

HRP and RCMP Police Complaints Communication & Public Education Plan FINAL

Issue Summary:

Further to BoPC Chair's notice of motion regarding improvements in professional standards public awareness and communications, relevant personnel from HRP, Halifax District RCMP and Office of the Police Complaints Commissioner met to have a discussion and formulate an action plan. Following that meeting, this group consulted the Police Diversity Working Group (PDWG) and gathered their feedback, which is also reflected in this plan.

Objectives:

- **Consistency in reporting:** Ensure consistency between HRP and RCMP in reporting information related to complaints against the police by citizens.
- **Greater public awareness:** Take additional steps to for increased awareness among citizens for the processes that are in place to file a complaint against police officers, regardless of their geography within HRM
- **New training:** Create additional training opportunities for HRP and RCMP employees for increased coordination and improved intake process for police complaints

Key Audiences:

- Board of Police Commissioners
- Citizens of HRM
- Representatives and organizations from diverse communities
- HRP and RCMP employees
- Police Diversity Working Group

Materials to be produced:

- Joint HRP and RCMP information presentation
- Two-sided brochure with a simple overview of process
- Social media posts
- Information note and training materials for employees
- List of stakeholders to distribute information and message
- Question and Answer Document

Action Plan:

| Objective | Deliverables | Owner | Due by | Status |
|---|--|--|---|---|
| Consistency in reporting: Ensure consistency between HRP and RCMP in reporting information related to complaints against the police by citizens. | <ol style="list-style-type: none"> 1. Review each other's reported statistics to determine the feasibility of a joint BoPC report going forward 2. Perform an analysis on the types of complaints we receive and any gaps with a view towards identifying training needs 3. Report back to BoPC on the above | HRP Professional Standards & RCMP Professional Responsibility Unit | Sep 30 | |
| Greater public awareness: Take additional steps to for increased awareness among citizens for the processes that are in place to file a complaint against police officers, regardless of their geography within HRM | <ol style="list-style-type: none"> 1. Providing a communications plan to BoPC, as requested (May 28) 2. Include links for RCMP process on the HRP website on the "Complimenting or filing a complaint against a Halifax Regional Police Officer" section (June 30) 3. developing a two-sided brochure with the most salient content from the website; 4. curate a list of touch points for brochure dissemination (Councillors, MP and MLA offices, libraries, multicultural organizations, etc.); 5. Create quarterly Facebook PSAs to reinforce awareness with citizens | HRP Public Relations Unit & RCMP Strategic Communications | <ol style="list-style-type: none"> 1. May 28 2. June 30 3. August 31 4. July 31 5. Every quarter starting Sep 30 | <ol style="list-style-type: none"> 1. Draft complete |
| New training: Create training opportunities for HRP and RCMP employees for increased coordination and improved intake process for police complaints | <ol style="list-style-type: none"> 1. Educate intake staff of both RCMP and HRP so that further ways to simplify the process can be identified. 2. Internal employee broadcast to RCMP and HRP | Supt. Colleen Kelly; Insp. Robert Doyle | Sept. 30 | |