Volunteers and Community Policing

The Toronto Police Service (Service) recognizes that volunteers are an integral and vital component of community policing.

Service volunteers are welcomed and valued in every community, and their service to the organization is invaluable. Our volunteers serve as the first point of contact between the community and the Service. They make an impact and strengthen ties in our communities, they serve to enhance the delivery of police services, and assist in numerous community engagement initiatives and programs.

The Mission Statement of the Toronto Police Service Volunteer Program is;

“To create meaningful partnerships through trust, understanding, shared knowledge, effective community engagement and to maintain safety and security in our communities.”

Connected by Commitment

Revised November 2020
MESSAGE FROM THE TORONTO POLICE SERVICES BOARD

On behalf of the Toronto Police Services Board, I would like to extend our deep and sincere appreciation to all of our volunteers for giving your time, energy, and dedication to the Toronto Police Service and to all of the communities that make up the City of Toronto.

The Toronto Police Service is recognized as outstanding model in the policing community in the way in which it consults with its communities. The Board is extremely proud of this achievement and is committed to continuously working to ensure that we remain a progressive leader in this vital area.

Strong and meaningful partnership with the community is an essential component of the Board’s emphasis on community policing. Indeed, The Way Forward, the Transformational Task Force’s action plan report, charts an approach to policing that is founded on embracing partnerships to create safe communities. As our modernization strategy states, our police service must work in collaboration and partnership with members of our communities to understand and address the root causes of crime, share information, intervene early to reduce victimization, and build community capacity.

As our volunteers, you directly assist in meeting these fundamental objectives, helping to bring the police and the public together and making our communities stronger, healthier and more vibrant. Through your important work, we are able to deal with local concerns, establish and fortify positive relationships with all segments of our community, linkages that are crucial to building a safe city. Your dedication and generosity enrich our society in so many ways, invigorating our communities and infusing them with compassion.

We thank you for your enduring and sincere commitment to making our city safer.

Jim Hart
Chair

MESSAGE FROM THE TORONTO POLICE SERVICE

On behalf of the Toronto Police Service, I welcome you to our family and express our appreciation for your decision to make a difference in the communities we serve. This manual is a guide to familiarize yourself with our Service procedures and policies.

Our people are our greatest assets. Volunteers such as you are our ambassadors – your dedication, commitment and generosity are important to the Service, and to our communities. Supporting the development of strong, healthy and safe communities is collaboration, and as a volunteer, you provide a means by which the police and the public can work together as partners.

The professional expertise and life experiences that you, as a volunteer, brings, enriches both the Service and the communities that will benefit from your support. This is an exciting opportunity for you to meet individuals from different backgrounds, experiences and perspectives and hopefully, will enhance your life as well.

Thank you again for sharing your valuable time with us as we work together to modernize community safety in Toronto.

James Ramer, M.O.M.
Chief of Police
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A BRIEF HISTORY OF THE TORONTO POLICE SERVICE

Today’s Toronto Police Service (Service), formerly known as the Metropolitan Toronto Police, was formed in 1957 as the result of an amalgamation of thirteen local municipal police forces: City of Toronto, Township of East York, Township of Etobicoke, Township of North York, Township of Scarborough, Township of York, Town of Leaside, Town of Mimico, Town of New Toronto, Town of Weston, Village of Long Branch, Forest Hill and the Village of Swansea. Police procedures and communications systems within the “Metropolitan Toronto” area were standardized, eliminating artificial boundaries. The result was more effective, and more cost efficient, policing. At the time of that amalgamation, the title of "Chief Constable" became "Chief of Police". The original thirteen municipalities which made up “Metropolitan Toronto”, over the years evolved into the Cities of Toronto, North York, Scarborough, Etobicoke, and York, and Borough of East York.

As a result of Provincial Bill 103, on January 1, 1998, the cities and borough that comprised “Metropolitan Toronto” were further amalgamated into one municipal city, the City of Toronto. On that day, the Metropolitan Toronto Police Service became known as the Toronto Police Service.

As of 2019, there are approximately 7,569 members, 4,815 Uniformed Police Officers and 2,754 Civilian members.

Structure of the Service

Toronto Police Headquarters is located at 40 College Street in Toronto, where the offices of the Chief of Police and the Command Officers are located.

Police stations are called divisions and located within districts which are divided geographically by boundaries. Each division and/or district have their own Uniform Response, Detective Operations and Community Response offices that service the community.

Units requiring special facilities and equipment, such as the Forensic Identification Services, Mounted Unit, Police Dog Services, Marine Unit, Emergency Task Force, and Traffic Services to name a few are housed at separate locations.
ADMINISTRATION

The administration of all police forces in Ontario, now called “police services”, has been under the jurisdiction of Boards of Commissioners of Police now called Police Services Boards, since 1859. Presently, the Toronto Police Services Board (Board) consists of seven members. The City of Toronto municipal council appoints four of its members while the Ontario provincial government appoints three. The Board is ultimately responsible for the provision of police services, including law enforcement and crime prevention, in Toronto.

The Board, in consultation with the Chief and Command Officers, determines certain aspects of the administration of the Service, including the setting of goals and objectives, establishing policies & procedures, and overseeing budgets. The Board is also responsible for the recruitment and appointment of the Chief of Police, the Deputy Chiefs, and the Chief Administrative Officer.

As the highest-ranking officer and member of the Service, all areas of the Service are under the direction of the Chief of Police and the Board.

Four Deputy Chiefs of Police and a Chief Administrative Officer oversee the various areas of the Service. Police ranks under the Deputy Chiefs include: Staff Superintendent, Superintendent, Inspector, Staff Sergeant or Detective Sergeant, Sergeant or Detective, and Constable.

Uniform Officers

Uniform officers form the largest contingent on the Service. Each of the 10 districts allows for the provision of police service twenty-four hours each and every day. Each division/district is administratively divided into patrol areas. Uniform officers are assigned to many duties within their various units, some of which are:

Primary Response Unit - responding to high priority calls within the division,

Community Investigative Support Unit - responding to expedite lower priority calls

Community Response Unit (CRU) - responding to situations that require either a short or long term problem resolution.

The officers work with the community and patrol on foot, bicycle, boat, horse, motorcycle or motor vehicles. Uniform officers may then receive further staff development within Detective Operations, which is responsible for the investigation of crimes within that Division.

The CRU is a section within each police division that is responsible for addressing the specific policing needs of the local communities and neighbourhoods within that district, including the activities of the district’s community volunteers. The CRU includes the following sub-sections: Traffic Response, Foot Patrol, Bicycle Patrol, Crime Prevention, Community Relations, School Liaison, Auxiliary members and Community Volunteers.
OUR MISSION IS COMMUNITY SAFETY

We are dedicated to delivering police services, in partnership with our communities, to keep Toronto the best and safest place to be.

OUR PRINCIPLES
Actively Accountable and Trusted • Transparent and Engaged • Inclusive and Collaborative • Affordable and Sustainable

OUR GOALS

- Be where the public needs the Service the most
- Embrace partnerships to create safe communities
- Focus on the complex needs of a large city

HOW WE WILL GET THERE

BY TRANSFORMING

How we relate to the public: focusing on safe communities and neighbourhoods
How we deliver our services: from Primary to Priority response
Access to Services
Affordability and sustainability
Culture change

Our people are our greatest asset
**Mission Statement**

“We are dedicated to delivering police services, in partnership with our communities, to keep Toronto the best and safest place to be.”

**Core Values**

**Service at our Core:** by respecting and upholding the rights and freedoms of all people in all our interactions, free from bias or stereotype, seeking to understand and help others by making a difference; and asking ourselves, “Have I done all I can do?”

**Do the right thing:** by acting professionally, with integrity, and without prejudice, even in the most challenging circumstances, when no one is watching, and on and off duty; holding others accountable to the same standards; challenging any inappropriate behavior; and asking ourselves, “Have I lived up to my word and values?”

**Connect with Compassion:** by treating all people with empathy, respect, equity and dignity; going the extra mile to ensure others feel safe, supported, included, engaged and valued; standing up for those who cannot stand up for themselves; valuing others life experiences; and asking ourselves, “Have I treated others as they would like to be treated?”

**Reflect and Grow:** by recognizing that we do not have all the answers; seeking and acting on input and feedback from the communities and our colleagues; acknowledging and learning from our mistakes and successes; and asking ourselves, “What else can I do to improve?”
Core Competencies

OUR MINDSET:
We are adaptable, innovative and forward thinking
We are open to and positive about change. We anticipate the changing needs of the communities we serve. We are outward-looking and forward-thinking, and approach situations with a sense of curiosity. We seek to continuously improve the way we work to achieve better outcomes.

We are solution-focused We critically analyze situations (including evidence, goals, constraints and risks) to identify solutions and make sound decisions. We gather information as needed, develop and weigh alternatives, and choose the best course of action.

OUR CONNECTIONS:
We are service and community-focused
We understand the people we serve – communities and members – and show an active commitment to improving their well-being over the long term.

We work collaboratively
We collaborate with others to create safe communities and an efficient and effective Toronto Police Service. We build and maintain collaborative internal and external relationships and partnerships by being open to others’ ideas, goals and perspectives, and appropriately sharing information. We ensure alignment within and across groups.

OUR DEVELOPMENT:
We develop ourselves and others
We take ownership for pursuing our own learning and development, and actively encourage and support the development of others.

We lead and inspire
We engage, inspire and motivate our people by creating a positive work environment, helping others understand how they contribute to the success of the Service, and modeling the Service's core values.

OUR IMPACT:
We are emotionally intelligent
We strive to understand ourselves and others. We actively listen to the needs, perspectives and concerns of others, and use this understanding to respond in an emotionally intelligent manner. We recognize and value differences in background, thinking, and approaches to work. We care about the mental well-being of others.

We are accountable and deliver results
We set high standards for ourselves and others. We behave with integrity and take ownership and responsibility for our own actions and those of others to achieve the best outcomes for the Service and the communities we serve.
Community Policing in Toronto

What is Community Policing?

Community Policing begins with the core responsibilities of policing as currently defined in the Police Services Act of Ontario, in particular:

Section 42 (1) - the duties of a police officer include:

- preserving the peace;
- preventing crimes and other offences and providing assistance and encouragement to other persons in their prevention;
- assisting victims of crime;
- apprehending criminals and other offenders and others who may lawfully be taken into custody;
- laying charges, and participating in prosecutions;
- executing warrants that are to be executed by police officers and performing related duties;
- performing the lawful duties that the chief of police assigns;
- enforcing municipal by-laws;
- completing the prescribed training.

Further, the Police Services Act (section 41) requires the chief of police, among other things, to:

- administer the police service and oversee its operation in accordance with the objectives, priorities and policies established by the board;
- ensure that members of the police service carry out their duties in accordance with this Act and the regulations and in a manner that reflects the needs of the community, and that discipline is maintained in the police service;
- ensure that the police service provides community-oriented police services;
- administer the complaints system in accordance with Part V

Community Policing is the delivery of police services that:

- are community service oriented;
- create partnerships between the police and community;
- share responsibilities between the police and community;
- are focused on problem solving;
- provide short term (reactive) and long term (proactive) solutions and/or strategies for problem resolution

Consultative Members and Volunteers and Community Policing

The Service recognizes that consultative members and volunteers are an integral and vital component of Community Policing.

They willingly, and without expectation of reward or special favour, give their time, efforts, expertise and experience to the community and the Service. By rendering such assistance, they serve to enhance the delivery of police services and also assist members of the Service and the community in various community outreach and engagement initiatives and programs.
Outline of Toronto Police Service Administrative and Command Structure

Toronto Police Services Board consists of seven (7) appointed members: four (4) appointed by the City of Toronto and three (3) appointed by the Province of Ontario. Among its responsibilities, the Board is responsible for: the provision of police services and for law enforcement in the City of Toronto in accordance with the Police Services Act of Ontario; the appointment of the Service’s members; the establishing of Service policies and guidelines and the direction of the Chief of Police. Board meetings are scheduled regularly on a monthly basis and members of the community are welcome to attend at TPS Headquarters Auditorium, 40 College Street, Toronto.

The Chief of Police is responsible for:

- administering and overseeing the operations of the Toronto Police Service in accordance with the objectives, priorities and policies established by the Toronto Police Services Board, as well as with various pieces of legislation; and

- ensuring that members of the Service carry out their duties in accordance with the Police Services Act of Ontario.

Persons wishing to send written correspondence to the Chief of Police, may do so to the following address:

Chief of Police
Toronto Police Service
40 College Street,
Toronto, Ontario, Canada M5G 2J3

Toronto Police Service - Communications Centre
Calls for Service - (Non-Emergency): (416) 808-2222
Calls for Service - (Emergency only): 9-1-1
Toronto Police Service Insignia

is worn as a crest on both shoulders of all uniforms

WINGED WHEELS of Industry

SHEAF - with York Rose on the sides of the crest

BOOKS - Denote Education

CROWN

Commemorating the Coronation year (1953) when Metropolitan Toronto was incorporated as a municipality

CHEVRON - Denoting Housing

CADUCEUS or STAFF or MERCURY

The Roman God of Commerce

The Toronto Police Service Emblems

Our insignia symbolizes the pride, dedication, and courage of the members who wear it. A select group of men and women sworn to uphold the law and to serve and protect the citizens of the city of Toronto.
**District Boundaries**

As our organization continues to modernize, our organization has moved away from our current model of 17 Divisions to a new model with 10 Districts. This shift will allow the Service to be more flexible in deployment and more effective in sharing its resources. It will mean more support for members and improved service to the public.
TORONTO POLICE SERVICE ORGANIZATIONAL

TORONTO POLICE SERVICES BOARD
CHIEF OF POLICE
Disciplinary Hearings Office - Corporate Communications - Executive Officer - Strategy Management (Staff Superintendent)
- Customer Service Excellence
- Strategic Planning
- Corporate Projects
- Analytics & Innovation

CORPORATE SUPPORT COMMAND (Chief Administrative Officer) - Audit & Quality Assurance

<table>
<thead>
<tr>
<th>Operations Support (Director)</th>
<th>Information Technology Services (Director)</th>
<th>Finance &amp; Business Management (Director)</th>
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<tbody>
<tr>
<td>Records Management Services</td>
<td>Information Systems Services</td>
<td>Accounting Services</td>
</tr>
<tr>
<td>Property &amp; Video Evidence Management</td>
<td>Enterprise Architecture Office</td>
<td>Budget &amp; Financial Analysis</td>
</tr>
<tr>
<td>Facilities Management</td>
<td>Infrastructure &amp; Operations Support Services</td>
<td>Employee Services</td>
</tr>
<tr>
<td>Fleet &amp; Materials Management</td>
<td>IT Customer Service</td>
<td>Purchasing Services</td>
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<td>Project Management Office</td>
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<td>Telecommunications Services</td>
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HUMAN RESOURCES COMMAND (Deputy Chief)

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<thead>
<tr>
<th>People and Culture (Director)</th>
<th>Corporate Risk Management</th>
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<tbody>
<tr>
<td>Business Partnership</td>
<td>Professional Standards</td>
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<tr>
<td>Diversity &amp; Inclusion</td>
<td>Professional Standards Support</td>
</tr>
<tr>
<td>Labour Relations</td>
<td>Legal Services</td>
</tr>
<tr>
<td>People Strategy &amp; Performance</td>
<td>Toronto Police College</td>
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<tr>
<td>Talent Acquisition</td>
<td></td>
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<tr>
<td>Wellness</td>
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</tbody>
</table>

COMMUNITIES & NEIGHBOURHOODS COMMAND (Deputy Chief)

<table>
<thead>
<tr>
<th>West Field Command (S/Supt.)</th>
<th>PRIORITY RESPONSE COMMAND (Deputy Chief)</th>
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</thead>
<tbody>
<tr>
<td>Traffic Operations</td>
<td>Priority Operations</td>
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<tr>
<td>Traffic Services</td>
<td>T.P.O.C. (PRG)</td>
</tr>
<tr>
<td>Parking Enforcement</td>
<td>Communications Services</td>
</tr>
<tr>
<td>Community Partnerships &amp; Engagement Unit</td>
<td>Court Services</td>
</tr>
<tr>
<td>Division 12, 23, 31</td>
<td>Division 13, 53</td>
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<tr>
<td>Division 11, 22</td>
<td>Division 32, 33</td>
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<tr>
<td>Division 14</td>
<td>Division 55</td>
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<td>Division 52</td>
<td>Division 41, 42</td>
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<td>Division 51</td>
<td>Division 43</td>
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SPECIALIZED OPERATIONS COMMAND (Deputy Chief)

<table>
<thead>
<tr>
<th>Public Safety Operations (S/Supt.)</th>
<th>Detective Operations (S/Supt.)</th>
</tr>
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<tbody>
<tr>
<td>Emergency Management &amp; Public Order</td>
<td>Intelligence Services</td>
</tr>
<tr>
<td>Public Safety</td>
<td>Organized Crime Enforcement</td>
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<tr>
<td>Mounted</td>
<td>Integrated Gun &amp; Gang Task Force</td>
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<tr>
<td>Public Safety Response Team</td>
<td>Drug Squad</td>
</tr>
<tr>
<td>Specialized Emergency Response</td>
<td>Financial Crimes</td>
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<tr>
<td>Emergency Task Force</td>
<td>Prov. ROPE, Bail &amp; Parole, Fugitive Squad</td>
</tr>
<tr>
<td>Marine</td>
<td>Sex Crimes</td>
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<td>Police Dog Services</td>
<td>Homicide</td>
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<td>Forensic Identification Services</td>
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<td></td>
<td>Hold-UP</td>
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Community Partnerships and Engagement Unit
Phone: 416-808-0100
Fax: 416-808-0102
Unit Commander: Superintendent David Rydzik

The Community Partnerships and Engagement Unit (CPEU) coordinates numerous programs aimed at engaging and partnering with the diverse communities which make up the City of Toronto. These programs focus on youth outreach, school liaison, community education, seniors and vulnerable persons’ issues, and crime prevention. As well, CPEU leads various initiatives including FOCUS (Furthering Our Community by Uniting Services – situation table), Countering Violent Extremism (CVE), the Neighbourhood Community Officer Program (NCOP), the Auxiliary Officer and Volunteer program, Mental Health and Mobile Crisis Intervention Team (MCIT) and Toronto Crime Stoppers.

CPEU provides an effective, efficient and economical support service which develops, enhances and maintains constructive community partnerships. This is achieved by working in collaboration and partnership with communities, sharing information which builds community capacity and addressing the complex needs of Toronto.

In direct support of our communities, CPEU coordinates the Chief’s Community Consultative Process which includes: the Community Police Liaison Committees in every Division/District; ten (10) community consultative committees (Aboriginal, Asia Pacific, Black, Chinese, French, LGBTQ2+, Muslim, Persons with Disabilities, Seniors, and South and West Asian); the Chief’s Community Advisory Council and the Chief’s Youth Advisory Committee.
"To create meaningful partnerships through trust, understanding, shared knowledge and effective community mobilization to maintain safety and security in our communities."

COMMUNITY CONSULTATIVE PROCESS
COMMUNITY CONSULTATIVE PROCESS

INTRODUCTION

A key element of community engagement is the effective and efficient level of consultation that is undertaken between the police and community stakeholders.

The community consultative process is the vehicle by which the greater community and the police exchange information about issues and concerns facing them. A true commitment to effective consultation and productive partnerships between the Service and the community, lends itself to more successful outcomes in the identification, prioritizing and problem-solving of community issues and concerns, and ultimately to improved community safety and quality of life.

The consultation process is most effective when members are active in the community to promote dialogue and community engagement. It affords opportunities for enhanced effectiveness respecting community based activities and leadership, directed at joint community and policing problem solving initiatives.

The Service is a world leader in the policing community when it comes to consultation with its communities and proves this by words and deeds on a daily basis. The consultative process within the Service exists on many levels, both formally and informally but, in particular, on three formalized levels.

GENERAL

The Service shall maintain one consultative process with three levels, equal in significance as follows:

- Community Police Liaison Committee (Divisional) - (CPLC)
- Community Consultative Committees - (CCC)
- Chief's Advisory Council/Chief’s Youth Advisory Committee - (CAC/CYAC)

The Service, through the Community Partnerships and Engagement Unit (CPEU) and in conjunction with community consultative members, shall bring all three levels of the consultative process together annually to maintain effective networking, communication, training and exchange of best practices at the annual Community Policing Consultative (CPC) Conference.
OVERVIEW

Support for and co-ordination of the Service's community consultative process will be conducted by CPEU.

Each committee within the Service community consultative process is to receive funding, in the amount of $1,000.00 per year from the Board, except the Chief’s Youth Advisory Committee (CYAC), subject to the availability of such funds as determined by the Board, as follows:

- Divisional/Traffic Community Police Liaison Committee (CPLC)
- Community Consultative Committees (CCC)
- Chief’s Advisory Council (CAC)/Chief’s Youth Advisory Committee (CYAC)

Expenditures of Board monies must be approved by the respective Senior Officer in consultation with the Consultative Committee Executive and paid out through Financial Management.

A Senior Officer means a police officer who holds the rank of Inspector or a higher rank, excluding Command Officers, or a civilian member designated as a Senior Officer by the Board.

The activities and expenditures of each committee shall be articulated in the “Annual Report on Activities and Expenditures of Consultative Committees” to the Board through CPEU.

Committee Executives shall ensure that orientation and relevant training is provided to community consultative committee members throughout the year through internal and external support mechanisms.

All fundraising monies will be collected, reported and accounted for by the Committee Treasurer.

Central budgeting and accounting support for the community consultative process shall be conducted with the assistance of CPEU and Service Financial Management.

Any correspondence prepared for external use by the respective Community Consultative Committees shall be completed and approved by the respective Committee Executive.

POLITICAL PARTICIPATION

Any active politician, individual living with or individual in the employ of an active politician at the municipal, provincial or federal level will be ineligible for Executive membership on any of the Committees mentioned herein.
**Community Police Liaison Committees (CPLC)**

Community Police Liaison Committees (CPLC) is a divisional committee that represents all segments of the community and are made up of community volunteers and police service representatives from the local division and district’s geographic area.

All the divisions and districts throughout the City of Toronto have a CPLC to provide advice and assistance to the local Unit Commander and to work in partnership towards a safe and secure community through crime prevention strategies and initiatives.

The membership of each CPLC reflects the unique and diverse population served by a particular division or district. Participants on committees include community representatives from multi-cultural or linguistic groups, social agencies, businesses, tenant associations, schools, places of worship, gender, youth and socio-economic status.

The CPLC works in each division or district to develop short and long-term solutions to local concerns ensuring that no single group is excluded in the process. This system, has been in place since the early 1990s, and has provided direct access to the decision making process at the local level and has empowered local community members to improve the safety and security of their own communities.

**Mission**

To encourage mutual trust through understanding, shared knowledge and involvement which will lead to a meaningful partnership aimed at creating a safe environment in which to live and work.

**Mandate**

To work together in identifying, prioritizing, and problem solving of local policing issues by being proactive in community relations, education, mobilization, and crime prevention initiatives; and acting as a resource to the police and the community on issues based on the makeup of demographics specific to the community.

**Structure**

- This committee shall only be recognized as the CPLC.
- Each CPLC is part of a network of community CPLC’s and the other two formal consultative components of the Service.
- Every Division/District shall have a CPLC.
- The Unit Commander will be responsible for the overall operation and effectiveness of the CPLC within their respective division/district and have the autonomy to remove a member or constitute the committee.
- A minimum of 10 people are required on each CPLC, the maximum size will be determined by the individual CPLC.
- The Unit Commander will co-chair the CPLC with an Executive member elected from the community membership.
- Each CPLC shall have an Executive consisting of:
  - Co-Chairpersons
  - Secretary
  - Treasurer
- Elections for the Executive positions, except that of the Unit Commander, shall be held every calendar year.
Each member of the CPLC Executive, except for the Unit Commander, serves for one year from the time of appointment.

Executive members who are re-elected can only serve on the committee for a maximum of three (3) years.

A minimum of eight (8) meetings are to be held in a calendar year.

Half (50 %) plus one (1) of the CPLC membership shall constitute a quorum.

The Executive may appoint sub-committees from time to time as deemed necessary.

Police officers other than the Unit Commander involved in the CPLC shall not vote.

The Unit Commander shall ensure that community initiatives and strategies adopt the principles and goals of the Service.

Submit an annual report on a calendar year basis to CPEU

**Membership**

- The membership of each CPLC shall be reflective of its demographic composition.
- CPLC members shall be individuals who live or work in the respective Division/District, and participate with organizations functioning within the respective Division/District.
- The CPLC shall not discriminate against membership on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, age, gender, creed, sexual orientation, marital status, family status, socio-economic status, disability, religious or political affiliation.
- Interested members will submit application letters to the CPLC for review and include support letters from groups and/or organizations.
- Prior to membership, the Unit Commander or designate will conduct a background check on potential members. Any results thereof will remain confidential between the Unit Commander or designate and the potential member.
- Potential members facing criminal charges will not be eligible for membership.
- The Unit Commander will consider any criminal history of a potential member based on its seriousness and impact on the integrity and reputation of the Service.
- Should a member be charged with a criminal offence, the member shall notify the Unit Commander of such circumstances immediately; failure to do so may result in removal from the Committee.
- The Unit Commander will make a decision on continued membership while facing charges in consultation with the Unit Commander of the CPEU.
- The membership shall be for one year from date of membership.
- The CPLC executive shall review membership every year and establish the minimum standards for attendance and participation.
Responsibilities of Executives

Community Police Liaison Committee (CPLC)

Co-Chairpersons shall:

- be an elected community member of the committee;
- preside over all meetings with the Unit Commander;
- set meeting agendas consistent with the mission statement of the Service;
- co-ordinate all CPLC activities: strategies, initiatives and outreach;
- act as a contact person for matters to be presented to the community; and
- prepare and submit an annual report on a calendar year basis to CPEU.

The Secretary shall:

- be an elected community member of the committee;
- distribute meeting agendas, notices and correspondence;
- keep minutes for all meetings;
- keep an up to date file of all records: not limited to meeting agendas, minutes and correspondence;
- maintain membership list.

The Treasurer shall:

- be an elected community member of the committee;
- be responsible for general financial oversight and budgeting;
- maintain banking, book keeping and record keeping of accounts; and
- prepare a monthly financial statement for committee when requested;
Community Consultative Committees (CCC)

The consultative committees are meant to serve specific communities on a Toronto-wide basis. The membership is drawn from stakeholders and representatives of various groups and organizations of diverse communities so as to reflect both inclusiveness and credibility within that community. These committees serve as a voice on wider policing issues such as: cultural awareness, recruiting, training and community engagement, crime prevention initiatives and strategies; and they promote harmony, dialogue and understanding between the Service and the communities they serve.

Mandate

Working together in partnership with identified community representatives in identifying, prioritizing and problem solving of policing issues by being proactive in community relations, education, mobilization and crime prevention initiatives; and acting as a resource to the police and the community on communication initiatives, and social/cultural awareness.

The Service operates a second level of consultation for (but not limited to) the following communities:

<table>
<thead>
<tr>
<th>Aboriginal</th>
<th>Asia Pacific</th>
<th>Black</th>
<th>Chinese</th>
</tr>
</thead>
<tbody>
<tr>
<td>Persons with Disabilities</td>
<td>Lesbian, Gay, Bisexual, Trans, Queer and 2Spirit, Plus (LGBTQ2+)</td>
<td>French</td>
<td>Muslim</td>
</tr>
<tr>
<td>Seniors</td>
<td>South and West Asian</td>
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Structure

- Each Committee is part of a network with the other Community Consultative Committees and the other two formalized consultative components of the Service.
- A Police Liaison Officer as designated by CPEU shall be assigned to each committee to act as a resource, promote dialogue and engage the community through outreach initiatives.
- A Senior Officer as designated by the Chief of Police shall be assigned to each CCC as the Uniform Co-Chair, to ensure an effective flow of information between the Service and the respective CCC.
- A second Senior Officer as designated by the Chief of Police shall be assigned the role of Second in Command to assist the Uniform Co-Chair.
- A Senior Officer means a police officer who holds the rank of Inspector or a higher rank, excluding Command Officers, or a civilian member designated as a Senior Officers by the Board.
- The Uniform Co-Chair will be responsible for the overall operation and effectiveness of each CCC and have the autonomy to remove a member or reconstitute the committee.
- Each Committee shall have an Executive consisting of:
  - Co-Chairpersons
  - Liaison Officer
  - Secretary
  - Treasurer
- The size of the CCC will be determined by the Unit Commander of CPEU in consultation with the Uniform Co-Chair.
- Elections for the Executive positions, except that of the Uniform Co-Chair and the Liaison Officer, shall be held every calendar year.
- Police officers other than Senior Officer(s) involved in the CCC shall not vote.
• Each member of the CCC Executive, except for the Uniform Co-Chair and the Liaison Officer, serves for one year from the time of appointment
• Executive members who are re-elected can only serve on the executive committee for a maximum of three (3) years
• A minimum of six (6) meetings are to be held in a calendar year.
• Half (50%) plus one (1) of the CCC membership shall constitute a quorum.
• Meetings shall take place at police headquarters or as directed by the Committee Executive in accessible facilities to facilitate public attendance.
• The Uniform Co-Chair shall ensure that community initiatives and strategies adopt the principles and goals of the Service.
• Submit an annual report on a calendar basis to CPEU.

Membership

• CCC members shall be individuals who live or work, and participate with organizations functioning within the City of Toronto.
• The membership of each CCC shall be reflective of the specific ethno-cultural community within Toronto, inclusive of youth.
• To be considered for membership, interested individuals will be required to have bona fide affiliation and sponsorship from established business, social, community or religious organizations within the respective community.
• The CCC shall not discriminate against membership on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, age, gender, creed, sexual orientation, marital status, family status, socio-economic status, persons with disabilities, political or religious affiliation.
• Interested members will submit application letters to the CCC Co-Chairs for review and include support letters from groups/or organizations.
• Liaison Officers/CPEU will assist the Uniform Co-Chair to identify new membership.
• Prior to membership, the Liaison Officer will conduct a background check on potential members. Any results thereof will remain confidential between the Liaison Officer, Uniform Co-Chair and the potential members.
• Potential members facing criminal charges will not be eligible for membership.
• The Uniform Co-Chair will consider any criminal history of a potential member based on its seriousness and impact on the integrity and reputation of the Service.
• The Uniform Co-Chair will make a decision in relation to any criminal history.
• Should a member be charged with a criminal offence, the member shall notify the Uniform Co-Chair of such circumstances immediately; failure to do so may result in removal from the committee.
• The Uniform Co-Chair will make a decision on continued membership while facing charges.
• The CCC executive shall review membership every year based on participation.
• The minimum meeting requirement is two-thirds (2/3) attendance/participation, unless bona fide reasons exist, membership will be subjected to review by the Uniform Co-Chair, who will make the final decision on continued membership.
• Members shall actively contribute to the mandate of the CCC, and ensure that community initiatives and strategies adopt the principles and goals of the Service.
**Responsibilities of Executives**

Community Consultative Committees

* Elections for the Executive positions shall be held every calendar year. Re-elected members can only serve on the executive committee in any position for a maximum of three years.

Co-Chairpersons shall:
- be an elected community member of the committee;
- preside over all meetings with the Uniform Co-Chair;
- set meeting agendas consistent to the mission statements of the Service;
- develop a quarterly action plan and consider an evaluation process on the performance of the committee to meet annual goals and objectives of the Service;
- develop and co-ordinate all CCC activities: crime prevention initiatives, strategies and outreach;
- create a communications strategy to ensure scheduled meetings are appropriately communicated in advance to the public;
- act as a contact person for matters to be presented to the community; and
- prepare and submit an annual report on a calendar basis to CPEU

The Secretary shall:
- be an elected community member of the committee;
- distribute meeting agendas notices;
- keep minutes for all meetings;
- keep an up to date file of all records, meeting agendas, minutes and correspondence which are to be forwarded to the Volunteer Coordinator - CPEU; and
- ensure that agendas and minutes are publicly available and upon request make all communications AODA compliant;

The Treasurer shall:
- be an elected community member of the committee;
- be responsible for general financial oversight and budgeting;
- maintain banking, book keeping and record keeping of accounts; and
- prepare a monthly financial statement for committee when requested.

Liaison Officer shall:
- performs the general duties of a Police Constable;
- act under the authority of the Unit Commander-CPEU to support CCC activities and initiatives;
- work collaboratively with the CCC to meet and deliver the mandate;
- act as a resource regarding Service rules and procedures;
- support the CCC by providing assistance with respect to logistical requests on behalf of the Service;
- facilitate communication between the Service and the CCC, and vice versa, to the community as approved by the Uniform Co-Chair;
- be active in the community to promote dialogue and community engagement;
- identify and recruit community members to serve on the CCC; and
- conduct background checks on CCC members as directed by the Uniform Co-Chair.
**Chief's Community Advisory Council (CAC), Chief’s Youth Advisory Committee (CYAC)**

The Service operates a third level of consultation at the Chief of Police level. The Chief's Community Advisory Council (CAC) and the Chief's Youth Advisory Committee (CYAC) exist to support and ensure community safety through proactive engagement between the Service, our diverse communities and our youth.

The CAC and CYAC shall have a liaison officer with direct access to the Chief of Police and in return, the Chief of Police has a point of reference in the community to engage in constructive dialogue with appropriate, recognized community spokespersons.

Although these formalized levels of consultation exist within the Service, many front-line officers, along with those officers assigned to specialized units, are engaged in various forms of consultations with many community stakeholders, involving a myriad of community-police issues on a daily basis.

The integrity and reputation of the Service are fundamental when liaison or consultation at any level occurs between Service members and the community. Constructive partnerships and positive outcomes that occur as a result of community-police interaction remain the cornerstone of a successful police service and ultimately lead to an enhanced quality of life within the community.

**Mandate**

Working together in partnership with identified communities to address, identify, prioritize and find solutions to community problems and to enhance relationships; and act as a resource to the police and the community on training, outreach, communications and engagement strategies.

**Structure**

- The CAC and the CYAC is part of a formalized consultation network within the Service which includes CPLC and CCC;
- The CAC and the CYAC shall be supported by a liaison officer from CPEU or other designated unit;
- The Chief of Police shall determine the size of the respective CAC and CYAC;
- The CAC and CYAC will strive to be reflective of the greater community based on its diversity and youth communities;
- A minimum of three (3) meetings are to be held in a calendar year; and
- As directed by the Chief of Police, meetings shall take place at police headquarters or at other accessible locations.
Membership

- Shall be individuals who live or work, and attend a learning institution or participate with organizations functioning within the City of Toronto.
- Membership shall be at the discretion of the Chief of Police or designate.
- CPEU will assist the Chief of Police or designate to identify new membership.
- The CAC/CYAC shall not discriminate against membership on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, age, gender, creed, sexual orientation, marital status, family status, socio-economic status, persons with disabilities, political or religious affiliation.
- At the request of the Chief of Police or designate, the liaison officer will conduct a background check on potential members. Any results thereof will remain confidential between the Chief of Police or designate, the liaison officer and the potential member.
- Individuals facing criminal charges will not be eligible for membership.
- The Chief of Police or designate will consider any criminal history of an individual based on its seriousness and impact on the integrity and reputation of the Service.
- Information on any criminal history will remain confidential between the Chief of Police or designate and the involved member.
- Should a member be charged with a criminal offence, the member shall notify the Chief of Police or designate of such circumstances immediately; failure to do so may result in dismissal from the CAC/CYAC.
- The Chief of Police or designate will make a decision on continued membership while facing charges.
- Duration of membership will be at the discretion of the Chief of Police or designate.
- Police officers other the Chief of Police or designate involved in the CAC/CYAC shall not vote.

Responsibilities of Executives

The Chair shall be the Chief of Police (or designate) and will:
- preside over all Council/Committee meetings; and
- set the agenda for the Council/Committee.

The Liaison Officer shall:
- be assigned from CPEU or other designated unit by the Chief of Police;
- notify all Council/Committee members of meetings;
- keep records of all attendance and correspondence;
- be responsible for Council/Committee finances;
- perform duties as assigned by the Chief of Police or designate; and
- prepare an annual report on a calendar basis to CPEU.
Activity Standards for Community Consultative Process (CPLC, CCC, CAC and CYAC)

Each component of the Service’s community consultative process shall be subject to the following minimum level of activity:

- meet as described within each community consultative process
- keep minutes of all meetings (a copy of minutes shall be forwarded to the Unit Commander of the CPEU within one month after completion of each meeting);
- set goals and objectives consistent with Service priorities at the beginning of each calendar year (A copy of these goals and objectives are to be sent to the Unit Commander of the CPEU);
- develop and coordinate crime prevention initiatives and strategies, and community outreach;
- develop two (2) value added community-police projects per calendar year consistent with Service priorities;
- suggested to have at least one town hall forum held jointly with police per calendar year;
- participate in the annual Community Policing Consultative (CPC) Conference;
- prepare a monthly financial statement to be made available upon request; and
- the committee shall commence and complete an Annual Performance Evaluation Report at the beginning of calendar year and submit it with a year end report to the Unit Commander of the CPEU.

IF WE AS A COMMUNITY DON'T STEP UP TO HELP EACH OTHER, THEN WHO WILL?
Community Consultative Process (CPLC, CCC, CAC and CYAC)

Photo Identification Cards

Members from all levels of consultation will be issued a Service photo identification card. While at a police facility, the photo identification card will be worn on the person in a prominent place so that it is easily recognized. When consultative members are working on assignments on behalf of the Service, at other than police facilities, the wearing of photo identification cards may be required.

- Committee/council members shall not use their photo identification card for any other purpose other than when engaged in Service community consultative process activities.

- Committee/council members shall not misrepresent themselves as police officers or other staff members of the Service.

- Photo identification cards shall not be reproduced, modified or altered by the committee/council member in any manner.

- The photo identification card shall be returned to the respective committee/council Uniform Co-Chair or liaison officer immediately when no longer a member of a community consultative process committee/council.

Photo identification cards remain the property of the Service - Facilities Management.

If a Service issued photo identification card is lost or stolen, the committee/council member must report this loss or theft immediately to their local police service and advise their committee/council liaison officer.
Community Consultative Process (CPLC, CCC, CAC and CYAC)

Financial Affairs

- Each Committee/Council may operate external bank account(s) at recognized financial institutions.
- The cheques or other instruments drawn on the account shall bear the signature of at least two members of the committee/council, one of whom must be the designated Unit Commander/Uniform Co-Chair/Chief of Police or designate.
- The Service Financial Management Unit may conduct an audit of any external accounts operated by any committee/council.
- All purchases made by the committee/council from the allotted Board funds shall be in accordance with the Service Purchasing Procedure Internal accounts.

Funds granted to the committees by the Board shall remain under the control of the Service through the established budget accounts and such funds shall not be forwarded to the committees/council for deposit in any external bank account. Funds so allocated will be accessed according to the established procedure.

Fundraising

- Fundraising within the Service’s community consultative process shall only be conducted for a specific purpose, which mutually benefits the community and the police.
- Fundraising efforts shall only be conducted with the approval of the Unit Commander/Uniform Co-Chair/Chief of Police or designate of each committee/council in consultation with the committee/council.
- Any materials or correspondence used for fundraising efforts must be approved by the respective committee/council.
- Fundraising cheques must be made payable to the respective committee/council account and not directly to the Service.
- Any fundraising literature must clearly indicate that a tax receipt will not be issued by the Service for monies received.
- Any committee/council accounts shall have four signatories, two from the committee/council and two from the police.
- Any cheques payable from any committee/council accounts shall have two signatures, one of which will be the designated Unit Commander/Uniform Co-Chair/Chief of Police or designate.
- Fundraising monies used for the purchase of goods will follow the Service purchasing standards; and
- All monies collected will be used under the direction of the respective Service member in consultation with the committee/council.
Community Consultative Process (CPLC, CCC, CAC and CYAC)

Donations

Unless authorized by the Chief of Police, committee/council members and volunteers shall not use their official title or membership in the Service, or the name of the Service:

a) to solicit or accept a donation, reward, consideration, gift, gratuity, or contribution of any kind from any person, organization or corporation;

b) to circulate subscriptions, sell tickets or collect money for any purpose other than for religious, charitable or athletic organizations;

c) to solicit or accept any monetary or other form of contribution from any person or organization for the purpose of sponsoring intra-Service sports teams;

d) to solicit any form of contribution from any person by any means either directly or indirectly, for any person leaving the Service or for any police social function.

Administrative Responsibilities

- The Adult & Youth Volunteer Program Coordinator at CPEU will provide a badge number and assist with the fingerprinting and photo identification process.

- The CPLC administrative responsibilities will be incorporated into the duties of the divisional personnel, including the tracking of CPLC members hours on TRMS.

- The CCC/CAC/CYAC administrative responsibilities are overseen by the CPEU.

- It is the responsibility of each division/district or unit to ensure that each member is placed on the HRMS system, and the tracking of committee/council members hours on TRMS.

- A copy of all paperwork will be maintained at the appropriate division/district or unit. The original copies must be sent to the Adult & Youth Volunteer Program Coordinator at CPEU for review.

Coming together is a beginning, staying together is progress, and working together is success.
Toronto Police Service
ADULT & YOUTH VOLUNTEER PROGRAM
Adult & Youth Volunteers

The Adult & Youth Volunteer Program (AYVP) is a Service initiative designed to build a working relationship between the public and the police. We aim to attract volunteers who are motivated to optimize public safety through crime prevention and most importantly, making a difference. One of the great strengths with involving volunteers in the Service is their flexibility to meet the diverse needs within the Service and the community.

The Adult & Youth Volunteer (AYV) should not be confused with the Victim Service Volunteer, Chaplain Program, Rover Program, Community Consultative Process or Auxiliary Officer. Each program is distinctive in nature and managed separately.

Any person wishing to volunteer their time to the Service in a role that is not consultative in nature, or managed by Victim Services Toronto or the Auxiliary Program, must participate in the intake process of the AYVP.

The term “Adult Volunteer” refers to a member in the AYVP who is 18 years of age or older.

The term “Youth Volunteer” refers to a member in the AYVP who is 14-17 years of age.

There is an established fundamental proviso regarding the utilization of volunteers with the Service and it is as follows:

“Volunteers shall not be used to replace or displace existing sworn peace officers or civilian staff positions within the Toronto Police Service. Volunteers will assume supportive roles in community policing initiatives exclusively and only under the direction of a member of the Toronto Police Service.”

Screening is done on all of AYC to ensure that a volunteer’s involvement meets the needs of the organization, the populations they serve and the volunteers themselves to improve the safety and quality of programs, and reduce risk and liability.
Adult & Youth Volunteer Program

Adult and Youth Volunteer Program Coordinator (AYVPC)

The AYVPC works in the CPEU and provides direction to the overall development, administration, training, and evaluation of the program. The AYVPC also works in conjunction with Divisional and District Volunteer Coordinators to ensure consistency of best practices and program administration.

Administrative Responsibilities

- The AYVPC is responsible for the volunteer’s application, which is then forwarded to the appropriate division/district for consideration.
- If an applicant is successful, the division/district is responsible for interviews, background and reference checks.
- All paperwork will then be sent back to the AYVPC for processing.
- The applicant will then be invited to attend the Service Headquarters for fingerprinting and photo identification. All volunteers applying to the AYVP will be fingerprinted regardless of age.
- The volunteer will be issued a Service photo identification card, volunteer apparel and equipment.
- The volunteer is then entered onto a Service personnel database known as Human Resources Management System (HRMS).
- All paperwork is held at People & Culture.

Divisional/District Volunteer Coordinator (DVC)

Each division/district that hosts an AYVP assigns a member from the CRU the role of DVC. This Service member directly supervises the volunteers assigned to the division or district and works in collaboration with the CRU to integrate the volunteers in community outreach and engagement initiatives.
Adult & Youth Volunteer Program

Administrative Responsibilities

The DVC will be responsible for entering all volunteer hours on the Time Resource Management System (TRMS) and will submit a yearly report on each volunteer to the AYVPC. A review will then be conducted, upon which time the volunteer’s status will be reviewed.

It is the responsibility of the division/district to conduct annual background checks on all volunteers and advise the Unit Commander of any changes.

It is the responsibility of the Service to communicate the expectations of the volunteer clearly and effectively. It is also the responsibility of the Service to ensure that persons placed in the position are appropriate for the position.

Volunteer Role Descriptions

When taking on a position, you, as a volunteer, should be advised of the following:

- Name of the assignment
- Purpose of the assignment
- Tasks to be undertaken
- Time commitment
- Skills requirement
- Training required
- Supervisory structure
- Supporting policies
- Benefits of volunteering

Communication is the responsibility of both the Service and the Volunteer. If you are in doubt, ask.
Adult & Youth Volunteer Program

Application and Waiver Form

All applicants to the AYVP are required to complete, sign and submit the Adult & Youth Volunteer Application and Waiver Form to the AYVPC at the CPEU.

A comprehensive police security check, fingerprinting, personal reference check and an interview will be conducted prior to being accepted to AYVP.

Once accepted, the volunteer must complete and sign the Personal History Form, the Statement of Confidentiality Agreement Form and the Volunteer Identification Card Agreement Form.

It should be the expectation of a volunteer that security checks will be conducted during their involvement with the AYVP.

Priority is given to individuals who live, work or attend school in the City of Toronto; must be a Canadian Citizen or landed immigrant; and have no criminal charges pending and not have been convicted of a criminal charge for which a pardon has not been granted.

Parental Consent

All applicants between the ages of 14 - 17 years of age must have a parent or guardian review and sign in the applicable area of the Adult & Youth Volunteer Application and Waiver Form before starting a volunteer experience with the Service.

Change of Personal Information

It is the responsibility of the volunteer to immediately notify their direct supervisor and the AYVPC (c/o Community Partnerships & Engagement Unit) of any change to their address, telephone number and/or emergency contact information.

Notifications

Adult & Youth Volunteer Coordinator
Community Partnerships & Engagement Unit
C/O Toronto Police Service Headquarters
40 College Street, Toronto M5G 2J3
Or by email to: volunteer@torontopolice.on.ca
Identification Cards:

All AYV will be issued a Service photo identification card. While at a police facility, the photo identification card will be worn on the person in a prominent place so that it is easily recognized. When volunteers are working on assignments on behalf of the Service, at police or other facilities, the wearing of photo identification cards are required.

- AYV shall not misrepresent themselves as police officers or other staff members of the Service.
- AYV shall not use their photo identification card for any other purpose other than when engaged in Service initiated volunteer activities.
- Photo identification cards shall not be reproduced, modified or altered by the volunteer in any manner.
- The photo identification card shall be returned immediately to the respective Unit Commander upon resignation or termination.

Photo identification cards remain the property of the Toronto Police Service - Facilities Management.

If a Toronto Police Service issued photo identification card is lost or stolen, the committee/council member must report this loss or theft immediately to their local police service, advise their immediate supervisor and the Adult & Youth Volunteer Coordinator at the CPEU.

Rights and Responsibilities:

- Volunteers shall have an obligation to exercise honesty, objectivity and diligence in the performance of their duties and responsibilities.
- Volunteers shall not knowingly be a party to any illegal or improper activity.
- Volunteers shall recognize their scope of authority and shall not exceed such authority at any time. Volunteers shall not misrepresent themselves as a police officer or other staff member of the Service.
- Volunteers shall be aware of their obligation to maintain a high standard of competence, morality and dignity.
- Core values are a set of attributes that represent behaviours and attitudes effective in carrying out our Mission Statement.
Adult & Youth Volunteer Program

**Volunteer Commitment**

Volunteers are expected to commit to the program for a minimum of one year. There is no guarantee volunteers will be able to complete a set number hours as the Service does not have a set weekly schedule and most volunteers are utilized on an as needed basis.

**Inactive Volunteer**

A volunteer that has not been active in the program for three (3) months will be deemed ‘inactive’. The volunteer will be dismissed from the AYVP at which time, the photo identification card, apparel and equipment must be returned to the Service.

**Volunteer Excused From Commitment**

Volunteers may be immediately dismissed if any Standards of Conduct policies are not followed. Volunteers shall be personally informed where improvement in their activities is required and given a reasonable mutually agreed upon period to improve their performance. If no improvement is achieved, the volunteer shall be excused from their volunteer commitment with the Service.

Volunteers shall be given the opportunity to respond in writing to the Service, to any circumstance, which results in being excused from their commitment.

Given that the relationship between a volunteer and the Service is one which can best be described as “an at pleasure relationship”, the Service shall have the unconditional right to terminate the services of a volunteer at any time, if it is in the interest of the Service and/or the community at large.

**Inter-department Relations**

The goal of the AYVP is to foster positive relations between the community and the police. Gossip or the extension of hearsay that is malicious in nature will not be tolerated.

It is the expectation that volunteers approach their duties in a positive nature. If a volunteer experiences a conflict with staff or a colleague, he/she is encouraged to address the conflict professionally and with respect.
Adult & Youth Volunteer Program

Fairness, Discrimination and Harassment

All AYV of the are entitled to working and volunteering in a healthy, friendly and professional environment. The Service has the legal obligation to provide such an environment. A healthy environment fosters mutual respect and enables members to optimize their potential, which results in the better provision of policing services to the community we serve.

Confidentiality

AYV shall be prudent in their use of information acquired in the course of their duties. They shall not use confidential information for any personal gain nor in any manner, which would be in conflict with the Service.

AYV can be exposed to a wide variety of information. It is imperative that they keep this information in the strictest confidence. This includes anything they may hear from police service members, complainants, or suspects and anything they may see on police reports, memos, and computer terminals.

All AYV will sign a Confidentiality Agreement and will take an Oath of Secrecy.

Any Adult & Youth Volunteer will be dismissed if the agreement of confidentiality is breached.

Fundraising

Unless authorized by the Chief of Police or designate, AYV shall not use their membership or the name of the Service to fundraise or solicit donations.

AYV shall not be utilized for fundraising initiatives by outside agencies in their capacity as a volunteer in the AYVP.
Adult & Youth Volunteer Program

**Donations and Solicitation of Donations**

Unless authorized by the Chief of Police, AYV shall not use their official title or membership in the Service, or the name of the Service:

a) to solicit or accept a donation, reward, consideration, gift, gratuity, or contribution of any kind from any person, organization or corporation;

b) to circulate subscriptions, sell tickets or collect money for any purpose other than for religious, charitable or athletic organizations;

c) to solicit or accept any monetary or other form of contribution from any person or organization for the purpose of sponsoring intra-Service sports teams;

d) to solicit any form of contribution from any person by any means either directly or indirectly, for any person leaving the Service or for any police social function.

**Political Activities**

AYV are not permitted to engage in political activities while serving in the capacity of a volunteer in the AYVP.

**Media / Social Media**

AYV shall not publicly release information to the media. In situations where the media contacts a AYV, they shall direct the media to a Service member.

AYV may provide general information about the program in which they belong to but shall avoid providing personal opinion.

While AYV are entitled to use social media and maintain personal web pages in their private lives, their status as a volunteer of the Service requires that the content of those posting not jeopardize the integrity and reputation of the Service or the reputation or safety of other persons.
Adult & Youth Volunteer Program

Professional Image and Relations

Dress Code

AYV are reminded that they are representatives of the Service are expected to present themselves in an appropriate, professional manner.

Volunteer shirts may be issued to AYVP volunteers and should be worn when “on-duty”, unless otherwise directed by the AYVPC, DVC, direct supervisor or designate.

If there are any questions regarding attire, the AYV shall consult with the DVC, direct supervisor or designate.

Issued Articles of Service Apparel and Equipment

All apparel and equipment issued to a AYV necessary for the performance of a Service volunteer assignment shall be provided by and remain the property of the Service.

AYV shall not use issued articles of apparel or equipment other than for its intended purpose and only during the performance of a Service volunteer assignment.

Where issued articles of apparel or equipment are damaged or lost due to the fault of a volunteer, such volunteer may be required to pay the cost of replacement.

Improper or inappropriate use of issued apparel or equipment is strictly prohibited and may be grounds for immediate dismissal.

It is improper to attach the Service logo to apparel or equipment that has not been issued by the Service.

Service Procedure 17-09 entitled “Use of Service Crest and Name” states in part: “use of the Service image requires written approval from the Board.” Service Procedure 17-09 further states in part; “members shall not use the Service image to endorse, subscribe or authorize the use of photographs of themselves or make mention of their official title, rank, or membership in the Service in connection with any testimonial or advertisement for a product, service, corporation, profession or other organization, except with the permission of the Chief of Police.”

Late for Assignment

AYV who are going to be late for an assignment must advise the DVC, direct supervisor or designate as soon as possible.
Adult & Youth Volunteer Program

Unavailable for Assignment

Planned Absences
AYV are asked to give at least forty-eight (48) hours notice to the DVC, direct supervisor or designate.

Leave of Absence
AYV must notify the DVC, direct supervisor or designate of any extended leave of absence. Providing an anticipated return date is also necessary.

Illness or Injury
When an AYV is unable to report for scheduled assignment/duty or complete the assignment/duty due to sickness or injury, the AYV shall advise the DVC, direct supervisor or designate as soon as possible.

When an AYV sustains any injury while on assignment/duty, the AYV shall notify the DVC, direct supervisor or designate as soon as possible.

Dealing with the Public
AYV are not staff members of the Service and should not imply so to anyone.

It is important to know that what may seem like a minor or trivial incident to you could be causing that person a great deal of anxiety and/or grief. Always try to remain calm when dealing with any situation. Compassion and integrity are essential qualities in your role as a volunteer.

You are not expected to have answers for any questions relating to policing. If asked, you may inform the individual that you will have a Service member respond accordingly.

A list of commonly requested Service telephone numbers will be available at each police facility.

Public and Visitor Access
Members of the public including visitors and friends are not allowed behind the front counter or within office areas of police facilities. AYV shall have access to police facilities only during scheduled assignments and tours of duty, unless prior approval is obtained from DVC, direct supervisor or designate.
Adult & Youth Volunteer Program

Attending Police Facilities
AYV are to respect any Service facility as a place of business and should only attend the facility when assigned to a detail. Arrangements for any non-operational visits must be made in advance.

Use of Vehicles
AYV are not authorized to use Service vehicles.

Use of Telephone
Police telephones shall be used for police business only and calls shall not be prolonged unnecessarily. Personal telephone calls shall be kept brief and to a minimum.

No long distance calls will be made without prior approval from a Service supervisor.

Telephones within the Service shall be answered promptly. When an AYV answer a telephone, they shall give their unit and name, in that order (example: “14 Division Community Response Unit, Volunteer John/Jane Doe speaking, may I help you?”).

AYV shall not leave a caller on “hold” without advising the caller that the call is being attended to.

When there is a possibility of delay in assisting the caller, AYV shall obtain the person’s name and telephone number; and return the call or ensure that an appropriate person returns the call.

Personal Telephone Numbers and Addresses of Staff and Volunteers
Under no circumstances are the personal telephone numbers and addresses of Service members, committee/council members and volunteers to be given out to the public.
Adult & Youth Volunteer Program

Computer Usage

Under no circumstances are AYV permitted to load or use personal or unauthorized software programs on police computer systems.

Personal computer storage devices are not to be brought into a police facility at any time.

Computer storage devices are not to be removed from a police facility at any time.

Computer usage will only be allowed after prior approval and direction from the Unit Commander of the division/district.

Complaints Against Service Members or Volunteers

If, while at a place other than a police station, an AYV receives a complaint (orally or written) against any Service member or AYV, the complainant must be referred to the next available police supervisor. However, if the AYV receives the complaint while at a police station the complainant must be referred to the Officer-in-Charge of the division/district.

If an AYV wishes to complain about another AYV or police officer, they must be referred to the Officer-in-Charge of the division/district.

Release of Information

Police reports and police-related information are not to be given out to any member of the public, anyone requesting such information are to be referred to the Officer-in-Charge of the division/district or to the Sergeant on duty.
Adult & Youth Volunteer Program

**Personal References**

Service members cannot issue personal references for volunteers.

Members shall not write, sign, or give a reference or recommendation to any person concerning a member, or former member, without the permission of the Chief of Police.

**Community Service Hours**

All letters confirming the number of volunteer hours served must be issued from the CPEU.

The Service understands that many schools require their students to fulfill community service hours. The AYVP have not designed or adopted a program to accommodate such needs. We hope to build long lasting relationships with our volunteers.

Thus, at this time, we do not offer volunteer hour letters.

**Evaluation Process**

The Service has the right to regularly monitor and evaluate the work performance of volunteers. Volunteers may expect to receive constructive feedback on the performance of their assignments.

Volunteers can expect to be evaluated on an ongoing basis while performing their volunteer assignments. A formal evaluation process will be carried out at regularly scheduled times and may involve the AYVPC from the CPEU.

**Program Evaluation**

AYV may be encouraged to participate in formal program evaluations to address issues of concern and/or provide suggestions for improvements involving the operation and effectiveness of the AYVP.

**Volunteer Orientation & Training**

Volunteers will receive a general orientation to the Service, as well as program-specific and specific training from the division/district that may necessary to carry out assigned duties.
**Public Relations**

Every contact between a Service member/volunteer and the public should be a pleasant and satisfying experience. Friendly, courteous treatment of everyone from the community using Service facilities or coming in contact with Service representatives helps to build goodwill with the public.

Conversely, discourtesy or lack of consideration in dealing with an individual may damage the reputation of the Service. Public relations are likewise affected by the way in which Service representatives treat visitors, inquiries and complaints.

The physical appearance of a community policing facility is also important, as it is often the sole criterion upon which the general public judges it.

Good public relations are essential for the success of community development and community participation. Establishing and maintaining positive relationships with community individuals and agencies are important ways of building goodwill towards any organization or service. People have a greater interest and enthusiasm for a project if they feel a sense of responsibility for its success.

Some recommended steps in dealing with inquiries or complaints are as follows:

- greet the individual promptly, pleasantly, courteously and sincerely
- listen attentively and patiently, noting any facts
- provide appropriate information, material, and service
- refer inquiries or complaints to the proper authority, where applicable
- do everything possible to end conversation on a friendly note
- follow-up when necessary and when possible
- notify the appropriate Service staff of any concerns you may have, as soon as possible

Dress and deportment are also contributing factors in creating and maintaining a positive image in the community.

When involved in presentations or in publicizing an event, inform the community what is going on, where and when it is going on, and encourage community participation.
Recognition

Requirement

The Service values and appreciates the enormous contribution of committee/council members and volunteers to both the Service and the community.

Recognition for every 5 years of continuous volunteer service given to the Service is acknowledged annually during National Volunteer Week. This recognition also applies to members of the community consultative process.

Recognition for every 2 years of continuous volunteer service given to the Service by Youth Volunteers and Council members will be acknowledged by the Service annually during the National Volunteer Week.
What is Screening and Why is it Important to the Service?

For the Service, screening practices help to define the relationship between our members and volunteers and increase both the quality and safety of services and programs we offer and support within in our communities.

Screening takes into account the skills, experience, and qualifications that are required for an assignment and puts in place an ongoing process to engage people best suited to fill the role. It also allows the Service to explore the interests, motivations, and personal goals of our volunteers. Screening puts in place touchstones, throughout a volunteer’s involvement, that support mutual benefit while reducing the risk for everyone concerned. The benefits of screening are threefold:

- To **better match** people’s skills and experience to the needs and opportunities in organizations;
- To **improve the quality and safety** of programs and services in our communities;
- To **reduce the risks and liability** for both volunteers and the Service.

Screening practices play a critical role for the Service in fulfilling their moral, legal and ethical responsibilities to all those they reach including members, the public, participants, employees and volunteers. This obligation is even greater when they are working with vulnerable people, including children, youth, people with disabilities, and senior adults.
OTHER VOLUNTEER OPPORTUNITIES WITH THE TORONTO POLICE SERVICE

Toronto Police Auxiliary Program

Being an Auxiliary member of the Toronto Police Service is a demanding and rewarding volunteer position. Opportunities exist to meet new people, share new experiences and contribute to the well-being of the community. There are many Auxiliary Members with years of service who can attest to the personal rewards they have experienced.

Auxiliary Officers are part of a very dedicated and committed team of community volunteers who are trained both in the theoretical and practical applications of policing. They wear uniforms and are issued handcuffs and a baton.

A comprehensive training program prepares them for interaction with the police and the community. Successful candidates in the recruitment process, are assigned to work with officers in the Community Response Unit of a division, and receive ongoing training.

For more information contact: Community Partnerships & Engagement Unit (416) 808-0100

Victim Services Volunteer Program

Victim Services Toronto is a community based registered charity providing immediate crisis response, intervention and prevention services which are responsive to the needs of individuals, families and communities affected by crime and sudden tragedies. Victim Services Toronto volunteers are valued members of our team and are critical to the ongoing success of the agency. Volunteers are actively recruited, trained and engaged on a semi-annual basis to support all aspects of agency programming, service delivery, and operations.

Volunteers are an integral part of our team and work alongside our professional crisis counsellors to provide crisis intervention, support and referrals/linkages to community resources to individuals who have been affected by crime and sudden tragedies. Volunteers will assist in addressing the emotional, practical, psychological and immediate safety needs of victims and follow through to ensure those needs are met. As well, volunteers have the opportunity to assist with community events and fundraising initiatives.

For more information contact: Victim Services Toronto (416) 808-7066

Rover Crew Program

The 22 Division Rover Crew is a joint program between the Toronto Police Service, Humber College and Scouts Canada. It was founded by Police Foundation students at the Humber College Lakeshore Campus in 2003. Rovers are range in age from 18 to 26 years old and the program is designed to prepare young people for the future by encouraging them to give back to the community while also giving them an insight into the law enforcement field. The members are all students of Humber College who are enrolled in a program within the School of Social and Community Services.

The Rover Crew commits a significant amount of time to serving the communities in which they work and live. The Crew participates in many events in the Greater Toronto Area.

The Program is restricted to Humber College Police Foundations Students

For more information contact: (416) 808-2200 Community Response Unit, 22 Division

Wellness Chaplaincy Services

The Service Multi-faith Chaplaincy Service (Volunteer Chaplains) was established in October 1999 and is dedicated to offering chaplaincy services in partnership with community faith groups to members of the Service. They provide spiritual support, emotional care and faith based guidance to members both personally and professionally and have ecclesiastical/religious certification.

Volunteer Chaplains provide support in times of celebration, bereavement and crisis situations to Service members and their extended family and are on call 24 hours.

For more information contact: (416) 808-7166 Wellness Unit, Police Headquarters
Best Practices and Resource Guide for Community Consultative Process

“Bringing people together, eliminating differences and strengthening common goals!”

GOALS AND OBJECTIVES
S.M.A.R.T

When defining the goals of objectives for your Committee each year, use the S-M-A-R-T criteria to ensure they’re easy to understand, include clear directions, and that you can be reassured that they’ve been completed.
Consultative Committees

SETTING GOALS - BEST PRACTICES for EFFECTIVE MEETINGS

Introduction

Each member has a responsibility for the Committee’s effectiveness with a focus on the best interest of the community and the Service

Planning → Evaluation and Problem-Solving → Decision Making

Everyone at the meeting has a contribution to make. Each member requires preparation, objective participation and commitment to follow-thorough on decisions and commitments to ensure the best results.

The Executive of a Committee may wish to host an Executive Committee Meeting in advance of each meeting to determine the direction and priorities their Committee wishes to take for that meeting and other upcoming Committee initiatives. Priority items can then be taken to the general membership of the Committee for full discussion and approval.

NOTE ON PRIVACY: Committee meetings are public. If recording or photographing the meeting,

DEFINITIONS

CIVILIAN CO-CHAR
The three main functions of the Co-Chair are:

1. TASK function ensuring all Committee decisions are implemented.

2. MAINTENANCE function guiding Committee development and nurturing individual members.

3. BEHAVIOUR/LEADERSHIP function as a role model for other members

SECRETARY
The Secretary is responsible for recording the attendance, motions, comments and delegations made at a meeting. Other responsibilities may be requested of the Secretary as a member of the Executive.

TREASURER
The Treasurer is responsible for maintaining financial records of the Committee and providing written reports on the organization’s financial status to all members.

MEMBERS
Members are official representatives on the Committee.
## Setting Goals - Best Practices - Things to Consider

<table>
<thead>
<tr>
<th></th>
<th><strong>Before</strong></th>
<th><strong>During</strong></th>
<th><strong>After</strong></th>
</tr>
</thead>
</table>
| **Tasks** | **Co-Chair**  
- Ensure members with responsibilities are aware of all that is required of them.  
- Meeting Materials /Presentations  
As the leader of the Committee, the Co-Chair must lead all meetings. If the Co-Chair cannot attend, they should arrange for another member of Committee leadership to take their place. Some Committees have a Vice-Chair for this purpose and others may use the Treasurer or Secretary.                                                                 | **Agenda**  
**Co-Chair/Designate**  
- Begin Meeting on time.  
- Make Introductions.  
- Ensure members have an opportunity to express their views. See, Improved communication, Page 59 | **Committee Feedback**  
- Evaluate meeting results to ensure required actions are underway and being monitored.  
- Listen to member feedback to improve future meeting and actions.  
- Evaluate meeting results to ensure required actions are underway and being monitored.  
- Plan future meetings. |
| **Venue** | **Invites**  
- Advertise |
| **Agenda** | **Secretary**  
- Prepare agenda and circulate to all members along with previous minutes and other documents. See, Preparing an Agenda: Page 60.  
**Treasurer**  
- Ensure financial items are included.  
**Budget**  
**Treasurer**  
- Make all financial transactions required from the previous meeting, Organize for approvals.  
- Keep adequate financial records.  
- Receive regular financial reports from Convenors.  
**Minutes**  
**Secretary**  
- Prepare minutes of previous meeting with all suggested revisions from Committee so that they can be approved at the beginning of the meeting.  
**Motions**  
Not all Agenda items will require a Motion unless they are major decisions, especially those requiring use of Committee funds.  
The Motion is approved if more than half of members in attendance have voted in favour, including those who table the Motion and Second the Motion  
If a Motion is rejected, the Committee may wish to entertain a supplementary Motion to reintroduce the original Motion at the next meeting.  
**Secretary**  
- Record member presenting the Motions and the name of the Seconder.  
- Was Motion approved or rejected?  
- conversation details regarding next steps if the Motion was rejected. | **Treasurer**  
- Present financial report with all financial documentations and recommendations.  
- Respond to all member questions on financial matters if requested.  
- Ensure financial records are accurately documented. | **Budget**  
**Treasurer**  
- Review Minutes to ensure financial discussions accurately reflect the organization's financial status.  
- Keep accurate records of all transactions on Committee bank accounts and investments.  
**Social Media Updates**  
Social media allows for Committee members and the Service to improve upon its engagement with others and the extended community in its efforts to problem solve, maintain an open relationship and improve public trust.  
It allows us to communicate, collaborate and coordinate in more cooperative and comprehensive ways.  
**Co-Chair**  
- Ensure that the content of postings do not jeopardize the integrity and reputation of the Service, or the reputation or safety of others. |
ACCESSIBILITY

“make your meeting or event accessible from start to finish that that everyone who wants to participate can do so”

Meetings come in a variety of formats and sizes - from small workshops with participants who know each other to large public meetings.

Regardless of size or format of the meeting you are planning, it is critical to ensure it is full accessible from the registration forms to the meeting rooms and the presentation. By panning ahead, you can build accessibility into all aspects of the meeting. This will allow everyone to participate fully, including people with disabilities.

There are two main areas you need to consider when planning a meeting or event.

♦ Physical access to the meeting space
   *Includes accessible spaces for parking, accessible entrances and wash rooms, and meeting rooms that are large enough to accommodate participants who use wheelchairs, scooters and service animals*

♦ Access to the content and proceeding of the meeting
   *Access to the content and proceeding of the meeting includes making background and presentation materials available in accessible, electronic formats as well as alternate formats such as large print and Braille.*

People with disabilities have different needs. Talk to the participants with disabilities ahead of time to ensure their needs are met - Be flexible and look for alternatives!

“Planning a meeting is the most detailed step.
   The more you plan before a meeting, the smoother it will run“

---

**CONSIDER**

**Attitudinal Barriers**

Example:
The assumption that a person who has a speech impairment would not be a valuable contributor to a meeting.

**CONSIDER**

**Systemic Barriers**

Example:
A long meeting does not provide enough time between sessions for those who use wheelchairs, scooters or service animals to easily move from one session to another.

**CONSIDER**

**Technology Barriers**

Example:
Captioning is not provided for a video that is used.

---

**TIP:**

Plan your meeting and send out the invites early so that those interested in attending can respond and identify any accommodation needs they have. By doing so, you send the message that your meeting is accessible and you give your team enough time to make the necessary arrangements.
COMMUNICATION STRATEGIES

The most important role of your Committee is to improve communication between the community and the Police that serve that community. Within the Committee, keeping the following rules at heart will go a long way to help improve your community as a whole through better communication with the Police.

MAINTAIN STRONG RELATIONSHIPS
The Co-Chairs should have a regular dialogue about how their community is engaging with the Police and how those relationships can be maintained and improved. Pay attention to the needs of newcomers, ethnicities, and religious groups.

SHARE EXPECTATIONS AND GOALS
Be honest about what your Committee is accomplishing and how it can be improved. The Executive should share their thoughts about what they’d like the Committee to achieve, both within the Executive and with all members. Be pluralistic when developing goals and expectations.

KEEP MEMBERS INFORMED
Distribute regular information about events and community activities other members are hosting. Make sure your group has a point person who distributes this information.

ANSWER QUESTIONS IN AN OPEN AND TIMELY MANNER
Whether by email or in meetings, make an effort to get back to other members in a timely way. Acknowledge emails if they are directed to you. Let people know you’ll get back to them if you don’t have quick answers. And of course, be cautious about what you share! All members sign confidentiality agreements.

HEAR ALL VOICES EQUALLY
Some Committee members and some Police may be quieter (or louder!) than others. Build relationships and make a point of identifying the concerns and special contributions of those who may not always be heard. Make an effort to include access to meetings with technology! Provide WiFi and the opportunity to teleconference into the meeting for those who can’t attend in person.

RESPECT EVERYONE’S TIME
This is a VOLUNTEER Committee and everyone involved is here on their own time. Whether they are a member of the Service or from the community, make an effort to recognize those who spend extra time helping out.
SAMPLE AGENDA
Responsibility for setting the Agenda belongs to the Co-Chairs who should:
- Review previous Minutes to ensure items promised before are being delivered.
- Request information for Agenda items from Executive, Convenors and Members prior to meeting.
- Allocate a time period for each item to restrict rambling!
- Attach an individual’s name to each item if possible.
- Circulate the Agenda with any relevant materials one week in advance, or with a time frame acceptable to the committee, prior to the scheduled meeting so Members can prepare!

COMMUNITY-POLICE LIAISON COMMITTEE
AGENDA
XX Division Community Room
50 Difoldis Road
April 29, 2014
7:00pm – 9:00pm

1) Welcome and Introductions 2 minutes
2) Approval of Minutes from Previous Meeting 4 minutes
3) Guest Speakers (include topics and presenter names) 2 minutes
4) Police Reports 15 minutes
  - Superintendent’s Report - (include Service names and titles)
  - CRU Staff Sergeant’s Report
  - Crime Update
  - Traffic Update
5) Treasurer’s Report 10 minutes
6) Sub-Committee or Special Event Reports (if necessary) 10 minutes
7) New Business 15 minutes
8) Adjournment 2 minutes

Total 1 Hour

ATTENDANCE
ASSOCIATION MEMBER POLICE PERSONNEL
Arkville Residents Association Supt. Thomas Davidson
Forest Commons BIA D/Sgt Gordon Thomasson
PC Suzanne Williams
Duncan-Smith Shopping Centre

GUESTS
Location Services Inc.

REGRETS
Stewartville Church

1) WELCOME AND INTRODUCTIONS
The Co-Chair called the meeting to order at 7:00pm and thanks all in attendance, including a first time guest from Location Services Inc.

2) APPROVAL OF AGENDA
The Co-Chair made a request for additional items to be added to the Agenda. An item for ‘Duncan-Smith Street Festival’ was added at the request of the Forest Commons BIA.

The Co-Chair called for a Motion to Approve the April 29th Agenda with this addition.

MOTION: Member from Forest Commons BIA
SECOND: Member from Duncan-Smith Shopping Centre
MOTION CARRIED with all in favour.

3) POLICE REPORTS
33 Division Crime Analyst PC Suzanne Williams reported on March/April 2014 crime statistics, including:
- B&E - 13 commercial, 16 residential
- Robberies - 7 March, 7 April - 20 financial, 2 business, 5 mugging, 1 swarming, 1 purse snatch, 3 other

Drafting Minutes
At the top of the Minutes, include all meeting information, date, time, address of the meeting and the title of the organization.

Attendance information should identify Committee members by their organization affiliation and police personnel by their full title.

You may wish to separate REGRETS from ABSENT when identifying whether or not the member sent notice in advance that they would not attend.

Include the most important details of the meeting, but not everything discussed needs to be included! Focus on results or finished thoughts and avoid opinions or details that put members against each other.
## ANNUAL WORK PLAN TEMPLATE

**Community Consultative Committee:** _______________________________________________________

**Date:** ________________________________

**Participating Members:**

<table>
<thead>
<tr>
<th>Goals &amp; Objectives</th>
<th>Performance Indicators Define Details</th>
<th>Estimated Time/Completion Date</th>
<th>Resources Needed</th>
<th>Success Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Addition of 4 new members</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>2 - Youth</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Town Hall</td>
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<tr>
<td>Prepare new member package for newcomers to the committee. Address roles, expectations, involvement, By-Laws, and neighbourhood representation.</td>
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<tr>
<td>Open House</td>
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<tr>
<td>Police Week Fundraiser</td>
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<tr>
<td>Neighbourhood Safety Walk. Deliver Crime Prevention and safety information, combine Consultative info</td>
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### ANALYZE YOUR RESULTS AND IMPROVE

- On a monthly basis, look at the metrics of your platforms.
- Determine what type of content is generating the most interest, engagement, etc.
- Take a look at the most effective times for when your content is posted.
- Poll the amount of followers/likes that each platform has achieved - remember to aim for loyalty not just for having the highest number of followers/likes.
BOARD FUNDING GUIDELINES

CPLCs and CCCs are granted $1000 from the Toronto Police Service Board on an annual basis. At the completion of the calendar year, they must provide written documentation to show how that money was spent. Key factors must include: Crime Prevention and Community Engagement initiatives.

Examples of items and initiatives that Committees choose to spend their Board funding on:
Any purchase that is made from the Board funding must be in accordance with the Service’s Purchasing Procedure.

In order to receive reimbursement from the Board money, receipts and a ‘Toronto Police Service Internal Correspondence – 649’ must be submitted to the Unit Admin.

<table>
<thead>
<tr>
<th>Group:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support: (Service Co-Chair) (Community Co-Chair) (Liaison Officer)</td>
</tr>
<tr>
<td>Number of Meetings:</td>
</tr>
<tr>
<td>Goals and Objectives:</td>
</tr>
<tr>
<td>Town Hall Meeting:</td>
</tr>
<tr>
<td>Initiatives: (* = Value Added Project)</td>
</tr>
</tbody>
</table>

Expenditures from $1,000 Funding

<table>
<thead>
<tr>
<th>Itemized Breakdown of Expenditures</th>
<th>Quantity</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

Total Amount Spent $1,000.00
Total Amount Returned to the Board $0.00

Any purchase that is made from the Board funding must be in accordance with the Service’s Purchasing Procedure. In order to receive reimbursement from the Board money, receipts and a ‘Toronto Police Service Internal Correspondence – 649’ must be submitted to the Unit Admin.

See
**TORONTO POLICE SERVICES BOARD, COMMUNITY CONSULTATIVE GROUPS** Minute No: P292/10
Legislation: Police Services Act, R.S.O. 1990, c.P.15, as amended s 31(1)©.
<table>
<thead>
<tr>
<th>DIVISION</th>
<th>LOCATION</th>
<th>TELEPHONE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Partnerships &amp;</td>
<td>C/O 40 College Street, Toronto, Ontario M5G 2J3</td>
<td>(416) 808-0100</td>
</tr>
<tr>
<td>Engagement Unit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11 Division, C.R.U.</td>
<td>2054 Davenport Road, Toronto, Ontario M6N 1C8</td>
<td>(416) 808-1119</td>
</tr>
<tr>
<td>12 Division, C.R.U.</td>
<td>200 Trethewey Drive, Toronto, Ontario M6M 5E6</td>
<td>(416) 808-1222</td>
</tr>
<tr>
<td>13 Division, C.R.U.</td>
<td>1435 Eglinton Avenue West, Toronto, Ontario M6C 3Z4</td>
<td>(416) 808-1319</td>
</tr>
<tr>
<td>14 Division, C.R.U.</td>
<td>350 Dovercourt Road, Toronto, Ontario M6J 2C2</td>
<td>(416) 808-1469</td>
</tr>
<tr>
<td>22 Division, C.R.U.</td>
<td>3699 Bloor Street West, Toronto, Ontario M9A 1A2</td>
<td>(416) 808-2219</td>
</tr>
<tr>
<td>23 Division, C.R.U.</td>
<td>5230 Finch Avenue West, Toronto, Ontario M9V 0A1</td>
<td>(416) 808-2319</td>
</tr>
<tr>
<td>31 Division, C.R.U.</td>
<td>40 Norfinch Drive, Toronto, Ontario M3N 1X1</td>
<td>(416) 808-3108</td>
</tr>
<tr>
<td>32 Division, C.R.U.</td>
<td>30 Ellerslie Avenue, Toronto, Ontario M2N 1X8</td>
<td>(416) 808-3256</td>
</tr>
<tr>
<td>33 Division, C.R.U.</td>
<td>50 Upjohn Road, North York, Ontario M3B 2W1</td>
<td>(416) 808-3319</td>
</tr>
<tr>
<td>41 Division, C.R.U.</td>
<td>2222 Eglinton Avenue East, Toronto, Ontario M1K 2M2</td>
<td>(416) 808-4119</td>
</tr>
<tr>
<td>42 Division, C.R.U.</td>
<td>242 Milner Avenue, Toronto, Ontario M1S 5C4</td>
<td>(416) 808-4219</td>
</tr>
<tr>
<td>43 Division, C.R.U.</td>
<td>4331 Lawrence Avenue East, Toronto, Ontario M1E 2T4</td>
<td>(416) 808-4313</td>
</tr>
<tr>
<td>51 Division, C.R.U.</td>
<td>51 Parliament St Street, Toronto, Ontario M5A 2Y5</td>
<td>(416) 808-5119</td>
</tr>
<tr>
<td>52 Division, C.R.U.</td>
<td>255 Dundas Street West, Toronto, Ontario M5T 2W5</td>
<td>(416) 808-5219</td>
</tr>
<tr>
<td>53 Division, C.R.U.</td>
<td>75 Eglinton Avenue West, Toronto, Ontario M4R 2G9</td>
<td>(416) 808-5319</td>
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<tr>
<td>55 Division, C.R.U.</td>
<td>101 Coxwell Avenue, Toronto, Ontario M4L 3B3</td>
<td>(416) 808-5519</td>
</tr>
<tr>
<td>Traffic Services (TSV)</td>
<td>9 Hanna Avenue, Toronto, Ontario M6K 1W8</td>
<td>(416) 808-1700</td>
</tr>
</tbody>
</table>
### Service Forms

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPEU 1</td>
<td>Adult Application and Waiver</td>
</tr>
<tr>
<td>CPEU 2</td>
<td>Volunteer Personal History Form</td>
</tr>
<tr>
<td>CPEU 3</td>
<td>Check Form (Background Check)</td>
</tr>
<tr>
<td>CPEU 4</td>
<td>Volunteer Applicant Interview Form</td>
</tr>
<tr>
<td>CPEU 5</td>
<td>Volunteer Candidate Reference Check</td>
</tr>
<tr>
<td>CPEU 6</td>
<td>Statement of Confidentiality</td>
</tr>
<tr>
<td>CPEU 7</td>
<td>Volunteer Identification Card</td>
</tr>
<tr>
<td>CPEU 8</td>
<td>Volunteer Yearly Report (Total hours committed)</td>
</tr>
<tr>
<td>CPEU 9</td>
<td>Annual Background Check Form</td>
</tr>
<tr>
<td>CMU 9A</td>
<td>Annual Background Check Form Consultative Committee</td>
</tr>
<tr>
<td>TPS 525</td>
<td>Annual Performance Evaluation Report</td>
</tr>
<tr>
<td>CMU 10</td>
<td>Community Consultative Application Form</td>
</tr>
<tr>
<td>CPEU 12</td>
<td>Personal Information Notice - Volunteer Changes</td>
</tr>
</tbody>
</table>
Request for Business Cards for Volunteers CPEU

TPS Forms - Community Consultative Committee Letterhead

CPEU 11 - 11 Division Community Police Liaison Committee
CPEU 11 - 12 Division Community Police Liaison Committee
CPEU 11 - 13 Division Community Police Liaison Committee
CPEU 11 - 14 Division Community Police Liaison Committee
CPEU 11 - 22 Division Community Police Liaison Committee
CPEU 11 - 23 Division Community Police Liaison Committee
CPEU 11 - 31 Division Community Police Liaison Committee
CPEU 11 - 32 Division Community Police Liaison Committee
CPEU 11 - 33 Division Community Police Liaison Committee
CPEU 11 - 41 Division Community Police Liaison Committee
CPEU 11 - 42 Division Community Police Liaison Committee
CPEU 11 - 43 Division Community Police Liaison Committee
CPEU 11 - 51 Division Community Police Liaison Committee
CPEU 11 - 52 Division Community Police Liaison Committee
CPEU 11 - 53 Division Community Police Liaison Committee
CPEU 11 - 55 Division Community Police Liaison Committee

CPEU 11 - ACCE .................. Aboriginal Community Consultative Committee
CPEU 11 - APCC .................. Asia Pacific Community Consultative Committee
CPEU 11 - BCCC .................. Black Community Consultative Committee
CPEU 11 - CAC ................... Chief’s Community Advisory Council
CPEU 11 - CYAC .................. Chief’s Youth Advisory Committee
CPEU 11 - CCC .................... Chinese Community Consultative Committee
CPEU 11 - DCCC .................. Persons with Disabilities Community Consultative Committee
CPEU 11 - FCCC .................. French Community Consultative Committee
CPEU 11 - CCCF .................. Comité Consultatif Communautaire Francophone
CPEU 11 - LGBTQ2+CCC ........ Lesbian/Gay/Bisexual/Transgender/Transsexual/Queer/2+(LGBTQ2S)
CPEU 11 - MCCC .................. Muslim Community Consultative Committee
CPEU 11 - SCCC .................. Seniors Community Consultative Committee
CPEU 11 - SWACCC ............. South & West Asian Community Consultative Committee
OUR MISSION IS COMMUNITY SAFETY

We are dedicated to delivering police services, in partnership with our communities, to keep Toronto the best and safest place to be.