



A Newsletter from the Ottawa Police Services Board

The Ottawa Police Services Board:

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RECENT BOARD ACTIVITY

Since the last quarterly newsletter was published in March the Board has marked some important milestones and received the following key reports, all of which are available online at ottawapoliceboard.ca:

- Appointed 13 individuals as Auxiliary Members of the Ottawa Police Service and launched the brand new Auxiliary Program on 25 May 2009.
- Co-hosted with the Police Service four very successful "Let's Chat" coffee shop sessions as part of the 2009 Partnership in Action program, aimed at gathering community input on the question "What does a safer Ottawa for all look like?" to help us in developing a 2010-2012 OPS Business Plan that reflects the needs of the community.
- 2008 Ottawa Police Service Annual Activity Report
- 2008 Crime, Police and Traffic Statistics
- 2008 Use of Force Annual Report
- Highlights of the 2008 Public Survey on Policing
- 2008 Year-End Financial Status Report
- 2009 Audit Plan.

There will be more opportunities for public input into the 2010-2012 Business Plan this fall once a draft plan is ready for consultation.

MESSAGE FROM THE BOARD CHAIR

Welcome to the June issue of the Ottawa Police Services Board's newsletter, "Board Matters". June 2009 marks the 25th anniversary of **Senior's Month** in Ontario, and the Police Board is pleased to be hosting its next public interest meeting on June 8th on the topic of "Safety for Seniors" in collaboration with the Council on Aging of Ottawa; more details are contained in this newsletter. Also in this issue is an article written by detectives working in the Ottawa Police Service Elder Abuse Section profiling the critical services they provide. I would draw your attention to the fact that **June 15th** is **World Elder Abuse Awareness Day**; by wearing something purple that day we can show that we are united in the belief that elder abuse cannot be tolerated. For more information, visit the International Network for the Prevention of Elder Abuse website at www.inpea.net/weaad.html.

I hope you find the newsletter informative; additional information about the Board and its work is always available online at ottawapoliceboard.ca.

Eli El-Chantiry
 Eli El-Chantiry, Chair

NEXT PUBLIC INTEREST MEETING:
SAFETY FOR SENIORS

The Police Services Board hosts a series of community-focused public interest meetings each year. The first meeting in 2009 was on the subject of "**Safeguarding Your Identity**" — an article about the presentation made by police experts appears elsewhere in this newsletter.

The next public interest meeting takes place on Monday, 8 June 2009, 1 to 3 p.m. in the Council Chambers at Ottawa City Hall on "**Safety for Seniors**". Designed in collaboration with the Council on Aging of Ottawa for seniors and caregivers of seniors, the information session will include:

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- *Learning about changes associated with aging, how they can impact your safety, and steps you can take to minimize risk.*
- *What issues (such as fraud, powers of attorney, street safety) are seniors particularly vulnerable to, and how can you protect yourself?*
- *What resources are out there for seniors to call upon when they need help?*

Following presentations by experts from the Council on Aging and the Ottawa Police Service there will be time for questions and answers. All members of the public are welcome to attend.

The Police Services Board also holds regular business meetings on the fourth Monday of each month except August (there is no meeting in August) and December (the meeting is on the 3rd Monday). All meetings are open to the public and take place at 5:00 p.m. in the Champlain Room, Ottawa City Hall. Members of the public are welcome to speak to any item on the agenda or can speak to an issue not on the agenda but of concern to them, provided they give at least one week's notice to Board staff. A complete schedule of meetings in 2009 is available online.

Protecting Vulnerable Members of our Community

Written by Ottawa Police Detectives Christina Wolf and Brenda McGillvray

Elder Abuse is a community concern that is expected to rise over the coming years. By 2031, it's anticipated that one in four persons living in Ottawa will be over 65 years of age, with the largest group between 79 and 84.

In preparation for this demographic shift and recognizing the need to provide a specialized police response to victims of this form of abuse, the Ottawa Police Service created an Elder Abuse Section in January 2005.

The Section's primary mandate is to investigate all allegations of abuse involving a relationship of trust

and/or dependence between the victim and their abuser. The abuse may be physical, financial, emotional or neglect, or a combination of any of these. Since its inception, the Section has investigated 548 reports of abuse, made 69 arrests and laid 660 charges.

The unit's secondary mandate is to provide education to seniors as well as caregivers and other professionals who deal with seniors on a day-to-day basis, such as banking personnel, healthcare staff, the clergy, and social workers. Equipping others with the tools to properly detect signs and symptoms of abuse, to recognize and eliminate barriers associated with reporting it to police, and to simply understand how the community and police can work together, will go a long way to combating abuse against some of our most vulnerable seniors.

**The
Police Services Board
has a brand new
website...
check it out at**

ottawapoliceboard.ca

Starting with a single investigator, the Section is currently comprised of a Staff Sergeant and two full time investigators who work closely with the Ottawa Police Victim Crisis Unit (VCU) and often collaborates with the Council on Aging of Ottawa (COA) on a number of community initiatives. The Section actively partners with other community stakeholders such as the Community Care Access Centre, Office of the Public Guardian and Trustee, Elder Abuse Response and Referral Service, and the Ministry of Health and Long Term Care. Examples of recent successes are the development of a resource directory for seniors, as well as a training tool for front line police that is now being used as a model for police training across Ontario.

For more information and community resources, please consult the Elder Abuse Section's web page at ottawapolice.ca. If you or someone you know is a victim of Elder Abuse, call and report it.

TIPS FOR SAFEGUARDING YOUR IDENTITY

Written by Lynn Kennedy, Police Services Board Assistant

Prior to April 6th I fancied myself to be somewhat "tech savvy." I was sure that I knew all there was to know about how to safeguard my identity. It's simple.

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You keep your pin number private, keep your credit cards in a safe and secure place, and always make sure no one is looking over your shoulder when you are using a debit/banking machine.

Following a presentation at the Police Services Board's public interest meeting on April 6, 2009 by Ottawa Police Staff Sergeant B. Sullivan, Organized Fraud Section and Sergeant A. Buchan, High Tech Crime / Internet Child Exploitation Section, I learned that I wasn't nearly as savvy as I thought.

The presentation and slide show provided essential information on the various methods criminals use to obtain our personal information, as well as advice on what action we can take to prevent it. The following is a sampling of the vital information that was discussed by the community members and the subject experts in attendance:

- 1) Always cover the **pin pad** with one of your hands when punching in your password — looking over your shoulder isn't the only way to obtain information as there may be an illegal camera installed in the vicinity recording each keystroke.
- 2) Unprotected **WiFi or Wireless Networks** are a risk in using the Internet; gaining access to our personal information is as simple as being near the home where the signal is located. The default settings for most wireless routers are unsecure and the best solution is to secure it with an encrypted setting. The ultimate in wireless security measure is to shut down your network when it is not in use to prevent outside hackers from breaking in.
- 3) Websites such as MySpace and Facebook are referred to as **social networking** sites. These sites

save your private information and anyone with access to the worldwide web can gain access to it. By using the privacy settings, you can adjust your profile to limit what others can see and even block some users from accessing any of your personal information.

- 4) **Identity Theft** occurs when an imposter gains access to your personal information and uses it for illegitimate means; therefore, always consider the amount of information you provide and to whom.

There are many different ways individuals can obtain our personal information for illegal use. To help mitigate this risk, the following are some tips for **protecting ourselves** from the ongoing threat:

- Minimize the amount of information you give out.
- Understand how your personal information will be used and whether it will be shared.
- Shred and dispose of all personal and sensitive information before discarding — criminals have been known to go through people's garbage looking for this kind of information.
- Monitor your accounts regularly, watch your billing cycles and check your credit report annually. To obtain a copy of your credit report contact either Equifax: 1-800-465-7166 or TransUnion 1-877-525-3823
- Use passwords on all computers and make sure the passwords are not easily identifiable such as birth dates, names, addresses, telephone numbers or pet's names.
- Wipe hard drives clean prior to disposing of or selling your computer.

For more details on these and other tips from the “Safeguarding Your Identity” presentation, visit:
http://ottawapolice.ca/en/serving_ottawa/services_board/pdf/Safeguarding_Your_Identity_EN.pdf

To obtain additional information on safeguarding your identity and what to do if you are a victim of identity theft, please visit:

http://ottawapolice.ca/en/serving_ottawa/support_units/high_tech_main.cfm

The Ottawa Police Services Board is the civilian body established by provincial legislation that provides governance and oversight for the Ottawa Police Service. It is accountable to the community, the Ministry of Community Safety & Correctional Services, and the Ontario Civilian Commission on Police Services. If you are interested in viewing past issues of the “Board Matters” newsletter or other information about the Ottawa Police Services Board, please visit ottawapoliceboard.ca.