

NWPD serving people with disabilities

Theme: Service Delivery

Recruits at the Justice Institute of British Columbia receive training on how to serve people with apparent and non-apparent disabilities. Specifically, recruits in police academy have a lecture and a scenario regarding Autism Spectrum Disorder and they have more training in Autism Spectrum Disorder from a Canadian Police Knowledge Network course. In addition, a panel attends to discuss Obsessive Compulsive Disorder, Schizophrenia and Schizo-Affective Disorder. This is presented by people who currently live their lives with these conditions. Also, on the same day, they have a presentation on the Deaf and Hard of Hearing Community from the Deaf Well Being Program. The Deaf Well-Being Program provides Mental Health Services for Deaf, Hard of Hearing, & Deaf-Blind people throughout the province of British Columbia.

Throughout their time at the JIBC and incorporated into continuing training offered through the NWPD there is a large focus on how to best communicate with everyone including those with apparent and non-apparent disabilities. Specifically, some of these strategies include:

- Address the person by their name
- Give them personal space and if possible speak to them at eye level
- Adopt a non-threatening stance
- Do not touch
- Speak slowly, softly, in lower tone
- Give task specific instructions
- Model desired behaviour
- Be polite and thank someone for complying with instructions
- Keep commands brief
- Minimize other stimuli
- Give time to process and be patient as it may take the person extra time to communicate

Officers are trained to adapt and use creative problem solving as needed. During any interaction officers invite and welcome the person they're communicating with to take the lead and show how communication with them can be most successful. Officers routinely use pen and paper and translators. Officers benefit greatly by working with our partners at E-COMM 9-1-1, who provide some of our non-emergency call taking and our 9-1-1 call taking in over 200 languages. This information is then relayed to officers. In high-risk situations, such as a high-risk traffic stop where officers have guns drawn, the expectation would be that the driver exits the vehicle and is safely arrested. Once it has been determined that the person is safe and police officers are safe, information sharing can take place using the guiding principals mentioned above.

Officers are empowered to use their discretion when serving members of the public. For example, there have been cases in the past where people with disabilities have been arrested but the officer decided there was no need to place the person in handcuffs.

The New Westminster Police Department has had a Mental Health Unit since 2013. Working closely with community partners (mental health clinicians, probation officers, forensics, crown counsel and other service providers) strategies are developed to support and reduce a client's incidents of crisis. As a result, citizens of New Westminster receive the support they need, further reducing their reliance on emergency service providers such as police, ambulance and hospitals.

Secondary roles for the mental health officer include improving mental health training for front line police officers, reducing hospital wait times for patients apprehended under the Mental Health Act, and enhancing community partnerships.

The New Westminster Police Department has a close working relationship with the Peer Assisted Care Team (PACT). PACT is an alternative or auxiliary response to police intervention, providing crisis support that focuses on prevention, health and well-being. Front line police officers and the Mental Health Unit speak to community members about PACT and their services on an ongoing basis.

Unfortunately, the NWPD does not have a program like Project Access. If there is interest from building managers and strata councils NWPD could take steps to duplicate the program in New Westminster, which involves creating a Memorandum of Understanding.

People who train police also discuss generally that no matter who you are interacting with, police must treat everyone with respect, kindness, empathy, dignity, and being sensitive to people's values, customs and needs.

Improvement to be acted upon: Some police departments equip officers with cards that can serve as an additional tool for communicating with people with disabilities. The accessibility committee is welcome to review this card and offer feedback on its design. See card in agenda package.

Theme: Built Environment

The New Westminster Police Department is located inside a building that was built in 1939. The building was renovated to become a police department in 2001. Unfortunately there are barriers to the building being accessible to all.

Public Lobby

The following details were brought to our attention thanks to members of the community. We welcome additional feedback about the lobby and how it can be improved. There are two entrances for the public. One with stairs is located on Sixth Street, one which is a couple meters away has a porch style lift is on Columbia Street. The platform lift elevator to our lobby has a buzzer located to the right of the exterior door where you may speak to the on-duty Watch Commander or Reception Desk to be buzzed in. This buzzer is 32 inches from the ground. The exterior door to the building is a powered door, however, the entry and exit doors to the platform lift on the street level and lobby floor are not powered. The elevator is controlled by the user with a clearly marked toggle switch. This elevator can accommodate 750 lbs. There is only room for one person at a time in the platform lift elevator. Both entrances use intercoms after hours. The intercoms are very difficult to hear with ambient street noise.

Instructions can be essentially inaudible. The intercom at the entrance with stairs is 53 inches high. Seating is available inside the lobby. Two restrooms inside the lobby and one of these restrooms is accessible. A portion of our front desk is lowered. Regarding after hours service, due to the limited number of front line patrol officers (often 6 to 8) it isn't possible to have a police officer stationed at the front counter. We encourage people to call 9-1-1 if someone's health, safety or property is in jeopardy or a crime is in progress. Non-emergency calls can be made anytime from anywhere and a police officer can meet you at your home. Another option for reporting non-emergencies is through our online reporting portal.

Signage has been improved to both entrances to communicate the need for buzzing after hours. This is communicated with icons and in English, Farsi, and Dari. High vis tape has also been added to the box housing the buzzer at the accessible entrance for those with visual impairments.

Improvement to be acted upon: The NWPD is working with city staff in an effort to obtain a grant that will pay for an assessment of the lift and how it can be improved or replaced. It has also been recommended that different heights of seating be offered in the lobby. Bar stool height seating should be provided as an option in the lobby.

Additionally, installing a second reports phone inside the accessible entrance solves a number of different problems. One of which is the current reports phone is behind a set of doors and currently patrons who use the accessible entrance rely on the person who provided them access to the building to meet them at the top of the accessible lift and escort them through the second set of doors where the reports phone is located. Second, another reports phone would allow more than one person to file a police report at a time. Currently, if there is someone filing a police report and another visitor needs to do the same, they are asked to wait outside the police department to ensure privacy for the first visitor. If a second reports phone is installed work should be done to ensure privacy (sound proofing) for each person filing a police report.

Interview rooms

The New Westminster Police Department has five interview rooms. Photos of the interview rooms can be found in the agenda package. Some interview rooms are designed for interviewing victims of crime or children and have been designed with that purpose in mind.

Improvement to be acted upon: The NWPD will consider providing stim toys in interview rooms.

Throughout the building

The direction of accessible emergency exits do not exist throughout the building. Two washrooms on the second floor are suitable for power doors. Currently doors are heavy and require dexterity to open. Two washrooms on the second floor are suitable for power doors. Currently doors are not accessible as they are heavy and require dexterity to open.

Improvement to be acted upon: The NWPD is working with city staff to explore options for installing power doors and necessary signage.

Additional offices throughout the city

Unfortunately due to resources, the police department is unable to operate satellite offices as it has in the past.

Theme: Communication and Information Sharing

Accessibility information is provided on a webpage that outlines what all visitors to the police department can expect when they make a visit. Topics include: accessible parking, entrances, transit, etc.

Information about accessibility is now being provided for large-scale police organized public events. On our website people can read about accessibility as it relates to our upcoming NWPD Soccer School. Information provided on this website includes: Accessible washrooms, transit, entrances, viewing platforms, and places to seek refuge from the heat.

The NWPD consistently uses Alt image descriptions and video captions.

NWPD uses plain language whenever possible.

NWPD values transparency and providing timely and useful information to the public.

NWPD communicates the different options available to people including: 9-1-1, non-emergency line, online reporting, attending the police department in person, and email. Additionally, we share E-Comm's information about the text to 9-1-1 service which is offered in New Westminster (users must register to use this service).

Improvement to be acted upon: The NWPD will communicate the differences between police officers and bylaw officers to the public.





AFTER HOURS SERVICE

خدمات پس از ساعت
خدمة ما بعد ساعات العمل



Press the intercom
button. Wait for a police
officer to answer.

دکمه اینترکام را فشار
دهید. صبر کن تا به
افسر پلیس جواب بده



إضغط على زر الإتصال الداخلي.
إنتظر لحين قيام ضابط
الشرطة بالرد عليك.



ECCLOP

555

NEW BRITAIN CITY
POLICE DEPARTMENT



ALWAYS USE
CAUTION
DOOR
ACTIVE SWITCH
TO OPEN

ACCESSIBLE ENTRANCE
(Press Buzzer for Assistance)
Main Entrance on Sixth Street



AFTER HOURS SERVICE
خدمات پس از ساعات
دریافت خدمات اضطراری
فردی که می‌تواند به شما کمک کند
در انتظار بماند تا زمانی که
فردی که می‌تواند به شما کمک کند
در انتظار بماند تا زمانی که



AFTER HOURS SERVICE

خدمات پس از ساعت خدمة ما بعد ساعات العمل

When the front door is locked please press the intercom button once.

Wait for a police officer to answer. You do not have to press the button again when talking.

Wait for the green light to appear in the box underneath the intercom before attempting to open the door.

هنگامی که درب جلو قفل شده است لطفا دکمه اینترکام را یک بار فشار دهید. صبر کن تا به افسر پلیس جواب بده شما لازم نیست که دکمه را فشار دهید دوباره در هنگام صحبت کردن صبر کنید تا چراغ سبز در جعبه زیر اینترکام قبل از تلاش برای باز کردن درب ظاهر می شود.

عندما يكون الباب الأمامي مغلقاً، يرجى الضغط على زر الإتصال الداخلي مرة واحدة. إنتظر حتى يرد عليك ضابط الشرطة. لا تحتاج إلى الضغط على الزر مرة أخرى عند التحدث. إنتظر لحين ظهور الضوء الأخضر في المربع الواقع تحت زر الإتصال الداخلي قبل أن تحاول فتح الباب.



I am a Police Officer with the Vancouver Police Department.
I will point to the pictures that help you understand my intentions.

I NEED TO SEE YOUR:



Licence



Insurance



Other

VIOLATIONS:



Speed



Distracted



Seatbelt



Careless



Red Light



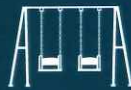
STOP



Alcohol / Drugs



Equipment



Playground



Licence Plate



Warrants



Other

YOU ARE BEING:

Warned

Ticketed

Arrested

PAYING YOUR TICKET:



All information necessary to pay or dispute is on the ticket.

You have **30** days to pay or dispute.



Pay within 30 days: **\$25** off each count.



I am Deaf or Hard of Hearing

This card is to help us communicate with each other.

COMMUNICATION TIPS

- Please face me. Eye contact is necessary.
- Pointing a flashlight at my face makes it hard for me to see your face and communicate.
- Speak slowly and clearly. Do not cover your mouth.
- I cannot lip-read everything you say.
- I may need a certified American Sign Language interpreter.
- Please contact 604-273-4484 for 24/7 emergency ASL interpreters.

THE BEST WAY TO COMMUNICATE WITH ME IS:



Verbally



Interpreter



Assistive
Listening
Device



Lip-Reading



Writing

I NEED ASSISTANCE:



Public
Transit



Medical



Hospital



Lost



Public
Transit



Gas



Mechanic



Tow