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**Canadian** *La Revue des* **Chefs de**

# Police

**Chief** *Magazine du Canada*

**COMMUNICATION:  
AT THE CENTRE OF IT ALL**

**LA COMMUNICATION :  
AU COEUR DE TOUT**

**2013 CACP Conference Guide**  
Guide de conférence 2013 de l'ACCP

**PLUS**

A New CACP Website

Le nouveau site Internet de l'ACCP



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Le site Web comprend également une section dédiée à fournir aux consommateurs de l'information pour leur permettre de se protéger contre le vol d'appareils sans fil.

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

**cwta**

Canadian Wireless  
Telecommunications Association

Association canadienne  
des télécommunications sans fil

**acts**

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Spring/Summer • Printemps / Été 2013



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Winnipeg, site of the 2013 CACP conference. Photo courtesy of Tourism Winnipeg.

Winnipeg, lieu du congrès 2013 de l'ACCP. Photo gracieusement fournie par Tourisme Winnipeg.

## CONFERENCE 2013 CONFÉRENCE

### CONFERENCE SPOTLIGHT

Communication: at the Centre of It All

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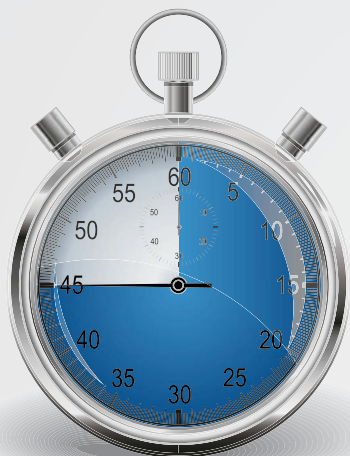
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On March 20, 2013 I met with the CACP Board, Provincial Chiefs Associations presidents, Committee chairs and invited guests for the 2013 President's Council on Strategic Direction. We reviewed the CACP's mission statement and a number of CACP initiatives. We also heard about the work of each committee and explored current and emerging issues facing Canadian police and the communities they serve.



**By Chief Constable /  
Par le chef  
Jim Chu**

Le 20 mars 2013, j'ai rencontré le Conseil d'administration de l'ACCP, les présidents des associations provinciales, les présidents des comités et les invités lors du Conseil du président sur l'orientation stratégique 2013. Nous avons examiné l'énoncé de mission de l'ACCP et un certain nombre d'initiatives. Nous avons également entendu parler du travail de chaque comité et exploré les enjeux



(L) Chief Matt Torigian, Waterloo Regional Police Service and (R) Mr. Lance Valcour, Executive Director, Canadian Interoperability Technology Interest Group (CITIG) address participants at the President's Council on Strategic Direction, March 20, 2013.

(G) Le chef Matt Torigian, Service de police régional de Waterloo et (D) M. Lance Valcour, directeur général, Technologie Groupe d'intérêt canadien en technologie de l'interopérabilité (GICTI) présentant aux participants lors du Conseil du président sur l'orientation stratégique, le 20 mars 2013.

Ms. Debra Frazer and Chief Matt Torigian provided an overview of the renewed Police Research Foundation, and presented the Foundation's strategy for developing evidence-based research to assist police executives in making sound decisions. Mr. Tim Smith highlighted the accomplishments and challenges the CACP has encountered in enhancing relationships with government. He reinforced the value of stakeholder engagement, and outlined the assistance he can provide to committees and members who are interested in accessing government officials.

These presentations were followed by a lively discussion that culminated with a

*continued on page 8*

actuels et nouveaux auxquels sont confrontés les policiers canadiens et les collectivités qu'ils desservent.

Mme Debra Frazer et le chef Matt Torigian ont donné un aperçu du renouveau de la Fondation de recherches policières. Ils ont présenté la stratégie de la Fondation de la recherche pour développer la recherche fondée sur des preuves en appui aux décisions des cadres policiers. M. Tim Smith a souligné les réalisations et les défis que l'ACCP a rencontrés dans l'amélioration des relations avec le gouvernement. Il a insisté sur la valeur de l'engagement des parties prenantes et souligné

*suite à la page 8*



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decision to reconsider the CACP mandate and priority goals and to develop statements that more accurately reflect today's community safety and security realities and activities. Through the collective effort of all participants, we drafted a new CACP Mission Statement and goals.

**"Safety and security for all Canadians through innovative police leadership."**

The CACP strives to uphold its mission through:

**CONSULTATION:** Enhancing public confidence by collaborating with professional and community partners.

**ADVOCACY:** Advancing legislative and policy reform, support for victims, and health and safety.

**PROFESSIONALISM:** Expanding the body of professional knowledge to support the development of progressive community-oriented leaders at all levels.

**SUSTAINABILITY:** Researching and supporting innovative strategies and practices to responsibly manage public resources.

Plans for the Annual Conference in Winnipeg in August are coming together nicely. Chief Clunis and his team have put together outstanding professional development and social programs.

Please note that based on your input, the format for this year's conference has been modified. The conference will commence on Sunday, August 18, 2013 at 5 p.m. and will conclude on Wednesday, August 21 at 1:30 p.m. immediately following the Victoria, B.C. luncheon. The gala awards banquet will be held on Tuesday, August 20.

Details are available at [www.cacpconference.ca](http://www.cacpconference.ca). Register now! I look forward to seeing you there! ◆

suite de la page 7

l'aide qu'il peut apporter aux comités et aux membres qui sont intéressés à accéder à des responsables gouvernementales.

Ces présentations ont été suivies d'une discussion animée qui a abouti à la décision de revoir le mandat de l'ACCP et d'élaborer des énoncés qui reflètent plus fidèlement la sécurité communautaire d'aujourd'hui. Grâce à l'effort collectif de tous les participants, nous avons formulé un nouvel énoncé de mission et d'objectifs de l'ACCP.

**« La sécurité et la sûreté de tous les Canadiens grâce au leadership innovant de la police. »**

L'ACCP s'efforce de remplir sa mission à travers :

**LA CONSULTATION :** Renforcer la confiance du public en collaborant avec des professionnels et des partenaires communautaires.

**LE PLAIDOYER :** Faire progresser la réforme législative et politique, le soutien aux victimes, la santé et la sécurité.

**LE PROFESSIONNALISME :** Élargir la somme de connaissances professionnelles pour soutenir le développement de leaders progressistes axés sur la communauté à tous les niveaux.

**LA DURABILITÉ :** Chercher et soutenir des stratégies et des pratiques novatrices pour gérer de façon responsable les ressources publiques.

Les plans vont bon train pour le congrès annuel de Winnipeg qui aura lieu en août. Le chef Clunis et son équipe ont mis sur pied un remarquable programme de perfectionnement et de rencontres sociales.

Veuillez noter qu'à la suite de vos suggestions, le congrès commencera le dimanche 18 août 2013 à 17 heures et se terminera le mercredi 21 à 13 h 30. Le gala aura lieu le mardi 20 août.

Les détails sont disponibles à [www.cacpconference.ca](http://www.cacpconference.ca). Inscrivez-vous maintenant! J'ai hâte de vous y voir! ◆



Chief Constable Jim Chu, President, CACP, and Peter Cuthbert, Executive Director, CACP, accept a token of appreciation from Special Olympics Canada representatives, Lindsay Glassco, President and CEO, and Murray Faulkner, Director.

Le chef Jim Chu, président de l'ACCP, et Peter Cuthbert, directeur général de l'ACCP, acceptent un signe de reconnaissance des représentants des Jeux olympiques spéciaux du Canada, Lindsay Glassco, présidente et chef de la direction, et Murray Faulkner, directeur.

## CACP UPCOMING EVENTS

August 18 – 21, 2013  
**108th CACP Annual Conference**  
 "Communication: at the Centre of It All"  
 Winnipeg, MB

October 19 – 23, 2013  
**2013 IACP Conference**  
 Philadelphia, PA

October 27 – 29, 2013  
**CACP Private Sector Liaison Educational Forum**  
 "Making a Difference: The increasing role of the private sector in public safety"  
 Toronto, ON

November 24 – 27, 2013  
**The Seventh Canadian Public Safety Interoperability Workshop**  
 "Beyond Technology: Building a Culture of Interoperability"  
 Vancouver, BC

February 23 – 26, 2014  
**The CACP Information & Communications Technology Workshop**  
 "Information Management: A Critical Success Factor in the Economics of Policing"  
 Vancouver, BC

## PROCHAINES ACTIVITÉS DE L'ACCP

Du 18 au 21 août 2013  
**108e congrès annuel de l'ACCP**  
 « La communication : au coeur de tout »  
 Winnipeg, MB

Du 19 au 23 octobre 2013  
**Congrès 2013 de l'IACP**  
 Philadelphie, PA

Du 27 au 29 octobre 2013  
**Forum éducatif sur la liaison avec le secteur privé de l'ACCP**  
 « Faire une différence : le rôle croissant du secteur privé dans la sécurité publique »  
 Toronto, ON

Du 24 au 27 novembre 2013  
**Septième atelier canadien sur l'interopérabilité de la sécurité publique**  
 « Au-delà de la technologie : bâtir une culture de l'interopérabilité »  
 Vancouver, C.-B.

Du 23 au 26 février 2014  
**L'atelier de l'ACCP sur les technologies de l'information et des communications**  
 « Gestion de l'information : Un facteur clé du succès dans la gestion économique des services policiers »  
 Vancouver, C.-B.



*In March, TARGET representatives met with Peter Cuthbert to discuss opportunities to work together collaboratively to enhance public safety and security. (L-R) Paul McCabe, Sr., Group Manager, Global Investigations, Corporate Security-TARGET; Nicole Mortimer, Assets Protection Business Partner-Community Engagement-TARGET; Peter Cuthbert, Executive Director, CACP; Oscar Arango, Director, Assets Protection-TARGET; Mahogany Eller, National Public Safety Partnerships, Assets Protection Community Engagement-TARGET.*

*En mars, les représentants de TARGET ont rencontré Peter Cuthbert pour discuter des possibilités de collaboration pour améliorer la sécurité publique. (G-D) Paul McCabe, gestionnaire de groupe, enquêtes mondiales, sécurité d'entreprise-TARGET; Nicole Mortimer, partenaire des activités de protection des biens – engagement de la communauté-TARGET; Peter Cuthbert, directeur général de l'ACCP; Oscar Arango, directeur de la protection des biens-TARGET; Eller Mahogany, partenariats nationaux de sécurité publique, engagement de la communauté dans la protection des biens-TARGET.*

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**Chief Joel Hurliman | Graduate, School of Security and Global Studies**

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**Welcome to Winnipeg—  
At the Centre of It All!**  
Message from Devon Clunis  
Chief of Police,  
Winnipeg Police Service

The Winnipeg Police Service is pleased to welcome the police community to Winnipeg for the 108th CACP Annual Conference from August 18-21, 2013. It has been 27 years since the conference has been hosted in Winnipeg and we are sure you will be impressed by what our city and province has to offer.

Our conference theme is “Communication: at the Centre of It All.” Winnipeg is perfectly situated for this theme as we are a mere 10 kilometers west of the longitudinal centre of Canada at 96° 48’ 35”. This means easy access for all delegates and exhibitors attending the conference. No one will be required to cross the country—we will all meet in the middle!

Our conference theme will touch on one of the most important aspects that affects everything we do—communications. Whether it is internal or external communications using traditional or web multimedia we are all looking to find ways to communicate more effectively. The conference sessions will also focus on the content of those communications—how we can better lead our organizations through challenging issues. Focusing on the CACP’s mission statement, we will offer sessions to assist in enhancing “safety and security for all Canadians through innovative police leadership.”

While in Winnipeg we encourage you to take some extra time to visit a few attractions. Winnipeg and the surrounding area offers world class festivals, music, golfing, lake resorts and fishing—both locally and in the North.

We look forward to hosting the CACP conference and exceeding the expectations of all conference delegates.

Devon Clunis  
Chief of Police  
Winnipeg Police Service

**Bienvenue à Winnipeg —  
Au milieu de tout!**  
Message de Devon Clunis  
Chef de police  
Service de police de Winnipeg

Le service de police de Winnipeg est heureux d’accueillir le 108<sup>e</sup> congrès annuel de l’ACCP, du 18 au 21 août 2013. Il y a 27 ans que Winnipeg n’a pas accueilli ce congrès, et nous sommes certains que vous serez impressionnés.

Le thème du congrès est « La communication : au coeur de tout ». Winnipeg est parfaitement située pour illustrer ce thème puisque nous sommes à seulement 10 kilomètres à l’ouest du centre longitudinal du Canada à 96° 48’ 35”.

• Cette position stratégique facilite l’accès pour tous les délégués et exposants. Personne n’aura besoin de traverser le pays – nous rencontrerons tous au milieu !

• Le thème touchera l’un des aspects les plus importants de notre travail : la communication. Qu’il s’agisse de communication interne ou externe, traditionnelle ou multimédia, nous cherchons tous de meilleures façons de communiquer. Les ateliers porteront également sur le contenu de ces communications : comment nous pouvons mieux diriger nos organisations face à des problèmes difficiles. En se concentrant sur l’énoncé de mission de l’ACCP, nous offrirons des sessions pour aider à améliorer « la sécurité de tous les Canadiens grâce à un leadership policier innovant ».

• Nous vous encourageons à profiter de votre séjour à Winnipeg pour visiter quelques-unes des attractions. Winnipeg et ses environs vous offrent des festivals de renommée mondiale, de la musique, du golf, des centres de villégiature et des camps de pêche.

• Nous avons hâte d’accueillir le congrès de l’ACCP et de dépasser les attentes de tous les participants.

• Devon Clunis  
• Chef de police  
• Service de police de Winnipeg



# Winnipeg—The Heart of the Continent

The Winnipeg Police Service is looking forward to hosting the 108th CACP Conference in Winnipeg, Manitoba from August 18-21, 2013, and is pleased to invite you to attend this important conference at a time when police services across the country are challenged to work through constantly evolving trends and issues.

The conference theme “Communication: at the Centre of It All” will provide a platform for discussion on social media and traditional forms of internal and external communications, all of which can prove to be challenging in a quickly evolving technological world.

Our professional development program features a range of expert presentations highlighting communications and management issues, emerging trends, and leading practices. Topics include:

- Crises Management—Social Media Implications: Communication, Professional Reputation
- Officer Social Incrimination and Self-Imposed Jeopardy: Communication, Social Media, Professional Brand
- Cadet Program: Policing Costs and Sustainability; Communication of your Professional Brand
- SWATTING: Communication; Risk Management
- A Tactical Approach to Organized Crime: Alternative Service Delivery; Sustainable Policing Costs

The conference also presents us with the opportunity to recognize the good work of our members. We look forward to having you join us for the presentation of the 2013 Traffic awards, Bank of Canada awards, and the Canadian Banks Law Enforcement awards.

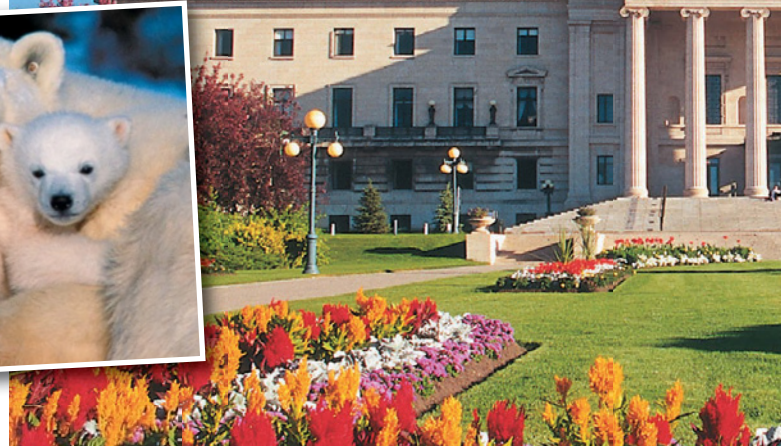
We want you to capitalize on having so many of our sponsors and exhibitors on site and have built in time specifically for that purpose. We also recognize the value of connecting with colleagues and friends in a social setting, and hope you will find the President’s Reception following the Opening Ceremonies, the Winnipeg Appreciation Night and the Gala permit you to do just that.

We are proud of our city and invite you to extend your stay and enjoy all that our region has to offer. Known as the “Heart of the Continent”, Winnipeg boasts warm, sunny summer weather—a perfect venue for the numerous festivals, events and activities taking place all summer long.

The name “Winnipeg” originates from the Cree words “Win”—muddy—and “Nipee”—water. Aboriginal groups occupied the area known as “The Forks” more than 6000 years ago, the fur trade became active in 1738 and the first permanent settlers arrived in 1813 from Scotland. Winnipeg was incorporated in 1873 and is now recognized as one of the most culturally diverse cities in Canada. We are proud to welcome new immigrants from all over the world who choose to make this great city their home.

Come early and enjoy one of our many summer festivals, including Folklorama, the world’s largest and longest running

## **108th Conference—Communication: at the Centre of It All**



multi-cultural festival. Experience a world tour at your fingertips and explore new cultures, traditions and culinary delights.

“The Forks,” where the Red and Assiniboine rivers meet, is Winnipeg’s most popular meeting place with more than 4,000,000 visitors annually. Take in the history, browse the Forks Market, enjoy the unique on-site entertainment or grab a bite at one of the numerous restaurants. It is an ideal place for families with a world-class skateboard park, walking trails including the beautiful Riverwalk trail, and is home to the world renowned Canadian Museum for Human Rights, set to open in 2014.

Winnipeg offers activities and entertainment sure to suit all interests. Art and culture enthusiasts can enjoy several exhibits at the Winnipeg Art Gallery, visit one of the many museums including the Manitoba Museum, take in a play or musical, enjoy a performance of the Royal Winnipeg Ballet or Winnipeg Symphony Orchestra or browse the beautiful Leo Mol Sculpture Garden at the Assiniboine Park.

Explore the Assiniboine Park Zoo, a family favorite with more than 2,000 species of animals to see and learn about. In January 2013, the Assiniboine Park Zoo proudly welcomed Polar Bear “Hudson” as the first resident of the International Polar Bear Conservation Centre. Known as a people lover and crowd pleaser, Hudson will be one of many inhabitants of the Journey to Churchill Exhibit, set to open in 2014.

Sports enthusiasts have numerous choices as Winnipeg is well represented in professional sports. The Winnipeg Jets at the MTS Center, the Winnipeg Blue Bombers at the brand-new Investors Group Field Stadium and the Winnipeg Goldeyes baseball team at Shaw Park; each provide exciting, family favourite outings.

Golf connoisseurs can choose from several different courses located throughout Winnipeg and surrounding areas which are

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# Winnipeg — le cœur du continent

## 108e congrès de l'ACCP : La communication : au cœur de tout



Le Service de police de Winnipeg est heureux d'accueillir le 108<sup>e</sup> congrès de l'ACCP à Winnipeg (Manitoba), du 18 au 21 août 2013. Il vous invite à assister à cet événement important qui survient alors que les services de police doivent composer avec l'évolution constante des tendances et des enjeux.

Le thème de ce congrès, « La communication : au cœur de tout », nous permettra de discuter des réseaux sociaux et des modes traditionnels de communication interne et externe, l'un comme l'autre n'ayant rien d'évident dans un monde technologique en mutation perpétuelle.

Notre programme de perfectionnement professionnel propose toute une gamme d'exposés sur la communication, la gestion, les dernières tendances et les pratiques exemplaires. Voici la liste des sujets :

- Gestion de crises – Implication des médias sociaux : communication, réputation professionnelle.
- Incrimination sociale et auto compromission des agents : communication, médias sociaux, image professionnelle.
- Programme de cadets : coûts et viabilité des services policiers; communication de l'image professionnelle.
- « SWATting » : Communication; gestion du risque.
- Une approche tactique face au crime organisé : mode alternatif de prestation de services; coûts de services policiers viables.

Nous profiterons de ce congrès pour souligner le bon travail de nos membres. Joignez-vous à nous pour la remise des prix de sécurité routière 2013, des prix d'excellence de la Banque du Canada et des médailles des banques canadiennes pour action policière méritoire.

Nous voulons vous permettre de profiter de la présence d'un grand nombre de commanditaires et d'exposants sur les lieux. C'est pourquoi nous avons prévu des plages horaires à cette fin. Vous aurez aussi l'occasion de fraterniser avec vos collègues et

vos amis lors de la Réception du président (après les Cérémonies d'ouverture), de la Soirée Winnipeg et du Gala.

Nous sommes fiers de notre ville et de sa région; pourquoi ne pas y prolonger votre séjour? L'été est beau et chaud à Winnipeg, « le cœur du continent ». On y trouve de multiples festivals, événements et activités tout l'été.

Le nom « Winnipeg » vient des mots cris « nipee », eau, et « win », boueuse. La région connue sous le nom « les Fourches » était déjà habitée par des groupes autochtones il y a plus de 6 000 ans. La traite des fourrures a commencé en 1738 et les premiers colons, venus d'Écosse, se sont installés en 1813. La ville de Winnipeg fut incorporée soixante ans plus tard. Aujourd'hui, elle compte parmi les villes canadiennes ayant la plus forte diversité culturelle. Nous sommes fiers d'accueillir des immigrants des quatre coins du monde.

Arrivez quelques jours plus tôt pour profiter du plus gros et du plus ancien festival multiculturel au monde, Folklorama : c'est un tour du monde, de ses cultures, de ses traditions et de ses cuisines au bout des doigts.

Plus de 4 000 000 personnes se rendent chaque année aux « Fourches », le point de rencontre des rivières Rouge et Assiniboine... et de la population de Winnipeg. Absorbent l'histoire de ce lieu, furetez dans le marché Forks, laissez-vous divertir par les amuseurs publics ou casser la croûte dans un des nombreux restos. C'est l'endroit idéal pour les familles : on y trouve un parc de planche à roulettes de renommée mondiale et des pistes de randonnée (ne manquez pas la piste Riverwalk, superbe). À compter de 2014, les Fourches accueilleront aussi le Musée canadien des droits de la personne.

Tout le monde trouve son compte à Winnipeg. Pour les amateurs d'art et de culture, il y a plusieurs expositions à la Winnipeg Art Gallery, sans oublier les nombreux musées de la ville, dont le Manitoba Museum. Mentionnons aussi les pièces de théâtre et les comédies musicales, le Royal Winnipeg Ballet et l'Orchestre symphonique, ou encore le splendide jardin de sculptures Leo Mol dans le parc Assiniboine.

Pour les familles, nous recommandons le zoo du parc Assiniboine, qui propose de découvrir plus de 2 000 espèces animales. En janvier 2013, ce zoo a ouvert un Centre international de conservation des ours polaires, dont le premier pensionnaire s'appelle Hudson, un ours qui aime beaucoup les visiteurs. Plusieurs autres résidents le rejoindront pour l'exposition Journey to Churchill qui ouvrira ses portes en 2014.

Plusieurs choix s'offrent aux amateurs de sport : les Jets au MTS Center, les Blue Bombers au tout nouveau stade Investors Group, ainsi que l'équipe de baseball des Goldeyes au parc Shaw. Ces matchs font tous d'excellentes sorties en famille.

*suite à la page 14*

continued from page 12

sure to challenge all skill levels. Take a fishing tour with one of our many local fishing experts or venture out to one of several beaches located within a couple hours' drive from Winnipeg.

A truly exceptional experience awaits you when you take a tour of Canada's most unique architectural landmark. There you will uncover secrets and experience the magic and mystique of the Manitoba Legislative Building, the inspiration behind the best-selling book "The Hermetic Code."

Those with a passion for shopping will be pleased to discover unique, one-of-a-kind stores suited to every budget. Explore the shops in the historical downtown Exchange District, the nearby Osborne Village, Corydon Village or along Academy Road. One-stop shopping is also available at the malls located throughout Winnipeg. The recent opening of IKEA adds to the overall fantastic Winnipeg shopping experience.

Winnipeg also boasts dozens of culinary options suitable for every taste and every budget. Enjoy warm August days and evenings at one of our many restaurants featuring outdoor patios where you're sure to experience the Manitoba hospitality that has earned us of the reputation of "Friendly Manitoba."

With so many options and experiences to discover, come early or extend your stay—you'll be glad you came!

Further CACP conference information is located at <http://cacpconference.ca>. Visitor experience information can be found at [www.tourismwinnipeg.com](http://www.tourismwinnipeg.com) or [www.travelmanitoba.com](http://www.travelmanitoba.com). ◆

suite de la page 13

Aux amateurs de golf, la région propose plusieurs parcours de divers niveaux de difficulté. Et que diriez-vous d'une expédition de pêche avec un expert du coin? Ou d'une sortie à la plage? Il y en a plusieurs à moins de deux heures de route de Winnipeg.

Pour une expérience hors de l'ordinaire, faites une visite guidée du Palais législatif du Manitoba, dont les codes secrets et les références mystiques ont inspiré le livre à succès « The Hermetic Code ».

Pour les fous du magasinage, Winnipeg regorge de boutiques originales pour toutes les bourses. Vous en trouverez dans le district Exchange du centre-ville historique, dans Osborne Village et Corydon Village, ou encore le long du chemin Academy. Winnipeg compte aussi plusieurs centres commerciaux où vous trouverez facilement de tout. La ville vient même de s'enrichir d'un magasin IKEA.

Enfin, Winnipeg offre une grande variété culinaire pour tous les goûts et tous les budgets. Nombre de restos ont une terrasse pour profiter pleinement des belles journées et soirées du mois d'août. Venez vivre la légendaire hospitalité qui vaut à notre province sa réputation d'« accueillant Manitoba ».

Il y a tant à voir et à vivre chez nous; arrivez quelques jours plus tôt ou prolongez votre séjour. Vous ne le regretterez pas!

Pour tout savoir sur la conférence de l'ACCP, consultez le <http://cacpconference.ca/fr>. Pour plus de renseignements touristiques, visitez [www.tourismwinnipeg.com](http://www.tourismwinnipeg.com) et [www.travelmanitoba.com](http://www.travelmanitoba.com). ◆

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815	722 623	622 523	522 423	422 323	322 223	222 123	114
813	720 621	620 521	520 421	420 321	320 221	220 121	112
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# CACP 2013 Exhibitor List / *As of April 30, 2013*



## Liste des exposants au congrès 2013 de l'ACCP

*en date du 30 avril, 2013*



COMPANY / ENTREPRISE	BOOTH NUMBER(S) / NUMÉRO(S) DE STAND
3M Cogent, Inc.	518
3Si Security Systems	203
Absolute Software Corporation	104
Accident Support Services International Ltd.	309
ACS Public Sector Solutions, Inc.	228
Agnovi Corporation	426
American Military University	307
Bell Canada, Public Safety	712
Bell Helicopter Textron Canada Limited	524
Bell Mobility	613
Blue Line Magazine	621
Brother International Corporation Canada Ltd.	510
CALEA (Commission on Accreditation for Law Enforcement Agencies)	418
Canadian Association of Defence and Security Industries (CADSI)	306
Canadian Centre for Child Protection	503
Canadian Criminal Real Time Identification Services (CCRTIS)	118
Canadian Police Knowledge Network (CPKN)	114
Charles Sturt University (Australia)	813
Colt Canada	509
Commissionaires Canada	619
copLogic Inc.	301
DAVTECH Analytical Services (Canada) Inc.	400, 402
DeBourgh Manufacturing	600
Digital Boundary Group	410
Draganfly Innovations Inc.	818
Eurocopter Canada Limited	419
Federal Signal	218, 220
Forensic Technology Inc.	202
General Motors of Canada	815, 817, 819
Genetec	601
Gtechna	401
HAIX® North America, Inc.	304
Harris Corporation	103
Image Sensing Systems	305
Information Builders (Canada) Inc.	409
InterCel Radio Mobile Inc.	413, 512

COMPANY / ENTREPRISE	BOOTH NUMBER(S) / NUMÉRO(S) DE STAND
Intergraph Canada Ltd.	519
InTime Solutions Inc.	302
Justice & Safety Institute - The Pennsylvania State University	318
KeyTracer Systems	219
Kronos Telestaff	618
L3 Mobile-Vision Inc.	404
Lac-Mac	405
M.D. Charlton Co. Ltd.	511, 513
Mancom Manufacturing Inc.	311, 313
Mega-Technical Holdings	312, 213, 310, 211
Meggitt Training Systems	527, 529, 626, 628
Naylor (Canada) Inc.	119
NCI (Net Cyclops Inc.)	612
Outdoor Outfits	406
Panasonic Canada Inc.	319, 321
Peerless Garments Ltd.	403
Priority Dispatch Corporation	500
R. Nicholls Distributors	422, 423, 424, 425
RCMP - National Centre for Missing Persons and Unidentified Remains (NCMPUR)	116
RjR Innovations	421
Royal Roads University	113
Ruger Firearms	420
Safran Morpho	502, 504
Sani Defenx - Sani Sport	408
Shred-it International Inc.	507
Stoeger Canada Ltd.	208
SymbolArts	411
Thomson Reuters	718
Transport Canada - Rail Safety	205
TriCarm Software Inc.	412
Urban Tactical, A Division of Corporate Security Supply Ltd.	212
V.H. Blackinton & Co. Inc.	702
WatchGuard Video	303
Webasto Thermo & Comfort North America, Inc.	429
Whelen Canada	501
Xerox Canada	226

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# A New CACP Website— For Members and the Community

By Eldon Amoroso, CACP Support

At one time we have all likely owned an old and reliable car that served us well. But at some point that car just didn't suit the need and had to be replaced. We are at that juncture with our current CACP website. It is seven years old and has served us well, but it's time for change.

## WHY IS THIS IMPORTANT NEWS TO POLICE EXECUTIVES?

It's about communication with the community. We want to know what they think and we want to get the police message out to them. It's also about communicating with our members, getting their input and giving them access to information that they need. We want the CACP website to be a place that the members visit every day.

As an example of the need for communication, Bill C-30 received a generally unfavourable response from the general public, fueled by a wide range of anti-Bill C-30 articles in the media. But perhaps there was a law enforcement side of the issue that was not as readily publicized. It may not have made a difference, but when people understand what a proposed law can and cannot do, there tends to be more support for it. This is just one of a hundred issues that would benefit from a more balanced supply of information and perspective. The website is one way to assist in getting our message out.

But to accomplish that we need an easily updated and responsive website that allows us to both provide information and receive information (many times in the form of a "yes or no" survey that brings people back to the website to find out the result of the survey). The new design will allow us to be more responsive as issues occur, under the direction of the CACP Board.

**"And I still haven't found what I'm looking for":** Most of us recognize those words from the band U2, but they are very appropriate to our website (and many other older sites). Have you tried to find a certain policy or position paper on our website by doing a search? Our survey indicated an almost universal complaint about the search capability on the CACP website. Search capabilities have changed a lot in seven years. So we want to jump forward a few generations in our ability to find information on our website. We know you will enjoy an updated search capability on the new version.

**I don't want to find information—it should find me:** This was a strong message as well. There are media and government members who are very interested in what the CACP has to say. But they don't want to navigate our site and spend time searching for a statement or policy. They want finalized CACP releases to be sent to them automatically. They want to come to the website, securely register their email address, and then automatically receive emails with the latest information. There

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# Le nouveau site Internet de l'ACCP : pour les membres et la communauté

Par Eldon Amoroso, service de soutien de l'ACCP

Nous avons tous eu un jour en notre possession une vieille voiture fiable qui nous a bien servi. Or, vient un temps où il faut la remplacer parce qu'elle ne convient. Nous en sommes à ce stade avec le site Internet de l'ACCP. Il nous a bien servi, mais, avec ses sept ans bien sonnés, il est mûr pour du changement.

## EN QUOI CELA EST-IL IMPORTANT POUR LES CADRES POLICIERS?

En raison des communications avec la communauté. Nous voulons connaître le point de vue de la communauté et lui transmettre le message de la police. C'est aussi une question de communication avec nos membres, obtenir leur point de vue et leur donner accès aux renseignements. Le site de l'ACCP devrait être utile quotidiennement à nos membres.

Par exemple, le projet de loi C-30 a été mal perçu par la population, qui a été abreuvée d'articles contre ce projet dans les médias. Or, le point de vue des forces de l'ordre a-t-il eu droit à la même attention? Cela n'aurait peut-être rien changé, mais la

*suite à la page 20*

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are also many CACP members who want to monitor the progress of a certain CACP committee and be automatically notified when a new document is available from the Aviation Security Committee, for example.

We are including this functionality in the new design.

**Who chairs the Electronic Crime Committee and how do I reach them?:** This also came through loud and clear as a need from the members. They want to

quickly look at the committee lists and find up to date information on who is chairing the committee and how to contact them. We strive to make that information more reliable and accessible in the new design. However, there will also be some responsibility on Committee Chairs to move completed or draft documents to the main website so they can be accessed.

**Cyber Security:** Cyber Security (the security of our computers, data and networks) is becoming a bigger concern all the time. Hackers are now more organized and more motivated. We hope to greatly enhance our security position in the new website. A professional security firm will audit this critical design consideration before the website is officially accepted from the developer.

**What else is in there?:** Social Networking is seen to be an important way for law enforcement to communicate with the public. We will slowly adopt social networking capabilities in the new website so that we can make the best use of the tools that suit our needs. Also, with more and more people using smart phones the website must automatically adjust to the smaller screen or people will be very unhappy with the site. A more modern look is also part of the rewrite.

**When will we see it:** We have just completed an extensive scope document with the help of an outside contractor. This allows us to go to a number of companies and get a competitive development price. We hope to show a prototype at the Winnipeg conference, but that depends on how quickly we can start our process to select a vendor. Stay tuned and we will provide updates. ◆

.....  
*suite de la page 19*

population a tendance à appuyer plus fortement les projets de loi dont elle comprend la portée ET les limites. Et ce n'est qu'un des centaines de dossiers où un apport plus équilibré en renseignements et en points de vue serait souhaitable.

Le site Internet peut nous aider à véhiculer notre message, mais, pour ce faire, nous devons pouvoir le mettre à jour aisément. Il doit être malléable pour sortir l'information et la recevoir rapidement (sous forme de sondage « oui ou non » qui ramène les visiteurs sur le site pour

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connaître les résultats). La nouvelle version du site nous permettra de mieux réagir à l'actualité, sous la gouverne du CA.

**« Je n'ai pas encore trouvé le renseignement que je cherche » :** Cette phrase colle trop bien à notre site Internet (comme à de nombreux vieux sites). Avez-vous tenté d'y rechercher une politique ou un exposé de position spécifique? Notre sondage a révélé une opinion presque unanimement défavorable sur la fonction de recherche du site. Les fonctions de recherche ont beaucoup évolué depuis sa création. Nous allons donc rendre le site plus convivial en ce sens, chose qui vous plaira.

**« Je ne veux pas avoir à chercher l'information... je veux qu'elle me trouve » :** Ce message aussi est ressorti avec force. Certains membres des médias et du gouvernement sont très intéressés par ce que nous avons à dire, mais ils ne veulent pas avoir à naviguer notre site ou perdre du temps à chercher un énoncé ou une politique. Ils veulent recevoir automatiquement les versions définitives des documents de l'ACCP. Ils veulent venir sur notre site, entrer leur adresse de courriel en toute sécurité, puis recevoir automatiquement les dernières infos par courriel. En outre, plusieurs membres de l'ACCP souhaitent suivre les progrès d'un comité donné et être automatiquement avisés lorsqu'un nouveau document, disons du Comité sur la sûreté aérienne, est mis en ligne. Le nouveau site le permettra.

**Qui préside le Comité sur la cybercriminalité? Comment puis-je communiquer avec lui? :** Ce besoin est également ressorti de notre étude. Nos membres veulent pouvoir parcourir la liste des comités et y trouver les coordonnées de leurs présidents. Le nouveau site devrait offrir des informations plus fiables et plus facilement accessibles. Cependant, les présidents des comités auront aussi la responsabilité de rendre les versions définitives ou les ébauches de documents accessibles sur le site principal.

**La cybersécurité est-elle vraiment aussi importante? :** L'importance de la cybersécurité (la sécurité de nos ordinateurs, de nos données et de nos réseaux) croît constamment. Les pirates sont de plus en plus organisés et motivés. Le nouveau site devrait grandement améliorer notre position à ce sujet. Un cabinet de sécurité vérifiera cet aspect du nouveau site avant

que nous l'acceptons officiellement des mains du développeur.

**Quoi d'autre? :** Le milieu policier voit dans les réseaux sociaux un moyen important de communiquer avec la population. Nous ajouterons graduellement des fonctionnalités de réseautage au nouveau site, afin de tirer le meilleur parti des outils qui correspondent à nos besoins. De plus, puisque les téléphones intelligents gagnent en popularité, le site doit s'ajuster automatiquement aux plus petits écrans, sans

quoi il déplaiera aux visiteurs. Le site aura aussi une apparence plus moderne.

**Quand pourrai-je voir ce nouveau site? :** Nous venons de terminer la rédaction du cahier de charge, avec l'aide d'un entrepreneur de l'extérieur. Nous sommes prêts à lancer l'appel d'offres. Nous espérons présenter un prototype à la conférence de Winnipeg, si nous pouvons démarrer rapidement le processus de sélection d'un fournisseur. Nous vous tiendrons au courant. ◆

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# Government Relations and Communications Highlights: Working to Make a Difference

By Timothy Smith, CACP Government Relations

Below are some of the issues, legislation and activities the CACP has engaged on with Government officials this year:

- Missing Persons/DNA Database
- Formation of Firearms Advisory Group to CACP Board
- Economics of Policing—Summit, House of Commons Standing Committee, Public Safety and National Security—Study
- Minister of Justice Roundtables on 2013 priorities
- Lawful Access media release regarding government decision
- First Nations Chiefs of Police—assessing ‘asks’ of government regarding First Nations Policing Agreement
- Meeting with Nova Scotia Justice Minister Ross Landry, Leah Parsons (mother of Rahteah Parsons) regarding the non-consensual making or distributing of intimate images
- Presidents Council, CACP Board, CACP/CPA/CAPB Joint meeting
- National Prescription Drug Drop-Off Day
- Canadian Centre for Substance Abuse—First Do No Harm: Responding to Canada’s Prescription Drug Crisis
- Key Federal Government Bills:
  - C-55 Intercept—Response to the Supreme Court of Canada Decision *R. v. Tse* Act
  - SCC in *R. v. Telus Communications Co.*
  - C-51 An Act to amend the Witness Protection Program Act and to make a consequential amendment to another Act
  - C-309 An Act to amend the Criminal Code (concealment of identity)
  - C-26 Citizens Arrest and Self-Defence Act
  - S-7 An Act to amend the Criminal Code, the Canada Evidence Act and the Security of Information Act
  - C-2 Fair and Efficient Criminal Trials Act
  - C-26 An Act to amend the Criminal Code (citizen’s arrest and the defences of property and persons)
  - C-273 An Act to amend the Criminal Code (cyberbullying) ◆



(L-R) Tom Stamatakis, President, Canadian Police Association; Alok Mukherjee, President, Canadian Association of Police Boards; and Chief Constable Jim Chu, President, CACP, at the Joint Association Meeting March 21, 2013.

(G-D) Tom Stamatakis, président, Association canadienne des policiers, Alok Mukherjee, président, Association canadienne des commissions de police, et le chef Jim Chu, président de l’ACCP, à la réunion commune des deux associations le 21 mars 2013.

# Relations gouvernementales et communications : Faire la différence — quelques faits saillants

Par Timothy Smith, relations gouvernementales de l’ACCP

Voici quelques dossiers dans lesquels l’ACCP a été en relation avec des fonctionnaires cette année :

- Base de données des personnes disparues / ADN.
- Formation d’un groupe consultatif sur les armes à feu.
- Aspects économiques liés aux services de police : étude présentée au Comité permanent de la sécurité publique et nationale de la Chambre des communes.
- Tables rondes sur les priorités 2013 du ministère de la Justice.
- Communiqué de presse sur l’accès autorisé, en réponse à la décision du gouvernement.
- Chefs de police des Premières Nations : évaluation des demandes du gouvernement en lien avec l’Entente sur les services policiers des Premières Nations.
- Rencontre avec le ministre de la Justice de la Nouvelle-Écosse, Ross Landry, et Leah Parsons (mère de Rahteah Parsons), à propos de la production et de la distribution d’images intimes sans consentement.
- Conseil des présidents, conseil de l’ACCP, réunion conjointe de l’ACCP, de l’ACP et de l’Association canadienne des commissions de police.
- Journée nationale de collecte de médicaments sous ordonnance.
- Centre canadien de lutte contre les toxicomanies : S’abstenir de faire du mal : Répondre à la crise liée aux médicaments sous ordonnance au Canada.
- Principaux projets de loi fédéraux :
  - Interception de C-55, Loi donnant suite à la décision de la Cour suprême dans l’affaire *R. c. Tse*
  - Déclaration suite à *R. c. Société Telus Communications*
  - C-51 : Loi modifiant la Loi sur le programme de protection des témoins et une autre loi en conséquence
  - C-309 : Loi modifiant le Code criminel (dissimulation d’identité)
  - C-26 : Loi modifiant le Code criminel (arrestation par des citoyens et moyens de défense relativement aux biens et aux personnes)
  - S-7 : Loi modifiant le Code criminel, la Loi sur la preuve au Canada et la Loi sur la protection de l’information
  - C-2 : Loi sur la tenue de procès criminels équitables et efficaces
  - C-273 : Loi modifiant le Code criminel (cyberintimidation) ◆



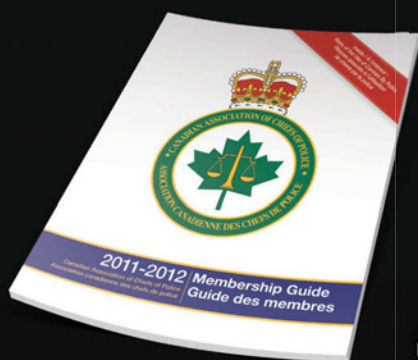
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# CACP Drug Abuse Committee Developing Expert Resources for CACP Members

By Chief Mark Mander, Chair, Drug Abuse Committee

Members of the CACP Drug Abuse Committee (DAC) are very active and engaged in issues related to drugs and drug abuse in Canada. Quite often, the DAC is asked for its opinion and advice on the development and reform of regulations and legislation for illicit and licit drugs. Recently, the committee was involved in development of the new regulations for Medical Marihuana, the inclusion of "Bath Salts" and derivatives into the CDSA and in the development of the "First Do No Harm" strategic plan to deal with the abuse of prescription medication in Canada.

The significant change to the Medical Marihuana regulations will result in a move away from an individual's ability to "home grow" medicinal marihuana in favor of secure, regulated and monitored facilities to supply the medicinal stream. This will enable police services to better address the illicit trade of marihuana by eliminating the safety and health hazards resulting from home growing, reducing incidents of home invasions and taking away the ability for individuals to traffic through overproduction. Organized crime groups involved in marihuana production will be disrupted by reducing their ability to take advantage of the loopholes in the current regulations related to residential growing of marihuana.

4-methylmethamphetamine, more commonly known by its street name "Bath Salts" quickly became a very dangerous hallucinogenic drug throughout North America. Without the substance being included in the schedule of illicit drugs through the CDSA, police services were disadvantaged in their ability to combat a growing trend. Further, Canadian Border Services agents were unable to prevent the flow of this drug from its source countries. Through media attention and by working in partnership with Health Canada, "Bath Salts" and its derivatives were quickly added to the schedule.

The "First Do No Harm: Responding to Canada's Prescription Drug Crisis" strategic plan, spearheaded by the leadership of the Canadian Centre for Substance Abuse (CCSA), represents a significant body of work and plan to address the prescription drug issues in Canada. The creation of a National Advisory Council brought together representatives from governments, health-care professionals (physicians, pharmacists, coroners, dentists and nurses), patients and families, First Nations, enforcement officials, regulators, industry leaders and researchers. This multi-sectoral membership reflected a commitment to coordinated action among governments, healthcare practitioners, the criminal justice professions, provincial licensing authorities, the pharmaceutical industry and other stakeholders. The CACP, through DAC, was well represented and, as part of our commitment, the CACP

*continued on page 26*

# Le Comité sur la sensibilisation aux drogues élabore des ressources spécialisées pour les membres de l'ACCP

Par Chef Mark Mander, président du comité sur la sensibilisation aux drogues

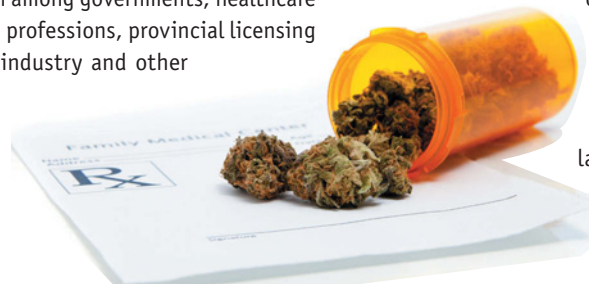
Les membres du Comité sur la sensibilisation aux drogues (CSD) de l'ACCP travaillent sur plusieurs dossiers relatifs aux drogues et à leur consommation. On fait souvent appel à l'expertise de ce comité pour élaborer et revoir les règlements et les lois encadrant les drogues licites et illicites. Le comité a récemment participé à la rédaction des nouvelles règles sur la marijuana médicale, à l'ajout des « sels de bain » et de leurs dérivés à la LRCDS, ainsi qu'à l'élaboration du plan stratégique « S'abstenir de faire du mal » qui s'attaque à l'abus de médicaments sous ordonnance.

Les principales modifications aux règles entourant la marijuana médicale vont mettre fin à l'autorisation de cultiver sa propre marijuana et favoriser l'approvisionnement de la filière médicale par des établissements réglementés. Cette mesure facilitera la tâche des services de police, en éliminant le danger que représentent la culture personnelle, les cas de violation de domicile et la surproduction en vue de faire le trafic de cette substance. Les groupes criminels organisés ne pourront plus exploiter les failles actuelles de la loi en matière de culture à domicile, ce qui perturbera leurs activités.

Le composé 4-méthylméthamphétamine, un hallucinogène très dangereux communément appelé « sels de bain », s'est rapidement répandu à travers l'Amérique du Nord. Le fait qu'il ne figurait pas à l'annexe des drogues illégales de la LRCDS nuisait au travail des policiers qui combattent sa prolifération. De plus, l'Agence des services frontaliers du Canada était incapable d'empêcher son entrée au pays depuis ses pays sources. Grâce à l'attention des médias et à la collaboration de Santé Canada, nous avons pu ajouter rapidement les « sels de bain » et leurs dérivés à ladite annexe.

Le plan stratégique « S'abstenir de faire du mal : Répondre à la crise liée aux médicaments d'ordonnance au Canada », une initiative du Centre canadien de lutte contre les toxicomanies (CCLT), est une stratégie nationale exhaustive résultant du travail d'un Conseil consultatif national qui regroupait des représentants des gouvernements, des professions de la santé (médecins, pharmaciens, médecins légistes, dentistes et infirmières), des patients et de leurs familles, des Premières Nations, des forces de l'ordre, des organismes de réglementation, de l'industrie et du milieu de la recherche. Cet effectif multisectoriel reflétait le souhait d'une action coordonnée entre gouvernements, praticiens de la santé, professionnels de la justice pénale, autorités réglementaires

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undertook a proactive measure of reducing the number of unwanted prescription pills within homes by holding a National Prescription Pill Drop-Off Day during police week. These pills we found were allowing youth easy access to narcotics through the home medicine cabinet.

To better assist members of the CACP, the DAC members are working to build a resource that will be available on the CACP web site. This will provide members and the media with access to subject matter

experts, current research, crime stats, CACP resolutions and best practice crime prevention initiatives that police services are engaged in across Canada. The information will be divided into common "portfolios" where members can more readily access the information needed. These will include the illicit drugs, synthetic drugs, prescription drugs as well as general information about drugs and related harms to individuals and communities.

The CACP DAC includes membership from across Canada. We have several technical

advisors from Health, Public Safety and Justice on our committee. It is a very active committee of leaders who want to make a difference. We meet face to face twice per year and are in regular contact with each other. If you have an interest in becoming a member or want more information please contact the Chair, Chief Mark Mander at [mmander@kentvillepoice.ca](mailto:mmander@kentvillepoice.ca). We would also be very interested in hearing from you if you have crime prevention or educational resources related to drugs that you feel would be of benefit to others. ◆

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suite de la page 25

provinciales, industrie pharmaceutique et autres intervenants. L'ACCP y était bien représentée à travers son CSD et elle a adoptée une mesure proactive : l'organisation d'une Journée nationale de retour de médicaments sous ordonnance, dans le cadre de la Semaine de la police, afin de réduire le nombre de pilules inutiles dans les résidences. Ces pilules offraient aux jeunes un accès facile à des narcotiques.

Pour mieux aider les membres de l'ACCP, le CSD collige un outil qui sera offert sur le site Internet de l'association. Cet outil donnera accès, aux membres et aux médias, à des experts en la matière, aux derniers travaux de recherche, aux statistiques sur les méfaits, aux résolutions de l'ACCP, ainsi qu'aux pratiques exemplaires utilisées par les services de police du pays pour faire de la prévention. Ces renseignements seront divisés en dossiers : drogues illégales, drogues de synthèse, médicaments sous ordonnance et renseignements généraux sur les drogues et médicaments et leurs effets nuisibles sur les personnes et les collectivités.

Les membres du CSD de l'ACCP proviennent des quatre coins du Canada. Certains sont des conseillers techniques en santé, en justice et en sécurité publique. Ce comité de meneurs est très actif et souhaite avoir un impact réel. Nous tenons deux réunions en personne par année et nous demeurons régulièrement en contact les uns avec les autres. Pour devenir membre du CSD, communiquez avec son président, le chef Mark Mander, à [mmander@kentvillepoice.ca](mailto:mmander@kentvillepoice.ca). Et n'hésitez pas à nous contacter si vous avez des ressources éducatives sur les drogues et les médicaments qui mériteraient d'être partagées. ◆

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# Winnipeg's New Chief of Police Devon Clunis: Creating a Culture of Safety



# Devon Clunis, nouveau chef de police de Winnipeg : créer une culture de la sécurité

There are some lists you don't want to lead. Sitting at or near the top of Statistics Canada's Violent Crime Severity Index is certainly one of them. This ranking, which Winnipeg has endured in recent years, can put a community on edge and erode its member's confidence for the future. It can certainly frustrate those of us tasked with keeping our community safe.

Having accepted the job of Winnipeg's 17th Chief of Police last November, one of my primary goals is to ensure a reduction in our crime statistics. But it's not so much about the numbers that appear on a spreadsheet. It's about creating a culture of safety for all citizens of Winnipeg. I know it will take the concerted efforts and ideas of the 1,958 members of our Service, as well as the genuine desire by the community to address the pressing social issues that have such a profound impact on crime.

*continued on page 28*

Il y a des palmarès que l'on ne veut pas chapeauter. C'est certainement le cas de l'indice de gravité des crimes violents de Statistique Canada. Ce classement peut mettre une communauté sur les dents et éroder la confiance de ses membres. Il peut certainement frustrer ceux d'entre nous qui sommes chargés de maintenir la paix.

Après avoir accepté le poste de 17<sup>e</sup> chef de police, en novembre dernier, l'un de mes principaux objectifs est d'assurer une réduction de nos statistiques sur la criminalité. Mais il ne suffit pas de changer les chiffres. Encore faut-il créer une culture de la sécurité pour tous les citoyens. Je sais qu'il faudra des efforts concertés et les idées des 1958 membres de notre service, ainsi

*suite à la page 28*

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Within our organization, we're working to get more officers on the front lines responding to calls for service. In addition to enforcement and apprehension, more emphasis is being placed on the prevention of crime. Crime prevention through social development is becoming a foundational philosophy of how we police our city. By working cooperatively with the community to address the social causes of crime, we become the catalyst for community enrichment and crime reduction.

Winnipeg is a diverse city both in terms of demographics and community dynamics. I have been and will continue meeting with Aboriginal and Newcomer leaders to gain an understanding of their needs and learn how we can work together. These communities face unique challenges that must be addressed with cultural relevancy. I have first-hand knowledge and experience with some of those challenges, having immigrated to Canada from Jamaica with my family in 1975 when I was 12 years old.

Within our organization we are also establishing a series of member forums for each police district so we can hear what challenges the front-line members are facing. More importantly, we need to hear their solutions for overcoming those challenges.

We are embarking on a transformational journey in creating a culture of safety for Winnipeg, but recognize we will not realize true success without the commitment and cooperation of the entire community.

Together, we will create a brighter future for the city of Winnipeg. ◆



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que le désir sincère de la communauté pour résoudre les problèmes sociaux qui ont un impact profond sur la criminalité.

Nous nous efforçons de poster plus d'agents sur la ligne de front. En plus de l'application des lois et de l'apprehension, l'accent est mis sur la prévention du crime. La prévention du crime par le développement social est devenue notre philosophie de base. En travaillant de concert avec la communauté pour s'attaquer aux causes sociales de la criminalité, nous devenons le catalyseur pour l'enrichissement de la collectivité et la réduction de la criminalité.

Winnipeg est une ville diversifiée tant en termes de démographie que par la dynamique de la communauté. Je vais continuer de rencontrer les dirigeants autochtones et immigrants pour acquérir une compréhension de leurs besoins et savoir comment nous pouvons travailler ensemble. Ces communautés sont confrontées à des défis uniques. J'ai moi-même dû relever certains de ces défis, puisque j'ai immigré au Canada de la Jamaïque en 1975, alors que je n'avais que 12 ans.

Nous mettons également en place une série de forums de membres pour chaque district de police afin que nous puissions connaître leurs défis. Plus important encore, nous devons entendre leurs solutions.

Nous entamons un voyage transformationnel dans la création d'une culture de la sécurité à Winnipeg, mais nous reconnaissons que nous n'atteindrons aucun succès véritable sans l'engagement et la coopération de toute la communauté.

Ensemble, nous allons créer un avenir meilleur pour la ville de Winnipeg. ◆



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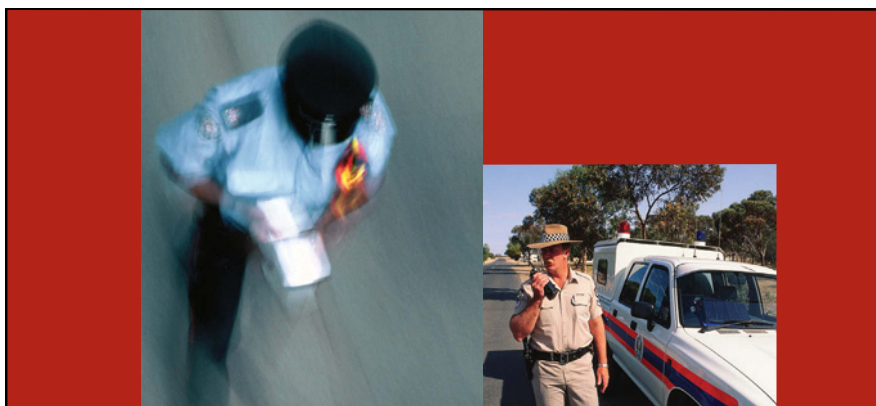


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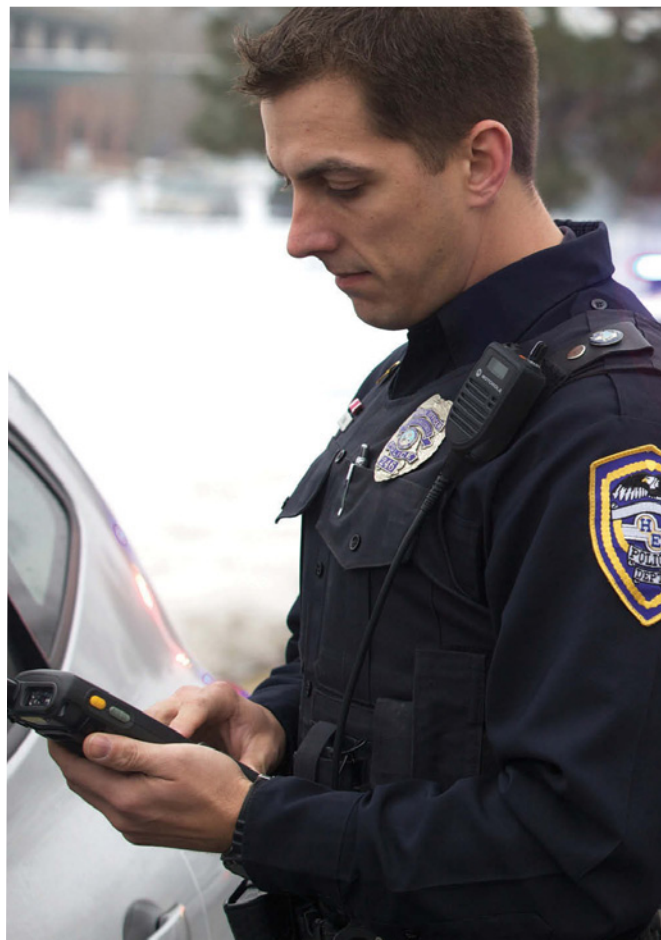
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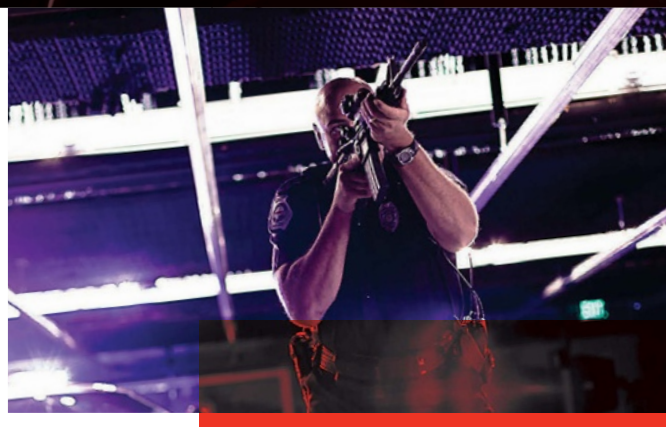
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## TWO NEW COLLISION REPORTING CENTRES OPEN IN HALTON, ONTARIO

Accident Support Services International Ltd. is pleased to partner with the Halton Regional Police Service in the operation of two new Collision Reporting Centres located in Oakville and Milton, Ontario.

Halton Police Chief Steve Tanner hosted the Grand Opening of the Halton South CRC on Friday, March 1 at Halton Police Headquarters location at 1151 Bronte Road in Oakville. ASSI President Steve Sanderson, Vice President Bob Gutwein, Chief Tanner, Deputy Chief Andrew Fletcher and Staff Sgt. Roger Wilkie assisted in the ceremonial ribbon cutting with CRC Manager Andrea Wapshare and counselor Danna Chuchmich.

A second Halton CRC, the North location, was also opened at 490 Childs Drive, in Milton on March 1. Manager Sandy Tran and her staff have since welcomed many drivers to that location to take their collision reports.



Staff Sergeant Roger Wilkie, Counselor Danna Chuchmach, Halton Police Chief Steve Tanner, Steve Sanderson, Bob Gutwein, Halton Deputy Chief Andrew Fletcher, Halton South CRC Manager Andrea Wapshare.

Chief Tanner is pleased to welcome ASSI to Halton, “Accidents are traumatic. Having a full service access centre within a police department, as we will now have here with ASSI, will allow people to come in, report the accidents, sometimes at a more convenient time and manner, and at the same time link up with insurance companies and service providers.”

ASSI looks forward to working with the Halton Police Service and assisting the citizens of Halton Region with their collision reporting needs.

The Halton South CRC at Bronte Road in Oakville is open seven

days a week from 8 a.m. to 8 p.m.

The Halton North location on Childs Drive in Milton is open Monday to Friday from 10 a.m. to 6 p.m. and from 10 a.m. to 4 p.m. on Saturday.



### What's Inside

- Second Alberta CRC Opens
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# SECOND ALBERTA CRC OPENS

Medicine Hat is now home to Alberta's second Collision Reporting Centre. Accident Support Services International President Steve Sanderson and VP Bob Gutwein attended at the new location at 884 2nd Street SE for the grand opening on March 6, 2013.



Partnering with the Medicine Hat Police Service, ASSI will provide accident reporting services to Medicine Hat citizens, at no cost to Police or the public, as participating insurance companies fund the program. Medicine Hat Police will be able to reallocate officers to higher

priority calls for service and have access to ASSI's Microsoft Award winning Collision Reporting and Occurrence Management System (CROMS) for analytics to assist in proactive traffic enforcement.

In his address at the opening ceremony, Medicine Hat Chief of Police Andy McGrogan said, "This was not done on a whim. We've had about five years of conversations, starting at the CACP conferences... had to make sure this was right for our community, right for our Police Service." "I have every confidence that this will work." He went on to remark that the CRC will bring benefit to the Service, and convenience and safety to the taxpayers of Medicine Hat.

ASSI would like to thank Chief McGrogan, Inspector Tim McGough, Staff Sergeant Brent



Left to right are: Catherine Pooley, Lethbridge CRC Manager; Steve Sanderson ASSI Pres., Bob Gutwein ASSI VP, Medicine Hat Police Chief Andy McGrogan, Ryan Jackson, Chair, Medicine Hat Police Commission, Alderman Ted Clugston, Jaime Santoni, Medicine Hat CRC Manager.

Secondiak, Sergeant Stacey Kesler, Constable David Chow and the Medicine Hat Police Service for their vote of confidence in our Collision Reporting Centre and CROMS programs. CRC Manager Jamie Santoni, her staff and everyone at Accident Support Services will work diligently to ensure a successful Pilot project for Medicine Hat.

The Medicine Hat CRC operates Monday to Friday from 8 a.m. to 6 p.m. and on Saturdays from 11 a.m. to 5 p.m. ■

## WELCOME TO OUR NEW WESTERN INSURANCE PARTNERS!

ASSI is pleased to welcome Alberta Insurers, Peace Hills Insurance and AMA (Alberta Motor Association) to the Accident Support Services International Ltd. group of participating Insurance Companies. They joined us in September with the opening of the Lethbridge Accident Support Services CRC and will receive reports from their customers visiting our new Medicine Hat CRC as well.

Many of our Ontario partners have also joined with us at our new Alberta locations, offering their Alberta policy holders the immediate customer service benefits of our CRC and CROMS programs including safe and comfortable reporting locations, skilled and empathetic counselors, accurate information through insurer produced handouts, telephones to contact insurers immediately, and timely and complete accident reports with photographs of every damaged vehicle delivered to their desktop. ■

## HOW THE WEST WAS WON!

As we expand further into Alberta and the West, we are pleased to announce that we are working with Dave Johnson, a seasoned insurance insider with over 35 years in the business. Dave was born and raised in Nova Scotia, graduating from Dalhousie University and holds a CIP from the Insurance Institute of Canada. He has worked in a variety of roles with two large national insurers across the country over his career, most



recently as VP Claims Western Canada for one of these insurers. Dave is currently acting as our Western Representative. Dave says that from the insurer perspective he sees great value in the ASSI service offering relative to enhancing the client claims experience and efficiency of front line adjusting staff. ■

# ASSI WINS PRESTIGIOUS INSURANCE-CANADA.CA TECHNOLOGY AWARDS FOR CROMS!

Accident Support Services International Ltd. has won the 2013 Insurance-Canada.ca Technology Award (ICTAs) as 'Supplier of the Year' for our Collision Reporting and Occurrence Maintenance System (CROMS).

Insurance-Canada.ca is the sponsor of the ICTAs, presented annually at their P & C Technology Conference since 2010. Insurance-Canada states that the purpose of the ICTAs is "to celebrate organizations in the Canadian Property and Casualty Insurance industry whose implementation and use of technology shows a significant impact on a process or group of processes used in the sale, processing and servicing of insurance in Canada."

Accident Support Services International Ltd. was nominated in the Supplier



Jacqueline Fountain, Manager of Operations North East Ontario Division, VP Bob Gutwein and President Steve Sanderson

category for CROMS. The nominations announcement read, "CROMS is a multi-functional collision management application developed specifically for the administration and collection of collision

reports, photos, documentation. CROMS is accredited with two Microsoft Awards recognizing both its ingenuity and innovation within the industry. Used by over 90% of the insurance industry and 70% of Police jurisdictions within Ontario, its flexible interface and architecture is fully compatible with partnered services procedures and processes essentially acting as a plug and play solution for collision management. CROMS allows not only the speed of delivery of collision reports, but acts as a fully functional fraud detection and records management tool, with web portal desktop access by users.

Coupled with CROMS analytics, users can analyze and study trending, policy holders, fraudulent claims, or practice proactive initiatives. The CROMS process has been a dependable partner within the industry giving partnered insurers, agencies and services trust secure reporting for nearly 10 years."

The ICTA awards were presented at the annual Conference on Monday, March 18. Accident Support Services International Ltd. was pleased to be named as a Finalist for the Insurance-Canada.ca Technology Awards, and very proud to have been selected as the Supplier of the Year.

For more information on this award, please see

<http://www.insurance-canada.ca/Insurance-Canada-Tech-Award/icta.php>



## THE SURVEY SAYS!

Western Representative Dave Johnson suggested that we commission a survey to acquire feedback from our Alberta insurance partners as we initiated our CRC and CROMS programs in Lethbridge. The rate of response to this survey was very good and we were pleased with the overall results.

Our respondents indicated that our CROMS collision information generally led to a more efficient claims adjustment process, saving the handling adjuster time, faster and more informed liability decisions, reduction in storage fees, quicker claims resolution, easier subrogation/loss transfer and increased customer service.

69% of insurance adjusters responding agreed that CRC information helped to reduce phone

tag and save overall handling time. The time savings amount to approximately 25.5 minutes per file in Alberta.

Over 81% of adjusters responding agreed that CRC information helps them to provide better service to their insureds and better value to their company.

We would like to thank all of those who took the time to complete our recent survey. Your input is appreciated, and will assist us in continuing to improve on our service to you and your customers.

For more information about the benefits of our programs to your company and your customers, please contact Dave Johnson at [dave.johnson@accsupport.com](mailto:dave.johnson@accsupport.com) or Bob Gutwein at [bgutwein@accsupport.com](mailto:bgutwein@accsupport.com).



## ELECTRONIC COLLISION REPORTING ASSI PARTNERS WITH MTO

The Ontario Ministry of Transportation (MTO) has announced that as of January 1, 2014, their office will discontinue resolving errors found in Police Collision Reports and return the reports to the Service for correction, and that in July 2014 they will no longer accept paper-based reports.

Accident Support Services International Ltd. is pleased to offer our Police partners a collision reporting channel that is saving valuable time spent manually entering, correcting and submitting reports to the MTO. To better serve our partner services, we have completed a project with the Ministry to provide enhanced benefits to our programs which are provided at no cost to the police

or the public. A trusted partner of the Ministry, ASSI can validate and deliver collision data to the MTO on behalf of Police Services in the Province of Ontario.

This new system provides significant time saving benefits, including automatic, real time validation of collision data such as driver and vehicle information. The system also identifies and assists in the elimination of errors and MTO acceptance of filed reports. At this time, 33 partner agencies are sending their forms to the MTO electronically through our program.

For more information on this project, please contact ASSI VP Bob Gutwein at [bgutwein@accsupport.com](mailto:bgutwein@accsupport.com) or at 416-745-3301. ■

## CROMS DOWNLOAD TO POLICE RMS

Accident Support Services International Ltd. has completed another important information sharing project. ASSI has partnered with OPTIC, the Ontario Police Technology Information Cooperative, which is the largest data sharing cooperative in North America, to securely transfer CROMS collision data in real time over dedicated connections to Police Records Management Systems.

The North Bay Police Service sponsored this project with us and they along with Sarnia, City of Kawartha Lakes and Peterborough Police Services acted as Pilot Services for our initial RMS download. ASSI is now downloading completed collision data from our Collision Reporting and Management System (CROMS)

directly to 13 partner Police Service Niche Records Management Systems in Ontario. This has also allowed us to develop a translation of data through Niche in Alberta and also Versadex RMS.

This project eliminates duplicate data entry for the Police Services and ensures data accuracy, consistency and validation. Police have faster access to current collision data. Real time data analysis allows for proactive road safety initiatives and Police officers can be redeployed to higher priority needs and calls for service resulting in safer roadways and communities.



## BRANTFORD ACCIDENT SUPPORT SERVICES LTD. CELEBRATES 10 YEARS OF SERVICE

The Brantford Collision Reporting Centre celebrated its 10th Anniversary on Monday, December 17, 2012. ASSI President Steve Sanderson welcomed Brantford Chief of Police Jeff Kellner, MP Phil McColeman, MPP Dave Levac, CRC Manager Susan Campbell, police officers, the press and other guests to the CRC to mark 10 years of partnership with the Brantford Police and accident reporting service to the citizens of Brantford. We look forward to continuing our work with the service and this community for many more years to come.



Back row: Brant MP Phil McColeman, Brant MPP Dave Levac, Counselor Lianna Vliestra  
Front row: CRC Manager Susan Campbell, Steve Sanderson, Brantford Police Chief Jeff Kellner.

“The portability of information without the need for duplicate entry is the key to data sharing between systems with a common interest. The joint development of the CROMS to Niche interface by OPTIC through Justice Technology Services, and our trusted police partner, ASSI, has enabled the direct transfer of collision data from the CROMS system to the Niche RMS System greatly reducing the data entry requirements of our Police Agencies while ensuring the data is accurately documented in the police RMS system.” Paul Hamelin, Executive Director, OPTIC.

For further information on this service, please contact Jacqueline Fountain at [jfountain@accsupport.com](mailto:jfountain@accsupport.com).



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