



## **LONDON POLICE SERVICES BOARD MINUTES OF THE PUBLIC MEETING**

Thursday September 17, 2020  
Commencing at 2:01 p.m.  
Virtual Meeting, Webex

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### **PRESENT:**

**J. Sukhera, Chair; S. Toth, Vice Chair; Board Members J. Helmer, J. Lang, E. Holder (2:55 – 4:29 pm), M. Cassidy and C. Wellenreiter; S. Williams, Chief of Police; T. McIntyre, Deputy Chief of Police, Operations; S. Betts, Deputy Chief of Police, Administration; P. Malone, Director of Legal Services; Superintendents B. Merrylees, C. Newton and B. Chantler; Inspectors T. Allen, B. Berg, B. Harvey, C. Churney; D. Price; Acting Inspector; R. Lovecky, Senior Director; J. Morgan, Director Information, Communication and Technology Branch; K. Darling, Director Financial Services; Dr. Khan, Psychologist; J. Atchison, Researcher/Planner/Analyst; R. Million, Detective Sergeant; S. Bough, Media Officer; K. Forbes, Communications Strategist; S. Antonissen, Administrative Assistant; D. Tilley, Ministry of Community Safety and Correctional Services (MCSCS) Zone Advisor; D. Carter, Superintendent, Community Paramedicine, Middlesex-London Paramedic Service; D. Gibson, Director, Mental Health Care, St Joseph's Health Care – London; L. Hassall, Director, Crisis and Short Term Intervention Services, Canadian Mental Health Association – Elgin Middlesex; J. Younger, Vice-President - Patient Care & Quality, St. Joseph's Health Care – London; J. Foster, Board Administrator; F. Ojo, Board Administrative Assistant; and members of the community and media.**

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### **1. Meeting called to order.**

Chair Sukhera reminded attendees to stay on mute unless they are asked to speak. Also, this meeting will be posted to YouTube by end of the day tomorrow.

He provided the following updates:

- With the state of the COVID-19 pandemic, vigilance is still required - masks distancing, working together and looking out for each other. He gave special recognition to health care workers, and particularly teachers as students go back to school. He said he sees the work they are doing.
- The hope is for in-person meetings to be resumed as soon as possible, however given the current state of the COVID-19 pandemic, there will be a continuation of virtual LPSB meetings for the foreseeable future.

- Chair welcomed the Board's newest member, Christine Wellenreiter, a provincial appointee who joined the Board July, 2020. Ms. Wellenreiter is Vice President, Marketing and Communications for GLC Asset Management, and brings a considerable amount of experience and knowledge to the Board. Chair said the Board is very excited to have her join us as we bring the Board to a full complement of 7 members.
- Constable Evan Harrison, LPS Community Services Unit, received the Police Services Hero of the Year Award from the Police Association of Ontario. Constable Harrison was nominated by community members in the London area for his positive impact as a School Resource Officer and his volunteer work with children and youth in the London community, notably at The Children's Hospital and as a non-parent coach in a local minor hockey league. Congratulations and thank you, Constable Harrison!

**2. Disclosure of Interest - None**

**3. Introduction of Addendum Items and New Business - None**

**4. Minutes of the June 18, 2020 Public LPSB meeting**

**MOVED BY:** J. Lang  
**Seconded by:** J. Helmer

**“That the minutes of the June 18, 2020 Public Board meeting be adopted as presented.”**

**CARRIED**

Ms. Wellenreiter abstained from this vote as she was not present for the June meeting.

**5. Mid-Year Update on Diversity, Equity and Inclusion Plan**

Deputy Chief Betts said the Plan was introduced in January, 2020, then rebranded to include not just diversity but also equity and inclusion. It is intended to be nimble and is a journey, not a destination. LPS's overarching goal is to be an inclusive place of employment, and this will be achieved by focussing on equity and embracing diversity. LPS continues to work on building relationships, improving our capacity and enhancing our ability to connect with our entire community and serve all citizens.

There has been difficulty achieving some of the plan's goals due to COVID-19. He shared some of the statistics and goals presented in the report. He said we are "together inclusive" at LPS – representative of sworn and civilian members, members of colour and caucasian.

Vice Chair Toth thanked Deputy Chief Betts for bringing this report back to the Board today. She said that diversity, equity and inclusion are things that need to be dealt with and committed to regularly, consistently, on a daily basis and having this mid-year report ensures the public is keeping us accountable to the goals and action steps. She feels Dr. Manocchi is an excellent choice to provide the training.

Vice Chair Toth presented the following ideas and questions for Deputy Chief Betts:

- Having diverse members attending community events, but also having non-diverse members attend so it is not just seen as one unit doing work on diversity;
- Reverse mentorship relationships;
- Are we looking at evidenced based best practices for increasing diversity?
- Not just focus on recruitment but also track and ensure retention of diverse members.

Deputy Chief Betts responded:

- It may appear as though only diverse members are attending these events however that is not the actual deployment. LPS's Diversity Unit is typically the point of contact with diverse communities, then LPS engages all members in those events;
- Excellent point regarding the reverse mentorships;
- The mentorship envisioned in the Plan was intended to speak to the issue of retention;
- LPS continues to enhance use of evidenced-based practices. Presently in the policing field there isn't a large volume of this work available. The Canadian Association of Chiefs of Police Equity Diversity and Inclusivity Committee however has become a standing committee, and Deputy Chief Betts sees this as an important step in helping to gather evidenced-based best practices.

Deputy Mayor Helmer said he appreciates the report and the progress over the years is evident. He asked about equal representation on selection panels, as it is not possible to have diverse members on all panels as there are too many panels and not always enough diverse representatives. Deputy Chief Betts advised of the good progress related to gender representation on the panels, but said that LPS still struggles with having members with diverse backgrounds on all panels due to the lack of diverse candidates at the senior officer level. Though as the Chief said, LPS can access diverse members from other police agencies for panel representation. He said LPS cannot lean on the same people all of the time.

**MOVED BY:** J. Lang  
**Seconded by:** S. Toth

**“That the Board receive the Mid-Year Update on Diversity, Equity and Inclusion Plan report for informational purposes.”**

CARRIED

## **6. Proposal to Extend the London Police Service Business Plan**

Deputy Chief Betts said time is at issue with LPS’s Business Plan as COVID-19 has caused so much work to be delayed and the second wave of the pandemic is starting. It’s the engagement piece that has been primarily been shut down, community availability has been adversely impacted by mandated distancing, making consultation severely restricted, if not impossible. There is no reliable data to identify when this will change and life will return to a semblance of “business as usual”.

Deputy Chief Betts noted that Zone 6 Advisor, Mr. Tilley, was consulted and advised that this request will not put the Board in conflict with Ministry guidelines. LPS has queried their policing counterparts, and some have already extended their business plans and some are in the process of doing so. Administration recommends Option C: to align with the City of London’s four-year multi-year Budget Process as a permanent Business Plan Model, which holds many benefits to the City, taxpayer, and police. There will be unavoidable costs such as contracting an independent agency to conduct a community survey and LPS will look to absorb those costs in future budget years. He added that it would be advantageous to have a Board member be part of the business planning team as the new Plan is shaped.

Deputy Mayor Helmer asked what the timeline is for realigning the business planning process. How are we doing with respect to the key objectives and how has the pandemic directly impacted meeting the key objectives? He is concerned about taking it over a long period if we are out of things to do. Deputy Chief Betts said the pandemic has impacted the completion of some objectives and the extension of time will allow us to meet them, but will absolutely not leave us in a position with nothing to do. For example diversity, equity and inclusion, a forward momentum piece, is part of the plan and is a journey which will never end.

Chief Williams said there is considerable benefit to synchronizing the Business Plan (now 3 years) with the Budget (now 4 years). Whatever the priorities are each cycle, we can actually monetize them over the course of 4 years. Now they are staggered, which makes budgeting especially challenging and this lack of alignment doesn’t make sense.

Mr. Lang noted the thoroughness of the staff report. He said it makes a lot of sense to choose Option C, that alignment of the budget and business planning process makes sense for the City and for LPS, particularly with the LPS budget as the largest single expense line in the City budget. He added that Option C also provides more leeway to respond to a second wave of the pandemic should that occur. He supports staff’s well thought out recommendation of Option C.

Deputy Mayor Helmer asked Deputy Chief Betts to walk him through the options again, specifically, when does the initial work get underway. Deputy Chief Betts asked Ms. Joan Atchison to respond. She advised that in Option C, the new plan would come into effect 2024, approved by Council June, 2023, with the consultation process beginning the fall of 2022. It would not be to say LPS wouldn't be doing ongoing pulse checks with cross-sectoral committees or using other best practices in the meantime. Mr. Lang noted with Option C, some policies would need to be amended, most notably LPSB Policy #61, to which Deputy Chief Betts said it is not an issue to amend these policies downstream from this decision.

Ms. Atchison pointed out that Ottawa's business plan extension was approved at their May, 2020 public meeting, and the minutes are on their website, so London would not be the first to undergo this process.

Deputy Mayor Helmer asked for confirmation if the plan is to move the business planning process to 4 years, not only during the pandemic, but moving forward and does the Ministry approve this. Deputy Chief Betts advised yes. Deputy Mayor Helmer said he generally likes this idea, and when the City's multi-year budget cycle was established, the last year of the budget cycle was the first year of the new Council term. This was deliberate - one year for anyone who was new to Council to deal with the last year of an established budget, and in their second year, they can make their changes for the 4 years following. If we start consultations to span the election year, he wonders if that is a good idea.

Deputy Chief Betts thanked Deputy Mayor Helmer for a valid point and noted again the advantage to having a Board member as part of the business planning team to help LPS to remain alive to such challenges. Ms. Atchison said this would be very doable and that Board direction around best practices will be a valuable addition to the process.

Councillor Cassidy raised an issue related to the regulatory requirements, specifically issues related to the leeway by the province being pandemic-related. She wondered if we would need to go back for Ministry approval every 4 years to amend the timeline.

**MOVED BY:** J. Lang  
**Seconded by:** C. Wellenreiter

**“That the Board receives the Proposal to Extend the London Police Service Business Plan report and approves Option C as presented: Mirror the City of London's four-year multi-year Budget Process as a permanent Business Plan Model.”**

CARRIED

Voted against: Deputy Mayor Helmer and Vice Chair Toth.

Deputy Mayor Helmer said he is not prepared to support it as he thinks a one year delay is reasonable but it is not reasonable to extend it generally. He would like to revisit this matter in January, 2021.

Vice Chair Toth said it is absolutely critical we stay involved in this process as a Board. At the core of what we do is being involved in the community and supporting public participation.

## **7. Quarterly Statistics - Crime Stoppers and Pursuits**

Deputy Chief McIntyre said there are no notable trends in this report and she pointed out the definitions page to make the report more user friendly.

**MOVED BY:** S. Toth  
**Seconded by:** M. Cassidy

**“That the Board receives the Quarterly Reports related to Crime Stoppers and Pursuits statistics for informational purposes.”**

CARRIED

## **8. Quarterly Statistics - Complaints Against Police**

Vice Chair Toth said she is of mixed view when she sees the numbers in this report. We want to see less complaints as hopefully that means there are less issues, however more complaints often reflect a more “open” process. She asked about trends. Deputy Chief McIntyre noted the 5-year trends. On a year over year level they don’t change a great deal and she prefers “year at a glance” for their statistical value. She highlighted an example - the total number of allegations on the top of the 2nd page (Office of the Independent Police Review Directorate or Chief’s Complaints). For 2019 there were 50 at this date, for 2020 year to date there are 108. This is a large jump and requires explanation. She suggested that often OIPRD complaints are transferred to LPS’s Professional Standards Branch (PSB) and they look in depth at the complaint and pursue it out to establish how many allegations are actually imbedded in that single complaint. Investigators separate out the various complaints within the complaint in the most frank and transparent way.

Deputy Chief McIntyre advised that complaints have also been slightly higher during COVID-19 and there seems to be more willingness to report incidences online as opposed to in-person. LPS encourages people to report and people are now generally more aware of the proper process for reporting misconduct of police. She sees the increase as a positive and thanked Vice Chair Toth for the great question.



Chair Sukhera reminded the public that we received a presentation related to public complaints last year which can be found on the Board page of [www.londonpolice.ca](http://www.londonpolice.ca).

Chief Williams reminded of the June meeting where the Board directed Administration to consider how they could be more transparent in relation to the complaints and discipline systems. He said this report sets out our activities in this area and the revised report is much more comprehensive than the former. The police complaints system is very complex and will become more so with the new legislation. When the time is right he said Administration will provide an updated presentation to the Board.

Mayor Holder joined the meeting at 2:55 p.m.

**MOVED BY:** J. Helmer  
**Seconded by:** J. Lang

**“That the Board receives the Quarterly Report related to Complaints Against Police for informational purposes.”**

CARRIED

## **9. LPS Operating Budget Status at August 31, 2020**

Deputy Chief Betts said this new report is intended to provide the Board insight into LPS's current financial status and will become a regular report to the Board. There is a current variance of approximately \$81,000, a very small amount in the context of the size of the LPS budget. Given the known and unknown risks due to COVID-19 it is likely there will be further variances resulting from a possible second wave of the pandemic.

LPS has implemented a number of cost saving measures as a result of financial pressures related to COVID-19, including not sending recruits to the Ontario Police College for the September intake, which Deputy Chief Betts described as a 13-15 month implication that will be felt for 30 years, and which LPS will not catch up on. He said this also creates logjams for moving personal within the organization. In this example, LPS lost a diverse candidate to another police service who was hiring, a candidate LPS was interested in hiring.

LPS's "safety net" is the unfunded liability reserve of \$8.5 million. LPS hasn't sought any increase to the 2021 operating budget although labour costs have increased which accounts for 97% of LPS's net budget, 90% of the gross budget once revenue and grants are factored in. Revenue and grants, however, are quite uncertain. LPS is the second lowest cost to taxpayers with the second lowest number of police officers per 100,000 people – the "cop to pop" ratio compared to other single tier police services. Currently the lowest cop to pop ratio is the Ottawa Police Service which recently committed to adding 100 officers to their baseline in 2020. LPS sought and was approved to hire 5 officers. London has the third highest crime rate – 6,500

reported crimes per 100,000 population (2,500 more than the provincial average and 1,100 more than the national average). London's violent crime rate is lower than the national average but slightly higher than the provincial average. He asked: how do we manage and overcome this challenge? It is with overtime, which has significant financial implications and impacts on the wellness of members. The biggest cost to the organization is the wellness of members. Currently an average of 80 members are on accommodation or are off work completely, approximately 10% of the workforce, many of whom will never return to active duty. In today's environment it's important to restate the facts that go beyond the headlines - the numbers and the story behind the reality of policing in London. He feels it's important to make the Board aware of this so they know where the budget goes and how we got to where we are today.

Deputy Mayor Helmer said the mid-year report is good practice and he supports submitting the operating and capital budgets for 2021 at the rates we've submitted for 2020. He feels it is wise to hold the line on the budget. He is concerned to see the negative lines around other revenue, uncertainty around provincial funding, specifically related to the court system funding.

Deputy Chief Betts estimates conservatively that LPS will lose some provincial funding for the prisoner care transportation, as LPS did not fulfill the job required to stay eligible for that funding as outlined in the grant, although they were performing work. Assuming there will be no change puts LPS in a more precarious position. Director Darling said the court security prisoner transportation grant is slightly over \$3 million for 2020, the contract for which expires December 31, 2020. She is unsure of the implications for 2021.

Vice Chair Toth said the use of overtime for regular work concerns her, which she knows leads to burnout impacting member mental health. She called these extraordinary times and tough decisions. One such tough decision was the temporary deferral of 3 positions at the June meeting and she is all the more appreciative to know that it was only a temporary deferral and the positions will be brought on in 2021, to ensure we are taking care of our first responders.

**MOVED BY:** M. Cassidy  
**Seconded by:** C. Wellenreiter

**“That the London Police Services Board:**

- 1. Approves the following Net Operating Budget amounts, with the understanding that a similar review will be undertaken in each subsequent year for 2022 and 2023, Annual Budget Update for Council's considerations:**

<b>2021</b>	<b>\$118,072,536</b>
<b>2022</b>	<b>\$121,322,506</b>
<b>2023</b>	<b>\$123,247,289; and</b>



**2. Approves Capital Budget forecasts for 2030 in the amount of \$4,743,973.**

CARRIED

**10. Board Committees**

Chair Sukhera reminded that all Board policies are available on [www.londonpolice.ca](http://www.londonpolice.ca). He requested chairs and nominees for the Board's two new committees: Finance and Administration Committee and Governance Committee.

Mayor Holder said Deputy Mayor Helmer has done a tremendous job to date on the Finance and Administration Committee and he knows that Mr. Lang has a tremendous interest in this committee, and though he hasn't pre-discussed this with either of them, he feels that either would be exceptionally able to take on this role.

Deputy Mayor Helmer said he is happy to continue chairing this Committee however it is good to have many people take on these roles and Mr. Lang is welcomed to it, it is a large time commitment, the collective agreement process in particular. Mr. Lang said he is happy to sit on this Committee and chair the first round. He is new on the Board however is happy to take on the challenge. Ms. Wellenreiter said she is happy to participate on this Committee though is too new to chair with just 2 months of Board membership to date.

Mayor Holder suggested those remaining will form the Governance Committee – Mayor Holder, Vice Chair Toth and Councillor Cassidy. Councillor Cassidy nominated Vice Chair Toth to the chair role of this Committee.

**MOVED BY:** E. Holder  
**Seconded by:** S. Toth

**“That the Board’s Finance and Administration Committee membership consists of Jeff Lang (Chair), Jesse Helmer, Christine Wellenreiter and Javeed Sukhera.”**

CARRIED

**MOVED BY:** M. Cassidy  
**Seconded by:** E. Holder

**“That the Board Governance Committee membership consists of Susan Toth (Chair), Ed Holder, Maureen Cassidy and Javeed Sukhera.”**

CARRIED

## 11. Access to the COVID-19 Portal

Deputy Chief Betts provided the following in related to the status of LPS's use of the Ministry's COVID-19 Portal.

- Database access was provided only to 48 LPS Communications Operators. It was mandated by the Ministry of the Solicitor General's Office that only employees directly involved in the receiving of calls for service and dispatching officers were to have access to the Portal. Portal access was not provided to LPS officers or any other members of the organization.
- The Portal was made available by the Ministry of the Solicitor General April 13, 2020; however, LPS first accessed it April 23, 2020 following one week of clarifying roles, ensuring technical connection and training users for its use.
- LPS Administration is confident that database access was limited to authorized users, the 48 Communications Operators, as the Ministry provided individual secure access to those members only. A two-factor authentication is required to access any LPS computer and that restriction includes access to the Portal.
- LPS's procedure was created to assist the organization in providing the best available information to responding frontline officers in the face of the COVID-19 pandemic.
- Database inquiries were conducted for calls for service between April 23 and July 3, 2020. One call for service could result in more than one query to the database, and in many instances this was likely the case.
- Portal access was discontinued July 3, 2020 under the direction of LPS Chief, Steve Williams. The database was not accessed by LPS as of July 4, 2020.
- The Portal was later decommissioned by the Ministry of the Solicitor General.
- A total of 10,475 queries were made to the database by LPS between April 23 and July 3, 2020. To add important context to what has been referred to as higher than average use, London is the 6th largest municipality in Ontario and among the top 10 largest police services in the province with a higher call volume than many other police services. The queries correspond to the number of calls for service.
- 16 positive test results were returned during the time LPS used the Portal. In these 16 cases, data included the individual's name, address, date of birth and their positive COVID-19 test. In cases where the name queried did not involve an individual who had tested positive, a response of "there are no items to show in this view of the MOH Table list" was returned to the Communications Operator.
- Data was stored in the secure Computer Aided Dispatch (CAD) system.
- On September 11, 2020, all 16 records accessed by LPS were purged from the CAD system.
- The vendor of the CAD system, utilized by the LPS, provided instruction on how to search for, identify and permanently delete the records from that system. This

process was undertaken by staff in LPS's Information and Technology Branch and post checks confirmed the information no longer exists.

- Following the September 17, 2020 Board meeting, LPS Administration responded to the Information and Privacy Commission (IPC)'s related questions posed to them.
- The remaining issue are the queries deemed potentially inappropriate by the Ministry of Solicitor General's office, six of which have been identified in London. The investigations into these incidents are ongoing. The IPC has advised that they are contemplating the process for addressing possible breaches, and to date, LPS hasn't yet received IPC direction. It should be noted however, upon initial review of the six cases of potentially inappropriate use of the database, it was found that the Communications Operators were initially receiving no data when completing queries based upon calls for service, and were unsure if it was because the Portal was "down" or not functioning. It appears that Operators extended their search as a means of testing the Portal's functionality. Due to the newness of this process and the inherent complexities of the Portal, which was launched by the Ministry of the Solicitor General in a time sensitive response to COVID-19, staff were concerned they were not receiving any information from the database with which to adequately inform and safeguard their front-line colleagues.

**Moved BY:** S. Toth  
**Seconded by:** E. Holder

**"That the Board receive from Deputy Chief Betts the verbal report related to LPS's use of the Ministry's COVID-19 Portal."**

CARRIED

Chair noted the concerns about the Portal raised by the Board earlier this year and the letter received in August from the Canadian Civil Liberties Association, Black Legal Action Centre, HIV/AIDS Legal Clinic Ontario and Aboriginal Legal Services.

**Moved BY:** S. Toth  
**Seconded by:** J. Helmer

**"That the Board respond to the Canadian Civil Liberties Association, Black Legal Action Centre, HIV/AIDS Legal Clinic Ontario and Aboriginal Legal Services based upon today's information pertaining to LPS's use of the Ministry's COVID-19 Portal."**

CARRIED

## **12. Divisional Presentation – London Crisis Outreach and Support Team (COAST)**

Deputy Chief Betts introduced the presentation related to London Crisis Outreach and Support Team (COAST) and Superintendent Bill Chantler, LPS's champion for mental health, to present.

The following community partners attended as co-presenters:

- Jodi Younger, VP - Patient Care & Quality, St Joseph's Health Care – London
- Deb Gibson, Director, Mental Health Care, St Joseph's Health Care – London
- Lori Hassall, Director, Crisis & Short Term Intervention Services, Canadian Mental Health Association – Elgin Middlesex
- Dustin Carter, Superintendent, Community Paramedicine, Middlesex-London Paramedic Service

Also attending in support of this initiative were Inspector Chris Churney and Staff Sergeant Ryan Million.

Superintendent Chantler said London COAST falls within the constellation of approaches, strategies, programs and policies of all partner agencies in relation to supporting and responding to individuals living with serious mental illness and/or experiencing a mental health crisis. It is an addition and enhancement to the LPS collaborative community crisis response strategy. COAST will be a collaboration between St Joseph's Health Care, London, the Canadian Mental Health Association, Elgin-Middlesex, the Middlesex-London Paramedic Service and the London Police Service. It will be an entity of the community, with governance and oversight from a committee comprised of representatives from each partnering agency and including community members with lived experience. Implementation of London COAST is in accordance with the Ontario Community Safety and Wellbeing Framework as implemented by Ministry of Solicitor General in December, 2018, the LPS 2019 – 2021 Business Plan, the Community Wellbeing Strategic Priority, and the Ontario Police/Hospital Transition of Care Framework which was endorsed and implemented by the Minister of Health and the Solicitor General May, 2019. COAST will be comprised of members from each of the partner agencies, with the initial staffing model having 4 LPS officers and 3 health care professionals, one each from St Joseph's Health Care, London, the Canadian Mental Health Association, Elgin-Middlesex and the Middlesex-London Paramedic Service. The COAST concept originated in Vancouver, British Columbia, and Hamilton Ontario was the first location in Ontario to implement. London COAST is set to launch January, 2021, with an independent review to be conducted January, 2022.

Ms. Younger provided background regarding her involvement and leadership of COAST as a co-responder model and the rich relationship the LPS has with local police/health care partnerships. She said this is a very validated and referenced model, and is certainly not new. The opportunity for innovation is great, and the team looks to how they can define the model to provide the most effective response to the

community, specifically, what does a mental health lead look like when co-partnering with police in the interest of finding the strongest model of care. Additional program benefits include diffusion of skillsets from the health professionals to officers as more officers have the opportunity to participate in this work and become up-skilled, and a reduction of stigma of mental illness for police officers who may suffer through the course of their careers due to events they have experienced on the job.

Chair Sukhera and Deputy Mayor Helmer thanked Superintendent Chantler and Ms. Younger for the detailed presentation. Deputy Mayor Helmer asked for day to day examples and workflow of the program versus the Mobile Response Team work. Superintendent Chantler advised that police officers will be assigned fulltime to COAST and will work daily with their health care partner, on outreach work and the lower risk calls for service, such as “welfare checks”. Higher risk calls (threat of violence or self-harm, weapons etc.) would have an officer as the first response with COAST support.

Ms. Hassall said that COAST allows greater access to supports for police mental health calls, as a dedicated team to better support individuals in need.

Superintendent Chantler circled back to Deputy Mayor Helmer’s earlier question: That the COAST workers’ role is not law enforcement, but rather is to support health care work (safety and apprehensions when apprehensions necessary). There will be no arrests, no charges, officers will be in plain clothes and will drive unmarked cars. Deputy Mayor Helmer said this context is helpful.

Councillor Cassidy asked the hours of the team. Superintendent Chantler said the draft schedule is 7 days per week, Monday and Tuesday 9 am – 5 pm, Wednesday to Friday 9 am – 4 am and Saturday and Sunday 6 pm to 4 am. This schedule is still draft based on what they know now. To have 24 hour coverage, 3 more teams would be needed, though the team doesn’t believe 24 hours is necessary as from 2 am until 9 to 10 am, there is typically not a lot of work for COAST. The busiest time is 11 am to 1 am as calls come in clusters of time and in different city areas. Further discussions regarding scheduling will occur are needed, as the initiative unfolds.

Councillor Cassidy said that the officers will not be in uniform, and they’ll be in unmarked cars, however will they still be armed and in Kevlar vests. Superintendent Chantler responded yes, officers will be fully armed, as they are still police officers and this is mandated by the Police Services Act. Health partners will be supplied with Kevlar vests, and both the officers’ and health professionals’ gear will display COAST, not LPS.

### **13. Re-allocation of Operating Budget Funds to Crisis Outreach and Support Team (COAST) Partnership**

Chief Williams thanked Superintendent Chantler and team. This is a very important and timely proposal given the 3600 health crisis calls attended to annually and 700 -

800 apprehensions per year. It is good for those who suffer, good for the police service and good for the taxpayer. A key advantage is the proactive, preventative, de-escalation piece in a multi-agency approach, so LPS doesn't receive the same volume of 911 calls. His memo sets out how London COAST can be accomplished and funded for 2021-2023 through existing funds and beyond 2021-2023, LPS will evaluate, study the metrics, and decide whether expansion or adjustment are needed.

Chair Sukhera gave the chair to Vice Chair Toth to share his wholehearted support for this proposal, specifically the proactive and preventative benefits, working together across affiliation, its evidence-base and therapeutic focus, which many in our community have been calling for. He said the sole solution is not policing and we have to look everywhere for solutions. The proposal is excellent work, he congratulated LPS leadership and community partners, though added that much more needs to be done and will continue to need to be done. He took the chair role back.

Councillor Cassidy expressed her gratitude and support for this program. She said the mental health response portfolio has fallen to police in the absence of other response and support. She would like to move the Chief's recommendation.

Deputy Mayor Helmer expressed interest in the budgetary impact of the initiative, noting he is pleased the Chief has been able to reallocate funds to the positions. He asked if there is anything the Board can do to advocate for funding, for example from the province, for the partner agencies. Ms. Gibson responded that existing operational dollars will be used for the pilot year, and for beyond that, to continue and/or grow the program, she and Ms. Hassall have met with the Ministry of Health to discuss funding for the next year. Ms. Hassall said that the Ministry of Health is very interested in this project, which is encouraging to the team. She said the parties are committed to searching out sustainable funding.

Ms. Younger said that during a time of significant health care reform, the Centre of Excellence for Mental Health and Addictions for Ontario and COAST are perfectly aligned in one of their key priority areas. While she said you can never count on anything 100%, she believes it bodes well that the team's proof of concept will demonstrate value, all parties have contributed financially and it aligns strategically with the Ministry's goals and plans. She said she is optimistic that support will be received for the next fiscal year.

Mr. Carter said that Middlesex-London Paramedic Service fully supports improved mental health care and is committed to the planning of the COAST program. The Middlesex-London Paramedic Service senior leadership team and its authority board have not been fully briefed on the details of COAST and any associated funding requests, therefore any formal funding requests would need to be tabled before them. At present, he said, there is no formal funding commitment from Middlesex-London Paramedic Service.



Mr. Lang stated that due to the community collaboration structure, he believes there will be many funding opportunities going forward. He congratulated the LPS team, particularly Superintendent Chantler, who he said has done an amazing job spearheading mental health initiatives for many years and he will support this initiative wholeheartedly.

**MOVED BY:** M. Cassidy

Seconded by: J. Helmer

**“That the Board approves an increase in Authorized Complement of 4 FTEs for the purpose of establishing a dedicated Crisis Outreach and Support Team in partnership with the Canadian Mental Health Association Elgin-Middlesex and St. Joseph’s Health Care London, Assertive Community Treatment (ACT) Team, and other appropriate community agencies, recognizing that operating budget funds will be re-allocated from the lease of a second facility and no further budget increases will be required 2021 – 2023 in relation to this initiative.”**

CARRIED

#### **14. Follow-up to July 16, 2020 Anti-Racism Retreat**

Chair Sukhera provided an update on the work of the Board related to anti-racism and the culture of policing.

- Proposal approved at June 18<sup>th</sup> Board meeting to address anti-racism.
- Board retreat July 16<sup>th</sup> with focus on anti-racism and training.
- The Board has decided to move forward on robust public consultation including a community survey and advisory committee formation with the following focuses:
  - o Anti-racism
  - o Mental health
- It is intended the advisory committees will include people with lived and living experience, individuals who are content matter experts and academics, and diverse representation from within policing.
- Terms of reference and survey are online for review and feedback, with the survey to close September 30<sup>th</sup>.
- There has been an amazing level of response, over 700 so far and responses will inform the Board moving forward.
- The Board is doing this work because it matters, and we continue to welcome feedback. It’s about diligence and humility as opposed to being reactive or checking boxes.

Chief Williams said LPS is committed to fully integrate into these committees and continue to build relationships within the various communities within our larger community. He said two-way communication channels are crucial to building trust, confidence and understanding, and translate into many training, awareness and

education opportunities for all, from the newest employee right up to himself. He said LPS looks forward to the opportunities this process will bring.

## **15. New Business**

**MOVED BY:** E. Holder  
**Seconded by:** J. Helmer

**“That the Board add a new business item related to a Special Investigations Unit report.”**

CARRIED

DC McIntyre shared information about a police occurrence for which the Special Investigations Unit (S.I.U.) became involved. LPS completes their own parallel investigation following the completion of an S.I.U. investigation. She provided a summary of the incident. The accused who attended the hospital on another matter was wanted on outstanding warrants. The officer approached the male to advise he was under arrest, and the male tried to flee. The officer used what is called the “grounding technique” to try to physically control his movement. This technique essentially moves the individual to the ground. Through this process, the individual sustained an injury to his face which met S.I.U.’s defined injury criteria and S.I.U. charged the officer with one count of assault causing bodily harm. The case went through the courts which acquitted the officer, with the judge writing in his decision that the takedown was “near textbook” based on all testimonies provided. All S.I.U. decisions are posted on their website, this is not new. LPS’s Professional Standards Branch completed the parallel investigation and the officer was cleared of any wrong doing in this matter through S.I.U. and LPS. Deputy Chief McIntyre thanked the Board for the opportunity to explain the process and technique used in this arrest.

## **16. Date of Next Meeting: Thursday October 15, 2020**

## **17. Adjournment**

**MOVED BY:** J. Lang  
**Seconded by:** C. Wellenreiter

**“That the Board adjourn the Public meeting.”**

CARRIED

Chair Sukhera reminded viewers that the Board welcomes comments, questions and feedback, and the community knows how to reach us.

Adjourned: 4:29 pm

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Dr. Javeed Sukhera, Chair  
London Police Services Board  
Approved and signed October 15, 2020