PARTNERS IN POLICING

HALIFAX

Police Complaints Communication & Public Education Plan

May 28, 2018

Objectives

- **Greater public awareness:** Increase awareness among citizens of the processes that are available to report a complaint against HRP and RCMP officers, regardless of their geography within HRM.

- **Consistency in reporting:** Ensure consistency in reporting information related to complaints against the police by citizens.

- **New training:** Create additional training opportunities for 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 within HRM.
- HRP and RCMP employees
- Police Diversity Working Group

Action Plan – Consistency in Reporting

- Review HRP/RCMP statistics to determine the feasibility of a joint BoPC report going forward;

- Analyze the types of complaints received and any gaps with a view towards identifying training needs;

- Update to BoPC on the above.

Diary Date: Sept 30, 2018

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Action Plan – Greater Public Awareness

- Provide a communications plan to BoPC (Diary Date: May, 2018).
- Include links for RCMP process on the HRP website on the "Filing a complaint against a Halifax Regional Police Officer" section **(Diary Date: June 30, 2018).**
- Develop a two-sided brochure (**Diary Date: August 31, 2018)**
- Curate a list of touch points for brochure dissemination (**Diary Date: July 31, 2018**).
- Create quarterly Facebook Public Service Announcements to reinforce awareness with citizens **(Diary Date: Every Quarter starting Sept 30, 2018).**

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Action Plan – New Training

- Educate intake staff of both RCMP and HRP so that further ways to simplify the process can be identified;
- Internal employee broadcast to RCMP and HRP employees.

Diary Date: Sept. 30, 2018

Summary Overview:
Materials to Support Plan

- Two-sided brochure
- Social media posts
- Information note and training materials for employees
- List of stakeholders to distribute information and message
- Question and Answer Document

Questions?