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SPRING/SUMMER
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Canadian *La Revue des* *Chefs de*

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LEADERSHIP THROUGH CRISIS

Victoria 2014 –
CACP Conference Guide

Leadership en temps de crise

Victoria 2014 – Guide de la
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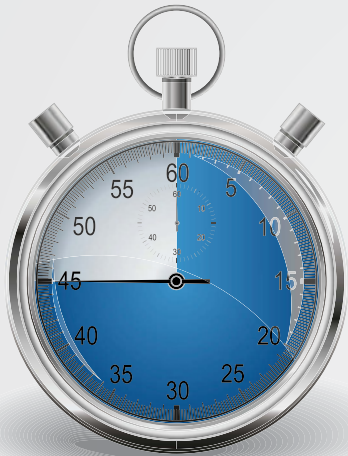
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Spring/Summer
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Victoria



COLUMNS/CHRONIQUES

- 7 Message from the President / Message du président
By/Par Chief/Chef Jim Chu
- 9 CACP Upcoming Events / Prochaines activités de l'ACCP
- 30 Index to Advertisers / Index des annonceurs

FEATURE/ARTICLE DE FOND

- 7 CACP Participates in National Prescription Drug Drop-Off Day
L'ACCP participe à la Journée nationale de dépôt de médicaments sur ordonnance
- 20 Menu Policing in Canada: PSLC Conference Updates the State of the Nation
Le rôle du secteur privé dans la sécurité publique : l'état des lieux
- 24 Lindsey's Law
La loi Lindsey
- 26 Government Relations / Communications Activities Highlights
Faits saillants des activités de relations gouvernementales et de communication
- 28 Developing a Healthy Attitude When It Comes to Firearms and Children
Acquérir une saine attitude envers les armes à feu et les enfants

CONFERENCE 2014 CONFÉRENCE



CONFERENCE SPOTLIGHT

Leading Through Crisis

Victoria 2014

PLEINS FEUX SUR LA CONFÉRENCE

Diriger en temps de crise

- 11 From Your Hosts:
Welcome to Beautiful British Columbia!
De vos hôtes : Bienvenue dans la belle Colombie-Britannique!
- 12 Victoria – “Full of Life”
109th CACP Conference –
“Leading Through Crisis”
Victoria – « Pleine de vie »
109e conférence de l'ACCP –
« Diriger en temps de crise »
- 15 Thank you to our 2014 Conference Sponsors!
Merci aux commanditaires de notre congrès 2014!
- 17 Trade Show Floor Plan
Plan de la salle
- 19 Exhibitor List
Liste des exposants

PUBLISHER/ÉDITEUR : Robert Phillips

EDITOR/RÉDACTRICE : Laurie J. Blake

PROJECT MANAGER/CHEF DE PROJET : Kim Davies

MARKETING ASSOCIATE/ADJOINT À LA COMMERCIALISATION : Katie Doerksen

BOOK LEADER/CHEF DES VENTES : Lana Taylor

SALES REPRESENTATIVES/REPRÉSENTANTS DES VENTES :
Amanda Rowluk, Brian Hoover, David S. Evans, Meaghan Foden,
Ralph Herzberg, Tracy Goltsman, Wayne Jury

LAYOUT/MISE EN PAGE : Sunny Goel

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Our busy spring has seen several initiatives the CACP has been working on come to fruition. Following our submissions, we participated in the introduction of legislation to protect children from predators and exploitation and the Victims Bill of Rights. In addition, Ottawa announced funding for a national DNA-based missing persons index and for the expansion of the National Anti-Drug Strategy to include prescription drugs. We have been working to achieve these goals for more than two years.

We also released the first CACP Research Foundation Leadership Agenda that focuses attention on six priority research areas – human resources, funding and finance, community engagement, operations, technology impacts, and policing models.

Our successes are the result of our members combining their strengths, commitment and persistence to drive reform and innovation in public safety and security. We want to thank everyone who has contributed time and energy to our many efforts, to raise awareness, and to share information. We will continue to look to you to raise your voices and advocate for changes to improve services for our diverse communities.

I am looking forward to our annual conference, to be held August 24 - 27, 2014, in Victoria, B.C. Chief Cst. Frank Elsner, the Victoria Police Department and the Canadian Military Forces Police Group are working hard to provide delegates with an outstanding conference experience. I hope to see you there. ◆



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

Notre printemps occupé a vu plusieurs initiatives de l'ACCP se concrétiser. À la suite de nos mémoires, nous avons participé à la mise en place d'une charte des droits des victimes et d'une loi pour protéger les enfants contre les prédateurs et l'exploitation. De plus, Ottawa a annoncé des fonds pour un fichier génétique national des personnes disparues et pour l'expansion de la Stratégie nationale antidrogue afin d'inclure les médicaments d'ordonnance. Nous travaillons en ce sens depuis plus de deux ans.

Nous avons aussi publié le premier programme de leadership de la Fondation de recherche de l'ACCP qui met l'accent sur six domaines de recherche prioritaires : ressources humaines, finance, engagement communautaire, opérations, impacts de la technologie et modèles de police.

Nos succès sont le résultat des efforts concertés de nos membres, de leur dévouement et de leur persévérance pour promouvoir les réformes et l'innovation. À tous ceux qui ont consacré du temps et de l'énergie à nos nombreux efforts – merci! Nous allons continuer à compter sur vous pour promouvoir des changements qui amélioreront les services destinés à nos communautés diverses.

J'ai bien hâte à notre congrès annuel qui aura lieu à Victoria, du 24 au 27 août. Le chef Frank Elsner du Service de police de Victoria et la police militaire travaillent dur pour offrir aux délégués une expérience exceptionnelle. J'espère vous y rencontrer. ◆

CACP PARTICIPATES IN NATIONAL PRESCRIPTION DRUG DROP-OFF DAY

The Honourable Rona Ambrose, Minister of Health, is joined by Chief Mark Mander, Chair of the CACP Drug Abuse Committee, and the Honourable Steven Blaney, Minister of Public Safety and Emergency Preparedness, in Gatineau, QC, on Wednesday, May 7, 2014, to highlight the growing problem of prescription drug misuse and abuse at an event to promote National Prescription Drug Drop-Off Day.



L'ACCP PARTICIPE À LA JOURNÉE NATIONALE DE DÉPÔT DE MÉDICAMENTS SUR ORDONNANCE

L'honorable Rona Ambrose, ministre de la Santé, est rejointe par le chef Mark Mander, président du Comité de sensibilisation aux drogues de l'ACCP, et par l'honorable Steven Blaney, ministre de la Sécurité publique et de la Protection civile, à Gatineau, le mercredi 7 mai 2014, pour souligner le problème croissant de l'abus de médicaments.



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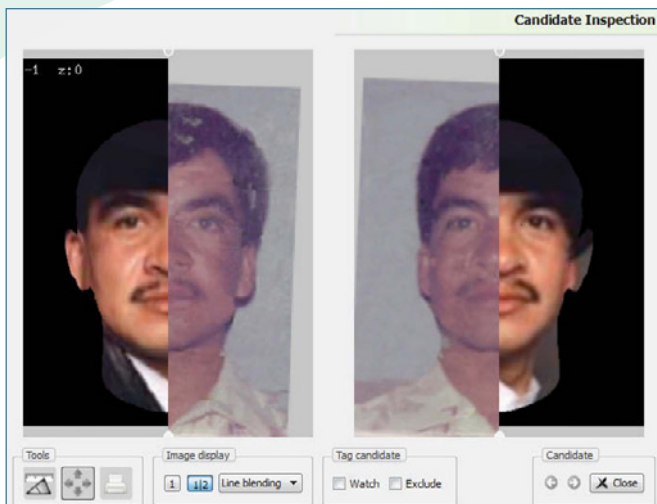
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CACP UPCOMING EVENTS

109th CACP Annual Conference
August 24-27, 2014
Victoria, BC

CACP Counter-Terrorism and National Security Forum
September 16-17, 2014
Ottawa, ON

CACP Victims of Crime International Forum
"Empowering Victims Through Partnerships"
September 28-30, 2014
Ottawa, ON

Canada-US Bi-National Cross Border Interoperability Workshop
"Focus on the Frontline"
October 20-22, 2014
Windsor, ON

The Eighth Canadian Public Safety Interoperability Workshop
"From Cooperation to Collaboration"
November 30-December 3, 2014
Ottawa, ON

BCACP/CACP 2015 Police Leadership Conference: Leading with Vision and Values
April 12-14, 2015
Vancouver, BC

PROCHAINES ACTIVITÉS DE L'ACCP

109e Conférence annuelle de l'ACCP
Du 24 au 27 août 2014
Victoria (CB)

Forum de l'ACCP sur la lutte antiterroriste et la sécurité nationale
Du 16 au 17 septembre 2014
Ottawa (ON)

Forum international de l'ACCP sur les victimes de crimes
« Des partenariats au service des victimes »
Du 28 au 30 septembre 2014
Ottawa (ON)

Atelier binational Canada-États-Unis sur l'interopérabilité transfrontalière
« En première ligne »
Du 20 au 22 octobre 2014
Windsor (ON)

Le huitième atelier canadien sur l'interopérabilité en matière de sécurité publique
« De la coopération à la collaboration »
Du 30 novembre au 3 décembre 2014
Ottawa (ON)

Conférence BCACP/ACCP 2015 sur le leadership de la police : Diriger selon une vision et des valeurs
Du 12 au 14 avril 2015
Vancouver (CB)

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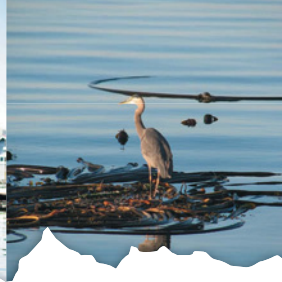


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From Your Hosts: Welcome to Beautiful British Columbia!

AS CO-HOSTS OF THE 109th Annual Conference of the Canadian Association of Chiefs of Police, we would like to formally invite you to join us in Victoria from August 24th to 27th, 2014. Our joint team of VicPD officers, staff and Military Police members have worked side-by-side for months to organize a conference, tradeshow, and companion and youth programs that we hope will exceed your expectations in terms of professional development and personal interest.

We are looking forward to exploring issues and topics associated with "Leadership Through Crisis." We have all been there during our careers: from time to time, our organizations are faced with crises that can threaten the health and safety of our people, our organization's financial future or our ability to ensure public safety. This conference will offer insight into recent examples in which agencies have been tested, as well as expert advice by leaders in their fields and interactive workshops that will encourage the free exchange of ideas from leaders who have successfully led their organizations through times of crisis.

We also hope you and your family can take the time to enjoy the City of Victoria and the entire Capital Regional District. For those of you who have been here before, we hope you are able to visit once again. For those who have never experienced what this region has to offer, we hope you can discover for yourself why our licence plates say "Beautiful British Columbia."

On behalf of both the Victoria Police Department and the Canadian Forces Military Police Group, we look forward to seeing you in Victoria in August.

Chief Constable Frank Elsner,
Victoria Police Department

Colonel Rob Delaney,
Canadian Forces Provost Marshal

De vos hôtes : Bienvenue dans la belle Colombie-Britannique!

EN TANT QUE CO-ORGANISATEURS de la 109e Conférence annuelle de l'ACCP, nous aimerions vous inviter à vous joindre à nous à Victoria du 24 au 27 août 2014. Notre équipe d'agents du Service de police de Victoria et de la police militaire a travaillé pendant des mois pour organiser un congrès, un salon et des programmes aptes, nous l'espérons, à dépasser vos attentes.

Nous avons hâte d'approfondir les questions et les thèmes associés au « Leadership en temps de crise ». Nous l'avons tous vécu : de temps en temps, nos organisations sont confrontées à des crises qui peuvent menacer la santé et la sécurité de notre personnel, l'avenir financier de notre organisation ou notre capacité à assurer la sécurité publique. Cette conférence offrira un aperçu des exemples récents, ainsi que des conseils d'experts donnés par des chefs de file dans leurs domaines et des ateliers interactifs qui encourageront l'échange des idées entre des dirigeants qui ont mené avec succès leurs organisations en temps de crise.

Nous espérons aussi que vous et votre famille pourrez prendre le temps de profiter de la ville de Victoria et de l'ensemble de la région. Pour ceux d'entre vous qui ont été ici avant, nous espérons que vous serez en mesure de visiter une fois de plus. Pour ceux qui n'ont jamais connu ce que la région a à offrir, nous espérons que vous pourrez découvrir par vous-même pourquoi nos plaques d'immatriculation portent l'inscription « Beautiful British Columbia ».

Au nom du Service de police de Victoria et de la Police militaire des Forces canadiennes, nous avons hâte de vous voir à Victoria en août.

Chef de police Frank Elsner,
Service de police de Victoria

Colonel Rob Delaney,
Grand prévôt des Forces canadiennes

VICTORIA CONFERENCE LOGO

The logo depicts the Coast Mountains that serve as a backdrop to southern Vancouver Island, while the blue and white waves symbolize the maritime nature of life in Victoria and our region's enduring relationship with the Royal Canadian Navy. The dogwood flower, British Columbia's provincial symbol, represents our pride in our province while the maple leaf shows our national allegiance as well as the fact that the Canadian Forces are co-hosting the 2014 CACP Victoria Conference with the Victoria Police Department.



LE LOGO DE LA CONFÉRENCE DE VICTORIA

Le logo représente les montagnes qui servent de toile de fond au sud de l'île de Vancouver, tandis que les vagues symbolisent la nature maritime de la vie à Victoria et la relation durable de notre région avec la Marine royale du Canada. La fleur de cornouiller, symbole de la Colombie-Britannique, représente notre fierté provinciale alors que la feuille d'érable montre notre allégeance nationale, ainsi que le fait que les Forces canadiennes participent à la Conférence 2014 de l'ACCP avec le Service de police de Victoria.



Victoria — “Full of Life”

109th CACP Conference — “Leading Through Crisis”

THE MEN AND WOMEN of Victoria Police Department and the Canadian Forces Military Police Group are excited to be co-hosting the 109th CACP Conference in beautiful Victoria, British Columbia from August 24th to 27th, 2014.

The conference theme is “Leading Through Crisis” and delegates will be offered an extensive professional development program that will feature a wide variety of speakers who have significant experience in their fields. Presentations and discussion sessions will explore recent crisis events across Canada and delegates will be invited to examine emerging trends, best practices and first-hand accounts of how law enforcement professionals managed crises and led their organizations through challenging events.

The range of topics will include:

- **Lessons in Disaster Management:** the need for planning, inter-agency coordination, effective communication and investigative strategies.
- **“Active Shooter” Situations in the United States, 2000-2012:** how the police response affected outcomes, emerging trends, the benefit of training civilians and integrating medical personnel.
- **Dealing with Police Suicide:** Two police executives will provide first-hand accounts of how police agencies are affected when a death occurs and the leadership strategies that helped them get through it.
- **Mental Health and Leadership – Road to Mental Readiness:** This presentation will discuss the effects of police work on mental health and how police executives can effect change by adopting strategies to increase the resiliency of their membership.

In addition to the professional program, delegates, sponsors and exhibitors will be

afforded the opportunity to meet other professionals in the Canadian policing community while revitalizing established connections. The opening ceremony, trade-show, awards ceremonies and the gala all provide venues for networking with representatives from police agencies across Canada. All of this will take place at the Victoria Conference Centre, which has earned a worldwide reputation for first-class conference facilities and superb catering services.

RICH HERITAGE AND EXCITING FUTURE

From a local perspective, delegates will learn about the rich heritage and exciting future of British Columbia’s capital region at the Victoria Appreciation Night, scheduled to take place at the Royal British Columbia Museum. Outside of the conference schedule, attendees will have plenty of time to explore Victoria’s unique blend of old world charm and new world experiences. Whether exploring Victoria’s historic downtown, the bustling naval base for Canada’s Pacific naval fleet in Esquimalt, or exploring the region by double-decker bus, seaplane or whale-watching boat, delegates will learn why Victoria ranked 5th on TripAdvisor’s 2014 Travellers’ Choice Top Ten List for Destinations in Canada. In fact, Vancouver Island, where Victoria is located, was recently rated the Top Island in the Continental United States and Canada and one of the Top Ten islands in the World by the 2012 Travel+Leisure World’s Best Awards.

Within steps of the host hotel, the Fairmont Empress on Victoria’s Inner Harbour, conference attendees can stroll the waterfront docks, take a guided tour of the British Columbia Legislature, visit beautiful Beacon Hill Park, explore the historic harbor via water taxi, feed the resident seals at



Fisherman’s Wharf, or visit the many shops that dot the downtown landscape. For those who are historically inclined, both the Royal British Columbia Museum and the Maritime Museum of British Columbia are within easy walking distance of the Fairmont Empress Hotel, which is an impressive and captivating historical landmark in its own right.

Outdoor enthusiasts can try their luck at kayaking, paddle boarding, deep-sea fishing, or taking in a baseball game with the Victoria HarbourCats of the West Coast League. Beyond the downtown core, the greater Capital Region offers limitless recreational opportunities, including the world renowned Butchart Gardens, first-class golf courses, and a variety of hiking and walking trails in the many regional and provincial parks that dot the region.

The two organizations that are co-hosting the 2014 CACP Conference reflect the rich history and culture of the Victoria region. The Victoria Police Department was established in 1858 and is the oldest department west of the Great Lakes. Today, VicPD serves the communities of Victoria and Esquimalt and is considered a regional and national leader in law enforcement. With 243 sworn police officers complemented by professional support staff, Reserve officers and Volunteers, VicPD continues to pay tribute to our rich history by delivering professional, open and innovative policing services to the citizens of Victoria and Esquimalt.

continued on page 14



Victoria — « Pleine de vie »

109e conférence de l'ACCP — « Diriger en temps de crise »

résultats, tendances émergentes, avantages de former les civils et d'intégrer le personnel médical.

- **Suicides de policiers** : deux cadres témoigneront de la façon dont les services de police sont affectés par les décès et des stratégies de leadership qui les ont aidés à traverser cette épreuve.
- **Santé mentale et leadership – Préparation mentale** : Cette présentation portera sur les effets du travail policier sur la santé mentale et comment les cadres peuvent apporter des changements en adoptant des stratégies visant à accroître la résilience de leurs agents.

En plus du programme professionnel, les délégués, les commanditaires et les exposants auront l'occasion de rencontrer d'autres professionnels et de renouer avec leurs connaissances dans le milieu de l'application de la loi au Canada. La cérémonie d'ouverture, le salon et le gala fourniront autant d'occasions de réseautage avec des représentants des services de police de tout le pays. Tout cela aura lieu au Centre des congrès de Victoria, qui a acquis une réputation mondiale pour ses installations de première classe et ses services de restauration superbes.

UN RICHE PATRIMOINE ET UN AVENIR PROMETTEUR

Dans une perspective locale, les délégués découvriront aussi le riche patrimoine et l'avenir prometteur de la région de la capitale de la Colombie-Britannique lors de la soirée de reconnaissance de Victoria, qui se tiendra au Musée royal de la Colombie-Britannique. Les participants auront beaucoup de temps pour explorer le mélange unique de charme ancien et de modernité de Victoria. Qu'ils explorent le centre-ville historique de Victoria, la base navale de la flotte du Pacifique à

Esquimalt, ou qu'ils visitent la région en bus à impériale, en hydravion ou en bateau d'observation des baleines, les délégués apprendront pourquoi Victoria occupe le cinquième rang au palmarès des destinations canadiennes de *Travellers Choice*. En fait, l'île de Vancouver a été récemment classée meilleure île de la zone continentale des États-Unis et du Canada et l'une des dix plus belles îles au monde par le magazine *Travel+Leisure* en 2012.

À deux pas de l'hôtel Fairmont Empress, dans le port de Victoria, les délégués pourront se promener le long des quais, faire une visite guidée du parlement, visiter le parc Beacon Hill, explorer le port historique en bateau-taxi, nourrir les phoques au quai des Pêcheurs, ou visiter les nombreuses boutiques qui parsèment le paysage du centre-ville. Pour les amateurs d'histoire, le Musée royal et le Musée maritime de la Colombie-Britannique sont à distance de marche de l'hôtel Fairmont Empress, qui est lui-même un monument historique impressionnant et captivant.

Les amateurs de plein air pourront tenter leur chance au kayak, à la pêche en haute mer, ou au base-ball avec les Victoria HarbourCats de la Ligue de la côte ouest. La grande région de la Capitale offre des possibilités illimitées de loisirs, y compris les célèbres jardins Butchart, des terrains de golf de première classe et une variété de sentiers de randonnée dans les nombreux parcs régionaux et provinciaux.

Les deux organisations qui accueillent la conférence 2014 de l'ACCP reflètent la riche histoire et la culture de la région de Victoria. Le Service de police de Victoria a été créé en 1858. C'est le plus ancien à l'ouest des Grands Lacs. Il sert aujourd'hui les collectivités de Victoria et d'Esquimalt et est considéré comme un leader régional

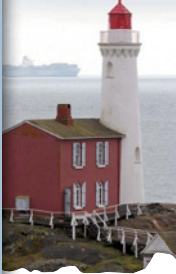
suite à la page 14

LES HOMMES ET LES femmes du Service de police de Victoria et de la Police militaire des Forces canadiennes sont heureux d'être les hôtes de la 109e Conférence de l'ACCP dans la belle ville de Victoria, en Colombie-Britannique, du 24 au 27 août 2014.

Le thème de la conférence est « Diriger en temps de crise ». Les délégués se verront offrir un vaste programme de développement professionnel avec des conférenciers chevronnés et variés. Les présentations et les séances de discussion exploreront les crises récentes survenues à travers le Canada et les délégués seront invités à examiner les nouvelles tendances, les meilleures pratiques et des témoignages de première main sur la façon dont les professionnels de l'application de la loi ont géré les crises et mené leurs organisations au milieu des difficultés.

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- **Leçons sur la gestion de désastres** : nécessité de la planification, de la coordination, de la communication efficace et des stratégies d'enquête.
- **Situations de « tireur fou » aux États-Unis entre 2000 et 2012** : comment la réaction des policiers a affecté les



continued from page 12

The Canadian Forces Military Police Group is a formation of the Canadian Armed Forces that groups Military Police members employed in policing duties across the Canadian Armed Forces. The local Military Police personnel from Canadian Forces Base Esquimalt, assisted by their colleagues at Group Headquarters in Ottawa, bring a truly national and international perspective to the conference thanks to their collective service across Canada and around the world.

Together, the Victoria Police Department and the Canadian Forces Military Police Group are proud to be co-hosting the 2014 CACP Annual Conference. ◆



suite de la page 13

et national. Avec 243 policiers assermentés, assistés par un personnel de soutien professionnel, de réservistes et de bénévoles, le Service de police de Victoria continue à rendre hommage à notre riche histoire en fournissant des services de police professionnels, ouverts et innovants.

Le Groupe de la Police militaire des Forces armées canadiennes est une formation des Forces armées canadiennes qui regroupe les membres de la police militaire. Les policiers militaires d'Esquimalt, assistés de leurs collègues au siège du Groupe à Ottawa, apportent une perspective nationale et internationale à la conférence grâce à leur service collectif partout au Canada et dans le monde.

Ensemble, le Service de police de Victoria et le Groupe de la Police militaire des Forces armées canadiennes sont fiers d'accueillir la Conférence annuelle 2014 de l'ACCP. ◆

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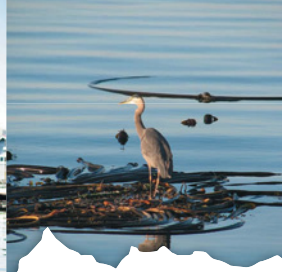
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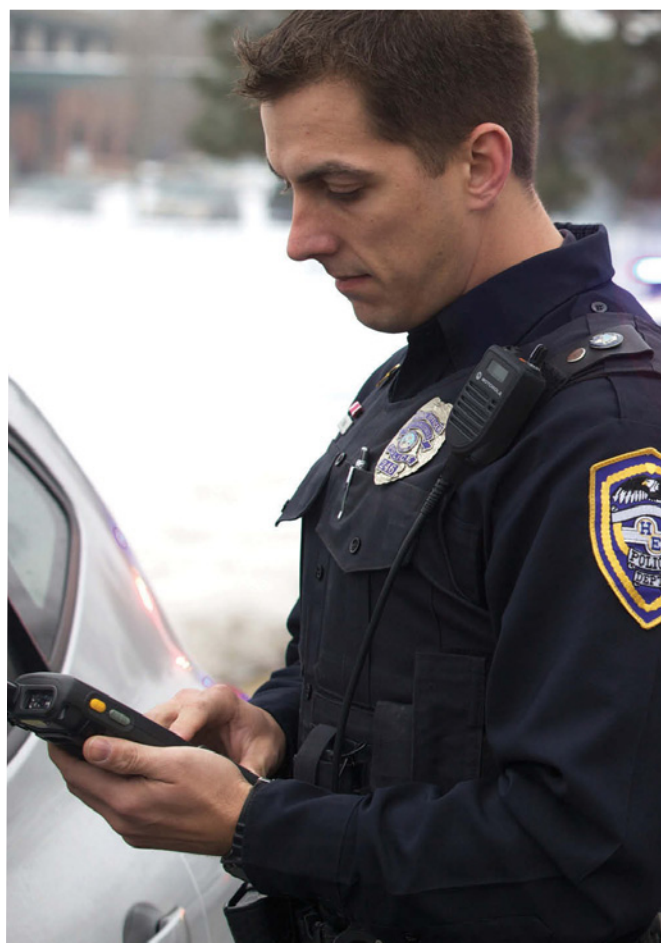
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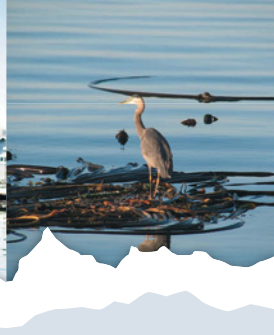
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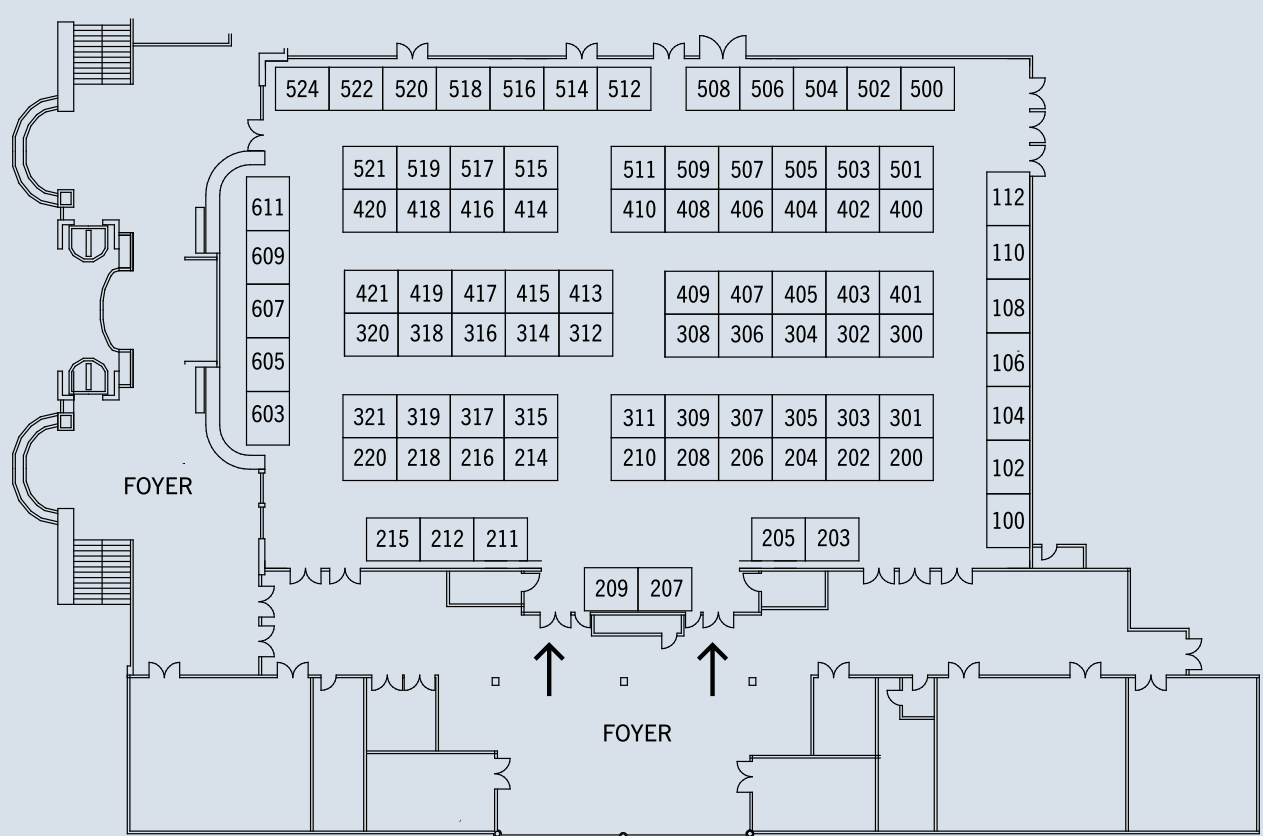
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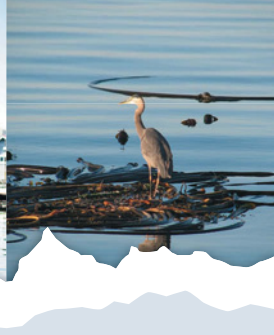
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en date du 13 mai, 2014



COMPANY / ENTREPRISE	BOOTH NUMBER(S) / NUMÉRO(S) DE STAND
3M Canada Company	315, 317
3SI Security Systems	200
Aboslute Software Corporation	108
Accident Support Services International Ltd.	206
Action Target	311
Agnovi Corporation	202
American Military University	204
Bell Helicopter Textron Canada Limited	410
Blue Line Magazine	302
Brother International Corporation Canada Ltd.	305
CALEA (Commission on Accreditation for Law Enforcement Agencies)	409
Campbell/Harris Security Equipment Company (CSECO)	406
Canadian Police Knowledge Network (CPKN)	306
Cesium Telecom Inc.	418
Chrysler Canada Inc.	318, 320, 419, 421
Cognitec Systems Corp.	215
Commissionaires Canada	214
Coplogic Inc.	308
Cubic Simulation Systems	112
D & R Electronics	518-520
DAVTECH Analytical Services (Canada) Inc.	207, 209
Deeley Harley Davidson	504
Digital Ally Inc.	307
Digital Boundary Group	216
DriveWise Canada	203
E-Comm 9-1-1	519
Eurocopter Canada Limited	312
Federal Signal	414, 416
Ford	402, 404, 503, 505
Forensic Technology Inc.	205
General Motors of Canada	605, 607, 609
Genetec	407
Gunbusters, LLC	106
Homewood Health Centre	603
Intergraph Canada Ltd.	415
InTime Solutions Inc.	314

COMPANY / ENTREPRISE	BOOTH NUMBER(S) / NUMÉRO(S) DE STAND
Justice & Safety Institute - The Pennsylvania State University	509
Key Tracer Systems	400
Lac-Mac	301
Law Enforcement Torch Run for Special Olympics	507
Leica Geosystems Ltd.	100
MD Charlton Company	512, 514
Media Sonar Technologies Inc.	501
MediaSolv Solutions Corporation	508
MedicAlert Foundation Canada	521
Meru Networks	515
Micro Systemation Canada Inc.	506
Motorola Solutions Canada	102
National Parole Board of Canada - Pacific Region	417
Naylor (Canada) Inc.	516
NCI (Net Cyclops Inc.)	212
OnStar	104
Original S.W.A.T. Canada	420
Panasonic Canada Inc.	208, 210
Precision Mounting Technologies Ltd.	303
PRIMECorp	517
Priority Dispatch Corporation	401
R. Nicholls Distributors	403, 405
Royal Roads University	300
Safran Morpho	511
Segway, Inc.	522, 524
Sigzeen Textile Inc.	110
Subaru Canada, Inc.	500, 502
Symbol Arts	304
Tactical Hazards Group	211
Thomson Reuters	309
Top Ten Regalia	611
TriCarm Software Inc.	413
V.H. Blackinton & Co. Inc.	316
WatchGuard Video	408
Whelen Canada	218, 220, 319, 321

Menu Policing in Canada: PSLC Conference Updates the State of the Nation

By Norm Taylor

IT GOES BY MANY names, and rest assured it is here to stay. It speaks to a growing range of choices facing decision-makers who must sustain affordable community safety for jurisdictions both large and small across Canada. Often referred to as menu-driven policing, and sometimes as tiered, public-private, low risk or contract policing, it is a topic that sparks emotional debate while challenging basic assumptions about the role of the state in providing safety and security, preventing social disorder and fighting crime while protecting the civil rights of Canadians.

Thus, it took more than a little courage for five opinion leaders to engage in a so-called 'Bear Pit' session before a gathering of over 150 delegates with widely diverse interests at a recent Toronto conference. This two-day educational forum of the Canadian Association of Chiefs of Police (CACP) Private Sector Liaison Committee (PSLC) was presented under the title: "Making a Difference: The Increasing Role of the Private Sector in Public Safety." The Bear Pit provided an effective centerpiece to an agenda of well-informed and highly informative presentations delivered from a range of perspectives.

The panelists were GardaWorld Protective Services COO Marc-André Aubé, CACP President Chief Jim Chu, Canadian Association of Police Governance Vice-President Jonathan Franklin, Commissionaires CEO Paul Guindon, and Canadian Police Association President Tom Stamatakis. Together, they represented the cross-cutting interests of public policing leaders, their governing authorities, their members and their labour representatives, one quasi-private service provider and the wide open private sector of service providers in security, investigations and related technologies.

The panel stimulated a lively interaction among the conference delegates and some important observations emerged from the Bear Pit itself, only to be further reinforced over the balance of the conference. Overall,

the conference brought considerable clarity to the issues. The consensus of the room was that these observations should be shared more widely beyond the proceedings to better inform policy decisions occurring regularly across the country. Taken together, these 10 summary points represent an updated 'state of the nation' on menu policing in Canada.

10 SUMMARY POINTS

1. There is a certain inevitability to menu policing in Canada. The spectrum of service delivery and supporting technological and operational support options is much wider than some may recognize, as it spans well beyond the most obvious choices concerning privatized patrol and investigative solutions.
2. Driving a range of resourcing decisions facing governing authorities will be a growing variety of free-market motivations and persuasive arguments from non-policing actors, ranging from the civilian labour market to the private and quasi-private security and highly specialized technology sectors. This is not a debate that will ever be controlled or defined from within the sphere of sworn, public policing alone.
3. These market forces will compete actively for space in the face of parallel developments within the sworn policing sector, factors that will also exert influence on the choices available to decision-makers. These may include salary settlements, recruiting and training challenges, and evolving demographics at both the recruitment and retirement stages of policing careers, to name just a few.
4. Amid this growing creative tension, it will always fall to police leaders and their governing authorities – in the public realm – to remain the active and informed stewards of our Canadian democratic ideals, including

our well-established principles of universality of access and public accountability for policing and community safety practices.

5. Making sound, economic selections from the growing menu of policing options will require a significant degree of "unbundling" of our traditional notions of police work. "All or nothing" debates can be both counter-productive and polarizing, and more

continued on page 22



Chief Constable Jim Chu, Don Berezowski, Sears Canada Inc., and Deputy Minister for Community Safety, Ian Davidson (Rtd.), Ontario present the Policing Partnership Award to Sergeant-detective Serge Markovic, Montreal Police Service for his significant contributions to loss prevention at Sears Canada Inc.

Le rôle du secteur privé dans la sécurité publique : l'état des lieux

Par Norm Taylor

SERVICE DE POLICE À contrat, partenariat public-privé, système à deux vitesses... Appelez cela comme vous le voulez, l'idée est là pour rester. Elle n'en suscite pas moins des débats, et tend à ébranler nos conceptions traditionnelles sur le rôle de l'État dans le maintien de l'ordre, la prévention de la criminalité et la défense des droits des Canadiens. À travers le pays, une vaste quantité d'options s'offrent aux décideurs, qui doivent en peser patiemment les pour et les contre. Un vrai puzzle.



chef Jim Chu, Don Berezowski de Sears Canada et le sous-ministre ontarien de la Sécurité communautaire, Ian Davidson (Ret.), présentent le Prix du partenariat policier au sergent-détective Serge Markovic du Service de police de Montréal, pour sa précieuse contribution dans la prévention des pertes chez Sears Canada.

Les cinq leaders qui se sont récemment lancés dans une séance dite de la « fosse aux ours » à Toronto ont donc fait preuve de courage en invitant plus de 150 délégués d'horizons variés à y assister. La séance a pris place dans le cadre d'un forum éducatif de deux jours organisé par l'ACCP/ADPQ et portant le titre « *Faire une différence : le rôle croissant du secteur privé dans la sécurité publique.* »

Les panélistes étaient Marc-André Aubé, chef de l'exploitation chez GardaWorld Protective Services; le chef Jim Chu, président de l'ACCP; Jonathan Franklin, vice-président de l'Association canadienne de gouvernance de police; Paul Guindon, PDG de Commissionnaires; et Tom Stamatakis, président de l'Association canadienne des policiers. Ensemble, ils représentaient les intérêts transversaux des chefs de police publique, des associations professionnelles, des membres de ces associations, des représentants syndicaux, d'un fournisseur de services quasi privé et d'entreprises privées dans les domaines de la sécurité, de l'investigation et des technologies apparentées.

Le panel a suscité un fascinant débat parmi les délégués. Certaines idées qui ont émergé lors de la fosse aux ours ont également été renforcées pendant le reste de la programmation. Dans l'ensemble, le forum nous a donc aidés à y voir beaucoup plus clair. Le consensus est que ces conclusions doivent être plus largement diffusées afin de mieux informer les décisions qui se prennent régulièrement à travers le pays. Les dix points qui suivent résumant où le Canada en est en matière de services de police à contrat.

RÉSUMÉ EN 10 POINTS

1. Le recours aux services privés a quelque chose d'inévitable au Canada. La gamme de services, de technologies et de méthodologies offerts est beaucoup plus vaste qu'on a tendance à le croire et s'étend bien au-delà des options les plus évidentes concernant les rondes et les enquêtes.
2. Parmi les nombreux facteurs qui font pression sur les autorités, on compte les idéologies et besoins du libre marché, et les arguments persuasifs d'intervenants qui ne relèvent pas des services de police proprement dits, mais du marché du travail civil et des secteurs privés et quasi privés de la sécurité et des technologies spécialisées. Ce débat ne saurait être confiné au milieu des agents assermentés.
3. Ces forces du marché se feront activement concurrence au vu des développements parallèles dans le secteur des agents de police assermentés. Plusieurs facteurs auront des répercussions sur les choix offerts aux décideurs : les règlements salariaux, les conditions de recrutement et de formation, les changements démographiques et les départs à la retraite, pour ne nommer que quelques exemples.
4. Au cœur de toute cette ébullition, les chefs de police et les autorités publiques doivent continuer d'incarner les idéaux de démocratie, d'implication et de discernement. Nos principes d'accessibilité universelle et de responsabilité à l'égard du public sont irrévocables.
5. Pour faire de bons choix, notamment du point de vue économique, parmi la quantité croissante d'options qui s'offrent à nous, nous devons nous détacher de nos vieilles conceptions relatives au maintien de l'ordre et au travail des policiers. Les débats du genre « tout ou rien » peuvent être contreproductifs et oppressants; les solutions les plus novatrices et les plus profitables font parfois surface lorsqu'on considère de nouvelles méthodes ou de nouveaux services spécialisés. Ce genre d'échanges a plutôt eu d'heureux résultats jusqu'à maintenant. Il s'agit de faire preuve d'ouverture et d'entamer un vrai

suite à la page 23

continued from page 20

creative and beneficial solutions can arise when specific services and specialized supports are considered. Experience with such processes is advancing in a largely ad hoc fashion to date. An unbundling approach may call for a more overt discussion among police and service providers, supported by solid research and evidence. For example, current efforts to define and protect so-called "core policing" are only one way into this process.

An opposite point of entry would be to examine what specific aspects of police work may be realistically "up for bidding," and under what terms.

6. Effective contracting practices are critical to maintaining adequate public accountability while availing of more flexible options. There is currently a range of contract terms and standards in use. An industry-wide, best practices approach would be of considerable benefit to decision-makers at every level.

7. Significant risk management issues exist and may be less obvious in their potential to limit the range of available options. As the nature and scope of private services expands within public policing duties, so, too, will the risks facing private operators and their staff members, along with liability issues and insurance costs facing them and those who would retain their services. Over time, this could considerably narrow the field of qualified providers and the range of economically viable options for certain types of services.

8. Anyone making menu-driven decisions for public policing must recognize that they are at all times gambling with the public's trust ... even when the options chosen involve civilian and/or private actors. It seems clear that not enough is yet known about the public's readiness for this. Also clear is that more consistent, visible and diligently enforced standards for private and civilian actors will be vital to preserving that public trust.

9. More empirical, publicized data on the true effectiveness and relative economic benefits derived from various solutions will be critical to the ongoing acceptance of the full range of menu options for public policing. Much more work needs to be done in this arena.

10. Finally, if we are to effectively blend service delivery and avoid polarized argument in Canada, we must also recognize that the sworn members at the core of the public policing system will rightfully expect to see something of benefit in these wider options. The suite of possibilities to build upon here includes: professional pride and job satisfaction; stress reduction; positive contributions to officer safety; enhanced service to the public; and the continued affordability of our standards and models of Canadian policing. ♦

Norm Taylor is an independent advisor and educator who has worked extensively across the Canadian policing, public safety and criminal justice system for over 20 years. He served as Moderator for the October 2013 PSLC Bear Pit session.

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dialogue entre les services de police et les fournisseurs d'autres services, et de soutenir les propositions par des données tangibles et de solides recherches. S'ingénier, par exemple, à définir et à protéger les fonctions dites « centrales » de la police ne reflète qu'une façon d'aborder le problème. On peut à l'inverse se demander quels aspects spécifiques du métier peuvent aller en appels d'offres, et selon quelles conditions.

6. Des méthodes d'attribution réfléchies et efficaces sont essentielles; elles doivent soutenir la responsabilité à l'égard du public. Il y a actuellement une vaste quantité de types de contrats et de normes plus ou moins établies... Des recommandations à l'échelle de l'industrie seraient d'une grande utilité à tous les décideurs.
7. D'importantes questions font surface au sujet de la gestion des risques. On ne réalise pas toujours à quel point elles peuvent limiter l'éventail des options offertes. À mesure que le champ d'intervention des entreprises privées empiète sur celui des services publics, les entrepreneurs et leurs employés font face à davantage de risques; les coûts relatifs aux assurances risquent naturellement d'augmenter, tant pour eux que pour ceux qui les engagent. Au fil du temps, ceci pourrait considérablement réduire le nombre de fournisseurs qualifiés et le nombre de solutions économiquement viables pour certains types de services.
8. Il faut comprendre que tout partenariat public-privé a la possibilité d'altérer la confiance du public, même lorsqu'on fait appel à des intervenants privés et civils. Le public est-il vraiment prêt? Il nous est encore difficile de répondre à cette question. Dans tous les cas, des normes plus exigeantes, plus cohérentes et mieux communiquées seront nécessaires si l'on veut conserver la confiance du public.
9. Nous aurons absolument besoin, avant de nous prononcer officiellement sur les nouvelles options offertes, de données empiriques, précises et dûment publiées, sur leur efficacité

réelle et leurs avantages économiques. Il faut plus de recherche et d'analyse.

10. Enfin, si l'on veut réellement juxtaposer les différents types de services et que cela se fasse de façon cohérente et harmonieuse, il faut comprendre que les agents assermentés du service public en attendent des avantages. La fierté et la satisfaction professionnelles, une réduction du niveau de stress, une augmentation de la sécurité des agents, une

amélioration des services offerts aux citoyens, un maintien de normes élevées et de bons modèles de maintien de l'ordre au Canada – voilà certains des bienfaits que les corps policiers sont en droit d'espérer. ◆


Norm Taylor est un consultant indépendant est un formateur qui a travaillé au sein des services canadiens de police, de sécurité publique et de justice pénale pendant plus de 20 ans. Il a animé la « fosse aux ours » du CLSP en octobre 2013.

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Lindsey's Law

By Judy Petersen, Lindsey's mother, with an introduction by Tim Smith, CACP
Government Relations and Strategic Communications

INTRODUCTION

I recall the introduction of the resolution at the 2012 CACP Sydney Annual General Meeting and touching base with the Missing Persons Unit of the Edmonton Police Service to learn more about the Missing Persons DNA Database (or lack of one). It led to many conversations with Judy Peterson, the mother of Lindsey, who disappeared during the summer of 1993. What formed was a close friendship and admiration for a person who, despite many setbacks, managed to garner the support of key federal MP's towards finally announcing, during Budget 2014, the government's intention to establish and fund a DNA-based Missing Persons Index commencing in 2016/17. This is Judy's story.

JUDY'S (AND LINDSEY'S) STORY

I always knew that "one day" the Missing Person DNA Databank – Lindsey's Law – would become a reality. As I sat in the gallery of the House of Commons on February 11, 2014, it was hard to believe that "one day" had actually arrived. It was surreal but I tried to soak it all in so that I could remember every moment.

My 14-year-old daughter, Lindsey Jill Nicholls, vanished on August 3, 1993. She was last seen walking down a rural road in the Comox Valley on Vancouver Island on her way to meet friends. Initially we thought she may have taken off voluntarily – maybe joining in with one of the many parties that hot August long weekend during the area's Nautical Days celebrations or maybe even travelling back to Vancouver to be with her friends. However, when I realized she hadn't taken anything with her, I knew that this could be very serious.

After about seven years of searching – poster campaigns, media releases, Missing Children Society of Canada investigation, RCMP investigation and file reviews – I finally decided it was time to put her DNA into the police databank. Although I felt like it was a sign of giving up, I knew that it was the next step. When I finally learned that this did not exist in Canada, I was horrified. What if her remains are sitting unidentified and I would never know. My investigator called every coroner's office across Canada, which gave me some comfort, but I couldn't shake the dread that she was out there somewhere waiting for me to find her.

I started researching to try to understand what could possibly be the reason that a missing person DNA databank did not exist. I would see news reports showing the Canadian Government sending forensic experts to disaster sites all over the world to identify their dead and missing. Why wouldn't they help families of the missing here in Canada? After all, could they not understand that our country's missing people are a disaster as well; it's just that it happens over time?

I started lobbying in earnest – writing waves of letters to all MP's and Senators with envelope stuffing help from my husband. A website was developed with help from a colleague at work

and designed by Lindsey's cousin. My younger daughter Kim and I responded to and promoted every media opportunity we could. Petitions were distributed and letters of support signed by hundreds of friends and families of the missing. I spoke to any politician who would listen.

When I was asked to testify at a public consultation on the issue in Ottawa, I took the opportunity to tour the National DNA Databank myself. Through my research, I had learned that the NDDB was using the software CODIS and that the Convicted Offender and Crime Scene comparisons were highly successful. I had also learned that the Missing Person and Unidentified Human Remains indices were part of the program, but they were simply not utilized. Actually standing in the building and having an analyst demonstrate the configuration of the software was a very powerful experience. I stared at the screen which showed the tick boxes for the MPI and UHR sitting empty. Over the years when I got frustrated, the image of that screen helped me keep fighting.

Although I know that the budget announcement was probably the biggest hurdle, there are many more yet to come and we all have a responsibility to help make this happen. As police officers, you understand that an investigation about found human remains can't really begin in earnest until there is identification. You also understand the importance of the linkage to the Crime Scene Index – what if she was a victim of a serial murderer and her DNA is sitting unidentified from another crime scene?

Your line of work exposes you to grieving family members so I am sure you are familiar with the phrase I hear over and over again, "I can't even imagine." The truth is that I can't even imagine that this has happened to Lindsey and our family either and I cannot help but look into the future and wonder "what if I never know what happened to her?" Once Lindsey's Law and the MPI/UHR indices are in place and connected to the Crime Scene index, I know that families will start to get answers and the rest of us will at least have the comfort of knowing that if our loved ones are found, we would know.

I would like to take this opportunity to express my gratitude to the CACP and in particular Edmonton Police Services for making the resolution on this issue and Timothy Smith for all his help and support. ◆

MISS



LINDSEY

Date of Birth:

Eyes:

Hair:

Missing Since:

Missing From:

Lindsey Nicholls was 14 years old when she disappeared. She was last seen walking down a rural road in Courtenay, BC.

Please contact the Missing Person Unit

with any information

Speak directly to an investigator or remain anonymous



MISSING CHILDREN
SOCIETY OF CANADA

Please contact the Missing Person Unit if you have any information

SING

NEY NICHOLLS

th: September 12, 1978
Green
Blonde

ce: August 2, 1993
om: Comox Valley, British Columbia

ars of age when she went missing.
down a rural country road near

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J'ai toujours su qu'« un jour » la banque de données génétiques sur les personnes disparues – ou loi de Lindsey – deviendrait une réalité. Assise dans la galerie de la Chambre des communes, le 11 février 2014, j'avais du mal à croire que ce « jour » était enfin arrivé. C'était surréaliste, mais j'ai essayé de me souvenir de chaque moment.

Ma fille de 14 ans, Lindsey Jill Nicholls, a disparu le 3 août 1993. La dernière fois qu'on l'a aperçue, elle marchait sur une route rurale dans la vallée de Comox, sur l'île de Vancouver. Au départ, nous pensions qu'elle avait fugué – peut-être pour se joindre à l'une des nombreuses parties des Journées nautiques de la région ou peut-être pour retourner à Vancouver avec ses amis. Cependant, quand j'ai réalisé qu'elle n'avait rien apporté, j'ai compris que cela pourrait être très grave.

Après sept ans de recherche – campagnes d'affichage, communiqués de presse, enquêtes et examen des dossiers – j'ai finalement décidé qu'il était temps de mettre son ADN dans la banque de données de la police. Je savais que c'était la chose à faire. Quand j'ai finalement appris que cette banque de données n'existait pas au Canada, j'ai été horrifiée. Ses restes pourraient demeurer à jamais non identifiés. Mon enquêteur a appelé tous les bureaux de coroner à travers le Canada, ce qui m'a donné un peu de réconfort, mais je ne pouvais pas chasser la crainte qu'elle soit là, quelque part en attendant que je la trouve.

La loi Lindsey

Par Judy Petersen, mère de Lindsey, avec une introduction de Tim Smith, responsable des relations gouvernementales et communications stratégiques de l'ACCP

INTRODUCTION

Je me souviens de la présentation de la résolution lors de l'AGA 2012 de l'ACCP à Sydney. J'avais pris contact avec l'Unité des personnes disparues du Service de police d'Edmonton pour en savoir plus sur la base de données génétiques (ou son absence). Cela m'a mené à de nombreuses conversations avec Judy Peterson, la mère de Lindsey qui a disparu à l'été 1993. J'ai ainsi acquis une sincère admiration envers une personne qui, en dépit de nombreux revers, a réussi à obtenir l'appui des députés fédéraux pour annoncer, pendant le Budget de 2014, la création d'un fichier génétique des personnes disparues à compter de 2016-2017. C'est l'histoire de Judy.

L'HISTOIRE DE JUDY (ET DE LINDSEY)

J'ai entrepris des recherches pour comprendre pourquoi le Canada n'avait pas une telle banque de données. Je voyais pourtant le gouvernement canadien envoyer des experts partout dans le monde pour identifier les morts et les personnes disparues en cas de désastre. Pourquoi ne pas aider les familles des personnes disparues au Canada? Après tout, ne pouvaient-ils pas comprendre que les personnes disparues de notre pays représentaient elles aussi un désastre?

J'ai commencé à faire pression sérieusement – en envoyant une série de lettres à tous les députés et sénateurs. J'ai monté avec l'aide d'un collègue de travail un site Web conçu par la cousine de Lindsey. Ma plus fille Kim et moi avons sollicité tous les médias. Des pétitions ont été distribuées et des lettres de soutien signées par des centaines d'amis et parents de personnes disparues. J'ai parlé à tous les politiciens qui voulaient bien m'entendre.

Quand on m'a demandé de témoigner à une consultation publique sur la question à Ottawa, j'ai eu l'occasion de visiter moi-même la banque de données génétiques nationale. Grâce à mes recherches, j'ai appris que la BNDG utilisait le logiciel CODIS et que les comparaisons de délinquants et de scènes de crime avaient beaucoup de succès. J'ai aussi appris que les indices de personnes disparues et non identifiées faisaient partie du programme, mais n'étaient tout simplement pas utilisés. C'était tout une expérience que de voir un analyste démontrer la configuration du logiciel. Je regardais l'écran qui montrait les cases non cochées des personnes disparues. Le souvenir de cet écran m'aide à continuer à me battre.

Même si je sais que l'annonce du budget était probablement le plus grand obstacle, il en reste beaucoup et nous avons tous la responsabilité de faire avancer le dossier. En tant que policiers, vous comprenez qu'une enquête sur des restes humains trouvés ne peut pas vraiment commencer pour de bon tant qu'il n'y a pas d'identification. Vous comprenez aussi l'importance de la liaison au fichier de criminalistique – que se passerait-il si elle avait été victime d'un tueur en série et que son ADN restait non identifié dans une autre scène de crime?

Votre travail vous expose à des familles endeuillées, donc je suis sûre que vous êtes familiarisés avec l'expression que j'entends encore et encore : « Je ne peux même pas imaginer. » La vérité est que je ne peux même pas imaginer que ce qui est arrivé à Lindsey et à notre famille et je ne peux pas m'empêcher de penser à l'avenir et me demander « et si on ne savait jamais ce qui lui est arrivé? » Une fois que la loi de Lindsey et les indices de personnes disparues seront en place et reliés au fichier de criminalistique, je sais que les familles vont commencer à obtenir des réponses que nous aurons au moins le réconfort de savoir que si nos proches sont trouvés, nous le saurons.

Je tiens à exprimer ma gratitude à l'ACCP et en particulier au Service de police d'Edmonton pour avoir présenté la résolution de même qu'à Timothy Smith pour son aide et son appui. ◆

Government Relations / Communications Activities Highlights Winter/Spring 2014

GOVERNMENT PRIORITIES

Child Sex Assault/Predators

- Introduced in House of Commons March 2014. CACP supported media release, joined Ministers MacKay and Blaney at the introduction and forwarded a briefing note to all Chiefs

Victims Bill of Rights

- CACP prepared a submission. Bill introduced in April, 2014. Briefing package forwarded to all Chiefs

CyberBullying (Non-consensual distribution of intimate images) – Bill C-13

- Introduced in December 2013. CACP prepared media release, Chief Chu contributed an op-ed piece and participated in media interviews. Briefing package forwarded to all Chiefs

Bedford Decision (Prostitution)

- CACP provided a submission to the Justice consultation

Firearm Regulations

- Reviewed at CACP Board Meeting

CACP PRIORITIES

700 MHz

- Initial 10 MHz set-aside / awaiting decisions on 2nd 10 MHz allocation

Lawful Access

- Included within CyberBullying (C-13) legislation. Government focused solely on 'judicial authorization' through the warrant process

- Requires telecommunications service providers to freeze and preserve data upon the request of an authorized law enforcement official while a judicial authorization (warrant) is sought

Mental Health and Policing

- CACP and MHCC rolled out a communications plan and prepared briefing notes on mental health and policing

OTHER

- Research Foundation Agenda – CACP prepared media release

- Continued Public Safety and National Security Committee meetings
- DNA Sampling
- Marijuana "ticketing" – continued extensive media coverage. Minister MacKay has indicated the government will be giving the option "serious consideration"

BUDGET 2014

- CACP Resolution 2012-04 – \$8.1 million allocated over five years to create a DNA-based Missing Persons Index
- Expanded focus of the National Anti-Drug Strategy to include prescription drug abuse in Canada. Proposal is to invest \$44.9 million over five years
- Clarified the prohibitions against the manufacture, sale or use of jamming devices
- Strengthening of Anti-Money Laundering and Anti-Terrorist Financing Regime

continued on page 30



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Hiver/printemps 2014

PRIORITÉS GOUVERNEMENTALES

Prédateurs/agressions sexuelles contre des enfants

- Présenté à la Chambre des communes en mars 2014. L'ACCP a appuyé la diffusion du communiqué, s'est jointe aux ministres MacKay et Blaney lors de l'introduction et a transmis une note d'information à tous les chefs

Charte des droits des victimes

- L'ACCP a préparé un mémoire. Projet de loi introduit en avril 2014. Trousse d'information envoyée à tous les chefs

Cyberintimidation (distribution non consensuelle d'images intimes) – Projet de loi C-13

- Introduit en décembre 2013. L'ACCP a préparé un communiqué, le chef Chu a rédigé un éditorial et participé à des entrevues. Trousse d'information envoyée à tous les chefs

Jugement Bedford (prostitution)

- L'ACCP a présenté un mémoire lors des consultations.

Règlement sur les armes à feu

- Examiné à la réunion du Conseil de l'ACCP

PRIORITÉS DE L'ACCP

700 MHz

- Premiers 10 MHz réservés/on attend la décision sur la 2e allocation de 10 MHz

Accès légal

- Inclus dans le projet de loi sur la cyberintimidation (C-13). Le gouvernement s'est concentré uniquement sur l'« autorisation judiciaire » par le processus de mandat
- Oblige les services de télécommunications à geler et préserver les données à la demande d'un agent de police autorisé pendant qu'une autorisation judiciaire (un mandat) est demandée

Services de police et santé mentale

- L'ACCP et la CSMC ont déployé un plan de communication et préparé des notes sur la santé mentale et la police

AUTRE

- Ordre du jour de la Fondation de recherches – L'ACCP a préparé un communiqué

- Poursuite des réunions du Comité de la sécurité publique et nationale
- Prélèvement d'ADN
- « Contraventions » pour le cannabis – Couverture médiatique de grande ampleur. Le ministre MacKay a indiqué que le gouvernement « envisagera sérieusement » l'option.

BUDGET 2014

- Résolution ACCP 2012-04 – 8.1-millions de dollars alloués sur cinq ans pour créer un fichier génétique des personnes disparues
- Extension de la Stratégie nationale antidrogue pour contrer l'abus des médicaments d'ordonnance. La proposition est d'investir 44,9 millions sur cinq ans
- Préciser les interdictions contre la fabrication, la vente ou l'utilisation de dispositifs de brouillage
- Renforcement de la lutte contre le blanchiment d'argent et le financement du terrorisme

RELATIONS GOUVERNEMENTALES

- Réunions avec le ministre MacKay, son chef de cabinet et le chef de cabinet du ministre de la Sécurité publique
- Le directeur Marc Parent a participé à l'annonce sur la cyberintimidation avec le ministre MacKay
- Le directeur Mario Harel – exploitation sexuelle des enfants – a contribué à l'introduction du projet de loi, et a apporté son soutien aux ministres MacKay et Blaney
- Correspondance en cours, réunions et établissement de relations avec les fonctionnaires de la Sécurité publique, de la Justice et d'autres ministères

COMITÉS PERMANENTS FÉDÉRAUX

- Chef Mark Mander – présentation au Comité permanent sur la santé à propos du rôle de l'état dans la lutte contre l'abus de médicaments



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Developing a Healthy Attitude When It Comes to Firearms and Children

By Ethel Archard and Lewis Smith, Canada Safety Council

CHILDREN MIMIC THOSE THEY look up to, especially their parents.

“Our family has four generations (who enjoy) hunting and target shooting,” says Bill Marsh, a grandfather, avid skeet shooter and director of the Ontario Skeet Shooting Association. “My son has two sons, a 16-year-old and a 20-year-old, who are target shooters and hunters. Everyone in the family has been around firearms since they were born.” (That includes Marsh himself.)

“People have no idea how popular the shooting sports are,” he continues. There is a waiting list to get into all three shooting clubs in his area. He points out that shooting is an Olympic sport.

For many, skeet shooting is a family sport; his son started at age 8, but most start around age 10. There has never been an accidental shooting on the skeet fields in Ontario, a record of which Marsh is proud.

Firearm safety can and should be applied any time a gun is involved, and often times that involves developing a healthy respect for them. Read on for examples of safe firearm use and the best way to keep your family and children from entering harms way.

AWARE OF THE RISKS

Firearm injuries tend to be severe, with an average hospital stay of almost 18 days. Compared to other types of injuries, they are more likely to be fatal or require treatment in the intensive care unit. Most happen in and around the home – usually because a gun was accessible and not securely stored. A child playing with a loaded gun, inadvertently shooting a playmate is one of the most preventable tragedies. If you have guns, protect your family and visitors by keeping the weapons unloaded and securely locked up.

TRAINING FOR THE LONG-TERM

In households where there are guns, every member of the family needs to have respect for and solid knowledge of firearm safety. As children grow older, they will need training to join in hunting or shooting sports.

“There has been a significant increase in minors (ages 12 to 18) taking the firearms training course,” says Dave Wall, executive manager of the Firearms Safety Education Service of Ontario (FSESO). Not only have

his Ontario instructors noted this trend, but Wall’s counterparts from other provinces have also mentioned it.

According to Sherrie Sadauskas, FSESO’s Chief Firearms Instructor, minors take the course mainly to participate in family activities. “The grandfather and father may be hunters, and now the grandson is going with his grandpa,” Sadauskas explains “Parents or grandparents enrol the kids, and often sit with them.”

Everyone sees professional instruction as part of responsible firearms ownership. “It’s the same course for all, minors and adults,” she says. “The course promotes a healthy respect for guns. Its goal is long-term retention of firearms safety. Youth retain the content like a sponge. They want to learn, and they want to learn the proper way.”

DISPOSING OF UNWANTED GUNS

If you have children around the house, you may want to dispose of any guns for which you have no use. Whatever the reason may be for disposing of a gun, all you have to do is call the local police and tell them you have an unwanted gun. “We’ll send an officer to pick it up and dispose of it,” says Constable Mark Soucy of the Ottawa Police Service. “We would rather go and get it than have someone drive around with it.”

The same procedures apply when a gun amnesty is offered. In June 2013, British Columbia held a province-wide gun amnesty. Police collected over 1,800 guns, as well as 155 other weapons. “Regardless of whether a weapon’s history is distinguished, shady or simply unknown, gun amnesty means its future is secure,” says B.C.’s Attorney General and Minister of Justice Suzanne Anton. “Ultimately, all of these weapons are destroyed. They’re not at risk of being found in a drawer by a child.”

WHAT IF IT’S NOT A “REAL” GUN?

Non-powder firearms such as BB guns, air guns and paintball guns are not toys and can cause injury and even death. For a youth wanting to shoot, air guns might be the next best thing to a full-fledged firearm. The minimum age varies across Canada: 16 to 18 years of age, depending on jurisdiction.

Canadian firearms legislation covers air guns capable of firing at over 152.4 metres (500 feet) per second. Those high-powered air guns are subject to all the same requirements as conventional firearms. Those that fire at or below this velocity are not regulated under the Firearms Act, although a person who uses one in a crime faces the same penalties as someone who uses a regular firearm. For lower velocity air guns, the Criminal Code requires that reasonable precautions be taken to use, carry, handle, store, transport and ship them in a safe manner.

Pediatrician Dr. Katherine Austin, author of the Canadian Paediatric Society position statement on youth and firearms, says she is concerned that air guns have become more powerful over the past 20 years. “They are not the poky pellet guns of days gone by,” she says. “They look like military weapons. They border on being regular firearms, but are easier to obtain.”

Air guns, Austin points out, are the most common cause for serious eye injury and can also penetrate the forehead and chest with terrible outcomes. It’s not always a mishap; air guns are sometimes used in assaults and suicides.

Proper head and eye protection helps prevent air gun injuries. Most BB and paintball injuries occur when eye protection is not being worn correctly, or at all.

TALK TO YOUR KIDS

Bearing in mind that young children may find it hard to tell what is real and what is fake, stress that a firearm is not a toy. Make it clear that if they find one, they should leave the area and tell an adult.

Mike Weil is a hunter and avid sports shooter who has two sons, eight and 10 years of age. Although they are not old enough to take the Canadian Firearms Safety Course, he takes opportunities to teach them about gun safety. At 10, son Mackenzie has learned some important lessons: “Not to play around guns because somebody could get hurt. If you find one, don’t touch it, and go tell a parent.”

Whether they’re involved in sport shooting, hunting or for protection purposes, firearms can be deadly unless they are handled properly. Proper protection and education are paramount when handling guns. Take a firearms safety course with your family, and be sure to keep your firearms unloaded and locked up when they are not in use. ◆

Acquérir une saine attitude envers les armes à feu et les enfants

Par Ethel Archard et Lewis Smith, Conseil canadien de la sécurité

LES ENFANTS IMITENT CEUX qu'ils admirent, surtout leurs parents.

« Notre famille compte quatre générations [qui aiment] la chasse et le tir », dit Bill Marsh, grand-père, fervent tireur au pigeon d'argile et directeur de l'Ontario Skeet Shooting Association. « Mes deux petits-fils de 16 et 20 ans sont des tireurs et des chasseurs. Toute la famille a grandi avec les armes à feu. » (Y compris M. Marsh.)

« Les gens n'ont aucune idée de la popularité des sports de tir », poursuit-il. Il y a une liste d'attente pour adhérer aux trois clubs de tir de sa région. Il souligne que le tir est un sport olympique.

Son fils a commencé à tirer à 8 ans, mais la plupart commencent vers 10 ans. Il n'y a jamais eu d'accident sur les sites de tir au pigeon d'argile de l'Ontario et M. Marsh en est bien fier.

On doit suivre les consignes de sécurité aussitôt que l'on est en contact avec une arme à feu. Poursuivez la lecture pour des voir comment protéger votre famille.

CONSCIENT DES RISQUES

Les blessures d'arme à feu ont tendance à être sévères, avec une hospitalisation moyenne de 18 jours. Elles sont plus susceptibles d'être fatales ou de nécessiter des soins intensifs. La plupart des blessures se produisent à la maison avec des armes mal rangées.

Un enfant tire par inadvertance sur un compagnon de jeu est une tragédie des plus évitables. Protégez votre famille en gardant les armes déchargées et rangées sous clé.

FORMER POUR LA DURÉE

Dans les foyers où il y a des armes, tous doivent avoir une connaissance approfondie des consignes de sécurité. En grandissant, les enfants auront besoin de formation.

« Il y a eu une augmentation significative du nombre de mineurs (de 12 à 18 ans) qui suivent le cours », dit Dave Wall, directeur général du Firearms Safety Education Service of Ontario (FSES0).

Cette tendance s'observe non seulement en Ontario, mais aussi dans d'autres provinces.

Selon Sherrie Sadauskas, chef instructeur du FSES0, les mineurs suivent le cours pour participer à des activités familiales. «

Le grand-père et le père peuvent être des chasseurs, et maintenant le petit-fils va avec son grand-père », explique-t-elle.

Tout le monde s'entend sur la nécessité d'une formation professionnelle. « C'est le même cours pour tous, les mineurs comme les adultes, poursuit Mme Sadauskas. Le cours favorise un sain respect pour les armes. Les jeunes absorbent les notions comme des éponges. Ils veulent apprendre, et ils veulent apprendre de la bonne façon. »

COMMENT SE DÉBARRASSER DES ARMES À FEU NON DÉSIRÉES

Si vous avez des enfants à la maison, vous voudrez peut-être vous défaire des armes inutilisées. Tout ce que vous avez à faire est d'appeler la police locale et de leur dire que vous avez une arme à feu non désirée.

« Nous allons envoyer un agent pour la ramasser et la jeter », explique l'agent Mark Soucy du Service de police d'Ottawa. « Nous préférons aller la chercher nous-mêmes. »

Les mêmes procédures s'appliquent quand une amnistie des armes à feu est offerte. La Colombie-Britannique en a offert une en juin 2013. Les policiers ont recueilli plus de 1 800 armes à feu, ainsi que 155 autres armes.

« Peu importe si l'histoire d'une arme est douteuse ou simplement inconnue », affirme la procureure générale de la Colombie-Britannique, Suzanne Anton. « En fin de compte, toutes ces armes sont détruites. Elles ne risquent pas d'être découvertes dans un tiroir par un enfant. »

VRAIE OU FAUSSE?

Les armes sans poudre telles que des fusils à plomb, à air comprimé et pistolets de paintball sont pas des jouets. Elles peuvent causer des blessures et même la mort. Le fusil à air peut être la meilleure alternative aux armes à feu pour un jeune qui veut pratiquer le tir. L'âge minimum varie selon les pays entre 16 et 18 ans.

La législation sur les armes à feu du Canada couvre les armes à air capables de tirer à plus de 152,4 mètres (500 pieds) par seconde. Les fusils à air de forte puissance sont soumis aux mêmes règles que les armes à feu conventionnelles.

Ceux qui se tirent en dessous de cette vitesse ne sont pas réglementés en vertu de

la Loi sur les armes à feu, même si une personne qui les utilise pour commettre un crime encourt les mêmes peines. Pour les pistolets à air de vitesse inférieure, le Code criminel exige que des précautions raisonnables soient prises.

La pédiatre Katherine Austin, auteure de la déclaration de principes de la Société canadienne de pédiatrie sur les jeunes et les armes à feu, s'inquiète de ce que les pistolets à air sont devenus plus puissants au cours des 20 dernières années. « Ce ne sont pas les fusils à plomb rikiki d'antan, dit-elle. Ils ressemblent à des armes militaires. Ce sont presque des armes à feu, mais plus faciles à se procurer. »

Les armes à air comprimé, souligne la Dre Austin, sont la cause la plus fréquente de blessures graves aux yeux, et peuvent aussi pénétrer le front et la poitrine avec des résultats terribles. Ce n'est pas toujours un accident; les pistolets à air sont parfois utilisés dans les agressions et les suicides.

Une bonne protection de la tête et des yeux aide à prévenir les blessures. La plupart des blessures de fusil à plombs et de paintball se produisent lorsque la protection des yeux n'est pas portée correctement, voire pas du tout.

PARLEZ À VOS ENFANTS

Sachant que les jeunes enfants peuvent trouver difficile de distinguer le réel du faux, soulignez qu'une arme à feu n'est pas un jouet. Faites bien comprendre que s'ils en trouvent une, ils doivent s'éloigner et avertir un adulte.

Mike Weil, chasseur et fervent tireur, a deux fils de 8 et 10 ans. Bien qu'ils ne soient pas assez grands pour suivre le Cours canadien de sécurité dans le maniement des armes à feu, il prend le temps de faire leur éducation à ce sujet.

À 10 ans, le petit Mackenzie a appris d'importantes leçons : « Ne pas jouer à proximité des armes parce que quelqu'un pourrait se blesser. Si vous en trouvez une, n'y touchez pas et avertissez un de vos parents. »

Que ce soit pour le tir de précision, la chasse ou la protection, les armes à feu peuvent être fatales si on ne les manipule pas prudemment. La protection et l'éducation sont indispensables. Suivez un cours de maniement d'armes à feu avec votre famille et rangez vos armes déchargées et sous clé lorsqu'elles ne sont pas utilisées. ◆

INDEX TO ADVERTISERS/ INDEX DES ANNONCEURS

ACCESS CONTROL SYSTEMS

Cognitec Systems Corp.....	8
www.cognitec.com	
Leica Geosystems Ltd.....	6
www.psg.leica.geosystems.us	

AUTOMOBILES

Mitsubishi Motor Sales of Canada Ltd.....	Inside Back Cover
www.mitsubishifleet.ca	

COLLEGES & UNIVERSITIES

University of Guelph-Humber.....	10
www.guelphhumber.ca/baa	

COMMISSIONAIRES

Commissionaires Canada.....	26
www.commissionaires.ca/noncorepolicing	

DISPATCH & RADIO COMMUNICATION PRODUCTS

Codan Radio Communications.....	10
www.codanradio.com	
Priority Dispatch.....	4
www.prioritydispatch.net	

FINGERPRINTING EQUIPMENT & SUPPLIES

3M Cogent, Inc.....	30
www.3M.com/IdentityManagement	

FIREARMS DESTRUCTION

Gunbusters, LLC.....	8
www.GunBustersUSA.com	

FLEET SALES & LEASING

Ford of Canada Ltd.....	18
www.fordpoliceinterceptor.com	

FOOTWEAR & GLOVES

Haix North America, Inc.....	22
www.haix.com	

INFRARED THERMAL SCOPES

P & R Infrared.....	9
www.pr-infrared.com	

INTERNAL AFFAIRS/PROFESSIONAL STANDARDS UNIT SOFTWARE

CI Technologies, Inc.....	23
www.iapro.com	

INTERVIEW RECORDING SYSTEM

Visual Planning Corporation.....	30
www.visualplanning.com	

LAW ENFORCEMENT TRAINING

Canadian Police Knowledge Network.....	10
www.cpkn.ca	

LIGHTING

Whelen Engineering Co., Inc.....	15
www.whelen.com	

MOBILE COMMUNICATION

MOTOROLA.....	16
www.motorolasolutions.com/safercities	

ORGANIZED RESPONSE TRAY

Malley Industries Inc.....	27
www.malleyindustries.com	

SOFTWARE

Microsoft Canada.....	Outside Back Cover
www.microsoft.com/publicsafety	

TRAINING

American Military University / American Public University.....	14
www.publicsafetyatamu.com/cacp	

VEHICLE PARTITIONS & GUN MOUNTS

Setina Manufacturing Co. Inc.....	3
www.setina.com	

WIRELESS COMMUNICATIONS

Harris Canada Systems, Inc.....	Inside Front Cover
www.pspc.harris.com	

continued from page 26

GOVERNMENT RELATIONS

- Meetings with Minister MacKay and his Chief of Staff and with Public Safety Minister's Chief of Staff
- Directeur Marc Parent participated in the Cyberbullying announcement with Minister MacKay
- Directeur Mario Harel – Child Sexual Exploitation – assisted in introduction of Bill, and provided support to Ministers Blaney and MacKay
- Ongoing correspondence, meetings and relationship building with Public Safety, Justice and other government department officials

FEDERAL STANDING COMMITTEES

- Chief Mark Mander – presentation to the House of Commons Standing Committee on Health on the Government role in addressing prescription drug abuse ◆



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ACCIDENT SUPPORT SERVICES BULLETIN

POLICE REPORTING CENTRES

ISSUE 35

OVER 20 YEARS OF SERVICE TO POLICE AND INSURERS. THE REVOLUTION CONTINUES...



It is hard to believe that twenty years have passed since the opening of our first Collision Reporting Centre. Of course, the idea and planning for this project began well before the 1994 opening in North York. The program was initiated to assist the Toronto Police Service realize efficiencies in not attending at fender-bender collision scenes and ensure that insurance companies could verify that collisions had taken place once Police were no longer completing those on-scene reports. It has developed through the years into a solid partnership between Police, Insurers and private enterprise, providing collision reporting and traffic safety solutions for Police, increased customer service and fraud detection capabilities to insurers and a safe and comfortable One Stop Service location for citizens to report their collisions and receive information from their insurance companies.



1994 – Accident Support Services opened our first Collision Reporting Centre in North York, moving accident reporting safely away from the side of the road, reducing wait times and the risk of secondary collisions, freeing up Police for higher priority calls for service and enabling insurers to immediately provide expanded customer service to their policy holders. Insurers would have the opportunity to immediately speak

with their customers at the CRC/Police Station in their time of need and have the CRC provide the driver with their insurer's handout on next steps. Photographs of every damaged vehicle taken by CRC staff could be used by insurers to assist with their claims process.

2003 – ASSI's Collision Reporting and Occurrence Management System (CROMS) again revolutionized the accident reporting process, improving data consistency and accuracy through its totally electronic system. CROMS captures and stores scanned documents and photos, allows for a search of all data fields on the government collision report forms and has the ability to generate statistical reports for Police, insurers, road engineers and Ministries of Transportation.

2008 – The CROMS Analytics Portal was introduced, allowing stakeholders to access accurate, current and relevant data for in-depth analysis without having to re-enter data manually into their own systems. This application, which works across multiple jurisdictions, was developed with user feedback. The CROMS Analytics Portal allows Police to analyze and determine all factors of recorded collisions and produce intelligence led policing initiatives to create proactive road safety programs. Using CROMS Police portal to analyze their collision data, Police Services and governments are recognizing a measurable decline in associated collisions, resulting in safer roadways. Insurers are able to better manage risk, enhance claims service and identify fraud, trends and changes.

Using CROMS Analytics Insurance portal, participating insurers are also able to compare their statistics with those of the industry.



2010 – CROMS Mobile was officially released following a Pilot project with the Midland Police Service. ASSI developed a user friendly, fast and efficient mobile reporting tool to serve the needs of Police in a wireless (connected or disconnected) environment, for "anytime, anywhere" collision reporting. Our roadside application enables immediate collection of incident information, including touch screen technology, card swipe technology, a VIN decoder, easy to use drop down boxes, on-line storage for documents, audio, photos and video, a

Continued on next page

What's Inside

- CROMS Alberta User Profile
- Welcome to CROMS
- CACP Policing Partnership Award
- Winter of Discontent?
- Our Hero!

OVER 20 YEARS OF SERVICE TO POLICE AND INSURERS. THE REVOLUTION CONTINUES...

Continued from front cover mapping program and collision diagram program. Minimal training is required to effectively use CROMS Mobile. Reduced manual data entry and re-entry increase Police Service efficiencies. At the launch of the Mobile program, SC Bill Gordon of the Midland Police was quoted, "Saves time, keeping the officers out in the community, and the removal of yet another layer of redundant and repetitive data entry will ensure additional hours can go into proactive policing in our community, making Midland a safer place for all."

Over the past 20 years, the original North York Collision Reporting Centre has been joined by 28 other centres across Ontario and Alberta. 30 additional Police jurisdictions are utilizing our CROMS program for their collision reporting and analytic requirements. Discussions for additional centres and CROMS programs with Police Services across Canada are ongoing and positive.

Accident Support Services International Ltd. will continue to investigate and develop programs and technologies to further enhance our service to our Police and insurance partners. Our Collision Reporting Centre staff will continue to provide excellent and empathetic customer service to drivers reporting their accidents at our locations. We will continue to lead as the professionals in Collision Reporting with our Collision Reporting Centre and CROMS data collection programs and services provided at no cost to Police and the public.



Over the past 10 years, CROMS has won two distinguished awards from Microsoft, the Integrated E-Business Solutions Award of the Year (2005) and the Microsoft Canada Impact Award for Excellence as the "Solution of the Year" (2005), as well as the 2013 ICTA Insurance-Canada Technology Award. Over 50 Police Services are now utilizing CROMS for their collision reporting data requirements.

Here's to the next 20 years....



2012 – ASSI embarked on an ambitious project with the Ministry of Transportation Ontario to complete a two way secure data exchange between CROMS and the MTO. We now successfully validate and submit data from CROMS to the MTO for over 45 Ontario Police Jurisdictions, removing this administrative workload from the Services and creating efficiencies for the MTO. We are fully compliant with the MTO mandate for acceptance of only electronic collision reports meeting their validation criteria as of July 2014. At the same time, CROMS is uploading collision reports to the Records Management Systems (RMS) of our participating Police partners (OPTIC, PRIDE and NICHE stand-alone), eliminating duplicate data entry for these Services.



Accident Support Services opened a Collision Reporting Centre in partnership with the City of Kawartha Lakes Police Service and the Kawartha Lakes OPP Detachment on October 15, 2013. The CRC is located at 6 Victoria Avenue North in Lindsay, Ontario. Cutting the ribbon at the Grand Opening were I-r Chief John Hagarty of the City of Kawartha Lakes Police Service, CRC Manager Toni Brown, ASSI President Steve Sanderson, OPP Detachment Commander Inspector Rob Shaw, Kawartha Lakes Police Association Board member Sal Polito and ASSI Vice President Bob, Gutwein.

WINTER OF DISCONTENT? NOT AT OUR CRCs!

News outlets report that we experienced the coldest winter in 20 years. A dreaded Polar Vortex held much of North America in its icy grip with ice storms, snow squalls, freezing temperatures and even worse – wind chill – for an extended period from the middle of December to the end of March.

February 27 than over the same period last year. Our staff worked diligently to assist 21% more parties with their collision reports and enter all collision data into CROMS for our insurance and police partners, who have also been kept much busier this winter.

This inclement weather brought many more accidents to our Ontario Collision Reporting Centres. In the first 10 days of 2014, our NY CRC alone experienced a 72% increase in reports over the very same period in 2013. A query in CROMS indicates that there were 23% more incidents reported from December 20 to

The weather outside has been frightful, but our hard working CRC managers and counselors continue to be delightful. We are very pleased to report that almost 98% of reporting drivers who completed our CRC exit surveys during this period were very satisfied with their CRC experiences and ranked our services as excellent or very good.

CACP POLICING PARTNERSHIP AWARD

ASSI President Steve Sanderson is a member of the Public Sector Liaison Committee (PSLC) of the Canadian Association of Chiefs of Police (CACP). The committee's mandate is to develop partnerships between Police and the Private Sector to increase resources available to achieve the goals of both entities and improve public safety.

The PSLC's Policing Partnership Award, sponsored by RBC, was created to recognize Police officers who success-

fully partner with the Private Sector to improve public safety. The Committee was proud to present this award to Detective Sergeant Serge Markovic of the Service de police de la Ville de Montreal (SPVM) at their 2013 Educational Forum held in Toronto. S/D Markovic was nominated by Sears Canada who praised his knowledge of criminal activities affecting the retail industry and his work to promote information exchange for retailers with police services to enhance their loss prevention programs.

For information on how to nominate deserving police personnel, please visit www.cacp.ca/media/awards/efiles/72/Policing_Partnership_Award.pdf.



CROMS USED IN 9 OF 10 SAFEST COMMUNITIES FOR DRIVERS.

Allstate Insurance Company of Canada issued their 5th Annual Safe Driving Study in November. This report studied the collision frequency for 2011 to 2013 in 50 Canadian communities, based on accidents per 100 cars insured with Allstate. According to the Allstate statistics, Canada's top 10 Safest Communities by collision frequency were Medicine Hat, Sarnia, Spruce Grove, Lethbridge, Sault Ste. Marie, Greater Sudbury, St. Catharines, Cornwall, Peterborough and Thunder Bay.

Accident Support Services International Ltd. is pleased to note that our Collision Reporting Centre and/or Occurrence Management System (CROMS) are used by Police Services in 9 of these top 10 Safest Communities for Drivers.

Our CRCs allow Police Services to redeploy officers from collision reporting at the roadside to higher priority calls for service. Partner Services are able to analyze and utilize the data on their collision reports in CROMS to plan proactive road safety programs to make their communities safer. Insurance Claims professionals note that safer roads mean fewer claims. Insurers utilize CROMS to make informed decisions at the first available opportunity, immediately identify suspicious or fraudulent losses, streamline adjusting, control secondary tow, storage, repair and car rental expenses and improve customer service.

For more information on CROMS Analytics, please contact Jacqueline Fountain at jfountain@accsupport.com or Marc Molinaro at marc.molinaro@accsupport.com.

WELCOME TO CROMS

Over 50 Police Services are now utilizing ASSI's Collision Reporting and Occurrence Management System (CROMS) to analyze their collision data and plan pro-active road safety programs. We are pleased to welcome three new services to our CROMS program: Amherstburg, St. Thomas and Dryden, Ontario.

ASSI can assist your Service to meet the Ministry of Transportation Ontario electronic submission deadline. For more information or for training in CROMS, please contact Jacqueline Fountain at 416-745-3301 or jfountain@accsupport.com.



OUR HERO!

Drivers visiting our Collision Reporting Centres to report an accident are taken through an interview process where our staff collects accident information and assists the driver to complete their report. Staff places a Damage Reported to Police Sticker on and photographs the damaged vehicle, and offers the driver their specific insurance company information handout and use of our telephones to contact insurers or loved ones. Each reporting driver is requested to complete a customer survey as they leave the CRC to provide us with feedback on how we are doing. Over

98% of completed surveys consistently rank our customer service as excellent or very good. Many written comments are very complimentary.

Recently, one Alberta driver found her Lethbridge CRC experience so satisfactory that she went a step beyond filling in a glowing report on our survey form. This driver nominated CRC Manager Catherine Pooley as a Workplace Hero with Lethbridge radio station, Rock 106. Catherine was interviewed and commended for her great work on the air and everyone at the CRC and Lethbridge Police Station were treated to a catered lunch.

Catherine told us that the attention was a "treat". "We received a great number of thank yous and congratulations and further demonstrated that we are meeting the needs of people in Lethbridge. It was a quick reminder that not all surveys come on paper, some come in kind gestures of appreciation for a job well done."

CROMS ALBERTA USER PROFILE - CHERYL KUTANZI, AMA

Cheryl Kutanzi is an Automobile Claims Adjuster with the Lethbridge branch of the Alberta Motor Association. AMA is a membership organization in operation since 1926. They currently have 945,000 members. They are a leading advocate for motoring and related consumer issues and the premier supplier of automotive and other travel services in Alberta. In 1962, AMA began to offer its members affordable automobile insurance, with highly trained insurance specialists offering personalized care, convenient options and 24 hour claims service.

Cheryl holds a diploma in Office Administration and began working in the insurance industry in an administrative role four years ago. A personable and empathetic individual, Cheryl quickly became interested in the services provided through her company's claims department and knew that working directly with policy holders on their accident claims was the career for her. She has been employed with AMA since October of 2010. Her job responsibilities include the handling of automobile and SEC B claims.

When asked by ASSI what she enjoys most about her position, Cheryl's response was that she wanted to be able to assist members through difficult situations and to try to make the claims process as smooth and stress-free as possible for them.

When the Lethbridge Accident Support Services Ltd. opened our first Alberta Collision Reporting Centre in September of 2012, the Alberta Motor Association joined with us as a partner insurer.

Adjusters at AMA like Cheryl and those working with our other partner insurers are granted real time access to collision reports through our Collision Reporting and Occurrence Maintenance System (CROMS) insurer portal to assist them in providing enhanced customer service to their policy holders involved in reported collisions.



Cheryl has been working with CROMS for well over a year and she finds the program "absolutely" user friendly. "Real time access to reports and documents means that our adjusters have all the necessary information in front of them very quickly, making it easier to process a claim. For policy holders, it's also great because they get better, quicker customer service and faster resolution of their claims. Filing a collision claim can be stressful for some people, so it's really important for us to be able to resolve a claim as quickly as possible to get their lives back to normal."

Drivers attending at our Collision Reporting Centres are encouraged to complete a survey commenting on their experiences to assist ASSI to gauge our service and highlight areas for possible improvement. These customer comments are regularly provided to our partner insurers. Alberta Motor Association customers reporting at Alberta CRCs have provided the following feedback: "This is an excellent service, informative, speedy and friendly," "Good idea/good service," "Thanks for all your help," "Made it painless," "Thanks so much for your kindness."

Cheryl reports that having the ability to access all of the involved party statements through CROMS has been a tremendous help in settling liability claims quickly and efficiently. The photographs taken at the Collision Reporting Centre and provided as part of the CROMS service are very useful as they show adjusters the measurements for the damage to all vehicles involved and help the user to determine if the damage lines up, also assisting to settle liability claims and alert insurers to the possibility of any fraudulent damage claims.

"Overall, the most important aspect of the program is that it gives us the ability to provide better, faster customer service to our policyholders, which is really important to AMA Insurance."

Accident Support Services International Ltd. would like to thank Cheryl Kutanzi and the Alberta Motor Association for their support of our CRCs in Alberta and for taking the time to assist with this article. ■



111 Toryork Drive, Toronto ON M9L 1X9
Ph: (416) 745-3301 Fax: (416) 745-5555 Toll Free: 1-877-895-9111
For more information, go to www.accsupport.com
Recommendations, Suggestions, Comments, contact:
Editor: Jane Ross admin@accsupport.com