

John Howard Society of British Columbia

Policing and Public Safety Modernization:

Community-Led Engagement Report

February 2024

Community Reporting Template

ORGANIZATION DETAILS

Contact Information			
Lead Organization/Individual:	John Howard Society of British Columbia (JHSBC)	Dates of Engagement Session(s)	January 29 th to February 2 nd , 2024
Primary Contact Person:	Saniya Khan-Kassam Manager of Programs- Lower Mainland of BC	Location of Engagements (municipality)	Jan 29/24: Abbotsford Jan 30/24: Delta Feb 1/24: Vanderhoof Feb 2/24: Quesnel
Email:	saniya.khankassam@jhsbc.ca	Number of Engagement Session(s)	4
Target Community:	<p>Invitations were distributed to marginalized and racialized individuals who have had lived experience with the police. JHSBC defined lived experience as having past contact with the police or knowing someone who has such as a family member or friend. Members from racialized and/or marginalized populations including BIPOC (Black, Indigenous, People of Color), other ethnic minorities, people experiencing homelessness, refugees, migrants and 2SLGBTQIA+ were invited and encouraged to attend.</p> <p>Additionally, service providers who work directly with clients impacted by policing or have policy related perspectives were invited.</p>	Format of Engagement (e.g. in-person, virtual, webinar, focus group, townhall, other)	In-person engagement sessions were conducted using a World Café format.
Language(s) Offered:	English	Total Number of Participants Engaged	Abbotsford: 10 Delta: 4 Vanderhoof: 13 Quesnel:12

			TOTAL: 39
<p>Please check using an X to indicate which sections your engagements were centered around. Please check all that apply.</p>		<p><input checked="" type="checkbox"/> Your Help – Fundamental Questions <input checked="" type="checkbox"/> Your Voice Your Expertise</p> <ol style="list-style-type: none"> 1. Governance 2. Oversight 3. Police Funding Model 4. Law Enforcement / Public Safety Continuum 5. Training and Assessment 6. Indigenous Policing Models 7. Superintendence 8. Police Model Transitions 9. Organizational Culture and Other Topics 	
<p>Engagement Overview High level description of the engagement initiative, including purpose, intent, focus, participants demographics, cultural considerations, and any other relevant information</p>		<p>Please see the overview below.</p> <p>JHSBC Session Materials:</p> <ul style="list-style-type: none"> • Invitation Flyer • Invitation Flyer- Printable & Low Technology Barrier • Registration Form • Demographic Form • Session Agenda & Discussion Questions <i>*All names have been redacted to respect privacy</i> • Opening PowerPoint Presentation • Participant Question & Answer Sheet • Table Facilitator Recording Sheet • Evaluation Form • Thank You Card <p>Anonymous participant responses and forms:</p> <ul style="list-style-type: none"> • Abbotsford Scanned Responses & Forms • Delta Scanned Responses & Forms • Vanderhoof Scanned Responses & Forms • Quesnel Scanned Responses & Forms 	

Engagement Overview

The John Howard Society of British Columbia (JHSBC) hosted an in-person community-led engagement session in Abbotsford, Delta, Vanderhoof and Quesnel. Each session was three hours and delivered using the World Café format. Venues were selected based on accessibility and well-known public locations. Based on traffic patterns in the Lower Mainland, the Abbotsford and Delta sessions were held in the evening whereas the Northern BC sessions were conducted in the afternoon due to winter road conditions.

To enhance JHSBC's delivery of trauma informed, inclusive and culturally safe sessions, a lead facilitator specialized in working with Indigenous populations was contracted from Mahihkan Management Solutions Inc. Mahihkan's senior engagement manager and the lead facilitator supported JHSBC in the design and delivery of the session and materials. Three JHSBC staff of racially diverse backgrounds and experienced in trauma informed practices were the table facilitators. One of the JHSBC facilitators also acted as the project coordinator. The JHSBC staff and Mahihkan lead facilitator travelled to each of the four locations to conduct sessions.

JHSBC's primary purpose for the sessions was to create space to allow the voices of marginalized and racialized groups in BC to be heard. Sessions were focused on engaging in positive and meaningful discussions with community members while listening to and valuing all participant contributions towards policing and public safety in BC. JHSBC intended to gather multi-perspective community feedback on the intersectionality of policing and complex social issues to increase public safety in BC through improved collaborative, coordinated and preventative measures between sectors and their communities.

JHSBC aimed to have 30 participants at each session. As originally proposed, JHSBC focused on seeking out and inviting individuals with lived experiences from Indigenous, multi-racial groups, members of the 2SLGBTQIA+ community, refugees, migrants and people facing homelessness. Invitations were also distributed to service organizations who directly support these groups. All participants in attendance would receive a \$25 honorarium for their time and contributions. Invitation flyers were distributed to reach the target communities through the following methods:

- Emails were sent to local service organizations to share with their staff, clients and networks
- Telephone calls were made to service organizations, friendship centers and local band offices of the traditional territories where sessions were located
- Word of mouth to community members and Elders
- Social media posts via LinkedIn, Instagram, and Facebook
 - Posts were made in varying community Facebook groups
- Facebook advertisement
- Classified ad on an online newspaper
- Physical distribution of flyers in communities (e.g. libraries, recreation centers, grocery stores, etc.)

Due to low registration for the Delta session, JHSBC extended the invitation to include participants and service providers from Surrey and Richmond.

To ensure the safety of all participants, the venue address was shared with participants after registration. Along with the session address and details, the agenda and discussion questions were shared with participants for transparency of what to expect.

Participants who registered but were then unable to attend were provided with an option to answer the discussion questions via email. These responses are included at the end of this report.

Sessions were designed to engage all participants of varying backgrounds and perspectives in a mutually respectful and safe environment. Each session had three discussion tables with a table facilitator. Sessions were delivered using non-jargon language to accommodate all education and literacy levels and facilitators helped to guide discussions to ensure those with visual and hearing impairments were able to participate equitably. The same agenda and discussion questions were utilized at each session. Discussion questions focused on the sections “Your Help” and “Your Voices”. Additional questions from “Your Expertise” were kept on hand however these questions were not utilized at any of the sessions.

Participants were greeted upon arrival and asked to complete an anonymous demographic form. The sessions began with a welcome, land acknowledgement, introduction of JHSBC and Mahihkan staff, overview and purpose of the session. A statement of privacy was made to inform participants of their confidentiality, voluntary participation, safety considerations made (e.g. no recording of any manner was permitted, no representatives of police or government authorities were invited, etc.) and the outcome of the feedback collected. The lead facilitator delivered an opening presentation to provide an overview of BC’s current policing landscape based on the themes of Police Conduct, Law Enforcement Continuum and Powers and Authorities. After a refreshment break, the breakout discussions began. The lead facilitator guided the group through the focus questions. At each table, the table facilitators wrote down the feedback and experiences shared by participants. Participants were also given alternative options to share their feedback by using the answer form and stationery provided at each table or by emailing JHSBC after the session. At the end of the sessions, participants were asked to complete an anonymous evaluation form prior to receiving their honorarium. All participants were provided with a \$25 honorarium and thank you card for their participation.

Cultural Considerations

Elders and/or Band Council Members were invited from the traditional territories for each session. Land acknowledgements were made at each session. An Elder opened the Vanderhoof and Quesnel sessions with a welcome prayer. JHSBC gifted the Elders with a journal and an honorarium as a gift of appreciation for their time and knowledge.

A traditional First Nations song was performed at the beginning of the Quesnel session by a participant and a JHSBC facilitator. Four additional Elders attended the Quesnel session. The Elders were greeted upon arrival and seated at a table near the front. To show respect, JHSBC acknowledged the presence of all Elders during the introduction.

Key Observations

The following observations were noted by JHSBC for all sessions.

- *Increased frequency of community engagement sessions*
 - Many participants voiced to JHSBC they would like to attend more community sessions of a similar nature in the future to continue addressing social issues impacting their communities including policing. These comments can also be read in the attached evaluation information collected.
- *Extended engagement timeline*
 - Participants voiced that they would have liked to have more notice and time for the session dates. With more time, they felt they could have mobilized more community members to participate. The tight time-lines raised some skepticism about how seriously the Ministry will take the feedback from these sessions.
- *Transparency of feedback collected*
 - A common question voiced by participants was “What’s going to happen next?”. Participants asked what would happen with the feedback they provided. Based on information provided by the Ministry’s lead consultant, JHSBC informed participants that the Ministry would be publishing a comprehensive public report at the end of all engagements. Some participants expressed engagement fatigue, and there was a common concern that their input would have no impact. To partially address these concerns, JHSBC undertook to provide an anonymous summary of each session to the session participants. Several participants asked that the Ministry provide an initiative update in several months’ time regarding how feedback is being implemented. JHSBC would be pleased to share such updates with session attendees.
- *Justice system and correctional services*
 - Participants actively voiced concerns pertaining to the criminal justice system generally, commonly including correctional services and remand centers. Facilitators guided participants back to themes of provincial policing and public safety. This report focuses on summarizing the feedback related to policing in BC. For further insight into comments made about other components of the criminal justice system, please refer to the anonymous and fully detailed participant responses attached to this report.
- *Rural vs urban feedback*
 - There was a notable difference in policing feedback received from rural and urban communities. For example, participants in rural communities voiced the need for recruiting officers who are familiar with rural communities or educating new officers coming from cities on rural social norms. It was noted that the Ministry needs to recognize policing legislation may require different solutions, policies and practices for rural communities than the legislation used for cities.

Participant responses regarding rural policing can be read in the Vanderhoof and Quesnel summary sections.

- *Indigenous feedback*
 - The session in Quesnel had the greatest attendance of Indigenous participants, including five Elders. It was noted that Indigenous experiences shared in all sessions were primarily of negative policing interactions. Feedback offered by Indigenous participants for new policing legislation focused on Indigenous policing models, Elder oversight, increasing the involvement of Indigenous communities in decision making and reforming police training to increase cultural awareness, understanding of historical trauma and negating stereotypes. JHSBC has included separate subtopics in the summary below to ensure all Indigenous responses and the seriousness of issues raised are brought to the Ministry’s attention.

Participant Demographic Data and Session Evaluation

Total number of participants for all sessions: 39

Please note, all anonymous demographic and evaluation forms have been attached to this report.

Session	Number of participants	Link	Notes
Abbotsford	10	Abbotsford: Demographic Information and Evaluation	*9 demographic forms and 10 evaluation forms were completed; one participant chose not to complete the evaluation ratings but wrote a comment.
Delta	4	Delta: Demographic Information and Evaluation	
Vanderhoof	13	Vanderhoof: Demographic Information and Evaluation	*12 demographic forms and 13 evaluation forms were completed
Quesnel	12	Quesnel: Demographic Information and Evaluation	

Please note, all anonymous and fully detailed participant responses have been attached to this report. The following sections summarize the general findings and responses from each session. The experiences and feedback below solely reflect the views of participants.

1. YOUR HELP

1 YOUR HELP – QUESTIONS AND SUMMARY

In this section, the goal is to seek the communities' input on questions below. These are fundamental questions that are highly encouraged to be included in your engagement sessions. The responses of the communities can/may contribute to the creation of legislation. If you have a facilitator, they may provide additional questions to meet the needs of the communities you are engaging with.

QUESTION 1.1: What are the biggest priorities you would like to see reflected in new policing legislation? (e.g., specialized training for police in responding to complex social issues, streamlined oversight of police conduct, evidence-based decision making on policing budgets, etc.)

DISCUSSION SUMMARY: Please include key questions asked, key themes, unique discussion points, where participants agreed and where they disagreed, etc.

Abbotsford:

- Increased police training in the following areas:
 - Mental health and addictions training
 - Trauma and sensitivity training
 - Cultural awareness and sensitivity training
 - Empathy training
 - Provide training for more than six months, police staff should have two year training
 - Specialized training for officers in responding to complex social issues such as mental health crises, domestic violence, homelessness, substance abuse, etc.
 - Identify bias
 - Improve police holistic mental health
 - Require professional development days
 - Increased training would aim to increase de-escalation, use appropriate force and refer people to the relevant services
- Community outreach and involvement
 - Understand the region you are serving
 - Positive engagements with the public and marginalized groups
 - Have a strong social media presence to interact with people
 - Improve public image to improve culture, recruitment and morale (e.g. social media)
 - Only time you see police is when it is negative
 - Increase communications and public relations strategies
 - Increase information sharing and transparency
- Police conduct

- Have a witness (e.g. inability to enter the home or personal space if a person is alone)
- Independent investigations
- Independent civilian review boards
- Body cameras
- Public reporting
- Outside Access to Information and Privacy (ATIP) agency; no information should be kept out in disclosures
- Have special forces/officers to deal with different populations?
- Police accountability
 - Have public audits
 - E.g. many calls don't get tracked
 - Audits of already existing funds
 - Reforms that would increase accountability, transparency and oversight of conduct such as banning chokeholds, required use of body cameras and ending qualified immunity.
 - No legal fees covered for officers who commit an indictable offence
 - Enhance public access to information and data on police activities (e.g. use of force, arrests, complaints, searches, stops, etc.)
 - Increase public input and feedback on policing
- Evidence-based decision making on policing budgets
 - Reallocate funds to community-based programs, social services and alternatives to incarceration
 - Take care of the police and provide training
 - Increase Car 60 funding
 - Deescalates, changes perceptions and teaches police departments better solutions
- Police recruitment and representation
 - Remove barriers for Indigenous people who want to enter into policing
 - Recruit more ethnicities, genders and individuals from underrepresented groups
 - Have diversity in leadership roles
- Address the root cause of crime and violence
 - Involve more community-based interventions, prevention programs and social services
 - Police are not the right people to be dealing with mental health
 - Use data to help promote and share support in communities
 - Build bond between social workers and police
 - Collaborate with community partners and stakeholders
- How are the police final decision makers? (e.g. moving homeless camps)

Delta:

- See people as people!
 - Understand where people come from and why they react as they do

- Can't assume people will open the door with open arms
- Specialized and ongoing training for police officers
 - Increase violence prevention and de-escalation training
 - Trauma informed and client centered approaches
- Humanize the police
- Help new immigrants understand the policing system and ethics around policing
- Police need more support for what they deal with on a regular basis

Vanderhoof:

- Police training
 - Mentor-based training (experienced personnel to do the training)
 - Retirees to support and integrate new RCMP into community and educate on lifestyle, issues, etc.
 - Guidance from senior professionals and senior team leaders
 - Balance education and training with EXPERIENCE
 - Too many police officers are young and don't have enough experience in life
 - Continued training for mental health
 - Trauma training for RCMP
 - De-escalation training
 - Requirements for continuing education
 - Specialized training on complex social and justice issues
- Recognition that rural communities and reservations might require different solutions and policies than cities
- Social and Health Services Collaboration
 - Increase Car 60 Program
 - Mental health should have an outreach
 - Nurse available in every community
 - Police should be given a pathway to refer people to sources in community such as a social worker
 - Help to educate public on these resources as well (e.g. 24-hour crisis line for mental health services, addictions hotline)
 - Increase conversations about these supports within communities and smaller social circles
 - Increase public posters
 - Work with a liaison to help get people the supports they need
 - Integrate the police into the health care interprofessional team
 - Expansion of the mental health act
 - Continued training as healthcare changes around mental health
 - Community victim services
- Public education on policing (e.g. duties, how to report, etc.)
- Streamlined oversight of police conduct
- Policing Model

- Compassion and come more from the heart; be more human
- Help people to get supports instead of putting them in jail
- Increase policing salaries (voiced by one participant)
- Community based support to the RCMP for integration, information, history and local issues.
- Increased community presence and involvement
- Collecting data to support budget allotment for needs (with a specific need on mental health)
- Accountability for police conduct and follow through to increase trust
- Established preventative measures
- Do police and RCMP have the same required training?

Quesnel:

- Reform police funding
 - Defund the police and provide funding for First Nations policing
- Specialized Training
 - Training with all local First Nations (e.g. Carrier, Chilcotin in Quesnel)
 - Be taught by Carrier and Chilcotin people
 - Trauma informed training
 - Violence prevention
 - Respect
- Indigenous Considerations
 - Be aware of our history. Police brought our children to residential schools and to this day bring them to MCFD.
 - Elder insight
 - Utilize resources such as Native Court Workers
 - Increase Native policing liaison workers
 - Have Indigenous people in management or at top level leadership positions
- Increased accountability
 - Body cameras
 - Oversight of police conduct
 - Independent investigations
 - Have clear accountability measures to help put an end to the corruption.
- Community engagement
 - Make an effort to visit and be present in the communities they are serving
 - Increase public education about rights and the law
- Progressive continuum with proper communication and accountability
- Keep police long term to build trust
- Police need to be honest and transparent
- Police conduct
 - Treat people as individuals. Don't group as criminals vs. non criminals.
 - Do proper investigations

- Listen to both sides
- Learn more about people’s character by learning about the community and its members
- Respect people’s rights and privacy laws
 - Don’t share confidential information people provided during interviews with others
- Increase anonymous ways of reporting
- Change the one-sided complaint systems

1 YOUR HELP – QUESTIONS AND SUMMARY

In this section, the goal is to seek the communities’ input on questions below. These are fundamental questions that should be part of your engagement sessions. The responses of the communities can/may contribute to the creation of legislation. If you have a facilitator, they may provide additional questions to meet the needs of the communities you are engaging with.

QUESTION 1.2: What can be considered (e.g., rules, conduct, involvement, processes) **in the new policing legislation that would help build trust between police and the communities they serve?**

DISCUSSION SUMMARY: Please include key questions asked, key themes, unique discussion points, where participants agreed and where they disagreed, etc.

Abbotsford:

- Police conduct:
 - Increase the use of non-confrontational tactics (e.g. flashing lights cause flight or fight response)
 - Officers should provide their name and badge number
 - Follow community led models similar to Norway
 - Professionalism, integrity and respect within the police force
 - Clear and consistent rules for the use of force, body cameras and accountability mechanisms. Rules should be based on evidence-based practices and human rights standards. Clearly communicated with public and officers.
 - Regular monitoring and evaluation of conduct
 - Community orientated policing
 - Move away from military training
- Police funding:
 - Use data to allocate funds (e.g. forensic audit)
 - Unnecessary spending and overspending (e.g. Mr. Big Operation)
 - Funds can be reallocated to community initiatives
- Involvement
 - Be present in community, introduce and educate
 - Implement community policing programs (e.g. neighborhood meetings, foot patrols, joint projects, etc.)
 - Promote community engagement
 - Invite people from different backgrounds to attend police board meetings
 - Make it available to all members of the community
 - Have community representation on boards
 - Have Elder insight
- Processes
 - Adjust language (e.g. avoid terms like “police force” or “law enforcement”)
 - Have satellite offices for Urban Indigenous community support
 - Streamline and improve processes for hiring, training and retaining officers
 - Recruit and retain officers reflecting diversity and values of the communities they serve
 - Adequate and ongoing training for officers
- Accountability
 - Police leadership needs to hold all officers accountable for their actions
 - Take responsibility for the bad things that happened in the past
 - Help open the BC First Nations Justice Council police accountability office
- We have an Indigenous Governor General for the first time
- Can BC, as a province, have more policy on media to have accurate depiction of police and policy issues on major networks?

Delta:

- Respect
- Community involvement
 - Informed approaches: put in the time to learn how to best support people in the community
 - Public perception of police is important with positive interaction
- Harsher punishments for policing misconduct
 - Internal investigations when people feel they have been abused by law enforcement
- Implement mental health team to respond instead of or with police to mental health calls
- Have representation on policing boards from varying sectors. Boards should be facilitated by non-police representation.

Vanderhoof:

- Build trust through meaningful contact
- Be seen in community
- Re-establish trust with community post COVID
- Increase community engagement
 - Utilize social media such as community groups so police are aware of events happening in the community. Attend events and set up a booth.
 - Police fair for recruitment and increasing awareness in community
 - Have health and safety workshops
 - Interact with community through games, hunting, or cultural camps
 - Being connected by social media to respond faster to community inquiries
- Community involvement
 - Involve community organizations and involvement with and/or referring to community services
- Legislation
 - Children or families are afraid to report due to fear of children being removed from homes
 - Reword/change policies so children are not removed from their homes
 - Bill 65 doesn't allow for the removal of a child from their home instead a band designate advocates for family
- To build trust, hold the criminals accountable

Quesnel:

- Increased accountability
 - No police investigating police
- Indigenous partnerships
 - Build relationships with Aboriginal communities, don't just arrest us
 - Protect and serve First Nations people
 - Community liaison. Maintain constant communication but rotate the officers so it's not just one member but make each officer have to work close with Aboriginal communities
 - Have a police liaison interact in community
 - Invite police to culture camps
 - Police to make an effort to attend cultural sensitivity sessions, health and survival camps
 - Same level of respect for both sides
 - Have some positions in the justice system for the Indigenous Nations to oversee the daily work of the police
 - Reduce the representation rate of Indigenous people incarcerated
- Be present in community
 - We can invite police to community meetings
 - Attend community functions and local supports (e.g. Seasons House) to decrease fear
 - Introduce themselves to community
 - Attend community fires where homeless people gather
 - Increase public education to help build trust about what the police do and how they can help
- Have officers in roles for longer periods
- Be observant instead of condemning

1 YOUR HELP – QUESTIONS AND SUMMARY

In this section, the goal is to seek the communities' input on questions below. These are fundamental questions that should be part of your engagement sessions. The responses of the communities can/may contribute to the creation of legislation. If you have a facilitator, they may provide additional questions to meet the needs of the communities you are engaging with.

QUESTION 1.3: What role should communities have in informing policing policies, governance, and oversight? (e.g., cultural observers, community representation on police boards, etc.)

DISCUSSION SUMMARY: Please include key questions asked, key themes, unique discussion points, where participants agreed and where they disagreed, etc.

Abbotsford:

- Communities should have the largest role.
 - Have community representatives talk and share with the police
 - Have community demographic representation
 - Information sharing and transparency
 - Lack of visibility= lack of understanding
 - Community representation should be inclusive to include marginalized groups and not solely represent the majority
 - Community representative's roles should be to inform the police, not creating policing policies
 - Take religion out of the process to create inclusive legislation
 - Increase collaboration
 - Need a database of all service providers for each service
 - Ongoing community consultation and surveys
 - Access to information and data about policing activities, outcomes and impacts.
- Have large monthly meetings
 - Increase engagement processes and sessions in community related to governance
 - Have more cultural observers
- Educate the community
 - Embed programs into universities and colleges to recognize the land we are on. BC is un-surrendered land.
- Move away from monetizing crime and human trauma
 - Norway is community led where recidivism is reduced and prisons are closing.
- Implement measures to address systemic racism
 - United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP), Declaration on the Rights of Indigenous Peoples Act (DRIPA), United Nations Human Rights, Corrections and Conditional Release Act (CCRA), British Columbia Human Rights
- Will there be more sessions?
 - There are likely very informed and specialized people who were not included in these sessions.
 - Have more community engagements and discussion sessions like this

Delta:

- Antiracism Strategies
 - Combat stereotypes
 - Communities should have more opportunities to meet other people from all groups and learn from each other
- Need more support services for the poor, mentally ill, various races and families of those incarcerated
 - Look at the root causes and how to holistically approach policing
 - Share resources with the police
 - Intervene early
 - Support families of offenders earlier
- Advocate for training, hold the local police accountable and become informed
- Communities should have a say about how their citizens are being policed
- Police should leverage community supports

Vanderhoof:

- Community involvement
 - Police should attend and participate in:
 - Cultural camp in Saik'uz
 - Mothers Against Drunk Driving (MADD)
 - Curling Bonspiel
 - Counter Attack (community program)
- Utilize community-based solutions to unique challenges that each community faces
- Increase community representation

Quesnel:

- Indigenous Considerations
 - All local First Nations should be involved in holding RCMP accountable and supporting with cultural awareness
 - First Nations should have their own policing systems led by First Nations with regulations and policies that work for them.
 - Aboriginal representation from each community
 - Police need to work with Aboriginal members and communities
 - Native police, court workers and lawyers
- Community support
 - Welcome the police with genuine intention to be involved in community events
 - More money for resources that deal with culture, mental health, addictions, etc.
 - Flyers and brochures to inform community of new policing changes.
 - Have police learn cultures and languages
- Hold police accountable when there is racism
- Community should offer feedback regularly
- Reduce stigma of police. They are human just like us.
- Have community involved.

2. YOUR VOICES

2 YOUR VOICES – SUMMARY AND QUESTIONS

In this section, the purpose is to hear from your communities' members. We encourage you to come up with any questions that help tap into the lived experience of the community members you are engaging with. The lived experiences of communities are vital to strengthening how we approach policing and public safety. This will provide opportunities for communities to relay their experiences and present different perspectives from diverse communities.

Question 2.1: What lived experiences have you had with police, and policing services (e.g. making a complaint or attending a police board meeting) that illustrate the need for police reform?

DISCUSSION SUMMARY: Please include key questions asked, key themes, unique discussion points, where participants agreed and where they disagreed, etc.

Abbotsford:

- Breach in power and boundaries (specifically in Non-Indigenous police)
- People are not included in follow up by police
- “I had an officer come by during a domestic dispute. Saw her in public and she was up in my face. I didn’t get it. [Police are] supposed to be there for public safety.”
- Having to call the police 4-5 times a week due to issues with homelessness and substance use on commercial property and with a renter
- Participant used to trust the police 10 years ago. After having to deal with them, they lost trust. One police officer told the participant “it’s your fault that your daughter is an alcohol addict!”
- A participant filed a complaint against her husband but regretted that after knowing how long her husband would stay in administrative detention.
- Refusal of service and long response times
 - A participant called the police to report a complaint about a homeless person but the police refused to help because the participant called them 70 times throughout the year. However the police haven’t solved the problem.
 - 50% of the time the police take 2-3 hours to show up and 10% they don’t show up at all
 - If you call the non-emergency wait line, you’ll stay on hold for over an hour
- Police have attitude
 - Attitude issues were not gender or age specific
 - Maybe they are burned out and don’t have public support?
- Complaints not being properly reported
 - Officer didn’t write down anything when the participant reported an issue and spoke with the officer about their missing daughter
- Policing were harassing people who were on probation or parole simply because they can.
- Police are tied up. They can’t do anything because they don’t have the authority to deal with homeless, addictions or mental health issues. On top of that, they don’t have the public’s support.
- Part of the public perception issues about the police is they may not help when people need them but then they will stop the same folks and give them a speeding ticket. “Where have you been when I needed you?”
- Acting and emergency team told the participant to call the police for a mental health related issue but the police couldn’t help. The participant didn’t know who to reach out to.
- Shut down when making a complaint to police
 - “I was harmed by a Delta Police Constable. This incident went to the Police Complaints Commission and was dismissed. I was beat up over a \$0.60 dipping sauce by the Constable. I was helped by RCMP to escape an unlawful arrest.”
- Fear of the police

- Profiling happening
- Services are not supportive for Indigenous Populations
 - “Living the label”- people get labelled and believe it and adopt the stereotype
 - Indigenous people are forgotten and left to deal with on their own
 - Systemic discrimination and bias when Indigenous people are approached by police. Indigenous people are given harsher charges.

***Several comments pertaining to the justice system and correctional services were made. For further information, please refer to the attached participant responses.**

- “People are dying at the hands of poor decisions”
- Advocates for those incarcerated can’t get into the systems
- Correctional services are splitting families
- A participant shared experiences of being an advocate for their incarcerated spouse and personal experiences with filing Human Rights Complaints, habeas corpus and civil litigation. Additionally, they shared feedback for Correctional Services of Canada from an Indigenous perspective.

Delta:

Individual Experiences:

- Negative experiences with traffic cops
 - Participant was pulled over at 11pm at night with 2 children in the car, officer didn’t believe the participant
- Policing judge people based on appearances
- Immigrants and policing
 - Newcomers don’t understand how the police systems work in Canada
 - Questions about why police block the whole road causing traffic to increase, safety concerns about dogs sitting in vehicles, etc.
 - In other countries, police are seen as corrupt and untrustworthy
- Disrespectful treatment of parents
 - Family members need to be treated with respect
 - Lack of transparency with parents even though they are cooperative
 - Parents are not being heard
 - “I don’t want my son to break the law and shouldn’t be treated like a criminal myself!”
 - Distressing experiences- “Police arrived in the middle of the night, pounded on the door and barged in looking for my son. I was recovering from recent chemotherapy and the police were rude and bullied me when I said I didn’t know where he was.”
- Fear of the police
 - “[My son] felt intimidated and fearful with the police... [he was] afraid of being assaulted again.”

- Lack of community connection
- Delta Police Department
 - Good culture and overall good experiences
 - Female officers usually are “less aggressive” than males

Service Provider Experiences:

- Working with vulnerable populations, service providers have to advocate to policing and government agencies
- Collaborating with probation and parole officers to support client reintegration
- Supporting clients with police and justice involvement

***Several comments pertaining to the justice system and remand centers were made. For further information, please refer to the attached participant responses.**

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Vanderhoof:

- Experiences with the police in Vanderhoof were overall reported as positive experiences
- “I am interested in positive policing involved in community and school districts. I want to see police getting to know the public as people, not as scare tactics.”
- “For me the police were always kind and informative. I never got a ticket I didn’t deserve. I thank God for the police. The police need more control.”
- “... mostly personal impacts [with] police have been polite and understanding.”
- “Growing up in this community, RCMP were involved in school events providing positive support to community events, fundraisers and street control for high school, parades, rodeo and airshow. RCMP were people in our community. Many friends became RCMP due to the positive impact RCMP made and guided well-developed individuals. Community felt safe because we knew our leaders and “felt” supported. Team efforts [are] very important in the North.”
- “They are peacekeepers”
- Police do not have enough resources and training to help with mental health complaints
- Good community presence in the past, now it is very random
- Pre-COVID police was more one on one
- Training aspect is lacking for the police and situational awareness. They need to know when to walk away and when to interfere.
 - Age may be an issue. Too many police officers are young and therefore don’t have enough experience in life.
- “With 24 years of experience working as a paramedic, I can say that, generally speaking, 5% of police officers have bad interactions with individuals, 10% have good interactions and 85% have normal interactions.”

- “Good interactions [occur] between the police and individuals but there are some really bad ones”
- Experiences pertaining to missing children and women investigations are taking longer than 2 weeks.
 - A participant shared cops showed up 2 years later relating to a missing extended family member. Police lacked transparency about their ID and the reasoning for questioning.
- For reporting you can’t talk to someone directly, you are asked to leave your name and number but not everyone has a phone to report
- Police are trying to do the best they can. They are asked to do more than they can.
- Police help to find resources and supports
- Police are well received within the community

Quesnel:

- Overall, experiences with the RCMP were reported as negative.
- “We’ve been talking about these same issues for centuries. I don’t want to be discussing this next week, 10 years from now. Stop putting these bandaids on.”
- “Stop the one-sided system. It’s set up to fail for society and RCMP keep doing whatever they want. Media, Crown, City Council work together to cover up truth of police, brutality and pretend they’re doing what they are supposed to be doing.”
- “I have advocated for many First Nations who were racially profiled and faced police brutality as well as unfair charges.”
- “Police not doing their job when it comes to a First Nations person as a victim.”
- “Police have gotten away with assault, murder and not doing their job for too long!”
- Racial profiling
- “First Nations have no confidence in dealing with [police] from years of past and current systemic abuse. This in turn causes our youth to have a bad perception of the law. RCMP need to work harder on gaining trust back.”
- “Enough of this RCMP abuse that gets covered up. I have many friends who share the same story of abuse by the hands of RCMP and nothing comes of it. There are even some who have PTSD due to the abuse of one certain RCMP who is still employed and nothing more done.”
- “When you call the RCMP it takes a long time to come... the RCMP blame people like me. I am a senior. I live alone.” (Participant shared their experience of living

alone in a trailer park where people with addictions issues come on to their property)

- “I am in the process of trying to sue the RCMP for failure to respond to a 911 call... on several occasions [they] failed to provide me any services or protection. They not only never gave me a file number they insinuated that I have a mental disorder or did not properly record what was said to them and even took me to the hospital for evaluation where I was held for 3 days even though I never acted irrational... I told them I was being stalked and my stalker was threatening me. I had called several times and they eventually never showed up...”
 - Out of fear, this participant shared they agreed to go the hospital for a mental health evaluation because “that’s what we are told to do” and to not be unruly or non-compliant
- RCMP conduct
 - Dismissive
 - Not truthful
 - False accusations being made
 - Don’t apologize
 - Showing up unannounced in people’s homes
 - Lacking transparency about actions they are taking
 - Assuming people have mental health disorders (e.g. schizophrenia)
 - Not providing a file number
 - RCMP are blaming people “you brought the criminal to your place”
 - RCMP are not believing individuals
 - Officers don’t share their name
 - Appropriate action is not being taken by officers
- RCMP take a long time to respond or don’t show up
- Reports are not being completed correctly
 - Officers are not writing down what was said
- RCMP showing up announced and invading privacy
- A participants shared that the investigation for a home invasion they reported was done 5 years later.
 - RCMP talking to them as if they were thieves for the break and entry
 - RCMP made it feel as if they were at fault
- Fear in First Nations communities of policing
 - People feel they are not treated as human
 - Due to fear, people don’t step up (e.g. young Indigenous males don’t attend engagement sessions)
- Around five years ago participants at one table felt policing went from good to bad
 - RCMP were helpful, resourceful and kind previously
- Being arrested and labelled because of being in attendance or knowing someone involved with the police

Indigenous experiences shared at one table:

- Some officers don't treat individuals well. They kicked someone, broke his arm and injured his eye but when he complained against the officer, nothing happened and the officer got away with it.
- Everything needs to change, not just the policing system but also the courts as well.
- "The police need to be held accountable. They can brutally beat someone up and get away with it. It's like a gang."
- Communities don't feel that the RCMP are here to protect people.
- Most First Nations people have no faith in the justice system because the younger generations are facing the same issues like the previous generations.
- There is no trust because they know they would be beaten up in jail.
- Many women incarcerated in the residential schools might get raped by the RCMP officers and no one would be held accountable.
- There is a language barrier, some Elders or First Nations people may not be able to speak English. So they don't get the respect that they deserve or their basic rights.
- The police lack transparency. They tend to hide some news and only show the things they want us to see or know.
- There is bias and racism. If you have some certain backgrounds, they want to investigate if something bad happened to you.
- The police don't do their work. They don't do any investigations if they receive a complaints.
- Some people get into jail without knowing exactly why. Because the police may pick up you without telling you why you are being arrested.
- "Come back in a year and tell us how far you got?"
- There is no trust
- A discussion table with 5 Elders shared the following experiences:
 - Response times are slow or police do not show up
 - Finding that we have to keep pushing issues and it gets discouraged

Question 2.2: What recommendations can individuals and communities offer to improve these processes?

DISCUSSION SUMMARY: Please include key questions asked, key themes, unique discussion points, where participants agreed and where they disagreed, etc.

Abbotsford:

- Community Connections
 - Show positive presence. Show us you are human too.
 - What are you going to do for me and my family?
 - Be active in community and talk to us.
 - Make police and services available and known
 - Improve collaboration with community
 - Fix public perception issue.
 - When you call the police, they need to come and show up.
 - Walk the beat
- Community Education
 - Education and workshops
 - Be there for us in a good educational way
 - Educate people about the procedures of reporting a complaint and the consequences (e.g. time, etc.)
- Community Responsibility
 - Educate ourselves and community about what is happening
 - Remove stigma in community
- Policing Models and Training
 - Increase transparency
 - Holistic approach
 - Sensitivity training
 - Reform policing training to include topics: cultural competency, implicit bias, de-escalation techniques, mental health awareness, human rights and social justice
 - Use a witness (e.g. during a mental health crisis someone who knows the individual can tell the police he/she is acting like this because...)
 - Amend the legislation to give the police more authority to deal with people with addiction or mental health issues.
 - Have a unit under the police that addresses mental health and addiction issues with well-trained staff.
 - How do you look more helpful? (vs authoritative causing flight or fight response)
 - Use community organizations as an intermediary to help educate the police on boundaries, trauma and needs
 - Lean towards a model similar to Norway- “Rehabilitative vs. Punitive”
 - Different or specialized program for Indigenous communities
 - Move away from “Pan Indigenous”- police want to identify cultures; need to realize it’s not one size fits all when it comes to the diversity of Indigenous cultures
 - Understand Indigenous social history and how this causes a break down in individual and familial systems

- Community Policing
 - Community based policing models
 - Give communities more jurisdiction
 - Communities are responsible for reducing recidivism
 - Communities and police systems should be accountable
- Include UNDRIP principles
- Need a more holistic approach rather than systematic
- Increase representatives or cultural witnesses for cultural minorities or language barriers
- Come from more compassion and control- move away from “military models”
- Increase response times
- Support for the police
 - Mental health breaks for officers who work with people on the street with mental health issues
 - Have rotations so officers don’t work at the same location that impose high level pressure
- Increase representation and diversity in law enforcement to reflect the diversity of communities they serve
- Indigenous Considerations
 - With the break down in family, education, etc. there is a need for liaison for Indigenous people to learn their rights. Many cannot read or write.
 - Learn from Elders and have Elder oversight
 - Understand Indigenous social history affects everyone differently
 - How can we break the cycle of intergenerational trauma?
 - Utilize an Indigenous witness
 - Indigenous Liaison
 - Have someone who is culturally familiar
 - Liaison would intervene before a court worker
 - An Indigenous participant shared their Indigenous solutions:
 - I will be helping to create resources at the Friendship Centre
 - Indigenous Community Committee that guides the police, responds to reports, attends police dispatch calls for Indigenous people
 - Create an Urban Indigenous Police “witness” social worker to attend mental health calls and distress calls
 - Arrive at calls pertaining to Indigenous peoples in distress in plain clothes, no flashing lights, and a witness social worker. The witness social workers can attend the scene of crisis, attend hospital if arrested under the Mental Health Act and attend court for people to help individuals.
 - Correctional Services Canada Indigenous monitoring to support family members connected to Indigenous prisoners so they cannot be harmed within bureaucratic processes. That can be harmful to them.

- Justice Forum
 - A break down on how a potential criminal is dealt with while in the community
 - Have a mediator
 - Usually people are just referred to counselling services; need more supports
 - Takes a community to raise a child
- Community Supportive Services
 - No options or supports for people, they will fall into criminal activity
 - Advocacy for social justice
 - Focus on mental health, education, employment and life skills
 - Defund Mr. Big operations and allocate money towards supportive and preventative services
 - Address mental health and socioeconomic issues
 - Increase advertising and resources for restorative justice services and counselling
 - Approachable peer support
 - When people don't have a community they feel like an outsider
 - Allocate more funds to address the mental health and addiction problems in advance as a proactive preventative approach since these are the root causes of all criminal issues.
- Increase Indigenous Policing
 - How do we respect First Nations and give more jurisdiction?
 - Have more Indigenous leadership- become equal
 - Become more available and known in community (e.g. seen at information fairs)
 - Is there Indigenous policing on reserve?
 - How to get in contact with Indigenous policing?
 - Fund Native Court Workers and open their scope of practice
 - Give jurisdiction to Indigenous communities
 - Increase representation and give leeway to people that want to be involved in policing
- Accountability
 - Do audits of complaint system
 - Establish independent civilian oversight bodies

Delta:

- Community Connection
 - Humanize the police; build respect and understanding of police at a young age
 - Get to know people in community
 - Get involved and attend community events
 - Put police at community level so people are not fearful
 - Increase connection, public relations and communications with the public
- Police Conduct
 - Treat parents and offenders with respect
 - Don't come in being a bully
- Recruitment:
 - Municipal police have more ties to the community compared to the RCMP who are from across Canada and don't connect with the community
 - Hire local police as they are familiar with people, community, language and culture
- Collaboration:
 - Collaborate with social services; add social workers to teams to work alongside policing teams to fill in gaps when working with vulnerable populations that account for the highest percentage in the justice system
 - More direct pathways and partnerships (i.e. Police refer directly to JHSBC)
 - Increase support for reintegrative services
 - Holistic approach with more equipped teams responding to incidents
 - Indigenous Liaison
 - Support the police to not do all social service jobs
 - Use family members as advocates
- Police Training:
 - Trauma informed and client centered approaches
 - Listen
 - Mental health training
 - Understanding of vulnerable populations
 - Cultural awareness including education on religion and nationalities
 - Strategies to calm the offender or family members
 - Watch for triggers; be aware of stress, fear or abuse individuals may have had in the past
 - Less aggression, move slow to prevent triggering a violent response
 - De-escalation training to not trigger people who are stressed, angry or afraid. Use violence prevention training
- Accountability:
 - Community reporting to hold law enforcement accountable
- Increase police support and funding for block watch groups
 - Delta and Richmond are good at block watch

- Police should give file numbers for future reference

Vanderhoof:

- “I liked how when I was a youth in care and the police went on a canoe trip with us and helped break down barriers”
- Community Connection
 - More facetime involvement in community.
 - RCMP pair with high school and elementary school sports teams for crime watch, neighborhood watch and roadside stops (e.g. Safe Drive Home)
 - Have RCMP walking through the town
 - Meet the people especially young people in all levels of education.
 - Get known
 - RCMP detachment tours for school and new people moving into town
 - Use community to support RCMP
 - Visit and interact with local bands
 - RCMP show community members the responsibility of the job (e.g. similar to how firefighters show people fire station, police ride along)
 - Show how the police are helpful, what to report, etc.
 - Public education
 - How to call, what to report, etc.
 - Educate the public that RCMP are actually peace keepers
 - Fix public perception
 - Collaborate with public libraries to educate immigrants about the policing system here which could be different than what they have in their countries of origin
 - Conduct health and safety workshops
 - Community involvement and coordination
 - We would like to see contacts within community
 - Give police more or any paid time to engage with community
 - We want less segregation of police within community
 - Introduce cultural education within community
 - Bring back co-operative programs with police (e.g. Crime Watch, Block Parent, Community Policing, etc.)
 - More involvement in schools
 - Make time for school programs
 - Break down barriers and dispel fear

- Do activities/mentoring programs with kids in care (e.g. Big Brother program)
 - DARE program: police talk to kids about drugs
 - Educate people with town hall meetings with police on the nature of their duties
 - Community engagement by having police in stores or coffee shops and on social media
 - Increase public relations
 - Establish trust with the public
 - Have social gatherings and recreational activities between officers (without uniforms) and community to foster trust
 - Have a program coordinator for community involvement
 - We want to see more community presence
- Police Models
 - Young police officers work closely with senior police officers
 - Assign a mentor for each young police officer even for officers with mental health issues such as PTSD
 - Education is important but experience is more important
 - Facilitators or auxiliary police or sheriffs to prevent crime and charges
 - Based on dialogue, inclusion, connection and support in all directions
 - Inclusion and integration not segregation
 - Use guidance, dialogue, positive investigation, prevention of issues and discussions vs giving tickets
 - A special constable who can check in on person and help with all mental and physical abilities
 - Expand Car 60 Program from Prince George to all regions in BC
 - Psychiatric nurses available to respond in every community
 - Collaborate with medical interprofessional team
 - Work with mental health, doctor, addictions, etc.
 - Parallel the Community Paramedicine Program
 - Focus on peacekeeping
 - Prevention initiatives- visit with regular offenders and offer support to them
 - Uphold constitutional laws in a consistent manner
 - Don't remove ability for police to do their jobs
 - More forceful, within reason
 - Have a special supporting program for people who have committed multiple crimes similar to paramedics offering help for people with chronic health conditions. Such programs will help them recover instead of arresting them every now and then.
 - Can we have a mental health cop similar to the traffic cops?
 - Preventative approach to deal with mental health issues, similar to the program in Surrey where they have reduced costs by \$400k/ year.

- Community policing
 - Have a separate office
 - Increase community involvement therefore increasing trust with community
- Police Training & Support
 - Learn about the people in community
 - Diversity and inclusion training
 - Mental health support for members of the police force
 - Mental health training for officers
 - Mentoring programs
 - Trauma informed training
 - De-escalation
 - Cultural sensitivity, training and awareness
 - Do police have supports for their own mental health?
 - Refer people to social workers rather than to the police for mental health for more outreach supports
- Police Recruitment
 - Hire police that know about rural communities vs city
 - Need more auxiliary police programs throughout
 - Hire more officers
 - More access to services for officers (e.g. childcare and housing) to increase recruitment
 - Signing bonuses to attract good officers that are family oriented
 - Educate young officers coming from cities to small towns
 - Police practices are different than in rural and remote communities
 - Transition period for officers
 - Ease new officers into Northern living
 - Police fair at the police station similar to health fair for recruitment purposes
- Indigenous Considerations
 - Incorporate First Nations teachings and cultural stories into training (e.g. Crow with Blackened Feathers story)
 - Police collaborate with Friendship Centers
 - Help individuals to reintegrate back into community and reunite families

Quesnel:

- Increased accountability
 - Tougher consequences for RCMP who mistreat individuals
 - Independent investigations
 - Wear body cameras
 - Police the police while on duty
 - Increased transparency
- First Nations considerations
 - First Nations police run by First Nations
 - First Nations police headquarters managed by First Nations
 - Decreasing the high population of First Nations people in our prison systems
 - Please give a current update on the population percentage of Aboriginal to non Aboriginal incarcerated today.
 - More Native policing liaison workers
 - Meet with each local band
 - Not being labelled because of being Native (e.g. “Nothing but addicts or drunks or thieves.”)
 - Defund the police and allocate funds to help First Nations
- Police conduct
 - Be sensitive to each and all calls
 - Listen to us better, don’t assume what we’re going to say.
 - Less gossip and slander between officers
 - Have an interpreter or liaison from each community to reduce language barriers
 - More respect of death notifications to family
 - Better communication on missing person reports or wellness checks
 - Follow up
 - Checking tip line or hotlines
- Police training
 - Mental health
 - Understand trauma
 - Trauma counselling training
 - Mandatory specialized cultural training
 - Must be taught by First Nations in the area the officers serve.
 - Cultural awareness
 - Learn proper de-escalation techniques
 - Train new recruits on the diverse ethnic backgrounds of people they serve
 - Speak without being patronizing
 - Conflict resolution
- Police recruitment
 - Diverse hiring in office as well as out in field
 - Hire community liaisons

- Community engagement
 - Positive interactions are needed
 - Humanize both sides
 - Attend street fires where homeless people congregate
 - Establish a neighborhood watch
 - Attend social activities and go into communities, be more present in community
 - Increase public education about the police and law
 - Inform the public by dropping off and sharing information or pamphlets, brochures and posting flyers in community (e.g. information about public forums)
 - Incentivize with honorarium to increase attendance for young Indigenous males to attend community sessions or public forums
 - Increase education and awareness for everyone about their rights and not just for people committing crimes
 - Get to know people and don't stigmatize them
 - Walk the beat, talk to individuals when not in a dispute and get to know people
 - Build trust
 - Ride alongs
 - Neighbours helping neighbours.
- Police model
 - RCMP should do patrols in the park
 - Must have a representative from each community or band beside the mayor. This way each community can actually have a voice and authority to make the necessary changes.
 - Alternatives to arresting and holding people instead put them in a day program
 - Need more help with domestic matters (e.g. restraining orders/court.)
 - Helping victims with leaving domestic relationships
 - More resources for victims (e.g. victim services)
- A discussion table with 5 Elders shared the following feedback:
 - Domestic violence calls should be investigated and have follow through
 - Victim service workers
 - Care for people during and after by care in community, not just law enforcement.
 - More clear follow through with Independent Investigations Office, complaints commission
 - Resource sharing with other agencies, constables, police and sheriffs
 - More communication
 - Need clarity and follow up when family members ask for information, and you get nothing from RCMP
 - Violence towards Indigenous peoples- historically it has happened and police were not held accountable.

- Have a court translator for languages (e.g. Carrier languages)
- Take time for police to hear people's concerns
- Follow through with missing persons report and wellness checks
- Give information in a timely manner
- Bring in cultural advisors to bridge the gap of trust between police and community. Must be of Indigenous descent, out of community, without bias.
- Elder mentoring for the police
- Train Elders in police practices
- Elder needs to be present for culture and language translations
- More video cameras on their person
- Help us to regain trust in our people that are supposed to protect us

Email Responses:

Individual #1: (No demographic data was provided)

Your Voice
Please expand upon the areas that matter most to you when it comes to police and policing services. If you have lived and living experience with the police and/or policing services, please document them here.
Question: <ul style="list-style-type: none">- What lived experiences have you had with police and policing services (e.g., making a conduct related complaint or participating in police governance such as attending a police board meeting) that illustrate the need for police reform?
<p>After falling victim to a hate incident, I could not report it to the police due to the lack of reporting options.</p> <p>Hate crime reporting options vary greatly depending on jurisdiction, leading to issues around language barriers and wait times. Most police departments in BC still require victims to call a non-emergency line in English to report hate crimes.</p> <p>Language barriers pose an accessibility issue for millions of British Columbians, preventing them from accessing services at a time of need. Right now, hate crime reporting instructions on most police websites are only in English.</p> <p>However, the populations that are most affected by hate crimes are those who don't speak English as their primary language. Without online and multilingual reporting options, victims of hate crimes are stuck with long wait times and non-emergency phone lines that do not speak the victim's native language.</p> <p>Additionally, the lack of online reporting options also prevents those with disabilities, such as hearing impairments, from accessing the resources they are entitled to in a time of need.</p>

Your Recommendations
What are the solutions and/or recommendations that can improve the personal experiences with police and/or policing services brought forward in the earlier question.
Question: <ul style="list-style-type: none">- What recommendations can individuals and communities offer to improve these processes?

Online and multilingual hate crime reporting will allow more British Columbians to access the public safety services they need when they need it. Not everyone is comfortable talking on a phone, and online reporting offers a solution for victims to report their incidents at their own pace, in their preferred language.

So far, only the VPD and Coquitlam RCMP have introduced this. Many other police departments have some combination of multilingual websites and online reporting portals, but do not offer a combination of the two.

A simple website change with a few lines of code can remove reporting barriers for millions of British Columbians. To modernize our province's policing and public safety services, we must bring our online infrastructure up to today's standards.

Fostering Greater Community Trust and Improved Public Safety

Please expand upon on your thoughts on how to foster greater community trust and improved public safety through police reform.

Question 1a:

- What are the biggest priorities you would like to see reflected in new policing legislation (e.g. specialized training for police in responding to complex social issues, streamlined oversight of police conduct, evidence-based decision making on policing budgets, etc.)?

Many victims do not report their experiences at all because they feel discouraged by the barriers and lack of prosecution for hate-related incidents.

I would like to see a focus on removing these barriers, whether through funding for multilingual services or enhanced training around cultural sensitivity.

Question 1b:

- What can be considered (e.g. rules, conduct, involvement, processes) in the new policing legislation that would help build trust between police and the communities they serve?

One way of fostering greater community trust would be to show the community that they matter. For example, offering more accessible ways for the community to interact

with the police – such as through multilingual services – to show that concerns of all community members are important, not just those who speak a certain language.

Question 1c:

- What role should communities have in informing policing policies, governance, and oversight (e.g., cultural observers, community representation on police boards, etc.)?

Not all community members may have the capacity to attend board meetings or regularly engage with the police for feedback. To increase the breadth of information collected, accessible feedback options such as online and physical surveys could be a way for communities to inform policing policies, governance, and oversight.