

**Trust and Confidence in Policing:  
A Canadian Perspective**

CACP and CACP Research Foundation Conference

**La confiance dans la police :  
Une perspective canadienne**

Conférence de l'ACCP et de la  
Fondation de recherche de l'ACCP

November 14-16, 2018  
Toronto, ON

Du 14 au 16 novembre 2018  
Toronto (Ontario)

CACP **RESEARCH**  
FOUNDATION  
FONDATION DE  
**RECHERCHE** ACCP



## Objective

Dating back to Sir Robert Peel, the concept of policing being dependent on the trust and support of the community has been a cornerstone. Some have suggested that trust is dwindling and offer a myriad of reasons as to why. This conference will explore the current state of trust and confidence in Canadian policing along with the research behind how trust, confidence and legitimacy are established, maintained and lost.

Drawing on domestic and international experience and research, the conference will explore how various programs and approaches in policing affect trust within and across various communities and how that impact can be measured. Oversight, transparency and policy development will be highlighted and suggestions offered on how new or present practices could be implemented in a manner as to maximize the growth of trust or minimize the negative impacts with a focus on the Canadian context.

The conference has been designed to provide the suggested audience attendees with an opportunity to link their perspective to the overall concept of Trust and Confidence in Policing.

## Who Should Attend

Police Leaders, Sworn and Civilian

Police members, sworn and civilian with an interest in community policing and/or working in an outreach role with the community

Police Oversight Bodies, Police Commissions and Complaint Commissioners

Academics, Pracademics and Students with interest in policing research

Industry and Policing Consultants

Community Leaders

Elected Officials

## Wednesday, November 14, 2018

17:00-19:00    Onsite Registration *(Plaza C Foyer)*

## Thursday, November 15, 2018

07:00            Onsite Registration *(Plaza C Foyer)*

07:00-08:30    **Breakfast** *(Plaza C Foyer)*

08:30-16:30    **Plenary Sessions** *(Plaza C)*

08:30-08:40

### Opening Remarks

- Chief Constable Adam Palmer, O.O.M., Vancouver Police Department, President Canadian Association of Chiefs of Police
- William (Bill) Moore, O.O.M., Executive Director, Canadian Association of Chiefs of Police

### **SESSION 1**

08:40-10:00

### **Why Trust and Confidence in Policing is Important for More than Policing**

#### Objective

This session will allow for the guest speaker and panelists to kick off the topic and speak to the broader concept of trust and confidence in policing, why it is paramount to our success, and why it appears to be dwindling. The guest speaker will touch on the overarching concept, the importance of reaching out and having conversations with community members, while panelists will delve more deeply into the impact on various communities, potential solutions, and how we can use research to inform find and support positive change.

#### Guest Speaker

- The Honourable Mr. Justice Michael Tulloch, Ontario Court of Appeal

#### Presenters

- Cheryl Whiskeyjack, Executive Director, Bent Arrow Traditional Healing Society
- Inspector Dan Jones, Edmonton Police Service
- Dr. Christopher Giacomantonio, Research Coordinator, Halifax Regional Police
- Zul Kassamali, President, National Alliance for the Advancement of Pluralistic Societies, Co-Chair, RCMP Council for Partnership in Diversity

**Moderator**

Chief Constable Bob Downie, O.O.M., Saanich Police Department

**10:00-10:30**      **Network Break** (*Plaza C Foyer*)

**SESSION 2**

**10:30-11:00**

**Trust and Confidence: An International Perspective****Objective**

CACP Global Studies is a professional development program for executives in policing and related public safety and criminal justice agencies. In 2017, the 20 member cohort was asked to research the concept of public trust in police, both domestically and internationally. In this session, 4 representatives from the cohort will provide an overview of their research into “Measuring & Responding to New Dimensions of Public Trust & Confidence.” along with their key findings, recommendations, and updates.

**Presenters**

- Superintendent Mike Slack, York Regional Police Service
- Lieutenant-Colonel Vanessa Hanrahan, Canadian Armed Forces Military Police
- Assistant Commissioner Dwayne McDonald, M.O.M., Royal Canadian Mounted Police

**Moderator**

Krystine Richards, Director, Outreach and Communications, CPKN

**SESSION 3**

**11:00-12:00**

**Trust, Confidence and Legitimacy 101: The Vocabulary and Evidence Base Surrounding Public Perceptions of Policing****Objective**

The concept of Police Legitimacy, Procedural Justice and the meaning of these terms have become somewhat mainstream without a true understanding of the definition and meaning of these topics. This session will define these concepts, examine the evidence base on the topic and discuss how this is important for operational policing.

**Presenters**

- Inspector Dan Jones, Edmonton Police Service
- Dr. Sara K. Thompson, Associate Professor, Department of Criminology, Ryerson University

**Moderator**

Krystine Richards, Director, Outreach and Communications, CPKN

**12:00-13:00**    **Lunch** (*Plaza C Foyer*)

**SESSION 4**

**13:00-14:00**

**Building Trust and Confidence with the Community - Part 1****Objective**

In this session attendees will hear from Chiefs of two of the largest municipal police services in Canada discussing the factors and issues that impact public trust and confidence in the police, and what strategies they are engaging in, or recommending, to help build maintain public trust and confidence. They will share how it they have come to understand these issues and the level of trust that citizens have in their departments.

**Presenters**

- Chief Jennifer Evans, O.O.M., Peel Regional Police Service
- Chief Mark Saunders, O.O.M., Toronto Police Service

**Moderator**

Chief Constable Bob Downie, O.O.M., Saanich Police Department

**SESSION 5**

**14:00-15:00**

**Building Trust and Confidence with the Community - Part 2****Objective**

Building on Part 1, this session will involve a review of several strategies and interventions that have been implemented in Canada to improve trust and confidence between citizens and police, particularly among diverse communities and groups that have had historically contentious relationships with the police. The session will include discussion of outreach, patrol, and training strategies, and accompanying research where applicable, and will also discuss things police do that can decrease public trust.

## **Presenters**

- David Gilbert, Director, Strategic Communications - Corporate, Royal Canadian Mounted Police
- Sergeant Gilles Lachance, Ontario Provincial Police
- Constable Dale Quiring, LGBTQ2S+ Liaison Officer, Diversity and Indigenous Relations Section, Vancouver Police Department

## **Moderator**

Chief Constable Bob Downie, O.O.M., Saanich Police Department

**15:00-15:30**    **Network Break** (*Plaza C Foyer*)

## **SESSION 6**

**15:30-16:00**

### **Measuring Trust and Confidence: The Core Metrics Project**

#### **Objective**

This session will present a concise set of 'core' indicators - survey questions measuring key aspects of trust, confidence, procedural justice and legitimacy - that can be used by police services across Canada. These indicators were developed by a national research project coordinated through the POLIS committee and provide an evidence-based strategy to improve measurement of public attitudes toward police in Canada.

#### **Presenter**

- Dr. Christopher Giacomantonio, Research Coordinator, Halifax Regional Police

#### **Moderator**

Krystine Richards, Director, Outreach and Communications, CPKN

## **SESSION 7**

**16:00-16:30**

### **Authentic Inclusion: Potential Impact on Public Trust & Confidence**

#### **Objective**

In this session the Global Studies 2018 cohort representatives will provide an overview of their research findings related to Equity, Inclusion, and Fundamental Respect in diverse policing organizations and the connection to public trust and confidence in policing. The presenters will highlight the impact organizational culture can have on staff morale, professionalism, and workplace safety in Canadian and International policing and how it may be a barrier to the success of police members, the organizations, and the community's perception of police.

## Presenters

- Inspector Susan Biggs, Halton Regional Police Service
- Inspector Lina Dabit, Royal Canadian Mounted Police
- Virginia Torrance, Solicitor, Waterloo Regional Police Service
- Staff Sergeant Lox Colquhoun, Durham Regional Police Service

## Moderator

Krystine Richards, Director, Outreach and Communications, CPKN

16:30

## Closing Remarks

- Krystine Richards, Director, Outreach and Communications, CPKN

## Friday, November 16, 2018

07:30-08:30    **Breakfast** (*Plaza C Foyer*)

08:30-15:00    **Plenary Sessions** (*Plaza C*)

08:30-08:35

## Opening Remarks

- Chief Constable Bob Downie, O.O.M., Saanich Police Department

## **SESSION 8**

08:35-09:30

## **“Self Legitimacy” and Trust and Confidence Within Police Culture**

### Objective

This session will examine the importance of legitimacy within police organizations - between leaders and line officers - as a possible precondition of positive relationships between police and public.

### Presenters

- Interim Commissioner B.W. (Brad) Blair, O.O.M., Ontario Provincial Police
- Assistant Commissioner François Bidal, Royal Canadian Mounted Police

### Moderator

Chief Constable Bob Downie, O.O.M., Saanich Police Department

## **SESSION 9**

**09:30-10:30**

### **Building Relationships in Challenging Time: The Science of Trust and Empathy and Connections**

#### **Objective**

To demonstrate how trust and empathy are the critical factors leading to positive relations and community connectedness.

#### **Presenter**

- Dr. Terence (Terry) Flynn, APR, FCPRS, Associate Professor, Department of Communication Studies & Multimedia, McMaster University

#### **Moderator**

Inspector Dan Jones, Edmonton Police Service

**10:30-11:00**    **Network Break** (*Plaza C Foyer*)

## **SESSION 10**

**11:00-12:00**

### **Embedding an Ethical Framework into the Culture of Police Organizations Today and into the Future**

#### **Objective**

*Phase 1* speaks to a meta -analysis of two professionalism surveys and how ethical leadership is a key component to enhancing public trust and confidence.

*Phase 2* is in relation to how the Gatineau Police Service developed an ethical framework that has been successfully embedded into the culture of the organization. The framework was developed at the grass roots level with input from police, civilians, the community, and academic and international research. The framework uses the philosophy of ethics to create an action-oriented, proactive strategy aiming to prevent complaints against police while supporting the emotional wellness of officers.

#### **Presenters**

- Chief Constable Neil Dubord, O.O.M., PhD, Delta Police Department, Co-Chair, CACP Ethics Committee
- Directeur adjoint François Duguay, Gatineau Police Service, Co-Chair, CACP Ethics Committee

#### **Moderator**

Dr. Christopher Giacomantonio, Research Coordinator, Halifax Regional Police

**12:00-13:00**    **Lunch** (*Plaza C Foyer*)

## **SESSION 11**

**13:00-14:15**

### **Breaking the Cycle: What Happens Inside Permeates Outside**

In this session the discussion will focus on ‘what happens inside permeates outside’ and ‘how can we serve and protect our communities, if we don’t appear to protect our own?’. The 3 panellists will provide current Canadian case studies, examples, and potential solutions for creating a more open and inclusive culture.

#### **Presenters**

- Chief Mark Neufeld, M.O.M., Camrose Police Service
- Chief Constable Bob Downie, O.O.M., Saanich Police Department
- Director General Debra Frazer, O.O.M., Ottawa Police Service
- Michelle Rathwell, A/Chief Human Resources Officer, Ottawa Police Service
- Lisa Bianco, Program Manager, Equitable Work Environment, Ottawa Police Service

#### **Moderator**

Krystine Richards, Director, Outreach and Communications, CPKN

## **SESSION 12**

**14:15-15:00**

### **Recap and Facilitated Discussion: Where do we go from Here?**

#### **Objective**

A facilitated audience-involved discussion seeking to recap on what we’ve heard, identify potential next steps for research, and discuss how we can use evidence-based research approaches when looking at large multifaceted concepts that impact police across the country. This session will be an opportunity for participants to share their challenges and strategies with the group.

#### **Facilitator**

William (Bill) Moore, O.O.M., Executive Director, Canadian Association of Chiefs of Police

**15:00**

#### **Closing Remarks**

- William (Bill) Moore, O.O.M., Executive Director, Canadian Association of Chiefs of Police