



A Newsletter from the Ottawa Police Services Board

The Ottawa Police Services Board:

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"SAFEGUARDING YOUR IDENTITY" — PUBLIC INTEREST MEETING

The Police Services Board hosts a series of community-focused Public Interest meetings each year. The first meeting in 2009 is on the subject of "Safeguarding Your Identity" and will take place on Monday, 6 April 2009, 7 to 9 p.m. in the Council Chambers at Ottawa City Hall. It will address questions such as:

- If you're using a social networking site, do you really know who has access to your identity?
- What can you do to prevent someone from stealing your identity?
- What risks does the 'cyber world' present, and how can you avoid becoming a victim of Internet crime?

Ottawa Police officers who are subject matter experts will be making the presentation, following which those in attendance can ask questions. 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

MESSAGE FROM THE BOARD CHAIR

I am pleased to welcome you to this issue of the Ottawa Police Services Board's newsletter, "Board Matters", my first as Chair of the Board. In accordance with requirements under the Police Services Act, the Board held an election at its first meeting of the year and I am honoured that my colleagues elected me as Chair for 2009. I'd like to take the opportunity to thank Board member Jensen for his dedication and extremely hard work during the two years he served as Chair. We accomplished much under his leadership.

We are introducing a new feature in this newsletter that will continue in future issues - an article submitted by a member of the Ottawa Police Service that highlights a particular operational area or initiative. This month's article prepared by Staff Sergeant Leo Janveau (retired) and Sergeant Richard Dugal is entitled "Fraud - Awareness is Prevention", in recognition that March is Fraud Prevention month. Also in this issue is an article written by Chief of Police Vern White about a subject he is particularly passionate about - Restorative Justice.

I hope you find the newsletter informative; additional information about the Board and its work is always available online at ottawapolice.ca, in the Board's section.

Eli El-Chantiry, Chair

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.

BOARD NEWS

In addition to electing a new Chairperson at its January meeting, the Board also received the following reports related to its performance and future direction: 2008 Board Activity, Training and Performance; an update on the Board Community Engagement Strategy; and a 2009 Board Work Plan. All reports considered by the Board are available online.

A Newsletter from the Ottawa Police Services Board

It was a productive and busy year for the Board in 2008. Board members collectively attended a total of 47 formal Board and committee meetings, plus over 90 other meetings and events related to their work as members of the Board. A number of new policies were completed, a three-year renewal collective agreement with the Ottawa Police Association was successfully negotiated, and work was started on the next Business Plan to cover the period 2010-2012. The primary focus however was on improving relationships with key community partners, communicating better with the public and Councillors, providing opportunities for community engagement, and educating others about the Board and its work. The Board plans to continue its focus on community engagement and improved communication this year with the following initiatives:

- The Board will be establishing its own, independent web presence on the Internet; currently information about the Board is contained on the website of the Ottawa Police.
- Three public interest meetings will be held; these are special meetings on topics of broad community interest or concern. The first public interest meeting in 2009 is on the topic of **Safeguarding Your Identity**, described elsewhere in this newsletter. The second public interest meeting will be in June (exact date to be determined) on the subject of **Safety for Seniors**. As additional information becomes available it will be posted online.
- This quarterly newsletter, introduced last year, will continue to be published. *If there is an aspect of the Board's work that you would like more information on, let us know and we'll try to address it in a future newsletter.*
- Throughout the year, educational presentations will periodically be made at regular Board meetings on various operational sections of the Ottawa Police Service; these meetings, held on the fourth Monday each month, are open to the public and the presentations will be advertised. The first presentation will be on Use of Force Options, on 23 March 2009.
- The Board will continue to consult with key community partners, such as the business community, school boards, Council on Aging of Ottawa and others, to hear first-hand what their

concerns and issues are related to policing.

- Every two years the Ottawa Police Service organizes a special, multi-day event called **Partnership in Action** aimed at building partnerships between the police and all Ottawa communities. The Board is pleased to support this year's event, which will be held during Police Week, May 10-16, 2009 and will invite community partners to share and contribute to the business planning process and future direction of the police service.
- Additional public consultations will be held to solicit community input as part of the process of developing the 2010-2012 Business Plan.

The Board values and needs community input as a means to ensure the Police Service is meeting the expectations and requirements of residents. We encourage you to attend the various meetings and consultations held throughout the year and to share your thoughts with us.

Fraud: Awareness is prevention

By Ottawa Police Staff Sergeant Leo Janveau and Sergeant Richard Dugal

Fraud is on the rise. The Ottawa Police Organized Fraud Section has experienced a steady increase in fraud complaints, with over 3,300 cases reported in 2008. Identity theft and the manipulation of financial instruments, such as credit and debit card skimming continue to be a growing concern. Today's technology has greatly expanded opportunities for criminals to

Top five fraud scams:

1. Identity theft
2. Credit and debit card skimming
3. Bogus forged cheques
4. Money wiring scams
5. Internet and phone based frauds

illegally make money or obtain property. They use the Internet and other electronic devices (email and phone) to operate scams

and to illegally get personal or financial information. Criminals do this by stealing personal information (i.e. date of birth, social insurance number, etc.) and using it for fraudulent purposes. Unlike other fraud schemes, individuals can unknowingly become a victim of identity theft through no fault of their own. It remains challenging for police services to keep pace with the

A Newsletter from the Ottawa Police Services Board

rapid technological changes and innovative schemes to defraud its citizens. To combat this problem, Ottawa Police uses an intelligence-led approach that focuses on improving information sharing. Ottawa Police work with financial institutions, government agencies, and other police services to ensure fraudsters do not operate with impunity in this often borderless crime. Without public vigilance, fraud will continue to be profitable for criminals. Everyone can do their part to prevent fraud ... it starts with awareness of the types of scams, and reducing the chances of becoming a victim. The Ottawa Police Service has created a web page to help citizens educate themselves on identity theft and fraud. Please visit ottawapolice.ca for information on the different types of scams, tips on how to avoid becoming a victim, as well as links to available resources. March is Fraud Prevention Month in Canada and around the world, and education is the key to prevention: **Recognize it; Report it; and Stop it.**

APPROACH TO COMMUNITY RESTORATIVE JUSTICE

*Special Feature by
Ottawa Chief of Police Vern White*

The idea of restorative justice, regardless of the wide diversity of its actual implementation, can be described as a method in which we deal with offences using the knowledge, wisdom and involvement of victims, offenders and community, to reconcile or restore the parties to previous to crime conditions. The results of such a process should include parts or all of the following: restoration of harmony, repair of both physical and psychological (to some extent) damage, and re-integration of the offender.

Justice in many countries has become a system that is increasingly institutionalized, bureaucratized and less personal, even more so than it was previously. This has resulted in the words 'victim' and 'community' being dropped from mainstream justice and replaced with the word 'the state' or in some countries, 'the crown'. In this realm of justice an adversarial system has taken command of determining right from wrong, and in the process removed it from the hands of those most affected and placed it in the hands of a legal system that speaks of punishment and retribution without any concern for restoration or reconciliation.

Many countries have seen the advent of restorative justice entering their justice realm over the past twenty years, to varying levels of success. This introduction of a reconciliation process was previously unheard of in mainstream justice in most countries, although it had been practiced in some specific indigenous communities for centuries and has as well been seen in European and non-Western society in earlier times. To understand why this change is important we need a general understanding of restorative justice. In brief, restorative justice is a set of principles that guide a society, community, the police and social agencies in dealing with crime in a restorative manner rather than a retributive manner. In restorative justice there is opportunity for the involvement of victims and offenders (including their respective community and often family members) in a problem solving approach that looks at the reasons for crime, finding solutions based on those reasons and not the result of the crime alone.

In restorative justice, the offender is involved in a shaming process by which a person accepts responsibility for their actions and is subjected to discussion surrounding the effect of those actions on the victim. The offender takes full responsibility for their actions that have caused the harm. This process shows accountability and a willingness to be answerable to the victim and community. The shaming is done in a re-integrative way in a caring and supportive context, allowing the parties to work together in a collaborative manner not seen in the mainstream adversarial justice system.

The proponents of restorative justice believe this approach to be more fair, satisfying, efficient and effective than the conventional, court-based, and adversarial approach to justice. This new (albeit ancient) way of dealing with offenders in the criminal justice system seems to have the feelings, beliefs and values of the parties involved as the foundation for an improved and more accountable justice system. The process of restorative justice is meant to be inclusionary and overall more satisfactory for all parties involved. It is necessary that in doing this we utilize direct satisfaction as a measuring tool while as well considering the comparative recidivism rates of mainstream and restorative justice. To find success such

A Newsletter from the Ottawa Police Services Board

research should identify any concerns of the affected parties and allow the police, justice officials and community justice committees (where applicable) to make recommendations to assist in the expansion and edification of the process.

To successfully manage a restorative justice process there are a number of areas that must be satisfied before it is presented in any formal process. Included in these areas would be a clear understanding of the principles of restorative justice, complete involvement and acceptance by the police of jurisdiction (gatekeepers), and a clear understanding and development of the concepts surrounding risk and intervention methods that are relevant for the offender.

Any successful restorative justice program must understand the potential causation factors that influence exhibited criminal behaviour, particularly if it is expected to build resiliency and reduce the potential for future recidivism. Typical and current research would suggest that there would be multiple factors that influence the potential for criminal behaviour. Some of the factors that must be considered include: behavioural history; family conditions as a child and youth; relationship problems; socio-economic indicators; value systems; psychopathology, mental illness and addiction to name a few.

In research conducted, the overall satisfaction in restorative justice has been found to be very high. When considering the responses in the relevant research it was found that there is a strong satisfaction rate, although there were issues with the timeliness of the program. In the questions surrounding basic satisfaction, the outcome questions indicated a strong belief in restorative justice; that the process followed may have been lacking in relation to program timeliness, however there was strong support for the content, process and results of the program.

We can and do see in the responses a very real concern raised about the ability of any system to deal with crime and justice in a manner that recognizes the needs of the victim versus that of the offender. Restorative justice may not be notably different in the early stages, as there is still an emphasis on the offender as the police and justice workers try and prepare the case for the process and ensure the integrity of it. There is however, at the process stage of “justice”, a real sense of victim ownership in the process.

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 the Board's section of the Ottawa Police Service website at ottawapolice.ca.