



# **NEWCOMER OUTREACH PROGRAM DISCUSSION GUIDE**

*A series of focussed questions and discussions to supplement the pamphlet and DVD, “A Guide to Police Services in Toronto”.*

# NEWCOMER OUTREACH DISCUSSION GUIDE

## Topic Name: Contacting the Police

**Learning Outcomes:** The learner will know when and how to call 9-1-1.

### Teaching Points:

- Call 9-1-1 when you need the police, fire service, or an ambulance.
- 9-1-1 is for emergencies.
- Emergencies are life-threatening situations or crimes in progress.
- 9-1-1 service is available in any language.

### Introduction:

When there is an emergency and you need help, you can call 9-1-1. If you need the police, fire service, or an ambulance, you call 9-1-1. If you do not speak English, the 9-1-1 operator will connect you to someone who speaks your language. No matter what language you speak, you can get help by calling 9-1-1.

**Experience:** Show video “A Guide to Police Services in Toronto”.

### Reflection:

**Q1:** What type of problem is an emergency?

**A1:** Can be a fire, a crime in progress, a medical emergency or a vehicle accident.

**Q2:** What number do you call when you have an emergency?

**A2:** 9-1-1

**Q3:** What does the operator say when she answers your call?

**A3:** When you call 9-1-1, the call taker answers by saying, “Emergency”. Do you require Police, Fire or Ambulance”.

**Q4:** If you do not speak English, what should you tell the operator?

**A4:** If English is not your first language, the 9-1-1 call taker will question you to determine what language you need. If you are unable to speak for any reason or the language spoken can not be determined, the call taker will create a call to be dispatched to the address the phone number is assigned to.

**Generalization:**

**Q1:** Have you ever called 9-1-1?

**Q2:** Did you get the help you needed when you called 9-1-1?

**Application:**

**Q1:** What number will you call if you need the police, but it is not an emergency?

**A1:** 416 808-2222

**Q2:** Why is it good to tell your children and parents about 9-1-1?

**A2:** So they can get help if you are not there or can't call yourself.

**Conclusion:** Calling 9-1-1 will get you help from the police, fire service, or ambulance no matter what language you speak.

## **Topic Name: Traffic Stops**

**Learning Outcomes:** The learners will know what to expect when the police stop them when they are driving a car.

### **Teaching Points:**

- When directed to stop by the police, pull to the right and stop.
- Provide the police officer with your drivers licence, vehicle ownership and proof of insurance.
- Accepting and signing a Provincial Offences ticket is not admitting that you committed the offence.

### **Introduction:**

The police have the authority to stop a car at any time to determine if the driver has consumed alcohol or drugs, the car is mechanically fit, the driver has a valid licence, and the car has valid insurance.

**Experience:** Show video “A Guide to Police Services in Toronto”.

### **Reflection:**

**Q1:** Why was the man in the car stopped by the police?

**A1:** He was driving over the posted speed limit. He was speeding.

### **Generalization:**

**Q2:** Have you ever been stopped by the police when you were driving?

**Q2:** Did the police officer tell you why you were stopped?

### **Application:**

**Q1:** What should you do if the police indicate that you should stop for them when you are driving?

**A1:** Slow down and pull as far off to the right side of the road as possible.

**Q2:** What documents must you give to the police officer if you are stopped for a driving offence?

**A2:** A valid driver's licence, the vehicle and plate portions of the vehicle permit, and proof of insurance.

**Q3:** Is signing the ticket the officer gives you a plea of guilty?

**A3:** Accepting the ticket is not an admission of guilt.

**Conclusion:** If you are stopped when you are driving, the police officer will tell you why you were stopped and ask you to produce certain documents.

## **Topic Name: Police at Your Home**

**Learning Outcomes:** The learner will know what to expect if the police come to his/her home.

### **Teaching Points:**

- The police can enter your home if they are invited, if there is an emergency, or under the authority of a warrant.
- It is acceptable to ask police questions about why they have come to your home.

### **Introduction:**

In Canada, the police know that a person's home is a very sacred and private place. The sanctity of a person's home is recognized as a right by Canadian courts.

**Experience:** Show video "A Guide to Police Services in Toronto".

### **Reflection:**

**Q1:** Do you think the man who answered the door was scared when the police came to his house? Why?

### **Generalization:**

**Q1:** Have the police ever come to your house?

**Q2:** How do you think you would feel if you saw a police officer at your door?

### **Application:**

**Q1:** When can police enter your home?

**A1:** Police can enter your home if:

- they are invited
- when there is an emergency situation, such as when responding to a 9-1-1 call
- when a legal document permitting the entry is provided, such as a Search Warrant

**Q2:** What should you do if a police officer does not understand one of your customs?

**A2:** It is very important to communicate your needs to the officer. For example, notify the officer if you have designated prayer areas. Don't be afraid to ask questions or explain specific things that the officer may not understand. Remember the officer is there to help you.

**Conclusion:** Don't be afraid to ask police officers questions or explain cultural practices that the officers may not understand.

## **Topic Name: Making Complaints Against the Police**

**Learning Outcomes:** The learner will know how to make a complaint about a police officer.

### **Teaching Points:**

- People can make complaints about a policy or service provided by the Toronto Police Service.
- People can complain about the conduct of a police officer.
- The procedure for making a complaint is available at police stations and on the internet.

### **Introduction:**

You can complain about a policy or service provided by the Toronto Police Service or about the conduct of a police officer.

**Experience:** Show video “A Guide to Police Services in Toronto”.

### **Reflection:**

**Q1:** Where did the woman go to get information about making a complaint about the police?

**A1:** A police station.

### **Generalization:**

**Q1:** Do you think it is easy to make a complaint about a police officer? Why/why not?

### **Application:**

**Q1:** What form must a complaint about a police officer take?

**A1:** A complaint must be in writing and must be signed by the person making the complaint. The complaint may be in the form of a letter or on a standard form, available from any police station or the Ontario Civilian Commission on Police Services (OCCOPS), 25 Grosvenor Street, 18th Floor, Toronto, M7A 1Y6.

**Q2:** Where can you get information on how to make a complaint about a police officer?

**A2:** Pamphlets outlining the procedure for making a complaint are available at any police station or online at the Toronto Police Service website [www.torontopolice.on.ca](http://www.torontopolice.on.ca).

**Conclusion:** Pamphlets about how to make a complaint are available at any police station or online at [www.torontopolice.on.ca](http://www.torontopolice.on.ca).

## **Topic Name: Being Stopped by the Police**

**Learning Outcomes:** The learner will understand some of the reasons police officers will stop people to talk to them.

### **Teaching Points:**

- The three general reasons why police stop people.
- Duties of a police officer.
- People can approach police officers to ask questions or talk about community problems.

**Introduction:** There are many reasons why police officers may stop and talk to you. Sometimes they are investigating a crime, but sometimes they are just trying to meet and get to know the people who live in the neighbourhood.

**Experience:** Show video “A Guide to Police Services in Toronto”.

### **Reflection:**

**Q1:** Why do you think the police stopped the young man in the underground garage?

### **Generalization:**

**Q1:** Have you seen police stopping and talking to people?

**Q2:** Why do you think the police stopped the person they were talking to?

### **Application:**

**Q1:** What are the three circumstances when police can stop you?

**A1:** Police can stop you under three general circumstances:

- If the officer suspects that you have committed an offence.
- If the officer actually sees you committing an offence.
- If you are driving.

**Q2:** What are some of the duties of a police officer?

**A2:** Some of the duties of a police officer are:

- Maintaining public order
- Preventing crime
- Investigating crime
- Assisting victims
- Enforcing both criminal and traffic laws
- Responding to emergency calls and other calls for assistance

**Q3:** Why is it important for the police to talk to people in the community when they are not investigating a crime?

**A3:** To do a good job of protecting people, police have to know about the people in the neighbourhood and what community safety issues are important to them.

**Conclusion:** In Toronto, police officers can be seen walking, driving cars, and riding bicycles. Officers may stop and talk to people so the officers can learn more about the community and the people who live or work there.