



# Police Services Board Meeting

Constable Colin McGregor Building  
February 15, 2024 – 8:00 a.m.

## AGENDA

### CALL MEETING TO ORDER

### DECLARATION OF CONFLICT

### Guests

Name	Appointment
Paul Tunks	President – St. Thomas Police Association

### APPOINTMENT OF CHAIR AND VICE CHAIR FOR THE YEAR 2024

Nominations to elect members to the positions of Chair and Vice Chair for 2024.

### APPOINTMENT TO FINANCE/BARGAINING COMMITTEE

Nominations to elect members to the Finance/Bargaining Committee for 2024.

### ADDITIONS TO AGENDA

### NEW HIRES

Name	Position	Start Date
Sarah Mooney	Special Constable	December 9, 2023
Jamie Noseworthy	Clerk	January 15, 2024
Benjamin Usi	Contract – IT Helpdesk	February 5, 2024
Junior-Vap Phillips	Special Constable	February 5, 2024
Ella Orlic	Cadet	February 20, 2024
Michelle Ethier	Cadet	February 20, 2024
Natalie Hynd	Cadet	February 28, 2024

### SPECIAL CONSTABLE APPOINTMENTS

Name	Position	Start Date
Sarah Mooney	Special Constable	December 9, 2023

## MINUTES

Confirmation of the minutes of the meeting held December 1, 2023.

Pages 5-8

## DEPUTATIONS

## REPORTS

### Revenues and Expenditures

Financial Statements (YTD Performance) for 2023 as of February 15, 2024.

Please note that this report will be sent at a later date, once received from the City of St. Thomas.

### Protective Services Report – February 2024

Pages 9-20

A report from Corporate Communications dated February 2024.

### Annual Reports

Reports provided by Chief Roskamp & Deputy Chief Barnes including:

- |                                   |             |
|-----------------------------------|-------------|
| • 2023-2026 Strategic Plan Update | Pages 21-25 |
| • 2023 OT Court Budget            | Pages 26-27 |
| • 2023 STATS                      | Pages 28-32 |
| • 2023 Use of Force               | Pages 33-36 |
| • 2023 Professional Standards     | Pages 37-39 |
| • 2023 Pursuit Report             | Pages 40-41 |

### Board Bylaws (1-6)

The following Board Bylaws for Board review and approval:

- |                 |  |               |
|-----------------|--|---------------|
| • By-Law 1-2024 | Procedural By-law of the Police Services Board             | Pages 42-47   |
| • By-Law 2-2024 | Retention & Destruction of Records                         | Pages 48-60   |
| • By-Law 3-2024 | Regulations of the St. Thomas Police Service               | Pages 61-94   |
| • By-Law 4-2024 | Fee Schedule   | Pages 95-97   |
| • By-Law 5-2024 | Recruitment for Chief of Police and Deputy Chief of Police | Pages 98-102  |
| • By-Law 6-2024 | Regulation of Hearings Before the Board                    | Pages 103-110 |

## PETITIONS AND COMMUNICATIONS

### Elgin-St. Thomas Community Foundation – Donation Received

Pages 111-114

A donation from the Elgin-St. Thomas Community Foundation to STPS for the purpose of Peer Connect software to support member wellness.

Letter – School Resource Officer (from STPS Police Services Board)

Pages 115-116

A letter from the STPS Police Services Board – Chair Dan Reith to TVDSB and LDCSB re: School Resource Officer Program dated December 11, 2023.

Letter – School Resource Officer (from STPS Chief of Police Community Inclusion Council)

Pages 117-118

A letter from the STPS Chief of Police Community Inclusion Council to TVDSB and LDCSB re: School Resource Officer Program dated December 5, 2023.

Letter of Response – School Resource Officer (from TVDSB – Chair of the Board)

Page 119

A letter from the Beth Mai | TVDSB Chair of the Board to the STPS Chief of Police – Community Inclusion Council re: School Resource Officer Program dated December 11, 2023.

Sponsor a Family – Christmas 2023

Page 120

The St. Thomas Police Services Board and the Executive Leadership Team sponsored a family through St. Thomas-Elgin Social Service for Christmas 2023. Members of the Board and Executive Leadership presented the gifts to Heather Sheridan – Director of Social Services.

Shop with a COP – 2024

Page 121

Members of the St. Thomas Police Service welcomed 45 students from various elementary schools for a night to “Shop with a Cop”! The event was a great success! A big thanks to our sponsors of the event including the St. Thomas Police Services Board.

St. Thomas-Elgin Local Immigration Partnership – Immigrant Survey 2023 Final Report

Page 122-174

A report from the St. Thomas-Elgin Local Immigration Partnership – Immigrant Survey dated 2023.

Chief of Police – Community Inclusion Council | Hometown St. Thomas Spotlight

Page 175

A featured highlight in Hometown St. Thomas dated December 2023.

Certificate of Appreciation – St. Thomas Elgin Crime Stoppers

Page 176

A certificate from the St. Thomas Elgin Crime Stoppers for 2023 in appreciation for the support from St. Thomas Police Services Board over the past several years.

**UNFINISHED BUSINESS**

NEW BUSINESS

MOVE TO THE COMMITTEE OF THE WHOLE

ACTIONS OF THE COMMITTEE OF THE WHOLE

ADJOURNMENT





# Police Services Board Meeting

Constable Colin McGregor Building

December 1, 2023

## MINUTES

### ATTENDANCE:

D. Reith	Chair
J. Preston	Vice Chair
T. McCaulley	Member
J. Jackson	Member

### OFFICIALS:

M. Roskamp	A/Chief of Police
S. Barnes	A/Deputy Chief of Police
T. Terpstra	Executive Administrator

### REGRETS:

None.

### GUESTS:

S. Bogart	Staff Inspector
K. Manuel	Inspector
A. Lyle	Human Resource Coordinator

### MEDIA:

None.

## CALL MEETING TO ORDER

## DECLARATION OF CONFLICT

### NEW HIRES

Name	Position	Start Date
Spencer Lacasse	Cadet	November 20, 2023

Moved By: J. Preston  
Seconded By: T. McCaulley

THAT: Police Services Board approve the hire of the following members:

- Spencer Lacasse – Cadet (November 20, 2023)

Carried.

## MINUTES

Moved By: T. McCaulley  
Seconded By: J. Preston

THAT: The minutes of the meeting held October 25, 2023 be confirmed.

Carried.

## DEPUTATIONS

## REPORTS

### Revenues and Expenditures

Moved By: J. Preston  
Seconded By: T. McCaulley

THAT: The Police Services Board approve the financial statements (YTD) for November 17, 2023.

Carried.

### Community Resource Unit | Downtown Core Issues | Year End Review Summary

Moved By: T. McCaulley  
Seconded By: J. Preston

THAT: The Police Services Board accept the Protective Services Report for October 2023 as presented.

Carried.

## PETITIONS AND COMMUNICATIONS

## UNFINISHED BUSINESS

### School Resource Officer (SRO) Review - Update

Moved By: J. Preston  
Seconded By: T. McCaulley

THAT: The Police Services Board accept the verbal report regarding the School Resource Officer (SRO) Review as presented by Chief Roskamp.

Carried.

Chief Roskamp provided an update on the SRO review/discussions to the date. A report was given to media in November 2023.

Chief Reith is drafting a letter to the LDCSB and TVDSB (Directors, Trustees) which will be sent prior to their next meeting.

The Chief of Police Community Inclusion Council is preparing a letter to send to the school boards as well.

Chief Roskamp noted that there are recommendations in the SRO Review Report that are concerning and require further discussion. Some recommendations are contrary to legislative and regulatory provisions and are in conflict with our ability to deliver adequate and effective police services.

#### Chief of Police | Community Inclusion Council

Moved By: T. McCaulley

Seconded By: J. Preston

THAT: The Police Services Board accept the verbal report regarding the Chief of Police | Community Inclusion Council as presented by Chief Roskamp.

Carried.

The Council has met a few times in 2023. The Council's role is to bring forward any concerns related to policing and the community for the Chief to take into consideration to incorporate into future training, processes, etc. for STPS members.

### NEW BUSINESS

#### 2024 Meeting Dates | Police Services Board

Moved By: J. Preston

Seconded By: T. McCaulley

THAT: The Police Services Board approve the 2024 meeting schedule meeting the 3rd Wednesday of each month excluding July, August and December.

Carried.

#### NG911 Grant Update

Moved By: J. Preston

Seconded By: T. McCaulley

THAT: The Police Services Board accept the NG911 Grant update as presented by Chief Roskamp.

Carried.

### MOVE TO THE COMMITTEE OF THE WHOLE

Moved By: T. McCaulley

Seconded By: J. Preston

THAT: We move to the Committee of the Whole.

Carried.

### ACTIONS OF THE COMMITTEE OF THE WHOLE

Moved By: J. Jackson

Seconded By: J. Preston

THAT: We adopt the actions of the Committee of the Whole.

Carried.

## ADJOURNMENT

Moved By: J. Jackson  
Seconded By: J. Preston

THAT: We do now adjourn at 7:56 a.m.

Carried.

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Dan Reith  
Police Services Board Chair

ST. THOMAS POLICE SERVICE

# PROTECTIVE SERVICES

REPORT



SAMANTHA WAKEFIELD  
CORPORATE COMMUNICATIONS

NOVEMBER DECEMBER 2023



# NOTABLE REPORTS

Traffic stop leads to firearm seizure →

ST23020346

STPS exceeds 20,000 calls for service →

November 15th 2023

SIU clear St. Thomas Officer →

January 25th 2024

Assault Police →

ST24001002

Teacher charged →

ST23020998

# INCIDENTS

2024 - 1,745

2023 - 22,628

2022 - 20,682





# CRIMINAL CODE CHARGES



10 | Impaired  
Operation

292 | Other Criminal  
Charges

450 | HTA

08 | Liquor  
Licence

27 | CDSA Drugs





# PROPERTY CRIME

 BREAK AND ENTER

24

 VEHICLE ENTRIES

27

 BICYCLE THEFT

19

 SHOPLIFTING

136

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# FESTIVE RIDE

Throughout the months of November and December 2023, as a part of the Festive RIDE Campaign, members of the St. Thomas Police Service conducted 23 RIDE checks throughout the city



## FESTIVE RIDE RESULTS

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Protective Services Report



# Q4 COLLISION REPORT

The St. Thomas Police Service  
collision report statics from  
October 1st – December 31st, 2023



Collision Report

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Protective Services Report





# NEW STAFF

Since October 23rd, 2023 STPS has welcomed three new members to our service



SPENCER LACASSE  
Cadet



SARAH MOONEY  
Special Constable



JAMIE NOSEWORTHY  
Clerk



# Citizens on Patrol

## PARTNERS FOR A BETTER COMMUNITY

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In January of 2024, STPS welcomed five new volunteers to our Citizens on Patrol program

RICHARD NORTJE

DEANNA LAEMERS

PAUL TYLECEK

BRIDGETTE CAMINIA NEILL

CAMERON BETTERLEY



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# FROM CORPORATE COMMUNICATIONS

A collection of features from November - January on behalf of the St. Thomas Police from the desk of Corporate Communications Coordinator, Samantha Wakefield



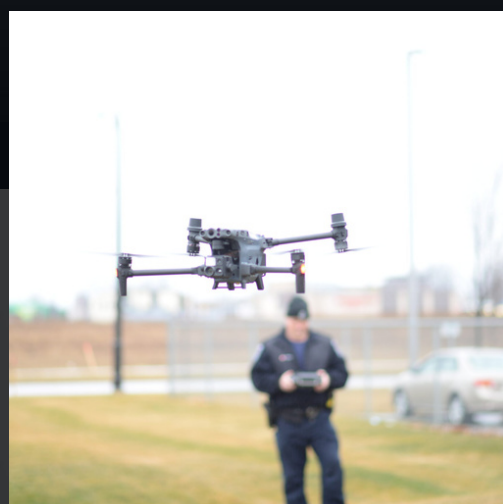
EXPANDED CRU



CULTURE CATALYST



NG911 FUNDING



MARTICE 30 SERIES DRONE



GREAT-EST NEEDS FUND GRANT



CAMSAFE



# VIDEO FEATURES

A collection of video features from November - January on behalf of the St. Thomas Police from the desk of Corporate Communications Coordinator, Samantha Wakefield



EXPANDED  
CRU



NOW  
HIRING



CHRISTMAS  
TRIVIA



YEAR END  
RECAP





# IN THE COMMUNITY

## Stuff the Cruiser

In support of Christmas Care.  
STPS collected unwrapped toys,  
winter clothing, non perishable food  
items and gift cards



## Shop with a Cop

We hosted 45 children during an  
incredible night and an experience  
that remains a favourite among our  
members and of course, the kids!!!



## Polar Plunge

They came.  
They plunged.  
They raised over \$8,000 for Special Olympics Ontario



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# THANK YOU

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## Strategic Plan 2023-2026

### ORGANIZATIONAL SERVICE REVIEW

Goal: Conduct a service delivery review and implement meaningful change that will transform culture, and positively adjust service wide effectiveness finding sustainable efficiencies.

Objective 1: Conduct a Comprehensive Service Delivery Review.

	Success Indicators	Accountability	2023 Year End Results	Status	Complete (yes/no)
1	# of non-police calls for service transferred to appropriate agencies	Chief / ELT	Through new partnerships and additional training, we continue to find ways to divert non-police calls to the appropriate agencies. Ongoing objective.	ONGOING	
2	# partnership agreements implemented	Chief	Fraud Prevention Partnership Agreement with ERA – NEW STPS / Family and Children’s Services Protocol Agreement – UPDATED STPS / London Search and Rescue Protocol Agreement (LSAR) – UPDATED STPS / ISA Cyber Security Incident Response Agreement – NEW STPS / Indwell Partnership Agreement - ENHANCED	ONGOING	
3	Achievement of cost savings and/or efficiencies	Chief	<p>1) Service Delivery Review completed; ‘Business Office’. A full review of the staffing and operational capabilities and deficiencies was completed. This review informed the 2024 Budget pertaining to staffing in the Business Office. Strengths, weaknesses, opportunities and achievements were noted.</p> <p>2) HIGHLY SUCCESSFUL - submission and approval of 7 NEW Ministry of Solicitor General Funding Grants in 2023: Bail Compliance and Warrant Apprehension Grant – 3 yrs \$1,062,861.1; Preventing Auto Thefts Grant – 3 yrs \$608,767.11; Mobile Crisis Response Teams Grant – 1 yr \$92,500; NG911 Grant – 1yr \$1,032,803; Victim Support Grant – 1yr \$52,832; CISO Membership Grant – 1 yr \$8000; CISO Investigating Funding Grant – 1 yr \$25,000.</p> <p>In addition – ongoing Provincial Grants moving into year two in 2023: CSP Provincial Grant - 3yr \$998,840.98; CSP Local Grant - 3yr \$786,925.20; RIDE - 2yr \$29,700.</p> <p>3) Seconded Officer Program at the Ontario Police College – revenue received in 2023 = \$903,280.00. This amount is budgeted to increase in 2024. This Program offers cost savings, career opportunities, and operational efficiencies.</p>	ONGOING	

# COMMUNICATIONS

**Goal:** Strengthen the two-way citizen and staff-centric communications through a dynamic continuum of elements that are researched, tested, measured, and refined frequently for optimal amplification, reach, listening, and engagement of information.

- Objective 1: Develop a communication plan for strategic and operational initiatives, departmental news and information, including such elements as strategic plans, community activities, service reviews and the development of a human-resources plan to ensure that messaging is timely, targeted and delivered in the optimum medium.
- Objective 2: Consult with members and complete an analysis on the current internal communication plan to develop a refreshed framework for internal communications that sets out the intended outcomes and plans the tasks required to achieve the outcomes.
- Objective 3: Continue to analyze and refine our external communications plan to ensure the effective and strategic release of messages and information to the segmented audiences in the most equitable and diversified way.

	Success Indicators	Accountability	2023 Year End Results	Status	Complete (yes/no)
1	Measured staff engagement levels through yearly pulse surveys.	Chief	Chief of Police met with the Executive Leadership Team, all Supervisory Staff, and several members from various units. These sessions were 1-1 and will continue throughout the year. Results are shared and actioned, where appropriate.	ONGOING	
2	Level of trust, confidence and community satisfaction, measured through periodic surveys regarding service delivery.	Chief	The STPS received impressive community feedback results from the third party consultant Consilium Public Sector Services (CP2S). CP2S broadly engaged with our community through consultations, interviews, and an on-line survey, which revealed an “excellent relationship” between the STPS and the community. This was a notable and repeated statement throughout CP2S’s involvement in our Strategic Planning processes. In future years, as appropriate, the STPS will create community pulse surveys that will satisfy this important objective.	ONGOING	
3	The existence and effectiveness of revised standard operating procedures that outline a framework for the rollout of communications and updates.	Chief	A Service Delivery Review (SDR) that focuses on enhancing HR practices and internal/external communications is planned for 2024.	ONGOING	

TECHNOLOGY

Goal: Identify and remediate important gaps in the application or integration of technologies within the St. Thomas Police Service. In addition, provide considerations with respect to the processes of threat and hazard assessment as well as security risk management and governance.

- Objective 1: Implement and finalize Next Generation 911 (NG911).  
Objective 2: Enhancement of Statistical Analytics to measure operational incident impacts.  
Objective 3: Enhancement of Network Security.  
Objective 4: Business Continuity and Preparedness Plan with the full implementation of a Disaster Recovery Site.  
Objective 5: Return to two Full-Time Systems Administrators.  
Objective 6: Conduct a “Strategic Information Technology and Applications Assessment”  
Objective 7: Establish a Detailed Information Technology Plan  
Objective 8: Establish an Integrated Communications Centre amongst STPS and STFD for seamless operational redundancy and corporate financial effectiveness.  
Objective 9: Research and Implement digital note-taking technology.  
Objective 10: Research and implement digital technologies to meet the demands of modern criminal investigations.  
Objective 11: Leverage existing technologies to enhance information sharing with the Crown Attorney’s Office

	Success Indicators	Accountability	2023 Year End Results	Status	Complete (yes/no)
1	Full Implementation of the NG911 system and equipment	Chief	Year 3 of infrastructure preparations remain underway at both STPS Main Site and Disaster Recovery Site. Combination of funding solutions throughout YR1, YR2, YR3 from City and Ministry of Solicitor General. Readiness / Go-Live date remains scheduled for March 2025. STPS is well on the way to successful implementation as scheduled.	ONGOING	
2	Completion of a Disaster Recovery Site and associated Business Continuity Plan	Chief	DR Site has been built at 230 Talbot Street (basement level). This site will be used for DR Communications and backup EOC activities. Ongoing efforts to install infrastructure for STPS Communications is underway that meets NG911 requirements.	ONGOING	
3	Implementation of a plan to better use Statistical Analysis data	Chief	Planning and research continued in 2023 to implement the Norigen analytics software tool in Q1 2024. Expected implementation April 2024. Additional analytics software; i2 Base and i2 Notebook have been acquired through the PAT grant funding stream. Expected implementation March 2024. The STPS will be well-served with these analytic software enhancements.	COMPLETED	YES
4	Two full-time Systems Administrators	Chief	Two FTE Systems Administrators in place.	COMPLETED	YES
5	Network Security modernization	Chief	Ongoing. In 2023, we had a third party complete penetration auditing to determine vulnerabilities. Our infrastructure and security measures held up well. Our IT Bureau continues to remediate the results to improve security.	ONGOING	
6	Completion of a Strategic Information Technology and Applications Assessment	Deputy Chief / IT Bureau	Research ongoing to inform a Technology Plan.	ONGOING	
7	Completion of an Information Technology Plan	Deputy Chief / IT Bureau	To be completed in future years of this Strategic Plan with research information gleaned from Item 6.		
8	Implementation of digital note-taking technology for all officers	Chief	Planning and research phase ongoing	ONGOING	
9	Integrated Communications Centre involving STPS and STFD	Chief	In recent years, the STPS explored this viable and cost-savings option (similar to many other jurisdictions). Space and cost sharing options were presented to STFD and City officials, however, there has been no movement or appetite to merge Communications Centers within the STPS HQ.	COMPLETED	NO
10	Implementation of modern digital technologies to support Investigations.	Chief	Successes in Objective #3 (Analytics Software) support this Objective. Investigations will benefit greatly from these software enhancements.	COMPLETED	YES
11	Successfully establish an electronic information sharing platform with the Elgin County Crown Attorney’s Office through cloud-based technology.	Chief	Digital Evidence Management (DEMS) technology implemented.	COMPLETED	YES

# HUMAN RESOURCES

**Goal:** Develop a Human Resource (HR) Strategy to strengthen organizational performance and drive strategic priorities in a collaborative and transparent manner to build a more inclusive, diverse, effective and healthy workplace.

- Objective 1: Conduct an ongoing gap analysis on internal policies and practices that considers emerging legislation, best practices, analytics, technologies and partnerships, and that identifies areas for improvement.
- Objective 2: Develop a robust training plan that supports and develops staff to their full potential, encourages growth for promotions and succession, and equips staff to effectively meet the needs of the growing and diverse community. A significant training focus will be on Equity, Diversity and Inclusivity (EDI) curriculum.
- Objective 3: Embed all aspects of an Anti-Racism Strategy in organizational procedures, policies, practices and training to ensure compliance, accountability and an enhanced work environment. This recommendation would be developed in tandem with Objective 1 and 2.
- Objective 4: Design, deliver, and increase awareness of organizational wellness programs.

	Success Indicators	Accountability	2023 Year End Results	Status	Complete (yes/no)
1	Completion of yearly Policy reviews as earmarked and as required by legislative updates.	Chief	Internal policy reviews and revisions occur as mandated. Research is underway to join a cooperative of regional policing partners in having a single source make all required policy adjustments on behalf of all. Efficiencies are being explored.	ONGOING	
2	Barrier-free recruiting and hiring processes that result in a police service that reflects the community in terms of gender, language, Indigenous status, and racial and ethnic diversity, and that provides highly skilled personnel to attain the core proactive and reactive functions required in a modern police service.	Chief / ELT	Recruitment processes follow consistent guidelines, regardless of subjective components and roles being filled. Our practices offer fundamental elements towards eliminating bias and creating inclusive recruitment strategies. The STPS HR Coordinator, with the support of the Executive Leadership Team is active with career fairs and engages broad approaches to advertising that are aimed at reaching a diverse field of potential candidates.	ONGOING	
3	Implementation of a strong yearly Training Plan.	Chief	Yearly training plan is created and actioned by the Executive Leadership Team.	ONGOING	
4	Implementation of meaningful accommodation and return-to-work programs that ensure member wellness and retention.	Chief	This objective remains a top priority. In 2023, three members that were off work on long-term medical leaves returned and have successfully re-integrated back in to the workplace. There are three indefinite accommodations that remain active with members working modified duties. A re-integration team of various members (with lived-experiences) is being explored in 2024.	ONGOING	
5	Develop core competencies and training for current and future leaders.	Chief	This remains a priority in the yearly master training plan. Training at the University of Toronto (Rotman), OPC and CPC remain viable opportunities for current and future leaders.	ONGOING	
6	A reduction in the number of members suffering from physical and mental health issues resulting in medical leaves.	Chief	2023 – three police officers reintegrated from extended WSIB leaves. 1 police officer returned from a medical leave. The ongoing wellness of STPS members remains a priority. Year-end = 3 police officers remain off on WSIB leave.	ONGOING	

# COMMUNITY PARTNERS

- Goal:** Implement strategies to advance the commitment to community safety and wellbeing (policing in the social environment), focusing on mental health, public safety, emerging issues, perceptions of crime and the need for society to reconsider the best ways to respond to these challenges. This strategy will enhance the STPS’s culture of community engagement, prioritize relationship-building with diverse populations and allow it to remain focused on a collaborative approach to crime prevention and a focus for the STPS on public safety.
- Objective 1:** Establish a Chief’s Advisory Council, building on the respect and confidence that the community has in the leadership of the STPS and its Board, to create a forum where the STPS regularly hosts leadership from a diverse range of community organizations and groups.
- Objective 2:** Establish committees and/or develop policies that support and enhance meaningful consultations with community partners to ensure that a collaborative approach to problem-solving is maintained within the STPS. A focus will be placed on better understanding the perspectives of racialized and marginalized groups.
- Objective 3:** Where appropriate, develop written agreements with community partners to define expectations, shared values, relationships, objectives, responsibilities, and measurable outcomes.
- Objective 4:** Review opportunities for the sharing of information and data related to public safety and community wellness with community partners and government organizations.

	Success Indicators	Accountability	2023 Year End Results	Status	Complete (yes/no)
1	Genuine and authentic community engagement and partnerships that allow all stakeholders’ voices to be at the table and acknowledged in the work and interactions undertaken.	Chief	Ongoing – the Chief of Police, the ELT and select ranking members represent the STPS on a variety of committees in the community. Elgin-Aylmer-St. Thomas Community Safety and Wellbeing Integration Table; Situation Table; Community Inclusion Council; Downtown Development Board; The Inn BOD; United Way BOD; CCHC BOD; Community Action Network BOD; Welkin BOD; STELIP BOD; STPS/STEGH Working Group.	ONGOING	
2	Establishment of a Chief’s Advisory Council.	Chief	Chief of Police – Community Inclusion Council (CoP-CIC) in place. Members of this Council are a diverse representation of our community. Ongoing membership growth expected.	COMPLETED	YES
3	Identifying additional community partners which can positively impact operational support to the STPS.	Chief / ELT	Broadening partnerships with aims to find operational efficiencies remains a consistent objective. See Objective 1/Item 2 for partnership enhancements.	ONGOING	
4	Number of agreements/MOU’s.	Chief	Same as Organizational Service Reviews – Item 2. Several Agreements and MOU’s either newly established or enhanced.	ONGOING	
5	Number of agreements on the sharing of information and providing data sharing models.	Chief	Norigen Analytics Software tool – agreement signed – implementation expected by Spring 2024.	ONGOING	



# Police Services Board Meeting

Constable Colin McGregor Building  
**REPORT**

<b>DIRECTED TO:</b>	<b>St. Thomas Police Services Board</b>
<b>PREPARED BY:</b>	<b>Deputy Chief S. Barnes</b>
<b>SUBJECT:</b>	<b>2023 Overtime Report – Yearend Review</b>
<b>MEETING DATE:</b>	<b>February 15, 2024</b>
<b>REPORT #</b>	<b>CHIEF-2024-01</b>
<b>REPORT TITLE:</b>	<b>Financial Performance – OVERTIME/COURT Budget – FINAL 2023</b>

The following report details our Overtime/Court Budget performance for 2023.

<b>\$130,000.00</b>	<b>2023 Overtime/Court Budget</b>
<b><u>\$265,424.39</u></b>	<b>ACTUAL OVERTIME/COURT COSTS</b>
<b>\$135,424.39</b>	<b>ACTUAL YTD OVER BUDGET</b>

## \*Call volume

- Total incidents = 2023 = 22,628 + 9.4 % INCREASE ↑  
2022 = 20,682
- + 1,946 incidents

## SNAPSHOT DATA - Overtime Implications – 2023

<b><u>Late Investigations</u></b> = \$51,916.01 (2022 = \$38,756.78)	<b>+ 34% INCREASE</b>	↑
• General investigations		
<b><u>Callbacks</u></b> = \$133,284.72 (2022 = \$94,527.29)	<b>+ 41% INCREASE</b>	↑
• Staffing supplements		

- Criminal investigations (Home Invasion/Shooting (Jan), Shooting (May), Fatal MVC (July), crisis negotiation, K9 searches, robbery, SIU interviews, breath tests, covert surveillance, Forensic Ident, IT disruptions, aggravated assault)

**Court Attendance OT** = \$5,221.14 (2022 = \$3,792.22)

**+ 38 % INCREASE**



**Recommendation:**

Details

**Background:**

Details

**Analysis**

Details

**Financial Impact**

Details

Respectfully,

A handwritten signature in black ink, appearing to read 'M. Roskamp'.

Marc Roskamp  
Chief of Police



# St. Thomas Police Service

## 2023 Annual Stats

### Number of Incidents:

INCIDENTS	2019	2020	2021	2022	2023	Variance 2022-2023
TOTAL	20089	22173	21924	20682	22628	+ 9.4 %

### E911 Calls for St. Thomas (PPSAP):

AGENCY	2020	2021	2022	2023	Variance 2022-2023
Police (STPS)	6408	6065	5837	7268	+24.52%
Fire (STFD)	314	385	444	433	-2.48%
Ambulance	4294	5103	5723	5784	+1.07%
YEARLY TOTALS ALL 911 CALLS (PPSAP)	13397	14137	14455	16718	+15.66%

### Number of Arrests:

ARRESTS	2019	2020	2021	2022	2023	Variance 2022-2023
TOTAL	1971	1553	1758	1988	2143	+ 13 %
PRISONER TOTALS AT ECC	1868	1829	1704	2289	2675	+ 16.9 %

\*These figures represent STPS, OPP and APS court appearances via in-person, audio, and video.



**Number of Criminal Charges:**

CRIMINAL CHARGES	2019	2020	2021	2022	2023	Variance 2022-2023
TOTAL	2148	1878	1853	2175	1748	-19.6 %

**Crimes of Violence:**

OFFENCES	2019	2020	2021	2022	2023	Variance 2022-2023
Homicides	0	0	0	0	1 (attempt)	+100%
Robbery	3	7	10	10	16	+60%
Assaults (non-sexual)	236	253	236	240	301	+25 %
CDSA Offences	79	117	144	109	97	-11 %

**Crimes Against Property:**

OFFENCES	2019	2020	2021	2022	2023	Variance 2022-2023
B/E	222	238	271	347	192	-44 %
Thefts Possession/Stolen Property	761	842	1061	1095	1148	+4.8 %
Frauds	172	140	178	141	200	+42 %
Arsons	19	10	15	*36	*31	-14%
Mischiefs	245	340	335	353	250	-29 %

\*majority of arsons were dumpster fires

**Criminal Driving Offences:**

OFFENCES / INCIDENTS	2019	2020	2021	2022	2023	Variance 2022-2023
Impaired Driving (alcohol)	43	30	40	47	32	-31.9 %
*Impaired Driving (drug)	1	3	3	0	2	+200 %
Impaired Driving (Alcohol and Drug)	35	29	31	37	29	-21.6 %
Refuse Breath Sample	0	0	1	0	7	+700 %
Disqualified Driving	17	25	21	28	23	-17.8 %
RIDE Checkpoints	59	31	78	*36	49	+36 %
Roadside Screening Tests	32	47	46	31	41	+32.2 %
SFST	-	15	7	10	16	+60 %

**Bail Violations:**

OFFENCES / INCIDENTS	2019	2020	2021	2022	2023	Variance 2022-2023
Bail Violation Charges	237	243	253	259	196	-24 %
Compliance Checks - ILPCAS	476	157	133	14	16	+14 %

\*6 criminal charges resulted from the ILPCAS checks in 2023 (4 in 2022).

**Weapons Offences:**

INCIDENTS / OFFENCES	2019	2020	2021	2022	2023	Variance 2022-2023
Weapons Offences	12	15	20	21	25	+19 %

\*Weapons offences committed in 2023, primarily included;

- The possession, use of or threats of;
  - Knives or edged weapons
  - Firearms

**Provincial Offences:**

OFFENCES	2019	2020	2021	2022	2023	Variance 2022-2023
Highway Traffic Act	3102	3805	3490	3591	3223	-10.2 %
Liquor Licence Act	133	79	67	52	56	+7.7 %
Parking violations	401	476	151	27	19	-29.6%

\*City Bylaw personnel managed the majority of parking enforcement in 2023. This arrangement has allowed STPS frontline officers to focus on core functions.

**Motor Vehicle Collisions:**

INCIDENTS	2019	2020	2021	2022	2023	Variance 2022-2023
Fatal MVC's	0	0	1	1	1	-
Reportable MVC's (w/o injuries)	423	284	196	258	209	-19%
Reportable MVC's (w/injuries)	42	35	34	64	46	-28.1%

**Sexual Offences;**

INCIDENTS / OFFENCES	2019	2020	2021	2022	2023	Variance 2022-2023
Sexual Assault incidents (reported)	36	32	58	64	66	+3.1 %
Sexual Assault incidents – UNFOUNDED	0	0	0	0	0	-
Sexual Assault incidents w/charges	7	6	20	24	22	-8.3 %
Invitation to Sex. Touching	2	2	5	1	3	+200 %
Sexual Exploitation	2	0	1	2	1	-50 %
Sexual Interference	5	6	9	10	7	-30 %
Aggravated Sexual Assaults	0	0	0	1	0	-100 %
Sexual Assaults w/weapon	1	0	0	0	0	-

**Forensic Computer Analysis;**

INCIDENTS / OFFENCES	2019	2020	2021	2022	2023	Variance 2021-2022
Devices analyzed	195	142	244	118	133	+12.71
SIMS analyzed				69	**	-
TOTAL DEVICES Examined in 2023	195	142	244	188	95	-23%
*Devices carried to the next calendar year					38	-
Incidents involved	80	40	57	49	34	-14%
Criminal Charges resulting from forensic analysis	51	67	180	184	186	+1.1%
Total Successfully Extracted Devices (software limitations)				78	73	-6.4%
*Total Size of Examined Data in GB				3358.72	3768.32	+12.2%

\*Some modifications have been made on the specifics of what is being tracked. \*\*Included in the 133 reported above. 2021 stats are inflated due to 1 specific high volume incident. Reporting requirements for court prosecutions are increasing in depth and technical analysis. Monitoring this trend for resourcing.

**Intimate Partner Violence;**

INCIDENTS / OFFENCES	2019	2020	2021	2022	2023	Variance 2022-2023
Intimate Partner Violence Incidents	813	812	684	683	748	+9.5 %
IPV related charges	96	115	132	169	221	+30.7%

**Mental Health Analysis;**

INCIDENTS	2020	2021	2022	2023	Variance 2022-2023
MHA Apprehensions	260	272	275	372	+35.3%
Hours spent at STEGH (apprehensions)	246.4	286	298.3	510.5	+71.1%
Cost (officer wage at STEGH with apprehension)	\$23,623.58	\$29,099.04	\$31,088.95	\$52,257.92	+\$21,168.97
Wait times at STEGH (hrs)	1.0	1.1	1.3	1.37	+5.3%
Incidents categorized as involving MH	2160	2173	1764	2639	+49.6%
Incidents that MOST attended	522	668	462	516	+11.7%
After the fact MOST attendance	318	322	197	203	+3%
MOST referrals to community supports	-	152	836	627	-25%
Number of adults supported by MOST	-	821	806	551	-31.6%

**2023 QUARTERLY DATA FOR OFFICER WAIT-TIMES (HOURS) AT STEGH**

Q1 = 87 officer hours spent at STEGH (Q1 2022 = 77.5 hrs)

Q2 = 103 officer hours spent at STEGH (Q2 2022 = 74.7 hrs)

Q3 = 97 officer hours spent at STEGH (Q3 2022 = 71.6 hrs)

Q4 = 85 officer hours spent at STEGH (Q4 2022 = 74.5 hrs)

**\*372 hrs at STEGH in 2023;      \*298.3 hrs at STEGH in 2022**



## Year End Report – 2023

### Use of Force Options Utilized in the Field

#### St. Thomas Police Service

##### Incidents requiring *Use of Force* (Ministry Reportable)

2019 – 49 Ministry submissions (individual officer actions) for 39 incidents

2020 – 44 Ministry submissions (individual officer actions) for 26 incidents

2021 – 55 Ministry submissions (individual officer actions) for 37 incidents

2022 – 65 Ministry submissions (individual officer actions) for 34 incidents

2023 – 60 Ministry submissions (individual officer actions) for 40 incidents

##### Identified Trends in 2023

- Incident increase by 9.4% from 2022 (20,682) to 2023 (22,628) - averaging 62 incidents/24hrs – increasing from 2022 at 58 incidents/24hrs.
- Incidents that are classified as requiring the Use of Force by our officers increased by 17% from 2022, (34 – 40) however, there was an 7.7% decrease in individual



officer decisions to apply a Use of Force option (based on the presentation of a threat).

- There are strong indicators (from ongoing incident reviews) that our officers fully understand that a reasonable application of force requires awareness of the facts and circumstances of each particular situation, including the severity of the issue, whether the subject poses an immediate threat to the safety of officers or others and whether the subject is actively resisting or attempting to evade arrest by flight.

### **Race-Based Data Collection**

A requirement of Ministry Reporting is on perceived subject race. In 2023 one (1) subject identified as Black, East/Southeast Asian, Indigenous, Latino, Middle Eastern, or South Asian, zero (0) in 2022.

### **Firearms**

In 2023, officers drew their firearm in thirteen (13) operational incidents (9 in 2022). The most prevalent weapons that officers faced on the street were edged weapons and the potential for firearms. Five (5) separate incidents involved the dispatching of injured animals by the use of a firearm.

### **Conducted Energy Weapons (CEW)**

In 2023, the Conducted Energy Weapon (CEW) or more commonly known as the Taser, was used in deployment mode (probes were fired from the cartridge) 4 times (6 in 2022), and was used in display mode (de-escalation compliance option and no probes were fired from the cartridge) on thirty-five (35) different occasions – individual officer actions (34 in 2022).

Undoubtedly, the CEW remains a very important tool available for police officers to de-escalate violent situations. This tool provides all around officer and community safety when it comes to encountering violent interactions.

**Oleoresin Capsicum (OC Spray)**

O/C (Pepper) Spray was not used operationally between 2016 - 2023 (Ministry submissions).

**ASP Baton**

The (Asp) baton was not used operationally between 2016 - 2023 (Ministry submissions).

**Empty Hand Techniques**

In 2023, Empty Hand Techniques were used in one (1) operational incidents (3 in 2022).

**Police Service Dog (PSD)**

PSD Axle was not used in 2023 in a *Use of Force* situation where the subject was bitten (1 in 2022). These are required Ministry Use of Force Reporting submissions due to the bite injuries sustained. The PSD remains a strategic de-escalation compliance tool for many operational incidents that are perceived to be volatile. There is great value in the PSD patrolling as a supplemental resource for frontline officers.

**Body-Worn Cameras (BWC's)**

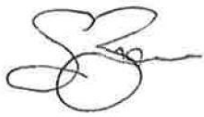
In 2021, all frontline STPS officers began wearing BWC's. The PSB's decision to implement this piece of equipment has provided visual and audio evidence that independently verifies police-citizen encounters and works to widely enhance citizen perceptions of police transparency and legitimacy. Equally, we are seeing positive cost-benefit analysis data that is reflecting a more streamlined approach to public complaint investigations, which offers evidence-ready video accounts, especially with Use of Force matters. There are compelling positive financial impacts to the swift resolution of these professional standards matters. Importantly, the ongoing and vital maintenance of our officers' mental and physical well-being due to the early clearance of conduct investigations is being positively addressed with this new equipment. BWC recordings

are proving to be a game-changer that definitively benefit the delivery of public safety services.

The often unpredictable environment that police operate in today has become the *new-normal* with an increase in matters pertaining to the social determinants of health. These non-core policing pressures are showing no sign of easing. As such, public safety personnel must adapt and improve Use of Force training to account for the large number of matters that are symptomatic of mental health, homelessness, poverty and substance use disorders. We remain committed to a continual review of our Use of Force incidents, our Use of Force training curriculums, and our equipment.

I have closely reviewed all of the *Use of Force incidents and Ministry reporting submissions* by our officers and their respective Supervisors throughout the year. I am satisfied that our collective *Use of Force* that was applied in 2023 was adequate, reasonable and effective in the delivery of public safety services to the community.

Scott Barnes,

A handwritten signature in black ink, appearing to read 'S. Barnes', with a stylized flourish at the end.

Deputy Chief of Police



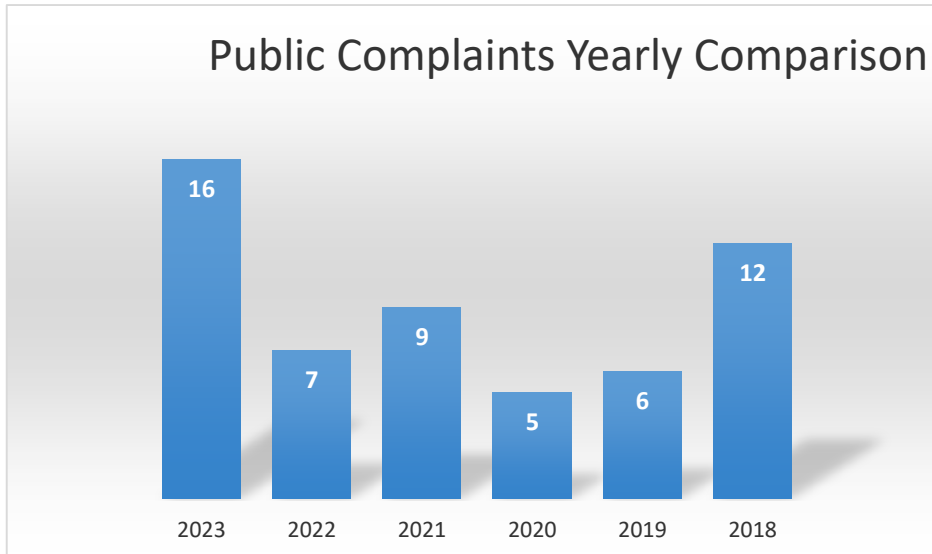


## Professional Standards – 2023 Annual Report

The Ontario legislature passed *The Independent Police Review Act, 2007*, to create the Office of the Independent Police Review Director. The act amended the Police Services Act (PSA) and established guidelines for public complaints. The amendments came into effect on October 19, 2009. Since that time, new legislation has been enacted to replace the Police Services Act (1990) with the new Community Safety and Policing Act (CSPA), coming into full force on April 1, 2024. Under the new act, the Office of the Independent Police Review Director (OIPRD) will be renamed as the Law Enforcement Complaints Agency (LECA). Both the LECA and the Special Investigations Unit (SIU) report directly to the Inspector General of Policing. The office of the Inspector General has been given enhanced oversight responsibilities with the dissolution of the Ontario Civilian Police Commission.

The Community Safety and Policing Act mandates that all Police Services maintain a Public Complaints Bureau. In 2023, sixteen (16) public complaints (7 in 2022, 9 in 2021) were received regarding separate incidents. 15 of 16 of public complaints were about the conduct of police officers. There is one public complaints about the policies and/or services of the St Thomas Police Service. The Office of the Independent Police Review Director (OIPRD) opted to screen out eleven (11) public complaint's, accepted the

withdrawal from three (3) complainants and screened in two (2) matters for investigation. One of these was resolved through Informal Resolution and the final complaint is presently assigned to the OPP (officer seconded to OPC).



Over the past several years the number of public complaints that were screened in for investigation by the OIPRD has been steadily trending downward, with an uptick in 2023. In recent years; 2023 (16 complaints/4 investigations), 2022 (7 complaints/1 investigation), 2021 (9 complaints/1 investigation), 2020 (5 complaints/1 investigation), 2019 (6 complaints/2 investigations), 2018 (12 complaints/7 investigations).

Further, in 2023, there were three (3) Chief's Complaint Investigations initiated (1 in 2022, 2 in 2021) regarding the conduct of service personnel. Two investigations resulted in the finding of no misconduct. One Internal Investigation matter continues to be unresolved from 2023, associated to criminal charges laid by the OPP against a member of the STPS. The professional standards disposition will occur once the criminal matters have been resolved through the Ontario Court of Justice. The other two complaints were determined to be of a frivolous, vexatious and unsubstantiated nature. There was no misconduct noted in these investigations.

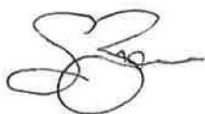
Further, in 2023, one (1) matter prompted the Special Investigations Unit (SIU) to invoke their investigative mandate:

1. 23-OCI-395 – classified as custody injury; invoked September 26, 2023; this matter has been completed. The SIU found no criminality on the part of any involved STPS police officers.

I am very satisfied with the status of the Professional Standards matters that resulted in 2023. Our relatively low volume of public complaints is a sign of an educated, well-trained, transparent and responsive police service. The noted increases in public complaints received in 2023 can be attributed, in part, to the unprecedented increase in the demands placed upon the STPS. Call volume and therefore police responses/interactions with the public increased 9.4% in 2023. We will continue to monitor public complaints and mitigate as appropriate.

Despite the steady increase of social and health related incidents that our members are dealing with, our police officers responded with integrity and compassion. The professionalism provided continually supports and strengthens the trust and confidence that the public has in our police service.

Scott Barnes


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Deputy Chief of Police



### ***Suspect Apprehension Pursuits (SAP) 2023 Annual Report***

#### ***Summary***

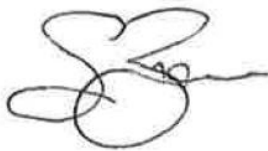
Total Fail to Stop Reports Submitted:	15	(20 in 2022)
 Total Suspect Apprehension Pursuits:	6	(6 in 2022)
Incidents concluded with apprehension and charges:	7	(4 in 2022)
Incidents involving stolen vehicles (known):	3	(2 in 2022)
Criminal Code Charges:	25	(22 in 2022)
Highway Traffic Act Charges:	18	(12 in 2022)
Liquor Licence Act Offences:	0	(0 in 2022)

The need to apprehend or identify the person or motor vehicle in question must outweigh the risk to public safety. That is the test that is continually applied by the involved officer(s), the monitoring Supervisor(s) and the monitoring Communicator(s). STPS officers will never attempt to stop a motor vehicle if there is risk to public safety. Ensuring the safety of our officers is extremely important. Every incident of driving that generates a *speed-alert notification* or meets the *Fail to Stop* threshold, is reviewed using our Cypress GPS tracking software. This safety mechanism promotes the prevention of accidents and offers telematics data that supports safety and education for the involved officers. Well-informed safety habits allow officers to focus on the situation at hand so that they can look for what is unexpected and unpredictable.

In 2023, all Fail to Stop incidents were monitored closely and were discontinued at the appropriate time considering the circumstances that prompted the event.

Our year-end total of six (6) suspect apprehension pursuit for 2023 is remarkable, having regard to the thousands of public interactions and motor vehicle stops that our officers are involved with every year.

Respectfully Submitted,

A handwritten signature in black ink, appearing to be 'S. Barnes', with a stylized, looping initial 'S' and a horizontal line extending to the right.

Scott Barnes  
Deputy Chief of Police

# BY-LAW 1-2024

## Procedural By-Law of the Board

### ST. THOMAS POLICE SERVICE



PASSED AND ENACTED AT THE CITY OF ST. THOMAS  
THIS 15<sup>th</sup> day of February, 2024

**ADD SIGNATURE**

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Chair, Police Services Board

# ST. THOMAS POLICE SERVICES BOARD

## BY-LAW #1

A by-law to repeal By-law 1-2022 and provide for the regulation of the proceedings of the St. Thomas Police Services Board.

**BE IT THEREFORE ENACTED** by the St. Thomas Police Services Board By-Law 1-2024 as follows:

### Proceedings of the Board:

1. A regular meeting of the St. Thomas Police Services Board shall be held on the third Wednesday of each month in the Conference Room of the Police Headquarters.
  - a. Meetings shall be held at 8:00 a.m.
  - b. Meetings shall not exceed three (3) hours in length.
  - c. The day, time and place of regular meetings may be altered by a resolution of the Board, or at the call of the Chair.
2. The Board shall be composed of such members as prescribed by the Police Act of Ontario.
3. The Board shall select a Chair and Vice Chair at the first regular meeting in January of each year.
4. The Chair of the Board may summons a special meeting of the Board, or upon receipt of a request from a majority of the members of the Board, the Secretary shall summons a special meeting of the Board for the purpose and at the time requested. At least twenty-four (24) hours notice shall be given of either meeting.
5. As soon after the hour of meeting as there shall be a quorum present, the Chair shall take the chair and call the meeting to order. A majority of the members of the Board shall constitute a quorum.
6. In the case that the Chair is absent, the Vice-Chair shall call the members to order and the Board shall proceed with the business.



7. Unless there is a quorum present in thirty (30) minutes after the time appointed for the meeting of the Board, the Board shall stand adjourned until the next regular day of meeting unless a special meeting is sooner called.
8. The Chair shall preserve order and decorum. He/she may speak to points of order in preference to other members and shall decide all questions of order.
9. The following shall be the general order of business at each regular meeting:

**Open Session:**

Call the meeting to order.  
Declaration of conflict.  
Adoption of minutes of the last meeting.  
Deputations.  
Reports.  
Petitions and Communications.  
Unfinished Business  
New Business.  
Move to the Committee of the Whole.  
Adoption of the Actions of the Committee of the Whole.  
Adjournment.

**Committee of the Whole:**

Adoption of the minutes of the last meeting.  
Personnel.  
Petitions and Communications.  
Unfinished Business.  
New Business.  
Move to the Regular Session.

10. The meetings of the Board shall be open to the public subject to the following:

**Committee of the Whole Meetings:**

The following subjects may be discussed at Board meetings held in the Committee of the Whole session:

- a. Personnel matters where a named employee or prospective employee is involved, or where employee relations or reputations could be damaged, unless the individual or individuals involved have requested that the matter be discussed in a meeting open to the public;

- b. Criminal and other police investigations in which premature public disclosure could prejudice the successful completion of the investigation or interfere with the right of an accused person to a fair and impartial trial or hearing.
  - c. Matters in which public discussion could prejudice the Board's legal position or be detrimental to the Board in proceedings before any court or tribunal.
  - d. Consideration of awards of merit.
  - e. Matters that are specifically restricted by legislation regarding the protection of privacy.
11. No person other than Board members, their Secretary, Chief of Police, Deputy Chief of Police and invited persons shall attend the Committee of the Whole meetings.
12. Every letter, petition, resolution and other communication addressed to the Board shall be received by the Secretary of the Board who shall deal with them as follows:
- a. Where in the opinion of the Chief of Police and the Secretary of the Board, the subject matter of any communication is properly within the jurisdiction of the Board such communication shall be placed on the agenda for the next regular meeting of the Board and be dealt with during such meeting.
  - b. Where in the opinion of the Chief of Police and the Secretary of the Board, the subject matter of any communication is properly within the jurisdiction of the Police Service such communication shall be referred to the appropriate branch of the Service for necessary action and without prior reference to the Board.
13. A quorum of the Board shall be comprised of a majority of the members of the Board and a motion shall be deemed carried when a majority of the quorum at any given time is in agreement with the resolution. But when passed, it shall be reduced to writing by the Secretary of the Board and shall be deemed to be in the possession of the Board.
14. When a motion is under debate, no motion shall be received unless:
- a. To amend an amendment that would negate the original motion shall not be received as amended. If the original motion is not passed, a new motion proposing an opposite course of action shall immediately be in order without any previous notice.
  - b. To postpone or defer pending further study.

15. When any member is about to speak, they shall respectfully address the Chair, confine themselves to the questions under consideration and strictly avoid all personalities.
16. All members of the Board, including the Chair, who shall be present when a question is put, shall vote thereon and a member who declines to vote shall be deemed to have voted in the negative, unless the member declares a conflict of interest within the terms of the Municipal Conflict of Interest Act, R.S.O. 1983, in which case they shall not vote.
17. When the Chair is putting a question, no person present shall leave the room nor when a member is speaking shall any other person hold discourse which may interrupt the Chair.
18. Any member may as of right require a question or motion under discussion to be read for their information at any time during debate, but not so as to interrupt a member speaking or to unduly delay debate.
19. When a person or group, not being a member or appointed official of the Board, desires to address the Board, he/she shall be permitted to do so, provided the Chief, his designate or Secretary of the Board is notified in writing on or before 3:30 p.m. in the afternoon on the Wednesday preceding the day of the regular meeting.
20. Upon receipt of a request as indicated in Section 19, the Secretary shall, in writing, confirm to the delegation the time and place of which the delegation will address the Board and also enclose the rules and procedures as relates to delegations.
  - a. A delegation may address the Board through one spokesperson only for a period not exceeding ten minutes during any Board meeting.
  - b. All persons initiating an application to the Board shall be heard first. After any delegations in opposition are heard, the Chair may, at his/her discretion, grant the right to reply to the original petitioner. The time for reply shall be limited to five (5) minutes.
  - c. Members of the Board shall not ask any questions until all delegations and the Administration have been heard either in support or in opposition to a matter on the agenda or before the Board.
  - d. Delegations will file in written submission with the Secretary for prior distribution with the agenda to members of the Board on or before the time specified in Section 19.
  - e. Exceptions to Section 19 may be made by a majority of the members of the Board who are present.

21. The Chair is hereby authorized to sign and seal all by-laws and agreements which have been approved by the Board
22. The Secretary of the Board shall cause the minutes of the Board to be made accessible to each member of the Board at least five (5) days before the next regular meeting thereof, except in circumstances over which the Secretary has no control.
23. One (1) or more members of the Board shall negotiate for the salary and working conditions of all employees of the Police Service and during negotiations, the Chief of Police, his designate and/or the Board's solicitor or such other person(s) as the Board deems necessary, will act as advisors insofar as the Police Act or Regulations will allow.

#### 24. EFFECTIVE DATE

This by-law shall come into force and take effect on the 15th day of February 2024.

READ A FIRST AND SECOND TIME this 15th day of February 2024.

READ A THIRD TIME AND PASSED this 15th day of February 2024.

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Name

Chair, Police Services Board

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Tiffany Terpstra

Secretary, Police Services Board

# BY-LAW 2-2024

## Retention & Destruction of Records

### ST. THOMAS POLICE SERVICE



PASSED AND ENACTED AT THE CITY OF ST. THOMAS  
THIS 15<sup>th</sup> day of February, 2024

**ADD SIGNATURE**

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Chair, Police Services Board

# ST. THOMAS POLICE SERVICES BOARD

## BY-LAW #2

A by-law to repeal by-law number 2-2021 and to provide for regulating the retention and destruction of records in the St. Thomas Police.

Whereas a Police Services Board may, by by-law, make regulations for the government of the St. Thomas Police Service for preventing neglect or abuse, and for rendering it efficient in the discharge of its duties under the *Police Services Act*, R.S.O. 1990;

AND WHEREAS it has been found advisable to repeal by-law number 2-2021.

THEREFORE, the City of St. Thomas Police Services Board hereby enacts BY-LAW 2-2024 as follows:

### PURPOSE AND DEFINITION

The records retention schedule attached hereto shall form a part of this by-law and be sufficient authority for members of the St. Thomas Police to regulate the retention and destruction of records, as herein after provided.

### Indefinite

"Indefinite" means unlimited retention subject to disposal at the completion of a record's life cycle.

The record retention schedule applies to all Services and Divisions of the St. Thomas Police. It is designed to reduce the volume of active and dormant records and eliminate inactive record holdings. The schedule has been planned with several objectives in mind:

- a) To set standard record retention periods;
- b) To achieve efficiency and economy in the areas of space, equipment and staff through the orderly destruction of records no longer of value and systematic transfer of records to dormant storage;
- c) To ensure the preservation of records of historical or noteworthy value;
- d) To constitute an actual authority for the destruction of records;
- e) To promote efficient storage of records to allow for retrieval of personal information within a reasonable period of time (30 days);
- f) To ensure that reasonable steps are taken in protecting the confidentiality of records containing personal information during their storage, transportation, handling and destruction.

## **RECORDS**

"Record" means any record of information however recorded, whether in printed form, on film, by electronic means or otherwise, and includes:

- a) correspondence, memorandum, book, plan, map, drawing, diagram, pictorial or graphic work, photograph, film, microfilm, sound recording, videotape, machine readable record, any other documentary material regardless of physical form or characteristics and any copy thereof, and;
- b) any record that is capable of being produced from a machine readable record under control of the St. Thomas Police by means of computer hardware and software, or any other information storage equipment and technical expertise normally used by the St. Thomas Police.

### **I RECORDS GROUPING**

When one record is attached to another or grouped together to form an information bank, file or dossier, the retention period for the group is ascertained by the longest period scheduled in such a grouping.

### **II RESPONSIBILITY**

It is the responsibility of any member of the St. Thomas Police who is assigned custody of a record or series of records to apply the retention schedules under the direction of the Chief of Police in accordance with the



provisions of this by-law.

### **III RETENTION PERIODS**

Except where otherwise indicated, the retention period is indicated in calendar years. What is implied is simply a period of years, which can be applied at any month of the year. Records may be retained for a longer period than shown in the schedules, but only where a clear requirement for such action can be justified.

“Current” denotes in general circulation or use.

The length of time each type of record shall be retained in the active records area before transfer to dormant storage is indicated in the schedule in the following manner:

- a) 2A + 3D
- b) 5 years - 2A (active) + 3D (dormant)
- c) Retained for specified number of years.

Records, which are scheduled to be destroyed within one year or less, do not have a dormant period scheduled. Within such a short lifetime, it is not worthwhile to transfer such records from active to dormant storage. All records transferred to dormant storage shall be clearly identified to permit accurate retrieval on request by authorized personnel. All boxes must be properly labeled, showing contents, year and retention period prior to transfer to inactive storage.

Unless otherwise specified, the retention period for duplicate copies of records is in accordance with the Records Retention Schedule.

Personal information that has been used by the St. Thomas Police shall be retained by the St. Thomas Police for at least one year after use unless:

- a) the individual to whom the information relates consents to its earlier disposal, **or**;
- b) The record is destroyed in accordance with the Records Retention Schedule.

#### **IV WORKING PAPERS**

Working papers consist of rough notes and preliminary drafts, calculations, et cetera, used in the preparation of other records. These become of little value once the finished record has been produced and shall be destroyed as soon as practicable.

#### **V HISTORICAL RECORDS**

Historical records are of historical or noteworthy value after their administrative value expires. It is the responsibility of the St. Thomas Police to identify, evaluate, and retain all documents of historical value.

A record is of "historical value" if it concerns:

- a) the policies followed by the St. Thomas Police and various reasons for their adoption;
- b) the organization and administrative history of the St. Thomas Police;
- c) a specific individual transaction which established a legal status of any kind;
- d) documents that may be presumed to have a general or continuing interest;
- e) major changes concerning the issuing of clothing, equipment, or the opening of new buildings;
- f) major criminal cases, which may be of interest in the future.

#### **VI RECORD OF DESTRUCTION**

1. The Chief of Police shall maintain a schedule for each record series on an Authority for Schedule of Records. This record will be maintained in central records. The Chief of Police will be responsible for maintaining and/or updating the record and the information found therein;
2. Such record will include:
  - a) brief description of the records;
  - b) period of time the record spans;
  - c) date, location and method of destruction;
  - d) signature of individual authorizing the destruction.

## **VII SECURITY**

1. At no point should records containing personal information waiting for transfer to dormant storage be left unattended in hallways or in unprotected areas.
2. Rooms used for storage of manual and computer records should be locked. Access to storage rooms should be monitored and retrieval of records documented.

## **VIII DISPOSAL OF RECORDS**

The method of destruction for official records shall be by means of shredding. Records shall not be disposed of by sale as waste or salvage. It is the responsibility of the Chief of Police to ensure that the actual destruction of records is carefully supervised.

The Chief of Police shall maintain a record detailing the actual records destroyed and the date of the destruction.

Personal information shall be disposed of in accordance with regulations of the *Municipal Freedom of Information and Protection of Privacy Act, 1989*, and in accordance with the directions and guidelines issued by the Ministry responsible for the *Municipal Freedom of Information and Protection of Privacy Act, 1989*.

## **IX AUTHORITY FOR SCHEDULE OF RECORDS**

Individual record schedules may be approved and amended by motion of the Board.

## **X EFFECTIVE DATE**

This by-law shall come into force and take effect on the 15th day of February 2024.

**READ A FIRST AND SECOND TIME** this 15th day of February 2024.

**READ A THIRD TIME AND PASSED** this 15th day of February 2024.

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Name

Chair, Police Services Board

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Tiffany Terpstra

Secretary, Police Services Board

Type of Record	Description	Retention Period
Accidents	Motor Vehicle Collision Reports	3A
Agreements	Property and Service Contracts	1A + 1D
	With other Police Services detailing policing of roads and boundaries including any amendments	Permanent
Annual Reports	To the Police Services Board	Permanent
Appeals and Grievances	By or regarding Police Personnel	13 months unless appealed
Appointments	Elevation of rank or transfer of duties	Permanent
Arbitration		Until superseded or obsolete
Archival files	Records of historical value	Permanent
Audio/Video Recordings	Telephone calls – recorded	6 months
	Video images captured in/around police station	
Awards and Honours	Police Personnel – Civilian and Uniform	Permanent
	Civilian Citations to Members of the Public	1A
Badges	Record of hat and wallet badges issued	Permanent
Budget	Current and Capital Budget	1A + 1D
Bulletins	Circulars issued externally	While active
	Circulars received from other agencies	6 months active 6 months dormant
Bylaws	Police Services Board	Permanent
Body Worn Camera (BWC)	Municipal By-Law Charges – Parking offences	2 Years
	Motor Vehicle Accidents	2 Years, 30 days if no charges
	Traffic Stop – Charges	2 Years
	Traffic Stop – No Charges	30 days
	Other Provincial Charges	2 Years
	Criminal / Federal Evidence – Charges Laid	60 days past the expiry of the last appeal period
	Criminal Investigation – No Charges Laid	30 days
	Major Case – Charges Laid, Solved No Charges, Unsolved	Indefinite
	General Call for Service or Community Interaction	30 days
	Restricted – Used for SIU or Internal Investigation	Indefinite
	Training or Positive Recognition	6 months
Canvassing	Canvassing, charitable soliciting	While active
Clothing & Equipment	Record of items held in stores, and issued to members	See inventory

Type of Record	Description	Retention Period
Canadian Police Information Centre (CPIC)	Audit – every 2 years	Until Superseded
	Zone/Provincial Alerts Message Logs, Narrative Messages, Validation Lists	As per CPIC Regulation
Citizens' Complaints	Complaints against police	As per Public Complaints Policy and Procedure
Collective Bargaining	Agreements, Arbitrations, Letters of Understanding, etc.	Until superseded or obsolete
Communications	Audio recordings of emergency telephone lines and radio channels	6 months
	Audio recordings held of court	Indefinite
Community Relations	Related records and files	1A + 1D
Conferences	Chief of Police Others	1A 1A
Correspondence	General correspondence	1A + 1D – consider removal of 1D this was previously covered in Housekeeping and appears to be a redundant entry – no need for 1D year as captured in Housekeeping
Court attendance	Record of attendance	1A
Court dockets	Copies of Ontario Court of Justice dockets	1A
Court file	Court file packages ref: Young Person	As per Youth Criminal Justice Act
	Deceased persons	Upon official notification of death
Court file and exhibits	Property tags related to physical exhibits	See Property
Court Notification	From Court Officer regarding appearance in court	1A
Court Orders	Probation orders, peace bonds, restraining orders, weapons prohibitions	As per CPIC Policy and retention guidelines
Crime Prevention	Correspondence and related files	1A
Crown Briefs	Federal Statutes	60 days after disposition
	Provincial Statutes	
	Municipal By-laws	
Demonstrations	Strikes, riots, reports	3 years
Daily roster	Daily Assignment Sheet	1A
Destruction of Records Log	Record of Destruction	Permanent, or while record series valid
Directives	Notifications and procedures issued	As per Service Policy
Discipline	Transcripts of disciplinary trials	Pursuant to Police Services Act or CSPA

Type of Record	Description	Retention Period
	Informal Civilian Informal Uniform Formal Police Act Convictions	-2 years -2 years if no other entries -Permanent
Drug Reports	Drug related occurrence (tasks)  Drug destruction reports HPB3515 copies	See Occurrence  2A
Electronic Infrastructure Assets (E-Mails)	E-Mail files	1 Year
Equipment	Inventory	See inventory
Events	Correspondence and related materials	1A
Finance	Budget Preparations  Recovery Correspondence, details of and requests for payment of losses or bills for services rendered i.e. restitution  Source documents, all original documents, cheque requests, receipts	1A  While current  1A
Fingerprints	Adult Charged Persons  Young Person – Charged	Permanently upon conviction
	Consent Prints  Police Personnel  Non conviction (withdrawn, dismissed, quashed, absolute discharge, conditional discharge)	As per Youth Criminal Justice Act and Young Offenders Act While active then destroy  See Personnel File  As per Policy HR-09 Records Keeping
Firearms	Departmental Firearms - Inventory - Record of Issue	Permanent
Freedom of Information	Requests for information and related documentation	1A + 1D
Historical Documents	Any form or record deemed to have historical value	Indefinitely
Housekeeping	Files, general correspondence, personal reference notes	1A
Inquests	Copies of documents pertaining to all Coroners Inquests	Permanent



Type of Record	Description	Retention Period
Inventory	Annual  Equipment – Record of quantities, type of clothing, equipment issued to personnel  Record of equipment issued by serial number  Correspondence relating to equipment and uniforms	When superseded  Duration of service + 1A  Until superseded  1A
Investigative files	Files that contain accumulated person / general information during the investigation of law enforcement matters	Current
Keyholders	Information regarding keyholders for business premises	While valid
Ledger	Identification Unit  Ledgers detailing fingerprints, photos and crime scenes  Log of all property received and released	Indefinite    1A + 6D
Ledger	Log of all visitors admitted to police building	1A
Licence & Permits	Licences issued to the Police Service	1A + 1D
	Vehicle Licence & Permits  Copies of Special Occasion  Permits issued  Copies of Liquor Licences issued to licenced premises  Taxi Licences	While valid  While valid  While valid  While valid  While valid
Maps, Charts	Master copies	While valid
Minutes of Police Services Board meetings Police Services Board Meetings	Originals  Agendas and relevant correspondence: Minutes Resolutions Appointment notifications	As per Police Services Board Procedural By-law   Permanent Permanent Permanent
Mobile Workstation (MDT) Transmissions	Communication between MDT's and officers using the "SPARK" system	6 months
Newspaper	Newspaper clippings	Permanent

Type of Record	Description	Retention Period
News Releases	Media Releases	1A
Occurrence	Old system (paper reports) original at records dept. with all related correspondence	3A + 4D
	Major criminal cases	Indefinitely
	OMPPAC 1 <sup>st</sup> generation computer system	As per OMPPAC policy
	Statements and original documents: <b>No charges laid</b>	1A
	Statements and original documents if <b>charges laid</b>	After 60 day appeal period
Officer's notebooks	Officers Record of Activity	15 years
Pardon	All related documentation	Destroy upon notification
Paid Duty Roster	Roster of Personnel	1A
Parades	Correspondence	6 months after completion
Parking tags	Copies	3 months
Payroll	Overtime, court time attendance	1A + 1D
Performance appraisals	Probationary, annual, advancement, special evaluations	5A
Personnel	Fingerprints, promotional exam results, original documentation, awards, honours, termination/retirement training	Permanent
Photographs	Police/Civilian Personnel	Permanent
	Adult charged persons	Indefinitely, most recent photo kept, if withdrawn destroy
	Young person charged persons	As per Youth Criminal Justice Act
	Crime scenes – solved Crime scenes - unsolved	Indefinite or conclusion of court
Prisoner Cell Sheets	Originals	1A
Prisoner Escort Sheets		1A
Probation Orders		As per CPIC Regulations
Procedures	Force Policy & Procedures, Adequacy Standards	Until superseded
Promotions	Details of promotions	Permanent

Type of Record	Description	Retention Period
Property	Reports	As per Niche RMS policy
	Receipts	Current, 1A
	Property Tags	2A
	Property destroyed or auctioned	2A
Quartermaster Stores	All related files	Current
Receipt books	For Committal Warrants, Insurance reports, Police Clearances, Auctions, Freedom of Information Requests	1A
Records	Authority for schedule of records and destruction	Permanent or while record series valid
Recruiting	Rejected Applicants	1 month
Requisitions	Original	1A
Routine Orders	Notifications of Appointments, transfers	While valid
Rules and Regulations	Standing Orders Procedures, Regulations	Until superseded
Statements	Look in occurrence	Look in occurrence
Status Forms	Copies	1A
Statistics	Statistics produced monthly for office use	Current
	Statistics Canada reports	1A + 1D
	Annual statistical reports	Permanent
Suspensions	Copies of notice to suspended drivers	While valid
Suspect Apprehension Reports	Original	1A + 1D
Recordings (new location sorted by alpha)	Video recorded interviews	Duration of Court + appeal
	Audio visual training material	While valid
	CCTV Internal Recordings	6 months unless being held for court
	CCTV External Recordings	72 hours 6 months
	KOMLog Reproducer	
	Communication audio recordings	6 months unless being held for court
	Body Worn Cameras	See BWC policy for retention of video (Evidence.com)
Telephone	Invoices for service	1A
Traffic	All related files	1A

Type of Record	Description	Retention Period
Training	Lesson plans and presentations	While valid
	Course calendars detaining officers required to attend	1A
	Use of Force qualification records	While current
Transfer	Of personnel	Permanent
Trespass notice	Notices of correspondence	While valid
Three / Seven / Twenty One day suspensions	Copies of notices	While the suspension notice is in effect.
Use of Force Reports	Original	1A + 2D
Validation Lists	Automatic Purge Report	Until next CPIC printout received
	Monthly Validation Report	Cover page retained until next audit
Vehicles	Correspondence and records	Current
Wanted Posters	Issued and received	While current
Warrants	Committal	3A
	Outstanding	Returned to Court
	Executed	2A
	Receipts for payments Register	See Ledger
	of Committal WarrantsArrest	Until executed or rescinded
	Warrants	Until executed or rescinded
	Search Warrants	Until executed or rescinded
Wide Load Escorts	Copies of permits, invoices	While current
Workers Compensation	Form and reports detailing claim	Covered under Human Resources Policy at City Hall

# BY-LAW 3-2024 REGULATIONS OF THE ST. THOMAS POLICE SERVICE



PASSED AND ENACTED AT THE CITY OF ST. THOMAS  
THIS 2<sup>nd</sup> DAY OF FEBRUARY, 2022  
REVISED **FEBRUARY 15, 2024**

**ADD SIGNATURE**

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Chair, Police Services Board

# ST. THOMAS POLICE SERVICES BOARD

## BY-LAW #3

Being a by-law to regulate the duties, dress, discipline and deportment of the members of the St. Thomas Police Service.

By-law number 1-2001, passed by the St. Thomas Police Services Board on February 2, 2022 is hereby repealed.

**WHEREAS** the Police Services Board of St. Thomas are responsible for the policing and maintenance of law and order in the City of St. Thomas, and the members of the Police are subject to the government of the Board, and shall obey its lawful directions, pursuant to the *Police Services Act*, 1990.

**WHEREAS** the Police Services Board may by By-law make regulations not inconsistent with the regulations under the *Police Services Act* for the government of the Police for preventing neglect or abuse, and for rendering it efficient in the discharge of its duties.

**NOW**, therefore the Police Services Board of the City of St. Thomas enacts as follows:



# Chapter One

## Definitions

1.1 In this by-law, the following definitions shall apply unless the context otherwise requires:

- |    |                                     |  |
|----|-------------------------------------|--|
| a) | <b>BOARD</b>                        | means Police Services Board for the City of St. Thomas.  |
| b) | <b>BRANCH</b>                       | is a functional unit of one or more employees, organized to perform a specific task and the most subordinate as set out in the organizational chart. |
| c) | <b>SERVICE</b>                      | means the Police Service of the Corporation of the City of St. Thomas.   |
| d) | <b>MEMBER</b>                       | means every employee of the Service.   |
| e) | <b>PATROL AREA</b>                  | Is a confined area of patrol for one patrol unit.  |
| f) | <b>REGULATIONS</b>                  | means the regulations contained in this by-law.  |
| g) | <b>SENIOR OFFICER</b>               | is a member who has attained the rank of Inspector or higher and includes members acting in their capacity.  |
| h) | <b>ADMINISTRATIVE<br/>PROCEDURE</b> | means a mandatory course of action for all members of the Service.   |
| i) | <b>OPERATIONAL<br/>PROCEDURE</b>    | means a course of action prescribed for all members of the Service which may be varied when circumstances permit.                                    |

## Chapter Two

### General

- 2.1 Failure by a member of the Service, without lawful excuse, to comply with any of the provisions of this by-law shall be deemed to be disobeying, omitting, or neglecting to carry out a lawful order, and such member may, if he or she is a police officer, be charged accordingly, under the Code of Offences in Regulations made pursuant to the Police Services Act, 1990 as amended. If the member is a civilian employee, he or she will be subject to discipline, which may include suspension and/or dismissal.

Revision effective **February 15, 2024** at the City of St. Thomas.

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Chair, Police Services Board

## Chapter Three

### Rank and Duty

#### **3.1 CHIEF OF POLICE**

The Chief of Police shall, as the Chief Executive Officer, be responsible for the general administration, direction and discipline of the Service, subject to the authority of the Board. He is responsible for enforcing the Regulations of the Service for the good government and discipline of the Service. He may also issue, from time to time, such routine orders and policy and procedures, as he deems necessary, in conformity with the Regulations of the Service, to deal with particular matters or duties as they arise. The Chief shall ensure that all Statutes that apply, both Federal and Provincial, in addition to Municipal by-law that apply, are enforced within his jurisdiction.

The Chief shall provide such reports, estimates and statistics as to apprise the Board of the administrative and operational performance of the Service and its members.

#### **3.2 DEPUTY CHIEF OF POLICE**

The Deputy Chief of Police shall assist the Chief of Police in the performance of his duties. He shall command all operations and activities within the area of his responsibility, including the good order, efficiency and discipline of the members under his command.

#### **3.3 SUPERINTENDENTS - STAFF INSPECTORS - INSPECTORS**

Superintendents. Staff Inspectors and Inspectors shall supervise personnel and activities and shall be responsible to their Command Officers as described in the organizational chart, for activities, efficiency and discipline with the Service.

#### **3.4 STAFF SERGEANTS**

Staff Sergeants shall carry out supervisory duties within the Service as designated. They will be responsible to their Command Officers as described in the organizational chart, for the activities, efficiency and discipline within the Service.

#### **3.5 SERGEANTS**

Sergeants assigned to supervisory duties shall be responsible for the efficient performance of police duty personnel under their supervision and shall advise, instruct, and assist them in their duties in a constructive, helpful manner and be responsible for their appearance, good conduct and discipline. They shall report for duty in advance of the designated parade time in order to prepare their platoons for their tour of duty.

Sergeants assigned to investigative, identification and special functions or tasks, shall be responsible for the efficient performance of duties within their branch as set out in the Service regulations and operational procedures and shall be responsible for the appearance, good conduct and discipline of themselves and members under their supervision.

#### **3.6 CONSTABLES**

Constables shall report for duty shortly before the designated parade time, properly dressed in accordance with the dress regulations, clean and fit for duty. Constables shall carry out duties assigned to them consistent with the Police Services Act and its regulations, regulations of the Service, general orders, supervisory directives and procedures of the Service.

Members shall not use a private vehicle at any time unless authorized by their Supervisor or other Senior Officer. Members shall familiarize themselves with their patrol area and when on night duty or other times when business premises are closed, shall make checks of those premises for illegal entries or other circumstances

that would require investigation.

### **3.7 ACTING RANK**

Any member assigned to perform the duties of another rank shall be governed by the orders and regulations of that rank.

### **3.8 CONTROL OF PERSONNEL**

For communications purposes, all radio equipped Officers and radio transmissions shall come under the direct control of the, Communications Radio Operator (CRO). Radio communications shall be restricted to operations and administration police business. Improper use of the police radio communication network is an offence.

## Chapter Four

### **Terms and Conditions of Service**

- 4.1 All members of the Service, while in the employ of the Service, shall abide by and be subject to such regulations of the Service as may be laid down from time to time by the Board for the government and control of the Service.
- 4.2 Every member of the Service shall carry out all lawful orders and shall, at all times, punctually and promptly perform all appointed duties and attend to all matters within the scope of their office.
- 4.3 The Chief of Police or the Deputy Chief of Police may, if expedient in the public interest establish tours of duty consistent with the needs of the Service. Supervisors will ensure the majority of general patrol officers commence their shift at 0700hrs and 1900hrs to ensure adequate staffing during shift changeover.
- 4.4 Members of the Service shall attend and remain on duty as directed.
- 4.5 Unless otherwise provided in these regulations, a member of the Service shall be detailed or assigned to such duties as directed by the Chief of Police.
- 4.6 Members of the Service shall submit written reports in the prescribed manner as directed by the Chief of Police.
- 4.7 Members shall attend court when subpoenaed or notified by a member of the Court Branch or the member's Supervisor. Members will provide testimony in court proceedings as required by law. An officer's testimony may be presented in person or by other electronic audio/video means at the discretion of the residing judge or justice.



- 4.8 Members shall observe strict order and decorum in and about the Courts.
- 4.9 Officers, both on and off duty, are required to wear their uniforms when attending Court. Officers that normally wear civilian clothes are not required to wear uniforms. The presence of extra uniformed officers in Court and around the halls should produce a more secure feeling for the Court staff and general public. As you are no doubt aware, the Service has been given the responsibility of Courtroom Security. This measure should assist us greatly in complying with our additional responsibility.
- 4.10 All Shift briefings commencing at 0600/0700 hours and 1800/1900 hours will take place in the main floor Briefing Room. Officer(s) arriving later for duty (i.e. ATO at beginning of shift) can be briefed in the Staff Sergeant's office or the Briefing Room.

## Chapter Five

### Uniforms and Equipment

- 5.1 Articles of uniform and equipment shall be issued to members of the Service from time to time as authorized by the Board.
- 5.2 Articles of uniform and equipment shall be issued to members only for official use while in the Service and shall be surrendered by the member upon termination of employment or as a condition of a suspension. Any articles lost or damaged through carelessness shall be made good at the expense of the member to whom it was issued.
- 5.3 Members of the Service shall not exchange any uniform or equipment without the permission of the Chief of Police.
- 5.4 Members of the Service shall not wear distinguishable police uniform on the street in conjunction with civilian clothes.
- 5.5 Members of the Service are responsible for the good care, proper maintenance and serviceable condition of property issued for or assigned to their use and shall promptly report to their supervisor the loss of, damage to, or unserviceable condition of any property issued for or assigned to their use. No member shall alter police equipment by changing it in any way except in cases of emergency or with the consent of the Chief of Police or Deputy Chief of Police.
- 5.6 When a member of the Service resigns or is dismissed from the Service, a portion of the salary due to him/her shall be withheld until specific articles of uniform or equipment are returned in good order and condition.

- 5.7 Supervisors shall ensure that members of the Service under their supervision are properly dressed in accordance with the dress regulations.
- 5.8 Medals, ribbons or decorations received for service in the Armed Forces, Merchant Navy or for Police Duty may be worn in accordance with dress regulations.
- 5.9 Every member while on duty shall carry a warrant card bearing his or her name, a photograph and an authorized badge. The card and/or badge shall be produced whenever required to establish the identity of the member and shall not be used to obtain favour or private advantage.
- 5.10 Plain clothes members, while on street duty, shall carry all issued Use of Force Options.
- 5.11 Members shall use notebooks issued by the Service and no other for note taking. Notebooks shall be stored in accordance with Adequacy Standard LE-022.
- 5.12 All entries into any books or other documents connected with the duties of the Service shall be electronically entered or made in ink.
- 5.13 Erasures in authorized books or documents are prohibited. If corrections are necessary, the person making such corrections shall draw a single ink line through the incorrect matter ensuring that it is legible and the correction shall be made and initialed in ink.
- 5.14 Equipment issued on temporary basis, i.e. portable radio or emergency supplies, shall be returned to their place of issue no later than the conclusion of the member's tour of duty unless otherwise directed by a Supervisor.
- 5.15 Assault style gloves with reinforced/harden knuckle plating are prohibited. All non-issued gloves being worn by members shall be approved by the Chief of Police or his/her designate.

## Chapter Six

### **Officer and Civilian Dress**

Our goal is to allow employees to work comfortable in the workplace; however, we still need to project a professional image for new employees and community members. Even in a business casual work environment, clothing should be pressed and never wrinkled. Torn, dirty, or frayed clothing is unacceptable. Any clothing that has words, terms, or pictures that may be offensive to other employees is unacceptable. Jeans and other more casual clothing, although never clothing potentially offensive to others, are allowed during Friday's declared as 'dress down days'.

#### **6.1 SENIOR OFFICER'S DRESS**

**6.1.1** To be worn for ceremonial parades, guards of honour, church services, funerals, investitures, social occasions, civil functions, Ontario Police College graduations:

- Tunic, Senior Officer Pattern Collar badges, gold
- Rank insignia Lanyard, Gold
- Trousers, Senior Officer Pattern Belt, Waist, Gilt
- Shirt, white Tie, black
- Socks, navy blue or black Shoes, black Oxford Forage Cap
- Gloves, white nylon Nameplate
- Topcoat, blue gabardine or Melton clothcoat during inclement weather; 1/4 Wellington
- Medals

**6.1.2** To be worn for normal tours of duty:

- Collar badges, gold
- Rank insignia
- Trousers, Senior Officer Pattern; Belt, Waist, Cloth
- Shirt, midnight blue; Tie, black

- Socks, navy blue or black; Shoes, black Oxford
- Forage Hat or Ball Cap
- Name Plate
- Coat during inclement weather

**6.1.3** To be worn for normal tours of duty during warm weather:

- Shirt, midnight blue
- Tie, black (optional)
- Rank insignia
- Name Plate
- Trousers, officer's pattern
- Belt, waist, black leather
- Socks, navy blue or black
- Shoes, black Oxford
- Forage Hat or Ball Cap

**6.1.4** To be worn for evening attire:

- Mess jacket
- Trousers, navy blue overall
- Tie, black bow
- Boots, black
- ¼ Wellington
- Forage Hat
- Medals, miniature

## **6.2 STAFF SERGEANT'S, SERGEANT'S AND CONSTABLE'S DRESS**

**6.2.1** To be worn for ceremonial parades, guards of honour, church services, funerals, investitures, social occasions, civil functions, Ontario Police College graduations:

- Tunic, issue pattern

- Collar badges, chrome
- Trousers, issue pattern
- Forage Cap, issue pattern
- Shirt, white
- Tie, black
- Socks, navy blue or black
- Shoes, black
- Belt, Waist, Cloth
- Gloves, white
- Lanyard, white cotton
- Medals
- Name plate

**6.2.2** To be worn for normal tours of duty:

- Jacket nylon uniform
- Trousers, issue pattern
- Ball cap, Forage Hat – Funeral Escorts
- Shirt, midnight blue
- Sweater blue /black V neck pullover type (with flashes)
- Soft body armour as issued
- Tie, or dickie black (*optional*)
- Socks, navy blue or black
- Shoes, black Oxford or boots
- Whistle
- Name plate
- Medal ribbons
- Pistol, issue
- Magazines, in leather pouch



- ASP Baton, Handcuffs
- Notebook and pen
- Inclement weather - raincoat
- Gloves, black leather or insulated mitts
- Toque in place of Ball cap
- Boots, black

**6.2.3** To be worn for normal tours of duty during warm weather:

- Shirt, midnight blue
- External soft body armour as issued
- Tie, black (optional)
- Trousers, issue pattern
- Ball Cap, Forage Hat – Funeral Escorts
- Socks, navy blue or black
- Shoes, black Oxford or boot
- Whistle
- Name plate
- Pistol issue
- Magazine, in leather pouch ASP Baton
- Handcuffs
- Notebook and pen
- Inclement weather: Raincoat

## 6.3 BUSINESS OFFICE, IT, PROPERTY MANAGEMENT, FIS, DFE AND POLICE COMMUNICATORS DRESS

### 6.3.1 BUSINESS OFFICE

Business Office Guidelines:	Appropriate	Inappropriate
Slacks, Pants and Pant Suits	<ul style="list-style-type: none"> <li>• Docker style pants</li> <li>• Wool pants</li> <li>• Dress pants</li> <li>• Capris</li> </ul>	<ul style="list-style-type: none"> <li>• Sweatpants</li> <li>• Exercise/yoga pants</li> <li>• Short shorts</li> <li>• Leggings/Tights</li> <li>• Low cut/revealing waist lines</li> <li>• Jeans (torn or tattered)</li> </ul>
Skirts, Dresses and Skirted Suits	<ul style="list-style-type: none"> <li>• Casual dresses and skirts</li> <li>• Split at or below the knee</li> </ul>	<ul style="list-style-type: none"> <li>• Short skirts</li> <li>• Skorts</li> <li>• Sun dresses</li> </ul>
Shirts, Tops, Blouses and Jackets	<ul style="list-style-type: none"> <li>• Dress shirts</li> <li>• Sweaters</li> <li>• Tops</li> <li>• Golf shirts</li> <li>• Turtlenecks</li> <li>• Suit jackets/Blazers</li> <li>• Sport jackets</li> </ul>	<ul style="list-style-type: none"> <li>• Spaghetti straps</li> <li>• Midriff tops</li> <li>• Halter tops</li> <li>• Off the shoulder tops</li> <li>• Low cut/revealing tops</li> <li>• Hooded sweatshirts/sweaters</li> </ul>
Shoes and Footwear	<ul style="list-style-type: none"> <li>• Walking shoes</li> <li>• Loafers</li> <li>• Clogs</li> <li>• Boots</li> <li>• Flats</li> <li>• Dress heels</li> <li>• Dress sandals</li> </ul>	<ul style="list-style-type: none"> <li>• Rubber or plastic flip flops</li> <li>• Slippers</li> <li>• Crocs</li> </ul>
Hats and Head Coverings	<ul style="list-style-type: none"> <li>• Head covers that are required for religious purposes or to honor cultural tradition</li> </ul>	<ul style="list-style-type: none"> <li>• Hats of any other kind</li> </ul>

### 6.3.2 IT, Property Management, FIS, DFE

- Black issued cargo pants
- Black issued golf shirt
- Black issued zip up sweater

- Black issued shoe/boot

### **6.3.3 POLICE COMMUNICATORS (CRO)**

- Black issued golf shirt (short / long sleeve options)
- Black issued button down shirt (short / long sleeve options)
- Black issued sweater (full zip / half zip options)
- Appropriate pants and footwear as referenced in business office attire chart

## **6.4 STAFF SERGEANT'S, SERGEANT'S AND CONSTABLE'S DRESS**

**6.4.1** Members are responsible for the neatness, cleanliness and deportment of their person and shall always, when on duty, appear in the prescribed dress.

**6.4.2** Members shall be properly shaved and well groomed.

**6.4.3** Sideburns on male members shall be well trimmed. Such sideburns shall be no wider than one inch and shall not extend downward lower than the auditory opening of the ear. Beards and goatees may be worn providing that approval be obtained from the Chief of Police and subject to the following:

- Beards and goatees shall be evenly trimmed, neat in appearance and worn with a moustache.
- Beards and goatees shall be fully developed when worn in uniform and shall be no longer than
- 2.5 centimeters in length and shall not extend below the Adam's apple. The remainder of the neck shall be clean shaven.
- Variations such as van dykes and muttonchops are unacceptable.
- If, in the opinion of the Chief of Police, a member's beard or goatee is not neat and clean in appearance, the Chief of Police may order the member to be clean shaven and the member shall comply

- 6.4.4 Moustaches shall be neatly trimmed and shall not extend beyond one quarter inch over the corners of the mouth.
- 6.4.5 All members' hair shall be neat, tidy and trimmed around the ears. The hair at the back of the head of male members shall be neat and well-trimmed so that it does not extend lower than one half inch above the collar. All female members, while in uniform, shall maintain their hair in a neat, well- groomed fashion and it shall not extend lower than one half below the shirt collar. Ringlets, ponytails, afros and any other fad styled hair shall not be worn while any member is in uniform.
- 6.4.6 Members, while in uniform, shall not wear jewelry other than a wristwatch, wedding and/or engagement rings, or medic alert bracelet nor shall they wear excessive facial make-up. Notwithstanding the foregoing, members with pierced ears may wear one pair of gold or silver coloured ball type stud (post) earrings provided that the diameter of the ball does not exceed 6 millimeters and that only one stud earring is worn in each earlobe. Members may wear a necklace provided it is not clearly visible or noticeable.

Articles of jewelry referred to in this section which are damaged or destroyed shall not be repaired or replaced at the expense of the police service except when authorized by the Chief of Police.

- 6.5 Only articles of uniform and equipment, issued by the Service, shall be worn as prescribed by the order of dress unless otherwise authorized by the Chief of Police or the Deputy Chief of Police.
- 6.6 Deviation from this dress regulation shall be made only with the consent of the Chief of Police or Deputy Chief of Police.

6.7 Short sleeve order shall be worn at the discretion of the officer.

6.8 Long sleeve order shall be worn at the discretion of the officer.

## Chapter Seven

### Miscellaneous Regulations

#### 7.1 SALUTING

**7.1.1** **Members**, when in uniform shall salute members of the Royal Family, the Governor General, Lieutenant Governors, the Prime Minister of Canada, the Premier of a province of Canada, or a Head of State. Members of the Service shall also salute during the playing of the National Anthem, the raising or lowering of a National Flag, and/or the passing of a funeral procession.

**7.1.2** Members of the Service shall not salute when inside a building except on ceremonial occasions.

#### 7.2 DETACHED DUTIES

Members of the Service assigned to detached duties, either permanently or temporarily, shall continue under these regulations. Orders issued under the authority of the regulations are applicable. Without limiting the generality of this section, detached duty shall include attendance at a Police College, liaison with other Police Services or Agencies, and any special assignments which remove a member from normal physical contact with the service

#### 7.3 TESTIMONIALS AND ADVERTISEMENTS

Members shall not authorize the use of any photograph of themselves in uniform in connection with any testimonial or advertisement, nor shall any member, in their official capacity endorse or subscribe any such testimonial or advertisement, nor shall any member authorize any mention to be made of their official title, rank or membership in the Service in connection with any testimonial or



advertisement.

#### **7.4 RELEASE OF NEWS INFORMATION**

All members shall treat as confidential the official business of the Service. Members shall not talk for publication, nor be interviewed, nor make public speeches on public business, nor shall they impart information relating to the official business of the Service to anyone, except:

- a) Under the due process of the law, or,
- b) As directed by, or with the permission of the Chief of Police or Deputy Police Chief.

Members designated by the Chief of Police are authorized to give representatives of the news media items of news relating to accidents, arrests or other occurrences, but in cases when by publication of information, the ends of justice are likely to be prejudiced, information shall be withheld and nothing in this paragraph shall authorize the giving of information which:

- a) May be of assistance to criminals or suspected persons, or
- b) May cause unnecessary pain or distress to individuals, or,
- c) Is of a confidential nature.

The identity of any person giving confidential information to the police must never be disclosed to the public.

#### **7.5 PERSONAL LIABILITIES**

All members shall promptly pay their just debts and shall not incur liabilities, which they are unable or unwilling to discharge.

#### **7.6 GAMES OF CHANCE AND GAMBLING**

Members shall not engage in any game of chance or gamble in the building of the Service.

## **7.7 REPRESENTATIONS TO THE BOARD**

Members shall not make complaints or other representations to the Board or members of the Board except through the Chief of Police.

Nothing in this section shall be applicable to the recognized association of the Service when approaching the Board with a view to discuss matters as provided under the provisions of the Police Services Act 1990 or the terms of a Collective Agreement.

## **7.8 RESIDENCE**

Members shall have a telephone number listed within the member's personnel file.

## **7.9 CHANGE OF ADDRESS OR TELEPHONE NUMBER**

Any member, who has any change of address and/or telephone number, shall notify the Chief of Police or Deputy Chief of Police in writing within forty-eight (48) hours following such change.

## **7.10 TELEPHONE ANSWERING**

Any member of the Service, when answering a police telephone, shall promptly respond by giving the caller the rank or position of the member and the surname of the member.

## **7.11 MARITAL STATUS**

Any member, who has any change in marital status, shall notify the Chief of Police or Deputy Chief of Police in writing within fifteen (15) days following such change.

## **7.10 ASSOCIATION WITH UNDESIRABLE PERSONS**

Members shall not create doubt as to their ability to fulfil the conditions of their Oath of Office by living or associating with persons, through which association, discredit upon the reputation of the member or the Service is likely to result.

### **7.11 SICKNESS OR INJURY**

- a) When it becomes apparent to any member that sickness or injury will prevent the member from reporting for duty, the member shall report such sickness or injury to the Duty N.C.O. or other supervisor:
  - i. On the night shift, at least three (3) hours prior to the commencement of the member's tour of duty, or
  - ii. On the day shift, at least one (2) hours prior to the commencement of the member's tour of duty.
- b) Any member absent through sickness or injury shall report to the Duty N.C.O., giving reasonable notice of the member's intention to return to duty.

### **7.12 TIME OFF DUE TO S.T.D., L.T.D., WORKER'S COMPENSATION, MATERNITY, PATERNITY, OTHER APPROVED LEAVE, SUSPENSION AND APPROVED UNPAID LEAVE**

Should any member be off duty for any of the above mentioned reasons, they shall be considered to be on duty, Monday to Friday, 0800 hours to 1600 hours, for administrative purposes, until such time as they are fit to return to regular duty. Should they be required to attend court, the Court Officer shall issue a subpoena.

### **7.13 REPORTING ABSENCE FROM WORK**

When any member is reporting any absence from work (including calling in sick prior to shift, booking off sick while at work, in all cases of injury whether injured on duty or at home, or if hospitalized). Any absence will be reported to the officer in charge who will update the electronic staffing calendar and notify the Administrator. The officer in charge will advise a senior officer of all absentee members for briefing purposes.

#### **7.14 UNCONDITIONAL RELEASES**

When a person is taken into police custody and after a thorough investigation has been made and there is not sufficient evidence to substantiate laying a charge, such person shall be released immediately and restored as closely as possible to the same conditions that existed prior to the person's detention.

#### **7.15 LIQUOR**

A member, while on duty, shall not consume or possess intoxicating liquor, except as required on official business of the Service.

#### **7.16 CANNABIS**

A member shall not:

- a) While on duty consume cannabis and/or cannabis products.
- b) Consume cannabis and/or cannabis products within 8 hours prior to commencement of duty.
- c) possess cannabis and/or cannabis products,

Except as required on official business of the Service or as prescribed by a medical practitioner.

#### **7.17 FIT FOR DUTY AND DUTY TO REPORT**

Pursuant to sections 7.17 and 7.18 it is expected that at all times members are to report Fit for Duty. Fit for Duty means that a member is mentally, emotionally, and physically able to safely and competently perform assigned duties, without any limitations attributable, but not limited to, illness, injury, fatigue, mental stress or the use and/or after effects of alcohol or drugs. Members have a responsibility to disclose to their supervisor when they are not fit for duty, resulting from medication, substance use, physical injury/illness and/or psychological injury/illness.

#### **7.18 CITIZEN'S COMPLAINT**

Any member shall forthwith notify their Supervisor when receiving a complaint from a citizen against any member of the Service. The Supervisor shall forthwith interview the complainant and shall document the complaint. The documentation of the complaint shall be forwarded to the Deputy Chief of Police or his designate. **SEE PROCEDURES.**

The aforementioned does not preclude the Supervisor from taking immediate and necessary action if illegal or undesirable conditions deem it necessary.

#### **7.19 SMOKING AND CHEWING**

A member, when in uniform, shall not smoke, chew tobacco, gum or other substance in view of the public.

The St. Thomas Police Service facilities are a non-smoking facility. Members of the Service and members of the Public are not allowed to smoke within the facility or in accordance with the Ontario Smoke-Free Ontario Act.

#### **7.20 LITIGATION**

When a writ is served upon a member in a legal proceeding arising out of action taken in the discharge of policy duty, notification or such, together with a statement of the facts giving rise to the proceedings, shall immediately be forwarded to the Chief of Police.

The Chief of Police shall notify the Board Solicitor for such preliminary action, as the Solicitor may deem desirable pending formal instructions from the Board.

#### **7.21 ACCEPTANCE OF GIFTS**

No gratuity, present, reward or any free personal service, including gifts offered at Christmas or any other time of the year by a person or company, shall be taken or accepted by any member.

Nothing in this regulation prohibits a donation to the St. Thomas Police Association or their functions, upon the approval of the Chief of Police.

#### **7.22 OVERTIME AND CALLBACK SLIPS**

All slips will be completed and submitted upon completion of shift. There will be no remuneration unless this procedure has been followed.

#### **7.23 COMPLETION OF DUTY ROSTER**

Supervisors are to ensure that ALL members are included on the electronic duty roster complete with their scheduled shift, time off reason, time off was granted, zone and all other pertinent information.

#### **7.24 SOFT BODY ARMOUR USAGE**

- All sworn operational personnel in uniform SHALL wear their soft body armour while performing their duties outside police headquarters and /or in the court buildings.
- The wearing of soft body armour within the police building is optional.
- All sworn operational personnel assigned to plain clothes (criminal investigations branch, old clothes details, etc.) SHALL have their body armour readily available for use when performing their duties and shall wear the body armour when responding to high-risk incidents.
- It shall be the responsibility of each member of the St. Thomas Police Service to ensure their body armour is maintained in accordance with the manufacturer instructions and report any deficiencies immediately to their supervisor.
- These regulations apply to members of the St. Thomas Police Service while working extra paid duties.
- ALL members of the St. Thomas Police share the responsibility of ensuring that this regulation is adhered to.



#### **7.25 MEMO BOOK RETENTION**

In the event that a current member requires a notebook for court purposes, etc., the officer shall have access to their archived notebooks from the Property Officer. (Policy LE-022 Adequacy Standards).

## Chapter Eight

### **Prisoners**

#### **8.1 SEARCH**

Prior to any prisoner being placed in a cell, a search of such prisoners shall be conducted under the supervision of the duty N.C.O. and any property located shall be placed in the prisoner's property locker. A prisoner search shall be conducted by the same gender of police officer in which case another member shall be within calling distance to verify property removed from the prisoner.

8.2 Prior to any prisoner being placed in a police vehicle, the arresting officers shall search both the prisoner and the police vehicle.

8.3 No person, other than a member of the Service, shall be allowed to remain in any room where a prisoner is being searched.

#### **8.4 INJURED OR ILL PRISONERS**

Unconscious, semi-conscious or apparently injured or ill persons who are in police custody, should be taken immediately by ambulance to the nearest hospital and an incident created outlining the reason why medical attention is required.

#### **8.5 PRISONER'S USE OF TELEPHONE**

Persons under arrest shall, as soon as circumstances permit, be allowed the reasonable, private use of a telephone. Where an accused person telephones his/her lawyer, the telephone in the security room shall be used. Prior to this call being placed, the escorting police officer shall ensure the audio recording device is turned off.

#### **8.6 LUNCHES IN CELLS**

When prisoners are given lunches, communication staff should be notified to monitor the cells. Uneaten food and garbage is to be removed at the first opportunity. In the past, uneaten lunches were left in the cells and used by a prisoner to plug the toilet and food was smeared on the walls. In those circumstances where this type of mischief can be proven, charges shall be laid.

#### **8.7 CARE OF PERSONS IN CUSTODY**

Prisoners may be interviewed only under the direction of, or with the permission of the Officer in Charge, or the Officer in Charge of the case. If required, only lawyers or qualified para-legal will be allowed access to the secure areas of the St. Thomas Police Service, for the purposes of receiving instructions from their clients. It is appropriate to place the lawyer in the cell area, provide them with a chair and allow the interview to take place in the cell area. It is recommended that an Interview cell be used to allow for as much privacy as possible.

**8.8** Prisoners in cells shall be visually checked by a member of the Service at least every fifteen (15) minutes and spoken with or examined as to their condition.

**8.9** Any member who is directly involved with the arrest, detention or release of a person who has visible signs of or complains of an injury, shall note such injury or complaint on an occurrence report or supplementary report as the case may be and forthwith deliver the report to his/her supervisor.

**8.10** Every cell is to be locked when prisoners are confined.

#### **8.11 BASIC RIGHTS**

The basic rights of a person who has been arrested is to retain a lawyer. They must also be allowed to discuss their case in private either in person or on the telephone with a lawyer.

#### **8.12 PRISONER ESCORT TO COURT**

All prisoners in custody (City or OPP), either as a result of remand or a recent court appearance, may be released from the holding area of the Police Service or from court (Elgin County Courthouse) as directed by the sitting Justice.

The prisoner escort log is in place to provide up to date information to the Officer in Charge. This log will give the status of ALL prisoners held in the cells.

The Court Office is responsible for the initial completion, and emailing this log to the N.C.O. at STPS HQ.

The escort officer will maintain the log on all prisoners in the cells. It is this officer's responsibility to update the status of ALL prisoners so that the ECC Supervisor has up to date pertinent information.

## Chapter Nine

### Police Vehicles

- 9.1 No member shall operate a police vehicle unless licensed by the Ministry of Transportation of Ontario.
- 9.2 Members, whose assignment involves the operation of the Police Service's vehicles, shall be subject to the Police Service's testing procedures to ascertain their ability to operate such vehicles.
- 9.3 Members are accountable for the vehicles assigned to them and shall, prior to each tour of duty, examine such vehicle for cleanliness, mechanical defects, damage and all necessary equipment.
- 9.4 Members shall operate only the vehicles that have been assigned to them.
- 9.5 Members shall always lock the ignition switch and remove the keys from any unattended vehicle. The doors and windows shall also be secured except in an emergency. Officer's coming on shift are to ensure they have a complete set of keys. Lost or missing keys MUST be reported to the N.C.O. immediately.

It is the responsibility of the officer going off duty to ensure that the keys are returned in the proper condition to the proper location.

The duty N.C.O. upon receiving a report that keys are missing will call the officer who went off duty at home, and that officer will return to the station and account for the keys.

All police vehicles shall be shut off when being left unattended or parked at the police station. The 'idling parked vehicles' is not permitted without extenuating circumstances or reasonable justification for doing so. Service repair technicians have advised the constantly "idling" of a vehicle (unnecessarily) is hard on the engine/parts. Breakdowns are more apt to occur if this continues increasing potential downtime and preventative costs.

- 9.6 Police vehicles shall be used for police purposes only, unless permission has been granted from a senior officer to use the vehicle(s) in other special circumstances.
- 9.7 When a vehicle becomes unserviceable in any way, the operator of such vehicle shall report immediately to the operator's supervisor and radio dispatcher and shall act upon their instructions.
- 9.8 Members operating motor vehicles shall drive in a cautious manner at all times and obey the Highway Traffic Act of Ontario, its regulations and traffic by-laws of the City of St. Thomas. However, when emergency necessitates exceeding the limitations of those laws, or by-laws, the operator of such vehicle shall drive in a defensive manner and exercise extreme care.
- 9.9 When a police vehicle is involved in a motor vehicle collision with another vehicle, person or object, an officer of supervisory rank shall investigate the accident forthwith and submit a motor vehicle collision report. The driver involved in the collision shall submit an internal Police Service Accident report. The Supervisor responding to the accident, shall upon completion of the investigation submit a report to their Superior outlining the circumstances and include the Supervisor's opinion of any negligence or violations on the part of any of the drivers involved.



- 9.10** Damage to any police vehicle by means other than described in Section 9.9 shall be reported forthwith by such vehicle operator to their supervisor and an occurrence report prepared and submitted by such vehicle operator. The supervisor of the reporting member shall submit a report to their supervisor explaining the details of the matter.
- 9.11** When practicable, it shall be the responsibility of the off-going driver to ensure that the police vehicle is gassed and serviced for the oncoming shift.
- 9.12** Unauthorized person(s) in police vehicles are prohibited.
- 9.13** The wearing of seatbelts in police vehicles is mandatory as required by the Highway Traffic Act.

## Chapter Ten

### **Police Building**

- 10.1 Strict order, discipline and cleanliness are to be observed in the Police station and all other buildings. Members shall not litter any room. Refuse shall be deposited in appropriately placed receptacles.
- 10.2 No person shall be permitted to enter or remain in any part of the police building, other than public areas, without permission of the officer in charge; this section does not include members of the Service or authorized persons on official business.
- 10.3 No person shall be allowed to visit the cells without the permission of the officer in charge.
- 10.4 On a regular basis, building maintenance deficiencies are encountered within our building. Occasionally, they are not promptly addressed or repaired because they are not reported to the appropriate office. To remedy this, any deficiencies encountered by our members are to be reported immediately via email to the attention of the Deputy Chief of Police. In the event of an emergency situation such as water leaks, gas smells, etc., the building superintendent or his designate will be contacted at any time day or night in order that they may assess and minimize any potential damage. It shall be the responsibility of Sunday night shift N.C.O. to ensure that all areas of the security section of the building are searched for contraband including tobacco, matches, drugs, etc. This search will include all cells and washrooms. A report shall be forwarded to the Deputy Chief of Police upon locating any contraband during these searches outlining the items located, location discovered, the time and date of the find and any other relevant information.

# BY-LAW 4-2024

## Fee Schedule

### ST. THOMAS POLICE SERVICE



PASSED AND ENACTED AT THE CITY OF ST. THOMAS  
THIS 15<sup>th</sup> DAY OF FEBRUARY, 2024

**ADD SIGNATURE**

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Chair, Police Services Board

# ST. THOMAS POLICE SERVICES BOARD

## BY-LAW #4

A by-law to regulate the implementation of the St. Thomas Police Service Fee Schedule.

Whereas a Police Services Board may, by by-law, make regulations for the government of the St. Thomas Police Service for preventing neglect or abuse, and for rendering it efficient in the discharge of its duties under the *Police Services Act*, R.S.O. 1990;

**BE IT THEREFORE ENACTED** by the St. Thomas Police Services Board By-Law 4-2024 as follows:

St. Thomas Police Service Board Fees and Charges for Services		
Service	Document/Service	Fee
<b>Fingerprints</b>		
Personal Request , Record Suspension, Visa, Adoption, Waiver, etc.		\$ 30.00
RCMP fee where applicable		\$ 25.00
<b>Criminal Record Checks - Residents of St. Thomas</b>		
Employment		\$ 40.00
Volunteers / Students		\$ 15.00
Extra Copies (not available for VS checks)		\$ 5.00
Record Suspension Local Indices Check		\$ 50.00
<b>Freedom of Information Requests</b>		
Application Fee		\$ 5.00
USB (if required)		\$ 10.00
Photocopies & Computer Printouts	Per page	\$ 0.20
<b>Motor Vehicle Accident Reports</b>		
Accident Reconstruction		\$ 1,500.00
Motor Vehicle Accident Reports	Insurance Requests (Personal Requests to be directed to MTO website)	\$ 40.00
<b>General Report Requests &amp; Court Orders</b>		
Insurance Requests		\$ 40.00
Video Redaction		\$ 40.00 / hour
USB		\$ 20.00
Photographs on USB's		\$ 30.00
Photocopies & Computer Printouts	Per page	\$ 0.20
Effective: January 25, 2023		

This by-law shall come into force and take effect on the 15th day of February 2024.

READ A FIRST AND SECOND TIME this 15th day of February 2024.

READ A THIRD TIME AND PASSED this 15th day of February 2024.

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Name

Chair, Police Services Board

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Tiffany Terpstra

Secretary, Police Services Board

BY-LAW 5-2024  
Recruitment of  
Chief of Police & Deputy Chief of Police  
ST. THOMAS POLICE SERVICE



PASSED AND ENACTED AT THE CITY OF ST. THOMAS  
THIS 15<sup>th</sup> DAY OF FEBRUARY, 2024

**ADD SIGNATURE**

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Chair, Police Services Board

# ST. THOMAS POLICE SERVICES BOARD

## BY-LAW #5

A by-law to regulate the Recruitment of the Chief of Police and Deputy Chief of Police.

Whereas a Police Services Board may, by by-law, make regulations for the government of the St. Thomas Police Service for preventing neglect or abuse, and for rendering it efficient in the discharge of its duties under the *Police Services Act*, R.S.O. 1990;

**BE IT THEREFORE ENACTED** by the St. Thomas Police Services Board By-Law 5-2024 as follows:

It is the policy of the St. Thomas Police Services Board (PSB) that:

1. The PSB will recruit and appoint the Chief and Deputy Chief of Police as legislated in Ontario Police Services Act,
2. Will be dedicated to ensuring professional, ethical, and collaborative leaders who will exhibit a strong sense of commitment to the community of St. Thomas. The Chief and Deputy of Police will present a visible and respectful profile while leading the St. Thomas Police Service, and is dedicated to maintaining and creating new partnerships with the residents, businesses and stakeholders within the area.

### **A. Knowledge, Skills and Abilities for Chief and Deputy Chief of Police:**

- Proven leader who recognizes the significance of working collaboratively.
- Demonstrates ability to understand, communicate, and effectively interact with people across all cultures.
- Able to recognize and value differences in approaches to work and care about the mental well-being of employees.
- An exceptional communicator, able to thoughtfully represent the interests of the Police Service and the City, with a high level of community presence and responsiveness.
- Executive management training or completion of equivalent training.
- Candidates must possess well-developed communication and public presentation skills, as well as the utmost integrity, and be committed to the long-range success of the St. Thomas Police Service and the City of St. Thomas.
- Exceptional personal character that will inspire the loyalty and confidence of the Service and community.



- Knowledge of police operations, administration and policies.
- Budget planning, analyzing, preparing and monitoring experience.
- Able to plan, organize, and administer a comprehensive police service program.
- High-level of critical and analytical thinking skills
- A thorough understanding of the challenges facing modern policing, a strong business acumen, and the ability to implement creative but practical solutions to the challenges of a growing community.

## **B. Police Chief and Deputy Duties and Responsibilities:**

- Ensure the service reflects the diversity and demographics of the community.
- Manage the police service, which includes hiring, assessing and disciplining personnel.
- Ensure training of police members as mandated and required.
- Establishment and maintenance of a healthy working environment for all personnel.
- Develop policies and procedures.
- Lead the day-to-day operations of the police service by preparing reports, overseeing investigations (e.g. complaints) and maintaining safety and well-being of the City of St. Thomas.
- Submission of clear and complete materials such as policies, procedures, and reports.
- Work closely with the Police Services Board and City Council for planning the annual operating budget of the police service.
- Develop programs that will prevent criminal activities within your scope of jurisdiction.
- Perform community public relations duties and attend meetings as required.
- Responsible for leading the development, implementation and communication of policing and operational support strategies needed to advance positive community safety and well-being outcomes (i.e. Business Planning).
- Responsible for implementing the goals, objectives, and priorities established through the strategic planning process and embrace the Service's Mission, Vision and Values.
- Contribute to continued organizational success by playing a key role in managing the services human, financial and capital assets, and by pursuing excellence in community engagement, partnerships, planning and performance measurement.
- Guide the advancement of the Service through investments in training, technology and management development.

## **C. Police Chief and Deputy Chief Minimum Qualifications**

- The Chief of Police must possess a post-secondary university degree and have a minimum of fifteen years policing experience and a minimum of five years in an

administrative role as a sworn police officer and a demonstrated record of exceptional personal integrity, high ethical standards, and a commitment to continuous learning and education.

- The Deputy Chief of Police must possess a completed post-secondary education and have a minimum of fifteen years policing experience and a minimum of three years in an administrative role as a sworn police officer and a demonstrated record of exceptional personal integrity, high ethical standards, and a commitment to continuous learning and education
- The Chief and Deputy Chief of Police must be a graduate of the Ontario Police College or equivalent Canadian police training.
- Preference may be awarded to those possessing advanced post-secondary education and/or senior police administration experience.
- The Chief and Deputy Chief of Police must have a strong sense of community, possess excellent communication and interpersonal skills to build and maintain constructive relations with employees, the Police Association, and a diverse group of government and community partners.

#### **D. Recruitment Process for Chief and Deputy Chief of Police**

1. The Police Services may appoint a Chief and / or Deputy Chief of Police from within the St. Thomas Police Service who meet the requirements as outlined in Sections A, B, and C.
2. The Police Services Board may elect to hold an internal process and invite STPS members who meet the required qualifications and experience to apply as outlined in Sections A, B, and C.
3. For internal candidates, the Police Services Board will require a positive recommendation from the current Chief of Police.
4. The Police Services Board may elect to publicly announce a recruitment process and invite internal and external candidates to apply who meet the above requirements as outlined in Sections A, B, and C.
5. Prior to completion of the selection process and if necessary, the Police Services Board may have an internal candidate enter into an Acting capacity for the position of Chief or Deputy Chief of Police.

The St. Thomas Police Services Board recognizes the importance of succession planning, employee development and growth at all levels of management and leadership. Preference may be awarded to internal candidates that possess the requisite competencies. Such a

model promotes employee retention, development, organization preparation for the future and recognition of commitment to the St. Thomas Police Service and the community.

This by-law shall come into force and take effect on the 15th day of February 2024.

READ A FIRST AND SECOND TIME this 15th day of February 2024.

READ A THIRD TIME AND PASSED this 15th day of February 2024.

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Name

Chair, Police Services Board

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Tiffany Terpstra

Secretary, Police Services Board

BY-LAW 6-2024  
Regulation of Hearings Before the  
Board  
ST. THOMAS POLICE SERVICE



PASSED AND ENACTED AT THE CITY OF ST. THOMAS  
THIS 15<sup>th</sup> DAY OF FEBRUARY, 2024

**ADD SIGNATURE**

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Chair, Police Services Board

# ST. THOMAS POLICE SERVICES BOARD

## BY-LAW #6

A by-law to regulate Hearings before the Board.

Whereas a Police Services Board may, by by-law, make regulations for the government of the St. Thomas Police Service for preventing neglect or abuse, and for rendering it efficient in the discharge of its duties under the *Police Services Act*, R.S.O. 1990;

**BE IT THEREFORE ENACTED** by the St. Thomas Police Services Board By-Law 6-2024 as follows:

### 1.0 DEFINITIONS

- (1) "ACT" means the Police Services Act, R.S.O. 1990, c. P.15, as amended, or any successor legislation.
- (2) "BOARD" means The St. Thomas Police Services Board.
- (3) "CHAIR" means the Member elected as Chair of the Board by its Members, pursuant to the *Act*.
- (4) "CHIEF OF POLICE" means the Chief of Police for The St. Thomas Police Service or his or her designate.
- (5) "MEMBER" means a Member of the Board and includes the Chair.
- (6) "EXECUTIVE ADMINISTRATOR" means the Executive Administrator of the Board.
- (7) "HEARING" means the decision-making process of the Board pursuant to sections 44, 47, 52 and 53 of the *Act*.
- (8) "HEARING COMMITTEE" means a Hearing Committee comprised of two or more Members who have the delegated authority to conduct any Hearing on behalf of the Board as provided for under the *Act*, including the authority to make any decisions on the Board's behalf.

### 2.0 HEARINGS

- 2.1 A Hearing pursuant to section 44, 52 and 53 of the *Act*, or any replacement legislation shall consist solely of the written reasons for the termination, the written reply of the police officer, auxiliary member or special constable, as applicable, and the oral submissions as provided for in this Policy. No other submissions, information or

documents, whether oral or in writing, shall be permitted.

- 2.2 A Hearing pursuant to section 47 of the *Act*, or any replacement legislation shall consist solely of the written evidence and the oral submissions as provided for in this Policy. No other evidence, submissions, information or documents, whether oral or in writing, shall be permitted.
- 2.3 For greater certainty, the provisions set out in this Policy are solely for the purpose of assisting the Board in making its decision pursuant to sections 44, 47, 52 and 53 of the *Act* or any replacement legislation and nothing herein shall give any police officer, employee or special constable of the Board, as applicable, any greater rights than as set out in the Act.
- 2.4 In accordance with section 37 of the *Act*, the *Statutory Powers Procedure Act*, R.S.O. 1990, c. S.22, as amended, does not apply to the Board, including the conduct of any Hearings as provided for herein.
- 2.5 The respondent police officer, employee, auxiliary member or special constable of the Board, as applicable, may request an opportunity to make oral submissions at a Hearing pursuant to sections 44, 47, 52 and 53 of the *Act* or any replacement legislation. However, the Board retains the discretion to determine the manner of the hearing and whether oral submissions will be permitted.

### 3.0 DELEGATION OF HEARINGS

- 3.1 The Board may conduct a Hearing or may delegate to a Hearing Committee that is comprised of two or more Members the authority to conduct any Hearing on behalf of the Board as provided for under the *Act* including the authority to make any decisions on the Board's behalf.
- 3.2 The decision of a Hearing Committee exercising any authority delegated to it by the Board is final. There is no appeal from the decision of a Hearing Committee, by any party, to the Board. The Board shall not take any action, including but not limited to consideration of any motion by a Member with respect to such decision, except as required in furtherance of the implementation of such decision. The individual that is the subject of the decision pursuant to section 47 of the *Act* has rights of appeal to the Ontario Civilian Police Commission as provided for under the *Act*.

### 4.0 PARTIES TO A HEARING

- 4.1 The parties to the Hearing are the Chief of Police and the respondent police officer, employee, auxiliary member or special constable of the Board, as applicable. A party may be self-represented or represented by counsel or agent.

## **5.0 NOTICE OF HEARING**

**5.1** The Executive Administrator shall set the time and place for a Hearing and shall give notice of the Hearing to the parties in writing:

(a) personally;

(b) by electronic mail to any party who provides an electronic mail address and written consent to notice in such manner (which may be in electronic form) to the Executive Administrator; or

(c) by regular mail or prepaid courier to the party's most recent address known to the Executive Administrator and notice shall be deemed to have been given, unless the contrary is shown, on the fifth (5th) business day following the day on which it was mailed or on the second (2nd) business day following the day on which it was couriered, as the case may be.

**5.2** A notice of a Hearing should include:

(a) a reference to the statutory authority under which the Hearing will be held;

(b) a statement of the time, place and purpose of the Hearing;

(c) a statement that if the party does not attend the Hearing then the Board or Hearing Committee, as the case may be, may proceed in the absence of that party and the party will not be entitled to any further notice in the proceeding; and

(d) information pertaining to any deadlines for written replies by the parties.

**5.3** Where a notice of Hearing has been given to a party in accordance with this Policy, and the party does not attend, the Board or the Hearing Committee, as the case may be, may proceed in the absence of the party and that party is not entitled to any further notice in the proceedings.

## **6.0 PRODUCTION**

**6.1** With regard to a Hearing pursuant to section 44, 52 and 53 of the *Act*, at least twenty-one (21) calendar days before the date of the Hearing, the Executive Assistant shall provide the police officer, auxiliary member or special constable, as applicable, with reasonable information in writing with respect to the reasons for the termination (including any submissions or law relied upon) and the police officer, auxiliary member or special constable, as applicable, may provide a written response (including any submissions or law relied upon) to the Executive Assistant and the Chief of Police, provided that such written response is received by the Executive Administrator and the Chief of Police by no later than ten (10) calendar days before the day of the Hearing. The Chief of Police may provide



written reply (including any submissions or law relied upon) to the aforementioned written response provided that such reply is provided to the police officer, auxiliary member or special constable, as the case may be, by no later than four (4) calendar days before the day of the Hearing.

- 6.2** With regard to a Hearing under section 47 of the Act, at least thirty (30) calendar days before the date of the Hearing, the Executive Administrator shall provide the employee party with a copy of the two reports of medically qualified practitioners and any other written evidence, submissions and law relied upon which the Board or the Hearing Committee will consider at the Hearing and the employee may provide any written evidence, submissions and law relied upon to the Executive Assistant and the Chief of Police, provided that such written evidence is received by the Executive Assistant and the Chief of Police by no later than fifteen (15) calendar days before the day of the Hearing. The Chief of Police may provide written reply to the employee's written evidence provided that such reply is provided to the employee by no later than four (4) calendar days before the day of the Hearing.
- 6.3** For the purposes of subsection 6.2 of this section, any written evidence of the parties may: (a) be sworn or unsworn; (b) include reports of any expert; and (c) be a photocopy thereof provided that the Board or Hearing Committee, as applicable, is satisfied with its authenticity.
- 6.4** A party may refer to case law in his or her oral submissions at the Hearing, provided that such party provides copies of such case law to the other party(ies) of the subject Hearing and to the Executive Administrator as part of their written submissions as set out in this section.
- 6.5** The Executive Administrator shall provide all documentation provided by the parties to a Hearing pursuant to this section to the Board or the Hearing Committee conducting the hearing, as the case may be, at least three (3) business days prior to the Hearing.

## **7.0 EXPERT WITNESSES**

- 7.1** For the purposes of subsections 6.2 & 6.3, an expert witness is a person who is qualified to provide professional, scientific or technical information and opinion based on special knowledge through education, training or experience in respect of the matters on which he or she will testify.
- 7.2** Where a party intends to rely on or refer to the evidence of an expert witness, that party shall provide to every other party the following information in writing:
- (a)** the name of the expert witness;
  - (b)** the qualifications of the expert witness, referring specifically to the education,

training and experience relied upon to qualify the expert;

(c) a report that sets out the expert's conclusions and the basis for those conclusions on the issues to which the expert will provide evidence to the Board; and

(d) where that party intends to rely on or refer to a report of the expert witness at the hearing, a copy of the report signed by the expert witness.

## **8.0 CLOSED HEARING**

**8.1** The Board or Hearing Committee, as applicable, may make the determination to exclude the public from all or part of a Hearing if they are of the opinion that:

(a) matters involving public security may be disclosed and, having regard to the circumstances, the desirability of avoiding their disclosure in the public interest outweighs the desirability of adhering to the principle that proceedings be open to the public; or

(b) intimate financial or personal matters or other matters may be disclosed of such a nature, having regard to the circumstances, that the desirability of avoiding their disclosure in the interest of a person affected or in the public interest outweighs the desirability of adhering to the principle that proceedings be open to the public.

**8.2** Notwithstanding subsection 8.1, a hearing or part of a hearing shall be closed to the public if the subject matter to be considered cannot be publicly disclosed pursuant to the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990. c.M.56 as amended.

**8.3** Notwithstanding subsections 8.1 & 8.2, the Board or the Hearing Committee, as the case may be, may, after the Hearing is complete, exclude the public and the parties to deliberate in relation to its decision.

## **9.0 ORDER OF PRESENTATION**

**9.1** Where oral submissions are being made, the order of presentation at the Hearing will be as follows:

(a) the Chief of Police will be invited to make an oral submission pertaining to the written documentation before the Board or Hearing Committee, as applicable;

(b) the police officer, employee, auxiliary member or special constable, as applicable, will be invited to make an oral submission pertaining to the written documentation before the Board or Hearing Committee, as applicable; and

(c) the Chief of Police will be invited to make any oral reply submissions to the submissions of the police officer, employee, auxiliary member or special constable, as applicable.

- 9.2 The Board or Hearing Committee, as applicable, may limit any oral submissions pursuant to subsection 9.1 of this section if the oral submissions are unduly repetitious or abusive.

## **10.0 DECISION**

- 10.1 At the conclusion of the Hearing, the Board or the Hearing Committee, as applicable, shall render its decision in writing, with reasons. The Board or the Hearing Committee, as applicable, may reserve its decision and provide its decision in writing to the parties on a later date as soon as reasonably practicable following the Hearing. The decision of the majority of the Board or the Hearing Committee, as applicable, who presided at the Hearing, shall constitute the final decision.

- 10.2 A notice of decision should be provided by the Executive Administrator to the parties to the Hearing as soon as reasonably practicable following the rendering and release of the decision by the Board or Hearing Committee. A notice of decision shall be provided in writing:

(a) personally; or

(b) by electronic mail to any party who provides an electronic mail address and written consent to notice in such manner (which may be in electronic form) to the Executive Administrator; or

(c) by regular mail or prepaid courier to the party's most recent address known to the Executive Assistant and the notice of decision shall be deemed to have been given, unless the contrary is shown, on the fifth (5th) business day following the day on which it was mailed or on the second (2nd) business day following the day on which it was couriered, as the case may be.

- 10.3 A notice of decision by a Hearing Committee shall be provided by the Executive Administrator to the Board, for information purposes only, as soon as reasonably practicable following the rendering and release of the decision.

## **11. GENERAL**

- 11.1 Despite anything in this Policy, the Board or the Hearing Committee, as applicable, may vary these procedures provided herein in respect of any Hearing if it determines that such variance is reasonably necessary to make its decision or for efficiencies.

- 11.2 A Hearing may be adjourned from time to time by the Board or a Hearing Committee,

as applicable, of its own motion or where it is shown to the satisfaction of the Board or Hearing Committee, as applicable, that the adjournment is required to permit an adequate Hearing to be held.

- 11.3 The Board or the Hearing Committee, as the case may be, is not required to provide minutes, transcripts or any other recording of any of the proceedings under this Policy.

This by-law shall come into force and take effect on the 15th day of February 2024.

**READ A FIRST AND SECOND TIME** this 15th day of February 2024.

**READ A THIRD TIME AND PASSED** this 15th day of February 2024.

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Name

Chair, Police Services Board

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Tiffany Terpstra

Secretary, Police Services Board



St Thomas Police Service

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St. Thomas, ON - January 31, 2024

St. Thomas Police Service Selected as Recipient of Great-EST Needs Fund Grant

The St. Thomas Police Service is thrilled to announce its selection as a recipient of a generous grant from the Great-EST Needs Fund within the Elgin-St. Thomas Community Foundation. This significant grant will directly contribute to the enhancement of mental health and overall wellness initiatives for our dedicated members.

<https://stps.on.ca/st-thomas-police-service-selected-as.../>





**For Elgin. For Ever.**

**12/11/2023**

City of St. Thomas  
PO Box 520  
545 Talbot St.  
St Thomas, ON N5P 3V7

Hello!

It is our pleasure to announce that your organization is a recipient of a grant for \$11,600.00 from the Great-EST Needs Fund within Elgin-St. Thomas Community Foundation. This Fund consists of Bill and Linda Tarry Family Fund, Collier Family Fund, Doug Tarry Limited Community Fund, Great-EST Needs Fund, Mable Blakley and Harold O'Connor Family Fund, and Mac and Joyce Hepburn Fund. This grant is for PeerConnect Software.


For more information about any of these funds, please visit our website, [www.escf.ca](http://www.escf.ca).

Acknowledgement or public recognition of this grant should be worded as follows: "the Great-EST Needs Fund within Elgin-St. Thomas Community Foundation".

Please do not issue a Charitable Tax Receipt for this grant.

As a grant recipient, we would like to publicly celebrate the generosity of this grant. A short story of what this grant means to your organization with any digital photos of the program would be welcomed. We may use this information in our annual report or on social media to share your accomplishments with others. This can be emailed to [kscott@escf.ca](mailto:kscott@escf.ca)

Congratulations, and thank you for your continued great work.

  
Natasha Newby  
Executive Director  
[nnewby@escf.ca](mailto:nnewby@escf.ca)

**MARC. T. ROSKAMP**  
Chief of Police

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**SCOTT E. BARNES**  
Deputy Chief of Police

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December 14, 2023

Elgin-St. Thomas Community Foundation  
**Attention: Natasha Newby – Executive Director**  
750 Talbot Street – Suite 103  
St. Thomas, ON N5P 1E2

Ms. Newby,

We are extremely pleased that you have chosen the St. Thomas Police Service as a recipient of a grant for \$11,600.00 from the Great-EST Needs Fund within Elgin-St. Thomas Community Foundation.

From our first meeting with members of your Board, it was clear to me that the goal of Elgin-St. Thomas Community Foundation was indeed to make a difference in the community that we call home. You and your Board were compassionately receptive and inquisitive to the mental health and wellbeing of members of our police service. As you know, the past year has been very difficult for the policing sector having lost 11 police officers in Canada to tragic and preventable circumstances. These occurrences have changed the collective heart of police officers and their families. There is no question, our police officers are engaged in extraordinary work every day and your recognition validates the concerns we have in ensuring member wellness.

Your gift will be applied to a specific mobile application tool called PeerConnect (<https://firstresponsemh.com/peerconnect/>). This tool will assist our members to better connect to health programming and resources whenever and wherever they need it. The mobile application works to proactively connect every member of our organization with their peer team for structured mental health and wellness conversations.



This tool reduces stigma, anxiety and normalizes the seeking out of supports and customizes individual, curated and trusted peer individuals and teams that are trained to provide immediate coordination of care. Your generosity will ensure private and anonymous support for our members with 24/7 coverage, which ultimately supports our ability to deliver services by reducing medical leaves and therefore lost time.

Commitment to the wellness of police service members is one of our top priorities. *If we are healthy on the inside, we will be healthy on the outside to deliver the services to our community.* Your gift will very quickly benefit our members and their families by modernizing their connections to care.

On behalf of the St. Thomas Police Service, please accept my sincerest appreciation for your generosity.

With thanks,

A handwritten signature in black ink, appearing to read 'MR', is positioned above the printed name.

Marc Roskamp  
Chief of Police

**DAN REITH**  
Chair

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**JOE PRESTON**  
Vice Chair

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December 11, 2023

To: Board, London District Catholic School Board  
Board, Thames Valley District School Board

From: Dan Reith - Board Chair, St. Thomas Police Service

**RE: School Resource Officer (SRO) Program – St. Thomas Police Service**

We trust our correspondence finds you well.

The St. Thomas Police Service Board is of the shared view it is time to return School Resource Officers (SRO) to the thirteen (13) public and catholic board schools within our jurisdiction.

The SRO review began in 2020. What has become evident is the unfolding of a biased agenda, cloaked within processes that are delivering outcomes/recommendations that do not align with or are in direct conflict with established provincial legislation and regulatory obligations required for adequate and effective delivery of community policing. During all of this we have witnessed a significant decline in the safety and security of students and teachers in St. Thomas schools.

**SCHOOL STATISTICS – FROM 2021 TO DATE:**

- Calls for police services to St. Thomas schools have increased 55%.
- Non-violent matters have doubled.
- Violent matters have increased 40% (bullying, fights, sexual assaults & weapons)
- In 1 secondary school violent incidents have increased 1000%

Our community parents, students, teachers, school staff and respective school board trustees have repeatedly voiced their concerns to our service and stated a clear desire for a return of the SRO to ensure safe and secure learning.

As a police service board our duties are clearly prescribed:

- Govern police policy
- Establish priorities
- Assist with establishing objective and policies
- Provide our community with adequate and effective police services
- Provide direction to our Chief of Police

It is difficult for our service to fulfill its mandate to certain sectors of our community when our school boards have chosen to blatantly ignore local needs of their catchment area. By both (Thames Valley District and the London District Catholic) School Boards attempting to apply a one-size fits all approach to a problem that has no evidentiary support in our community, has directly resulted in making our community less safe and our schools less desirable to students, parents, board(s) staff and the general public.

While we appreciate the intent and purpose of the SRO review, it is time for each school board to take a hard look at the reality of local needs beyond the city of London schools and ensure that St. Thomas schools have the same access to police support and security as the respective board offices do. We would be pleased to discuss this matter further to help secure the return of SRO into St. Thomas schools in of 2024. Time is of the essence.

We trust all is in order and we remain,

Respectfully,



Dan Reith  
Chair, Police Services Board



December 5, 2023

To: Board, London District Catholic School Board  
Board, Thames Valley District School Board

From: Chief of Police Community Inclusion Council

**RE: School Resource Officer Program – St. Thomas Police Service**

Members of the Board and Trustees,

On behalf of the *Chief of Police - Community Inclusion Council* for the St. Thomas Police Service, we are writing to advise of a matter that brings our Council serious concern.

The mission of our Council is to provide input and recommendations to the Chief of Police and to assist in continuing to build strong relationships with members of the community. In doing so, we aim to understand, appreciate, recognize and respond with informed strategies and approaches to a pluralistic, multi-racial, multi-cultural and ever-changing demographics in St. Thomas and the broader Ontario Society, with respect to religion, ethnicity, sexual orientation and gender identity and celebrations.

Our vision remains focused on one key area – a safe and inclusive community. Our purpose is clear – to inform on matters related to equity, diversity, inclusion and the elimination of racism and discrimination on strategic priorities using an intersectional and community driven approach.

During a recent meeting held on November 28, 2023, we discussed the concerning levels of safety within our schools. Through discussion with our Chief of Police, a crime analysis was presented that clearly provided data reflecting significant increases related to police calls for service to all schools. Of particular concern is the 40% increase in violence, weapons, sexual assaults and bullying that is occurring within schools. Assaults alone have risen 60%. Two St. Thomas secondary schools have seen a 200% increase in violent incidents from 2021 to 2022.

We have been informed on the continued pause to the School Resource Officer Program throughout the Thames Valley District School Board & London District Catholic School Board region. We understand that a review process has been ongoing for several years as led by the *Centre for Organizational Effectiveness (CfOE)* with a final report scheduled to be presented to the Board of Trustees in December 2023. We understand that portions of the final report are in conflict with legislative and regulatory obligations that are required for adequate and effective service delivery by the police.

As a representation of the broader racialized community in St. Thomas, we do not see the continued value of prolonging the SRO pause that has been implemented in our schools. The conditions have worsened within schools and a new path forward is immediately required. We understand that there have been incidents where people within marginalized communities have not felt safe with officers in schools and propose a two prong approach to be adapted including mental health professionals and police who have received specific training for this role, to achieve the safety and well-being of all students and teachers. The conditions have worsened within schools and a new path forward is immediately required.

We support the vision of the St. Thomas Police Service in building strong and meaningful relationships with all members of the community and there strongly urge the Thames Valley District School Board & London District Catholic School Board to reinstate the School Resource Officer Program at the earliest.

Sincerely,



Jason Jackson (Mr.)

**Chair | on behalf of all Council Members**

Copy: Chief of Police – Community Inclusion Council



**Chair of the Board:**

Beth Mai

**Trustees:**

Carol Antone  
Dave Cripps  
Leeanne Hopkins  
Marianne Larsen  
Sherri Moore  
Arlene Morell  
Leroy Osbourne  
Lori-Ann Pizzolato  
Sheri Polhill  
Meagan Ruddock  
Christian Sachs  
Bruce Smith

**Student Trustees:**

Jana Anan  
Frederick Nicholas  
Savrup Saran

**Director of Education:**

Mark Fisher

**Education Centre**

1250 Dundas Street  
London, Ontario  
N5W 5P2

519-452-2000 Ext:  
20219

[www.tvdsb.ca](http://www.tvdsb.ca)

December 11, 2023

Chief of Police - Community Inclusion Council  
St. Thomas Police Service  
45 Caso Crossting,  
St. Thomas, ON N5R 0G7

Re: Correspondence received on December 5 on the School Resource Officer Program

Members of Chief of Police – Community Inclusion Council,

On behalf of the Thames Valley District School Board, Board of Trustees, I would like to thank you for taking the time to provide public input to the board.

Your letter regarding the School Resource Officer Program Review has been shared with all members of the board.

The program review process was undertaken by a team comprised of representatives from two local school boards, local police services from the four municipalities, and community leaders representing Black, Indigenous, and other equity deserving communities. In addition, a Youth Advisory Council was formed to support this student- and community-led process.

A committee of the Board will receive a final report this week. The work of the committee will inform the board's next steps. The board has not made any decision on this matter at this time. Future decisions will be shared publicly in keeping with our processes.

Thank you,

A handwritten signature in black ink, appearing to be "B. Mai".

Beth Mai  
Chair of the Board  
Thames Valley District School Board

cc: Mark Fisher, Director of Education  
Trustees  
Student Trustees



St Thomas Police Service

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The St. Thomas Police Services Board and the Executive Leadership Team sponsored a family through St. Thomas-Elgin Social Services for Christmas 2023.

Members of the Board and Executive Leadership presented the gifts to Heather Sheridan – Director of Social Services









ST. THOMAS • ELGIN  
Local Immigration Partnership

# Immigrant Survey Report

2023



## Introduction

In June 2023, STELIP facilitated a survey to understand the experiences, challenges, and recommendations of immigrants in the St. Thomas-Elgin area. This was the first year STELIP conducted the survey, and to our knowledge, the first time a dedicated survey about immigrant experiences in St. Thomas-Elgin has been undertaken.

The survey was open to any immigrant (age 16+) who lived, worked, or studied in St. Thomas or Elgin County at the time of the survey. For the purposes of the survey, “immigrant” was defined broadly as anyone who was born outside of Canada.

The St. Thomas-Elgin area, as it is referred to in this report, encompasses all seven municipalities of Elgin County (Bayham, Aylmer, Malahide, Central Elgin, Southwold, Dutton-Dunwich, West Elgin) as well as the City of St. Thomas.

Data from the 2021 Canadian census is included throughout this report for comparison purposes. All census data is for the Elgin County Census Division, which likewise includes St. Thomas and all of Elgin County.

A total of 99 immigrants participated in the survey. Of this total, 68 completed the full-length survey, and an additional 31 completed a shorter version in English, Spanish, or Ukrainian. Most questions were optional, so not all participants answered every question. The number of respondents for each individual question is listed in the footnotes.

While the survey sample size is not large enough to be a statistically significant representation of all immigrants in St. Thomas-Elgin, the results still provide important insight into the perspectives and experiences of those immigrants who participated in the survey.

The following survey findings can be used to start to build an understanding of immigrant experiences in St. Thomas and Elgin County.



## Executive Summary

- A total of 99 immigrants completed the survey (68 completing the full-length survey and 31 completing the shorter survey). The respondents represented most major categories of immigration, including permanent and temporary residents and Canadian citizens. However, refugees were underrepresented in the survey respondents compared to census data; notably there were no privately-sponsored refugee respondents.
- Nearly half of the respondents had been in Canada for 5 years or less (46%), while over a third (37%) had lived in Canada for over 10 years.
- While survey respondents represented both St. Thomas and most of the rural municipalities, a large majority of respondents were from St. Thomas (77%), with no respondents from the west Elgin region (municipalities of Dutton-Dunwich and West Elgin).
- The survey respondents were diverse, representing many different racial and language groups. Of the respondents, 71% were racialized, meaning they identified with a race/population group other than white (most common: Black (26%), South Asian (19%), Filipino (10%)). Racialized respondents were overrepresented compared to the proportion of immigrants who are racialized according to 2021 census data for St. Thomas and Elgin County. Respondents spoke 25 different languages, with 61% indicating their first language was something other than English. Common first languages spoken included: English (39%), Spanish (7%), Ukrainian (7%), Gujarati (6%) and Tagalog (6%). Two-thirds of the respondents indicated that they spoke English well or very well.
- Respondents had a high level of participation in the workforce, with 85% employed and 12% looking for work.

## Education and Employment

- Respondents were highly educated, with 82% having a college or university degree, compared to 47% of the overall population who have some kind of postsecondary certificate, diploma or degree.
- Despite most respondents being employed and highly educated, 26% indicated that their job did not match their skills.

## Income and Housing

- While the majority of respondents indicated that they had sufficient income to cover their needs (54%) and suitable and affordable housing (83%), a sizable minority of respondents did not have enough income to cover their needs (43% not quite enough, 4% definitely not enough) or suitable and affordable housing (17%). Racialized respondents had higher percentages of insufficient income and housing compared to all survey respondents.
- A third of respondents (34%) indicated they had experienced cost of living or money problems, while 21% indicated they had difficulty finding affordable housing.

## Service Use

- Nearly all the respondents (95%) used at least one of the following service categories: health, mental health, recreation services, police, employment and/or skills training, education, settlement/immigration services, language interpretation/translation, English language learning, French language learning, local municipal government/bylaw, transportation services, housing, small business/entrepreneurial supports, legal/courts, and childcare.
- The services with the highest positive ratings were language interpretation/translation (89% of users rated positively), local municipal government/bylaw (84% of users rated positively), and police (84% users rated positively). The services with the highest negative ratings were transportation (76% of users rated negatively) and childcare (44% of users rated negatively).
- When asked about challenges, 28% of respondents reported challenges finding healthcare, 24% reported challenges accessing transportation, and 20% reported challenges finding childcare.

## Connection and Integration

- Half (50%) of the respondents reported that they chose to settle in St. Thomas-Elgin because of affordability. Additionally, 40% reported having family or friends in St. Thomas-Elgin as a reason for settling here.
- Many respondents reported contributing to their community in various ways including helping their neighbours (45%), improving the natural environment like recycling or picking up garbage (39%), and contributing to the local economy through their job (38%).

## Sense of Belonging, Isolation and Discrimination

- While 64% of respondents felt that St. Thomas-Elgin was quite welcoming, an additional 26% felt it was somewhat welcoming, and 10% felt it was not welcoming. Respondents who immigrated under a family category were more likely to feel St. Thomas-Elgin was quite welcoming, while respondents who immigrated under economic categories were less likely to feel St. Thomas-Elgin was quite welcoming. Racialized respondents and respondents that had experienced discrimination were also less likely to feel that St. Thomas-Elgin was quite welcoming.
- Three-quarters (75%) of respondents reported a strong sense of belonging, with the additional 25% reporting a weak sense of belong.
- About a fifth (22%) of respondents felt isolated, with an additional 20% feeling somewhat isolated.
- Over a third (39%) of respondents had experienced discrimination over the previous 12 months.
- Nearly half of the survey respondents (49%) provided a reason for being discriminated against, the most common of which were race or skin colour (41%), immigration status (39%), and accent (31%).

Note that these reasons did not necessarily have to be connected to an instance of discrimination that occurred in the past 12 months.

- For the respondents, discrimination was most likely to have taken place at their job (47%).
- Three-quarters (75%) of respondents reported an overall positive experience settling in St. Thomas-Elgin, while 20% reported an overall neutral settlement experience, and 5% reported a negative settlement experience.

## Challenges

- The respondents reported facing a variety of challenge. When asked to indicate the biggest challenges they faced, the most common answers were cost of living or money problems (34%), finding healthcare (28%), finding work (24%), transportation (24%), and finding affordable housing (21%).

## Solutions to Challenges

- When asked to select three changes that would help immigrants reach their full potential in St. Thomas-Elgin, the most commonly selected were more affordable housing (39% of respondents selected), better programs for immigrants to find work (36%), and education for employers on the value of hiring immigrants (29%). Additionally, 33% of respondents selected “other”, giving responses including better availability of interpretation and translation services, English language learning opportunities in the workplace, and better opportunities for involvement in community leadership and planning.

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# Survey Findings and Analysis

## Immigration Characteristics

### Immigration Category or Status

The survey respondents represented a range of immigration categories or statuses, including temporary and permanent residents and Canadian citizens.<sup>1</sup> The large proportion of family category immigrants follows trends for the region (Table 1). Refugees (including government-assisted, privately sponsored, and refugee claimants) were particularly underrepresented in the survey respondents compared to the proportion of immigrants in St. Thomas-Elgin who are refugees according to 2021 census data (Table 1).

**Table 1 - Immigration Category or Status of Participant**

Status or immigration category	Survey respondents (%)	Immigrant population in St. Thomas-Elgin, 2021 (%)
I immigrated to Canada as a family-category immigrant (sponsored spouse, sponsored parent or grandparent, or other immigrant sponsored by family)	44%	45.4%
I immigrated to Canada as an economic-category immigrant (e.g., Federal Skilled Worker Program, Provincial Nominee Program, Canadian Experience Class, and dependants of economic applicants)	20%	34.7%
I am currently in Canada as an international student	9%	2.7%
I am currently in Canada on a temporary work visa	5%	11.7%
I am currently in Canada on a CUAET (Canada-Ukraine Authorization for Emergency Travel) visa	5%	N/A
I immigrated to Canada as a government-assisted refugee	5%	17.8%
I immigrated to Canada as a privately sponsored refugee	0%	
I am currently in Canada as a refugee claimant	2%	6.2%
I immigrated to Canada as a refugee claimant and am now a permanent resident or citizen	0%	
Other (please specify) <sup>2</sup>	7%	-

Source: STELIP Immigrant Survey 2023, n=99; 2021 Census

<sup>1</sup> Q1 - Which of the following best describes you? (n=99)

<sup>2</sup> Other responses included: I am a protected person; I immigrated on a work permit and am now a permanent resident; I am currently in Canada as a family member of an international student; I came as a visitor and married a Canadian; and I was born Canadian abroad.

Understanding the immigration category or status of the respondents can give important insight into social connections, education and/or skill level, and other characteristics and experiences of some immigrants living in our communities.

### Time Spent in Canada

Almost half the survey respondents (46%) were recent immigrants, having arrived in Canada in the last 5 years (Table 2).<sup>3</sup> Although St. Thomas-Elgin has seen an increase in the numbers of recent immigrants settling in the area over the past decade, a large proportion of immigrants living in St. Thomas-Elgin settled before 2010 (84.8%) according to the 2021 census.<sup>4</sup> This group was underrepresented in the Immigrant Survey, possibly because some older immigrants, particularly those who arrived decades ago, may no longer identify with the term “immigrant”. There may also be an erroneous perception that “immigrant” is synonymous with a racialized person<sup>5</sup>, whereas most of the immigrants in St. Thomas-Elgin are of white, European origin (e.g., British, Dutch, Low German Speaking Mennonite).<sup>6</sup> Possibly some of these immigrants did not feel the survey pertained to them, even though they were eligible to complete the survey, and their experiences make up a large part of immigrant experiences in the region.

**Table 2 - Time Spent Living in Canada**

Time spent living in Canada	Survey respondents (%)
<b>Less than 1 year</b>	9%
<b>1 to 5 years</b>	37%
<b>6 to 10 years</b>	16%
<b>10+ years</b>	37%

Source: STELIP Immigrant Survey 2023, n=99

Nonetheless, the experiences and perceptions of recent immigrants are extremely important, particularly in understanding how newcomers access information, navigate social systems, and overall integrate into St. Thomas-Elgin. This understanding can be used to shape services that meet newcomers’ needs, which is crucial since they often have specific and greater needs (e.g., employment support, access to English language learning etc.).<sup>7</sup>

<sup>3</sup> Q2 - How long have you been living in Canada? (n=99)

<sup>4</sup> Statistics Canada, “Census Profile. 2021 Census,” (2023), *Statistics Canada Catalogue no. 98-316-X2021001*, <https://www12.statcan.gc.ca/census-recensement/2021/dp-pd/prof/index.cfm?Lang=E>

<sup>5</sup> For more discussion about immigrant identity and racialization in Canada, see Sara Shahsiah, “Identity, identification and racialisation: Immigrant youth in the Canadian context,” (2006), [https://rshare.library.torontomu.ca/articles/thesis/Identity\\_identification\\_and\\_racialisation\\_immigrant\\_youth\\_in\\_the\\_Canadian\\_context/14656611](https://rshare.library.torontomu.ca/articles/thesis/Identity_identification_and_racialisation_immigrant_youth_in_the_Canadian_context/14656611), and Government of Canada, “Cultural Diversity in Canada: The Social Construction of Racial Difference,” (2022), [https://www.justice.gc.ca/eng/rp-pr/csj-sjc/jsp-sjp/rp02\\_8-dr02\\_8/toc-tdm.html](https://www.justice.gc.ca/eng/rp-pr/csj-sjc/jsp-sjp/rp02_8-dr02_8/toc-tdm.html).

<sup>6</sup> Statistics Canada, “Census Profile. 2021 Census,” (2023), *Statistics Canada Catalogue no. 98-316-X2021001*, <https://www12.statcan.gc.ca/census-recensement/2021/dp-pd/prof/index.cfm?Lang=E>

<sup>7</sup> Victoria M. Esses, Leah K. Hamilton, Awish Aslam, and Priscila Ribeiro Prado Barros, “Measuring Welcoming Communities: A Toolkit for Communities and Those Who Support Them.” (2023), *Pathways to Prosperity*, <http://p2pcanada.ca/wp-content/blogs.dir/1/files/2023/03/Welcoming-Toolkit-I-Measuring-Welcoming-Communities.pdf>

St. Thomas-Elgin also sees a sizeable amount of secondary migration, where immigrants move to the area after first settling in another community, potentially from a larger urban area like the GTA (Greater Toronto Area).<sup>8</sup> This can result in additional challenges since St. Thomas-Elgin's smaller population and large geographic area means that there may be fewer resources available than in urban areas with high proportions of immigrants, and the available resources can be geographically distant or even inaccessible to newcomers, particularly any newcomers settled in the rural municipalities.

## Demographic Information

### Current Location of Residence

While survey respondents represented both St. Thomas and most of the rural municipalities, a large majority of respondents were from St. Thomas (77%), with no respondents from the west Elgin region (municipalities of Dutton-Dunwich and West Elgin).<sup>9</sup> Immigrants from the east Elgin region were particularly underrepresented in the respondents, comprising 38% of St. Thomas-Elgin's immigrant population but only 11% of survey respondents (Tale 3)

This is likely because many of east Elgin's immigrants are Low German-Speaking Mennonites, who often face a variety of communication barriers and, culturally, are hesitant to take part in research projects.<sup>10 11</sup>

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<sup>8</sup> Statistics Canada, "Target group profile of the population by immigration and citizenship status, Census 2021," (2023), *Community Data Program*, Accessed September 8. 8% of immigrants in Elgin Census Division (St. Thomas-Elgin area) were "migrants" over the past year, and 34% were migrants over the past 5 years, meaning they had moved to a different city, town, township, village etc. Although this figure includes both migrants who moved within St. Thomas-Elgin, and immigrants who migrated directly from their country of origin to St. Thomas-Elgin, it also includes secondary migrants, who came to St. Thomas-Elgin after living in another Canadian community. Of the 1-year migrants, 85% moved within Canada, and the remaining 15% came from outside of Canada. Similarly, for 5-year migrants, 86% moved within Canada and 14% from another country. Anecdotal evidence from local settlement agencies suggests that many immigrants in St. Thomas-Elgin first settled in the Greater Toronto Area.

<sup>9</sup> Q3 - Where do you live? (n=92)

<sup>10</sup> Low German Speaking (LGS) Mennonites are an ethnoreligious group that share both a common religious background and ethnic origin, originating in Western Europe during the Protestant Reformation (1500s) and undertaking various mass migrations throughout the centuries. Since the 1950s, LGS Mennonites have been moving to southern Ontario from Mexico, and to a lesser extent, from other Central and South American countries. This marks a return to Canada, since their ancestors left Western Canada for Mexico in the 1920s.

<sup>11</sup> Rob Haile and Linda Funk, "Improving Accessibility of Health and Social Services for Low German Speaking Mennonites," (2019), *Southwestern Public Health*, <https://www.swpublichealth.ca/en/reports-and-statistics/resources/Evaluations-and-Situational-Assessments/REP-Improving-Accessibility-of-Health-and-Social-Services-for-LGS-Mennonites---201909.pdf>

**Table 3 - Location of Residence**

Region <sup>12</sup>	Survey respondents (%)	Immigrant population in St. Thomas-Elgin, 2021 (%)	Recent immigrant population in St. Thomas-Elgin, 2021 (%) <sup>13</sup>
<b>St. Thomas</b>	77%	40%	49%
<b>East Elgin</b>	11%	38%	31%
<b>Central Elgin</b>	4%	15%	17%
<b>West Elgin</b>	0	7%	4%

Source: STELIP Immigrant Survey 2023, n=92; 2021 Census

## Age

The survey was open to immigrants over the age of 16 who lived or worked in St. Thomas-Elgin. The majority (75%) of survey respondents were in the 25-44 age range (Table 4).<sup>14</sup> The age distribution of the survey respondents more closely matches the age distribution of recent immigrants (arrived in Canada in the last 5 years) than it does the age distribution of all immigrants in St. Thomas-Elgin. This is expected considering the high proportion of recent immigrants who responded to this survey. Immigrants aged 65 or older were particularly underrepresented in our survey, comprising over a third of St. Thomas-Elgin's immigrant population, but only making up 2% of survey respondents.

**Table 4 - Participant and Immigrant Population Age**

Age category	Survey respondents (%)	Immigrant population in St. Thomas-Elgin, 2021 (%)	Recent immigrant population in St. Thomas-Elgin, 2021 (%) <sup>13</sup>
16-19 years	3%	2% <sup>15</sup>	8% <sup>15</sup>
20-24	2%	2%	4%
25-34	38%	10%	33%
35-44	37%	14%	20%
45-54	13%	16%	6%
55-64	5%	17%	4%
65 or older	2%	36%	2%

Source: STELIP Immigrant Survey 2023, n=60; 2021 Census

<sup>12</sup> The east Elgin region includes the Municipality of Bayham, the Town of Aylmer, and the Township of Malahide. The central Elgin region includes the Municipality of Central Elgin and the Township of Southwold. St. Thomas Region includes the City of St. Thomas. The west Elgin region includes the Municipality of Dutton-Dunwich and the Municipality of West Elgin.

<sup>13</sup> "Recent immigrant" is defined as having lived in Canada for 5 years or less.

<sup>14</sup> Q27 - What is your age? (full survey only, n=60)

<sup>15</sup> The age range for the two columns based on 2021 Census data is 15-19, since this is what is reported on the census.

Understanding the age of the respondents can give important insight into the settlement and integration experience. Age can affect various aspects of the integration progress including ability to access community supports and develop social connections. Older adults are more likely to have disabilities and/or to face barriers to mobility, maintaining social connections, and accessing resources.<sup>16 17</sup>

## Gender and Sexuality

There was a fairly even split in the gender of survey respondents, with 47% identifying as male and 53% as female. No respondents identified as non-binary, any additional gender, or selected prefer not to answer.<sup>18</sup> Less than 5% of the participants identified as members of the LGBTQ+ community.<sup>19</sup>

## Racial Identity

The survey results indicated 71% of the respondents were racialized, meaning they identified with a race/population group other than white.<sup>20</sup> The most common racialized identities were Black (26%), South Asian (19%), and Filipino (10%). Another quarter of the respondents identified as White (26%). Racialized respondents were overrepresented compared to the proportion of immigrants who are racialized according to 2021 census data for St. Thomas and Elgin County (Table 5).

**Table 5 - Racial Identity**

Racial identity category	Survey respondents (%)	Immigrant population in St. Thomas-Elgin, 2021 (%)	Recent immigrant population in St. Thomas-Elgin, 2021 (%) <sup>13</sup>
Black (e.g., Black-Caribbean, Black-African, Black-North American)	26%	5%	14%
White	26%	78%	43%
South Asian (East Indian, Pakistani, Sri Lankan)	19%	4%	14%
Filipino	10%	3%	5%
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai)	5%	2%	2%
Other <sup>21</sup>	10%	8%	21%

Source: STELIP Immigrant Survey 2023, n=58; 2021 Census

<sup>16</sup> Federal Disability Report, (2011), <https://www.canada.ca/en/employment-social-development/programs/disability/arc/federal-report2011/section1.html>

<sup>17</sup> Victoria M. Esses, Leah K. Hamilton, Awish Aslam, and Priscila Ribeiro Prado Barros, "Measuring Welcoming Communities: A Toolkit for Communities and Those Who Support Them." (2023), *Pathways to Prosperity*, <http://p2pcanada.ca/wp-content/blogs.dir/1/files/2023/03/Welcoming-Toolkit-I-Measuring-Welcoming-Communities.pdf>, 8.

<sup>18</sup> Q30 - How would you describe your gender identity? (full survey only, n=58)

<sup>19</sup> Q31 - Do you identify as a member of the LGBTQ+ community? (lesbian, gay, bisexual, transgender, queer/questioning) (full survey only, n=55)

<sup>20</sup> Q28 - What would best describe you? (Select all that apply) (full survey only, n=58, with less than five selecting prefer not to answer)

<sup>21</sup> Other responses included: Arab, Latin American, Chinese, and West Asian.

St. Thomas-Elgin has a small, but growing, racialized population: 4.6% in 2021 (referred to as "visible minority" on the census).<sup>22</sup> In St. Thomas, the racialized population sat at 7.1% of the population in 2021, an 82% increase from 2016.<sup>23</sup> The high proportion of racialized survey respondents reflects the most common countries of origin both for recent immigrants in St. Thomas-Elgin and in Canada more generally.<sup>24</sup>

A small racialized population may mean that racialized individuals are more likely to feel isolated.<sup>25</sup> Moreover, a previous survey found that 68% of immigrants and racialized residents<sup>26</sup> of St. Thomas-Elgin experienced discrimination in the past three years, with the most common experience being discrimination on the basis of race or skin colour.<sup>27</sup>

Research also shows that when someone from a dominant group (i.e., white) has positive individual interactions with someone from an oppressed group (i.e., racialized), it can decrease their unconscious racial bias.<sup>28</sup> <sup>29</sup> But with small numbers of racialized residents in St. Thomas-Elgin, there are fewer opportunities for white residents to interact with someone who is racialized, likewise there are less opportunities to decrease unconscious racial bias.

## Faith Community

Survey respondents were members of a variety of faith groups, with respondents indicating four different faith communities (Christian, Muslim, Buddhist, Hindu), in addition to 17% not belonging to any faith community (Table 6).<sup>30</sup> Half of the respondents were Christians (53%), which is slightly less than the 60% of St. Thomas-Elgin residents who reported having a Christian faith on the 2021 census.

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<sup>22</sup> Statistics Canada, "Census Profile. 2021 Census," (2023), *Statistics Canada Catalogue no. 98-316-X2021001*, <https://www12.statcan.gc.ca/census-recensement/2021/dp-pd/prof/index.cfm?Lang=E>. This number reflects a 65% increase in racialized (visible minority) population from 2016.

<sup>23</sup> Statistics Canada, "Census Profile. 2021 Census," (2023), *Statistics Canada Catalogue no. 98-316-X2021001*, <https://www12.statcan.gc.ca/census-recensement/2021/dp-pd/prof/index.cfm?Lang=E>

<sup>24</sup> Statistics Canada, "Census Profile. 2021 Census," (2023), *Statistics Canada Catalogue no. 98-316-X2021001*, <https://www12.statcan.gc.ca/census-recensement/2021/dp-pd/prof/index.cfm?Lang=E>. The most common countries of origin for recent immigrants in St. Thomas-Elgin were: Mexico, United States, India, Jamaica, United Kingdom and Philippines. The most common countries of origin for recent immigrants in Canada were: India, Philippines, China, Syria, Nigeria, and United States.

<sup>25</sup> For more discussion about the intersections of isolation and racialized identities, see: Feng Hou, Christoph Schimmele and Max Stick, "Changing demographics of racialized people in Canada," (2022), *Statistics Canada*, <https://www150.statcan.gc.ca/n1/pub/36-28-0001/2023008/article/00001-eng.htm> and "A Portrait of Social Isolation and Loneliness in Canada today," (2019), *Angus Reid Institute*, <https://angusreid.org/social-isolation-loneliness-canada/>.

<sup>26</sup> Note that this statistic encompasses all immigrants, including white immigrants, in addition to all racialized residents, both immigrants and non-immigrants.

<sup>27</sup> Alina Sutter, "Discrimination Experienced by Immigrants, Visible Minorities, and Indigenous Peoples in St. Thomas-Elgin County," (2021), <https://stelip.ca/wp-content/uploads/2022/02/St-Thomas-Elgin-Discrimination-Report.pdf>, 20, 31.

<sup>28</sup> Victoria Esses and Charlie Carter, "Beyond the Big City: How Small Communities Across Canada Can Attract and Retain Newcomers," (2019), <http://p2pcanada.ca/wp-content/blogs.dir/1/files/2019/08/Beyond-The-Big-City-Report.pdf>

<sup>29</sup> Diana Burgess, Michelle Van Ryn, John Dovidio, and Somnath Saha. "Reducing racial bias among health care providers: lessons from social-cognitive psychology." *Journal of general internal medicine* 22 (2007): 882-887.

<sup>30</sup> Q33 - If you are a member of a faith community, please share which one. (full survey only, n=47)



**Table 6 - Faith Community**

Faith community category	Survey respondents (%)
Christian	53%
I am not a member of a faith community	17%
Muslim	15%
Buddhist	11%
Hindu	4%

Source: STELIP Immigrant Survey 2023, n=47

Understanding the various faith communities of immigrants in St. Thomas-Elgin can give insight into the diversity of our region. Over the past five years, St. Thomas has seen both an Islamic Centre and a Hindu Centre established in the community, which also reflects the increase in diversity of faiths in the area.<sup>31</sup> Faith can also be an important factor in an immigrant's sense of belonging and settlement experience. Many faith communities offer opportunities for social connection and support that can enhance well-being and belonging.<sup>7</sup>

### Disability Status

When asked about disability status, 16% of the survey participants indicated they are living with a physical or mental disability or chronic illness that limits their activity.<sup>32</sup> A disability can add additional barriers to accessing necessary services and supports.<sup>16</sup>

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<sup>31</sup> See the St. Thomas Islamic Centre's website for more information about their establishment:

<https://stislamiccentre.ca/>. There is also a Hindu Spiritual Centre, Shree Hari Har Mandir, located at 100 Redan Street in St. Thomas.

<sup>32</sup> Q32 - Are you living with a physical or mental disability or chronic illness that limits your activity? (full survey only, n=56)

## Language

The survey respondents spoke a variety of languages.<sup>33</sup> Common first languages spoken included: English (39%), Spanish (7%), Ukrainian (7%), Gujarati (6%) and Tagalog (6%), Malayalam (4%), and Tamil (4%). An additional 29% indicated “Other” and inputted 18 additional languages (Table 7).<sup>34</sup> A total of 25 languages were reported as the first language spoken.

**Table 7 - First Language Spoken**

Language category	Survey respondents (%)
English	39%
Spanish	7%
Ukrainian	7%
Gujarati	6%
Tagalog	6%
Malayalam	4%
Tamil	4%
Other <sup>34</sup>	29%

Source: STELIP Immigrant Survey 2023, n=72

Again, the most common first languages spoken reflect the most common countries of origin for recent immigrants in St. Thomas-Elgin, particularly with a large number of languages spoken in India and South Asia (Gujarati, Malayalam, Tamil).<sup>24</sup> The wide variety of first languages is an indicator of the diversity of St. Thomas-Elgin's immigrants, with small numbers of immigrants representing many different countries of origin and languages spoken. This characteristic can make providing interpretation and translation services more challenging, since it not necessarily effective to provide service in one or two key languages. It may even be difficult to determine what a few “key languages” would be.

Low German (also known as Plautdietsch) is likely underrepresented in these results compared to the first languages spoken by all immigrants in St. Thomas-Elgin, due to low numbers of Low German Speaking (LGS) Mennonite survey respondents.<sup>35</sup> LGS Mennonites make up a large part of St. Thomas-Elgin's immigrants.<sup>11 36</sup> When asked to rate their English language ability, 67% of survey respondents indicated they spoke English

<sup>33</sup> Q4 - What is your first language? (Your first language is the language you first learned at home and still understand.) (full survey and translated short survey only, n=72)

<sup>34</sup> Other languages included: Arabic, Bengali, French, German, Indonesian, Italian, Khmer, Low German (Plautdietsch), Mandarin, Nepali, Polish, Portuguese, Punjabi, Russian, Tamil, Thai, Turkish, and Urdu.

<sup>35</sup> Additionally, it is difficult to get an accurate count of Low German (Plautdietsch) speakers in St. Thomas-Elgin. Some Low German speakers report their language as “German” when more accurately it should be referred to as “Low German” or “Plautdietsch”. The high number of German speakers and lower number of Low German/Plautdietsch speakers (reported as both “Plautdietsch” and “Low German, not otherwise specified”) on the 2021 census point to some “German” speakers in fact speaking Low German (Plautdietsch).

<sup>36</sup> Most of the immigrants who report Mexico as a country of origin are likely Low German Speaking Mennonites.

well or very well.<sup>37</sup> An additional 18% indicated they could speak English fairly well, with 15% indicating they either had poor English ability or didn't speak English at all (Table 8).

**Table 8 - Ability to Speak English Among Non-English First Language Speakers**

Proficiency category	Survey respondents (%)
Very well or well	67%
Fairly Well	18%
Poorly or not at all	15%

Source: STELIP Immigrant Survey 2023, n=73

Understanding the respondents' English language ability can give insight into their capacity to experience belonging and integration in the community. Having English language skills, particularly in an area like St. Thomas-Elgin where 99% of the population speak English<sup>38</sup>, is extremely important in removing barriers to navigating life, accessing information and services, making social connections and so on.<sup>7</sup>

When asked about access to interpretation in a healthcare setting, 71% of respondents indicated they did not need interpretation (either because they did not access healthcare, or they did not require interpretation).<sup>39</sup> An additional 9% did access interpretation supports, either provided by the healthcare provider (6%) or, at their preference, by a family member or friend (3%). The remaining 19% experienced barriers to accessing interpretation in healthcare settings, although some of them opted to bring a family member or friend to provide interpretation when it was not otherwise provided by the healthcare provider (Table 9).

**Table 9 - Access to Interpretation in Healthcare Settings**

Access to healthcare interpretation category	Survey respondents (%)	
I did not go to a hospital, clinic or health professional	11%	71% - Did not need interpretation
I did not need language interpretation	60%	
Language interpretation was provided for me	6%	9% - Accessed preferred interpretation
I brought a family member or friend because I prefer this instead of a professional interpreter	3%	
I brought a family member or friend with me because interpretation was not available to me	15%	19% - Barriers to interpretation
I wanted language interpretation but did not receive it	4%	

Source: STELIP Immigrant Survey 2023, n=97

<sup>37</sup> Q6 - How well can you communicate in English? (n=73)

<sup>38</sup> Statistics Canada, "Census Profile. 2021 Census," (2023), *Statistics Canada Catalogue no. 98-316-X2021001*, <https://www12.statcan.gc.ca/census-recensement/2021/dp-pd/prof/index.cfm?Lang=E>

<sup>39</sup> Q8 - If you or a family member went to a hospital, health clinic or talked to a health professional in the past year, did the health clinic provide in-person or phone/video interpretation? (multi-select question) (n=97)

While it is a very small sample, these results show that two-thirds of the respondents who needed interpretation did not receive it, which speaks to the need for accessible interpretation, particularly in healthcare settings. Professional interpretation is crucial in medical, legal, and other situations that require informed consent, confidentiality, specialized terminology, or impartiality. It is particularly inappropriate to use a child to provide interpretation in critical situations. This can place undue responsibility on the child and cause a power imbalance within the family, in addition to breaching privacy and confidentiality.<sup>40</sup>

## Education

The survey respondents were highly educated, with 82% having a college or university degree.<sup>41</sup> Nearly a quarter of respondents had a master’s degree (24%). Only 10% of respondents had high school and equivalent or less (Table 10). In comparison, 53% of St. Thomas-Elgin's total population have a high school and equivalent or less (47% had some kind of postsecondary certificate, degree, or diploma).<sup>42</sup> It is possible that immigrants with lower levels of education are underrepresented in the survey results, and potentially this group faced barriers in accessing the survey.

**Table 10 - Highest Level of Education**

Education category	Survey respondents (%)
High school and equivalent, or less	10%
Trade/technical school	8%
College diploma	22%
Bachelor's degree	36%
Master's degree	24%

Source: STELIP Immigrant Survey 2023, n=61

The higher levels of education for survey respondents compared to the total population could potentially be partly explained by age of the survey respondents, following a trend of younger people being more likely to have higher education.<sup>43</sup> Moreover, economic category immigrants—20% of the survey respondents (Table 1)—are selected for their professional skills, which often necessitates a university or college education.<sup>44</sup>

<sup>40</sup> Cat Goodfellow and Christine Kouri, “Pan-Canadian Standards for Healthcare Equity: The Case for Provincial Interpretation Services,” (2022), *National Newcomer Navigation Network*, <https://www.newcomernavigation.ca/en/our-tools/resources/documents/PositionPaper-AccessToInterpretation-Oct2022.pdf>

<sup>41</sup> Q29 - What is the highest level of education you have completed? (full survey only, n=61)

<sup>42</sup> Statistics Canada, “Census Profile. 2021 Census,” (2023), *Statistics Canada Catalogue no. 98-316-X2021001*, <https://www12.statcan.gc.ca/census-recensement/2021/dp-pd/prof/index.cfm?Lang=E>

<sup>43</sup> Klarka Zeman and Marc Frenette, “Chapter 3: Youth and Education in Canada” in “Portrait of Youth in Canada: Data Report,” (2021), *Statistics Canada*, <https://www150.statcan.gc.ca/n1/pub/42-28-0001/2021001/article/00003-eng.htm>

<sup>44</sup> Immigration, Refugees and Citizenship Canada, “Immigrate to Canada,” <https://www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada.html>

## Employment and Income

The survey respondents had a high level of participation in the workforce: 97% were employed or looking for work. More than half the respondents had full-time employment (55%), with an additional 21% working part-time, 12% looking for work, and 9% self-employed (Table 11).<sup>45</sup>

**Table 11 - Employment Status**

Employment category	Survey respondents (%)
I am employed (working full time)	55%
I am employed (working part time or casual)	21%
I am unemployed but seeking work	12%
I am self-employed	9%
I am not in the paid workforce (retired, caring for children, not seeking work, etc.)	3%

Source: STELIP Immigrant Survey 2023, n=61

The survey results indicate that most respondents who want to work can find work; however, just over a quarter reported that their job did not match their skills (26%), likely meaning they were underemployed (Table 12).<sup>46</sup> Underemployment refers to either when a person is overqualified for their job (job does not match their skills) or when they do not have enough paid work.<sup>47</sup> Potentially there are additional respondents who work part-time or casually who would like to be working more and are therefore also underemployed.

**Table 12 - Job Matching Skills**

Response – Does your job match your skills?	Survey respondents (%)
Yes	74%
No	26%

Source: STELIP Immigrant Survey 2023, n=91

Workplaces may experience employee retention issues and loss of productivity when their workers are underemployed, particularly when their worker's skills and experience do not match their job description.<sup>48</sup>

Economic immigrants were more likely to have a job that matched their skills, with 87% reporting their skills matched. Respondents with post-secondary education were also more likely to have a job that matched their

<sup>45</sup> Q34 - What is your employment status? (full survey only, n=61)

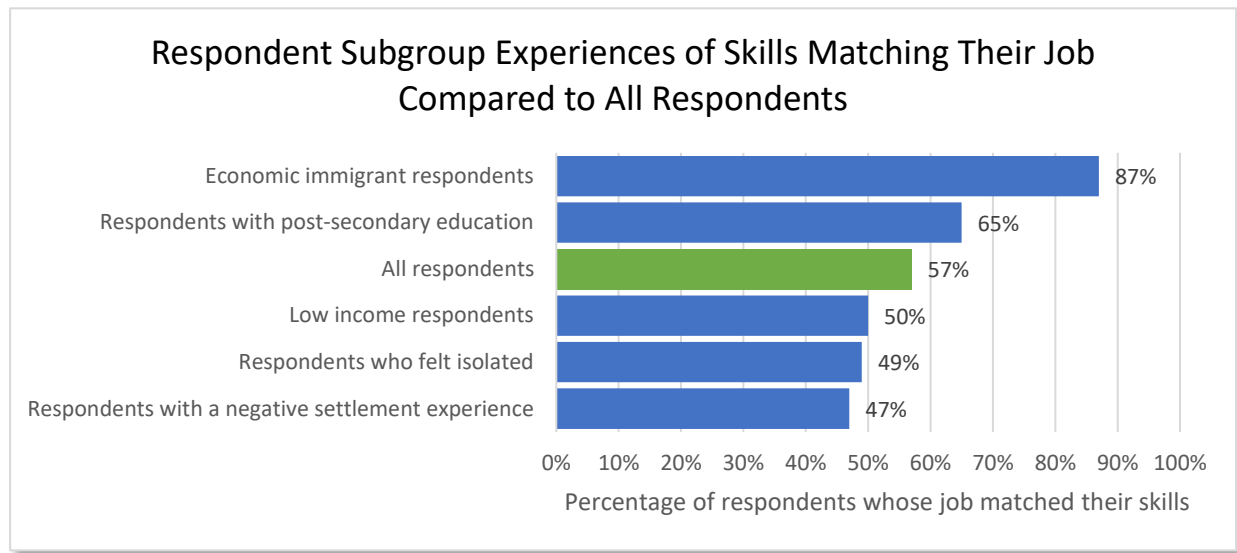
<sup>46</sup> Q37 - Are you in a job that is at the same level as your skills and experience? (n=91)

<sup>47</sup> Statistics Canada, "Quality of Life Indicator: Labour Underutilization," (2023), <https://www160.statcan.gc.ca/prosperity-prosperite/labour-main-doeuvre-eng.htm#shr-pg0>

<sup>48</sup> "Managing for Employee Retention," *Society for Human Resource Management*, <https://www.shrm.org/resourcesandtools/tools-and-samples/toolkits/pages/managing-for-employee-retention.aspx>

skills (65%). Conversely, low income respondents (50%), isolated respondents (49%), and respondents with a negative settlement experience (47%) were all less likely to have a job that matched their skills (Figure 1).

**Figure 1 – Respondent Subgroup Experiences of Skills Matching Their Job**



Just over half of the respondents indicated that they had enough income to cover their needs (54%).<sup>49</sup> An additional 43% indicated that their income was not quite enough, and 4% indicated inadequate income (“definitely not enough”) (Table 13).

**Table 13 - Sufficient Income**

Income category	Survey respondents (%)
Our income is enough for our needs	54%
Our income is not quite enough for our needs	43%
Our income is definitely not enough for our needs	4%

Source: STELIP Immigrant Survey 2023, n=56

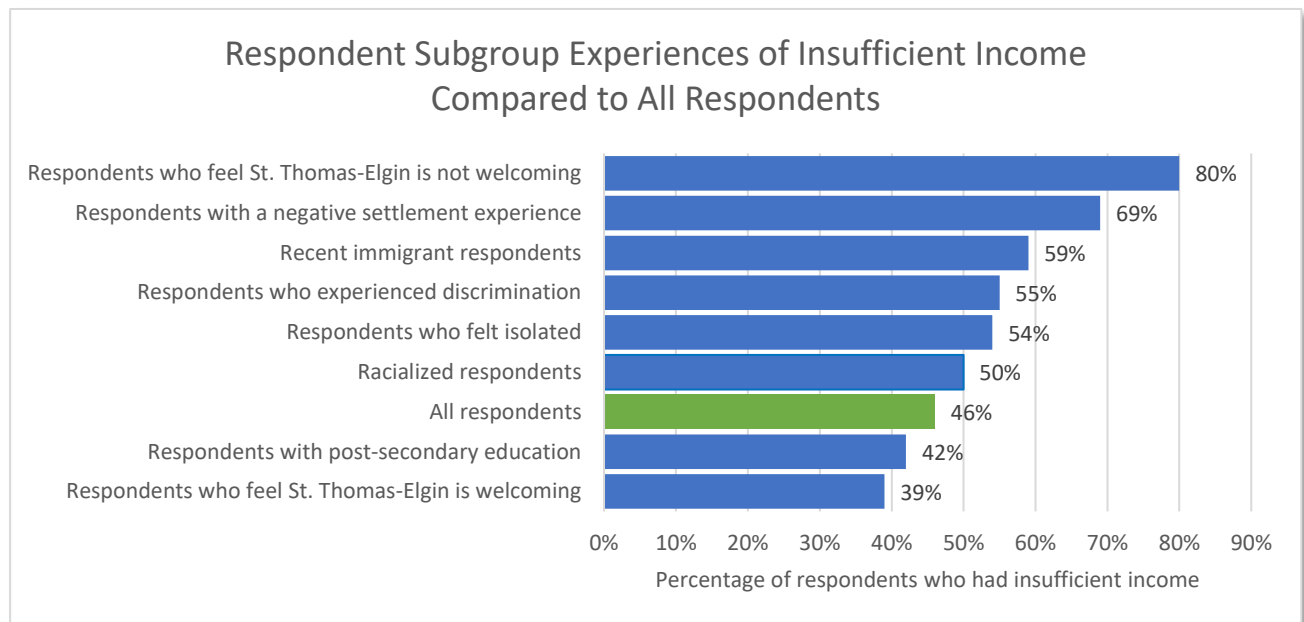
These cost of living challenges mirror the increase in cost of living across Canada in recent years, particularly in housing and grocery costs.<sup>50 51</sup>

Several groups of respondents were more likely to report insufficient income<sup>52</sup>, including racialized respondents (50%), respondents who experienced discrimination (55%), recent immigrants (59%), and

<sup>49</sup> Q36 - Is your household income enough for the needs of you and your family? (full survey only, n=56)  
<sup>50</sup> Canada Mortgage and Housing Corporation, “Housing shortages in Canada: Updating how much housing we need by 2030,” (2023), <https://assets.cmhc-schl.gc.ca/sites/cmhc/professional/housing-markets-data-and-research/housing-research/research-reports/2023/housing-shortages-canada-updating-how-much-we-need-by-2030-en.pdf>  
<sup>51</sup> Statistics Canada, “Consumer Price Index, February 2023,” (2023), <https://www150.statcan.gc.ca/n1/daily-quotidien/230321/dq230321a-eng.htm>

respondents who felt St. Thomas-Elgin is not welcoming (80%). Conversely, respondents with post-secondary education (42%) and respondents who felt St. Thomas-Elgin was welcoming (39%) were both less likely to have insufficient income (Figure 2).

**Figure 2 – Respondent Subgroup Experiences of Insufficient Income**



## Housing

When asked about housing, 17% of respondents indicated that their housing was not suitable and affordable for them.<sup>53</sup> Economic category immigrant respondents, respondents with post-secondary education, and employed respondents were all more likely to have suitable and affordable housing.<sup>54</sup> Notably, 100% of economic category immigrant respondents had suitable and affordable housing. Conversely, only 50% of respondents who felt St. Thomas-Elgin was not welcoming had suitable and affordable housing. Other groups of respondents who were less likely to report suitable and affordable housing included racialized respondents (78%), recent immigrant respondents (74%), and low income respondents (69%) (Figure 3).

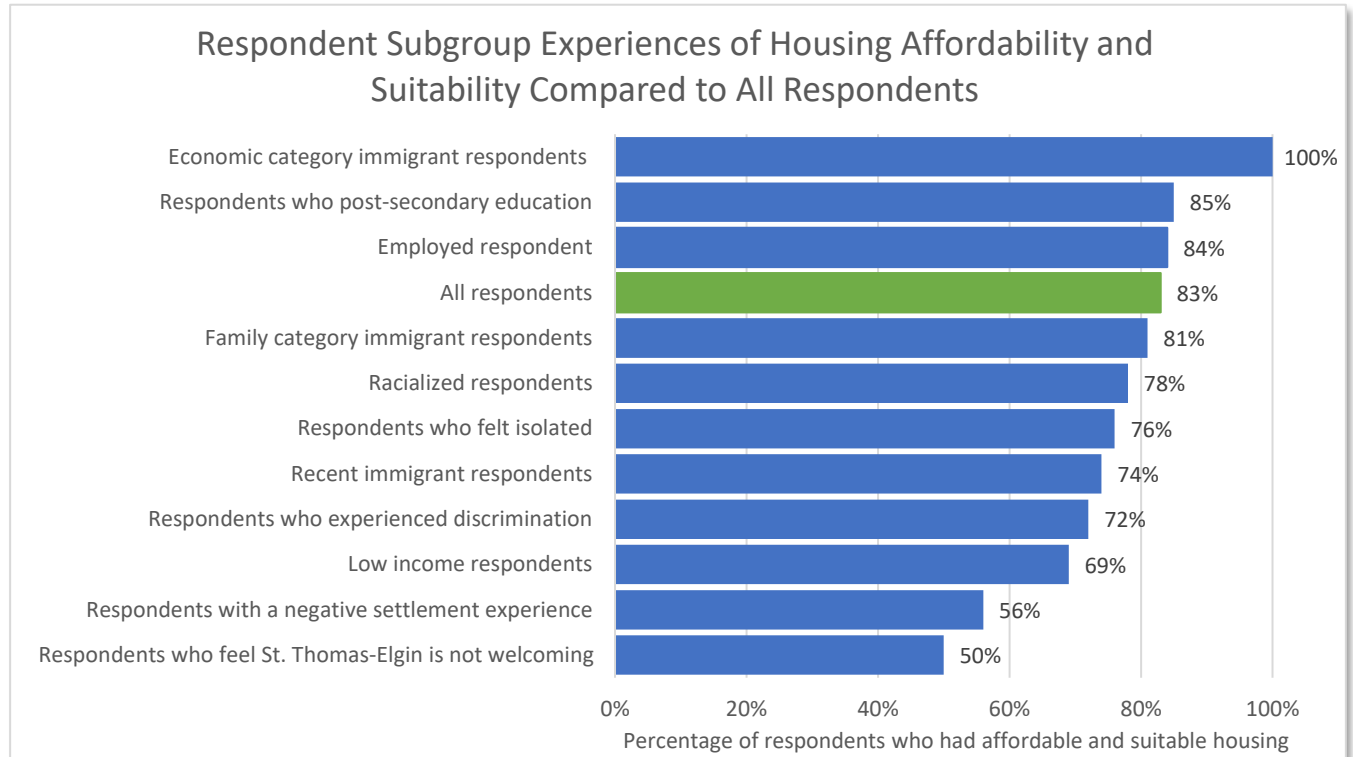
<sup>52</sup> Insufficient income refers to both respondents who indicated their income was “not quite enough” and “definitely not enough”.

<sup>53</sup> Q35 - Is your current housing both suitable and affordable for you? (Are there enough bedrooms and is it in good repair, AND can you afford it with your other living expenses) (n=92)

<sup>54</sup> “Employed” respondents as a subgroup refers to respondents who are employed full-time, part-time or who are self-employed.



**Figure 3 – Respondent Subgroup Experiences of Housing Affordability/Suitability**



## Service Use

Nearly all the respondents (95%) used at least one of the following service categories: health, recreation services, police, employment and/or skills training, education, local municipal government/bylaw, transportation services, settlement/immigration services, housing, small business/entrepreneurial supports, language interpretation/translation, mental health, English language learning, legal/courts, childcare, or French language learning.<sup>55</sup> The most used services were health (84% of respondents), recreation (69%), police (65%), and employment and/or skills training (63%) (Table 14). Many residents had positive experiences accessing services, with 97% rating at least one service positively (i.e., "excellent", "very good" or "good"). However, 72% also rated at least one service negatively (i.e., "acceptable" or "poor").

<sup>55</sup> Q7 - Please rate your experience with the following community services in the last 12 months in St. Thomas-Elgin Region (n=99)

The services with the highest positive ratings were language interpretation/translation (89% of users rated positively), local municipal government/bylaw (84% of users rated positively), and police (84% users rated positively). The services with the highest negative ratings were transportation (76% of users rated negatively), childcare (44% of users rated negatively), small business/entrepreneurial supports (32% rated negatively), and recreation services (32% of users rated negatively) (Table 14) (Figure 4).

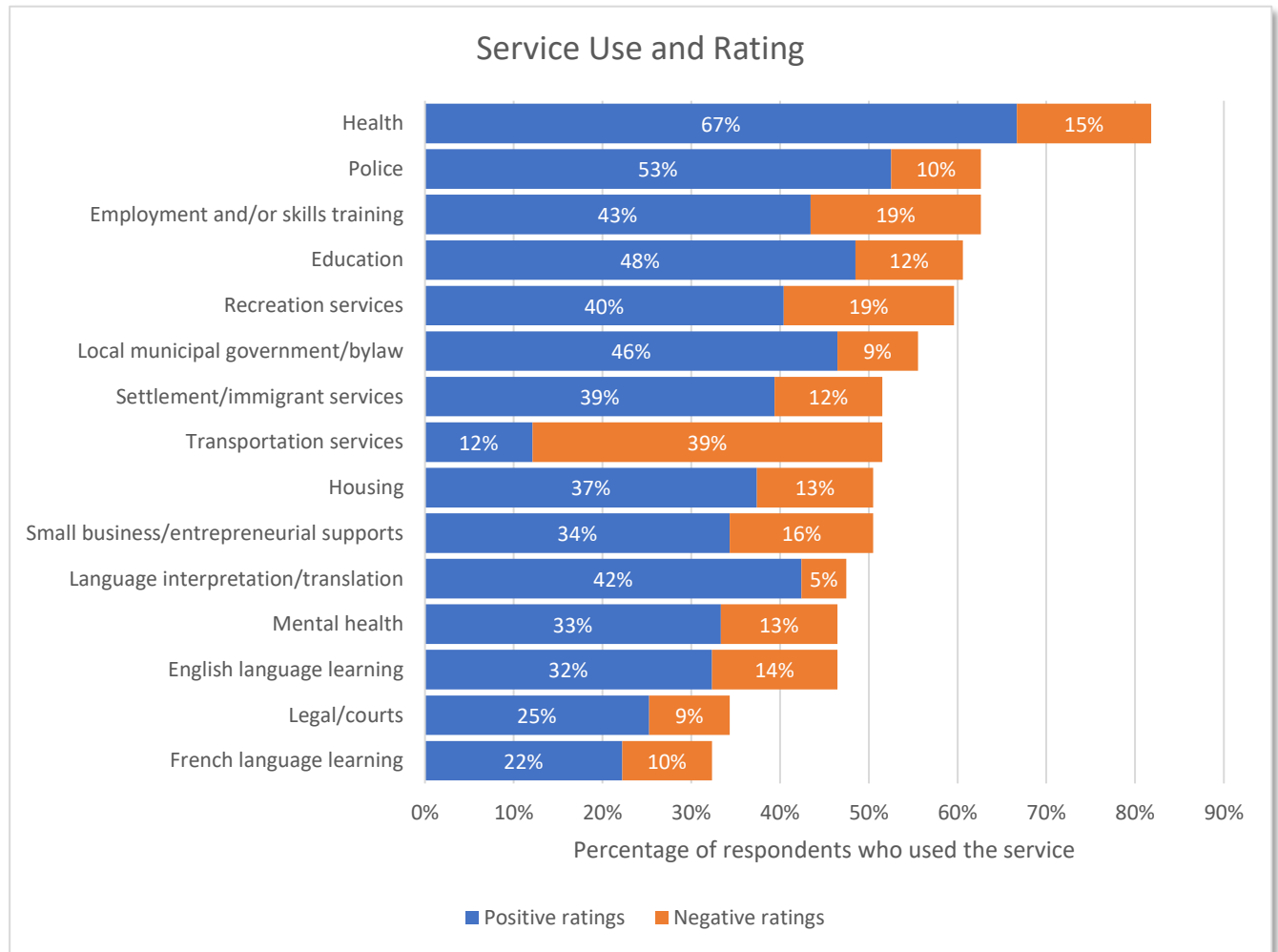
Understanding what services the respondents are accessing in our community, and what their experiences are with those services, can give insight into their needs.

**Table 14 - Service Use and Rating**

Service category	Survey respondents (%)	Users rating the service positively (%)
Health	84%	81%
Recreation services	69%	68%
Police	65%	84%
Employment and/or skills training	63%	69%
Education	61%	80%
Local municipal government/bylaw	59%	84%
Transportation services	59%	24%
Settlement/immigrant services	53%	76%
Housing	53%	74%
Small business/entrepreneurial supports	53%	68%
Language interpretation/translation	48%	89%
Mental health	48%	72%
English language learning	46%	70%
Legal/courts	37%	74%
Childcare	36%	56%
French language learning	33%	69%

Source: STELIP Immigrant Survey 2023, n=99

**Figure 4 - Service Use and Rating**



## Community Connection and Integration

The respondents settled in St. Thomas-Elgin for a variety of reasons.<sup>56</sup> When asked to indicate the top three reasons they settled in St. Thomas-Elgin, 50% indicated they settled here due to the affordability of the area, and 40% were drawn to the area by friends or family already living in St. Thomas-Elgin. Nearly a quarter settled in the area because of a job (23%). An additional 19% selected "other" reasons, indicating factors such as existing cultural or language groups, safety, and smaller community size (Table 15).

<sup>56</sup> Q22 - Why did you come to St. Thomas-Elgin Region? (Select your top 3 reasons) (Full survey only, n=62)

**Table 15 - Reasons for Choosing and Staying in St. Thomas-Elgin**

Reason category	Survey respondents (%)
St. Thomas-Elgin was more affordable than other communities	50%
Family or friends that live in St. Thomas-Elgin	40%
For a job in St. Thomas-Elgin	23%
Post-secondary institutions	16%
A healthy local economy	8%
Other <sup>57</sup>	19%

Source: STELIP Immigrant Survey 2023, n=62

Understanding why the respondents settled in St. Thomas-Elgin can give insight into how to attract immigrants to the area and how to retain immigrants already living here.

Respondents indicated they contributed to their community in a variety of ways.<sup>58</sup> The most common ways respondents contributed were helping their neighbours (42%), improving the natural environment (e.g., picking up garbage) (37%), supporting the local economy through their job (36%), volunteering with a community or faith group (34%), and treating people fairly and kindly (34%) (Table 16).

<sup>57</sup> Other responses included: cultural or language groups in the community; services and support in the community; safety of the community; size of the community; and “I didn’t choose St. Thomas-Elgin—it was chosen for me”.

<sup>58</sup> Q24 - What are some of the ways you contribute to creating a thriving and prosperous community for everyone? (Select all that apply) (n=56)

**Table 16 - Ways of Contributing**

Contribution category	Survey respondents (%)
I help my neighbours when they need it	42%
I contribute to improving the natural environment in my community (recycling, picking up garbage, planting trees, etc.)	37%
I contribute my skills and experience to the local economy through my job	36%
I volunteer with other community organizations, groups or faith communities	34%
I speak up for fairness and treat people with kindness in my community	34%
I donate to local charities	31%
I provide unpaid help for family members (children, grandparents, etc.)	27%
I vote in local/municipal, provincial or national elections in Canada	27%
I help newcomers to Canada as they make their home in our community	22%
I build my skills and strengthen the ways I can contribute to this community (learning English, further education, building professional skills, etc.)	21%
I am a business owner, and my business contributes to our community's economy	17%
I volunteer in cultural or ethnic association activities	10%
I tutor or help youth learn in this community	8%
Other <sup>59</sup>	10%

Source: STELIP Immigrant Survey 2023, n=59

These results help build a picture of the diverse ways that immigrants contribute to building a welcoming, caring, and inclusive community.

<sup>59</sup> Other responses include: I volunteer with youth sports (coaching, driving youth, etc.) and I am on a board of directors or other committees.

## Perception of Community Welcoming

Most respondents felt that the St. Thomas-Elgin community was quite welcoming to immigrants (64%).<sup>60</sup> An additional 26% felt the area was somewhat welcoming, and 10% felt it was not welcoming (Table 17).

**Table 17 - Community Welcoming**

Rating – How welcoming is St. Thomas-Elgin?	Survey respondents (%)	
10	36%	64% - Quite welcoming
9	12%	
8	15%	
7	9%	26% - Somewhat welcoming
6	3%	
5	13%	
4 to 0	10%	10% - Not welcoming

Source: STELIP Immigrant Survey 2023, n=97

A welcoming community is one where immigrants feel valued and have a sense of belonging, where their needs are met, and where the community actively works to identify and remove barriers, promote belonging, and offer services to support the integration of immigrants. It is a reciprocal process; the existing community plays as much a role in the integration of immigrants as a new immigrant does.<sup>61</sup>

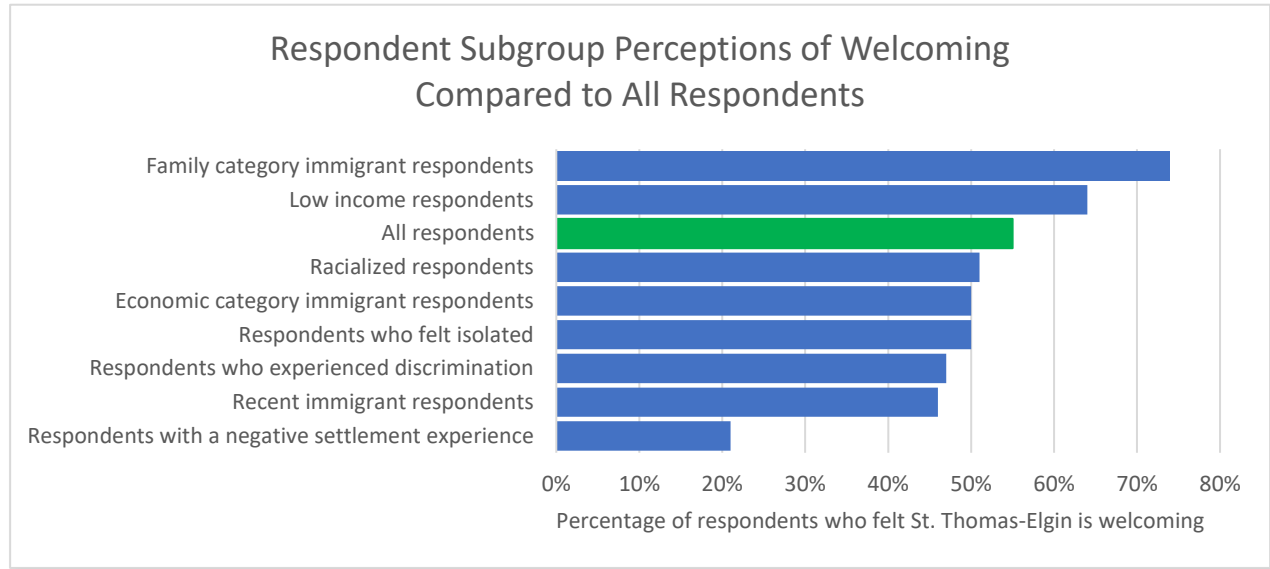
Both family category immigrant respondents (74%) and low income respondents (64%) were more likely to perceive St. Thomas-Elgin as quite welcoming. Conversely, racialized respondents (51%), economic category immigrant respondents (50%), respondents who felt isolated (50%), respondents who experienced discrimination (47%), recent immigrant respondents (46%), and respondents with a negative settlement experience (21%) were all less likely to feel that St. Thomas-Elgin was quite welcoming (Figure 5).

Understanding the respondents' perception of welcoming can help evaluate how successful St. Thomas-Elgin is at welcoming and promoting the integration of immigrants.

<sup>60</sup> Q10 - How welcoming is the St. Thomas-Elgin region community towards immigrants? (n=97)

<sup>61</sup> Victoria M. Esses, Leah K. Hamilton, Awish Aslam, and Priscila Ribeiro Prado Barros, "Measuring Welcoming Communities: A Toolkit for Communities and Those Who Support Them." (2023), *Pathways to Prosperity*, <http://p2pcanada.ca/wp-content/blogs.dir/1/files/2023/03/Welcoming-Toolkit-I-Measuring-Welcoming-Communities.pdf>, 5.

**Figure 5 – Respondent Subgroup Perceptions of Welcoming**



### Sense of Belonging

Three quarters (75%) of respondents indicated they felt a strong sense of belonging, with 38% indicating a "somewhat" strong sense and another 37% indicating a "very" strong sense.<sup>62</sup> The remaining 25% of respondents indicated they felt a weak sense of belonging (Table 18).

**Table 18 - Sense of Belonging**

Sense of belonging category	Survey respondents (%)	
Very strong	37%	75% - Strong sense of belonging
Somewhat strong	38%	
Somewhat weak	20%	25% - Weak sense of belonging
Very weak	5%	

Source: STELIP Immigrant Survey 2023, n=98

A sense of belonging is an important part of integration into a new community. A sense of belonging also contributes to feeling welcomed in a community.<sup>7</sup> These findings roughly echo the respondents' feelings of welcoming (Table 17). To this point, 93% of respondents who felt St. Thomas-Elgin was welcoming, also felt a strong sense of belonging. Family category immigrant respondents (80%) were also more likely to feel a strong sense of belonging, potentially due to their strong family ties in the area.

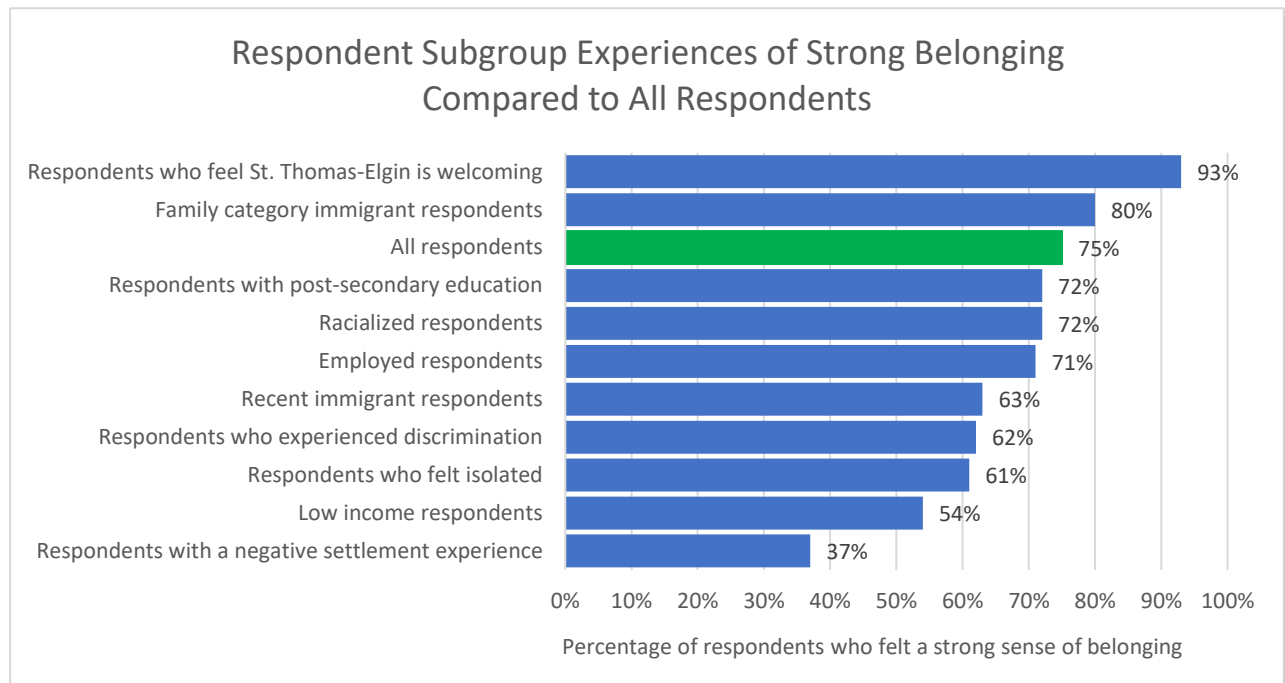
<sup>62</sup> Q11 - How do you describe your sense of belonging in St. Thomas-Elgin Region?

(Sense of belonging is when you feel accepted and valued by others around you. It is when you feel like St. Thomas-Elgin Region is truly your home.) (n=98)



Conversely, many other groups of respondents were less likely to report a strong sense of belonging, including racialized respondents (71%), recent immigrant respondents (63%), and respondents who experienced discrimination (62%), respondents who felt isolated (61%), and low income respondents (54%). Unsurprisingly, respondents with a negative settlement experience had the smallest proportion that felt a strong sense of belonging (37%) (Figure 6).

**Figure 6 – Respondent Subgroup Experiences of Belonging**



### Isolation

Nearly a quarter of respondents felt isolated (i.e., "a great deal" or "quite a bit" isolated) (22%), and an additional 20% felt "somewhat isolated".<sup>63</sup> The remaining respondents either did not feel isolated, or only felt "a little bit" isolated.

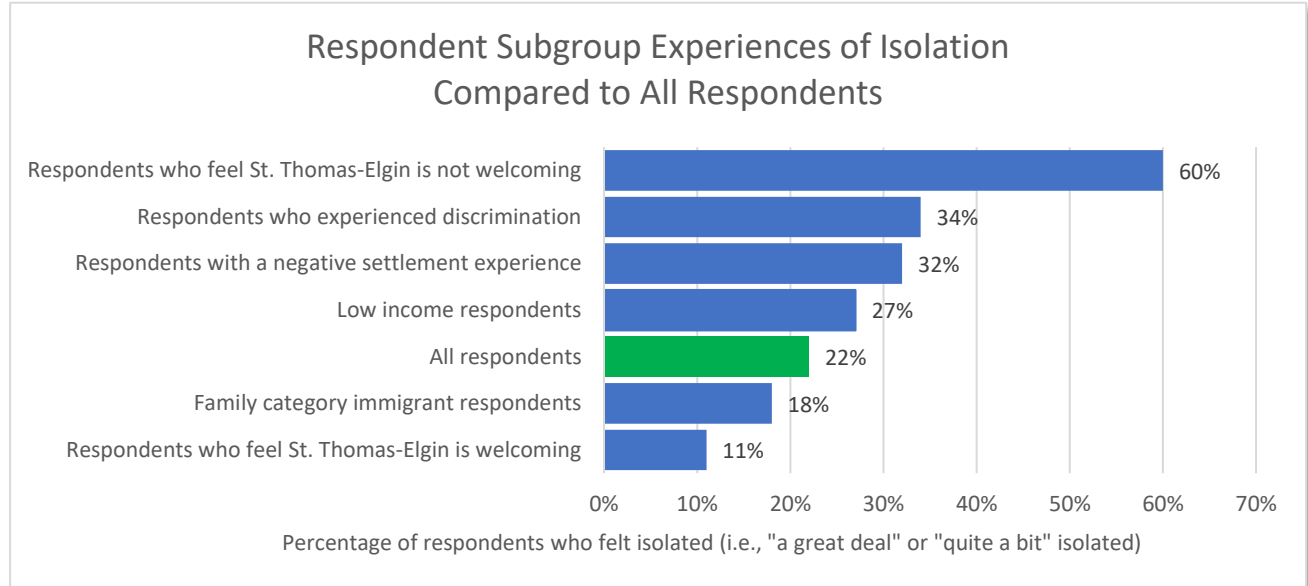
A crucial part of integration in a new community is feeling connected and valued. When immigrants feel isolated, they may be less likely to feel integrated in their community.<sup>7</sup>

Unsurprisingly, respondents who felt that St. Thomas-Elgin was welcoming had a much smaller proportion who felt isolated (11%). Family category immigrant respondents also felt less isolated (18%), possibly owing this to their strong family ties in the area.

Conversely, respondents who felt that St. Thomas-Elgin was not welcoming had a much larger proportion who felt isolated (60%). Other groups who were more likely to report feeling isolated include respondents who had experienced discrimination (34%) and respondents with a negative settlement experience (32%) (Figure 7).

<sup>63</sup> Q12 - How much have you felt isolated in the past 12 months in St. Thomas-Elgin Region? (n=98)

**Figure 7 – Respondent Subgroup Experiences of Isolation**



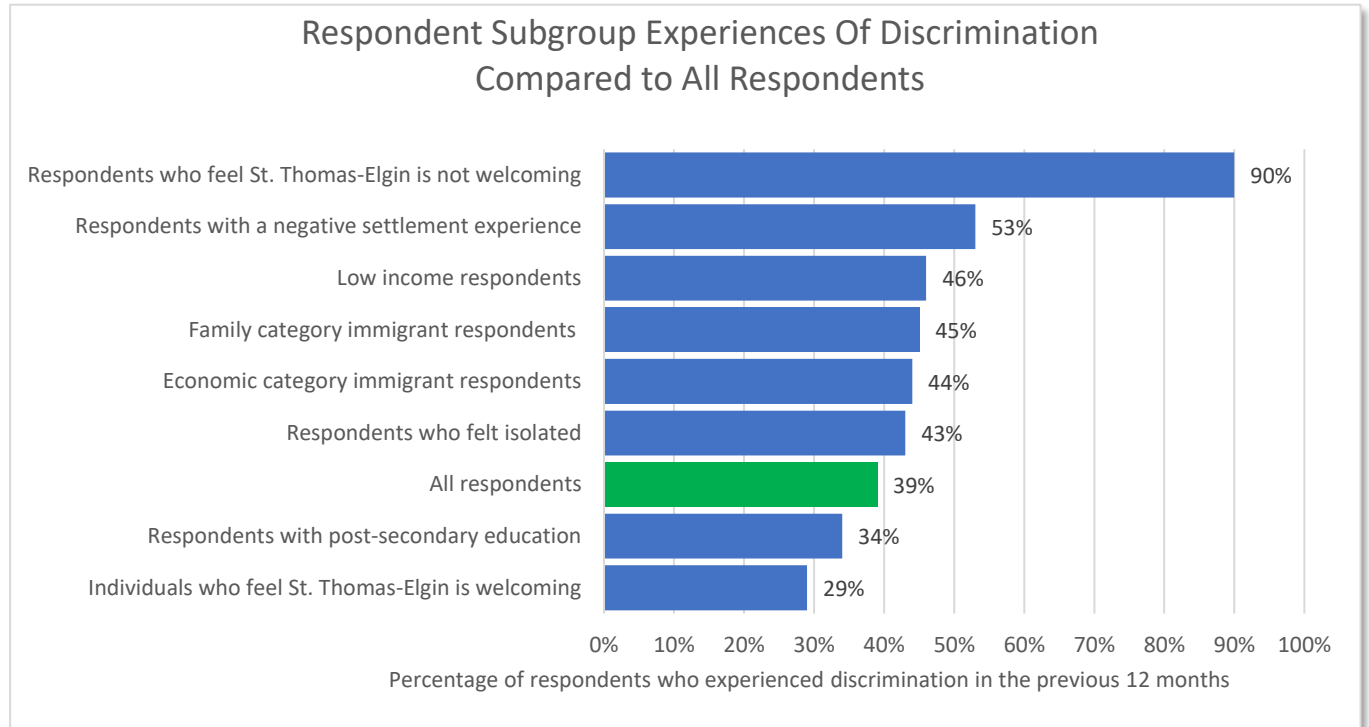
### Discrimination

When asked about discrimination, 39% of respondents reported they had experienced discrimination or been treated unfairly in the previous 12 months.<sup>64</sup> Respondents who felt that St. Thomas-Elgin was welcoming (29%) and respondents with post-secondary education (34%) were less likely to report experiencing discrimination.

Conversely, respondents who felt St. Thomas-Elgin was not welcoming were vastly more likely to have experienced discrimination (90%). Other groups who were more likely to have experienced discrimination include respondents with a negative settlement experience (53%) and low income respondents (46%) (Figure 8).

<sup>64</sup> Q14 - In the last 12 months, have you experienced discrimination or been treated unfairly by others in St. Thomas-Elgin Region? (n=99)

**Figure 8 - Respondent Subgroup Experiences of Discrimination**



Participants were also asked to provide further details about their experiences of discrimination. This question was not limited to only the respondents who had indicated they experienced discrimination in the previous 12 months. Around half of the survey participants provided more details, notably more respondents than had reported experiencing discrimination in the previous 12 months.<sup>65 66</sup> Likely, the additional respondents had experienced discrimination more than 12 months ago.

Race or skin colour was the most common basis for discrimination reported by respondents (41%), while 39% of respondents who experienced discrimination indicated it was on basis of immigration status and 31% indicated it was on basis on their accent (Table 19). Respondents also reported experiencing discrimination on the basis of their ethnicity or culture, language ability, religion, age, gender, physical appearance and sexual orientation.<sup>65</sup>

<sup>65</sup> Q15 - If you have experienced discrimination or been treated unfairly by others, what are the reasons? (n=49)

<sup>66</sup> Q16 - If you did experience discrimination, in what type of situations did you experience that? (n=51)

**Table 19 - Bases of Discrimination**

Basis of discrimination category	Respondents who experienced discrimination (%)
Race or skin colour	41%
Immigration status	39%
Accent	31%
Ethnicity or culture	27%
Language ability	24%
Religion	20%
Other <sup>67</sup>	18%

Source: STELIP Immigrant Survey 2023, n=49

Respondents also provided information about where they experienced discrimination, the most common of which were at their job (47%); in a store, bank or restaurant (37%); and when applying for a job or promotion (25%) (Table 20).<sup>66</sup>

**Table 20 - Context of Discrimination Experience**

Context of discrimination category	Respondents who experienced discrimination (%)
At my job – for example from supervisors, co-workers or clients	47%
In a store, bank or restaurant	37%
When applying for a job or a promotion	25%
At community/public events	24%
When interacting with my neighbours	20%
While using public areas, such as parks or sidewalks	20%
When crossing the border into Canada	10%
Other <sup>68</sup>	42%

Source: STELIP Immigrant Survey 2023, n=51

These results mirror other research about discrimination in St. Thomas-Elgin. A 2021 survey found that 68% of immigrant and racialized respondents<sup>26</sup> had experienced discrimination in the previous three years, and that most common type of discrimination was on the basis of race or skin colour and the most common situation was when applying for a job or promotion.<sup>27</sup>

<sup>67</sup> Other responses included: age, gender, physical appearance, and sexual orientation.

<sup>68</sup> Other responses include when interacting with the police; when using the library, community/recreational centres, arenas or other spaces; at school or university; when seeing a doctor or in other healthcare settings; when looking for housing; while using buses, trains or taxis; and when accessing other community services.

Discrimination can have a range of negative impacts on immigrants, including distrust of and lack of confidence in institutions as well as poor physical and mental health. Discrimination has also been associated with a lower sense of belonging among Canadian immigrants.<sup>69</sup>

## Settlement Experiences

When asked about life satisfaction, 55% of respondents reported they felt quite satisfied with their life (i.e., a rating of 8 out of 10 or higher).<sup>70</sup> An additional 35% were somewhat satisfied (i.e., a rating between 5 and 7 out of 10), and the remaining 11% were dissatisfied (i.e., a rating of 4 out of 10 or lower) (Table 21).

**Table 21 - Life Satisfaction**

Life satisfaction rating	Survey respondents (%)	
10	20%	55% - quite satisfied
9	13%	
8	22%	
7	20%	35% - somewhat satisfied
6	3%	
5	12%	
4	3%	11% - dissatisfied
3	3%	
2	1%	
1	3%	
0	0%	

Source: STELIP Immigrant Survey 2023, n=97

Three quarters of respondents (75%) indicated they had a positive settlement experience (i.e., "excellent" or "good"), 20% indicated a "neutral" settlement experience, and 5% indicated a negative experience (i.e., "not very good").<sup>71</sup> No respondents indicated they had a "not at all" good settlement experience.

Both economic category immigrant respondents (88%) and respondents who felt St. Thomas-Elgin was welcoming (91%) had higher levels of positive settlement experiences. Groups that were less likely to indicate a positive settlement experience include racialized respondents (73%), recent immigrant respondents (70%), family category immigrant respondents (59%), and low income respondents (58%) (Figure 9).

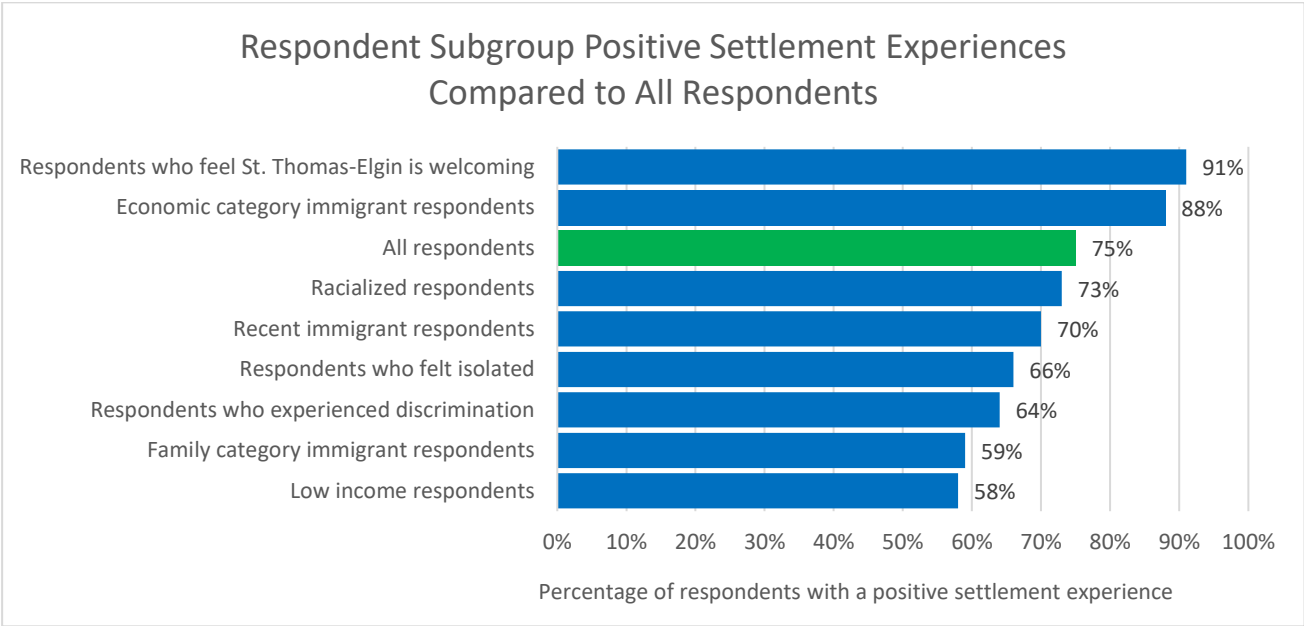
<sup>69</sup> Victoria M. Esses, Leah K. Hamilton, Awish Aslam, and Priscila Ribeiro Prado Barros, "Measuring Welcoming Communities: A Toolkit for Communities and Those Who Support Them." (2023), *Pathways to Prosperity*, <http://p2pcanada.ca/wp-content/blogs.dir/1/files/2023/03/Welcoming-Toolkit-I-Measuring-Welcoming-Communities.pdf>, 7.

<sup>70</sup> Q9 - How do you feel about your life as a whole right now? (n=97)

<sup>71</sup> Q17 – How would you describe your overall experience of settling in St. Thomas-Elgin Region? (n=75)

Understanding the overall settlement experience of respondents can give insight into the wellbeing and integration of some immigrants in St. Thomas-Elgin.

Figure 9 - Respondent Subgroup Settlement Experiences



## Challenges and Suggested Changes

The respondents reported facing a variety of challenges, the most common of which were cost of living or money problems (34%), finding healthcare (28%), finding work (24%), transportation (24%), and finding affordable housing (21%) Table 22).<sup>72</sup>

These challenges align with other findings from this survey. The sizeable minority of respondents who did not have enough income to cover their needs points to the cost of living challenges as well as challenges with finding affordable housing (Table 13). A number of workplace related issues came out in these findings that align with the challenges reported above, including the quarter of respondents whose job does not match their skills (Table 12) and the large proportion of respondents who experienced discrimination in the workplace (Table 20). Respondents also rated their experiences with transportation quite negatively (Table 14), which also reflects challenges with transportation.

<sup>72</sup> Q20 – What are the biggest challenges you or your family have experienced in the last year in St. Thomas-Elgin region? (select all that apply) (n=80)

**Table 22 - Challenges Experienced**

Challenge category	Survey respondents (%)
Cost of living or money problems	34%
Finding healthcare	28%
Finding work	24%
Transportation	24%
Finding affordable housing	21%
Finding childcare	20%
Making friends	20%
Starting a new business	20%
Learning English	15%
Finding relevant programming in local community centers, arts and culture spaces, libraries, etc.	11%
Discrimination/racism	11%
Learning where and how to do things	11%
Getting information in a language you understand	10%
Finding mental health care	9%
Making sure your children are safe and happy at school and in the community	8%
Other (please specify) <sup>73</sup>	9%

Source: STELIP Immigrant Survey 2023, n=80

When asked to select the top three changes would help immigrants reach their full potential in St. Thomas-Elgin, the most commonly selected options were more affordable housing (39%), better programs for immigrants to find work (36%), and education for employers on the value of hiring and retaining immigrants (29%) (Table 23).<sup>74</sup> Additionally, 33% of respondents selected “other”, giving responses including better availability of interpretation and translation services, English language learning opportunities in the workplace, and better opportunities for involvement in community leadership and planning.<sup>75</sup>

<sup>73</sup> Other responses included: Receiving public or social services (e.g., settlement services, government services); current economic realities; understanding car insurance; and effects of immigration status on work permit.

<sup>74</sup> Q21 - What changes would help immigrants to reach their full potential in St. Thomas-Elgin Region? (Select your top 3 options) (full survey only, n=59)



**Table 23 - Suggested Solutions**

Solution category	Survey respondents (%)
More affordable housing	39%
Better programs for immigrants to find work	36%
Educate employers on the value and ways of hiring, retaining, and promoting immigrants	29%
A central place for both employers to find immigrant workers and for workers to find employment	22%
One place to get all settlement, immigration and other services	19%
More opportunities to help improve English skills	15%
Actions to reduce racism and discrimination towards immigrants	15%
Actions to improve the social connections of immigrants	15%
Service agencies working together more	12%
More effort by community services to better serve immigrants	10%
Actions to increase welcoming and acceptance of immigrants	10%
Other <sup>75</sup>	33%

Source: STELIP Immigrant Survey 2023, n=59

These results reflect the major challenges that respondents reported experiencing, including cost of living (34% of respondents), finding work (24%), and finding affordable housing (21%) (Table 22). Furthermore, a sizeable number of respondents who experienced discrimination faced discrimination at their job (47%) or when applying for a job or promotion (25%) (Table 20). This further illuminates the need for supports for immigrants both when looking for work and while in the workplace.

<sup>75</sup> Other responses included: Availability of interpretation and translation; English learning opportunities in workplaces; more relevant programming in local community centres, arts and culture spaces, libraries, etc.; greater voice or involvement in community leadership and planning; computer access and training; more funding for childcare and after school programs; and more job opportunities.

## Methodology

This survey was based on a similar survey facilitated by the Waterloo Region Local Immigration Partnership.<sup>76</sup> Building on Waterloo Region Local Immigration Partnership's success, several Local Immigration Partnerships (LIPs), including the St. Thomas-Elgin Local Immigration Partnership, undertook a survey of local immigrants in their respective areas in Spring 2023.

Two versions of the survey were developed: A full-length version available online in English, and a shorter version available either online or as a paper copy in English, French, Spanish, Ukrainian, Farsi, and Simplified Chinese. A Low German-speaking interpreter was also contracted during promotion at a local Mennonite event to conduct the short survey orally in Low German.<sup>35 77</sup> An ethics review of the survey was completed by the Community Research Ethics Office.

### Survey Timing and Participant Recruitment

The St. Thomas-Elgin Immigrant Survey was open between June 1 and June 26, 2023. Participants were recruited through a variety of methods: volunteer survey ambassadors, in-person outreach at community events, media promotion (radio ads, social media, posters), presentations for community groups including faith groups, promotion by community partners, and distributing information to local settlement agency clients and during English Language classes.

Survey ambassadors were volunteers who had connections to a particular immigrant or cultural group, and who recruited survey participants through their connections.

Most of the respondents heard about the survey directly from the St. Thomas-Elgin Local Immigration Partnership (25%), through a friend or personal connection (21%), social media (19%), or through YWCA St. Thomas-Elgin Settlement Services (16%).<sup>78</sup>

Because of the relatively small number of participants and the use of survey ambassadors connected to specific immigrant or cultural groups, it is possible that some immigrant/cultural groups are overrepresented or underrepresented in the survey results compared to the proportion of that group within the overall immigrant population in St. Thomas-Elgin.

### Data Collection Tool

The survey questions were based on Waterloo Region Local Immigration Partnership's survey questions from 2021, 2019, and 2017, which were developed according to key measurement indicators, and feedback on

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<sup>76</sup> Refer to the Waterloo Region Local Immigration Partnership's 2021 Immigrant Survey report for more information: <https://www.immigrationwaterlooregion.ca/en/business-opportunities/resources/Resources--Publications/2021-Immigrant-Survey-Summary-Report.pdf>

<sup>77</sup> Low German (Plautdietsch) is a predominantly oral language, so it was not effective to offer a written survey translated into Low German. Low German is almost entirely spoken by Low German Speaking Mennonites.

<sup>78</sup> Q39 – How did you find out about this survey? (full survey only, n=57)

previous Immigrant Surveys. The questions were adapted in collaboration with LIPs across Canada implementing similar surveys, updates were made to address emerging needs and other local research. The St. Thomas-Elgin Local Immigration Partnership Council provided input on the questions and approved the survey implementation.

The survey was primarily completed online using CheckMarket survey software and kept on servers within Canada. Survey responses were deleted from the CheckMarket servers two months after the data collection period was completed.

Paper surveys were collected confidentially and stored at the St. Thomas-Elgin Local Immigration Partnership until the results could be inputted, after which the paper surveys were destroyed.

## Analysis

After the survey collection period, the data was reviewed and cleaned. Incomplete surveys (ending the survey within the first 10 questions (completing less than 25% of the questions), and potential bots were deleted from the responses. Responses were designated as probable bots if the IP address was from outside of the region, the response time was low (under 6 minutes), and there was inconsistency in their responses (i.e., the immigration category did not match the demographics, the language ability and need for interpretation was inconsistent etc.).

The findings were analyzed using descriptive statistics. The findings presented in this report are those that were most noteworthy or where there were substantial differences when considering immigration category, racialized status etc. In general, differences were considered substantial when there was more than 5% difference between two or more respondent subgroups or between the respondent subgroup and all respondents or all survey respondents and 2021 Census Data for all immigrants in St. Thomas-Elgin. Comparisons were made with 2021 Census Data to help contextualize the snapshot of the St. Thomas-Elgin immigrant community this survey offered.

The data was disaggregated to understand differences between subgroups within the survey respondents. The subgroups chosen were adapted from the Waterloo Region Local Immigration Partnership's past surveys, which developed the list of subgroups based on a Resilience-Vulnerability Index and input from their advisory group and local partners. In other words, these subgroups were identified as potentially more likely to have difficult or unique experiences and thereby important to understand their specific experiences in our community. For the St. Thomas-Elgin survey, only subgroups that had a sufficient number of respondents were chosen. Some subgroups could not be analyzed simply due to a lack of respondents.<sup>79</sup> Additionally, STELIP was unable to develop a Resilience-Vulnerability Index based on our own context due to the survey's small response rate. Therefore, the Waterloo Regional Local Immigration Partnership's index was used as a framework.

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<sup>79</sup> For example, the Waterloo Region Local Immigration Partnership survey disaggregated data by racial group, faith group, LGBTQ+ identifying individuals, location, gender, age, and by some language groups and language abilities. We were unable to disaggregate data to this degree due to a small sample size. Often, we instead chose to disaggregate data at a higher level, i.e., disaggregating by racialized status instead of disaggregating by specific racial groups.

The following subgroups were disaggregated and analyzed: economic category immigrants, family category immigrants, recent immigrants, immigrants with post-secondary education, employed immigrants, low income immigrants, immigrants who felt isolated, immigrants with a negative settlement experience, immigrants who felt St. Thomas-Elgin is not welcoming, immigrants who experienced discrimination, immigrants who felt St. Thomas-Elgin is welcoming, and racialized immigrants.

## Limitations

Multiple promotion methods were used to reach a wide variety of immigrants, but the results are not necessarily representative of all groups and subpopulations. When compared with 2021 census data about St. Thomas-Elgin's immigrant population, it is clear there are some known gaps in the survey respondents (e.g., immigrants from the west and east Elgin regions, older immigrants, and refugees are all underrepresented, see Table 1, Table 3, Table 5. Low German Speaking Mennonites are also underrepresented (Table 7), see footnote 10 for more details about this population. There may be further unknown gaps.

Because of small sample sizes for some subpopulations, the findings should be interpreted with caution. The survey sample size is not large enough to be a statistically significant representation of all immigrants in St. Thomas-Elgin, but the results still provide important insight into the perspectives and experiences of those immigrants who participated in the survey.

Results were reported as percentages and were only disaggregated in a manner than maintained anonymity.

It should also be noted that some groups or individuals may understand specific words or concepts differently (e.g., "belonging", "isolation", "discrimination" or "good" vs "poor" service delivery) and this could impact the findings.

## How the Results will be Used

The information outlined in this report provides a snapshot of the experiences of the survey respondents and can be used to inform policy, service provision, and other planning in the St. Thomas-Elgin area. Contact the St. Thomas-Elgin Local Immigration Partnership if you have questions about the data or findings, or suggestions for how it could be used to impact change in our community.

St. Thomas-Elgin Local Immigration Partnership  
[communications@stelip.ca](mailto:communications@stelip.ca)  
16 Mary Street West  
St. Thomas, ON N5P 2S3  
519-631-9800

Petrusia Hontar, Manager  
St. Thomas-Elgin Local Immigration Partnership  
[phontar@stelip.ca](mailto:phontar@stelip.ca)  
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Funded by:

Financé par :



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada

# Appendix

## Long and Short Survey

The questions highlighted in blue are also included in the short survey. All questions are included in the long survey.

### St. Thomas-Elgin Region Immigrant Survey 2023

Immigrants make St. Thomas and Elgin County a much more diverse and vibrant community, and your story is important to hear and understand. We want to learn about the welcoming, integration, and well-being of immigrants. The Local Immigration Partnership will use the survey results to guide how more organizations will work together to improve services and living experiences for immigrants in the St. Thomas-Elgin region.

**This survey is for all immigrants living or working in St. Thomas-Elgin region who are age 16 or older. This includes people born outside Canada who are now living, working, or studying in this community (permanent residents, Canadian citizens, refugees, temporary residents, refugee claimants, and international students).**

Please complete this survey by June 19, 2023. It will only take 10-20 minutes.

You do not have to provide your name to do the survey. The survey will ask both multiple choice questions and short answer questions about your thoughts, and a short section about demographic information. When you finish the survey, you can choose to enter your name into a draw for a prize. If you provide your name, it will not be connected to your survey answers and will only be used for the draw. Draw prizes include a \$100 prepaid credit card, \$50 prepaid credit cards and Tim Horton's gift cards.

Completing the survey is voluntary and you can skip any question you do not want to answer. You can stop or close the browser window any time you like, but we cannot remove your answers once you submit them because we will not be able to separate your answers from the rest of the data.

The information you provide will remain confidential. Only Petrusia Hontar (Principal Investigator), and Fiona Murray (Communication Coordinator) will have access to the raw survey data. We are hoping to hear from 400 immigrants in this survey. All the responses will be anonymous and will be summarized in a series of reports and presentations. They will be available on the St. Thomas Elgin Local Immigration Partnership website at <https://stelip.ca/projects/2023-immigrant-survey/> later this year.

Each person may react differently when reflecting on the questions, and it may raise anxiety for some people. If you need support at any time, please call or text the Canadian Mental Health Association Thames Valley's crisis line "Reach Out" at 519-433-2023. If you need help but are not in crisis, please call the Canadian Mental Health Association Thames Valley at 519-601-8055 or 1-844-360-8055.

You can find more information about your rights as a survey participant, including the contact information for the ethics office that reviewed the project, in the information and consent letter found on the website <https://stelip.ca/projects/2023-immigrant-survey/>

If you have questions, are not able to fill out this survey online, or would prefer to respond by phone, email or on paper, contact the St. Thomas-Elgin Local Immigration Partnership at [communication@stelip.ca](mailto:communication@stelip.ca) or 519-631-9800 x 241.

Thank you for taking the time to share your story by completing this survey. It will help us build better services to serve everyone in our community!

[If you agree to participate and are ready to begin the survey, please click here.](#)

## Section A: Basic Information

### 1. Which of the following best describes you?

- ☐ I immigrated to Canada as an economic-category immigrant (e.g. Federal Skilled Worker Program, Provincial Nominee Program, Canadian Experience Class, and dependants of economic applicants)
- ☐ I immigrated to Canada as a family-category immigrant (sponsored spouse, sponsored parent or grandparent, or other immigrant sponsored by family)
- ☐ I immigrated to Canada as a government assisted refugee
- ☐ I immigrated to Canada as a privately sponsored refugee
- ☐ I immigrated to Canada as a refugee claimant and am now a permanent resident
- ☐ I am currently in Canada as a refugee claimant
- ☐ I am currently in Canada as an international student
- ☐ I am currently in Canada on a temporary work visa
- ☐ I am currently in Canada on a CUAET (Canada-Ukraine Authorization for Emergency Travel) visa
- ☐ Unknown
- ☐ I was born in Canada (This survey is for people who were born outside of Canada and now live, work or study in St. Thomas-Elgin Region.)
  - [FOR ANY RESPONDENTS THAT INDICATE THEY WERE BORN IN CANADA, SKIP THEM TO THE LAST QUESTION OF THE SURVEY ABOUT ANY OTHER COMMENTS/SUGGESTIONS TO IMPROVE SETTLING/INTEGRATION AND THEN END THE SURVEY]
- ☐ Other (please specify) \_\_\_\_\_

### 2. How long have you been living in Canada?

- ☐ Less than 1 year
- ☐ 1 to 5 years
- ☐ 6 to 10 years
- ☐ 10+ years

### 3. Where do you live<sup>80</sup>?

- ☐ St. Thomas
- ☐ Aylmer
- ☐ Bayham
- ☐ Malahide

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<sup>80</sup> changed to open ended question partway through to address bots

- ☐ Central Elgin
- ☐ Southwold
- ☐ Dutton Dunwich
- ☐ West Elgin
- ☐ Other (please specify) \_\_\_\_\_

**4. What is your first language?** (Your first language is the language you first learned at home and still understand.)

- ☐ English
- ☐ French
- ☐ Arabic
- ☐ Farsi/Persian
- ☐ German
- ☐ Gujarati
- ☐ Hindi
- ☐ Khmer
- ☐ Korean
- ☐ Mandarin
- ☐ Plautdietsch
- ☐ Punjabi
- ☐ Rohingya
- ☐ Spanish
- ☐ Urdu
- ☐ Other (please specify) \_\_\_\_\_

**5. How many languages do you know well enough to have a conversation in that language?**

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 or more

**6. How well can you communicate in English?**

- ☐ Very well
- ☐ Well
- ☐ Fairly well
- ☐ Poorly
- ☐ Not at all

----- [FOR ALL RESPONDENTS] -----



## Section B: Use of Community Services

7. Please rate your experience with following community services in the last 12 months in St. Thomas-Elgin.

	Excellent	Very good	Good	Acceptable	Poor	Did not access
Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment and/or skills training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English language learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
French language learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Language interpretation/translation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal/courts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local municipal government/bylaw	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settlement/immigrant services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small business/entrepreneurial supports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Childcare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other community services (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>						

**8. If you or a family member went to a hospital, health clinic or talked to a health professional in the past year, did the health clinic provide in-person or phone/video interpretation?** *[multi-select question]*

- ☐ Language interpretation was provided for me
- ☐ I wanted language interpretation but did not receive it
- ☐ I brought a family member or friend with me because interpretation was not available to me
- ☐ I brought a family member or friend with me because I prefer this instead of a professional interpreter
- ☐ I did not need language interpretation
- ☐ I did not go to a hospital, clinic or health professional
- ☐ Other (please specify)\_\_\_\_\_

## **Section C: Belonging**

**9. How do you feel about your life as a whole right now?**

Using a scale of 0 to 10, where 0 means “very dissatisfied” and 10 means “very satisfied,”

**10. How welcoming is the St. Thomas-Elgin community toward immigrants?**

Using a scale of 0 to 10, where 0 means “not at all welcoming” and 10 means “very welcoming,”

**11. How do you describe your sense of belonging in St. Thomas-Elgin?**

(Sense of belonging is when you feel accepted and valued by others around you. It is when you feel like St. Thomas-Elgin Region is truly your home.)

- ☐ Very strong
- ☐ Somewhat strong
- ☐ Somewhat weak
- ☐ Very weak
- ☐ Don't know / no opinion

**12. How much have you felt isolated or alone in the last 12 months in St. Thomas-Elgin?**

- ☐ A great deal
- ☐ Quite a bit
- ☐ Somewhat
- ☐ A little bit
- ☐ Not at all

**13. How safe do you feel in St. Thomas-Elgin?**

- ☐ Not at all
- ☐ Slightly
- ☐ Moderately
- ☐ Very
- ☐ Extremely

**14. In the last 12 months, have you experienced discrimination or been treated unfairly by others in St. Thomas-Elgin? ((Discrimination is when others treat you unfairly because of your race, skin colour, religion, ethnicity or other reasons.)**

- ☐ Yes
- ☐ No

**15. If you have experienced discrimination or been treated unfairly by others, what are the reasons? (Select all that apply)**

- ☐ Race or skin colour
- ☐ Religion
- ☐ Ethnicity or culture
- ☐ Physical appearance (other than skin colour)
- ☐ Immigration status
- ☐ Gender
- ☐ Sexual orientation
- ☐ Language ability
- ☐ Accent
- ☐ Age
- ☐ Income
- ☐ Disability (either a disability that people can see or one that is invisible)
- ☐ Other (please specify): \_\_\_\_\_

**16. If you did experience discrimination, in what types of situations did you experienced that? (Select all that apply.)**

- ☐ In a store, bank or restaurant
- ☐ When applying for a job or a promotion
- ☐ At your job – for example from supervisors, co-workers or clients
- ☐ At school or university
- ☐ At community/public events
- ☐ When interacting with your neighbours
- ☐ When looking for housing
- ☐ When crossing the border into Canada
- ☐ When interacting with the police
- ☐ When interacting with the courts
- ☐ When seeing a medical health professional or in other health care settings
- ☐ While using libraries, community/recreational centres, arenas
- ☐ While using public areas, such as parks or sidewalks
- ☐ While using transportation such as buses, trains or taxis
- ☐ When accessing other community services
- ☐ Other (please specify): \_\_\_\_\_

----- [FOR ALL RESPONDENTS] -----

## Section D: Challenges and Solutions

### 17. How would you describe your overall experience of settling in St. Thomas-Elgin?

(Settling includes your whole experience of moving to, settling and integrating in St. Thomas-Elgin.)

- ☐ Excellent
- ☐ Good
- ☐ Neutral
- ☐ Not very good

### 18. How many years have you been in this community? \_\_\_\_\_

(If you have been here for less than a year indicate zero.)

### 19. How long did it take you to feel at home in this community?

- ☐ When I arrived
- ☐ Less than a year
- ☐ 1-2 years
- ☐ 3-5 years
- ☐ 6-10 years
- ☐ More than 10 years
- ☐ I still don't feel at home in this community

### 20. What are the biggest challenges you or your family have experienced in the last year in St. Thomas-Elgin? (Select all that apply.)

- ☐ Accessing health care
- ☐ Accessing mental health care
- ☐ Accessing relevant programming in local community centres, arts & culture spaces, libraries, etc.
- ☐ Cost of living or financial struggles
- ☐ Discrimination/racism
- ☐ Finding affordable housing
- ☐ Finding childcare
- ☐ Finding work
- ☐ Getting information you need in a language you understand
- ☐ Learning English
- ☐ Learning where and how to do things
- ☐ Making friends or social connections
- ☐ Making sure your children are safe and happy at school and in the community
- ☐ Receiving public or social services (e.g. settlement services, government services, etc.)
- ☐ Starting a new business
- ☐ Transportation
- ☐ Other (please specify): \_\_\_\_\_

**21. What changes would help immigrants to reach their full potential in St. Thomas-Elgin?** (Select your top 3 options below.)

*Immigrants includes people born outside Canada who are now living, working or studying in this community (permanent residents, Canadian citizens, refugees, temporary residents, refugee claimants, and international students).*

- ☐ More opportunities to help improve English skills
- ☐ Availability of interpretation and translation
- ☐ More affordable housing options
- ☐ A central location where immigrants can receive settlement and other services in one place
- ☐ More effort by community services to better serve immigrants
- ☐ More or better programs for immigrants to find work
- ☐ Educate employers on the value and ways of hiring, retaining and promoting immigrants
- ☐ English learning opportunities in workplaces
- ☐ A central place for employers to find immigrant workers and where workers can find employment opportunities
- ☐ Actions to reduce racism and discrimination towards immigrants
- ☐ Actions to improve the social connections of immigrants
- ☐ Actions to increase welcoming and acceptance of immigrants
- ☐ More relevant programming in local community centres, arts & culture spaces, libraries, etc.
- ☐ Greater voice or involvement in community leadership and planning
- ☐ Better collaboration and coordination between service agencies
- ☐ Better internet/technology access and training
- ☐ More funding for... (please specify using "Other" below)
- ☐ Other (please specify): \_\_\_\_\_

## **Section E: Community Contributions**

**22. Why did you come to St. Thomas-Elgin?** (Select your top 3 reasons)

- ☐ Family or friends that live in St. Thomas-Elgin
- ☐ St. Thomas-Elgin was more affordable than other communities
- ☐ Post-secondary institutions
- ☐ For a job in St. Thomas-Elgin
- ☐ A healthy local economy
- ☐ Cultural or language groups in this community
- ☐ Community services and support in this community
- ☐ I didn't choose St. Thomas-Elgin, the community was chosen for me
- ☐ Other (please specify): \_\_\_\_\_

**23. How likely are you to stay permanently in St. Thomas-Elgin?**

- ☐ I plan to stay permanently in St. Thomas-Elgin Region
- ☐ I might stay permanently in St. Thomas-Elgin Region
- ☐ I'm not sure
- ☐ I don't plan on staying in St. Thomas-Elgin Region
- ☐ Not applicable

**24. What are some of the ways you contribute to creating a thriving and prosperous community for everyone? (Select all that apply)**

- ☐ I help my neighbours when they need it
- ☐ I provide unpaid help for family members (children, grandparents, etc.)
- ☐ I volunteer with youth sports (coaching, driving youth, etc.)
- ☐ I tutor or help youth learn in this community
- ☐ I volunteer in cultural or ethnic association activities
- ☐ I volunteer with other community organizations, groups or faith communities
- ☐ I am on a board of directors or other committees
- ☐ I donate to local charities
- ☐ I help newcomers to Canada as they make their home in our community
- ☐ I speak up for fairness and treat people with kindness in my community
- ☐ I vote in local/municipal, provincial or national elections in Canada
- ☐ I am a business owner, and my business contributes to our community's economy
- ☐ I contribute my skills and experience to the local economy through my job
- ☐ I build my skills and strengthen the ways I can contribute to this community (learning English, further education, building professional skills, etc.)
- ☐ I contribute to improving the natural environment in my community (recycling, picking up garbage, planting trees, etc.)
- ☐ Other (please specify): \_\_\_\_\_

**25. If you would like to share a story that illustrates one of the above contributions that you are particularly proud of, please do so here:**

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**26. What is the most important thing you would like community leaders to do to improve the welcoming, integration and well-being of immigrants in St. Thomas-Elgin Region?**

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## Section F: Demographics

These final demographic questions are intended to help organizations supporting immigrants to understand how to build programs and services that meet the needs of diverse groups. While all these questions are optional, your answers are important. We want to make sure we are hearing from immigrants across many different groups in St. Thomas-Elgin Region.

### 27. What is your age?

- ☐ 16-19 years
- ☐ 20-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65 or older

### 28. Which would best describe you? (Select all that apply.)

- ☐ Arab
- ☐ Black (e.g. Black-Caribbean, Black-African, Black-North American)
- ☐ Chinese
- ☐ Filipino
- ☐ Japanese
- ☐ Korean
- ☐ Latin American
- ☐ South Asian (East Indian Pakistani, Sri Lankan)
- ☐ Southeast Asian (e.g. Vietnamese, Cambodian, Laotian, Thai)
- ☐ West Asian (e.g. Iranian, Afghan)
- ☐ White
- ☐ Prefer not to answer
- ☐ Other (please specify): \_\_\_\_\_

### 29. What is the highest level of education you have completed?

- ☐ No formal education
- ☐ Elementary school
- ☐ High school or equivalent
- ☐ Trade/technical school
- ☐ College diploma
- ☐ Bachelor's degree
- ☐ Master's degree
- ☐ PhD
- ☐ Prefer not to answer

### 30. How would you describe your gender identity?

- ☐ Man

- ☐ Non-binary
- ☐ Woman
- ☐ Prefer to self-describe (please specify): \_\_\_\_\_
- ☐ Prefer not to answer

**31. Do you identify as a member of the LGBTQ+ community? (lesbian, gay, bisexual, transgender, queer/questioning)**

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

**32. Are you living with a disability (physical or mental) or a chronic illness that limits your activity?**

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

**33. If you are a member of a faith community, please share which one:**

- ☐ Buddhist
- ☐ Christian
- ☐ Hindu
- ☐ Jewish
- ☐ Muslim
- ☐ Sikh
- ☐ Other (please specify): \_\_\_\_\_
- ☐ I am not a member of a faith community
- ☐ Prefer not to answer

**34. What is your employment status?**

- ☐ I am employed (working full time)
- ☐ I am employed (working part time or casual)
- ☐ I am unemployed but seeking work
- ☐ I am self-employed
- ☐ I am not in the paid workforce (retired, caring for children, not seeking work, etc.)
- ☐ Prefer not to answer
- ☐ Other (please specify): \_\_\_\_\_

**35. Is your current housing both suitable and affordable for you?**

*(Are there enough bedrooms and is it in good repair, AND can you afford it with your other living expenses)*

- ☐ Yes
- ☐ No (please explain): \_\_\_\_\_



**36. Is your household income enough for the needs of you and your family?**

- ☐ Our income is **enough** for our needs
- ☐ Our income is **not quite enough** for our needs
- ☐ Our income is **not enough** for our needs
- ☐ Prefer not to answer

**37. Are you in a job that is at the same level as your skills and experience?**

- ☐ Yes
- ☐ No
- ☐ I'm not currently employed
- ☐ Prefer not to answer

**38. Where do you prefer to get information about community and settlement services?**

	Yes	Maybe	No
Twitter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facebook	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Instagram	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LinkedIn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community organization websites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
STELIP Newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information sessions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settlement worker or other community organization staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local media (newspaper, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Messaging apps (e.g. Whatsapp, Telegram, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**39. How did you find out about this survey?**

*(Select the option that was the most instrumental in encouraging you to fill out the survey.)*

- ☐ St. Thomas-Elgin Local Immigration Partnership
- ☐ YWCA St. Thomas-Elgin Settlement Services
- ☐ Mennonite Community Services (MCS)
- ☐ St. Thomas and District Chamber of Commerce
- ☐ Employment Services Elgin
- ☐ Fanshawe Employment and Career Services
- ☐ St. Thomas Public Library
- ☐ Elgin Library
- ☐ St. Thomas Social Services
- ☐ Karen Vecchio Member of Parliament
- ☐ A poster in a public place
- ☐ Newspaper
- ☐ Radio
- ☐ Social Media
- ☐ A friend or personal connection
- ☐ Other (please specify): \_\_\_\_\_

----- [FOR ALL RESPONDENTS] -----

**40. Are you interested in sharing your thoughts in the future by participating in other surveys or research by the St. Thomas-Elgin Local Immigration Partnership?**

*(You can always say no in the future if you change your mind. You will be redirected to a form to provide your contact information)*

- ☐ Yes
- ☐ No

If you want to, you can chose to enter your name and contact information into a draw for a prize. The prizes include one \$100 prepaid credit card, \$50 prepaid credit cards and Tim Horton's gift cards. The information you share for the draw will not be linked to your survey answers. By selecting yes you will be transferred to a separate survey not linked to this one.

**41. Do you want to enter your contact information into a draw for a prize?**

- ☐ Yes
- ☐ No

## CONFIRMATION PAGE AFTER SUBMISSION:

Your responses have been submitted. Thank you completing this survey and for helping to make a difference in your community.

We will share the results of this and other surveys at <https://stelip.ca/projects/2023-immigrant-survey/>

If you would like to receive the *STELIP quarterly newsletter*, an update on local immigration and newcomer related upcoming events, information and resources in St. Thomas and Elgin County, you can subscribe at <https://stelip.ca/news-events/newsletter/>

For newcomers looking for information and resources, the YWCA St. Thomas-Elgin offers settlement services. One of the newest programs available is called “Canada Connects.” Canada Connects matches newcomers to Canada with more established community members to help newcomers make connections in the community, practice English and learn about life in Canada. If you would like to learn more about the Canada Connects program or other settlement services offered by the YWCA, please contact 519-631-9800 or email [settlement@ywcaste.ca](mailto:settlement@ywcaste.ca) . The application form for volunteer mentors is also available on the YWCA's website: <https://ywcaste.ca/volunteer/>



# St. Thomas-Elgin Immigrant Survey 2023

## PRELIMINARY HIGHLIGHTS

Check out the full report: <https://stelip.ca/wp-content/uploads/2023/11/ImmigrantSurvey2023.pdf>

**99**  
Respondents

**25**  
First  
Languages

Family Category  
(44%)

Economic  
Category  
(20%)

International  
Students (9%)

Other  
(7%)

CUAET  
(5%)

TWP  
(5%)

GAR  
(5%)

RC  
(2%)

TWP - Temporary Work Permit; CUAET - Canada Ukraine Authorization for Emergency Travel; GAR - Government-Assisted Refugees; RC - Refugee Claimants

**77%**  
St.  
Thomas

**11%**  
East  
Elgin

**4%**  
Central  
Elgin

**0%**  
West  
Elgin

Nearly all the respondents used at least one service category. The services with the highest positive ratings were language interpretation/translation (89% of users rated positively), local municipal government/bylaw (84% of users rated positively), and police (84% users rated positively). The service with the highest negative rating was transportation (76% of users rated negatively).

East Elgin Region includes the Municipality of Bayham, the Town of Aylmer, and the Township of Malahide. Central Elgin Region includes the Municipality of Central Elgin and the Township of Southwold. St. Thomas Region includes the City of St. Thomas. West Elgin Region includes the Municipality of Dutton-Dunwich and the Municipality of West Elgin.

**34%**

Cost of Living

**28%**

Finding Healthcare

**24%**

Finding Work

### Challenges

Respondents were asked to select three challenges and possible solutions.

### Solutions

**39%**

Affordable Housing

**36%**

Better programs for  
immigrants to find work

**29%**

Employer education on  
hiring immigrants

37% of respondents experienced discrimination in the previous 12 months.

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and Citizenship Canada

Immigration, Réfugiés  
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## St. Thomas Community Inclusion Council by Peri Hayes

Marc Roskamp, Chief of Police with the St. Thomas Police Service (STPS), enthusiastically discusses the St. Thomas Police Service Chief of Police - Community Inclusion Council (CoP-CIC). "This is a local program," he explains, "Intended to advise the St. Thomas Police Chief on the ways in which service delivery can be improved." The CoP-CIC was formed in recognition of the need to enhance the relationships between the St. Thomas Police Service and local residents. Through a community-driven approach, members of the council inform and offer recommendations to the Chief of Police on matters related to diversity, equity, inclusion, and elimination of racism and discrimination, offering strategic tools and services that promote inclusionary policies and practices into STPS programs, as well as working with community partners to organize civic events.

Developed in 2022 and expanded throughout 2023, the CoP-CIC aims, through the input from lived experience as members of the local community, to aid in STPS becoming a stronger and more responsive police service. Furthermore, the CoP-CIC strives to promote and enhance St. Thomas as a safe region while improving the quality of life for all residents. Chief Roskamp conveys, "Improving trust and legitimacy in policing has to reflect community expectations." With virtual communication between sessions, the CoP-CIC joins Chief Roskamp in person every three months for 2.5 hours to discuss particular project(s), though these meetings may occur bi-monthly.



The Inclusion Council - Left to right: Chris Patriuin, Maggie Scanlon, Jason Jackson, Iflat Farooqui, Ayesha Isa and Tony D'Costa.

Chief Roskamp highlights, "This committee supports training within the police service. It does provide me with the ability to recognize when change is required internally and to make the necessary adjustments. I am excited by the opportunity to hear from the diverse community and reflect and address these expectations. The energy in the room is palpable." Chief Roskamp is looking forward to displaying their most recent project, hanging five paintings created by members of the community in the STPS lobby for a visual representation of St. Thomas' diversity.

The CoP-CIC celebrates representation of the following groups, which are not limited to francophone individuals, immigrants and refugees, Indigenous peoples, 2SLGBTQAI+,

multi-faith groups, people with disabilities, persons with low income, racialized people, as well as vulnerable seniors, women and youth. This council is comprised of 7-9 members, including individual stakeholders, representatives from local institutions and community-based organizations. Moreover, they are seeking further representation.

The Chairperson on the committee is Jason Jackson. Member, Chris Patriuin, is a small business owner and a member of the Bear Clan of Oneida Nation of the Thames and a local community leader. He graciously shares, "When former Chief of Police Chris Herdige reached out to me about the idea of the Community Inclusion Council, I was proud of the leadership at STPS for highlighting this much-needed initiative. As our community grows and we see many folks who are new to St. Thomas, it is apparent that our community is becoming more diverse. The CoP-CIC provides a voice to our many diverse community members and gives our police service

a different perspective they can use in their everyday work. With Chris Herdige's recent retirement, current Chief of Police, Marc Roskamp has continued this initiative with vigour and determination. Embracing our community's diversity in an equitable and inclusive manner is top-of-mind for STPS, and I look forward to providing perspective and insights whenever possible."

Expressing excitement, Chief Roskamp concludes, "I'm very proud of this Inclusionary Council. We're excited by where this initiative could go in the future, and we're just getting started!" For those interested in joining the collaborative CoP-CIC, connect with Samantha Wakefield, Corporate Communications Coordinator, via email at [swakefield@stps.on.ca](mailto:swakefield@stps.on.ca). Brought together on matters of diversity, use your voice and you will be heard in the incredible CoP-CIC, as Chief Roskamp assures, "No one is going to be turned away if they really have a passion for contributing to this community project."



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