



Community Safety Unit 2021 Annual Report to Toronto Police Services Board

Item 8

March 29, 2022

Tenant Services Committee

Report: TSC:2022-17

To: Tenant Services Committee (“TSC”)

From: Senior Director, Community Safety Unit

Date: February 25, 2022

PURPOSE:

The purpose of this report is to provide the TSC with information on the Community Safety Unit 2021 Annual Report being submitted to Toronto Police Service (“TPS”) by March 14 every year for their submission to the Toronto Police Service’s Board.

This annual report complies with the 2022 TPS Memorandum of Understanding (“MOU”) between TCHC and TPS which states:

“TCHC shall provide to the Board an annual report with statistical information including but not limited to information regarding enforcement activities, training, supervision, complaints, and other issues of concern to the parties and such further categories of information as may be requested by the Board from time to time.”

RECOMMENDATIONS:

It is recommended that TSC receive this report for information.

REASONS FOR RECOMMENDATIONS:

CSU has been producing this report annually since 2002 within the directed content and format of the TPS Special Constable Liaison Unit. In 2019 due to a historical process gap, it had been realized that the TCHC Board had never been provided with a copy of the report in advance of TPS Board Meetings as an information tool. This was rectified starting with the 2019 report presented in 2020.

CSU will continue to share the TPS annual report with the TCHC Board for information. If required, CSU will provide an independent annual CSU report to TSC that includes annual CSU activity not covered in the TPS annual report.

IMPLICATIONS AND RISKS:

The TCHC Board not having this information before the TPS Board poses the risk of the TCHC Board being uninformed.

SIGNATURE:

“Allan Britton”

Allan Britton

Senior Director, Community Safety Unit

ATTACHMENT:

1. 2021 Annual Report to Toronto Police Services Board

STAFF CONTACT:

Mona Bottoni, Acting Senior Manager, Corporate Services - CSU

416-981-5036

Mona.Bottoni@torontohousing.ca

TORONTO COMMUNITY HOUSING COMMUNITY SAFETY UNIT

**931 Yonge Street
Toronto Ontario M4W 2H2**

General (416) 921-2323



**2021 ANNUAL REPORT
to the
TORONTO POLICE SERVICES BOARD**

Table of Contents	Page 2
Executive Summary	Page 3
Background	Page 5
Supervision	Page 5
Organization Chart – Community Safety Unit	Page 6
Appointments	Page 7
Departures	Page 7
Mandatory Training	Page 7
Additional Training	Page 8
Equipment	Page 8
Reporting Requirement	Page 9
Crime & Order Management	Page 9
Incident Reporting	Page 10
Property	Page 15
Naloxone	Page 15
Complaints	Page 16
Use of Force	Page 16
Governance	Page 17
Highlights of the Reporting Year	Page 18
Conclusion	Page 21

EXECUTIVE SUMMARY

2021 SPECIAL CONSTABLE ANNUAL REPORT Toronto Community Housing Corporation

Toronto Community Housing's Special Constable Program was established in March 2000 on a "Pilot" basis and was formally adopted as component of the TCHC Community Safety Program, in September 2002. As of December 31, 2021, there were 168 sworn members within the Community Safety Unit (CSU).

The objectives of the program are to:

- strengthen relationships between the CSU and the Toronto Police Service (TPS)
- reduce the level of crime/antisocial behavior in Toronto Community Housing (TCHC) communities
- enhance law enforcement activities as required
- improve residents' feelings of safety and security
- ensure officers are able to spend more time in TCHC communities
- improve officer safety

Having TCHC Special Constables allows TCHC to move well-trained and qualified officers into situations that are particularly unique to TCHC communities. A specific focus for Special Constables is Trespass to Property Act (TPA) violations, Liquor License and Control Act (LLCA) violations and the utilization of Peace Officer on an as needed basis – Police Officer powers under the following statutes:

- Criminal Code;
- Controlled Drugs and Substances Act;
- Trespass to Property Act;
- Liquor License & Control Act;
- Mental Health Act.

The Special Constable agreement between TCHC Board, and the Toronto Police Services Board (TPSB) has created a strong partnership reaching back over many years. This relationship has supported communication and co-operation between our organizations to the benefit of all. As a result of the enhanced training, legal status, and access to information available to Special Constables, they have been able to support and assist TPS and TCHC residents in hundreds of investigations.

In 2021, TCHC's Special Constables completed 729 Criminal Investigations as authorized for TPS, of which 72% were related to property offences such as Mischief and Theft.

Last year, TCHC Special Constables conducted investigations for Theft, Mischief, Assaults, and other less serious violent matters. In instances involving major crimes, they have been the first officers on scene, assisting with primary assessments, notifications, scene protection, crowd control, witness canvassing, evidence security, and prisoner transports.

TCHC Special Constables and TPS Officers have attended many calls together. The combination of a Special Constable's community knowledge and the TPS Officer's skills, knowledge and authority have proven to be mutually supportive, allowing incidents and problems to be resolved professionally in a safe and timely manner.

Our communities benefit when TCHC Special Constables are able to:

1. Process minor offences and release of prisoners at the scene without tying up TPS' resources and holding a person in custody for longer than required.
2. Act directly – to apprehend offenders and wanted persons and transport them to the local TPS Division for booking. In so doing, they interrupt illegal and antisocial behavior and help keep the peace in our neighborhoods.
3. Support the TPS not only with factual information, but also with detailed intelligence about criminal activity within TCHC communities.

We continue to value and strive to enhance our working partnership with the TPS and our joint Special Constable Memorandum of Understanding. In 2021, TCHC's Special Constable Program continued to promote safe, secure, and healthy communities.

Background

TCHC is legally organized as a corporation, owned completely by the City of Toronto and operated at arms-length from the City. It is governed by a Board of Directors made up of the Mayor (or designate), 4 City Councilors, and 9 other citizens, including 2 tenants (elected by fellow tenants) living in Toronto Community Housing.

TCHC provides homes for approximately 110,000 people. Our portfolio is made up of high-rise and low-rise apartment buildings, townhouses, rooming houses, and a variety of detached and semi-detached homes. TCHC's tenants reflect the demographics of Toronto and operates about 58,500 housing units; TCHC is the second largest housing provider in North America.

In 2021, the CSU employed 215 professionals who performed a variety of functions. These included: Special Constables, Special Constables in Training, Parking Enforcement Officers, Dispatchers, Community Safety Advisors, Managers and other support staff. As all of our communities are diverse and unique, each position was designed with different authorities and resources to help address those needs.

The Community Safety Unit's mandate and vision express our role in helping to accomplish the goals of Toronto Community Housing. The mandate of the CSU is to partner with communities, promote a safe environment for residents, and preserve the assets of Toronto Community Housing.

In 2002, The Toronto Community Housing Board of Directors entered into agreement with the Toronto Police Service Board that allowed for the ongoing use of Special Constables as a core component of TCHC's Community Safety Program. In 2021, there were 168 CSU staff deployed as sworn Special Constables with the approval of the Ministry of Public Safety and Security. This report provides an overview of our Special Constable program in 2021.

Supervision


As of December 31, 2021, the CSU had 7 Managers, and 20 Field Supervisors with Special Constable status who oversaw operations 24 hours a day, 365 days a year. The CSU had 131 Special Constables, 16 Special Constables in Training, 4 Parking Enforcement Officers and 15 Dispatchers. They were all supported by a Senior Director, two Senior Managers, a Manager in Planning and Business Support, a Specialist in Compliance, Training and Investigations, a Dispatch Manager, 3 Dispatch Supervisors, a Parking Coordinator, a Court Administrator, two Administrative Assistants, 6 Clerks, a Criminal Intelligence Analyst, Field Intelligence Officers, 10 Community Safety Advisors, a Program Manager for Access Control, an Access Control Field Administrator and a Coordinator of Systems and Procurement.

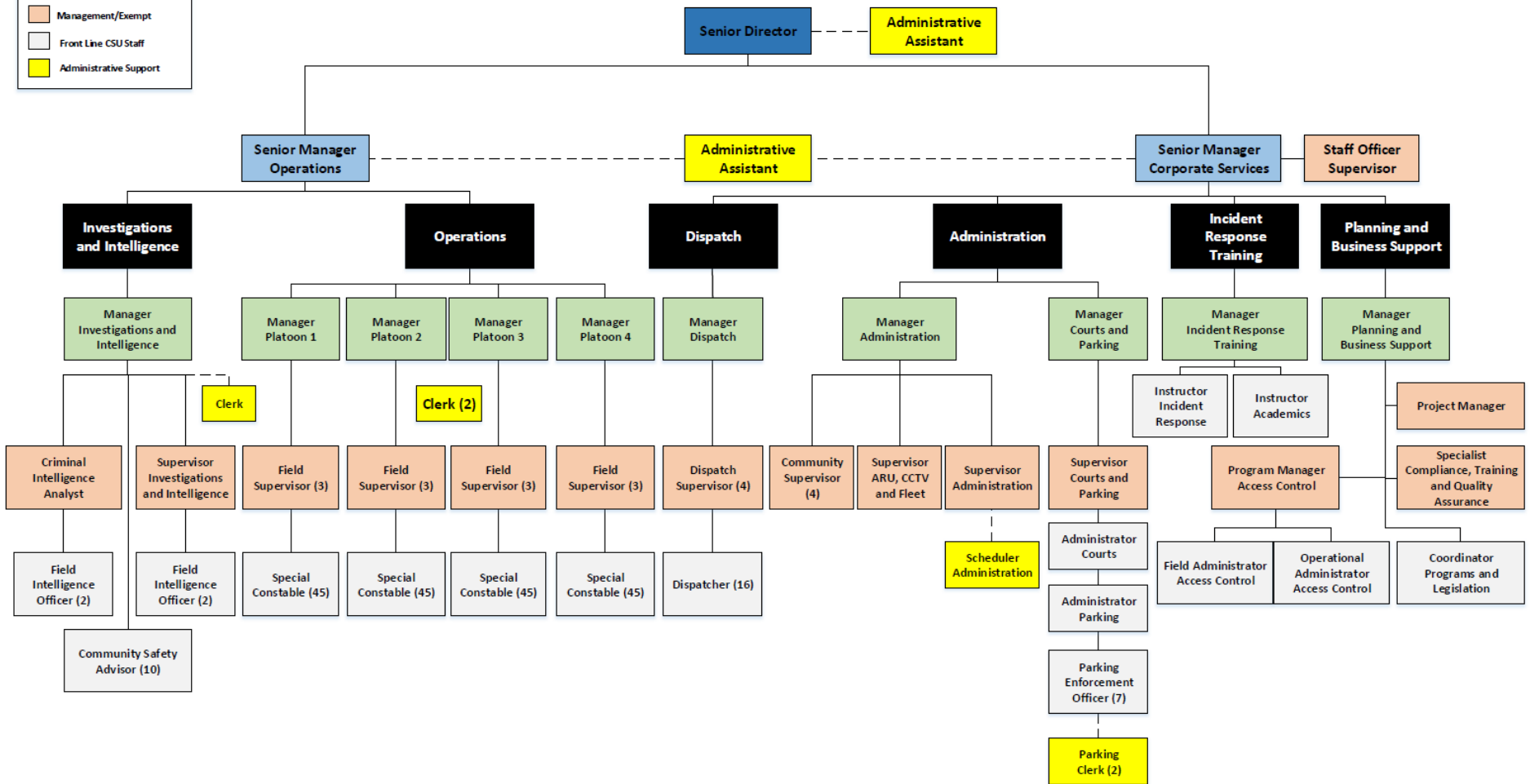
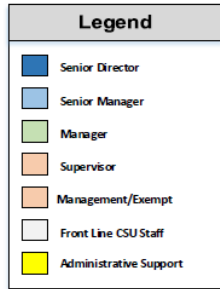
Officers were assigned in Toronto Community Housing communities throughout the City. Methods of operation included foot, bicycle and vehicular deployments. Duties included patrolling for visibility and deterrence, responding to radio calls, conducting investigations and enforcement, answering service requests, parking control, special attention checks, and providing back-up to other officers. Special Constables also participated in many community engagement events, activities and meetings throughout the City of Toronto.



Notes

- i. Four Staff Sergeants represent Manager presence on each shift of a rotating 24/7 shift schedule for oversight
- ii. Districts are aligned to Regions for Tenancy Management


Community Safety Unit
Organizational Chart
February 1st, 2022



Authorized by: Allan Britton, Acting Senior Director – Community Safety Unit

Appointments

Total Applications (January 1st - December 31st)	New Appointments (January 1st - December 31st)	Re-Appointments (January 1st - December 31st)	Total Special Constables (December 31st, 2021)
48	39	6	168

1 Special Constable in Training was terminated during probation prior to being appointed

Departures

Number of Terminations	Number of Suspensions	Number of Resignations	Number of Retirements
6	2	20	2

Mandatory Training

Course / Topic	Delivered By	Duration	Number trained
Annual Use of Force (refresher)	CSU Internal Training Unit	1 day	128
Special Constable Training- In Class	CSU Internal Training Unit	50 days	32
Special Constable Training- Coach Training	Platoon Staff Sergeants	25 days	32
First Aid CPR	Workplace Medical	1 day	135

Additional Training

Course / Topic	Delivered By	Duration	Number trained
Diversity and Inclusion Fundamentals (Part 1 of D&I Immersion)	Canadian Centre for Diversity and Inclusion (CCDI)	1 day	37
Unconscious Bias (Part 2 of D&I Immersion)	Canadian Centre for Diversity and Inclusion (CCDI)	1 day	34

Equipment

In 2021, TCHC Special Constables had no changes to the authorized equipment as noted below.

Equipment Issued to Special Constables
<ul style="list-style-type: none"> • One badge with appropriate carrier and TCHC Special Constable photo ID card • Soft body armor with appropriate carriers • Duty Belt • Boots • Disposable bio-hazard gloves, CPR mask and belt pouch • One set of handcuffs with appropriate belt or Molle vest case • One 21 or 26” inch expandable baton with scabbard • One container of OC stream • One AAA battery flashlight with belt or Molle vest case • One clip on personal work light • One pair of cut-resistant Kevlar-lined leather gloves • One pair of winter gloves • Tourniquet and pouch • 2 doses Narcan and carrying pouch Memo book and cover • Key ring holder • One CSU Standard Operating Procedures (SOP) manual. • One radio with microphone and Earpiece with belt or Molle vest case • Duty Bag • Personalized TCHC business cards • Uniform – Navy blue shirts with dark navy cargo pants with royal blue braid • PC style forage cap, royal blue band • Flex rescue pouch • N95 face masks

Reporting Requirement

In 2021, TCHC Special Constables documented 91,798 incidents pertaining to requests for service, investigations of events and self-initiated patrols on or related to Toronto Community Housing properties.

Many of these calls were attended by both TCHC Special Constables and TPS Officers. These matters were reported by TPS Officers involved and were cross-referenced in the Toronto Community Housing daily activity report submitted to the Special Constable Liaison Office. The statistics below reflect enforcement and investigations that were initiated or conducted both independently by TCHC Special Constables and in concert with the TPS.

As per the Memorandum of Understanding between the Toronto Police Service Board and Toronto Community Housing Board of Directors, Special Constables making arrests on or in relation to TCHC properties advise the Officer-in-Charge of the Division that the arrest occurred in and follow their direction.

Crime and Order Management

Authority	Total Arrested and / or Charged	Charged and Released - Form 9/10 or Part III POA /POT*	Released Unconditional No Charges	Delivered in Custody to Toronto Police
Criminal Code	359	Form 10 : 75 Form 9: 15	40	229
Controlled Drugs and Substances Act	3	Form 10 : 0	0	3
Trespass to Property Act	145	POT TPA: 131 104 TPA: 2	3	9
Liquor Licence Act	24	POT LLA: 20 104 LLA:	1	3
Mental Health Act	39	0	0	39 delivered to care of physician
EMCPA	1	POT: 1	0	0

Incident Reporting

Crimes Against Persons - Serious Violent Incidents

Event Type	Count of Incidents
Aggravated Assault	10
Aggravated Sexual Assault	2
Armed Robbery	29
Assault Peace Officer	22
Assault Police Officer	6
Assault with Intent to Resist Arrest	8
Assault with Weapon or Bodily Harm	189
Attempted Homicide	27
Discharge Firearm (Bodily Harm)	10
Discharge Firearm (Danger Life)	49
Discharge Firearm (Wound, Maim)	6
Homicide	12
Other Weapon Related Offences	18
Robbery - Delivery Person	1
Robbery - Home Invasion	11
Robbery (Not Armed)	43
Sexual Assault	44
Sexual Assault with Weapon	1
Sexual Interference	2
Total Serious Violent Incidents	490

Crimes Against Persons - Other Violent Incidents

Event Type	Count of Incidents
Total Serious Violent Incidents	490
Assault	400
Communicate FTP Prostitution	1
Indecent Exposure (or Act)	11
Threatening	179
Child Neglect	10
Criminal Harassment	18
Total Other Violent Incidents	619

Crimes Against Property

Event Type	Count of Incidents
Arson	31
Attempt Break & Enter - Office	1
Attempt Break & Enter - Other	5
Attempt Break & Enter - Residence	38
Attempt Fraud	1
Attempt Theft	7
Attempt Theft (Bicycle or Tricycle)	5
Attempt Theft From Vehicle	3
Attempt Theft of Motor Vehicle	1
Break & Enter - Office	10
Break & Enter - Other	45
Break & Enter - Residence	90
Mischief	717
Mischief - Graffiti	77
Theft From Vehicle Over	4
Theft From Vehicle Under	91
Theft of Auto Over \$ 5000	29
Theft of Auto Under \$ 5000	13
Theft of Licence Plate (Single)	13
Theft of Licence Plates (Set)	20
Theft of Tricycle/Scooter	4
Theft Over	14
Theft Over (Bicycle)	4
Theft Under	469
Theft Under (Bicycle)	63
Unlawfully In Dwelling	35
Total Crimes Against Persons	1790

Cause Disturbance / Loitering

Event Type	Count of Incidents
Cause Disturbance or Loitering	10507

Crisis Support

Event Type	Count of Incidents
Mental Health Act	343
Missing Person	120
Sudden Death - Suicide	8
Suicide - Attempt	24
Total Crisis Support	495

Disputes

Event Type	Count of Incidents
Dispute - Domestic	389
Dispute - Landlord/Tenant	298
Dispute - Neighbour	12364
Dispute - Other	297
Total Disputes	13348

Fire Related Incidents

Event Type	Count of Incidents
FACODE31 - Alarm System Equipment Malfunction	286
FACODE32 - Alarm System Equipment - Accidental Activation (excluding Code 35)	112
FACODE33 - Human - Malicious Intent/Prank	326
FACODE34 - Human - Perceived Emergency	146
FACODE35 - Human - Accidental (alarm accidentally activated by person)	317
FACODE39 - Other False Fire Alarm	1906
FACODE40 – Call to Fire (No Alarm)	130
FACODEFE - Fire	437
Total Fire Related Incidents	3660

Meetings

Event Type	Count of Incidents
Meeting - Community Engagement	241
Meeting - Corporate	58
Meeting - CPLC	11
Meeting - Crime Management	9
Meeting - Law Enforcement	129
Meeting - Tenant Management	52
Total Meetings	500

Offences Against Justice

Event Type	Count of Incidents
Breach of Probation (Provincial)	5
Fail to Comply - Release Order	61
Fail to Comply - Probation	70
Fail to Comply - Recognizance	93

Fail to Comply - Undertaking	22
Obstruct (Peace, Police) Officer	9
Public Mischief	9
Total Offences Against Justice	269

Parking Incidents

Event Type	Count of Incidents
Parking Information (No Offence)	1420
Parking Violation	5440
Parking Violation - Towing	339
Special Attention - Parking	96
Total Parking Incidents	7295

Patrols

Event Type	Count of Incidents
Bike Patrol - Self Initiated	6
Patrol - Focused	6595
Patrol - Joint CSU and TPS	452
Patrol - Officer Initiated	1057
Patrol 3rd Party	1
Patrol Focused - Bike	144
Patrol Focused - Mobile	3601
Patrol Focused - On Foot	14768
Special Attention - Other	1792
Special Attention - Vacant Unit	548
Total Patrol Incidents	28964

Trespass Incidents

Event Type	Count of Incidents
Trespass Release -- 3rd Party	9
Trespass Release -- CSU	24
Trespass to Property Act	1828
Total Trespass Incidents	1861

Warrants

Event Type	Count of Incidents
Warrant- Executed Arrest	257
Warrant- Executed Search	123
Total Warrant Incidents	380

Other Incidents – Everything not included above

Event Type	Count of Incidents
Ambulance Call	1148
Assist Other - Access	589
Assist Other - Eviction	11
Assist Other - General	760
Assist Other - Information	1157
Assist Resident - Check Welfare	2695
Assist Resident - Information	2765
Assist Resident - Other	2339
Assist Resident- Access	279
Assist Security - Back-up	575
Assist Security - Detail	62
Carrying Concealed Weapon	4
CCTV (FOI, Legal, OU, TPS)	1778
Cruelty to Animals	20
Defective Equipment - Access	165
Defective Equipment - CCTV	103
Defective Equipment - Elevator	561
Defective Equipment - Fire & Life Safety	619
Defective Equipment - Other	219
Dog By - laws	62
Dog Owner's Liability Act	57
Drug Offence - Other	7
Drug Offence - Possession	16
Drug Offence - Possession for the Purpose of Trafficking	22
Drug Offence - Proceeds of Crime	3
Drug Offence - Trafficking	2
Emergency Management & Civil Protection Act	48
Fraud	15
Fraudulent Use of Credit Card	1
Hazardous Condition	1182
Information Only	1032
Insecure Premises - Dwelling	96
Insecure Premises - Other	66
Insecure Premises - TCHC	296
Intrusion Alarm - Accidental	49
Intrusion Alarm - Defective	64
Law Enforcement - Information	1698
Liquor License Act	131
Loitering - Physical Distancing	25
LWV Escort - 3rd Party	34

LWV Escort - CSU	78
LWV Escort - Unable to Accommodate	2
Other Criminal Code Offences	26
Other Federal Statutes	3
Other Prostitution Related Offences	1
Other Provincial Statutes	7
Possession of House Breaking/Burglar Tools	7
Possession Over - Property Obtained by Crime	9
Possession Under - Property Obtained by Crime	17
Possession Weapons Dangerous	37
Recovered Auto	22
Sudden Death - Accidental	6
Sudden Death - Natural Causes	86
Sudden Death - Undetermined	223
TPA - Prohibited Activity Illegal Dumping	58
Vehicle Accident	131
Total Other Incidents	21468

Property

All property seized by TCHC Special Constables were held in accordance with TPS policies and procedures.

Any seized property required for cases under investigation by the Toronto Police Service were immediately forwarded to TPS for storage and/or evidence.

All other seizures (drugs, cash, weapons and found property) were surrendered directly to the TPS at the time of the initial investigation, including completion of the applicable reports, TPS property processing procedures, and in compliance with our Special Constable MOU.

Naloxone

Opioid-related deaths continue to be on the rise in the City of Toronto, and have increased substantially since the onset of the COVID-19 pandemic¹. Naloxone is a life-saving medication which can be used to temporarily counteract an opioid overdose and prevent an overdose death, providing life-saving assistance while waiting for medical personnel to attend. In 2020, the use of Narcan® brand (naloxone) nasal spray was introduced in the CSU with TPS approval. Each naloxone nasal spray kit contains 2 doses of naloxone nasal spray (4mg/0.1ml). It was administered a total of 17 times from January to December 2021.

Training of designated CSU employees first began in May 2020, with naloxone spray kits being deployed as of June 2020. Naloxone training is also part of the first aid recertification course

¹ <https://covid19-sciencetable.ca/sciencebrief/the-impact-of-the-covid-19-pandemic-on-opioid-related-harm-in-ontario/>

provided by Workplace Medical. All Special Constables in Training receive naloxone training through both a CPKN course, as well as through first aid training.

Complaints

As required by the agreement between Toronto Community Housing Board of Directors and the Toronto Police Services Board, TCHC has established a complaint investigation procedure for Special Constables which corresponds with the procedure used by the TPS. TCHC provides a quarterly report of all complaints and their investigations to the Toronto Police Services Board. Any findings of misconduct are reported forthwith.

There were 12 public complaints and 6 internal complaints submitted to the Community Safety Unit in 2021. A public complaint is defined by the complaint being received from a member of the public or directly affecting a member of the public. An internal complaint points to a complaint that originated internally, or by extension, from TPS. Three Special Constable complaints were investigated by PRS. Two of these complaints were found to be unsubstantiated, while the third was substantiated. As a result of the substantiated complaint, the Subject Officer's Special Constable Designation was suspended, and termination of the Officers' appointment is pending the approval of the Toronto Police Service Board. The Special Constable designation of another Officer was suspended as a result of that Officer being charged criminally for a matter unrelated to the business of the CSU.

As of December 31st 2021, there were two outstanding public complaint investigations that had not yet been resolved.

The 2019 Ombudsman's Report² relevant to Special Constable complaint investigations was adopted and the Complaints Investigator position was created for CSU complaints. This position is now housed under the Legal Division, which is a separate unit from CSU. The hiring and implementation was initiated in Q4 2020, and the Complaints Investigator commenced their role in Q1 2021.

Total Number of Complaints	Investigated by TCHC Complaints Investigator	Investigated by Toronto Police	Number Resolved	Number Outstanding
18	15	3	16	2

Use of Force

In 2021, 17 Use of Force reports were completed by TCHC Special Constables. There were 7 instances where officers applied soft empty hand techniques, 9 instances where officers applied hard empty hand

² <https://www.ombudsmantoronto.ca/getattachment/288fb5f5-6fe3-464f-b20f-729875470f8f/July-9-2019-Ombudsman-Toronto-Enquiry-Report.pdf.aspx?lang=en-US&ext=.pdf>

techniques, and there was 1 instance where a combination of soft / hard empty hands techniques were used to gain control of the subjects to effectively execute arrests. There were no instances where officers used their baton and 4 incidents where oleoresin capsicum (OC) spray was deployed. In 2021, OC spray replaced the use of OC foam. There were two incidents resulting in injuries to officers requiring treatment provided by EMS.

Event Type	Use of Force: Baton	Use of Force: OC Foam/Spray	Use of Force: Hand (soft/hard)
Assault	0	0	4
Assault Peace Officer	1	2	7
Assault with Intent to Resist Arrest	1	1	1
Assault with Weapon or Bodily Harm	2	1	10
Cause Disturbance or Loitering	0	0	2
Dispute - Domestic	0	0	2
Fail to Comply - Release Order	0	0	1
Fail to Comply - Probation	0	0	2
Fail to Comply - Recognizance	0	0	2
Mental Health Act	0	0	6
Mischief	1	0	4
Other Criminal Code Offences	0	0	1
Possession Over - Property Obtained by Crime	0	1	1
Possession Weapons Dangerous	0	0	1
Robbery (Not Armed)	0	0	2
Sexual Assault	0	0	2
Threatening	0	1	2
Trespass Release -- CSU	0	0	2
Trespass to Property Act	0	0	5
Unlawfully In Dwelling	1	1	1
Warrant- Executed Arrest	1	2	11

Governance

TCHC's Special Constable Program is guided by the CSU's mandate and code of ethics in addition to existing Standard Operating Procedures and TCHC's Code of Conduct. TCHC Special Constables are fully conversant with the laws and regulations governing enforcement authorities pertaining to their designation.

TCHC - CSU employs a team of supervisors and managers who also hold the status of Special Constable and are responsible for the appearance, conduct, discipline and performance of all officers. All Special Constables understand the contract agreement between Toronto Community Housing Board of Directors and Toronto Police Service Board as well as the expectations concerning their conduct and/or job performance.

TPS 2021 Annual Report - Highlights

Special Constable Designations

On December 18, 2018, the Toronto Police Services Board approved TCHC's application to increase its allowable complement of Special Constables from 160 to 300 designations.

In 2021, the CSU continued with its recruitment strategy and hired 31 new frontline patrol officers. Other new hires with Special Constable Status include 2 Training Corporals, 3 Sergeants, and 5 Field Intelligence Officers. Developmental Sergeant and Staff Sergeant roles were created, providing staff with leadership opportunities. In 2021, there were two developmental cycles, one which was successfully completed, and another which began on November 1, 2021. These cycles are six months in length. The CSU recruitment strategy is aimed at improving consistency and collaboration between TCHC and TPS to ultimately benefit the tenants and communities we both serve.

Violence Reduction Program

CSU VRP Special Constables continued to work with internal and external partners to find solutions for tenant issues and challenges. CSU VRP officers attended weekly Integrated Team Meetings with TCHC's Safety and Support team members and our onsite staff, which allows us to ensure a holistic approach to solving issues within the community. The safety of the community is paramount and is something CSU VRP officers strive to achieve daily through proactive engagement, planning and safety strategies.

In 2021 VRP Special Constables attended approximately 45 Integrated Team Meetings which included internal and external partners, as well as some community leaders. Due to COVID 19 health regulations and social distancing, community meetings were challenging. These meetings were held in outdoor spaces and weather permitting. VRP Special Constables participated in approximately 120 community events from June 2021 to December 2021.

Highlights of CSU Community Initiatives

CSU/TPS Safe Outdoor Play 2021 – CSU VRP Officers and TPS Neighbourhood Officers created a way for tenants to take back their playground space. Scheduled playtimes were attended by officers 3 times per week where children and parents of the community could enjoy the space without fear of violence. The season finale took place on the last weekend of August. Several community agencies participated, and donated school items and food for a BBQ. A visit was made by Batman with his Batmobile.

CSU Turkey Giveaway – This initiative was started by CSU. Our members gathered donations of approximately 360 frozen turkeys to give to tenants in our VRP communities for Thanksgiving.

CSU Holiday Giveaway – This initiative was created by VRP officers who worked with Toys R Us to gather donations for the children of Falstaff.

Toronto Star Box Deliveries – This annual tradition provides TCHC tenants within our VRP communities boxes filled with personal essential items and small toys for the children. These boxes are donated by The Toronto Star. This year, other items such as knitted mitts and hats were also donated and distributed by our officers.

VRP Summary

VRP Sites	Calls for Service	CSU Patrol
Bleecker/200 Wellesley	3504	2374
Dan Harrison / William Dennison	2571	2167
Edgeley Village	457	2096
Flemingdon Park/Glenyan Manor	567	287
Islington/St. Andrews	236	32
Jane/Falstaff	1123	1522
Lawrence	2318	2919
Lawrence Heights	1116	4499
Moss Park / 155 Sherbourne	2835	1575
Regent Park/Gerrard River (220 Oak)	2045	1482
Victoria Park/Chester Le Blvd	290	355
Totals	17062	19308

Emergency Management and Civil Protection Act

In April of 2020, CSU was granted authority to enforce the EMCPA – on and in relation to TCHC property.

Enforcement by the CSU Special Constables included educational messaging, specific warnings, and ultimately the issuance of a ticket or a summons under the POA.

In 2021, Special Constables responded to 48 calls related to EMCPA violations.

CSU/TPS Joint Patrols

Between January 1, 2020 and December 31, 2020, TCHC Special Constables and TPS participated in 452 joint patrols and walk-throughs in our communities. This initiative focused on deterring anti-social behaviour on Toronto Community Housing properties.

Resident and Community Engagement

Due to COVID-19, restricted gatherings and lockdowns, many of CSU's regularly scheduled community events and meetings continue to be limited. However despite these challenges, in 2021, the CSU was still able to organize and put forward 241 resident, community engagement activities. These events included Community Safety meetings, Charity giveaway events, Community engagements, Safety walks, BBQ's, food banks, presentations, senior's hot meals, Halloween events, Christmas events, community clean ups and Back to School events.

Confronting Anti-Black Racism

The Confronting Anti-Black Racism (CABR) Strategy Team at TCHC was established in September 2020 in response to the acknowledgement that as an organization TCHC has failed to address the realities of anti-Black racism and to respond to the realities of anti-Black racism in its communities and organization. Since September 2020, the team has consulted with over 600 employees and tenants at TCHC who have shared their experiences and insights.

The strategy contains specific references to opportunities for the CSU to contribute to proactively tackling anti-Black racism and dismantling policies, systems and procedures that reinforce it.

In 2021, the CSU participated in strategic planning to support TCHC's CABR action plan and developed an implementation plan to support TCHC's corporate CABR goals.

CSU identified five key action items, in consultation with TCHC's Centre for Advancing the Interests of Black People and the CABR Working Group. The action items will help CSU in developing meaningful relationships with members of the Black community who live and work in TCHC.

The action items include the development of a CSU Cadet Program, which is currently in development to provide opportunities for young people from TCHC communities to develop an understanding of the CSU, while exposing the participants to a variety of other areas within TCHC.

The CSU has also commenced exploring the feasibility of a Body Worn Camera program for its front line staff in order to increase accountability and further trust between tenants and staff. The CSU will be seeking input from the Toronto Police Service, the Centre for Advancing the Interests of Black People and others.

The CSU has also collaborated with the Canadian Centre for Diversity and Inclusion to provide Diversity and Inclusion Fundamentals training, as well as Unconscious Bias training for its staff, while continuing to work with the Centre for Advancing the Interests of Black People on a curriculum component for all staff with a focus on Anti-Black Racism and Anti-Oppression.

CSU Special Constables in partnership with internal stakeholders will be assigned to HUB locations to better service TCHC communities. This will provide increased access to CSU Special Constables, tenants and staff by having a single point of contact for on-going issues or complaints within their communities.

The CSU is developing strategies on how to increase community safety education and awareness in predominantly Black communities. The focus will be on educating tenants and staff regarding the roles, obligations, and services provided by the CSU. The educational components are being developed in conjunction with the Centre for Advancing the Interests of Black People.

Vehicles

In January 2021, the CSU obtained a total of 9 new Ford Explorer Hybrids to replace our aging and high mileage fleet vehicles. These new vehicles assisted officers in attending calls in a timely fashion and allowed the CSU to retire vehicles that were overdue for replacement.

Looking ahead to 2022, the CSU also submitted a Business Case to approve the retirement of 6 CSU Ford Inceptors, due to high mileage.

Training Bureau

In 2020, CSU internalized Special Constable training from a contracted model. TCHC CSU staffed the training unit with experienced topical professionals. The training unit consists of one training Staff Sergeant, a tactical instructor, and an academic instructor (both at the Corporal rank). This was done in accordance with the existing MOU and all training initiatives are approved by TPS on behalf of the Toronto Police Services Board.

In 2021, the unit trained three recruit classes, and offered two coach officer courses. Also, the unit recertified use of force training for all Special Constables whose certification expired in 2020 (due to COVID-19 training restrictions) and 2021.

Conclusion

This report is in compliance with TCHC's Special Constable Memorandum of Understanding with TPS. The Annual Report provides the Toronto Police Services Board 2021 statistical information including but not limited to information regarding enforcement activities, training, supervision, complaints and other issues of concern to both parties.