

Toronto Community Housing



## Community Safety Unit 2023 Annual Report to Toronto Police Services Board

Item 9C

April 22, 2024

Board of Directors

**Report: TCHC:2024-30****To:** Board of Directors (the “Board”)**From:** Tenant Services Committee (“TSC”)**Date:** April 11, 2024

### **PURPOSE:**

The purpose of this report is to provide the Board of Directors (the “Board”) with the Community Safety Unit’s (“CSU”) 2023 Annual Report that is to be submitted to the Toronto Police Service Board (“TPSB”) by April 30, 2024, as set out in Attachment 1.

This annual report is in compliance with the 2002 Toronto Police Service (“TPS”) Memorandum of Understanding (“MOU”) between TCHC and TPS which states:

*“TCHC shall provide to the Board an annual report with statistical information including but not limited to information regarding enforcement activities, training, supervision, complaints, and other issues of concern to the parties and such further categories of information as may be requested by the Board from time to time.”*

### **RECOMMENDATIONS:**

It is recommended that Board receive this report for information.

### **TSC:**

This report was received by the TSC on April 11, 2024.

**REASONS FOR RECOMMENDATIONS:**

The CSU has produced an annual report to the TPSB since 2002 based on the directed content and format of the TPS Special Constable Liaison Unit. In 2019, due to a historical process gap, management noted that the TCHC Board had never been provided with a copy of the report in advance of it being submitted to the TPSB. This was rectified starting with the 2019 report, which was presented in 2020.

**IMPLICATIONS AND RISKS:**

Providing the Tenant Services Committee and the Board of Directors with this report ensures Directors are informed of the information being presented to the TPSB.

**SIGNATURE:**

*“Allan Britton”*

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Allan Britton  
Senior Director, Community Safety Unit

**ATTACHMENT:**

1. 2023 Annual Report to Toronto Police Services Board

**STAFF CONTACT:**

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Item 9C – Community Safety Unit 2023 Annual Report to Toronto Police  
Services Board  
Public Board of Directors Meeting – April 22, 2024  
Report #: TCHC:2024-30  
**Attachment 1**

Item 9C - TCHC:2024-30 - Attachment 1

# TORONTO COMMUNITY HOUSING CORPORATION

Toronto Community Housing



## COMMUNITY SAFETY UNIT



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## TORONTO POLICE SERVICES BOARD

### 2023 ANNUAL REPORT

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## Executive Summary

### 2023 SPECIAL CONSTABLE ANNUAL REPORT Toronto Community Housing Corporation

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Toronto Community Housing's Special Constable Program was established in March 2000 on a "Pilot" basis and was formally adopted as a component of the TCHC Community Safety Program in September 2002. As of December 31<sup>st</sup>, 2023, there were 171 sworn members within the Community Safety Unit (CSU).

The objectives of the program are to:

- strengthen relationships between the CSU and the Toronto Police Service (TPS),
- reduce the level of crime/antisocial behavior in Toronto Community Housing (TCHC) communities,
- enhance law enforcement activities as required,
- improve residents' feelings of safety, security, and overall community safety and well-being,
- ensure officers are able to spend more time in TCHC communities, and
- improve officer safety.

Having Special Constables allows TCHC to move well-trained and qualified officers into situations that are particularly unique to TCHC communities. Special Constables are sworn Peace Officers and are granted authority to enforce the following provincial and federal statutes:

- Criminal Code of Canada,
- Controlled Drugs and Substances Act,
- Trespass to Property Act,
- Liquor License & Control Act and,
- Mental Health Act.

The Special Constable agreement between the TCHC Board and the Toronto Police Services Board (TPSB) has created a strong partnership reaching back over many years. This relationship has supported communication and co-operation between our organizations to the benefit of all. As a result of the enhanced training, statutory authority, and access to information available to Special Constables, they have been able to support and assist TPS and TCHC residents with hundreds of investigations.

In 2023, TCHC Special Constables completed 1,557 Criminal investigations on behalf of the Toronto Police Service, of which 71% were related to property offences such as mischief and theft.

Last year, TCHC Special Constables conducted investigations for theft, mischief, assaults, and other less serious violent matters. In instances involving major crimes, they have been the first officers on scene, assisting with primary assessments, notifications, scene protection, crowd control, witness canvassing, evidence security, and prisoner transports.

TCHC Special Constables and TPS Officers jointly investigated many incidents. The combination of a Special Constables' local community knowledge combined with the resources and specialized investigative ability of TPS Officers has proven to be mutually supportive, allowing incidents and problems to be resolved professionally in a safe and timely manner.

Our communities benefit when TCHC Special Constables are able to:

1. Process minor offences and release prisoners on scene without consuming TPS resources and holding persons in custody for longer than required.
2. Apprehend offenders and wanted persons; and transport them to local TPS Divisions for processing. By doing so, they interrupt illegal and antisocial behavior, and help keep the peace in our neighborhoods while allowing TPS to deploy their resources more effectively to where they are needed most.
3. Support TPS not only with factual information, but also with detailed intelligence about criminal activity within TCHC communities.

The Toronto Community Housing Corporation, Community Safety Unit values and strives to enhance our working partnership with TPS and our joint Special Constable Memorandum of Understanding. In 2023, the TCHC Special Constable Program continued to promote safe, secure, and healthy communities.

## Background

Toronto Community Housing Corporation (TCHC) is the largest social housing provider in Canada and the second largest in North America. It provides affordable rental housing to about 58,500 low and moderate-income households, including seniors, families, singles, refugees, recent immigrants to Canada, and people with special needs. Government funding subsidizing TCHC's operations is administered by the City's Shelter, Support and Housing Administration division acting as the Service Manager under the Housing Services Act.

TCHC is incorporated under the Ontario Business Corporations Act, with the City of Toronto as its sole shareholder. TCHC's Board is made up of three City Councillors, one of whom is appointed as the Mayor's designate, ten citizens, including three TCHC tenants. All citizen appointees are recommended for appointment by the City of Toronto's Corporations Nominating Panel and approved by Toronto City Council.

In 2023, the CSU employed 228 professionals who performed a variety of functions. These included: Special Constables, Special Constables in Training, Parking Enforcement Officers, Dispatchers, Community Safety Advisors, Managers and other support staff. As all of our communities are diverse and unique, each position was designed with different authorities and resources to help address those needs.

The Community Safety Unit's mandate and vision express our role in helping to accomplish the goals of Toronto Community Housing. The mandate of the CSU is to partner with communities, promote community safety and well-being for residents, and preserve the assets of Toronto Community Housing.

In 2002, The Toronto Community Housing Board of Directors entered into agreement with the Toronto Police Services Board that allowed for the ongoing use of Special Constables as a core component of TCHC's Community Safety Program. In 2023, there were 171 CSU staff deployed as sworn Special Constables (including Supervisors and all Management staff), with the approval of the Ministry of Public Safety and Security. This report provides an overview of our Special Constable program in 2023.

## Unit Structure


As of December 31<sup>st</sup>, 2023, the CSU had 10 Managers, and 19 Field Supervisors with Special Constable status, who oversaw operations 24 hours a day, 365 days a year. The CSU had 117 Special Constables, 16 Special Constables in Training, 7 Parking Enforcement Officers and 15 Dispatchers. They were all supported by 1 Senior Director, 2 Senior Managers, 1 Specialist in Compliance, Training and Investigations, 1 Specialist in Quality Assurance and Records Management, 1 Dispatch Manager, 4 Dispatch Supervisors, 1 Parking Coordinator, 2 Administrative Assistants, 5 Clerks, 1 Criminal Intelligence Analyst, 5 Field Intelligence Officers, 11 Community Safety Advisors, 1 Program Manager for Access Control, 1 Access Control Field Administrator and 1 Coordinator of Systems and Procurement.

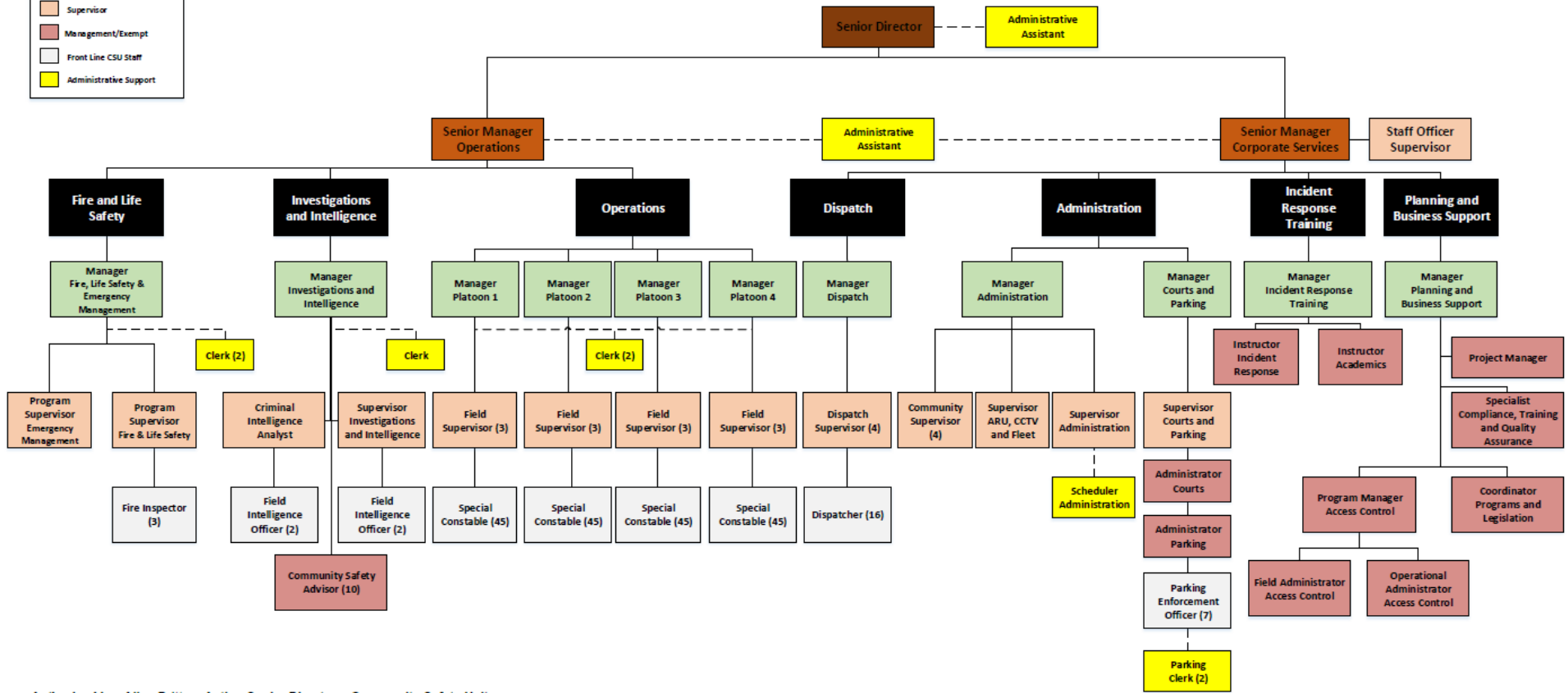
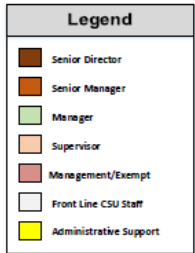
Officers were assigned in Toronto Community Housing communities throughout the City. Methods of operation included foot, bicycle and vehicular deployments. Duties included patrolling for visibility and deterrence, responding to radio calls, conducting investigations and enforcement,

answering service requests, parking control, special attention checks, and providing back-up to other officers. Special Constables also participated in many community engagement events, activities and meetings throughout the City of Toronto.






**Community Safety Unit**  
**Organizational Chart 2023**



Authorized by: Allan Britton, Acting Senior Director – Community Safety Unit

Item 9C – Community Safety Unit 2023 Annual Report to Toronto Police Services Board  
 Public Board of Directors Meeting – April 22, 2024  
 Report #: TCHC:2024-30  
**Attachment 1**

**2023 Appointments**

Total Applications	New Appointments	Re-Appointments	Total Special Constables
January 1 <sup>st</sup> – December 31 <sup>st</sup>	January 1 <sup>st</sup> – December 31 <sup>st</sup>	January 1 <sup>st</sup> – December 31 <sup>st</sup>	December 31 <sup>st</sup> , 2023
60	22	38	171

**2023 Departures**

Number of Terminations	Number of Suspensions	Number of Resignations	Number of Retirements	Number of Deceased
January 1 <sup>st</sup> – December 31 <sup>st</sup>	January 1 <sup>st</sup> – December 31	January 1 <sup>st</sup> – December 31 <sup>st</sup>	January 1 <sup>st</sup> – December 31 <sup>st</sup>	January 1 <sup>st</sup> – December 31 <sup>st</sup>
0	1	28	1	0

**2023 Mandatory Training**

Course / Topic	Delivered By	Duration	Number Trained
Annual Use of Force (refresher)	CSU Incident Response Training Unit	1 day	162
Special Constable Training – In Class	CSU Incident Response Training Unit	50 days	32
Special Constable Training – Coach Training	Platoon Staff Sergeants	25 days	11
First Aid CPR	Workplace Medical	1 day	55

### 2023 Additional Training

Course / Topic	Delivered By	Duration	Number Trained
Managing for a Healthy Higher Performing Culture	TCHC	1 day	23
Police Services Act Course	TPS	5 days	2

### Equipment

In 2023, TCHC Special Constables had no changes to the authorized equipment as noted below.

Equipment Issued to Special Constables
<ul style="list-style-type: none"> <li>• One badge with appropriate carrier and TCHC Special Constable photo ID card</li> <li>• Soft body armor with appropriate carriers</li> <li>• Duty Belt</li> <li>• Boots</li> <li>• One set of handcuffs with appropriate belt or MOLLE vest case</li> <li>• One 21 or 26" inch expandable baton with scabbard</li> <li>• One container of OC stream</li> <li>• One CSU Standard Operating Procedures (SOP) manual.</li> <li>• Uniform – Navy blue shirts with dark navy cargo pants with royal blue braid.</li> </ul>

### Reporting Requirement

In 2023, TCHC Special Constables documented 84,783 incidents pertaining to requests for service, investigations of events and self-initiated patrols on or related to Toronto Community Housing properties.

Many of these calls were attended by both TCHC Special Constables and TPS Officers. These matters were reported by TPS Officers involved and were cross-referenced in the Toronto Community Housing daily activity report submitted to the TPS Special Constable Liaison Office. The statistics below reflect enforcement and investigations that were initiated or conducted both independently by TCHC Special Constables and in concert with the TPS.

As per the Memorandum of Understanding between the Toronto Police Services Board and Toronto Community Housing Board of Directors, Special Constables making arrests on or in relation to TCHC properties, advise the Officer-in-Charge of the appropriate TPS Division that the arrest occurred in and follow their direction.

### 2023 Crime and Order Management

Authority	Total Apprehended Arrested and / or Charged	Charged and Released Form 9 Part III POA and POT	Release Unconditionally (No Charges)	Delivered in Custody to Toronto Police Service
Criminal Code	480	93 (Form 10)	38	340
		9 (Form 9)	0	0
Controlled Drugs and Substances Act	0	0 (Form 10)	0	0
Trespass to Property Act	226	204 (TPA POT)	13	8
		1 (TPA 104)		
Liquor License Control Act	27	21 (LLA POT)	2	4
		0 (LLA 104)		
Mental Health Act	77	0	0	77
Emergency Measure and Civil Protection Act	0	0	0	0

### Incident Reporting

#### 2023 Crimes Against Persons – Serious Violent Incidents

Event Type	Count of Incidents
Aggravated Assault	14
Armed Robbery	21
Assault Peace Officer	30
Assault Police Officer	3
Assault with Intent to Resist Arrest	3
Assault with Weapon or Bodily Harm	198

Attempted Homicide	13
Discharge Firearm (Bodily Harm)	3
Discharge Firearm (Danger Life)	35
Discharge Firearm (Wound, Maim)	7
Homicide	10
Other Weapon Related Offences	22
Robbery – Home Invasion	9
Robbery (Not Armed)	50
Sexual Assault	62
Sexual Assault with Weapon	2
Sexual Interference	2
Unlawfully Cause Bodily Harm	1
<b>Total Serious Violent Incidents</b>	<b>485</b>

### 2023 Crimes Against Persons – Other Violent Incidents

Event Type	Count of Incidents
Assault	494
Child Neglect	23
Criminal Harassment	43
Indecent Exposure (or Act)	20
Threatening	209
<b>Total Other Violent Incidents</b>	<b>789</b>

### 2023 Crimes Against Property

Event Type	Count of Incidents
Arson	39
Attempt Break & Enter – Office	1
Attempt Break & Enter – Other	9
Attempt Break & Enter – Residence	26
Attempt Theft	9
Attempt Theft (Bicycle or Tricycle)	4
Attempt Theft from Vehicle	4
Attempt Theft of Motor Vehicle	5
Break & Enter – Office	11
Break & Enter – Other	56
Break & Enter – Residence	125
Mischief	1037
Mischief – Graffiti	145
Theft From Vehicle Over	5
Theft From Vehicle Under	103
Theft of Auto Over \$ 5000	57
Theft of Auto Under \$ 5000	10
Theft of Licence Plate (Single)	8

Theft of Licence Plates (Set)	14
Theft of Tricycle/Scooter	5
Theft Over	23
Theft Over (Bicycle)	1
Theft Under	985
Theft Under (Bicycle)	48
Unlawfully In Dwelling	60
<b>Total Crimes Against Property</b>	<b>2790</b>

### 2023 Cause Disturbance / Loitering

Event Type	Count of Incidents
Cause Disturbance or Loitering	13032

### 2023 Crisis Support

Event Type	Count of Incidents
Mental Health Act	333
Sudden Death – Suicide	9
Suicide – Attempt	25
<b>Total Crisis Support</b>	<b>367</b>

### 2023 Disputes

Event Type	Count of Incidents
Dispute – Neighbour	11191
Dispute – Domestic	450
Dispute – Landlord/Tenant	502
Dispute – Other	326
<b>Total Disputes</b>	<b>12469</b>

### 2023 Fire Related Incidents

Event Type	Count of Incidents
FACODE33 – Human – Malicious Intent/Prank	361
FACODE39 – Other False Fire Alarm	1664
FACODE40 – Call to Fire (No Alarm)	182
FACODEFE – Fire	848
FACODE31 – Alarm System Equipment Malfunction	366
FACODE32 – Alarm System Equipment – Accidental Activation (excluding Code 35)	162
FACODE34 – Human – Perceived Emergency	169

FACODE35 – Human – Accidental (alarm accidentally activated by person)	464
<b>Total Fire Related Incidents</b>	<b>4216</b>

### 2023 Meetings

Event Type	Count of Incidents
Meeting – Community Engagement	236
Meeting – Corporate	4
Meeting – Crime Management	466
Meeting – Law Enforcement	48
Meeting – Tenant Management	35
<b>Total Meetings</b>	<b>789</b>

### 2023 Offences Against Justice

Event Type	Count of Incidents
Breach of Probation (Provincial)	9
Escape Lawful Custody or Unlawfully at Large	1
Fail to Comply – Release Order	173
Fail to Appear for Prints	3
Fail to Comply – Probation	88
Fail to Comply – Undertaking	73
Obstruct (Peace, Police) Officer	6
Public Mischief	10
<b>Total Offences Against Justice</b>	<b>363</b>

### 2023 Parking Incidents

Event Type	Count of Incidents
Parking Information	2543
Parking Violation	6744
Parking Violation – Towing	363
<b>Total Parking Incidents</b>	<b>9650<sup>1</sup></b>

### 2023 Patrols

Event Type	Count of Incidents
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<sup>1</sup> This number captures the total number of occurrences in 2023. Each occurrence may result in multiple tickets. In 2023, there were 26339 parking tags administered and 2425 tows that took place on TCHC property.

Bike Patrol – Self Initiated	3
Patrol – Joint CSU and TPS	274
Patrol – Officer Initiated	1573
Patrol 3 <sup>rd</sup> Party	1
Patrol Focused – Bike	2
Patrol Focused – Mobile	1596
Patrol Focused – On Foot	10497
Special Attention – Other	678
Special Attention – Parking	110
Special Attention – Vacant Unit	8
<b>Total Patrol Incidents</b>	<b>14742</b>

### 2023 Trespass Incidents

Event Type	Count of Incidents
Trespass Release – 3 <sup>rd</sup> Party	2
Trespass Release – CSU	13
Trespass to Property Act	2018
<b>Total Trespass Incidents</b>	<b>2033</b>

### 2023 Other Incidents – Everything not included above:

Event Type	Count of Incidents
Assist Other – Access	684
Assist Other – Eviction	18
Assist Other – General	716
Assist Other – Information	1579
Assist Resident – Information	3557
Assist Resident – Other	2358
Assist Resident- Access	393
Assist Security – Back-up	109
Assist Security – Detail	20
Carrying Concealed Weapon	5
Cruelty to Animals	17
Defective Equipment – Access	148
Defective Equipment – CCTV	64
Defective Equipment – Elevator	553
Defective Equipment – Fire & Life Safety	762
Defective Equipment – Other	215
Dog By – laws	149
Dog Owner’s Liability Act	74
Drug Offence – Other	9
Drug Offence – Possession	14



Drug Offence – Possession for the Purpose of Trafficking	16
Drug Offence – Proceeds of Crime	6
Drug Offence – Trafficking	1
Found Property	34
Fraud	15
Fraudulent Use of Credit Card	4
Hazardous Condition	1145
Information Only	919
Insecure Premises – Dwelling	88
Insecure Premises – Other	37
Insecure Premises – TCHC	152
Intrusion Alarm – Accidental	96
Intrusion Alarm – Defective	86
Law Enforcement – Information	1809
Liquor Licence Act	70
Loitering – Physical Distancing	7
LWV Escort – 3 <sup>rd</sup> Party	89
LWV Escort – CSU	176
LWV Escort – Unable to Accommodate	4
Meeting – Community Engagement	236
Meeting – Corporate	4
Meeting – Crime Management	15
Meeting – Law Enforcement	48
Meeting – Tenant Management	35
Missing Person	164
Other Criminal Code Offences	60
Other Federal Statutes	1
Other Provincial Statutes	8
Personal Injury – Other	12
Personal Injury – TCHC Staff	5
Personal Injury – Tenant	41
Possession of House Breaking/Burglar Tools	5
Possession Over – Property Obtained by Crime	10
Possession Under – Property Obtained by Crime	11
Possession Weapons Dangerous	62
Recovered Auto	55
TPA – Prohibited Activity Illegal Dumping	54
Vehicle Accident	155
Warrant- Executed Arrest	279

Warrant- Executed Search	125
<b>Total Other Incidents</b>	<b>17583</b>

## Property

All property seized by TCHC Special Constables were held in accordance with TPS policies and procedures.

Any seized property required for cases under investigation by the Toronto Police Service were immediately forwarded to TPS for storage and/or evidence.

All other seizures (drugs, cash, weapons and found property) were surrendered directly to the TPS at the time of the initial investigation, including completion of the applicable reports, TPS property processing procedures, and in compliance with our Special Constable MOU.

## Naloxone

Opioid-related deaths continue to be on the rise in the City of Toronto, and have increased substantially since the onset of the COVID-19 pandemic<sup>2</sup>. Naloxone is a life-saving medication which can be used to temporarily counteract an opioid overdose and prevent an overdose death, providing life-saving assistance while waiting for medical personnel to attend. In 2020, the use of Narcan® brand (naloxone) nasal spray was introduced in the CSU with TPS approval. Each naloxone nasal spray kit contains 2 doses of naloxone nasal spray (4mg/0.1ml). It was administered a total of 15 times from January 1, 2023, to December 31, 2023.

Training of designated CSU employees first began in May 2020, with naloxone spray kits being deployed as of June 2020. Naloxone training is also part of the first aid recertification course provided by Workplace Medical. All Special Constables in Training receive naloxone training through both a CPKN course, as well as through first aid training.

## Public Complaints

As required by the agreement between Toronto Community Housing Board of Directors and the Toronto Police Services Board, TCHC has established a complaint investigation procedure for Special Constables which corresponds with the procedure used by the TPS. TCHC provides a quarterly report of all complaints and their investigations to the Toronto Police Services Board. Any findings of misconduct are reported forthwith.

<sup>2</sup> <https://covid19-sciencetable.ca/sciencebrief/the-impact-of-the-covid-19-pandemic-on-opioid-related-harm-in-ontario/>

There were 6 public complaints, and 2 internal complaints submitted to the Community Safety Unit in 2023. A public complaint is defined by the complaint being received from a member of the public or directly affecting a member of the public. An internal complaint points to a complaint that originated internally, or by extension, from TPS.

One of the public complaints is currently under investigation by PRS. At this time, the Subject Officer's employment and Special Constable designation have been suspended by TCHC and the

Toronto Police Services Board as the investigation is ongoing. Four public complaints investigated by TCHC were found to be unsubstantiated and one was substantiated; all are closed. One of the two internal complaints is being investigated by TCHC and the other has been unsubstantiated and closed.

The 2019 Ombudsman's Report<sup>3</sup> relevant to Special Constable complaint investigations was adopted and the Complaints Investigator position was created for CSU complaints. This position is now housed under the Legal Division, which is a separate unit from CSU. The hiring and implementation was initiated in Q4 2020, and the Complaints Investigator commenced their role in Q1 2021.

Total Number of Complaints	Investigated by TCHC Complaints Investigator	Investigated by Toronto Police Service	Number Resolved	Number Outstanding
8	6	2	6	2

### Use of Force

In 2023, 11 Use of Force reports were completed by TCHC Special Constables. There were 9 instances where officers applied soft empty hand techniques, 3 instances where officers applied hard empty hand techniques, used to gain control of the subjects, and effectively execute arrests. There were no instances where officers used their baton and 2 incidents where oleoresin capsicum (OC) spray was deployed. There were no incidents resulting in injuries to officers requiring treatment provided by EMS.<sup>4</sup>

Event Type	Sum of Force Baton	Sum of Force OC Spray	Sum of Force Hand
Ambulance Call	0	1	1
Assault	0	0	8
Assault Peace Officer	0	0	5
Assault with Weapon or Bodily Harm	0	0	3
Assist Other – General	0	0	1

<sup>3</sup> <https://www.ombudsmantoronto.ca/getattachment/288fb5f5-6fe3-464f-b20f-729875470f8f/July-9-2019-Ombudsman-Toronto-Enquiry-Report.pdf.aspx?lang=en-US&ext=.pdf>

<sup>4</sup> 2023 Use of Force stats are pending review.

Assist Resident – Other	0	0	1
Break & Enter – Other	0	0	1
Break & Enter – Residence	0	0	2
Drug Offence – Possession for the Purpose of Trafficking	0	0	2
FACODE40 – Call to Fire (No Alarm)	0	0	1
Fail to Comply – Probation	0	0	1
Fail to Comply – Undertaking	0	0	1
Mental Health Act	0	0	4
Mischief	0	0	6
Patrol Focused – On Foot	0	0	1
Possession Weapons Dangerous	0	0	1
Theft Under	0	0	2
Threatening	0	0	1
Trespass to Property Act	0	0	7
Warrant- Executed Arrest	0	1	12
<b>Total</b>	<b>0</b>	<b>2</b>	<b>61</b>

## Governance

The TCHC Special Constable Program is guided by the CSU mandate and code of ethics in addition to existing Standard Operating Procedures and the TCHC Code of Conduct. TCHC Special Constables are fully conversant with the laws and regulations governing enforcement authorities pertaining to their designation.

The CSU has supervisors and managers who hold the status of Special Constable and are responsible for the appearance, conduct, discipline and performance of all officers. All Special Constables understand the contract agreement between Toronto Community Housing Board of Directors and Toronto Police Services Board as well as the expectations concerning their conduct and/or job performance.

## TPS 2023 Annual Report – Highlights

### Special Constable Designations

On December 18<sup>th</sup>, 2018, the Toronto Police Services Board approved TCHC’s application to increase its allowable complement of Special Constables from 160 to 300 designations.

In 2023, the CSU continued with its recruitment strategy and hired 32 new frontline patrol officers. Other new hires with Special Constable Status include 1 Training Corporal, and 1 Project Manager for Body Worn Cameras, 1 Dispatcher, 1 Parking Enforcement Officer and 1 Parking Clerk. In 2023, there were two developmental cycles, one of which has been successfully completed and the other will be completed by Q1 of 2024. These cycles are six months in length. The CSU recruitment

strategy is aimed at improving consistency and collaboration between TCHC and TPS to ultimately benefit the tenants and communities we both serve.

### Violence Reduction Program

CSU VRP Special Constables continued to work with internal and external partners to find solutions for tenant issues and challenges. CSU VRP officers attended weekly Integrated Team Meetings with TCHC's Safety and Support team members and onsite staff, which provided a holistic approach to solving issues within the community. The safety of the community is paramount and is something CSU VRP officers strive to achieve daily through proactive engagement, planning and safety strategies.

In 2023, VRP Special Constables attended approximately 55 Integrated Team Meetings which included internal and external partners, as well as some community leaders. VRP Special Constables participated in approximately 100 community events in 2023.

### 2023 VRP Summary Community Calls For Service CSU Patrol

Community	Calls For Service	Patrols
Bleecker/200 Wellesley	3886	1252
Dan Harrison / William Dennison	2025	969
Edgeley Village	514	1271
Flemingdon Park/Glenyan Manor	544	64
Islington/St. Andrews	268	24
Jane/Falstaff	1868	1063
Lawrence	2827	1917
Lawrence Heights	1185	1084
Moss Park	2726	1366
Regent Park/Gerrard River	2095	1189
Victoria Park/Chester Le Blvd	328	48
<b>Total</b>	<b>18266</b>	<b>10247</b>

### CSU Community Initiatives

In 2023, the CSU organized 310 resident community engagement activities. These events included Community Safety meetings, Charity giveaway events, Community engagements, Safety walks, BBQ's, food banks, presentations, senior's hot meals, Halloween events, Christmas events, community clean ups and Back to School events.

#### CSU Turkey Giveaway:

CSU led the charge, working collaboratively with Operations to make the holiday season brighter for 6,800 TCHC Tenants and 3,300 non-tenants through donations of food, hygiene items, gift cards, toys and warm winter clothing. The food donations also benefited Food Banks operating on TCHC's properties, shelters and at Community Dinners. In 2023, our members and TPS gathered donations of approximately 1,500 frozen turkeys 1,200 hams and 9,000lbs of potatoes to give to tenants in our VRP communities thanks to generous donations from No Frills

CSU Christmas Comes Early:

Community Safety Unit members, including VRP officers and CSAs served approximately 1,000 hamburgers, hundreds of sandwiches, soup and distributed clothing to members of our downtown communities around Moss Park. Also, new pajamas were provided to the children in the Firgrove Boys and Girls Club. This year, there were over 2000 people who attended CSU's Christmas Comes Early in Moss Park event.

Toronto Star Box Deliveries:

This annual tradition provides TCHC tenants in VRP communities, boxes filled with personal essential items and small toys for children donated by The Toronto Star. In 2023, approximately

1,800 gift boxes and other items such as knitted mitts and hats were donated and distributed by our officers.

Jane-Finch Gives Back – held at Jane-Finch Mall

CSU donated gift cards, new toys, winter clothing and baby food for the Jane-Finch Gives Back event. All donated items were distributed to families in need in the nearby community, for both TCHC and private residences.

Lawrence East Partnership Program

CSU's Special Constables, Community Safety Advisors and site staff assisted in the preparation of a holiday dinner and karaoke for 35 tenants at 4205 Lawrence Avenue East.

Back to School Backpack Giveaway

CSU Special Constables and CSAs participated in the Back to School Backpack giveaway throughout the city on TCHC properties.

Safeplay

Special Constables from our VRP and CSA team along with TPS worked together to provide a safe space for children and families to play in the Shoreham, Driftwood and Grandravine communities. This was the third year that CSU participated in this program where sports equipment and arts and crafts were donated and distributed to allow families to enjoy the outdoors and have a safe space to meet.

Bike Rodeos

CSU worked in conjunction with TPS to hold bike rodeos in the Yorkwoods, Parma Court and Neptune TCHC communities. Bike safety, tune-ups and donated bikes were provided to the tenants at these properties.

**CSU Ontario Police Technology Information Co-Operative (OPTIC) NICHE Record Management System (RMS) Project**

CSU's OPTIC NICHE RMS project began in 2022 having the Privacy Impact Assessment reviewed and approved for joining OPTIC, utilizing NICHE as our Records Management System. CSU and OPTIC have continued to meet on a bi-weekly basis to mobilize Niche implementation. CSU has partnered with FSET (third party IT provider) to maintain a secure connection to the OPTIC network and Niche environment.

Over the course of 2023, the Niche Domain Administration Team was responsible for completing the following:

- Facilitating the enhanced background clearance process for all civilian members who did not have background checks completed by the Toronto Police Service,
- Reviewing current business practices and mapping our processes to Niche RMS,
- Completing the Niche RMS domain configuration,
- Identifying and training Subject Matter Expert and Train the Trainer groups,
- Developing the end user training program,
- Scheduling and training all CSU members that require access to Niche RMS as part of their daily duties,
- Updating and configuring the CSU Dispatch Application to integrate with Niche RMS.

CSU is targeting a go-live date within Q1 of 2024. At this time, the current record management system will be retired, and CSU will be fully operational within the Niche RMS environment and a standing member of the OPTIC cooperative.

### **Peer Support Training**

The CSU, in collaboration with TCHC’s Learning and Organizational Development unit, hosted a comprehensive two-day Peer Support Training in December 2023. This training included three CSU staff as well as staff from other TCHC operating units. The Peer Support Team plans on hosting a larger training in the fall of 2024.

Following the resignation of our Peer Support Leader last year, two new Leaders were appointed: one Special Constable, and one Dispatcher. These Leaders will provide ongoing support to the Peer Support Team. They will be an advocate for the program and will be responsible for the continuous promotion and awareness of the program across the CSU. The CSU currently has 28 peer support trained staff.

### **Combatting Anti-Black Racism Strategy**

TCHC’s 2021 Combatting Anti-Black Racism Strategy “CABR” supports racialized and marginalized communities throughout TCHC through an Anti-Black Racism lens on policies, procedures, practices and provide enhanced training to all staff.

As a key stakeholder, the CSU has worked towards implementing key action items in the CABR Strategy report. The CSU involves TCHC’s Centre for Advancing the Interests of Black People, known as “The Centre” in all policy and procedural changes to ensure that a CABR lens is applied, and also receives support on improving the employee life cycle for Black staff.

In 2023, CSU worked to implement a “Cadet” program to break down barriers for young Black tenants in finding meaningful employment while also learning about the various career opportunities in the CSU and TCHC. It is anticipated that the youth will be hired in 2024.

The CSU also began exploration into the implementation of a Body Worn Camera program. The CSU and “The Centre” plan on actively engaging with tenants, staff, and other key stakeholders in

determining the positives and negatives of a BWC program before submitting a business case to the TCHC Board of Directors.

Other CABR action items we continue to work on are aligning services with the TCHC HUB model, providing increased education for the CSU to racialized and marginalized communities, as well as the CSU Black Employee Life Cycle.

### **CSU/TPS Joint Patrols**

Between January 1<sup>st</sup>, 2023, and December 31<sup>st</sup>, 2023, TCHC Special Constables and TPS participated in 274 joint patrols and walk-throughs in our communities. This initiative focused on deterring anti-social behaviour on Toronto Community Housing properties.

### **Vehicles**

The CSU vehicles anticipated to arrive in 2023 were not received due to a global shortage related to COVID 19. CSU continued to deliver service to tenants utilizing 68 TCHC Fleet Vehicles comprised of Ford Explorers, Dodge Chargers, and Ford Taurus's. In 2024, CSU is anticipating the arrival of 13 new 2023 Ford Explorer Hybrid vehicles to replace our aging and high mileage fleet vehicles.

### **Incident Response Training Unit**

In 2020, CSU internalized Special Constable training from a contracted model. TCHC CSU staffed the training unit with experienced topical professionals. The training unit consists of one training Staff Sergeant, an Incident Response Instructor (Use of Force), and an Incident Response Instructor (Academics), both holding the rank of Corporal. This was done in accordance with the existing MOU and all training initiatives are approved by TPS on behalf of the Toronto Police Services Board.

In 2023, the unit trained two recruit classes and one coach officer course was facilitated. The unit recertified the annual use of force training for all Special Constables in compliance with the MOU, as well as ensured all first aid certifications were recertified as required.

### **Conclusion**

This report complies with TCHC's Special Constable Memorandum of Understanding with TPS. The Annual Report provides the Toronto Police Services Board 2023 statistical information including but not limited to information regarding enforcement activities, training, supervision, complaints, and other issues of concern to both parties.