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OUR FOUNDING MEMBERS



Norm Taylor

One of the lead architects of the Hub/COR models, a Senior Advisor to two provincial governments, and a widely recognized thought leader in Canadian policing and community safety.



Brent Kalinowski

A founding member of Community Mobilization Prince Albert (SK) and Gateway Community Mobilization North Bay (ON) and an Advisor to over 30 adopter communities across Canada and the USA.



Dr. Chad Nilson

Researcher, evaluator and author of the Preliminary Impact Assessments of the Prince Albert Hub and COR and an Advisor to Saskatchewan, Ontario and First Nations adopter communities.



Lisa Taylor

An original architect of the Saskatchewan Hub/COR models, an Advisor to governments and communities, and author and producer of distinctive key messaging and multi-media products.



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CACP President, Chief Clive Weighill and Quebec City host Chief, Michel Desgagné with conference Platinum Sponsors, Mr. Warren Loomis, President & CEO, Versaterm; Mr. Bill Crate, Director, Security and Intelligence, Canadian Bankers Association; Mr. George Krausz, Motorola Solutions Canada; Rick Smith, Taser International. / Le chef Clive Weighill, président de l'ACCP, et le chef de la ville hôte, Michel Desgagné avec les commanditaires platine de la conférence, M. Warren Loomis, PDG, Versaterm; M. Bill Crate, directeur, Sécurité et Renseignement, Association des banquiers canadiens; M. George Krausz, Motorola Solutions Canada; M. Rick Smith, Taser International.

ON THE COVER / SUR LA COUVERTURE :

CACP President, Chief Clive Weighill, Saskatoon Police Service, and IACP President, Chief Richard Beary, University of Central Florida Police Department, at the 2015 CACP conference. / Le président de l'ACCP, Clive Weighill, chef du Service de police de Saskatoon et le président de l'IACP, Richard Beary, chef du Service de police de l'Université du centre de la Floride, à la conférence 2015 de l'ACCP.

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Thank you again to Directeur Michel Desgagné, the host team, delegates and exhibitors for making our Quebec City conference such a success – the town hall session, resolutions, plenary sessions and opportunities to connect with friends, colleagues and exhibitors were wonderful. We were also pleased to welcome IACP President Rich Beary, Vice Presidents James Gabbard and Steven Flaherty, and International Vice President Barbara Fleury to our conference. This marks the first time in recent history that an IACP President has attended our conference. President Beary's welcoming remarks and valuable contributions during our town hall meeting were much appreciated.

We are continuing to work on sustainability of police and community safety and other priorities, including missing and murdered Indigenous women and girls, First Nations Policing, crime prevention, cyber-crime and radicalization. We ask that you continue to contribute to these efforts by placing members on our Committees.

We are also committed to working with the U.S.A. on issues of mutual interest and concern. In my first year as president, I have been warmly welcomed on the Executive Committee of the IACP. American police are also grappling with budget concerns, increasing crime, cyber-crime and how best to increase diversity in policing, police diverse communities and improve training. U.S.A. police officers at the conference noted that the American public are hyper vigilant and very concerned about the public perception of police use of force and the increased calls for civilian oversight of the police. I believe a closer relationship between the CACP and IACP will lead to enhanced policing strategies throughout North America.

In this edition, we highlight the awards presented to deserving members. Take a moment to congratulate them, and consider nominating deserving individuals and teams for the 2016 awards. In closing, I encourage all members to promote continued learning and development by ensuring members attend our numerous upcoming conferences and workshops.



**By Chief Clive Weighill/
Par le chef Clive Weighill**

Merci encore au directeur Michel Desgagné, à l'équipe hôte, aux délégués et aux exposants qui ont fait de notre conférence de Québec un tel succès — la session de discussion, les résolutions, les séances plénières et les rencontres avec les amis, collègues et exposants ont été merveilleuses. Nous avons également été heureux d'accueillir le président de l'IACP, M. Rich Beary, les vice-présidents James

Gabbard et Steven Flaherty et la vice-présidente internationale Barbara Fleury. C'est la première fois dans l'histoire récente qu'un président de l'IACP assiste à notre conférence. L'allocution de bienvenue du président Beary et ses précieuses interventions ont été très appréciées.

Nous continuons à travailler sur la durabilité de la police et de la sécurité communautaire de même qu'à d'autres priorités, y compris les femmes autochtones disparues et assassinées, la police des Premières Nations, la prévention du crime, la cybercriminalité et la radicalisation. Nous vous demandons de continuer à contribuer à ces efforts en plaçant des membres dans nos comités.

Nous sommes également engagés à travailler avec les États-Unis sur les questions d'intérêt mutuel. Dans ma première année en tant que président, je l'ai été chaleureusement accueilli au sein du Comité exécutif de l'IACP. Les corps de police américains sont aux prises avec des préoccupations budgétaires, une augmentation de la criminalité, la cybercriminalité, le défi de la diversité et l'amélioration de la formation. Les policiers américains notent que le public de leur pays est hyper vigilant et très préoccupé par la perception publique de l'utilisation de la force et l'appel à une plus grande surveillance civile de la police. Je crois qu'une relation plus étroite entre l'ACCP et IACP mènera à des stratégies améliorées en Amérique du Nord.

Dans cette édition, nous mettons en évidence les prix décernés à des membres méritants. Prenez un moment pour les féliciter, et envisager de présenter la candidature de personnes et d'équipes méritantes aux prix de 2016. En terminant, je vous encourage tous à promouvoir la formation continue en vous assurant que vos membres assistent à nos nombreux ateliers et conférences à venir.

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Winnipeg, MB

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Ottawa (Ontario)

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Du 29 novembre au 2 décembre 2015
Toronto (Ontario)

Atelier de l'ACCP sur la technologie de l'information et des communications

Du 21 au 24 février 2016
Vancouver (Colombie-Britannique)

Conférence de la Fondation de recherche de l'ACCP

Du 7 au 9 mars 2016
Montréal (Québec)

Gangs et meurtres – Une soif de destruction

Du 29 mars au 1 avril 2016
Vancouver (Colombie-Britannique)

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Du 18 au 20 avril 2016
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CACP Law Corner

By The Honourable René J. Marin, CM, OMM, OOnt. Q.C., J.D., CD LLD

The Law Corner is designed to assist police executives in disseminating relevant information to their respective senior officers.

Forensic Science: Gunshot Residue GSR Particles*

PRINCIPLES OF PHYSICAL AND biological sciences continue to be useful tools in assisting investigators to resolve crimes. This brief article seeks to examine scientific advancement and pitfalls in testing for gunpowder residue (GSR).

It is based on a decision issued by the Ontario Court of Appeal in *R. v. Stevenson* (2014), 317 C.C.C. (3d) 385. It illustrates a few challenges in the use of admitting this type of evidence at trial.

There were two main issues on appeal:

1. The arbitrary detention or imprisonment of the accused;
2. The admission of the GSR evidence.

There were several errors at the initial stage in the police investigation of *Stevenson*.

While, in this article, I allude to the arbitrary detention, my main focus is the GSR evidence.

His warrantless arrest and detention, in violation of the *Charter*, has an overall impact on the evidence obtained, including the frailties of the GSR test results, both errors are sufficient to engage s. 24(2) of the *Charter*.

Crown counsel conceded some errors, particularly a “clear communication breakdown” between the Brockville police and the Ontario Provincial Police, having jurisdiction in Mallorytown where Stevenson was believed to reside and eventually arrested on the substantive charge.

At that time, the accused was only a suspect. There was no other evidence of a crime having been committed by him. The Crown, however, submitted no evidence ought to be excluded, having regard to the three-pronged test, developed by the Supreme Court of Canada, in *Grant*.

Conceding the arrest and detention was arbitrary and the initial search unlawful, the Court did not exclude the evidence obtained in breach of the accused’s *Charter* rights. It must be remembered that, the Supreme Court in *Grant*, stated that before excluding tainted evidence the Court must weigh:

- The seriousness of the Charter-infringing state conduct;
- The impact of the breach on the Charter-protected interest of the accused;
- Society’s interest in the adjudication of the case on its merits.

While the trial judge noted the police acted on misinformation, it concluded there was “no police ignorance of *Charter* standards’ or ‘negligence or wilful blindness.’”

Therefore, there was no reason for the Court to disassociate itself from the police conduct by excluding “the evidentiary fruit of that conduct.”

However, this decision also explores the important issue of gunshot residue, GSR particles, and I am not of the view such evidence ought to have been given full weight since it was tenuous, if not

flawed. The issue of contamination of the GSR was a live issue and appeared to have an overwhelming influence in a matter eventually turning entirely on circumstantial evidence.

The timeline in this case was crucial, if one is to ascribe full weight to the expert evidence and the possibility of contamination of GSR particles. The victim was murdered at 7:20 p.m. Following his arrest, a few hours later, Stevenson was taken in custody and transported by police car to the police station. The arresting officers, at about 9:52 p.m., more than two hours later, wrapped his hands in plastic bags to preserve any potential GSR evidence.

He was taken to the Brockville police station at about 10:24 the same evening. His hands were still wrapped. At 12:35 a.m., the plastic bags were removed and his hands were daubed for GSR, using a kit developed by the Centre for Forensic Sciences (CFS). He was directed to remove his clothing and each item was placed in a paper bag for later laboratory testing.

Samples from his hands, clothing, and items seized from the front seat of his car and parts of his vehicle were sent to the CFS for testing. The laboratory found **two particles** on the back of the appellant’s left hands, nine **GSR particles** on the web of his right hand, **thirteen GSR particle**

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Le coin juridique de l'ACCP

Par l'Honorable René J. Marin, CM, OMM, OOnt. Q.C., J.D., CD LLD

Le coin juridique a été créé afin d'aider les directions policières à diffuser des renseignements pertinents à leurs cadres supérieurs respectifs.

Les sciences judiciaires : les résidus de poudre*

LES PRINCIPES DE BIOLOGIE et de physique continuent de faire partie des outils utiles aux enquêteurs. Le présent article fait le point sur les avancées et embûches liées à l'analyse des résidus de poudre.

Ce texte découle d'une décision rendue par la Cour d'appel de l'Ontario dans l'affaire *R. c. Stevenson* (2014), 317 C.C.C. (3d) 385. Il illustre quelques-uns des défis liés à l'utilisation de ce type de preuve.

La cause portée en appel comportait deux enjeux principaux :

1. La détention ou l'emprisonnement arbitraire.
2. L'admission de la preuve liée aux résidus de poudre.

L'affaire *Stevenson* a été marquée par plusieurs erreurs au stade initial de l'enquête policière. Bien que je fasse ici allusion à la détention arbitraire, j'ai plutôt mis l'accent sur la preuve liée aux résidus de poudre.

L'arrestation et la détention sans mandat, en violation de la *Charte*, a eu un impact sur la preuve, notamment la faiblesse des résultats des analyses de résidus de poudre. Ces deux erreurs sont suffisantes pour justifier un recours au paragraphe 24(2) de la *Charte*.

Le procureur de la Couronne a admis certaines erreurs, notamment une « évidente rupture dans les communications » entre la police de Brockville et la Police provinciale de l'Ontario.

À ce moment-là, Stevenson n'était qu'un suspect. Il n'existait pas d'autre preuve qu'il avait commis un crime. La Couronne

n'a toutefois soumis aucune preuve devant être exclue, comme le commande l'examen en trois volets élaboré par la Cour suprême du Canada dans l'affaire *Grant*.

Après avoir convenu que l'arrestation et la détention avaient été arbitraires et la fouille initiale illégale, la Cour n'a pas rejeté la preuve. On doit se souvenir des trois éléments qui doivent être soupesés avant d'exclure des preuves entachées, suivant la décision de la Cour suprême dans l'affaire *Grant* :

- la gravité de la conduite attentatoire de l'État;
- l'incidence de la violation sur les droits de l'accusé garantis par la *Charte*;
- l'intérêt de la société à ce que l'affaire soit jugée au fond.

Bien que le juge ait noté que la police avait utilisé la désinformation, il a conclu que celle-ci n'avait pas agi dans « l'ignorance des règles établies par la *Charte* » et qu'elle n'avait pas fait preuve de « négligence ou aveuglement volontaire ».

Par conséquent, la cour n'avait aucune raison de se dissocier de la conduite de la police en excluant « la preuve découlant de cette conduite ».

Cette décision soulève aussi l'importante question des résidus constituant des particules de poudre, et je suis d'avis que cette preuve n'aurait peut-être pas dû se voir accorder pleine valeur. L'enjeu de la contamination des résidus de poudre était une question brûlante et semble avoir eu un poids déterminant.

En l'espèce, la chronologie est déterminante si on tient pleinement compte de la preuve d'expert et de la vraisemblable contamination. La victime a été tuée à 19 h 20. À la suite de son arrestation, Stevenson a été mis en détention et transporté en auto-patrouille jusqu'au poste de police. Vers 21 h 52, le policier lui a emballé les mains à l'aide d'un sac de plastique afin de préserver toute preuve éventuelle.

Stevenson a été conduit au poste de police de Brockville vers 22 h 24. Ses mains étaient toujours emballées. À 0 h 35 cette nuit-là, on a retiré ses mains des sacs de plastique et on les a enduites d'un produit permettant de faire des prélèvements. On lui a intimé l'ordre de retirer ses vêtements et chacun d'entre eux a été glissé séparément dans un sac de papier et envoyé au laboratoire.

Les échantillons ont été acheminés au CSJ à des fins d'analyse. Le laboratoire a décelé deux particules de poudre au dos de la main gauche de l'appelant, neuf dans le pli interdigital de sa main droite, treize sur la manche droite de sa veste, une sur le devant de ses pantalons et une dernière au dos de ses pantalons.

L'expert de la Couronne, le docteur Gerard, a expliqué qu'aux fins des analyses du CSJ, une particule de poudre désigne un prélèvement contenant un mélange de plomb, d'antimoine et de baryum.

Le témoignage a aussi démontré que les particules sont persistantes dans l'environnement. L'expert a expliqué que les particules

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on the right sleeve of his jacket, **one particle** on the front of his pants and **one particle** on the back of his pants.

Dr. Gerard, the Crown's expert, testified that for the purpose of the CFS, a GSR particle is defined as a particle containing fused elements of lead, antimony and barium. A particle must contain *all three elements* before the CFS will classify it as a GSR particle.

He testified the particles are environmentally persistent and do not degrade or break down easily. GSR is not visible to the naked eye. He explained, however, GSR particles are easily transferred by contacts or air movement. The accused's hand contact with the police, other prisoners, seat of the police car, etc., raise reasonable doubt as to possible contamination.

The presence of particles on any surface, including a person's hands, does not assist in identifying how the particles came to be deposited on that surface. He offered three possible explanations for GSR particles on the accused's hands and clothing.

The expert witness testified the accused could have recently discharged a firearm, may have been in close proximity when a firearm was discharged, or may have picked up the particle from another surface. He would not indicate whether any one of the possibilities was more likely.

Counsel for the accused conducted a thorough cross-examination, attempting to establish possible post-arrest sources of GSR

transfer. These included hands of arresting officers, equipment worn by the officers, the interior of the police car, the handcuffs used, and the bench at the police station where Stevenson sat for some time. While the expert witness disagreed with the likelihood of transfer, he conceded the transfer from the sources identified was a possibility.

Counsel for the accused submitted the GSR evidence should be excluded, suggesting the accused's rights were infringed. He also argued the GSR results had a potential prejudicial effect that far exceeded or outweighed their probative value. Finally, he suggested some particles discovered contained only one or two of the three elements needed to identify the particles as GSR.

The Court of Appeal said the GSR results were sufficiently temporally connected to the arbitrary detention to have infringed the accused's rights but invoked the *Grant* principles in refusing to do so.

It stated at [page 408]:

77 ... However the jury could, after considering the evidence of the possibility that the GSR was transferred from another surface and the body of evidence implicating the appellant as the killer, conclude that the GSR on the appellant's hands and clothing was explained by his recent discharge of a firearm.

The Court however made a disturbing observation at [para. 80]:

... The presence of the GSR was never really contested.

Without the benefit of a full transcript, it appears to me, the best evidence rule may not have been applied. Contesting the presence of GSR was not only necessary but mandatory. Even the expert appeared reluctant on the issue of possible transfer of GSR evidence either picked up in the police car, the police station or from the hands of a police officer. The evidence was circumstantial at best and the Court of Appeal stresses that fact.

There is a real danger of error, when introducing forensic evidence. Recently, the U.S. Justice Department and FBI formally acknowledged that nearly every examiner in an elite FBI forensic unit gave flawed testimony in almost all trials in which they offered evidence ... over more than a two-decade period before 2000.

While certainly not suggesting we in Canada suffer from the same shortcoming, it is always dangerous to open the door to wrongful convictions, particularly with flawed forensic evidence.

There are several laboratories serving Canada. Unless there are concerted efforts made to unify credentials of testifying experts, judicial reservation may well prove fatal to GSR evidence in the future. ◆

* ©2015, This article may be reproduced only with permission from the author. The Honourable René J. Marin, CM, OMM, OOnt. Q.C., J.D., CD LLD, has served throughout his career in public service in various capacities, including judge, Deputy Solicitor General of Canada and chair of the Royal Canadian Mounted Police External Review Committee. In addition to being a lecturer in advanced criminal procedure at the Faculty of Law (Common Law Section) of the University of Ottawa, Justice Marin has written and presented extensively. He is editor of several books on Policing in Canada and Australia. (See more at www.carswell.com.)



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peuvent facilement être transférées par contact ou transportées dans l'air. Le fait que les mains du prévenu aient été en contact entre autres avec les policiers, les autres prisonniers et la banquette de l'auto-patrouille soulève un doute raisonnable.

La présence de particules ne permet pas de déterminer comment lesdites particules se sont retrouvées sur cette surface. Le témoin expert a offert trois explications plausibles : le prévenu pourrait avoir déchargé une arme à feu récemment, avoir été à proximité d'une décharge d'arme à feu ou avoir été en contact avec des particules provenant d'une autre surface.

Au cours d'un contre-interrogatoire approfondi, l'avocat du prévenu a tenté d'établir les possibles sources de transfert de résidus de poudre après l'arrestation de son client. Parmi ces sources, il a mentionné les mains du policier ayant procédé à l'arrestation, l'équipement porté par le policier, l'intérieur de l'auto-patrouille, les menottes et le banc du poste de police sur lequel Stevenson a été assis pendant un certain temps. Bien que l'expert ait nié la vraisemblance d'un tel transfert, il a convenu qu'il était tout de même possible.

L'avocat du prévenu a demandé au tribunal d'exclure la preuve provenant du CSJ, faisant valoir que les droits de l'accusé avaient été violés. Il a renchéri que les résultats du CSJ avaient eu un effet préjudiciable dont le poids relatif était sans doute beaucoup plus important que leur valeur probante. Il a enfin fait valoir que certaines des particules prélevées ne contenaient qu'un ou deux des trois éléments essentiels pour être considérées comme de véritables particules de poudre.

La cour d'appel a établi que sur le plan chronologique, les résultats du CSJ étaient suffisamment liés à la détention arbitraire pour conclure à une violation des droits du prévenu, mais a invoqué les principes découlant de l'affaire *Grant* pour rejeter une telle conclusion.

À la page 408, la Cour a déclaré :

77 ... Après avoir considéré la preuve de la possibilité que les particules de poudre aient été transférées d'une autre surface et l'ensemble de la preuve impliquant l'appelant comme tueur, le jury aurait toutefois pu conclure que les particules de poudre sur les mains et les vêtements de l'appelant s'expliquaient par le fait qu'il avait récemment déchargé une arme à feu

La cour a toutefois fait une observation troublante au paragraphe 80 :

... La présence des résidus de poudre n'a jamais réellement été contestée.

Sans l'avantage de la transcription complète, il me semble que la meilleure règle probatoire n'a peut-être pas été appliquée. La contestation de la présence de résidus de poudre n'était pas seulement nécessaire mais aussi impérative. Même l'expert a hésité quant à la question d'un possible transfert de résidus de poudre d'une surface de l'auto-patrouille, du poste de police ou des mains d'un policier. La preuve était au mieux circonstancielle.

Il existe un réel danger d'erreur lors de la présentation d'une preuve médico-légale. Récemment, le département de la Justice des États-Unis et le FBI ont reconnu que presque tous les enquêteurs d'un service médico-légal d'élite ont fait des témoignages sans fondement dans presque tous les procès dans lesquels ils ont témoigné... sur une période de plus de vingt ans avant l'année 2000.

Bien que je ne suggère certainement pas que nous fassions face au même problème au Canada, il est toujours dangereux d'ouvrir la porte à des condamnations injustifiées.

À moins qu'on ne fasse des efforts concertés pour unifier les titres de compétence des témoins experts, une réserve judiciaire pourrait bien mettre fin aux preuves médico-légales. ◆

* © 2015. Cet article ne peut être reproduit qu'avec la permission de l'auteur. L'honorable juge René J. Marin, CM, OMM, OOnt. Q.C., J.D., CD LLD, a fait carrière dans la fonction publique dans différentes fonctions, y compris celle de juge, solliciteur général adjoint du Canada et président du Comité externe d'examen de la GRC. En plus d'être chargé de cours en matière de procédure criminelle avancée à la faculté de droit (section de la common law) de l'Université d'Ottawa, le juge Marin a rédigé et présenté de nombreux documents. Il est l'auteur de plusieurs ouvrages sur les forces policières du Canada et d'Australie. (Pour en savoir plus, visitez www.carswell.com)

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Operation SECURUS

Recognize it. Report it!

By Inspector Mike Serr, Vancouver Police Department

RECENT EVENTS AROUND THE world and in Canada have highlighted the significant threat posed by radicalized individuals and groups, such as the Islamic State and Al Qaeda, who have publicly declared and promoted Canada as a target of value. They have leveraged social media to promote their ideology and called for followers to carry out attacks in the West.

In September 2014, Abu Muhammad al-Adnani, the official spokesperson for the Islamic State, utilized social media to release a message calling for lone-wolf attacks in the West.¹ Further highlighting the significance of the threat to Canada, in October 2014, the Integrated Terrorism Assessment Centre (ITAC) raised the terrorism threat level from low to medium.² This represents the highest threat level ever in Canada.

Significant steps have been taken by law enforcement and intelligence agencies across Canada to disrupt the threat of terrorism, working collaboratively to address the threat. Many agencies have developed new terrorism training for their frontline officers, and inter-agency communication and intelligence sharing has been enhanced. Furthermore, on June 9, 2015, Bill C-51 was passed to provide these agencies with enhanced tools to protect Canadians from the threat of terrorism. These initiatives have made a difference, but we can't do it by ourselves.

As with any crime prevention strategy, it is important to engage the public. Despite our best efforts, there is still the chance that groups or individuals with radicalized ideologies can operate undetected. The investigation into the 2013 Via Rail plot, where Raed Jaser and Chiheb Essenghaier planned to derail a train from Toronto to New York, began as a result of an Imam reporting concerns over a potentially radicalized individual. During the undercover operation, police were

contacted by concerned railway employees who had observed men on the train tracks. Thanks to the community's observations and reports, the planned attack was prevented and the two suspects were convicted.^{3,4}

More recently, German authorities were able to disrupt a suspected Islamic extremist terrorist plot because of a vigilant store clerk. It was March 2015, when the clerk at a local hardware store reported a suspicious purchase of explosive precursors to local authorities. In early May, authorities executed search warrants and recovered weapons, explosives and evidence that an attack was planned for the annual Frankfurt bike race.⁵ This illustrates the importance of an informed public, and developing strong partnerships with the private sector, as well as creating a procedure for reporting and investigating suspicious activities and purchases.

Operation SECURUS is based on the British program *Project Griffin*, and was originally developed by the Vancouver Police Department (VPD) in 2008. Recognizing the value of such a program, the RCMP and CSIS approached the VPD to join the program. In January 2014, Operation SECURUS was relaunched with the three partners.

Operation SECURUS is a counter-terrorism/extremist awareness program, aimed at identifying and protecting critical infrastructure and key businesses. It is a crime prevention program designed to locate and catalogue businesses selling products or offering services that could be used by individuals or groups to carry out acts of terrorism, or that could be targets of a potential terrorist attack. It is also an opportunity for law enforcement to build relationships with businesses that may be vulnerable to

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business? Then you are in the best position to recognize what appears to be unusual, what seems to be suspicious, and what poses a potential threat to the safety of British Columbians.

Let your experience guide you. Does something seem odd? Is there anything out of place? Does a situation not feel right?

Contact your local police, Crime Stoppers at: 1-800-222-TIPS (8477) or www.bccrimestoppers.com or dial 911 if an emergency. Calls to Crime Stoppers are answered 24/7. Every call is taken seriously and you have the option to remain anonymous.

Operation SECURUS is a team effort. We all have a part to play in preserving the safety of our community and keeping British Columbia secure.

Where can I get more information?

For more information on the Operation SECURUS website, please visit: www.OperationSecurus.ca or e-mail info@operationsecurus.ca

Your vigilance is key to everyone's safety.



Canada is by no means immune to terrorist criminal activity; terrorist activity has intersected with legitimate business in British Columbia.

In 1985, Inderjit Singh Reyat purchased the components for the bomb at an electronics store in Duncan that killed 329 people aboard the Air India Flight 182 and two baggage handlers at the Narita International Airport.

Ahmed Ressam, the 'Millennium Bomber' who planned to set off an IED at Los Angeles International Airport (LAX) on New Year's Eve, 1999, mixed and packed the chemical components of the bomb in a motel room in Vancouver.



Fraudulently obtained Canadian passport used by Ressam.



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What can I do to keep my community safe?

Are you an employee, the owner or the operator of a



Opération SECURUS

Reconnaissez-le. Signalez-le!

Par l'inspecteur Mike Serr du Service de police de Vancouver

LES ÉVÉNEMENTS RÉCEMMENT SURVENUS

dans le monde et au Canada ont mis en évidence la menace importante que représentent les individus et groupes radicalisés tels que l'État islamique et Al-Qaïda, lesquels ont publiquement désigné le Canada comme une cible légitime. Ils ont utilisé les médias sociaux pour promouvoir leur idéologie et appelé leurs adeptes à mener des attaques en Occident.

En septembre 2014, Abu Muhammad al-Adnani, porte-parole officiel de l'État islamique, a lancé dans les médias sociaux un appel aux attaques de loups solitaires.¹ Soulignant l'importance de la menace pour le Canada, le Centre intégré d'évaluation du terrorisme (CIET) a haussé le niveau de menace terroriste de faible à moyen en octobre 2014.² C'est le niveau de menace le plus élevé jamais enregistré au Canada.

Les corps de police et agences de renseignement de tout le Canada ont pris d'importantes mesures de collaboration pour contrer la menace du terrorisme. De nombreux organismes ont mis au point de nouvelles formations pour leurs agents de première ligne, et l'échange de renseignements entre les agences a été renforcé. En outre, le 9 juin 2015, le projet de loi C-51 a été adopté pour mieux outiller ces organismes et protéger les Canadiens contre la menace du terrorisme. Ces initiatives ont fait une différence, mais nous ne pouvons pas tout faire seuls.

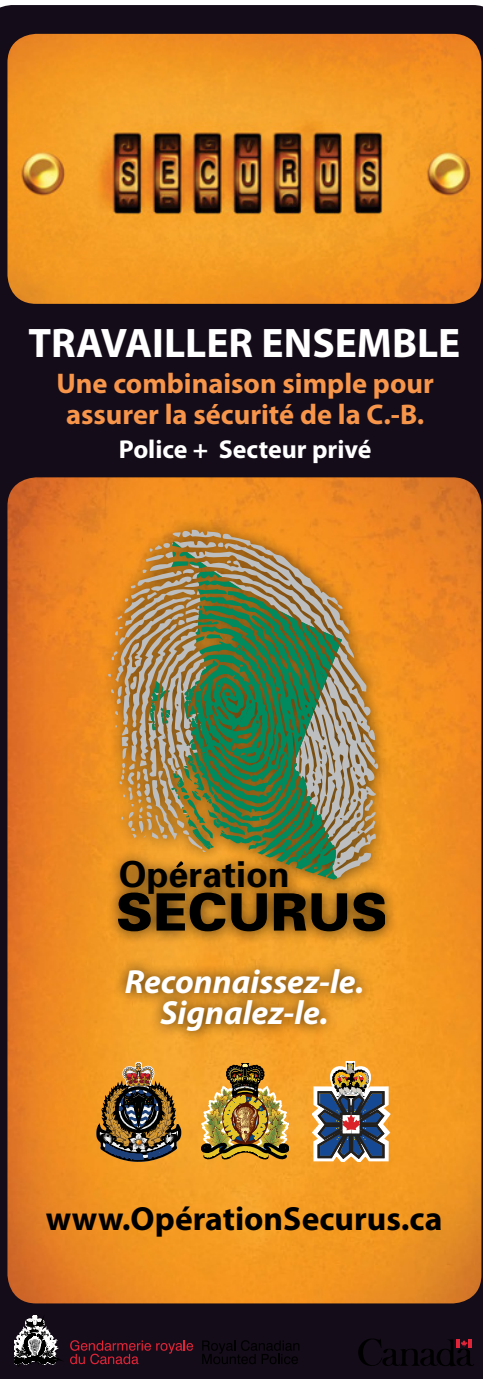
Comme pour toute stratégie de prévention de la criminalité, il est important de faire participer le public. Malgré tous nos efforts, il y a toujours la possibilité que des groupes ou des individus avec des idéologies radicalisés puissent passer inaperçus. L'enquête sur le complot de 2013, où Raed Jaser et Chiheb Essenghaier espéraient faire dérailler un train Via entre Toronto et New York, a commencé à la suite d'une

dénonciation par un imam. Au cours de l'opération d'infiltration, la police a été contactée par des cheminots qui avaient observé les hommes sur la voie ferrée. Grâce aux signalements de la communauté, l'attaque prévue a été empêchée et les deux suspects ont été condamnés.^{3,4}

Plus récemment, les autorités allemandes ont réussi à déjouer un complot terroriste grâce à un commis de magasin vigilant. En mars 2015, le commis d'une quincaillerie a signalé un achat suspect de produits pouvant servir à préparer des explosifs. Au début de mai, les autorités ont exécuté des mandats de perquisition et récupéré des armes, des explosifs et des éléments de preuve qu'une attaque était planifiée pour la course à vélo annuelle de Francfort.⁵ Cela illustre l'importance d'informer le public et de développer des partenariats solides avec le secteur privé, ainsi que d'instituer une procédure de signalement des activités et des achats suspects. Opération SECURUS est basée sur le programme britannique *Projet Griffin*. Elle a été développée en 2008 par le Service de police de Vancouver (SPV). Reconnaisant la valeur d'un tel programme, la GRC et le SCRS ont sollicité le SPV pour se joindre le programme. Les trois partenaires ont lancé l'Opération SECURUS en janvier 2014.

Opération SECURUS est un programme de sensibilisation antiterroriste, visant à identifier et à protéger les infrastructures et entreprises essentielles. Il recense les entreprises qui vendent des produits pouvant servir à commettre des actes de terrorisme, ou qui pourraient être elles-mêmes la cible d'une attaque. C'est aussi l'occasion pour la police d'établir des relations avec les entreprises vulnérables. Un large éventail d'entreprises et d'infrastructures participent à Opération SECURUS, y compris l'industrie

suite à la page 17



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continued from page 14

criminal or terrorist organizations. A wide range of businesses and critical infrastructure would be Operation SECURUS members, including the transportation industry, utilities, hardware stores and chemical labs.

HOW OPERATION SECURUS WORKS

Operation SECURUS coordinators identify suitable businesses, then task members with enhanced counter-terrorism training to meet with management in these businesses to explain how Operation SECURUS works and advise why their business may be of interest

to a terrorist organization. If they agree to join, a police member trained as a Counter-Terrorism Information Officer (CTIO)⁶ will provide training and reference material for all staff members.

Staff members are advised that if they observe any suspicious activity or an unusual transaction, they are to call 9-1-1 immediately and identify themselves as an Operation SECURUS member. They are provided with examples of suspicious behaviour or a suspicious transaction, and advised to "Recognize it. Report it."

Call-takers have been trained to prioritize all Operation SECURUS calls and assign a member to attend, regardless of the nature of the call. Attending members will conduct an investigation and check the "terrorism flag" on the report, which will automatically route the file to the Criminal Intelligence Unit and E-INSET for follow-up. This ensures that any call with a potential nexus to terrorism is properly reviewed by subject matter experts. At the conclusion of the investigation, investigators will follow-up with staff members.

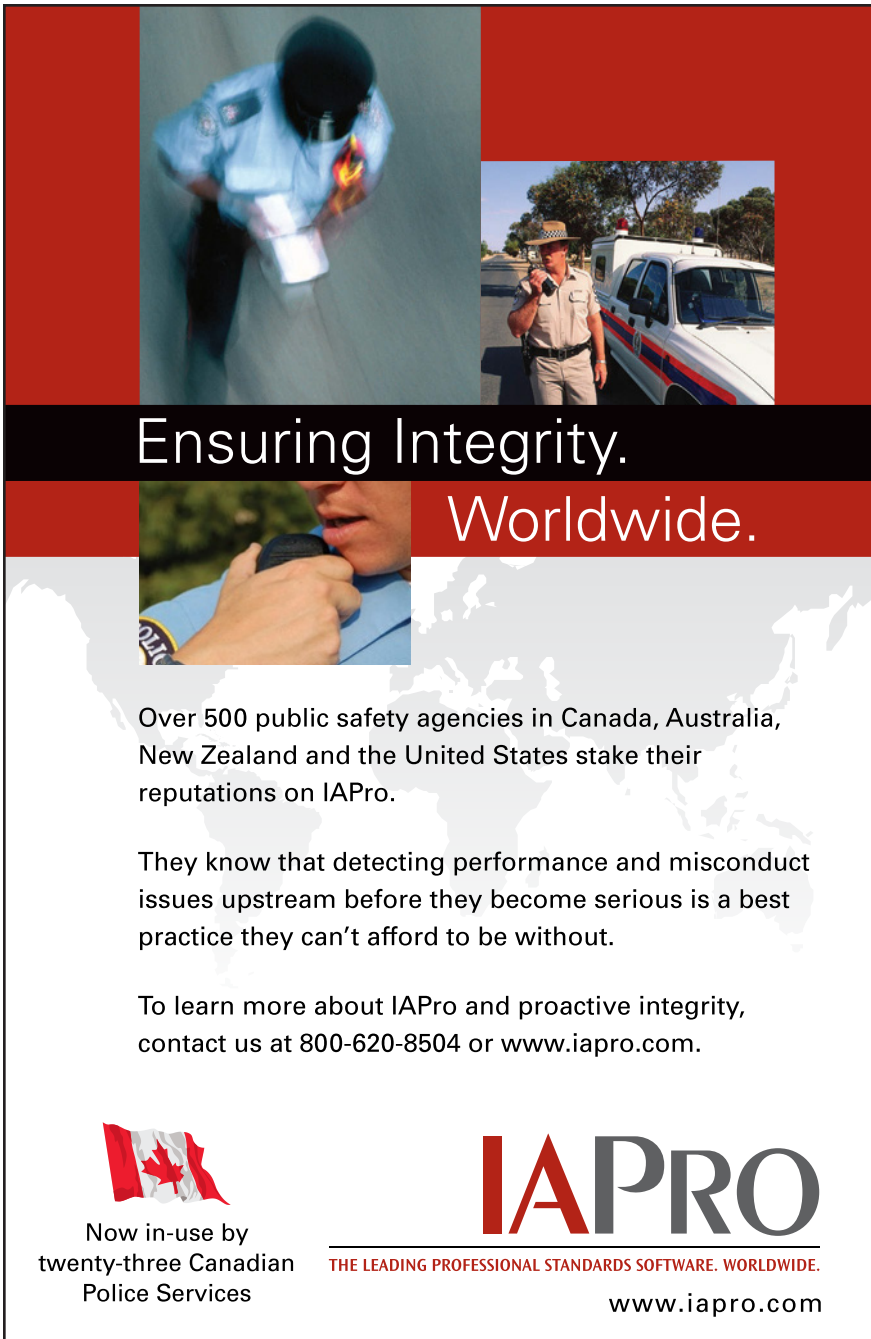
Currently, over 130 business have enrolled in Operation SECURUS in Metro Vancouver. These businesses include large shopping malls, transportation companies, hardware retail chain stores, and businesses operating in the Port of Vancouver. In the last two years, Operation SECURUS has generated nine calls for service from businesses recognizing suspicious behaviour, and has developed a heightened level of awareness among proprietors, operators and employees of British Columbia businesses and critical infrastructure.

Ensuring public safety is everyone's responsibility and Operation SECURUS is a team effort. Engaging the public and businesses to be the eyes and ears for police has proven to be an effective tool for fighting conventional crime, and it only makes sense to develop similar programs to combat terrorism.

For additional information regarding Operation SECURUS, please visit the website www.OperationSecurus.ca. ◆

Notes

- 1 Unclassified Situation Report: Islamic State Supporters React to Active Shooter Situation in Canada, October 22, 2014, Bulletin #14-10-45, central Florida Intelligence exchange.
- 2 ITAC Threat Assessment 14-69-E, October 17, 2014.
- 3 Meet the lawyer linking police with Toronto's Muslim community. Anna Mehler-Paperny, Senior Producer, Investigative Data Desk, Global News. April 25, 2013.
- 4 Raed Jaser and Chiheb Esseghaier persuaded police they were up to nothing nefarious after casing bridge. Richard Warnica, National Post, February 10, 2015.
- 5 <http://www.voanews.com/content/german-police-foil-planned-terror-attack-on-bicycle-race/2744057.html>
- 6 CTIO is a one-week course providing an enhanced understanding of counter terrorism.




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suite de la page 15

du transport, les services publics, les quincailleries et les laboratoires de chimie.

COMMENT FONCTIONNE OPÉRATION SECURUS

Les coordonnateurs d'Opération SECURUS identifient des entreprises vulnérables, puis dépêchent des membres du groupe de travail spécialement formés en mesures antiterroristes pour rencontrer les dirigeants de ces entreprises, leur expliquer le fonctionnement d'Opération SECURUS et leur expliquer en quoi ces entreprises peuvent attirer l'attention des organisations terroristes. S'ils acceptent de participer, un policier formé à titre d'agent d'information antiterroriste (AIAT)⁶ donne une formation et des documents de référence à tous les employés.

Les membres du personnel sont avertis d'appeler le 9-1-1 immédiatement et de s'identifier en tant que membres Opération SECURUS s'ils sont témoins d'une activité ou d'une transaction suspecte. On leur donne des exemples de comportement suspect et on leur passe la consigne « *Reconnaissez-le. Signalez-le!* » Les téléphonistes sont formés pour donner la priorité à tous les appels d'Opération SECURUS et dépêcher un membre sur place, quelle que soit la nature de l'appel. Celui-ci mènera une enquête et cochera la « case terrorisme » sur le rapport, ce qui acheminera automatiquement le dossier à l'Unité de renseignement criminel et à EISN-E. Cela garantit que tout appel en lien éventuel avec le terrorisme est correctement examiné par des experts en la matière. À la conclusion de l'enquête, les enquêteurs font le avec les membres du personnel.

Actuellement, plus de 130 entreprises se sont inscrites à l'Opération SECURUS dans le Grand Vancouver. Ces entreprises comprennent de grands centres commerciaux, des transporteurs, des quincailleries et les entreprises opérant dans le port de Vancouver. Dans les deux dernières années, Opération SECURUS a généré neuf appels de service et a sensibilisé les propriétaires, les exploitants et les salariés des entreprises et infrastructures critiques de Colombie-Britannique.

Assurer la sécurité du public est la responsabilité de chacun et Opération SECURUS est un effort d'équipe. Engager le public et les entreprises à être les yeux et les oreilles de la police s'est déjà avéré être un outil

efficace contre la criminalité classique, et il n'est que logique de faire de même contre le terrorisme.

Pour en savoir plus, visitez www.OperationSecurus.ca. ◆

Notes

- 1 Unclassified Situation Report: Islamic State Supporters React to Active Shooter Situation in Canada, 22 octobre 2014, Bulletin N° 14-10-45, Central Florida Intelligence Exchange.
- 2 Évaluation des menaces du CIET 14-69-E, 17 octobre 2014.

- 3 Meet the lawyer linking police with Toronto's Muslim community. Anna Mehler-Paperny, productrice principale, Bureau d'investigation, Global News. 25 avril 2013.
- 4 Raed Jaser et Chiheb Esseghaier ont persuadé les policiers qu'ils n'avaient aucun dessein répréhensible en inspectant le pont. Richard Warnica, National Post, 10 février 2015.
- 5 <http://www.voanews.com/content/german-police-foil-planned-terror-attack-on-bicycle-race/2744057.html>
- 6 Le cours d'une semaine donne une meilleure compréhension de la lutte contre le terrorisme.

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Countering Radicalization and Extremism: A Strategic Approach to Community Policing

By Dr. Rick Parent and James O. Ellis III

THE PROCESS OF RADICALIZATION

Radicalization is not a new phenomenon, but common usage of the term and its frequent connection to terrorism only began around 2004. As with terrorism, there are many different definitions for radicalization. Much of the current literature suggests that radicalization involves more than simply adopting a system of extreme beliefs, but also implies imposing those beliefs on the rest of society. Consequently, an individual who has been radicalized will often display a willingness to use, support or facilitate violence as a method to effect societal change. Though radicalization may make an individual prone to violence, it does not

Article is based upon a Metropolis Working Paper, Series 11-12: "Countering Radicalization of Diaspora Communities in Canada."

always produce this result. Radicalization, however, can be seen as a prerequisite to terrorism. For example, the U.S. Federal Bureau of Investigation conceives of Muslim radicalization as a four-stage cycle: pre-radicalization, identification, indoctrination and action.

A generic recruitment process may include these steps:

- 1) Attract/promote exposure to seminal ideas;
- 2) Invite prospects to smaller, select gathering;
- 3) Develop social bond to small group;
- 4) Gradually introduce political/radical ideas;
- 5) Cultivate extremism, focusing on political/radical ideas; and
- 6) Allow social forces to mobilize volunteers for action.

THE RATIONAL ACT OF TERRORISM

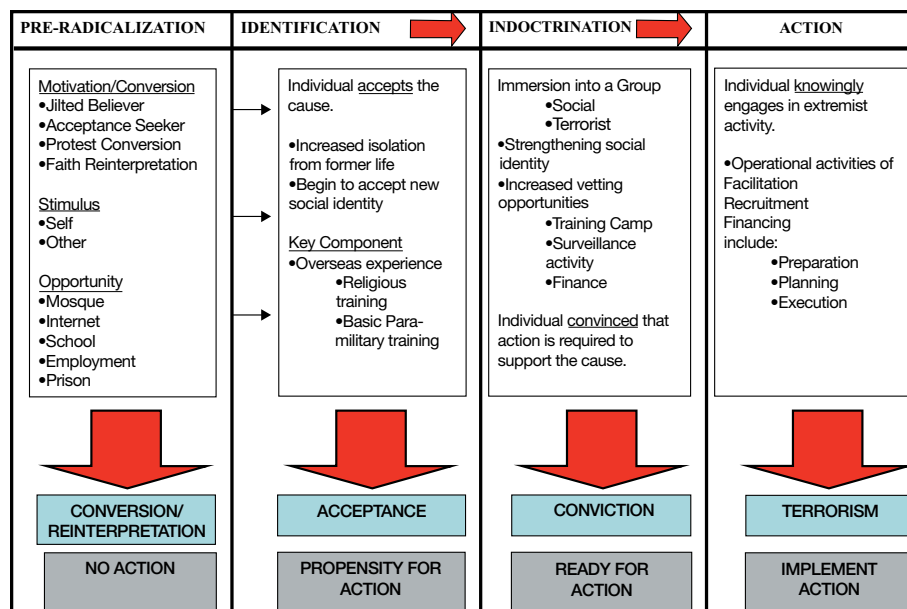
The resort to terrorism is a rational choice. It offers a way to show that even powerful governments cannot guarantee safety and security. Leaders who use terrorism can also become legitimate politicians over time, as demonstrated by Menachem Began, Yasir Arafat and Gerry Adams. To them, terrorism is cheaper than all-out war and will kill fewer people. It also provides an opportunity to gain media access, notoriety and an opportunity to magnify the importance of marginalized individuals and causes. In this view, terrorism is "win-win," since they will gain media attention regardless of whether the tactical operation is successful or not.

RIGHT-WING EXTREMISM

In addition to the contemporary theme of Muslim radicalization, right-wing extremism equally presents a threat to national security and Canadian law enforcement. Right-wing extremism encompasses a large, loose, heterogeneous collection of groups and individuals espousing a wide range of grievances and positions, including: anti-government/individual sovereignty; racism; fascism; white supremacy/white nationalism; anti-Semitism; nativism/anti-immigration; anti-globalization/anti-free trade; anti-abortion; homophobia; anti-taxation; and pro-militia/pro-gun rights stances.

The most prominent recent example of right-wing extremism occurred on July 22, 2011, when Anders Breivik, detonated a car bomb near the prime minister's office in Oslo, Norway, killing eight and injuring 30. He then carried out a 90-minute shooting spree at a youth Labor Party political conference killing 69 people and injuring dozens more. Breivik's indicated that his

The Radicalization Process



Source: FBI 2006, 4

continued on page 20

Contre la radicalisation et l'extrémisme : une approche stratégique des services policiers communautaires

Par Rick Parent, Ph.D, et James O. Ellis III

LE PROCESSUS DE RADICALISATION

La radicalisation n'est pas née d'hier, mais l'utilisation de ce terme et son association courante au terrorisme sont apparues vers 2004. Il en existe plusieurs définitions (comme du terrorisme, d'ailleurs), mais la plupart des travaux récents ne la limitent pas à l'adoption d'un système de croyances extrêmes; elle consisterait aussi à imposer ces croyances au reste de la société. L'individu radicalisé fait preuve, souvent, d'une volonté de recourir à la violence ou de la promouvoir comme vecteur de transformation sociale. Si la radicalisation prédispose bien des gens à la violence, ce n'est pas systématiquement le cas, mais on peut la voir comme un prérequis au terrorisme. Le FBI des États-Unis modélise la radicalisation islamiste en un cycle à quatre étapes : préradicalisation, identification, endoctrinement et action.

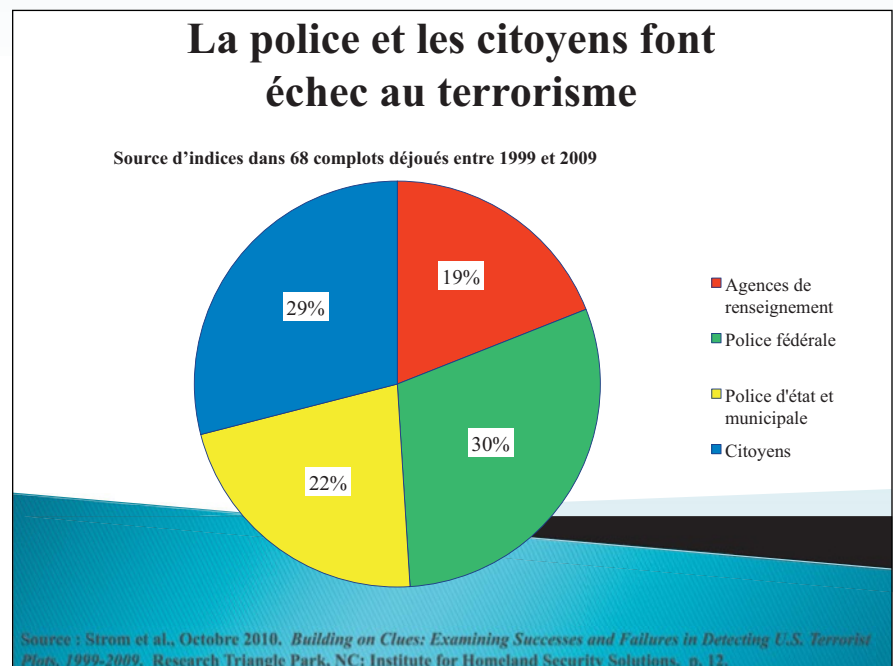
Le processus de recrutement passe généralement par les étapes suivantes :

- 1) Attirer ou faciliter l'exposition aux idées fondamentales.
- 2) Inviter les candidats possibles à de petits rassemblements.
- 3) Tisser des liens sociaux avec un petit groupe.
- 4) Introduire graduellement des idées politiques ou radicales.
- 5) Nourrir l'extrémisme en se concentrant sur les idées politiques ou radicales.
- 6) Laisser les forces sociales de pousser les volontaires à agir.

LE TERRORISME, UN ACTE RATIONNEL

Le recours au terrorisme est un choix rationnel. Il permet de démontrer l'incapacité du

Cet article se base sur un document de travail de Metropolis, série 11-12, intitulé « Countering Radicalization of Diaspora Communities in Canada ».



gouvernement à garantir la sécurité de ses citoyens. Les chefs terroristes peuvent devenir politiciens avec le temps, comme ce fut le cas pour Menachem Begin, Yasser Arafat et Gerry Adams. Pour ces personnes, le terrorisme est plus économique et tue moins de gens qu'une guerre. Il donne aussi accès aux médias et à la notoriété. Selon cette logique, le terrorisme est la solution gagnante en tous points, puisqu'il capte l'attention médiatique, que la mission réussisse ou qu'elle échoue.

L'EXTRÉMISME DE DROITE

Au Canada, l'extrémisme de droite constitue une menace à la sécurité nationale et aux forces de l'ordre aussi importante que la radicalisation islamiste. Il désigne un amalgame hétéroclite de groupes et d'individus qui adoptent une vaste gamme de revendications et de positions, parmi

lesquelles : la souveraineté individuelle et l'hostilité au gouvernement; le racisme; le fascisme; la suprématie blanche et le nationalisme blanc; l'antisémitisme; l'hostilité aux immigrants; l'hostilité à la mondialisation et au libre-échange; l'hostilité à l'avortement; l'homophobie; l'hostilité à l'impôt; et les positions pro-illiciennes et proarmes.

L'exemple récent le plus frappant est survenu le 22 juillet 2011 : Anders Breivik a commis un attentat à la voiture piégée près du bureau du premier ministre à Oslo, en Norvège, faisant huit morts et 30 blessés. Puis, il s'est lancé dans une fusillade de 90 minutes dans une conférence jeunesse du Parti travailliste où il a tué 69 personnes et en a blessé beaucoup plus. Breivik a dit réagir au multiculturalisme norvégien.

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attacks were a reaction to Norway’s multi-cultural society.

STRATEGIC COMMUNITY POLICING

Canada could do well by developing counter radicalization strategies that aim to prevent at-risk individuals from radicalizing and to rehabilitate those who are not irreconcilable. In general terms, law enforcement agencies benefit from developing closer relations with local communities, which can provide valuable support and assistance, especially during difficult or controversial situations. The engagement of diaspora communities additionally fosters language skills, cultural understanding as well as data and intelligence. Good relationships between law enforcement and sources in, or close to, radical movements in diaspora or right-wing communities are vital to acquiring actionable information.

It is important to recognize and emphasize the role of local law enforcement and public vigilance in stopping terrorist attacks. One American study of 68 foiled plots since 1999 found that more than 80 per cent of them were discovered by law enforcement or the general public. In that study, nearly one in five terrorist plots were foiled during investigations into seemingly unrelated crimes. This suggests that intelligence and national security agencies are not the only significant players in stopping terrorism and radicalization. A radicalization prevention strategy should be rooted in the basic core principles of community policing.

A strategic approach to community policing allows law enforcement to actively address local concerns and the fear of crime while establishing the trust and respect of authorities. Local police agencies and “street-level” patrol officers are also best placed to detect radicalization and intervene early in the process. These officers have knowledge of, and insights into, the dynamics of the community.

The essential components for containing radicalization and extremism are community cooperation, tips from friends and family members, alert citizens and focused intelligence collection. Leaders and key individuals within the community have their own intelligence systems and usually possess a great deal of knowledge about activities in their local areas emphasizing the importance of police community relationships and trust. Radicalization can occur quickly and pre-radicalization indicators may appear quite subtle to an outsider like an intelligence officer or national security agency.

DISCUSSION

The issues associated with radicalization in Canada are multi-faceted and can be attributed to a number of sources, many of which are part of religious and ethnic diaspora communities. There is a long history of episodic and continued violence developing from within North American communities with no single group monopolizing this type of extremism and violence. In addition to diaspora communities and Muslim

radicalization, police agencies need to be vigilant of right-wing extremist movements in Canada.

Radicalization and terrorism do not need community support to flourish, only community silence. Police agencies need to work with communities to develop alternative, non-law-enforcement mechanisms at the local level to deal with radicalization. In addition, effective law enforcement support of diaspora communities can help them become more resilient to radicalization. Culturally-sensitive strategic community policing, combined with voluntary self-policing efforts, offer powerful mechanisms to reduce and root out radicalization. Reducing radicalization and extremism today can save lives tomorrow. ◆

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UNE POLICE COMMUNAUTAIRE STRATÉGIQUE

Le Canada ferait bien d'adopter des stratégies pour empêcher la radicalisation des personnes vulnérables et réadapter celles qui peuvent encore l'être. En bref, le resserrement des liens avec les communautés est utile aux forces policières, ces liens pouvant ensuite les soutenir dans les situations difficiles ou controversées. En outre, la police y gagne une meilleure compréhension de la langue et de la culture, en plus d'amasser des données et des renseignements. Il est essentiel, pour obtenir des informations utiles, que les forces de l'ordre entretiennent de bonnes relations avec des sources au sein ou à proximité des mouvements radicaux des diasporas et des communautés d'extrême droite.

Il faut aussi souligner le rôle des forces de l'ordre locales et de la population dans la prévention d'actes terroristes. Selon une étude américaine portant sur 68 complots déjoués depuis 1999, 80 pour cent de ces complots ont été évités par les forces de l'ordre ou la population. En outre, près d'un complot sur cinq a été déjoué dans le cadre d'enquêtes sur d'autres crimes. Il semble donc que les agences de renseignement et de sécurité nationale ne sont pas les seuls intervenants dans la lutte au terrorisme et à la radicalisation. Toute stratégie de prévention devrait donc s'ancrer dans les principes de base de la police communautaire.

Par la police communautaire stratégique, les forces de l'ordre peuvent s'attaquer concrètement aux préoccupations et au sentiment d'insécurité des citoyens, tout en gagnant la confiance et le respect envers les autorités. D'ailleurs, les corps policiers locaux et les patrouilleurs sur le terrain, connaissant la dynamique de la communauté, sont les mieux placés pour déceler la radicalisation et intervenir en début de processus.

Pour prévenir la radicalisation et l'extrémisme, il faut surtout compter sur la coopération populaire, les indications provenant d'amis et de proches, la vigilance citoyenne et la cueillette ciblée de renseignements. Les membres de la communauté qui ont de l'ascendant disposent de leurs propres réseaux de renseignements. Souvent, ils en savent beaucoup sur ce qui se passe dans leur secteur. La radicalisation peut progresser rapidement, et les indices de

préradicalisation sont quasi indétectables aux yeux de gens de l'extérieur, comme un agent du renseignement ou une agence de sécurité nationale.

DISCUSSION

Les problèmes associés à la radicalisation au Canada sont multiples et attribuables à un grand nombre de sources, dont plusieurs se situent au sein des diasporas religieuses et ethniques. On constate un long historique de violence épisodique et continue au sein des communautés nord-américaines, sans qu'aucun groupe ne monopolise ce type d'extrémisme et de violence. En plus des diasporas et de la radicalisation islamiste, les corps policiers doivent garder un œil sur les mouvements canadiens d'extrême droite.

Pour s'épanouir, la radicalisation et le terrorisme n'ont pas besoin de l'appui de la communauté; ils ont besoin de son silence. C'est pourquoi les corps policiers doivent élaborer des mécanismes locaux alternatifs, de concert avec la communauté, pour contrer la radicalisation. Une approche communautaire stratégique et adaptée aux différences culturelles, conjuguée à des efforts d'auto-surveillance bénévoles, produit de puissants mécanismes de réduction et d'éradication de la radicalisation qui permettent d'éviter d'éventuels attentats. ◆

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Cybercrime: Worldwide Research Calls for Accelerated Action across Canadian Policing

By **CACP Executive Global Studies 2015**

IN FALL 2014, THE CACP Board of Directors assigned to the newly rebranded CACP Executive Global Studies Program (CACP Global) the research task of examining cybercrime in both a domestic and global context. In framing this assignment, the Board recognized cybercrime as an emerging concern “that challenges the traditional skills, capacities, roles and response patterns of policing...” and further highlighted that “...the need for a coherent national response is an emerging priority for Canadian police leaders.” The CACP Global 2015 cohort included representatives from 11 federal, provincial, local and military policing agencies, and in keeping with the tradition of the prior seven cohorts, they pursued this research challenge within a transformative learning framework, following a problem-based approach.

After completing a nine-country comparative study, preceded by domestic research and the development of a comprehensive baseline for Canada, the CACP Global team has made several notable observations and findings on the comparative state of current police roles in this important and growing issue in Canada. These findings formed the basis of a presentation to members at the Annual Conference in August 2015, a report to the Board, joint resolutions put forward by the team and adopted by both the CACP and the Canadian Association of Police Governance (CAPG), a user-friendly Cyber Action Guide for Canadian Police Services, and a concise and informative CACP Take 5 video written and co-produced by the team. All of these materials are available for review at the program’s website at www.cacpglobal.ca

WHERE DOES CANADA STAND ON CYBERCRIME?

To direct their global research, the team identified a diverse mix of informative sources and in four sub-teams conducted field studies in India and Singapore; Australia and New Zealand; France, Germany and the Netherlands; and the United Kingdom and

Spain. All teams agreed that based on what they examined in these other countries and at home, Canada is comparatively behind the curve in almost all aspects of cyber resilience and response. The domestic research did reveal, however, several strong initiatives where cyber issues are being addressed with increasing priority, and indicated that a growing number of partners are becoming engaged. To date, much of this work has been focused on threats to national security, threats to the broader economy, threats to critical infrastructure, and threats to the private sector, including the financial sector.

While all of this work is important, what is most notably lacking in Canada, in comparison to other jurisdictions, is any kind of comprehensive appreciation, focus or broadly based response to cybercrime across the policing system, especially in regard to its associated threats to community safety at the local level.

Under-reporting of cyber incidents is in the extreme. In fact, several of our police services have been victims of cyber attacks, and even some of these incidents have not been reported or documented as crimes. CACP Global believes that much of this under-reporting, with its corresponding under investigating, is due to several factors, notably a lack of knowledge among police; a lack of recognition of the strategic importance of linking cyber activity to community safety priorities; and an under-appreciation of the patterns and impacts of victimization of our citizens.

Other countries are well ahead of Canada in this regard, with comprehensive and aggressive campaigns designed to:

- prevent victimization;
- provide the necessary information and tools to improve reporting, facilitate investigations and amplify the risks necessary to deterring offenders; and
- offer immediate and comprehensive support to reduce the increasingly documented and often devastating impacts of cyber victimization in all its forms.

All cybercrime is crime. And all crime creates victims. While recognizing the continuing importance of broad, collaborative responses that will extend well beyond the capacities of the average police service, CACP Global believes it is nonetheless vital and urgent that Canadian policing must get into this game.

IN THE CYBERCRIME GAME, ALL PLAYERS MUST KNOW AND PLAY THEIR POSITION WELL

There exists a wide array of actors who must play various roles in a collaborative response to malicious cyber activity in all its forms, and there are many positional challenges even within our multi-level police system itself. Policing holds some unique responsibilities, among them are: ensuring the protection of citizens at the local level; building greater resilience in our communities; providing adequate support to victims; deterring criminal behaviour by raising the risks and consequences for offenders; and ensuring proper applications of the criminal justice system to uphold the rule of law. Not all of these roles can or should be led from policing, and few if any local police services can or should attempt to acquire the capacity that it would take to do so.

Duplication of effort are costly, and global experience demonstrates that there is a very real and constant risk that fragmented and disconnected efforts can create gaps that will be exploited by criminals,

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Cybercriminalité : Une étude mondiale appelle à une action accélérée de la police canadienne

Par le Programme d'études internationales pour cadres supérieurs de l'ACCP 2015

À L'AUTOMNE 2014, LE Conseil d'administration a confié au Programme d'études internationales pour cadres supérieurs de l'ACCP (ACCP International) la tâche d'examiner la cybercriminalité dans un contexte national et mondial. Le Conseil a reconnu la cybercriminalité comme une préoccupation émergente « qui remet en question les compétences traditionnelles, les capacités, les rôles et les modèles d'intervention de la police... » et a en outre souligné « ...la nécessité d'une réponse nationale cohérente en tant que priorité émergente pour les chefs de police canadiens. » La cohorte d'ACCP International 2015 comprenait des représentants de 11 services de police fédéraux, provinciaux, locaux et militaires qui ont relevé ce défi de recherche dans un cadre d'apprentissage transformationnel et de résolution de problèmes conformément à la tradition des sept cohortes antérieures.

Après avoir effectué une étude comparative de neuf pays, précédée par le développement d'une base de référence pour le Canada, l'équipe d'ACCP International a fait plusieurs observations notables. Ces résultats ont formé la base d'une présentation aux membres lors de la Conférence annuelle d'août 2015, d'un rapport au Conseil, de résolutions conjointes adoptées par l'ACCP et l'Association canadienne de gouvernance de police (ACGP), d'un Guide de cyberaction pour les services de police canadiens et d'une vidéo. Tous ces documents sont disponibles sur le site Web du programme à www.cacpglobal.ca.

OÙ EN EST LE CANADA EN MATIÈRE DE CYBERCRIMINALITÉ?

Pour diriger sa recherche mondiale, l'équipe a identifié un mélange diversifié de sources d'information et a dépêché quatre sous-comités dans les régions suivantes : Inde et Singapour; Australie et Nouvelle-Zélande; France, Allemagne et Pays-Bas; et Royaume-Uni et l'Espagne. Toutes les équipes ont convenu que le Canada était relativement à la traîne dans presque tous les aspects de

la cyberrésilience et de la répression de la cybercriminalité. L'étude de référence nationale a fait apparaître plusieurs initiatives fortes où les questions de cybercriminalité sont traitées avec une priorité croissante. Elle a également noté qu'un nombre croissant de partenaires deviennent plus engagés. À ce jour, cependant une grande partie du travail a été axée sur les menaces à la sécurité nationale, à l'économie, aux infrastructures critiques et au secteur privé, y compris le secteur financier.

Même si tout ce travail est important, ce qui manque le plus au Canada, en comparaison à d'autres pays, est toute forme d'appréciation globale, focalisation ou réponse diversifiée à travers le système de maintien de l'ordre, en particulier en ce qui concerne les menaces associées à la sécurité communautaire locale.

La sous-déclaration des cyberincidents est une lacune criante. En fait, plusieurs de nos services de police ont été victimes de cyberattaques, et certains de ces incidents n'ont même pas été déclarés ou documentés comme des crimes. ACCP International croit qu'une grande partie de cette sous-déclaration est due à plusieurs facteurs, notamment : un manque de partage des connaissances, un manque de reconnaissance de l'importance stratégique de relier la cyberactivité aux priorités de sécurité communautaire et une sous-appréciation des motifs et des impacts de la victimisation de nos citoyens.

D'autres pays sont bien en avance sur Canada à ce dernier égard, avec de vastes campagnes visant :

- à prévenir la victimisation;
- à fournir les informations et les outils voulus pour améliorer le signalement, faciliter les enquêtes et amplifier les risques nécessaires pour dissuader les délinquants; et
- à offrir un soutien immédiat et global pour réduire les impacts de plus en plus documentés et souvent dévastateurs de la cybervictimisation sous toutes ses formes.

Le cybercrime est toujours un crime. Et tous les crimes font des victimes. Tout en reconnaissant l'importance de vastes réponses collaboratives se prolongeant bien au-delà des capacités du service de police moyen, ACCP International estime qu'il est néanmoins essentiel et urgent que la police canadienne soit de la partie.

DANS LE JEU CYBERCRIMINALITÉ, TOUS LES JOUEURS DOIVENT CONNAÎTRE LEUR RÔLE ET BIEN LE JOUER

Il existe un large éventail d'acteurs qui doivent jouer divers rôles dans une réponse concertée à la cyberactivité malveillante sous toutes ses formes, et il y a de nombreux défis au sein même de notre système de police à niveaux multiples. La police assume des responsabilités uniques, notamment : assurer la protection des citoyens au niveau local, accroître la résilience de nos collectivités, fournir un soutien adéquat aux victimes, dissuader le comportement criminel en augmentant les risques et les conséquences pour les délinquants et veiller à l'application appropriée du système de justice pénale pour faire respecter la primauté du droit. Ces rôles n'appartiennent pas tous à tous les niveaux des services de police, et peu ou pas de services de police locaux peuvent ou devraient tenter d'acquiescer la capacité pour les assumer. Les dédoublements d'efforts ne sont pas seulement coûteux, mais l'expérience mondiale montre qu'il y a un risque très réel et constant de mener des efforts fragmentés et déconnectés. Ceux-ci créent des failles qui

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and lead to overlap and investigative conflicts that can instantly render very expensive efforts effectively useless.

Thus, what is required are well-defined roles and a well-coordinated framework of efforts, from local to regional to national and global. Where cybercrime is concerned, policing must collaborate extensively and aggressively with others outside policing. An effective framework must include other elements of the national security community, academics and researchers, and notably, several parts of the private sector, including banking and finance, information and communications technology (ICT) industries, critical infrastructure partners, and the small and medium sized business community.

In its Cyber Action Guide, the CACP Global team has highlighted several immediate priorities that are applicable to and actionable by police leaders at all levels of Canadian law enforcement, within such a framework. The joint resolutions the team presented to both police leaders and their governing authorities called for a more mainstream recognition of cybercrime as a national policing priority, and for all partners to collectively advocate for legislative, regulatory and policy change that will increase investigative efficiency and effectiveness, create greater risk and consequences for offenders, and more effectively facilitate the work of police in several urgent areas in need of attention.

It will likely come as no surprise that the global prognosis on cybercrime, and on its rapidly expanding impacts upon the lives of Canadians, is not a promising one at all. Simply put, Canadian policing needs to get into this game, and soon. ◆

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seront exploitées par les criminels et des conflits de juridiction qui peuvent instantanément rendre les efforts très coûteux et inutiles.

Il faut donc un cadre bien coordonné de rôles et d'efforts, du niveau local au niveau mondial en passant par le régional et le national. La police doit collaborer intensivement et vigoureusement avec les autres organisations. Un cadre efficace doit impliquer d'autres éléments de la communauté de la sécurité nationale, des universitaires et des chercheurs, et notamment, plusieurs parties du secteur privé, notamment les banques et la finance, l'industrie des technologies de l'information et de la communication (TIC), des partenaires des infrastructures essentielles et des PME.

Dans son Guide de cyberaction, l'équipe d'ACCP International a mis en lumière plusieurs priorités immédiates qui sont applicables par les chefs de police à tous les niveaux. Et, dans les résolutions communes qu'elle a proposées aux chefs de police et à leurs organes directeurs, l'équipe a appelé à une reconnaissance plus générale de la cybercriminalité comme une priorité nationale et à une campagne de tous les partenaires pour promouvoir des changements législatifs, réglementaires et politiques qui augmenteront l'efficacité des enquêtes, feront courir plus de risques aux délinquants, et faciliteront mieux le travail de la police dans plusieurs domaines urgents.

Personne ne s'étonnera que le pronostic global sur la cybercriminalité et sur ses impacts en pleine expansion sur la vie des Canadiens ne soit pas celui d'un avenir prometteur. Simplement, la police canadienne a besoin d'entrer dans ce jeu, et bientôt.

La neuvième cohorte du Programme d'études internationales de l'ACCP commencera en janvier 2016. On peut dès maintenant s'y inscrire à www.cacpglobal.ca. ◆



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CACP Award Recipients

Recognized at the CACP 2015 Annual Conference

IT WAS A HOT time in Quebec City from August 16-19, 2015 with record-breaking temperatures and attendance at the 110th CACP Annual Conference. As expected, the workshops and sessions were informative, topical and well-presented (for a taste, read the article on radicalization in this issue by Dr. Rick Parent (conference presenter) and James O. Ellis, III), and the exhibits outstanding.

The social activities were equally, if not more, impressive, whether part of the companions program, a rooftop cocktail

hour, a beach party or an elegant soirée at the Fairmont Chateau Frontenac. It's a safe bet that for all delegates and their companions, the entire conference embodied Quebec's provincial slogan, Je me souviens (I remember).

Even so, the truly shining stars, as they are each and every year, are the recipients of the awards and honours, presented during the conference. When space does not allow many words, photos can do much of the talking.

CACP VOLUNTARY SERVICE AWARDS / PRIX DE L'ACCP POUR SERVICE BÉNÉVOLE



CACP President, Chief Clive Weighill with CACP Volunteer Award recipient, Mr. Warren Loomis, President and CEO, Versaterm Inc.

Warren Loomis, President, Versaterm, has been a steadfast supporter of the CACP in pursuing our mission and achieving our objectives. Versaterm is a Canadian success story working with police, fire and other public safety agencies in the field of communications technology. Through selfless contributions, Mr. Loomis has assisted the CACP to advance excellence in police leadership.

Le président de l'ACCP, Clive Weighill avec le récipiendaire du Prix pour service bénévole, M. Warren Loomis, PDG de Versaterm Inc.

Warren Loomis, PDG de Versaterm, n'a jamais vacillé dans son appui à la mission et aux objectifs de l'ACCP. Modèle de succès, Versaterm fournit des systèmes de communication à la police, aux services d'incendie et à d'autres organismes. M. Loomis a aidé l'ACCP à faire progresser l'excellence dans la direction de la police.

NATIONAL YOUTH JUSTICE POLICING AWARD 2015 / PRIX NATIONAL DES SERVICES POLICIERS AUX JEUNES 2015



Presenter Ms. Danièle Ménard, Director General and General Counsel, Youth Justice Strategic Initiatives Section (YJSIS), Department of Justice with award recipients A/Inspector Howard Tran and Ms. Amy Powter, Vancouver Police Department.

Total Respect of Ourselves and Others (TROO) addresses the issue of sexting among youth, and aims to divert youth away from the criminal justice system while simultaneously working with their caregivers to prevent future criminal activity and victimization. In partnership with Children of the Street Society, the Vancouver Police Department's Youth Services Section (VDPYSS) runs full-day sessions multiple times a year for youth who have been caught sexting and could potentially be charged. The award recipients are: Howard Tran - VDPYSS A/Inspector; Cindy Vance - VPD School Liaison Unit A/Sergeant; Amy Pewter - VPD YSS Youth Referral Coordinator.

La présentatrice Danièle Ménard, directrice générale et avocate générale, Section de la Justice applicable aux jeunes et des initiatives stratégiques (SJAJIS), ministère de la Justice avec les récipiendaires, l'inspecteur adjoint Howard Tran et Mme Amy Powter, service de police de Vancouver.

Le programme Total Respect of Ourselves and Others (TROO) s'attaque à l'enjeu des textos sexuels entre les jeunes et contribue à éloigner les jeunes du système de justice pénale tout en collaborant avec leurs soignants pour prévenir les activités criminelles et la victimisation. En partenariat avec la Children of the Street Society, la Section des services à la jeunesse du Service de police de Vancouver (VDPYSS) organise des séances d'une journée plusieurs fois par an pour les jeunes qui ont été pris à échanger des sextos et qui pourraient être inculpés. Les lauréats sont : L'insp. adj. Howard Tran de la VDPYSS, le sergent adj. Cindy Vance de l'unité de liaison avec les écoles du VPD et Amy Pewter, coordinatrice des références de la VDPYSS.

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Prix remis lors de la Conférence annuelle 2015 de l'ACCP

IL FAISAIT CHAUD DANS la ville de Québec du 16 au 19 août 2015 avec les records de température et de participation à la 110^e conférence annuelle de l'ACCP. Comme prévu, les séances étaient instructives, d'actualité et bien présentées (lisez par exemple l'article sur la radicalisation de Rick Parent [présentateur à la conférence] et de James O. Ellis, III), tandis que les expositions étaient remarquables.

Les activités sociales étaient tout aussi, sinon plus, impressionnantes, qu'il s'agisse du programme de compagnons, du cocktail sur

les toits, de la fête de plage ou de l'élégante soirée au Fairmont Château Frontenac. Il y a fort à parier que, pour tous les délégués et leurs compagnons, l'intégralité de la conférence incarnait la devise Québec : « Je me souviens ».

Malgré tout, les étoiles les plus brillantes étaient comme chaque année les récipiendaires des prix et distinctions, remis lors de la conférence. Lorsque l'espace nous manque, les photos peuvent être éloquentes.

BANK OF CANADA AWARD / PRIX DE LA BANQUE DU CANADA



Mr. Michael Duncan, Justice Systems Specialist, Bank of Canada and Bank of Canada Counterfeit Deterrence Award recipient, Det. Bill Allen, Edmonton Police Service.

M. Michael Duncan, spécialiste des systèmes de justice, Banque du Canada et le récipiendaire du Prix de la Banque du Canada pour la répression de la contrefaçon, le dét. Bill Allen du Service de police d'Edmonton.

CANADIAN BANKS LAW ENFORCEMENT AWARD / MÉDAILLE D'HONNEUR DES BANQUES CANADIENNES POUR L'ACTION POLICIÈRE MÉRITOIRE



Recipients Special Agent John Liau, United States Secret Service, Corporal Suzanne Krumbhols, RCMP and Lead Investigator, Detective Sergeant Johanne Grenier, Montreal Police Service.

Les récipiendaires : l'agent spécial John Liau, United States Secret Service, le caporal Suzanne Krumbhols, de la GRC et l'investigatrice principale, le sergent-détective Johanne Grenier, du Service de police de Montréal.

CACP/MOTOROLA AWARDS FOR EXCELLENCE IN EMERGENCY PREPAREDNESS / PRIX ACCP/MOTOROLA POUR L'EXCELLENCE DE LA PROTECTION CIVILE



CACP/Motorola Award For Excellence in Emergency Preparedness awards presenters Mr. George Krausz, President, Motorola Solutions Canada, Mr. John Zidar, Vice President North America Government Markets, Motorola and A/Staff Superintendent Donald Campbell, Toronto Police Service with: Emergency Preparedness Program recipients: Inspector Dan Jones, Edmonton Police Service for their School Resource Officer Unit Lockdown Portfolio and Emergency Response Exercise: Sergeant Paul Tremblay, Ottawa Police Service for the Ottawa International Airport Authority for Exercise Silver.

The CACP/Motorola Award for Excellence in Emergency Preparedness has been established to recognize a standard of excellence that exemplifies the combined efforts of police, fire and emergency medical services in preparing their agencies for any subsequent response to natural or manmade disasters leading toward the contribution and dedication to the quality of life in our communities.

Les présentateurs M. George Krausz, président, Motorola Solutions Canada, M. John Zidar, vice-président Marchés gouvernementaux nord-américains de Motorola et le sur. adj. Donald Campbell, du Service de police de Toronto, avec les récipiendaires : inspecteur Dan Jones, Service de police d'Edmonton pour l'exercice d'urgence et Portefeuille du confinement de l'Unité des agents scolaires et sergent Paul Tremblay, Service de police d'Ottawa pour l'exercice Silver de l'Administration de l'aéroport international d'Ottawa.

Le Prix ACCP/Motorola pour l'excellence de la protection civile a été créé pour reconnaître une norme d'excellence qui témoigne des efforts conjugués de la police, des pompiers et des services médicaux d'urgence dans la préparation de leurs agences pour toute réponse ultérieure à des catastrophes naturelles ou causées par l'homme ayant contribué à la qualité de vie dans nos collectivités.

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INTERNATIONAL POLICING AWARD / PRIX DU MAINTIEN DE L'ORDRE INTERNATIONAL



Members of the Project Spyglass team accepting the International Policing Award from Chief Chuck Bordeleau, Ottawa Police Service and Chair, CACP International Policing Committee, From left to right: Sergeant Caroline Chiquette, Chief Inspector Roberto Bergeron, Lieutenant François Gaudet. Des membres du projet Spyglass acceptant le Prix du maintien de l'ordre international des mains de Chuck Bordeleau, chef du Service de police d'Ottawa et président du Comité du maintien de l'ordre international de l'ACCP. De gauche à droite : La Sergente Caroline Chiquette, L'inspecteur-chef Roberto Bergeron, Le lieutenant François Gaudet.

THE NATIONAL POLICE AWARD FOR TRAFFIC SAFETY / PRIX NATIONAL DE LA SÉCURITÉ ROUTIÈRE

(Sponsored by Accident Support Services)/
(Parrainé par Accident Support Services)



CACP Traffic awards sponsor, Mr. Steve Sanderson, Accident Support Services and CACP Traffic Committee Co-chair Supt. Gord Jones, Toronto Police Service present the 2015 National Award for Traffic Safety to Commander Marianne Rivest and Constable Sophia Provost, Montreal Police Service for their work on the 100% Vigilant campaign. Le commanditaire du Prix de la sécurité routière de l'ACCP, Steve Sanderson, d'Accident Support Services et le coprésident du Comité de la sécurité routière de l'ACCP, le surintendant Gord Jones du Service de police de Toronto, ont remis le prix à la commandante Marianne Rivest et à la constable Sophia Provost, du Service de police de Montréal, pour leur travail dans le cadre de la campagne 100 % vigilant.




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**LIFETIME ACHIEVEMENT AWARD FOR TRAFFIC SAFETY /
PRIX D'EXCELLENCE POUR L'ENSEMBLE DES RÉALISATIONS
EN SÉCURITÉ ROUTIÈRE**

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(Parrainé par Accident Support Services)



Staff Sgt. Bradley Bulmer, York Regional Police Service, receives the Road Safety Lifetime Achievement award for Supt Don Bell, Toronto Police Service and Mr. Steve Sanderson, Accident Support Services.

Le sergent chef Bradley Bulmer, du Service de police régional d'York, recevant le Prix d'excellence pour l'ensemble des réalisations en sécurité routière au nom du surintendant Don Bell du Service de police de Toronto et de Steve Sanderson d'Accident Support Services.

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Bulletin.

Issue 38

Recognizing Road Safety



Superintendent Rick Gardner, Lifetime Achievement Award Recipient

Accident Support Services International Ltd. has been pleased to sponsor the CACP Traffic Safety Awards for several years. President Steve Sanderson was honoured to have the opportunity to present two prestigious awards at the 110th CACP Annual Conference in Quebec City.

Lifetime Achievement Award

Superintendent Rick Gardner, Deputy Director of the Alberta Sheriffs Traffic Operations, South Region, was the recipient of the Lifetime Achievement Award, recognizing his significant and outstanding contributions to traffic safety throughout his career. Rick Gardner joined the Calgary Police Service in 1980 and was involved in traffic and road safety until his retirement from the service 26 years later.

He joined the Alberta Government's Sheriffs Branch, creating the Alberta Traffic Sheriffs and was also part of a team of officers tasked with the development and implementation of an integrated proactive traffic enforcement model linking RCMP traffic services and Alberta Traffic Sheriffs, realized in 2010. The success of the Traffic Sheriff's program and their work with the RCMP has resulted in a nearly 25% decline in Alberta traffic fatalities over the past 5 years, even considering that the number of vehicles has increased by 10.5% over the same time period. Superintendent Gardner's dedication and leadership has contributed significantly to road safety in Alberta. Superintendent Gardner said, "It was an honour to receive the award."

National Police Award for Traffic Safety

The National Police Award for Traffic Safety was presented to the Service de police de la Ville de Montreal (SPVM) for excellence, dedication and initiative in the field of traffic safety. The SPVM's 100% Vigilant Road Safety Campaign focused on raising the awareness of Montreal citizens with regard to road sharing; to ensure the enforcement

Continued on Page 4

This Issue:

Rewarding excellence at the CACP and OACP, ACE Workshop, CROMS Release

Honouring Community Connections

Accident Support Services International Ltd. continues the tradition of honouring the exceptional work of our Police partners through sponsorship of a number of awards with the Ontario Association of Chiefs of Police (OACP). The following awards were presented at the recent OACP CEO Dinner event.

School Resource Officer – Award of Excellence

**Constable David Thiessen,
Niagara Regional Police Service**



L-R – Supt. Scott Baptist, Toronto Police Service, Cst. David Thiessen, Niagara Regional Police Service, ASSI President Steve Sanderson

Constable Thiessen is the School Resource Officer for 4 secondary schools in the Town of Grimsby. Acting as a mentor and volunteering his time, he leads or participates in several initiatives, Camp Medeba, a leadership camp, a Film Festival with student film submissions on issues relevant to youth, and a guitar competition, as well as many other community/police initiatives involving youth. He is highly visible in the community, attending school, sport and community events. His nomination form indicated that “nearly every community event that takes place in the area of Grimsby likely has Constable Thiessen in attendance. His dedication to the staff and students at his high schools has received recognition from local media. His uniform presence has gained not only trust from students, he has gained respect.” This dedicated officer is truly deserving of this recognition. His work with youth is making a difference in his community.

OACP Community Safety and Crime Prevention Award – under 500 personnel

Sault Ste. Marie Police Service



L-R – Deputy Chief Andrew Fletcher, South Simcoe Police Service, Chief Robert Keetch and Constable Darrow, Sault Ste. Marie Police Service, ASSI President Steve Sanderson.

The Sault Ste. Marie Police Service embarked on a project to pilot a new community policing and service delivery model to proactively address crime and disorder in partnership with residents, and community partners in the Gore Street neighbourhood. This area was identified as responsible for nearly 30% of all calls for service, with 75-80% of those calls classified as social disorder or not involving a crime. The Service’s goal was to increase community safety in this area by reducing and preventing crime through an engaged and committed network of residents and partners. The Neighbourhood Resources Centre was established within the Gore Street area and to date over 35 community partner agencies collaborate with the police to meet the needs of citizens, “identifying problems and issues, identifying and implementing creative and lasting solutions to community, social, family and individual issues, developing more comprehensive and integrated interventions to neighbourhood issues.” This program is of benefit to all Sault Ste. Marie citizens, especially those in the Gore Street neighbourhood.

OACP Community Safety and Crime Prevention Award – over 500 personnel

Halton Regional Police Service, Detective Constable Barb Kent, #3 District Youth and Education Team

Seeking to target Burlington youth deemed at high risk to commit or be victimized by criminal activity, Detective Constable Barb Kent of Halton Region’s



L-R – Deputy Chief Andrew Fletcher, South Simcoe Police Service, Det. Cst. Barb Kent, Halton Regional Police Service, ASSI President Steve Sanderson

#3 District mobilized and engaged community partners to develop and implement TandEM (Teaching and Empowering Mentorship), a youth mentoring program. Designed to build relationships between police and youth, and build trust with parents, the program was launched in September of 2014 with a group of Grade 6 students aged 11-12 who had been recommended for involvement by their school.

D/Cst Kent engaged these students in activities including arts and crafts, problem solving, fishing, marching, and volunteer work and invited ‘guest’ police officers to speak on subjects of interest to the group; focusing on building self-esteem, confidence and communication skills. Assessment of the program has revealed that the students involved in TandEM showed significant improvement in the areas of self-awareness, compassion, empathy, self-confidence, relationship building and communication. Their school has also reported fewer incidents of acting out and increased positive behavior in students, all resulting in less time spent at the Principal’s office. A true success story, Detective Constable Kent and the Halton Regional Police Service continue to operate TandEM, impacting and improving the lives of youth in Halton.

ASSI President Steve Sanderson was present for the recognition ceremony and thanked all of the award winning officers and their Police Services for their hard work and professionalism in service to their communities.

Details on the application process and submission deadlines for the 2016 awards will be posted at www.oacp.ca.

First Notice of Loss (FNOL) Workshop at ACE

Delegates at America's Claims Event (ACE) Conference in Austin, Texas received an introduction to ASSI's unique and very successful model for collision and first notice of loss reporting through a workshop led by President Steve Sanderson, ASSI U.S. Representative Ron McBride, Stephen Applebaum of ISG and Ken Dusenbury, Claim Relationship Director with CAA Insurance.

Accident Support Services International's experienced panel detailed how ASSI's private-public partnership between law enforcement agencies and auto insurers delivers significant benefits to participants, including insurers, their policyholders, local police and the community at large. Benefits include increased customer service and retention for insurers, one-stop collision reporting services for policyholders, fraud identification and reduction, cycle time reduction, reduced attorney involvement, enhanced reporting and analytics capabilities and ultimately, safer roads for all.

The workshop was very well received by attending delegates and many posi-

tive comments were offered. Following the workshop, the ASSI team met privately with many U.S. insurance representatives to further discuss the establishment of our program in the United States. We look forward to working with the U.S. insurance industry to make Collision Reporting Centers a success for insurers, their policyholders and police agencies across the United States.

Accident Support Services International Ltd. has already confirmed participation in the 2016 ACE event in Minneapolis, MN.



L-R – ASSI US Representative Ron McBride, ASSI President Steve Sanderson, Stephen Applebaum, ISG, Ken Dusenbury, CAA.

ASSI Releases Enhanced Inconsistency Notices

Accident Support Services International Ltd. listens to our stakeholders and continues to develop improvements to our program offerings including our Collision Reporting and Occurrence Management System (CROMS). We are pleased to announce the recent release of updates and enhancements with respect to Inconsistency Notices.

Insurers utilizing our CROMS program will note a new tab on the first page of the report at the Party Level. Clicking on "SIU Alerts", the CROMS user will have the ability to view a list of inconsistencies identified by the CROMS audit that is associated with their insured party.

In the past, CROMS has automatically forwarded an Inconsistency Notice to an involved insurer once 4 of 15 possible notification flags had been triggered

on a collision report entered into our CROMS system. Today, the presence of any one of 7 specific flags will trigger an automatic "SIU Alert" on its own.

Feedback from insurers has been very positive, with the enhanced notices bringing possibly problematic files to the insurer's attention quickly for immediate investigation.

These enhancements to our CROMS Inconsistency Notices were developed through consultation with our insurance partners and we are confident that they will prove to be of benefit to the industry in providing immediate notification of possible collision report inconsistencies to streamline the investigative process.

For more information on CROMS or for CROMS training, please contact Jane Ross at admin@accsupport.com.



Accident Support Services International Ltd. is proud to be a Sponsor of the 2015 International Association of Chiefs of Police (IACP) National Law Enforcement Challenge (NLEC).

For more information, visit www.theiacp.org

WELCOME TO CROMS



Accident Support Services International Ltd. has welcomed the CN Police Service to the roster of services utilizing our Collision Reporting and Occurrence Management System (CROMS) for their collision reporting needs. The CN Police Service has a long history dating back to the early 19th Century. They are committed to protecting the people, property and resources of CN, and ensuring the safety and security of the communities served by the railway.

Over 50 Police Services in Ontario and Alberta are now using CROMS to analyze their jurisdiction's collision data to develop pro-active road safety and enforcement programs for their communities. In Ontario, ASSI can assist with MTO electronic submission requirements. For further information or to arrange for CROMS training, please contact Jacqueline Fountain at 416-745-3301 or jfountain@accsupport.com.

Recognizing Road Safety

Continued from Front Cover

of laws and regulations, and make streets and intersections safer. Working across the Montreal's 19 boroughs and partnering with 321 area schools, Police used mixed media and visual aids to spread their safety message to pedestrians, cyclists and drivers. Their widespread campaign was determined to be a great success, raising awareness and changing or improving the behavior of road users; resulting in fewer

roadway deaths over the course of the past three years.

Our congratulations to the Service de police de la Ville de Montreal and Superintendent Rick Gardner for your service and professionalism.

For information on the application process and submission details for the 2016 Awards, please visit www.cacp.ca or contact cacp@cacp.ca.



L-R - ASSI President Steve Sanderson, Superintendent Gord Jones, Toronto Police Service, Commander Marianne Rivest and Police Constable Sophia Provost, Service de police de la Ville de Montreal (SPVM).

Halton West CRC Celebrates 1 year of Service!

The Halton West Collision Reporting Centre recently celebrated its 1st Anniversary of proudly serving the citizens of Burlington, Ontario. Since opening the doors in July of 2014, our Burlington CRC team has assisted over 2900 citizens and data entered over 6,600 collision reports.

Members of the Halton Regional Police Services joined Halton Accident Support Services staff on July 28 to celebrate with cake and refreshments at the CRC located at 3800 Constable Henshaw Blvd. The Burlington location is

one of three ASSI Collision Reporting Centres serving the citizens of Halton and the Halton Regional Police. The other Halton CRCs are located in Milton and Oakville.

The Burlington CRC is open Monday to Friday from 8:00 a.m. to 8:00 p.m., Saturday, Sunday and holidays from 10:00 a.m. to 6:00 p.m.



L-R - CST Dave Macedo, CST Coreigh Field, Nicole Cassivi - Halton South CRC Mgr, Kayla Giroux - Halton West CRC Mgr, Darren Fitzgibbon - Halton North CRC Mgr, CST Heidi O'Neill, CST Natalie Beukema, S/SGT Stephanie Jamieson



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