



# **Community Volunteer and Consultation Manual**

**Toronto Police Service**

Revised December, 2006  
Community Mobilization Unit



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## **MESSAGE FROM THE CHAIR TORONTO POLICE SERVICES BOARD**

**O**n behalf of the Toronto Police Services Board, I want to thank you for giving your time to the Toronto Police Service and to the City of Toronto. Partnership with the community is an essential component of the Board's emphasis on community policing. As volunteers, you help to bring the police and the public together and you make our communities stronger, healthier and more vibrant. Through your important work, we are able to deal with local concerns, reach out to the community and most importantly, develop and maintain linkages that are crucial to building a safe city.

Be proud in the knowledge that you do make a difference. The Board thanks you greatly for your tireless efforts.

**Alok Mukherjee  
Chair, Toronto Police Services Board**



## **MESSAGE FROM THE CHIEF OF POLICE TORONTO POLICE SERVICE**

**W**elcome, and thank you for volunteering your time and skills to your community and its police service. You are now a volunteer with an agency dedicated to excellence in serving the City of Toronto and promoting good working partnerships between the community and the Toronto Police Service. Volunteers are our most valuable resources and have proven to be excellent ambassadors for the Toronto Police Service.

The intention of this manual is to be your guide to having a rewarding volunteer experience in both your personal and professional development with the Toronto Police Service. We consider “working with the community” our commitment to effective community policing.

**William Blair  
Chief of Police  
Toronto Police Service**



## VISION STATEMENT

- ◆ Our Service is committed to being a world leader in policing through excellence, innovation, continuous learning, quality leadership and management.
- ◆ We are committed to deliver police services which are sensitive to the needs of the community, involving collaborative partnerships and teamwork to overcome all challenges.
- ◆ We take pride in what we do and measure our success by the satisfaction of our members and our communities.

## 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

### HONESTY

We are truthful and open in our interactions with each other and with members of our communities.

### INTEGRITY

We are honourable, trustworthy, and strive to do what is right.

### FAIRNESS

We treat everyone in an impartial, equitable, sensitive and ethical manner.

### RELIABILITY

We are conscientious, professional, responsible and dependable in our dealings with each other and our communities.

### RESPECT

We value ourselves, each other and members of our communities, showing understanding and appreciation for our similarities and differences.

### TEAMWORK

We work together within the Service and with members of our communities to achieve our goals, making use of diverse skills, abilities, roles and views.

### POSITIVE ATTITUDE

We strive to bring positive and constructive influences to our dealings with each other and our communities.



## ORIENTATION TO THE TORONTO POLICE SERVICE

### An Overview of the Toronto Police Service (TPS)

#### A Brief History of the TPS

Today's Toronto Police 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 standardised, 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 01, 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*. Since 1957, the "Metropolitan Toronto Police" has earned a first-class reputation among North American and international law enforcement agencies.

As of July 2006, 7,752 Service personnel (which include 5,519 police officers and 2,233 civilian staff) provided police services to the 2.6 million residents of the City of Toronto.

#### Structure of the Service

Toronto Police Headquarters is located in downtown Toronto at 40 College Street. The offices of the Chief of Police are located at Headquarters, as well as those of the Deputy Chiefs.

Toronto is divided geographically into "*divisions*". The sizes and number of *divisions* vary with the size and needs of the population. The *divisions* have their own Uniform, Detective, and Community Service offices. *Divisions* are sub-divided into zones that are serviced on a 24 hour (rotational) basis by five uniform platoons of police officers.

Units requiring special facilities and equipment, such as the Mounted & Police Dog Services, Marine Unit, Emergency Task Force, and Traffic Services 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 consists of seven members. The City of Toronto municipal council appoints four of its members while the Ontario provincial government appoints three. The Toronto Police Services Board is ultimately responsible for the provision of police services, including law enforcement and crime prevention, in Toronto.

At present, the Police Services Board in consultation with the Chief and Command Officers, determines certain aspects of the administration of the Toronto Police, 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 Toronto Police Service, all areas of the Service are under the direction of the Chief of Police, who in turn is directed by the Police Services 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, Staff Inspector, Inspector, Staff Sergeant or Detective Sergeant, Sergeant or Detective, and Constable. All Toronto Police officers begin their career with the rank of Constable.

## **Uniform Officers**

Uniform officers form the largest contingent of police officers on the Toronto Police Service. All police officers begin their career as a constable and part of a uniform platoon. Each of the 17 police divisions has five platoons of police officers working three rotating shifts. This allows for the provision of police service twenty-four hours each and every day. Each division is administratively divided into patrol areas. Uniform officers are assigned to many duties within their various units, some of which are;

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

Alternate Response - responding to lower priority calls which keeps officers available for more serious calls,

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

The officers work with the community and patrol on foot, bicycle, 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.



Not only are officers reactive to various situations but are also tasked with being proactive in the community. In many ways, uniform officers are the foundation of the Toronto Police Service and are the first point of contact with the community.

## **Community Mobilization**

### What is Community Mobilization?

Community Mobilization (CM) is defined as the actions and initiatives that police officers take to motivate and support community members (neighbours) with dealing more effectively with the root causes of crime and insecurity in their neighbourhoods.

It is based on the belief that when a community is mobilized to address and solve its own problems, more efficient and effective results will surface than by any other means.

### Goal of Community Mobilization

The goal of Community Mobilization is to increase community safety and security, thus reducing calls for service. This is accomplished through not only enforcing the laws but also through the encouragement and support of neighbours to deal more effectively with conflicts and threats to peace in the community, long before they become violations of the law.



## Community Policing in Toronto

### What is Community Policing?

*“Community Policing is a means of providing police service requiring local community police partnerships which prioritise and solve problems to: enhance safety; maintain order; prevent crime, and; enforce laws, thereby improving the quality of life in Toronto.”*

- TPS Command Officers

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:

- is community service oriented;
- creates partnerships between the police and community;
- shares responsibilities between the police and community;
- is focused on problem solving;
- provides short term (reactive) and long term (proactive) solutions and/or strategies for problem resolution.



### Volunteers and Community Policing

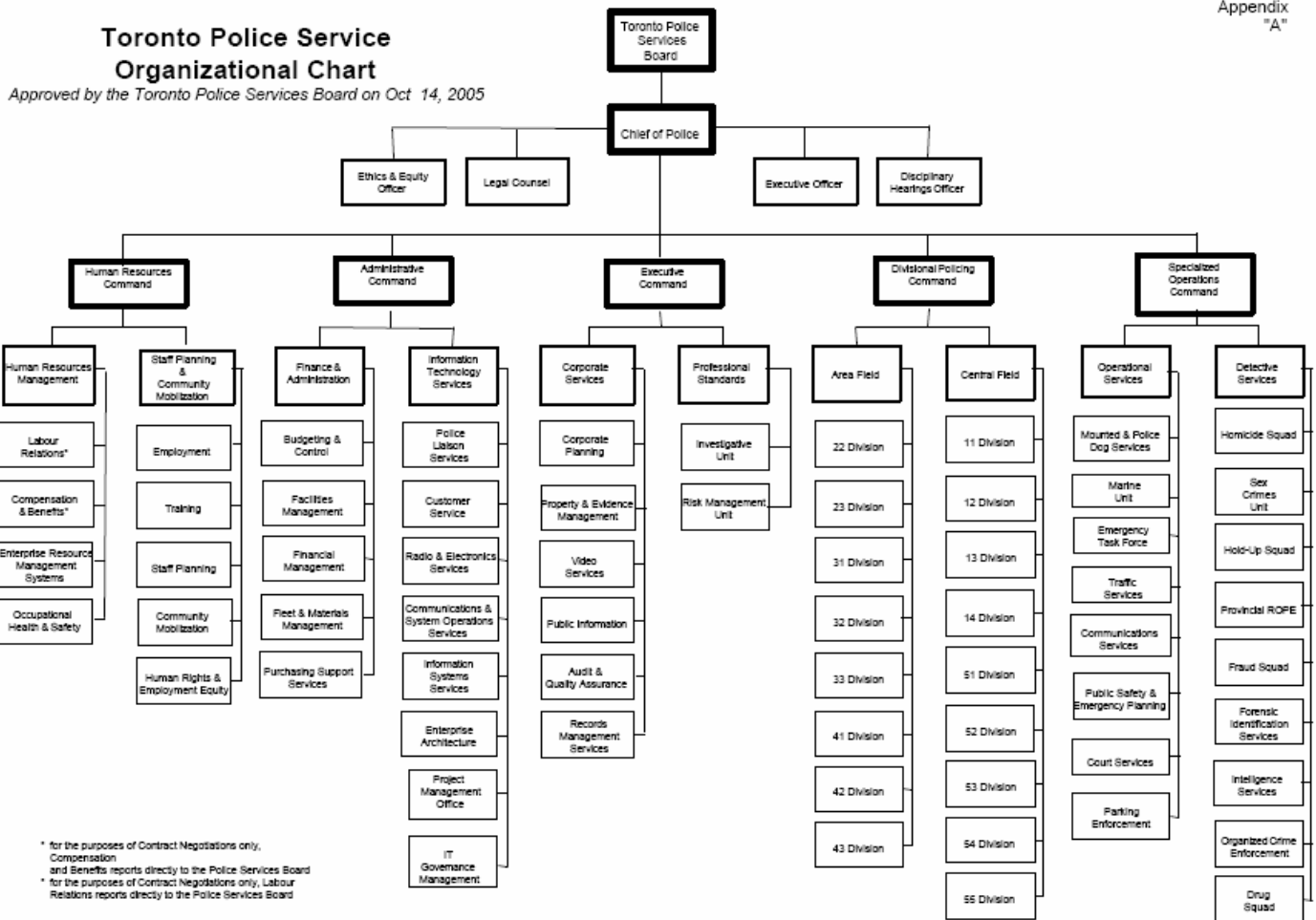
The Toronto Police Service recognises that volunteers are an integral and vital component of Community Policing.

Volunteers willingly, and without expectation of reward or special favour, give their time, efforts, expertise and experience to the community and the Toronto Police Service. By rendering such assistance, volunteers serve to enhance the delivery of police services. Volunteers also assist members of the Service and the community in various community mobilization initiatives and programs.



# TPS Organizational Chart & Command Structure

Appendix "A"





## **Outline of TPS Administrative and Command Structure**

**Toronto Police Services Board** consists of 7 appointed members (4 appointed by the City of Toronto and 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 or at Toronto City Hall.

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 Logo

On January 1998, the cities and the borough that formerly made up Metropolitan Toronto amalgamated to become the City of Toronto. As a result, the name was changed to the Toronto Police Service.

The insignia consists of several emblems representing the city.



Winged Wheels of Industry



Books Denoting Education



Caduceus or staff of mercury, the Roman God of Commerce



Crown commemorating the coronation year (1953) when Metropolitan Toronto was incorporated as a municipality



Chevron Denoting Housing



## Uniform Rank Structure & Insignia

The uniform rank structure within the Toronto Police Service is as follows:

### Command and Senior Officers

Chief of Police	Deputy Chief of Police	Staff Superintendent
Superintendent	Staff Inspector	Inspector

### Police Officers

Staff Sergeant	Sergeant	Constable



## Divisional Policing Command and Contact Information

**Divisional Policing Command** is under the direction of a Deputy Chief of Police and is responsible for the delivery of policing services in Toronto. The following are the divisional policing divisions:

DIVISION	LOCATION	TELEPHONE
11 Division	209 Mavety Street, Toronto, Ontario M6P 2M1	(416) 808-1100
12 Division	200 Trethewey Drive, Toronto, Ontario M6M 5E6	(416) 808-1200
13 Division	1435 Eglinton Avenue West, Toronto, Ontario M6C 3Z4	(416) 808-1300
14 Division	150 Harrison Street, Toronto, Ontario M6J 2A4	(416) 808-1400
14 Division Sub-Station	Exhibition Place, Toronto, Ontario (C/O 14 Division)	(416) 808-1500
22 Division	3699 Bloor Street West Toronto, Ontario M9A 1A2	(416) 808-2200
23 Division	2126 Kipling Avenue, Toronto, Ontario M9W 4K5	(416) 808-2300
31 Division	40 Norfinch Drive, Toronto, Ontario M3N 1X1	(416) 808-3100
32 Division	30 Ellerslie Avenue, Toronto, Ontario M2N 1X8	(416) 808-3200
33 Division	50 Upjohn Road, North York, Ontario M3B 2W1	(416) 808-3300
41 Division	2222 Eglinton Avenue East, Toronto, Ontario M1K 2M2	(416) 808-4100
42 Division	242 Milner Avenue, Toronto Ontario M1S 5C4	(416) 808-4200
43 Division	4331 Lawrence Avenue East, Toronto, Ontario M1E 2T4	(416) 808-4300
51 Division	51 Parliament St Street, Toronto, Ontario M5A 2Y5	(416) 808-5100
52 Division	255 Dundas Street West, Toronto, Ontario M5T 2W5	(416) 808-5200
53 Division	75 Eglinton Avenue West, Toronto, Ontario M4R 2G9	(416) 808-5300
54 Division	41 Cranfield Road, Toronto, Ontario M4B 3H6	(416) 808-5400
55 Division	101 Coxwell Avenue, Toronto, Ontario M4L 3B3	(416) 808-5500



**Community Response Unit (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 division, including the activities of the division's community volunteers. The Community Response Unit includes the following sub-sections: Traffic Response, Foot Patrol, Bicycle Patrol, Crime Prevention, Community Relations, Street Crime, School Liaison, Auxiliary members and Community Volunteers.

**Community Mobilization Unit (CMU)** is mandated to assist divisions and other units with initiatives that mobilize the community to become self-directed and empowered thereby increasing its capacity to resist and/or prevent crime and disorder. It will contribute to the achievement of the Toronto Police Service's mission, goals and objectives by:

- delivering an effective, efficient and economical support mechanism to members of the Service
- provide liaison with external agencies in support of local Community Mobilization initiatives
- enlist community support
- assist in analyzing roots of problems
- assist in identification of external/internal partners
- provide educational and information programs to members of the Service and the public, and
- provide information and assistance to members of the public, in particular victims of crime

Accordingly, in addition to compliance with the Police Services Act of Ontario and the Toronto Police Service Rules, Policies and Procedures, Community Mobilization, under the direction of the Staff Superintendent, Staff Planning and Community Mobilization, is responsible for:

- optimizing front-line resources by providing a dedicated, centralized conduit for the research, development and benchmarking of best practices relating to the delivery of Community Mobilization to the citizens of Toronto



- establishing, maintaining and enhancing consultative, collaborative, and strategic community partnerships at the corporate level that are positive and constructive, and
- developing, implementing, co-ordinating and evaluating youth-focused programs including:
  - elementary school education,
  - secondary school safety,
  - at-risk youth,
  - violence reduction, and
  - youth justice
- developing, implementing, co-ordinating and evaluating corporate community programs, including:
  - community mobilization,
  - crime prevention,
  - domestic violence,
  - elder abuse,
  - child abuse, and
  - mental health and homelessness issues
- providing corporate liaison with independent providers including ProAction® and Victim Services
- co-ordinating, administering and providing liaison in matters relating to Auxiliary and Volunteer supports, the Civilian Police College, and the Community-Police Consultative process, and
- performing other duties as may be directed by the Chief of Police

The Community Mobilization Unit is dedicated to providing an effective community oriented support and continue to safeguard the public trust in our complex and multicultural city.



# **POLICIES AND PROCEDURES**

**FOR**

# **ADULT & YOUTH CORPS VOLUNTEERS**



## **Adult & Youth Corps Volunteer Program**

The Toronto Police Service's Adult & Youth Corps Volunteer Program is designed and implemented to optimise public safety, order and crime prevention throughout Toronto by creating opportunities for police and citizens to work co-operatively together, thereby improving the quality of life.

The purpose of Adult & Youth Corps Volunteer Program is to contribute to the achievement of the Toronto Police Service's missions, goals, and objectives. This is accomplished by volunteers from the local communities contributing freely of their time, expertise, ideas and efforts while working in partnership with the police to assist in the enhancement of neighbourhood / community-oriented policing initiatives.

### **Related Definitions**

#### Adult & Youth Corps Volunteers

Adult & Youth Corps Volunteers (AYCV) are individuals who enter into, or offer themselves for, any services of their own free will. Out of pocket reimbursement or the provision of honorariums does not constitute an alteration of an individual's status from that of volunteer to paid staff status. A TPS Adult & Youth Corps Volunteer works as a dependable resource to perform needed services to the Toronto Police Service.

The Adult & Youth Corps Volunteer should not be confused with the Victim Service Volunteer, Chaplain Program Volunteer, Rover Program, Consultative Committee Member or Auxiliary Officer. Each program listed is distinctive in nature and is managed differently.

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

The term "Adult Volunteer" refers to a member of the AYCV Program who is 18 years of age or older.

The term "Youth Volunteer" refers to a member of the AYCV Program who is 14-17 years of age.

#### Adult & Youth Corps Volunteer Program Coordinator

The Adult & Youth Corps Volunteer Program Coordinator is a Toronto Police Service Civilian member of the Community Mobilization Unit who is responsible for the central coordination and administration of the Adult & Youth Corps programs throughout the Service.



### Divisional Volunteer Coordinator

A divisional Volunteer Coordinator is a Toronto Police Service officer who is assigned to a division's Community Response Unit. The officer is responsible for the coordination and administration of the Adult & Youth Corps volunteers that are assigned to their respective division.

### Volunteer Leader

A volunteer leader is a TPS member that is utilizing volunteers in a specialized unit, or for a short-term project.

### Volunteer Project Leader

A volunteer project leader is a TPS member that utilizes volunteers for a short-term project.

### Direct Supervisor

A direct supervisor is the TPS member that the volunteer directly reports to. The term 'direct supervisor' is used throughout the manual and can be a Divisional Volunteer Coordinator, Volunteer Leader or Volunteer Project Leader



## **Roles & Responsibilities**

### Adult & Youth Corps Volunteer Program Coordinator (AYCVPC)

The AYC Volunteer Program Coordinator works in the Community Mobilization Unit. The AYC Volunteer Program Coordinator provides direction to the overall development, administration, training, and evaluation of the AYC volunteer program. The AYC Volunteer Coordinator also works in conjunction with Volunteer Coordinators to ensure consistency of best practices and program administration.

### Divisional Volunteer Coordinator (DVC)

Each division that hosts an Adult & Youth Corps Volunteer Program assigns one Police Officer from the Community Response Unit the role of “Divisional Volunteer Coordinator”. This Service member directly supervises the volunteers assigned to the division and works in collaboration with the Community Response Unit to integrate the volunteers in the community outreach initiatives.

### Volunteer Leader

A Volunteer Leader is a Toronto Police Service member (uniform or civilian) that utilizes volunteers in an ongoing capacity in a specialized unit. The Volunteer Leader directly supervises the volunteers assigned to them and works in cooperation with the AYC Volunteer Program Coordinator to ensure that all of the necessary paperwork is completed and submitted to the AYC Volunteer Program Coordinator care of the Community Mobilization Unit.

### Volunteer Project Leader

A Toronto Police Service member (uniform or civilian) that utilizes volunteers for a short – term project. This Service member directly supervises the volunteers assigned to them and works in cooperation with the AYC Volunteer Program Coordinator to ensure that all of the necessary paperwork is completed and submitted to the to the AYC Volunteer Program Coordinator care of the Community Mobilization Unit.

### Adult & Youth Corps Volunteer

The role of the AYC volunteer is to provide support to community programs and initiatives and to keep with their responsibilities under the direction of the Toronto Police Service civilian or uniformed members.



There is an established fundamental proviso regarding the utilization of volunteers with the Toronto Police 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 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.”

Any tasks undertaken by volunteers should be approved by their coordinator.

See “Volunteer Roles” for further explanation of expectations.



## **Policies and Procedures for Adult & Youth Corps Volunteers**

### Administrative Responsibilities

Accepting the role of Adult & Youth Corps Volunteer means that you are accepting the responsibilities that accompany that role. There are a few administrative responsibilities placed on volunteers to ensure that the records at the Community Mobilization Unit are kept up to date.

### Adult & Youth Corps Volunteer Application and Waiver Form

All applicants to the Adult & Youth Corps Volunteer Program are required to complete, sign and submit the Adult & Youth Corps Volunteer Application and Waiver Form (COMM. MOBILIZATION 1) to the AYC Volunteer Coordinator at the Community Mobilization Unit.

A comprehensive police security check, fingerprinting, personal reference check and an interview will be conducted prior to being accepted to the Toronto Police Service Adult & Youth Corps Program.

Once accepted to the program, the volunteer must complete and sign the Personal History Form (See Appendix A – CMU 1 form), the Statement of Confidentiality Agreement Form (See Appendix A – CMU 6 form) and the Volunteer Identification Card Agreement Form (See Appendix A – CMU 6 form).

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

### Parental Consent

All applicants under 18 years of age must have a parent or guardian review and sign in the applicable area of the Adult & Youth Corps Volunteer Application and Waiver Form before starting a volunteer experience with the Toronto Police Service.

NOTE: Volunteers under 18 years of age are not required to provide fingerprints.

### Change of Personal Information

It is the responsibility of the Adult & Youth Corps Volunteer to immediately notify their direct supervisor and the Adult & Youth Corps Volunteer Program Coordinator (c/o the Community Mobilization Unit) of any change to his/her address, telephone number, and/or emergency contact information.



## Notifications

Adult & Youth Corps Volunteer Coordinator  
Community Mobilization Unit  
40 College Street, Toronto M5G 2J3

Or by email to:

[volunteerresources@torontopolice.on.ca](mailto:volunteerresources@torontopolice.on.ca)

## Submission of Hours

As a constant effort to measure and evaluate the AYCV Program, and the value added to the Toronto Police Service, the number of hours contributed by volunteers is tallied on both a monthly and yearly basis.

It is the responsibility of each volunteer to record and submit the hours that he/she has volunteered each month. Volunteers may record their hours on the Adult & Youth Corps Volunteer Monthly Report (See Appendix A – CMU 8 Form). It is the responsibility of each volunteer to submit this form to their Direct Supervisor at the end of each month.

## Identification Cards

All volunteers will be issued a Toronto Police Service Photo Identification Card. While at a police facility, the 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 Toronto Police Service, at other than police facilities, the wearing of identification cards may be required.

- The Identification card shall be returned to the respective unit commander or Volunteer Co-ordinator immediately when no longer a volunteer
- TPS volunteers shall not use their identification card for any other purpose other than when engaged in TPS consultative committee activities.
- Identification cards shall not be reproduced by the volunteer in any manner.

If a Toronto Police Service issued photo identification card is lost, the volunteer must report this loss immediately to the police and file a report.

**NOTE:** Identification Cards remain the property of the Toronto Police Service-Facilities Management.



## Sign-in Sheets

All volunteers reporting to duty should complete the sign in sheet located at their respective unit.

## **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 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 Toronto Police Service. Volunteers can be exposed to a wide variety of information. It is imperative that volunteers keep this information in the strictest confidence. This includes anything they may hear from police officers, complainants, or suspects and anything they may see on police reports, memos, and computer terminals. (Also refer to TPS Standards of Conduct 1.12 – Confidential Information). It is mandatory that volunteers sign a Statement of Confidentiality and take an Oath of Secrecy.

Volunteers shall recognise 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 TPS.

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 the Mission Statement.

Toronto Police Service Adult & Youth Corps Volunteers are held to a high standard of conduct in order to protect the integrity of the Service. Volunteers will conduct themselves according to the Core Values of the Toronto Police Service. Failure to comply with the Core Values may result in the dismissal of the program. The core values are as follows:

### Honesty

We are truthful and open in our interactions with each other and with members of our communities.

### Integrity

We are honourable, trustworthy, and strive to do what is right.



### Fairness

We treat everyone in an impartial, equitable, sensitive and ethical manner.

### Reliability

We are conscientious, professional, responsible, and dependable in our dealings with each other and our communities.

### Respect

We value ourselves, each other, and all members of our communities; showing understanding, and appreciation for our similarities and differences.

### Teamwork

We work together within the Service and with members of our communities to achieve our goals, making use of diverse skills, abilities, roles and views.

### Positive Attitude

We strive to bring positive and constructive influences to our dealings with each other and our communities.

## **Personal Association**

Members shall not live or associate with any person if such living arrangements or association is likely to:

- (i) discredit or compromise the reputation of the Service, or
- (ii) create doubt as to their ability to fulfil the conditions of their oath or affirmation of office and secrecy.

## **Fairness, Discrimination and Harassment**

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



Section 1.9 of the Standards of Conduct states:

In the performance of their duty, members shall treat all people with respect, courtesy and consideration.

Members shall not:

- (a) conduct themselves in an oppressive or abusive manner to any person;
- (b) be discourteous or uncivil or use profane, abusive or insulting language to a person including, without limitation, language that tends to demean or show disrespect to a person on the basis of that person's race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, record of offences, marital status, same-sex partnership status, family status, physical or mental disability, political or religious affiliation, or economic and social status;
- (c) stereotype, harass, discriminate, or attempt to persuade others to discriminate, against any person or group based on their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, record of offences, marital status, same-sex partnership status, family status, physical or mental disability, political or religious affiliation, or economic and social status;
- (d) express or display prejudice, bigotry, or discrimination.

This expectation of conduct applies to both employees and AYC Volunteers working in partnership with the Service.

### **Confidentiality**

Volunteers 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 Toronto Police Service.

Volunteers can be exposed to a wide variety of information. It is imperative that volunteers keep this information in the strictest confidence. This includes anything they may hear from police officers, complainants, or suspects and anything they may see on police reports, memos, and computer terminals. (Also refer to TPS Volunteer Policy on "Release of Information" - 2.18).

All volunteers will sign a Confidentiality Agreement and will take an Oath of Secrecy. Volunteers will be dismissed if the agreement of confidentiality is breached.



## **Fundraising**

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

Volunteers shall not be utilized for fundraising initiatives by outside agencies in their capacity as a Toronto Police Service Volunteer.

Volunteers shall not fundraise for the Adult & Youth Corps Volunteer Program.

Volunteers shall not solicit companies, directly or indirectly, for the donation of product unless in accordance with other provisions of this manual and Service procedures.

Volunteers may participate in fundraising initiatives approved by the Chief of Police. (Please refer to Standards of Conduct, Section 1.32 - Donation and Solicitation of Donations.)

### Donations and Solicitation of Donations

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

- a) to solicit or accept a donation, reward, special favour, consideration, promise, 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.

### Prohibitions

When in a position to influence the hire of future members, a member shall not solicit or accept donations or gifts from anyone seeking employment with the Service, nor shall they permit a member of their family to do so.

Donations or any form of contribution for members who have been dismissed are strictly forbidden.



## **Political Activities**

Volunteers are permitted to engage in political activities in their personal life. Volunteers are not permitted to engage in political activities while serving in the capacity of an AYC Volunteer, while in TPS issued clothing, and will not associate their position as a volunteer with the issue or represent their views as those of the Service. (Refer to Standards of Conduct, Section - 1.30)

## **Media Contact**

Volunteers shall not publicly release information to the media unless authorized to do so by their direct supervisor. In situations where a reporter contacts an Adult & Youth Corps Volunteer directly for information, the volunteer shall direct the media to their direct supervisor.

Volunteers authorized to speak with the media may provide general information about the program in which they volunteer, but shall avoid providing personal opinion.

## **Smoking Prohibition**

Members shall not:

- (a) smoke in, on or on the lands appertaining to a police facility;
- (b) smoke in or on a police vehicle;
- (c) while in uniform, smoke in an area either accessible to the public, or where such members are capable of being viewed by the public.

For the purposes of this section, a police vehicle means any vehicle, vessel or aircraft used to perform duties on behalf of the Service. (Refer to section 1.24 – Standards of Conduct)



## **Substance and Alcohol Abuse**

Members shall not:

- (a) illegally use or have in their personal possession any of the substances listed in Schedules I, II, III and IV of the *Controlled Drugs and Substances Act*;
- (b) misuse alcoholic beverages or any other substance, not named in the Schedules to the *Controlled Drugs and Substances Act*, to the extent that the said substance may have an adverse effect on the performance of their duties as a member of the Service or otherwise bring discredit to the reputation of the Service;
- (c) use a prescribed drug unless such drug is prescribed to the member by or under the direction of a licensed physician.

### **Exception**

Notwithstanding the above,

- (a) members required to drink alcoholic beverages when and to the extent essential for the performance of official duties and assignment, must receive prior approval from their Unit Commander and such consumption must not interfere with the performance of their duties;
- (b) members may only be in possession of a controlled substance in the lawful performance of their duties.

(Refer to section 1.25 – Standards of Conduct)

## **Professional Image and Relations**

### **Dress Code**

Volunteers are expected to present themselves in an appropriate, professional manner. Volunteer shirts are issued to each volunteer and should be worn when “on-duty”, unless otherwise directed by the coordinator.

Volunteers are reminded that they are representatives of the Toronto Police Service and should dress accordingly.

NOTE: If there are any questions regarding attire, the volunteer shall consult with their Direct Supervisor.



## **Issued Articles of TPS Clothing and Equipment**

All articles of clothing and equipment issued to volunteers necessary for the performance of a TPS volunteer assignment shall be provided by and remain the property of the Toronto Police Service.

Volunteers shall not use issued articles of clothing or equipment other than for its intended purpose and only during the performance of a TPS volunteer assignment.

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

In the event that additional shirts are required, volunteers are to make the request to their Direct Supervisor.

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

Note: It is improper to adhere the Toronto Police logo to clothing or equipment that has not been issued by the Service. TPS Procedure 17-09 entitled "Use of Service Crest and Name" states in part: "use of the Service image requires written approval from the Board." TPS 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**

Volunteers who are going to be late for an assignment must advise their direct supervisor (or designate) as soon as possible.

## **Unavailable for Assignment**

### Planned Absences:

Volunteers are asked to give at least forty-eight (48) hours notice to the direct supervisor (or designate).

## **Leave of Absence**

Volunteers must notify their direct supervisor of any extended leave of absence. Providing an anticipated return date is also necessary.



## **Sickness or Injury**

When a volunteer is unable to report for scheduled volunteer duty or complete a tour of scheduled volunteer duty due to sickness or injury, the volunteer shall advise the supervisor, or their designate of his/her unit as soon as possible.

When a volunteer sustains any injury while on volunteer duty, the volunteer shall notify their direct supervisor as soon as possible.

## **Volunteers not to Leave Assignment or Assigned Area of Duty**

Volunteers shall not leave their assigned area of duty or cease to perform their assigned duties, except for personal necessity or when otherwise directed by their direct supervisor or Service staff (or designate).

## **Dealing with the Public**

Volunteers are not staff members of the Toronto Police Service and should not infer 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. Do not hesitate to ask a member of the Service for assistance when unsure of how to respond to a question or complaint. It is better to ask questions than to give out incorrect information. You may inform the person that you do not know the answer, but that you will find out, or will have a staff member provide them with the requested information.

A list of commonly requested Toronto Police Service telephone numbers will be available at each Community 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. Volunteers shall have access to police facilities only during scheduled tours of duty, unless prior approval is obtained from the Officer-in-charge or the volunteer's Direct Supervisor.



### **Attending Police Facilities**

Volunteers are to respect any Toronto Police 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**

Volunteers are not authorized to use Toronto Police 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 either a Toronto Police officer, or civilian supervisor if an officer is not available.

Telephones within the Service shall be answered promptly. When volunteers 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?”)

Volunteers 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, volunteers 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 staff and volunteers to be given out to the public.

### **Computer Usage**

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

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

Computer disks are not to be removed from the police facility at any time.



At the discretion of the Divisional Volunteer Coordinator or the Adult & Youth Corps Volunteer Program Coordinator, computer training may be provided, geared to the type of system and software at the assigned police site.

Computer usage will only be exercised after prior approval and direction from the Divisional Volunteer Coordinator.

### **Complaints Against TPS Members or Volunteers**

If while at a place other than a police station, a volunteer receives a complaint (orally or written) against any TPS member or volunteer, the complainant must be referred to the next available police officer. However, if the volunteer receives the complaint while at a police station the complainant must be referred to the Officer-in-Charge.

If a volunteer wishes to complain about another volunteer or police officer, they must be referred to the Officer-in-Charge.

### **Release of Information**

Police reports and police-related information are not to be given out to any member of the public. Callers are to be referred to the Officer-in-Charge or to the Sergeant on duty.

Working with the Toronto Police Service, volunteers can expect to be exposed to a wide variety of information. It is imperative that volunteers keep this information strictly confidential. This includes anything they may hear from officers, civilian staff, other volunteers, complainants or suspects and anything they may see on reports, memos, computer systems or any other police correspondence or database.

### **Human Resources**

#### **Mandatory Requirements To Be An Adult & Youth Corps Volunteer**

Mandatory Requirements to be considered for the program are:

- Be at least 14 years of age
- Live in the City of Toronto
- Be a Canadian Citizen, or landed immigrant
- Have no criminal charges pending or not have been convicted of a criminal charge for which a pardon has not been granted.



## **Volunteer Commitment**

Volunteers are expected to commit to the program for a minimum of one year. The expectation of each volunteer is a minimum of 100 hours per year. This standard does not apply to Special Event Volunteers as the nature of their involvement is on an “as-needed” basis.

## **Inactive Volunteer**

A volunteer that has not been active in the program for 6 months will be deemed ‘in active’. A letter of intention will be sent to your home. If there is no response from the volunteer, the volunteer will be dismissed from the AYC Volunteer Program and the volunteer identification will be returned to the Toronto Police Service.

## **Volunteer Excused From Commitment**

Volunteers may be immediately dismissed if any “Code of Ethics and 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 Toronto Police 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.

Note: Given that the relationship between a volunteer and the Service is one which can best be described as “an at pleasure relationship”, the Toronto Police 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 Toronto Police Service Adult & Youth Corps Program 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.



## **Personal References**

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. (Refer to section 1.34 of the Standards of Conduct)

Toronto Police Service staff cannot issue personal references for volunteers.

## **Community Service Hours**

All letters confirming the number of volunteer hours served must be issued from the Community Mobilization Unit.

The Toronto Police Service understands that many schools in the GTA require their students to fulfill community service hours. The Adult & Youth Corps Program has not been designed to accommodate such needs. We hope to build long lasting relationships with our volunteers.

Thus, we do not offer letters to volunteers stating the number of volunteer hours until it reaches, or exceeds, 200.

## **Evaluation Process**

The Toronto Police have the right to regularly monitor and evaluate 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 Volunteer Program Co-ordinator.

## **Program Evaluation**

Volunteers 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 Adult & Youth Corps Volunteer Program.

## **Volunteer Orientation & Training**

Volunteers will receive a general orientation to the Toronto Police Service, as well as program-specific and divisional specific training necessary to carry out assigned duties.



## Recognition

### Requirements for a Service Award

The Toronto Police Service values and appreciates the enormous contribution of volunteers to both the Service and the community. Recognition for every 5 years of volunteer work given to the Service is awarded annually during National Volunteer Week. This award also applies to members of the three levels of consultation.

Note: Special Event volunteers are required on an “as needed” basis, and do not have the opportunity to achieve the minimum hours of service. They will not be recognized for years served, but for every increment of 100 hours served.

### Requirements for a Volunteer Jacket

AYC volunteers, who have consecutively completed two years of volunteer service, reaching the minimum of 100 hours of service per year, will receive a Toronto Police Service Volunteer Jacket.

The jackets are issued by the Community Mobilization Unit every April.

### Volunteer Roles

One of the great strengths in involving volunteers in the police service is their flexibility to meet diverse needs within the service and community. Volunteers should expect to understand what role they will play within the Toronto Police Service AYC Volunteer Program.

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.



## Samples of Volunteer Roles

Function Title: COMMUNITY RESPONSE UNIT VOLUNTEER

Location: ASSIGNED DIVISION - COMMUNITY RESPONSE UNIT

Shifts: As required and available

Minimum Commitment: One year - 100 Hours.

**Mandate:**  
  
To contribute to the achievement of the Toronto Police Service's missions, goals, and objectives by working in partnership with police officers to assist in the enhancement of community policing initiatives by contributing freely of their time, expertise, ideas and efforts as appropriate.

**Activities:**  
  
\*Assist Community Response police officers with various community education safety programs, i.e., safety audits, etc. Duties may be performed in conjunction with Auxiliary members.

**Competencies and Training Required for Position:**

- \* Interest and Initiative
- \* Communication Skills
- \* Interpersonal Skills
- \* Civilian Volunteer

**Options**

- Effective presentation
- Safety Auditing
- Customer Service



Function Title: MOUNTED UNIT VOLUNTEER

Location: MOUNTED UNIT - CNE

Shifts:  
Various and Flexible. A schedule is devised based on the Riding Academy and the needs of the TPS Mounted Unit. A schedule is posted in advance.

Minimum Commitment: 110 hours/Year  
Direct Supervisor: Sgt.

Uniform:  
Issued volunteer riding shirt and cap. Must supply own riding breeches and boots.

Mandate:  
To contribute to the achievement of the Toronto Police Service's Mounted Unit by aiding in the exercise and on going maintenance of the Toronto Police Service Horses.

Activities:  
\*Exercise Mounted Unit Police Horses, participate in other Mounted Unit special events as required and agreed upon  
\*Groom Horses when Required

Competencies for Position:

- High level of riding and horse experience (will be tested)
- Must be interviewed by Mounted Unit personnel to ascertain suitability
- Ability to continually assess personal safety in an ever changing environment
- Team work skills

Training Required for the Position:  
Individual must already possess strong background in working with horses. Ongoing training will be issued on policy/procedure changes as required.



Function Title: HEADQUARTERS CADRE VOLUNTEER

Location: Toronto Police Service Headquarters, 40 College Street

Shifts: Various and Flexible. Volunteers are called upon to respond to the needs of the Headquarters Unit. Volunteers best suited for this assignment should be available during daytime business hours.

Minimum Commitment: 100 hours/Year  
Direct Supervisor: Adult & Youth Corps Program Coordinator

Uniform:  
Issued volunteer shirt and hat.

Mandate:  
  
To contribute to the achievement of the Toronto Police Service's Headquarters Unit by working with various departments and positively showcasing the volunteer program in a high profile environment.

Activities:  
  
\*Headquarter Special events, Media Events, United Way Kick-Off, Auxiliary Graduation, Blood Donor Clinic Registration, Crime Stoppers Board Meeting Host  
  
\* Other events as required.

Competencies for Position:

- Strong Communication Skills
- Outstanding Interpersonal and Public Relationship Skills
- Positive attitude
- Professional Image
- Ability to work in a professional work environment

Training Required for the Position:  
\*Orientation to the Organizational Structure of the Toronto Police Service



# MISCELLANEOUS

# INFORMATION



## MISCELLANEOUS INFORMATION

### GENERAL COMPETENCIES IDENTIFIED FOR TPS VOLUNTEER RELATED POSITIONS

#### COMMUNICATION SKILLS

##### **Communicates effectively:**

1. Listens effectively
2. Communicates effectively in writing
3. Gives clear effective direction
4. Uses effective communication strategies
5. Able to make oral presentations
6. Effectively exchanges information with staff and other volunteers of the Service
7. Able to communicate with a diverse community
8. Able to communicate with community groups
9. Effectively communicate with youth groups and individuals

#### INTERPERSONAL SKILLS

##### Adaptability:

1. Effectively interacts with peers and supervisors
2. Demonstrates unbiased interaction with a diverse community and individuals
3. Adapts to change

##### Image:

1. Demonstrates a high level of ethical values and integrity
2. Projects a professional image
3. Demonstrates self-confidence

##### Sensitivity:

1. Demonstrates a tolerance for differences in opinion and attitudes
2. Demonstrates an understanding of diversity within the community
3. Exercises self-control
4. Acts in a non-judgmental manner

#### OPERATIONAL SKILLS

##### Effective Use of Resources:

1. Identifies, develops, prioritises, and uses resources effectively
2. Identifies and develops networks of internal and external resources
3. Uses community facilities to support neighbourhood objectives
4. Regularly interacts with neighbourhood groups



Adherence to Regulatory Procedure:

1. Section 1.9 of the Standards of Conduct “Fairness, Discrimination and Harassment”
2. Functions within the guidelines of Service Governance
3. Ensures conduct and activity comply with law and policy

**COMMUNITY RESOURCES – AGENCIES AND ORGANIZATION**

Many community agencies and organisations offer some type of assistance to a variety of individuals and groups. Individual agencies are often geared to a specific type of service, dealing with a specific clientele. For example, some agencies serve a particular age group (i.e.: senior adults, youth); some agencies serve a particular ethnic group and some agencies serve clientele based on type of service (i.e.; legal aid, housing, victim services, etc.).

Most community agencies serve a particular geographic area, which can vary in size, from as small as a particular neighbourhood within a Division, or as large as a region-wide area (i.e., the City of Toronto, the Greater Toronto Area, etc.)

There are too many agencies to list in this manual, but there are a number of directories published that list the various community agencies and the services provided. Some of these directories will be available, as a reference for volunteers and staff at TPS Community Response Units.

The largest directory for the Toronto area is published and produced by the Community Information Toronto titled “The Blue Book”. This Directory of Community Services in Toronto provides a very comprehensive yet simple reference to non-profit support services in the areas of health, welfare, education, housing, counselling, legal, victim, employment, and recreation.

There are other directories available, and we will attempt to obtain as many as possible to include in our resource/reference areas within Community Response Units. Volunteers are welcome and encouraged to become familiar with any of the community information resources that we have collected and placed in the reference/resource area.

If volunteers are aware of community resources or directories that we do not currently have, please inform the Community Relations Officer or the Volunteer Program Co-ordinator.

Public Relations

Every contact between the staff/volunteer and the public should be a pleasant and satisfying experience. Friendly, courteous treatment of everyone from the community using TPS facilities or coming in contact with TPS 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 TPS. Public relations are likewise affected by the way in which TPS 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 organisation 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 TPS 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.



# COMMUNITY

# CONSULTATIVE

# PROCESS



## **COMMUNITY CONSULTATIVE PROCESS**

### **INTRODUCTION**

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

Consultation 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 Toronto Police Service and the greater 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 Toronto Police 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 Toronto Police Service exists on many levels, both formally and informally but in particular on three formalized levels.

The consultation process is not meant to be another level of police oversight but rather a process that affords opportunities for enhanced effectiveness respecting community based activities and leadership, directed at joint community and policing problem solving initiatives. It ensures that the most strategic and effective outcomes are achieved through a formal police/community committee structure, obtaining optimum results whenever possible.

The Mission Statement of the Toronto Police Service Consultative Committee process is;

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

### **Community Police Liaison Committees (CPLC)**

Community Police Liaison Committees (CPLC) are made up of community volunteers and police service representatives from the local division’s geographic area. Each committee is inclusive to reflect the demographics of the local community.



## Mandate

To work together in identifying, prioritizing, and problem solving of local policing issues by;

- being proactive in community relations, crime prevention, education, mobilization, and communications initiatives, and
- acting as a resource to the police and the community

All of the seventeen police divisions throughout the City of Toronto including Traffic Services have a CPLC to provide advice and assistance to the local unit commander and to work in partnership with local police towards a safe and secure community.

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

To ensure that no single group is excluded, police officers from the local divisions also work with already established organizations, such as residents associations, Business Improvement Associations (BIA) and various *ad hoc* committees, to address specific community concerns. In particular, the CPLC work with the Community Response Units in each division to develop short and long-term solutions to local concerns. This system, in place in Divisions since the early 1990s, 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.

## **Community Consultative Committees (CCC)**

The consultative committees are meant to serve specific communities on a Toronto-wide basis. The membership is drawn from various organizations within each of these communities so as to reflect both inclusiveness and credibility within that community. These committees serve as a voice on wider policing issues such as; training, recruiting, Professional Standards and community mobilization.

## Mandate

Working together in partnership with identified community representatives in identifying, prioritizing, and problem solving of policing issues by;

- being proactive in community relations, crime prevention, education, mobilization, and communications initiatives
- acting as a resource to the police and the community, and
- developing a strategic long term vision through the building of knowledge, education, tolerance and understanding



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

- Aboriginal
- Black
- Chinese
- French
- Gay/Lesbian-Bisexual/Transgender/Transsexual
- Muslim
- South and West Asian

The Chief of Police has assigned a Senior Officer to each committee to ensure that there is an effective flow of information between the Executive branch of the Service and the respective Community Consultative Committees (CCC).

**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 provide a voice for various community representatives from business through to social agencies and spanning the various diverse communities as well as youth on a wide variety of issues.

The CAC and CYAC have 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 in identifying, prioritizing and problem solving of policing issues by;

- being proactive in community relations, crime prevention, education, mobilization, and communications initiatives
- acting as a resource to the police and the community, and
- developing a strategic long term vision through the building of knowledge, education, tolerance and understanding

## GENERAL

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

- Community Police Liaison Committee (Divisional and Traffic)
- Community Consultative Committees
- Chief's Community Advisory Council / Chief's Youth Advisory Committee

The Service shall maintain a Community Consultative Committee for (but not be limited to) the following communities:

- Aboriginal
  - Black
  - Chinese
  - French
  - Lesbian/Gay/Bisexual/Transgender/Transsexual
  - Muslim
  - South and West Asian
- The Service, through the Community Mobilization Unit (CMU) and in conjunction with community consultative members, shall bring the components of the consultative process together twice per year to maintain effective networking, communication, training and exchange of best practices which will include the Annual Consultative Committee Conference
  - Support for and co-ordination of the Service's consultative process will be conducted by the Community Mobilization Unit. Service Procedure 14-32 entitled Crime Prevention, Service Governance and this Manual can be referenced in relation to the Community Consultative Committee process.



- Each committee within the TPS consultative process to receive funding, in the amount of \$1,000.00 per year from the Toronto Police Services Board (TPSB), subject to the availability of such funds as determined by the Toronto Police Services Board, as follows;
  - Divisional/Traffic CPLC
  - Consultative Committees
  - Chiefs Community Advisory Council / Chief's Youth Advisory Committee
- Expenditures of Board monies must be approved by the respective Senior/Command officer in consultation with the Consultative Committee Executive and paid out through Financial Management
- The activities and expenditures of each committee shall be articulated in the "Annual Report on Activities and Expenditures of Consultative Committees" to the Toronto Police Services Board through CMU
- Committee Executives shall ensure that orientation and relevant training is provided to consultative committee members throughout the year through internal and external support mechanisms
- The Service, through the Public Information Unit will develop and assist in the maintenance of a Community Consultative Committee webpage, linked to the TPS website, containing relevant material and best practices for all consultative committees
- All fundraising monies will be collected, reported and accounted for by the Committee treasurer
- Central budgeting and accounting support for the consultative process shall be conducted with the assistance of CMU and Financial Management
- Any correspondence prepared for external use by the respective Consultative Committees shall be completed and approved by the respective Committee Executive
- 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



## **STRUCTURE**

### **Community Police Liaison Committee**

- This committee shall only be recognized as the \_\_\_\_\_ Division/Traffic Services Police Liaison Committee
- Each CPLC will be part of a network of Divisional/Traffic CPLCs and the other two formal consultative components of the Service
- Every Division including Traffic Services shall have a CPLC
- The Unit Commander will be responsible for the overall operation and effectiveness of the CPLC within their respective Unit
- The size of each Committee will be determined by the individual CPLC
- Each CPLC shall have an Executive consisting of:
  - Co-Chairpersons
  - Secretary
  - Treasurer
- Each member of the CPLC Executive, except for the unit commander, serve for one year from the time of appointment
- Elections for the Executive positions, except that of the unit commander, be held every year
- Two fifths 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 consultative strategies are included in the “Planned Strategies” area of Section 1 on the Work Planning Performance Development (WPPD – TPS 519).
- At the final review in November with the first level manager, complete all areas of the WPPD (TPS 519) relevant to their consultative committee strategies.
- The consultative committee Annual Performance Evaluation Report (TPS 525) can be used as an attachment to the WPPD (TPS 519).

### **Community Consultative Committee**

- That the Service maintains consultative committees for (but not be limited to) the following communities:
  - Aboriginal
  - Black
  - Chinese
  - French
  - Lesbian-Gay-Bisexual-Transgender-Transsexual
  - Muslim, and
  - South and West Asian



- Each Committee will be part of a network with the other Community Consultative Committees and the other two formalized consultative components of the Service
- A Senior Officer as designated by the Chief of Police shall be assigned to each committee
- The Senior Officer will be responsible for the overall operation and effectiveness of each Community Consultative Committee
- Each Senior Officer shall be supported by a liaison officer from the Community Mobilization Unit and/or other Service Unit
- The size of the committee will be determined by the respective Committee Executive
- Each Committee shall have an Executive consisting of:
  - Co-Chairpersons
  - Secretary
  - Treasurer
- Each member, except for the Senior Officer, serve for one year from time of appointment
- Elections for each of the Executive positions, except for the Senior Officer, be held every year
- The size of each Committee will be determined by the individual CCC
- Meetings shall take place at police headquarters or as directed by the Committee Executive
- The senior officer shall ensure that community consultative strategies are included in the “Planned Strategies” area of Section 1 on the Work Planning Performance Development (WPPD – TPS 519).
- At the final review in November with the first level manager, the senior officer shall complete all areas of the WPPD (TPS 519) relevant to their consultative committee strategies.
- The consultative committee Annual Performance Evaluation Report (TPS 525) can be used as an attachment to the WPPD (TPS 519).

**Chief's Community Advisory Council (CAC)  
Chief's Youth Advisory Committee (CYAC)**

- The Chief's Community Advisory Council and the Chief's Youth Advisory Committee will be part of a formalized consultation network within the Service which includes Community Police Liaison Committees and Community Consultative Committees
- The Chief's Community Advisory Council and the Chief's Youth Advisory Committee shall be supported by a liaison officer from CMU 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
- As directed by the Chief of Police, meetings shall take place at police headquarters or at other locations



## **MEMBERSHIP**

### **Community Police Liaison Committee (CPLC)**

- CPLC members shall be individuals who live or work in the respective Division or Unit or those individuals who participate with organizations functioning within the respective Division or Unit
- 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, handicap or political or religious affiliation
- The membership of each CPLC shall be reflective of its local ethnic, gender and youth constituents
- Potential members will submit application letters to the CPLC for review
- 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
- The unit commander will make a decision in relation to a criminal history
- 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
- The membership year shall be for one year from date of membership
- The CPLC shall review membership every year

### **Community Consultative Committees (CCC)**

- CCC members shall be individuals who live, work or 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, handicap, political or religious affiliation
- Potential members will submit application letters to the CCC for review
- Prior to membership, the senior officer will conduct a background check on potential members. Any results thereof will remain confidential between the senior officer and the potential member



- Potential members facing criminal charges will not be eligible for membership
- The senior officer will consider any criminal history of a potential member based on its seriousness and impact on the integrity and reputation of the Service
- The senior officer will make a decision in relation to a criminal history
- Should a member be charged with a criminal offence, the member shall notify the police co-chairperson of such circumstances immediately; failure to do so may result in removal from the committee
- The senior officer will make a decision on continued membership while facing charges
- The membership shall be for one year from time of membership
- The CCC shall review membership every year

### **Chief's Community Advisory Council (CAC)**

### **Chief's Youth Advisory Committee (CYAC)**

- Shall be individuals who live, work or attend a learning institution in the City of Toronto
- Membership shall be at the discretion of the Chief of Police
- 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, handicap, political or religious affiliation
- Individuals facing criminal charges will not be eligible for membership
- The Chief of Police 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 and the involved member
- The decision of the Chief of Police in relation to any criminal history will be final
- A background check will be conducted on potential members
- 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
- Duration of membership will be at the discretion of the Chief of Police

## **RESPONSIBILITIES OF EXECUTIVES**

### **Community Police Liaison Committee**

#### **Co-Chairpersons shall:**

- be an elected community member from the committee and the Unit Commander
- preside over all meetings with the co-chairperson
- with the assistance of the co-chairperson and executive set meeting agendas
- co-ordinate all CPLC activities
- act as a contact person for matters to be presented to the community



**The Secretary shall:**

- be either a police or non-police member of the Committee
- distribute meeting notices
- distribute agendas
- keep minutes for all meetings
- keep records of all correspondence

**The Treasurer shall:**

- keep full and accurate books of accounts
- be responsible for necessary Committee banking matters
- prepare a monthly financial statement for Committee Executive when requested

**Community Consultative Committees**

**The Co - Chairpersons shall:**

- consist of an elected community member and the designated Senior Officer
- preside over meetings
- with the assistance of the Executive, set meeting agendas
- co-ordinate all Committee activities
- act as contact for matters presented to the community

**The Secretary shall:**

- be the liaison officer assigned to the Committee
- distribute meeting notices
- distribute agendas
- keep records of all correspondence
- keep minutes for all meetings

**The Treasurer shall:**

- be a non-police member
- keep full and accurate books of accounts
- be responsible for Committee finances
- prepare a financial statement for the Committee Executive when requested

**Chief's Community Advisory Council / Chief's Youth Advisory Committee**

**The Chairperson will be the Chief of Police (or designate) and will:**

- preside over all Committee meetings
- set the agenda for the Committee



### **The Secretary shall:**

- be the liaison officer from Community Mobilization Unit or other Unit designated by the Chief of Police
- keep records of all correspondence
- notify all committee members of meetings
- keep full and accurate books of accounts
- perform duties as assigned by the Chief of Police or designate
- be responsible for Committee finances
- prepare a financial statement for the Council / Committee Executive when requested

### **ACTIVITY STANDARDS**

Each component of the Service's consultative committee process shall be subject to the following *minimum* level of activity:

- meet at least four times per year
- set goals and objectives consistent with Service priorities at the beginning of each calendar year. (A copy of these goals and objectives to be sent to the Unit Commander of the Community Mobilization Unit)
- have at least one town hall forum held jointly with police per year
- one value added community-police project per year consistent with Service priorities
- participate in the Annual Consultative Committee Conference
- keep minutes of all meetings (a copy of minutes shall be forwarded to the Unit Commander - Community Mobilization Unit within one month after completion of each meeting)
- prepare a financial statement for the Committee Executive when requested
- the committee shall commence an Annual Performance Evaluation Report at the beginning of each year and complete the report at the end of the calendar year. The original copy of report will be kept at Unit/Committee and a copy sent to the Unit Commander – Community Mobilization.

### **IDENTIFICATION CARDS**

Members from all levels of consultation will be issued a Toronto Police Service Photo Identification Card. While at a police facility, the 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 Toronto Police Service, at other than police facilities, the wearing of identification cards may be required.

- The Identification card shall be returned to the respective committee senior officer immediately when no longer a member of a consultative committee
- TPS consultative members shall not use their identification card for any other purpose other than when engaged in TPS consultative committee activities.
- Identification cards shall not be reproduced by the committee member in any manner.



If a Toronto Police Service issued photo identification card is lost, the consultative member must report this loss immediately to the police and file a report.

**NOTE:** Identification Cards remain the property of the Toronto Police Service-Facilities Management.

## **FINANCIAL AFFAIRS**

- Consultative Committees 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, one of whom must be the designated Senior/Command member
- The Service's Financial Management Unit may conduct an audit of any external accounts operated by any consultative committee
- All purchases made by the committee from the allotted TPSB funds shall be in accordance with the Service's Purchasing Procedure Internal accounts
- Funds granted to the committees by the Police Services Board shall remain under the control of the Service through the established budget accounts and such funds shall not be forwarded to the committees for deposit in any external bank account. Funds so allocated will be accessed according to established procedure

## **FUNDRAISING**

- Fundraising within the Service's consultation 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 Senior/Command member of each committee in consultation with the Committee
- Any materials or correspondence used for fundraising efforts must be approved by the respective committees
- Fundraising cheques must be made payable to the respective Committee account and not directly to the Toronto Police Service
- Any fundraising literature must clearly indicate that a tax receipt will not be issued by the Service for monies received
- Any Committee accounts shall have four signatories, two from the community and two from the police
- Any cheques payable from any Committee accounts shall have two signatures, one of which will be a Toronto Police Service member
- Fundraising monies used for the purchase of goods will follow the Toronto Police Service purchasing standards
- All monies collected will be used under the direction of the respective Service member in consultation with the Committee



## **DONATIONS**

- Acceptance of donations shall be governed by Section 1.32 of the Standards of Conduct and Procedure(18-08) “Donations”



# APPENDIX "A"

## FORMS



## **APPENDIX “A”**

### **CMU FORMS**

1. CMU 1 – Adult and Youth Corps Volunteer Application and Waiver
2. CMU 2 – Volunteer Personal History Form
3. CMU 3 – Background Check Form
4. CMU 4 – Volunteer Interview Form
5. CMU 5 – Volunteer Candidate Reference Check
6. CMU 6 – Statement of Confidentiality
7. CMU 7 – Volunteer Identification Card
8. CMU 8 – Volunteer Monthly Report
9. TPS 525 – Annual Performance Evaluation Report