Branch

Professional Standards Branch

The background of the slide features a large, faint watermark of the Hamilton Police Service crest. The crest is circular with a crown at the top, a central shield with a maple leaf, and the words 'HAMILTON' and 'POLICE' around the perimeter.

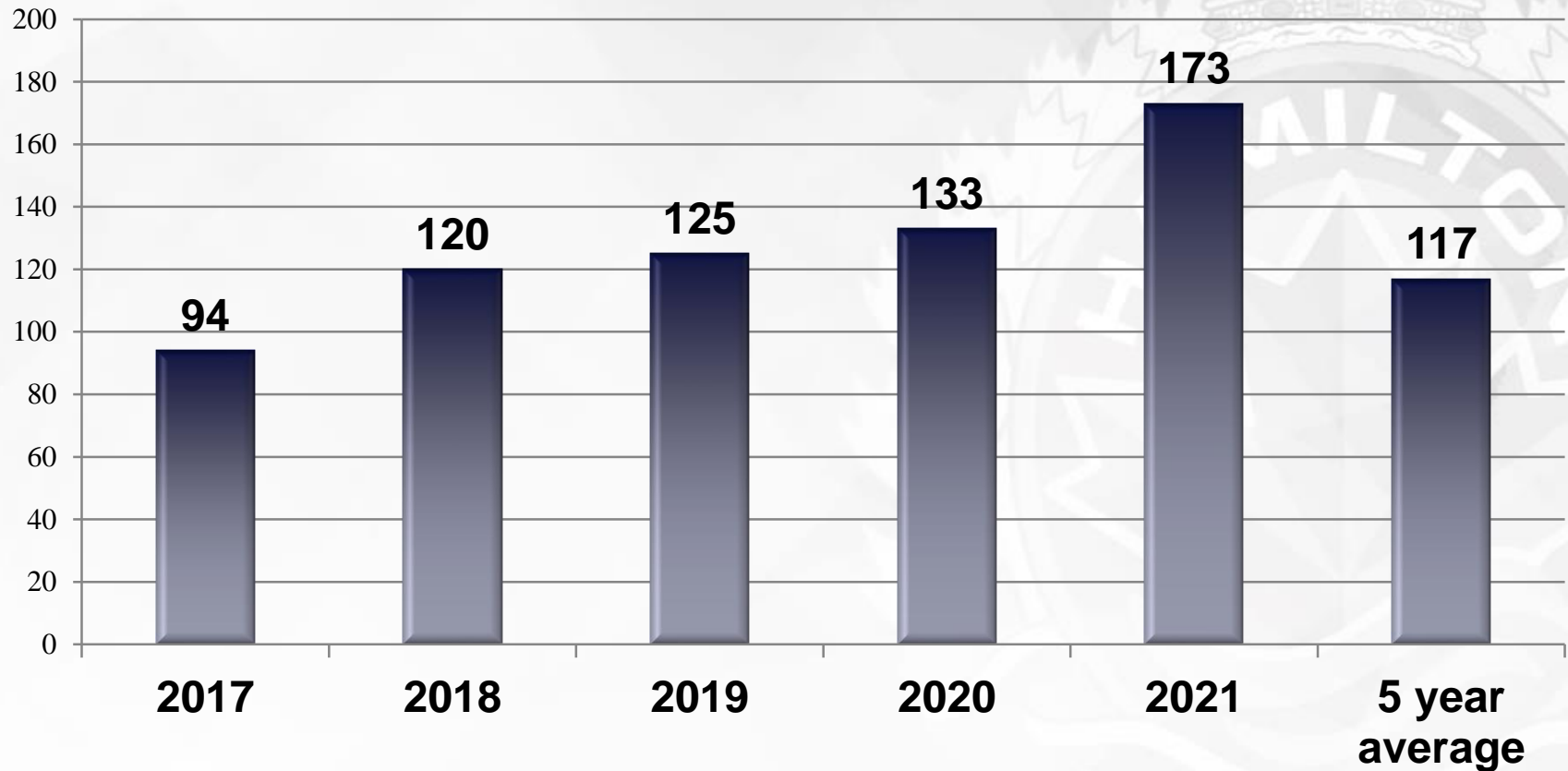
- Investigations from OIPRD
 - Includes conduct, policy and service complaints
- SIU Liaison
- Internal investigations (Chief's Complaints), including Workplace Violence / Harassment complaints

Public Complaints

- In 2021, HPS had **334, 893** CAD generated calls yet only 173 public complaints filed = **0.05%**
- The Hamilton Police Service's number of complaints versus number of members sits at 6% of our total complement which is in line with other Police Services across Ontario.
- Of the 173 complaints the following are the breakdown of complaint types:
 - 157 Conduct complaints
 - 9 Service complaint
 - 2 Policy complaints
 - 6 Early Resolutions
 - However, of the 173 Complaints, only 71 were screened in for investigation

Complaint Averages

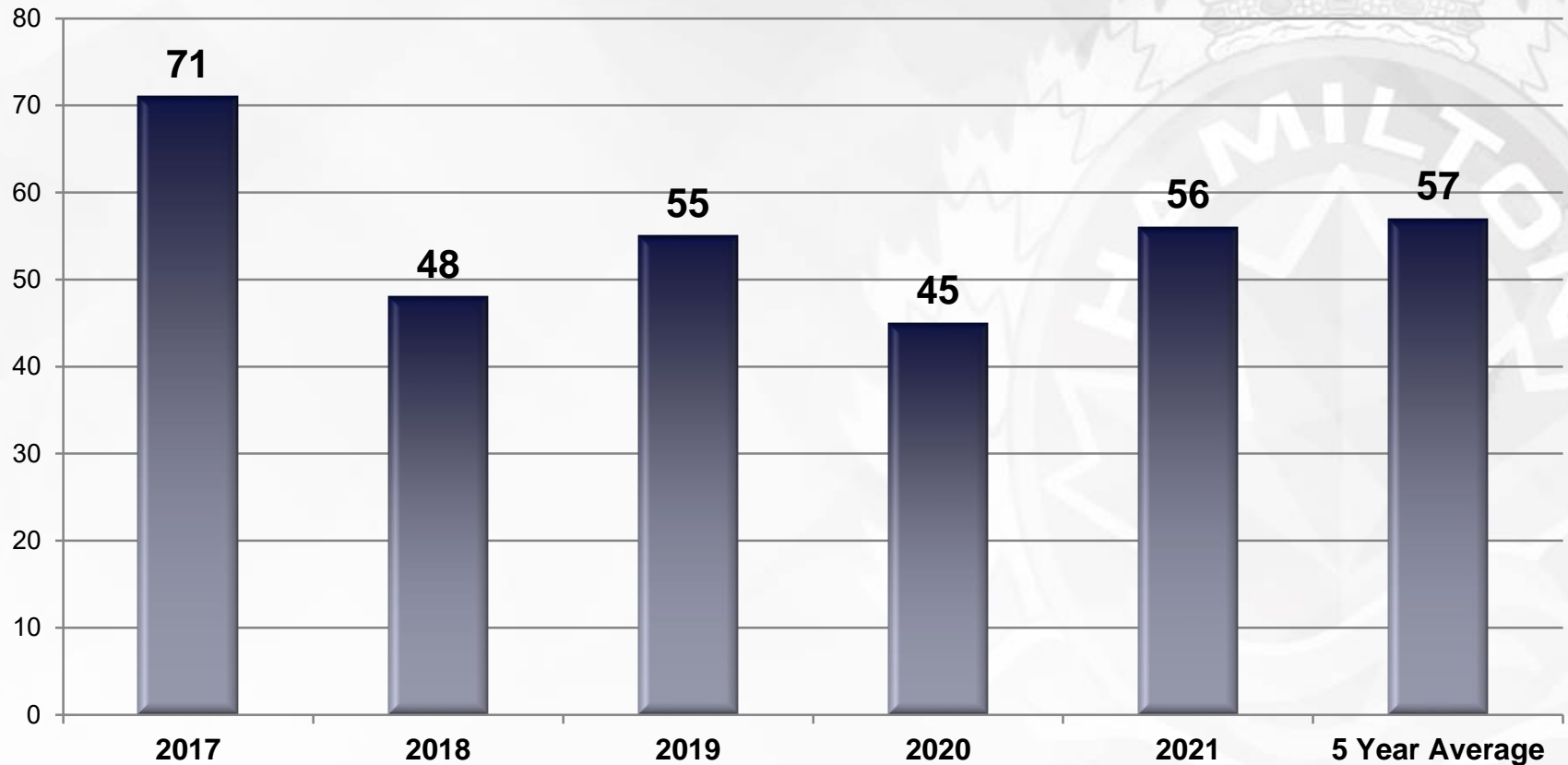
of Total Complaints



* Cumulative of all possible complaints for the year (Service, Policy, Conduct, Customer Service Resolutions)

Complaint Averages

of Screened In Complaints



Percentage of all possible complaints for the year (Service, Policy, Conduct, Customer Service Resolutions)

OIPRD Investigations

- 7 Service Complaints
- 56 Conduct Investigations
 - 12 complaints withdrawn
 - 13 Informal Resolutions
 - 21 complaints unsubstantiated
 - 6 remain open
 - 4 Officer had substantiated discipline
 - 0 Enhanced Mediation

Internal Investigations (Chief's Complaints)

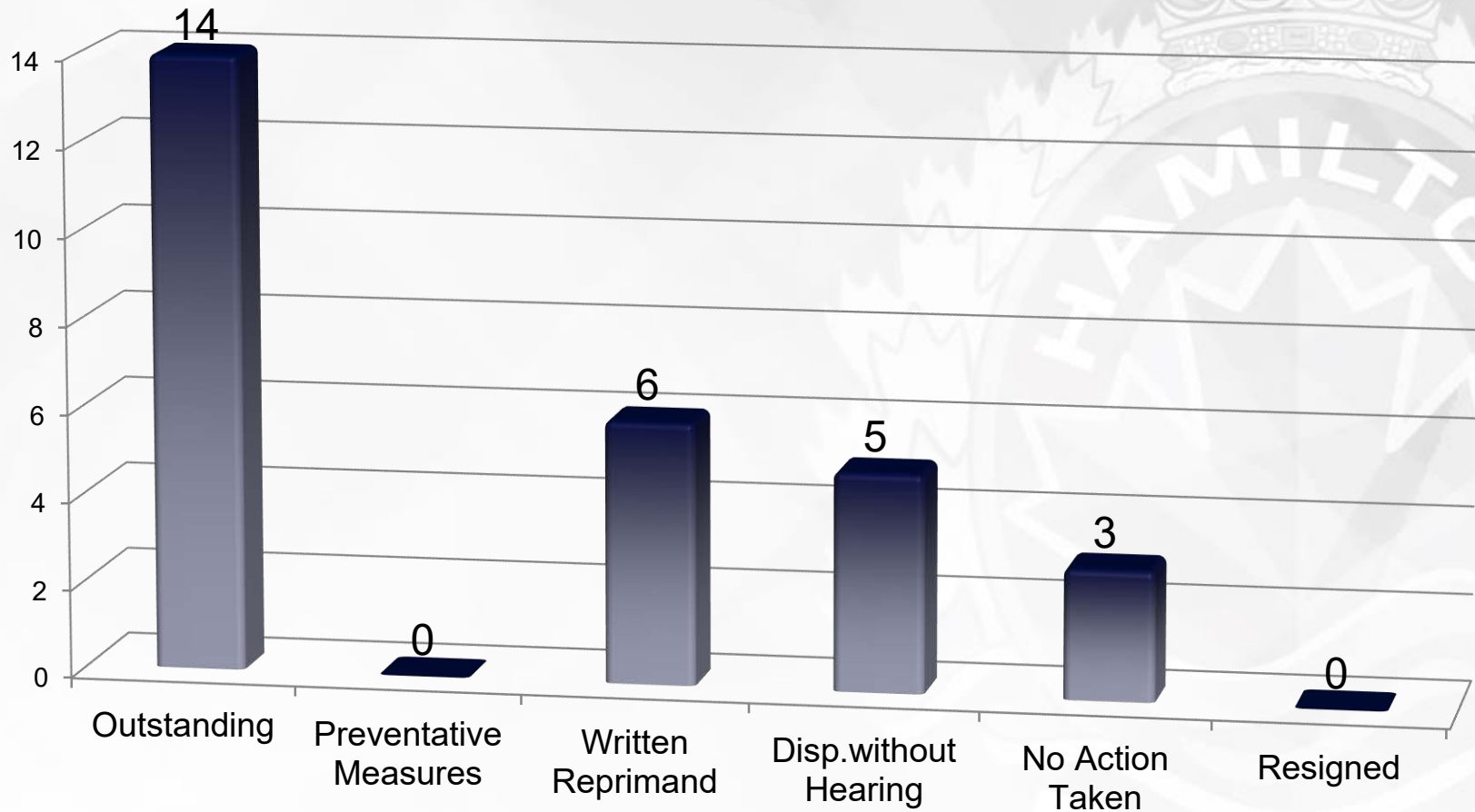
Total of 198 investigations, which includes:

• Motor Vehicle Collisions	105
• Red Light Camera violations	47
• Missed Court	0
• Automatic Speed Enforcement	15
• Workplace Harassment	6
• Other Chief's Complaints	25

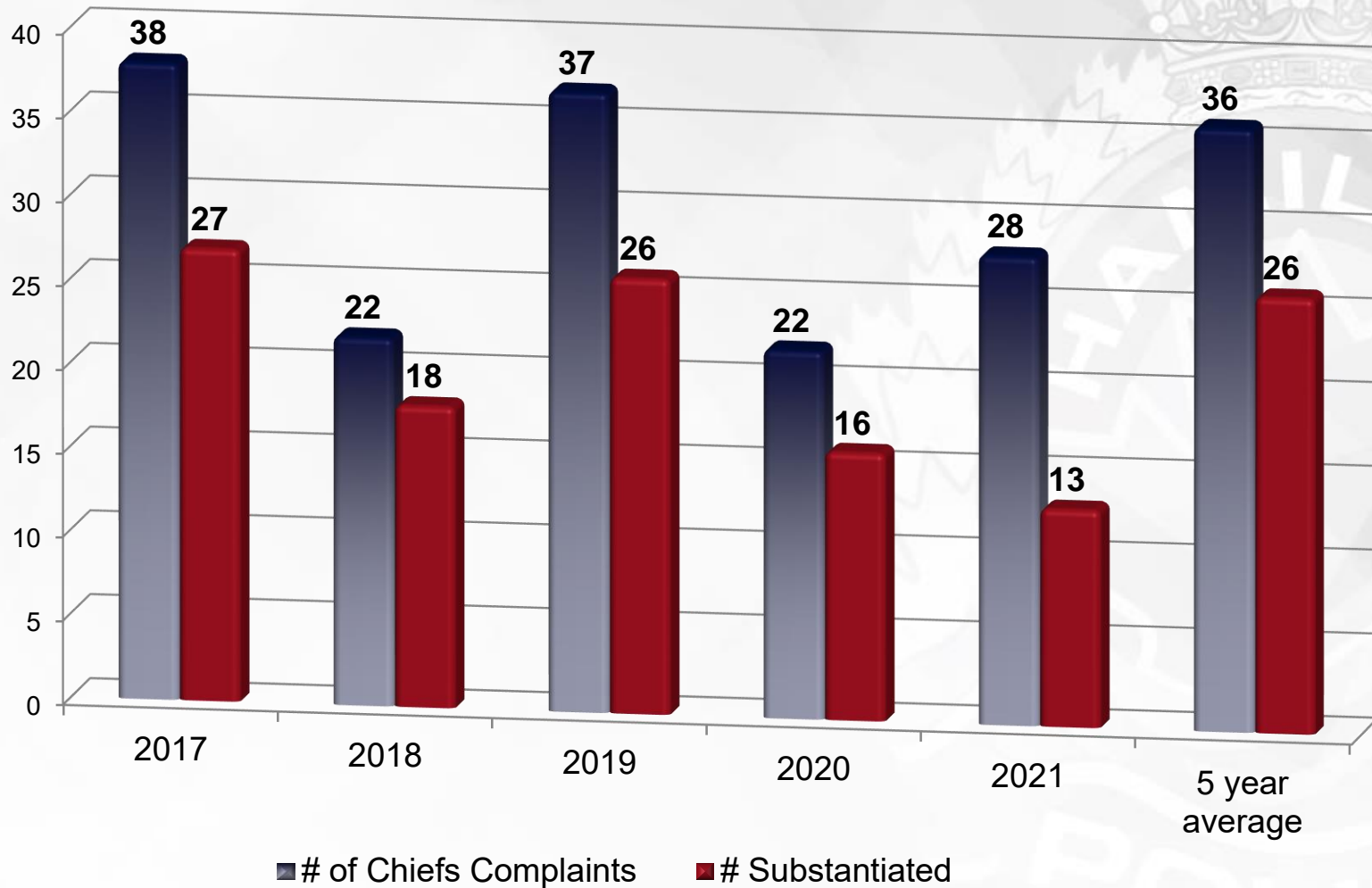
Other Chief's Complaints

- Total of 25 investigations involving **28** members
 - 13 Substantiated
 - 3 Unsubstantiated
 - 12 Outstanding

Chief's Complaints - Penalty Dispositions



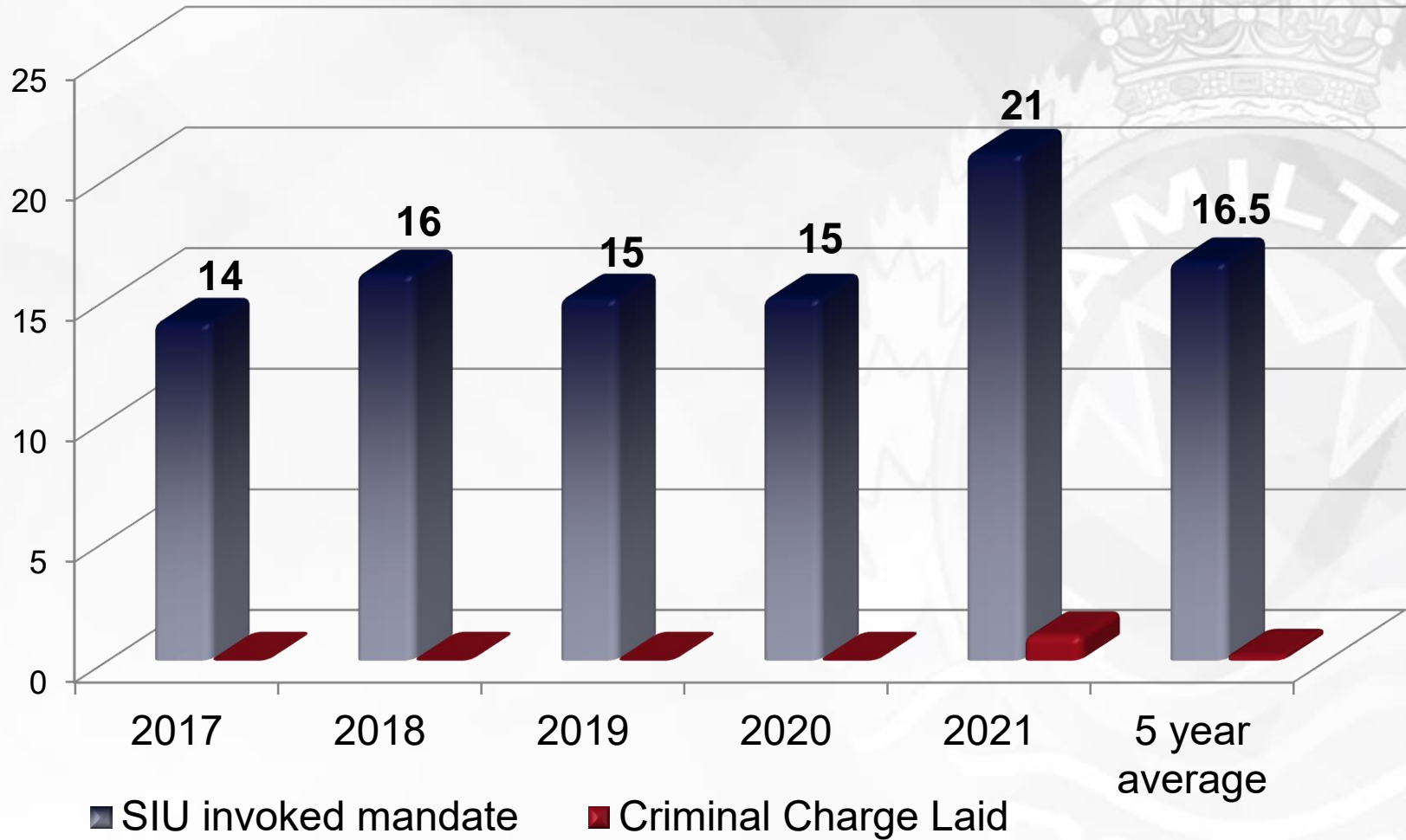
Chief's Complaint Averages



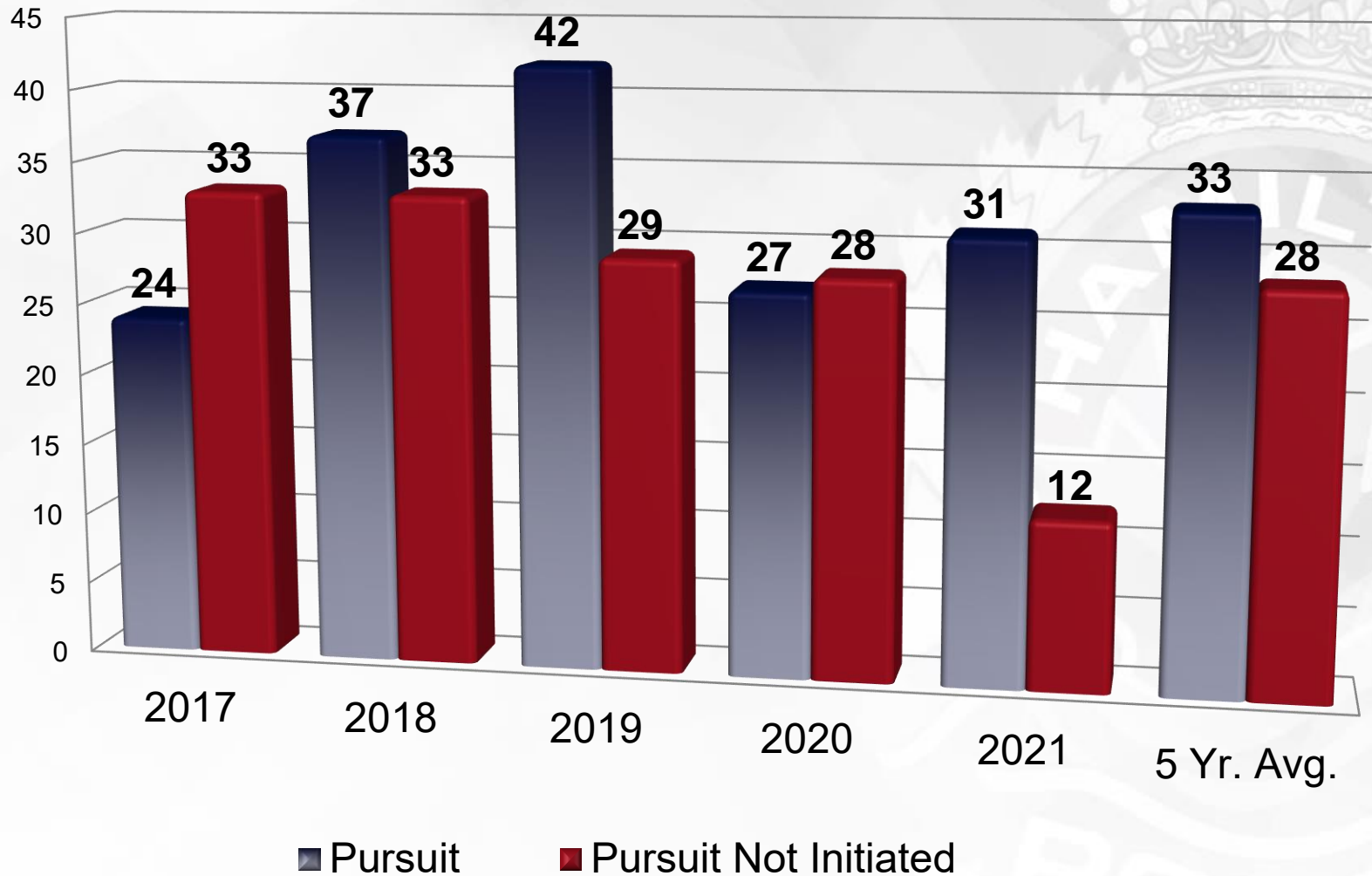
Special Investigations Unit (SIU)

- SIU was notified 28 times and mandate was invoked in 21 of the 28 notifications
 - 8 concluded by memo
 - 10 formal investigations
 - 1 concluded by charge
 - 2 outstanding (at time of report)

SIU Invoked Mandate



Fail to Stop Reports



Training & Training Initiatives

In 2021 Members (Sworn & Civilian) participated in over 11,000 hours in 106 different topics such as diversity and inclusion, mental health awareness, de-escalation practices and other courses which keep our members current with today's issues.

These courses represent training on topics which are relevant to this report however, there are many other additional courses provided to our Members which enhance skills in other areas.

Training & Training Initiatives

HPS Internal Training 2021

Crisis Intervention Team Training

Mental Health Act Refresher (BLOCK Sept-Dec)

Diversity Training (BLOCK Sept-Dec)

Equity, Diversity & Inclusion (BLOCK Sept-Dec)

2S&LGBTQIA+ (BLOCK Sept-Dec)

Workplace Harassment (Coach Officer Course)

Canadian Centre for Diversity & Inclusion (CCDI) Sessions

Workplace Inclusion for Gender & Sexual Diversity (EGALE)

De-Escalation - Sworn Requalification (Jan-June 2021)

De-Escalation - Sworn Requalification (BLOCK Sept-Dec 2021)

De-Escalation - SpCst/Cadet Requalification (Jan-June 2021)

De-Escalation - SpCst/Cadet Requalification (BLOCK Sept-Dec 2021)

Pre-OPC - Recruit Training: Harassment & Discrimination

Post OPC - Recruit Training: Hate Crime Equity, Diversity & Inclusion 2S&LGBTQIA+

Post OPC - Recruit Use of Force Training: De-Escalation

New Hire Training Academics - SpCst & Cadets (incl. Summons & MAC) Road to Mental Readiness (R2MR)

New Hire Training UOF - SpCst & Cadets (incl. MAC) - De-Escalation

Training & Training Initiatives

CPKN E-Learning

2SLGBTQ+

AODA Core Modules

AODA Module 2: Information and Communication Standard

AODA Module 3: Employment Standard

AODA Module 4: Design of Public Spaces Standard

AODA Module 5: Transportation Standard

Autism Spectrum Disorder

CBRNE Awareness - Public Safety

CBRNE Basic - Public Safety

Collection of Identifying Information (COII) Training

Crisis Intervention and De-escalation

Critical Incident Response Refresher

Critical Incident Stress Management

Cultural Awareness and Humility

Epilepsy and Seizure Response Training for Police Officers

Excited Delirium Syndrome (ExDS)

Hate and Bias Crime Investigation

Honour Based Violence & Forced Marriage

Initial Critical Incident Response (ICIR) - Level 100

Items of Religious Significance: Hindu Religion

Items of Religious Significance: Religion of Islam

Items of Religious Significance: Sikh Religion

Kirpan Accommodation

Managing Unconscious Bias

Naloxone Nasal Spray Administration

NARCAN Nasal Spray Training and Administration

OHRC: Call It Out!

Police Ethics and Accountability

Recognition of Emotionally Disturbed Persons

Reflection on Truth and Reconciliation

The Emotionally Intelligent leader

Using a Trauma-Informed Approach

Victim Rights in Canada

Vol. 090 - Suicide Intervention

Vol. 112/113 - Faith Diversity

Workplace Violence, Harassment & Discrimination

Training & Training Initiatives

Canadian Police College 2021

Advanced Open Source Intelligence
Canadian Internet Child Exploitation
Crisis Negotiator
Critical Incident Commanders Course
Digital Technologies for Investigators
Internet Evidence Analysis
Leading at the Speed of Trust
Organized Crime
Police Explosive Technicians (2 mileages)
Specialized Vehicle Theft Investigative Techniques
Tactical Intelligence Analysis
Using the Internet as an Intelligence Tool

Ontario Police College 2021

Advanced Footwear Analysis	IC200
Advanced Friction Ridge Analysis	Influential Police Leadership
Basic Bloodstain Pattern Recognition	Investigating Offences Against Children
CEW Master Trainer	IR300
Communications Centre Supervisor	IRD Program at OPC
CPIC Terminal Operator	Managing Investigations Using Powercase
Death Investigations	Managing Investigations Using PowerCase Trainer Workshop
Drug Investigation	OMCM Trainer
Elder Abuse Investigation	OMCM Trainer Workshop
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Commendations, Awards and Letters

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- HPS received 38 good news letters with compliments of quality service
- Issued 33 letters of recognition to public
- Awarded 15 members with Member of the Month
- Issued 96 commendations to members for exemplary service

Questions?