



# ACTIVITY REPORT

— 2024 —

ROYAL NEWFOUNDLAND CONSTABULARY



# Table of Contents

Message from the Chief	3
Who We Are	4
Calls for Service	7
Call Type	8
Serving Our Community	10
Supporting Our People	16
Giving Back to the Community	19
Celebrating Achievements	21
Honouring a Century of Remembrance and Sacrifice	24



# Message From the Chief

After a year marked by triumphs, challenges, and countless examples of resilience and professionalism, I present the 2024 Activity Report that showcases the Royal Newfoundland Constabulary's (RNC) commitment to the communities and residents we serve.

In the face of the tragic loss of beloved colleague, Cst. Robyn Jordan, I was profoundly impressed to witness how as an organization we rallied to support mourning colleagues and friends during what was an incredibly difficult time. The camaraderie and professionalism displayed was a remarkable example of what it means to serve.

This year we experienced our first jurisdictional expansion in 40 years. A significant moment in our history and a direct result of the hard work and dedication, of not only the current officers assigned to the Corner Brook region, but the many others who came before them.

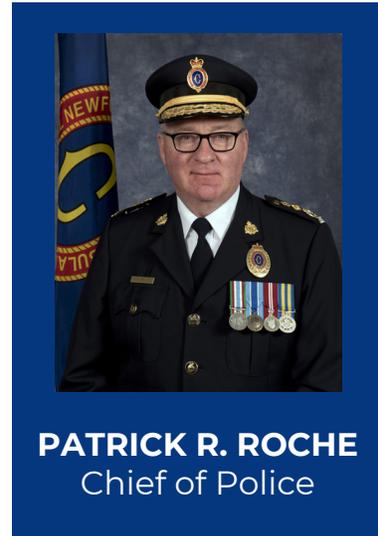
We celebrated four decades in Labrador West in 2024. This anniversary is a testament to the vibrancy and strength of the communities and residents of Labrador City, Wabush, and Churchill Falls. It is because of the tremendous support from the community, as well as a strong commitment and sense of pride, that we continue to experience success in this region.

Budget 2024 included 10 new constable positions and solidified two permanent civilian management positions that will long serve this organization into the future. We know the demands on our frontline officers, particularly those on the Northeast Avalon, are greater than ever before. We continue to recruit new officers and challenge ourselves to do things differently to help ease the pressures on our people.

I continue to be inspired by the quality of work being done by our civilian staff and uniformed officers right across this great province and am excited to share what we have accomplished together.

On behalf of the RNC and pursuant to Section 6 of the **Royal Newfoundland Constabulary Act**, I am pleased to submit this report on activities of the RNC for the year ending December 31, 2024. The activities outlined in this report are aligned with the RNC's 2022-2024 Corporate Plan, and with the strategic directions of the Department of Justice and Public Safety, Government of Newfoundland and Labrador.

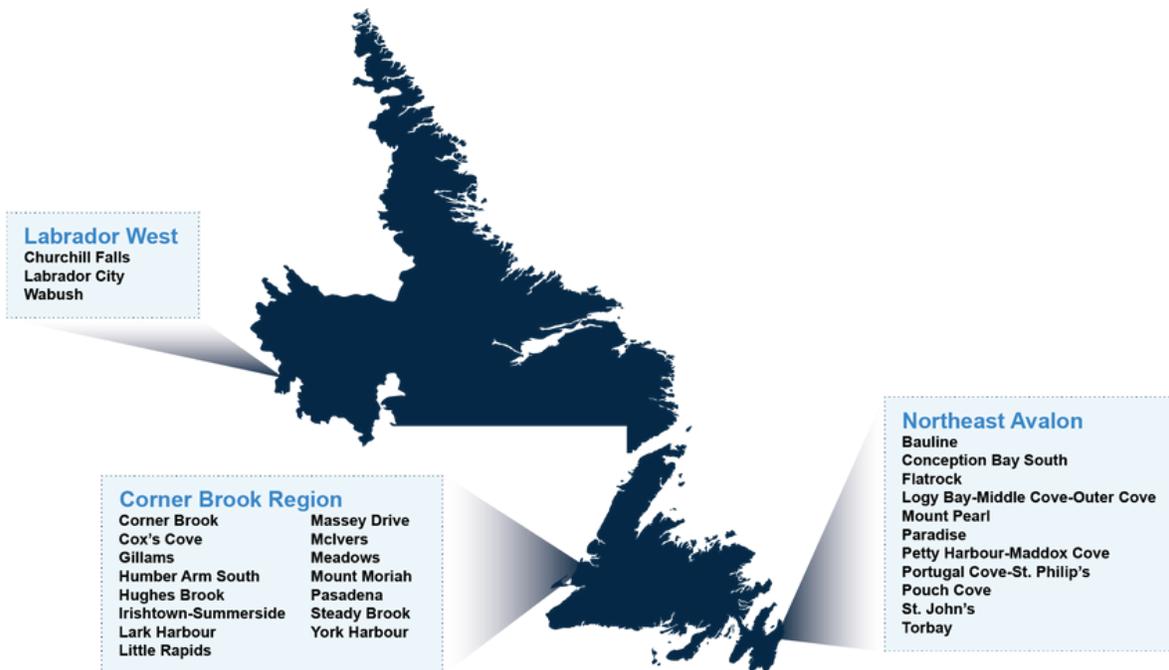
Sincerely,



**PATRICK R. ROCHE**  
Chief of Police

# Who We Are

The RNC provides service to 29 communities in three jurisdictions serving approximately 257,000 people.



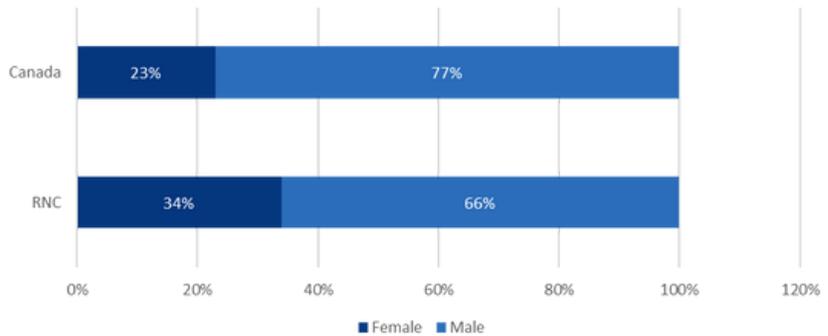
## Staff Complement (December 31, 2024)

	Police Officers	Civilian Staff	Total Staff
Corner Brook Region	48	9	57
Labrador West	23	5	28
Northeast Avalon	318	106	424
<b>Total RNC</b>	<b>389</b>	<b>120</b>	<b>509</b>

# Who We Are



131 female RNC officers



Canadian data as of 2023  
RNC data to Dec. 31, 2024



258 male RNC officers

## Police Officer by Rank and Gender (December 31, 2024)

	Commissioned Officers		Non-Commissioned Officers		Constables		Total	
	Male	Female	Male	Female	Male	Female	Male	Female
Corner Brook Region	1	1	5	1	27	13	33	15
Labrador West	1	-	3	2	7	10	11	12
Northeast Avalon	9	4	37	19	168	81	214	104
<b>Total RNC</b>	<b>11</b>	<b>5</b>	<b>45</b>	<b>22</b>	<b>202</b>	<b>104</b>	<b>258</b>	<b>131</b>

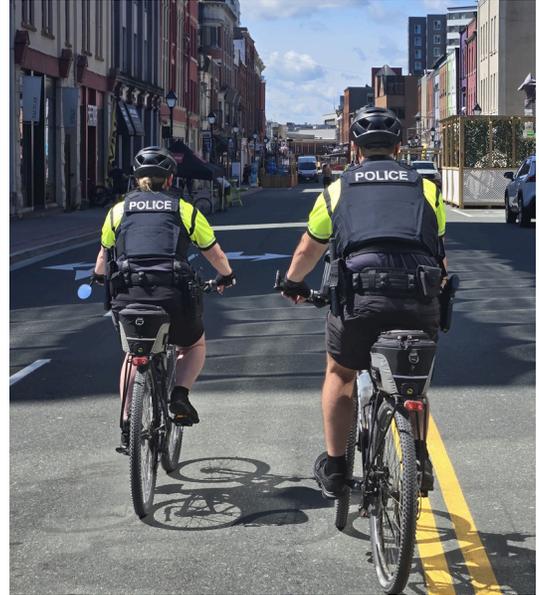
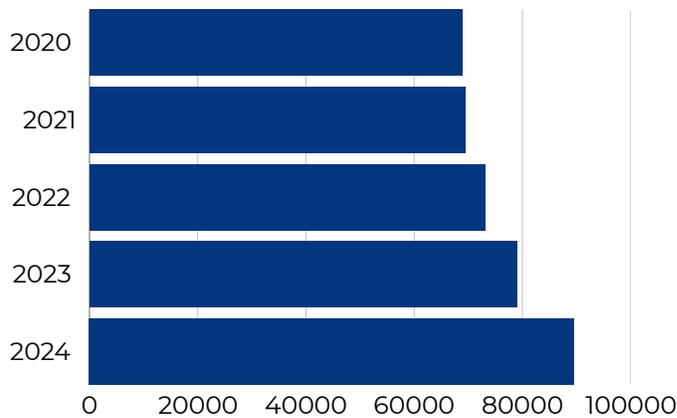
# Who We Are

In 2024, the Royal Newfoundland Constabulary officially welcomed eight experienced officers and 13 recruit constables.



# Calls For Service

## Total Calls for Service



## 2024 Calls for Service by Region

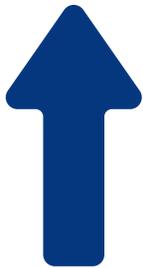
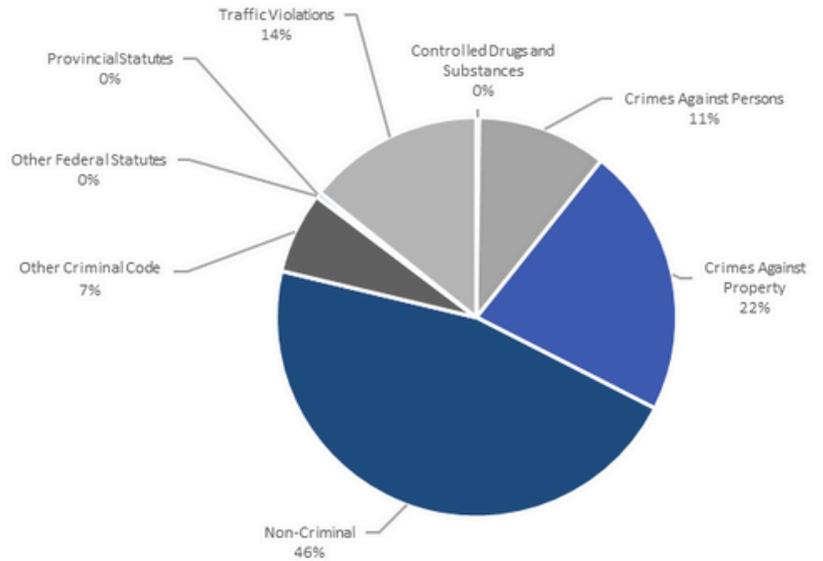
● Corner Brook Region	10,775
● Labrador West	2,965
● Northeast Avalon	75,814



# 89,554

Total Calls for Service

# Call Type



**11.81 %**

Clearance Rate

## 2024 Operational Files by Region



Corner Brook Region



Labrador West



Northeast Avalon

\*Does not include files related to events outside of RNC jurisdiction

# Call Type

Non-criminal matters accounted for 46 per cent of total calls in 2024, of those:



**32%**

Assistance to General Public



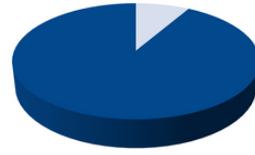
**15%**

Mental Health Act



**9%**

Assistance to Other Agency



**8%**

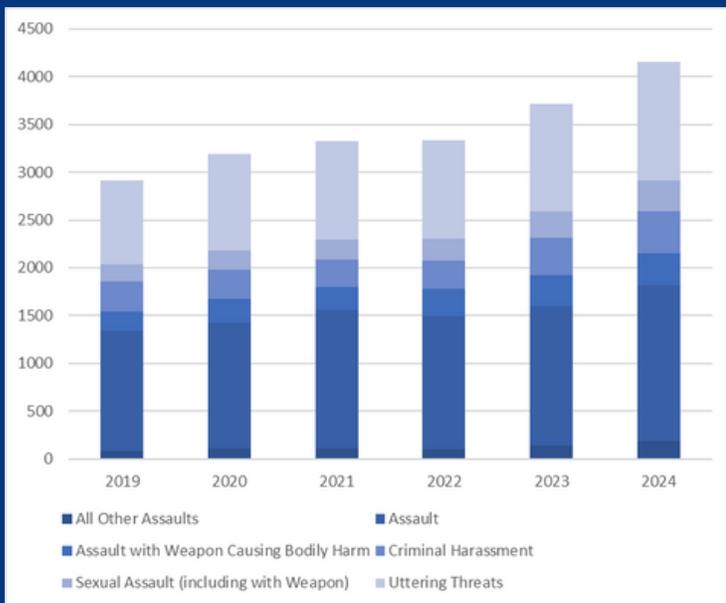
Domestic Disturbance



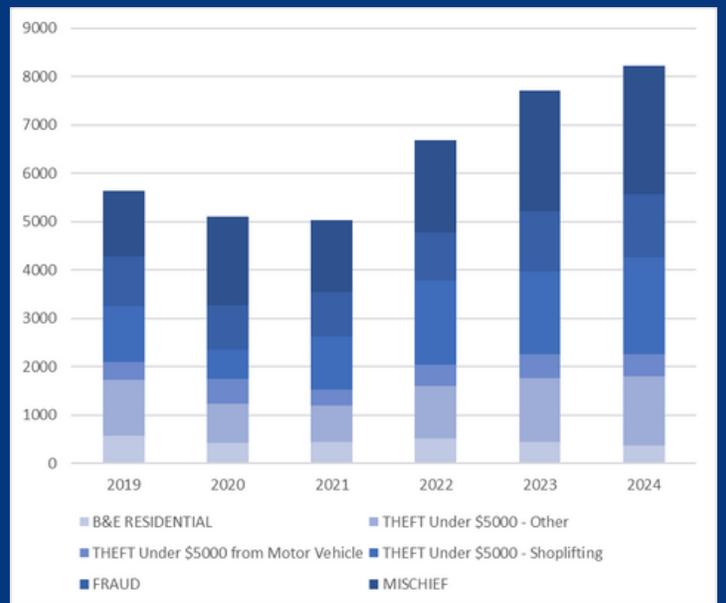
**5%**

Missing Person

## Crimes Against Persons



## Crimes Against Property



# Serving Our Community

The RNC is committed to fostering relationships, trust and confidence with citizens and our community partners to prevent and reduce crime, and improve public safety.

## **Trust and Confidence**

### **Public Communication**

Under the guidance of the Director of Strategic and Corporate Communications hired in July 2023, the RNC is working to increase public communication activities while balancing the integrity of investigations.

Building on existing relationships with local media, in spring 2024, the RNC partnered with VOXM to create a weekly radio feature titled

'On Duty with the RNC'. The segment, which airs on 'Your VOXM Mornings' is an opportunity for the Public Communications Officer to share safety messages and tips, as well as answer questions about investigations. The RNC partnered with Rogers tv in the summer of 2024 to create a mini-series titled, 'Your RNC, Compassion in Action'. The series allowed television viewers a behind the scenes look at the work of RNC officers.

In September 2024, a new Public Communications Policy was implemented replacing the previously titled Media and Public Relations Policy. The policy places greater emphasis on how and when the RNC communicates information to the public. To coincide with the policy, new RNC Social Media Guidelines were also implemented to provide direction to authorized users of RNC accounts to ensure consistency and professionalism across platforms. We are watching user trends closely and considering the use of new social media platforms.

Recognizing that active police events can be distressing for the community, the RNC is working on ways to improve the dissemination of information. The RNC is exploring subscription-based options for push notifications to notify the public of ongoing police activities in an attempt to reach as many people as possible during an active event.

The RNC is continually reviewing its public communication strategies to ensure it is being responsive to the communities it serves. The RNC is committed to providing residents with accurate and timely information across a variety of mediums.



# Serving Our Community

## Complaints Oversight

**The Royal Newfoundland Constabulary Professional Standards Section** serves to safeguard public trust and confidence in policing by investigating and resolving complaints regarding service delivery and employee conduct in a timely, unbiased and transparent manner. Complaints may be received from the public or initiated internally, and may be criminal in nature and/or identified as officer misconduct.

**The Royal Newfoundland Constabulary Public Complaints Commission** provides members of the public with an independent forum for their complaints against RNC officers.

**The Serious Incident Response Team of Newfoundland and Labrador** is a civilian-led police oversight agency responsible for conducting independent investigations into serious incidents involving death, serious injury, sexual offences, domestic violence, or any matter of significant public interest that may have arisen from the actions of a police officer in the province.

2024 Internal Complaints	
<b>Total</b>	<b>12</b>
Active	0
No Charges Arising	4
Suspended	0
Discipline Imposed	2
Coaching and Counseling	1
Submitted to Office of the Chief of Police	4
2024 Public Complaints	
<b>Total</b>	<b>36</b>
Suspended	12
Active	1
Dismissed	2
Submitted to Office of the Chief of Police	10
Withdrawn	4
Informal Resolution	1
Discipline Imposed	3
Referred to/Rejected by RNC Public Complaints Commission	3
2024 Criminal Complaints	
<b>Total</b>	<b>6</b>
Active	5
No Charges Arising	1

**Internal complaint:** Complaint initiated internally regarding the conduct of a member that may contravene the regulations governing discipline or performance of duty of RNC officers.

**Public complaint:** Complaint regarding the conduct of a member that may contravene the regulations governing the discipline or performance of duty of RNC officers.

**Criminal complaint:** Complaint that is deemed criminal in nature.

# Serving Our Community

## Collaborative Efforts to Support Priority Populations

In 2024, Community Services on the Northeast Avalon engaged with several newcomer populations to foster inclusion and build positive relationships including:

- Partnering with the Association for New Canadians to begin developing a Diversity Training pilot program for frontline officers. Set to launch in 2025, the goal is to improve interactions between officers and newcomers.
- Collaborating with Sharing Our Cultures, to strengthen relationships with newcomer youth. RNC Community Services attended and supported the MEDIA (Motivating Equity, Diversity, Inclusion, and Anti-racism) event for grade 7-12 students.

They also presented to students in the EARN (Employment Access for Resettled Newcomers) program, which supports junior and senior high students new to the province.

- Visiting the Ukrainian community's Saturday schools program to engage with youth and foster a positive connection.



# Serving Our Community

## Community Collaboration

In 2024, the RNC continued to strengthen community partnerships across the province, focusing on collaboration, prevention, and public engagement to enhance safety and well-being.



### Corner Brook Region

Effective June 30, the RNC became the police of jurisdiction for the towns of Cox's Cove, Gilliams, Hughes Brook, Humber Arm South, Irishtown-Summerside, Lark Harbour, Little Rapids, McIvers, Meadows, Pasadena, Steady Brook, and York Harbour. This after the February 1 expansion to the towns of Massey Drive and Mount Moriah.

In the Corner Brook Region, the RNC continued to work with the city of Corner Brook Community Partners Committee to address issues such as; homelessness, transportation, crime trends, and community programming.

### Labrador West

In Labrador West, the RNC partnered with the Labrador City-Wabush Rotary Club to support the 'Lids for Kids' program, providing all kindergarten students with gift cards to purchase bicycle safety equipment and promote helmet use. The RNC also worked closely with municipal partners to address local safety concerns, with a focus on traffic enforcement and impaired driving prevention.

### Northeast Avalon

On the Northeast Avalon, the RNC actively participated in several regional and provincial committees; including the Newfoundland and Labrador Network for the Prevention of Elder Abuse, the Building Safer Communities Steering Committee, the Youth Justice Committee, regional Crime Prevention Committees, and the Newfoundland and Labrador Injury Prevention Coalition. These partnerships supported efforts in elder protection, violence prevention, restorative justice, and injury reduction.

# Serving Our Community

## Crime Prevention and Reduction



## Drug Abuse Resistance Education (D.A.R.E)

Support for the D.A.R.E program continues to grow.

Thanks to contributions from community partners, students who complete the program receive a workbook and a t-shirt.

The program teaches students how to use a decision-making model to make safe and healthy choices, while also giving officers a valuable opportunity to build relationships with students, teachers, caregivers, sponsors, and the broader community.

With the RNC's recent expansion in western Newfoundland, even more students are now able to participate in the program.

## Newfoundland and Labrador Network for the Prevention of Elder Abuse (NLNPEA)

As a member of the steering committee for the NLNPEA, the RNC's Community Services Division supports efforts to prevent elder abuse by providing information and assistance to individuals and organizations across both community and government sectors.

## Neighbourhood Watch

In 2024, representatives from the city of St. John's and RNC Community Services worked to update the content of Neighbourhood Watch sessions to reflect best practices and the realities of today in a shared approach to community safety. This approach was also adapted in working with the city of Mount Pearl.

# Serving Our Community

## Canada Road Safety Week

During the awareness week in May, officers across the Corner Brook, Labrador West, and Northeast Avalon regions, carried out LiDAR and radar speed enforcement, distracted driving initiatives, impaired driving checks, and checkpoints with Mothers Against Drunk Driving (MADD) Canada.

Highlights of the week included:

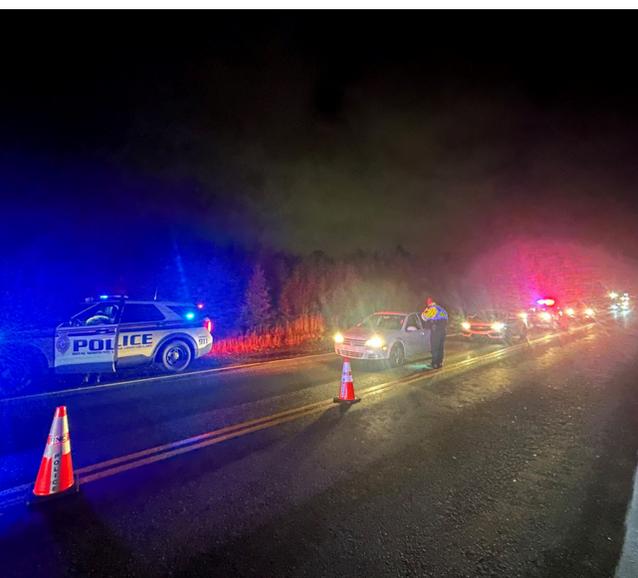
- Over 400 Summary Offence Tickets (SOTs) issued for infractions such as speeding, illegal turns, distracted driving, lack of insurance, and vehicle registration violations.
- Eleven vehicles seized for offences including excessive speeding and driving without insurance.
- Eight drivers' licences suspended, primarily for extreme speeding incidents.
- One impaired driver charged, with another drug-impaired driving case under investigation.
- Two major traffic safety checkpoints were conducted, with over 275 vehicles checked and zero infractions observed, showcasing positive public engagement and compliance.



## Operation Impact

Throughout the Corner Brook, Labrador West, and Northeast Avalon regions, officers conducted LiDAR speed enforcement, traffic safety checkpoints, and impaired driving enforcement as part of a national campaign held during the Thanksgiving long weekend. Key results included:

- Over 270 SOTs issued, the majority for speeding
- Nine vehicles seized for serious offences, including excessive speeding and lack of proper documentation.
- Eleven drivers' licences suspended, including suspensions for extreme speed and impaired driving.
- Four drivers charged with impaired driving, with three additional drivers receiving seven-day suspensions for being over the legal alcohol limit.
- Multiple traffic checkpoints conducted, checking over 200 vehicles.



# Supporting Our People

The RNC is committed to a healthy work environment where employees can reach their full potential and provide the best possible service to the public.

## Safety and Wellness

### **Reintegration Program**

In 2024, the development of a comprehensive reintegration program to support officers returning to work after extended absences continued. Led by the Health, Safety, and Training Division in collaboration with the Clinical Director, the program addresses both psychological and physical needs through individualized assessments. Officers receive tailored support such as counselling, ergonomic evaluations, and job-specific training to ensure a smooth and confident transition back to duty.

### **Psychological Services**

The Director of Psychological Services continues to provide clinical services in response to specific position requirements, employee requests, and critical incident exposure.

In 2024, formal programs, policies, and procedures were implemented targeting prevention and mitigation of psychological injury and illness.

Additionally, the Peer Support Program was restructured to augment existing outreach programs such as the Critical Incident Support Preparedness Plan and the Reintegration and Return to Work Support Plan.

### **Healthy Lifestyle Program**

The Employee Health, Safety, and Training Division remains committed to promoting employee well-being and fostering a culture of health and safety within the RNC community.

In November 2024, a flu vaccination clinic was held to support employee health during flu season. Additionally, guest speakers were welcomed as part of ongoing safety education efforts, including a Power Line Safety presentation by Newfoundland Power during Patrol Training Day.



# Supporting Our People

## Harassment Prevention

The RNC is committed to fostering a respectful and inclusive work environment by promoting awareness, prevention, and early intervention in harassment-related issues. This includes leading by example, treating all individuals with respect, and encouraging open communication to address concerns before they escalate. Through 2024, the RNC remained dedicated to implementing the Government of Newfoundland and Labrador's Harassment-Free Workplace Policy, emphasizing education, prevention, and the timely resolution of harassment incidents or allegations.

## Leadership Training

The RNC is committed to fostering professional policing and developing future leaders. In 2024, members participated in a range of leadership and specialized training opportunities:

- Cultural Diversity Indigenous Awareness Training

All frontline officers completed this training, delivered by First Light. The program enhances awareness of the diverse Indigenous communities in Newfoundland and Labrador, exploring their history, culture, and the importance of cultural humility. It also encourages self-reflection, promotes inclusion, and strengthens the RNC's ability to serve Indigenous populations with respect and understanding.

- Fundamental Leadership

Sixteen Sergeants or members of the Sergeant Pool completed this five-day course, which draws on leadership strategies developed by the Royal Canadian Airforce during operations in high-stress environments. The training focused on five core leadership styles and equipped participants with skills to enhance team effectiveness, improve organizational efficiency, and positively manage conflict. The course offered practical, research-based tools for frontline leadership.

- Police Leadership Conference

Two Inspectors attended the 2024 Canadian Association of Chiefs of Police Leadership Conference: 'Police Leadership: Reinvigorating a People Focused Organization'. The event addressed pressing challenges in policing, including recruitment, retention, and resiliency, and offered a national platform for leaders to share strategies and innovations in organizational leadership.

- Tactical Team Leadership Workshop

Two members of the Tactics and Rescue Unit participated in this regional workshop, which brought together tactical team leaders from across Atlantic Canada. The session focused on emerging trends in emergency response, including mission planning, leadership in close-quarters combat, post-incident protocols, and real-world case studies. The workshop helped increase collaboration among federal, provincial, and municipal agencies.

# Supporting Our People

## Collaboration, Communication, and Engagement

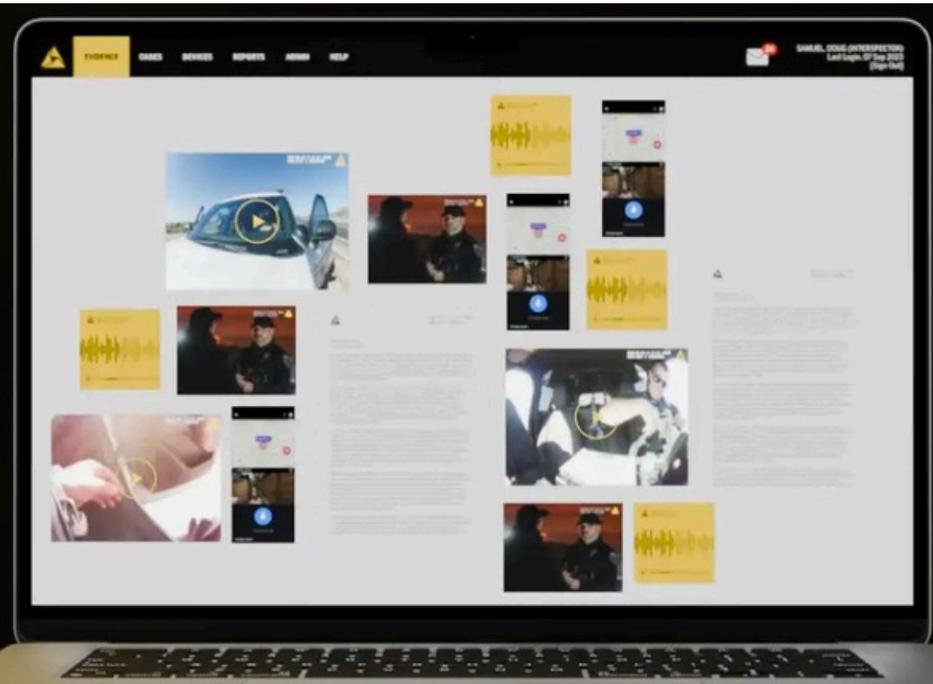
### Internal Communication

The RNC recognizes that effective internal communication is essential to an engaged workplace. Efforts are being made to increase access and the frequency of internal communication.

To do so, the RNC continues to enable secure communication channels to help streamline the flow of information to employees. Internal email is now available in all patrol cars via Mobile Device Terminals. This addition allows patrol officers to have more timely access to information and allows officers to be more efficient and responsive.

The RNC's internal employee information hub, 'Frontline,' is undergoing a hardware and software upgrade. This upgrade will ensure future supportability and allow for the introduction of new features in an effort to centralize information for employees.

By prioritizing internal communication, the RNC hopes to foster a greater sense of belonging, reduce uncertainty, and ensure all employees understand their roles and responsibilities, and those of the organization. As the internal communication strategy continues to evolve, the RNC remains committed to transparency and open dialogue as it works to strengthen workplace culture and improve employee satisfaction.



### AXON Digital Evidence Management System (DEMS)

In the fall of 2024, the RNC initiated an assessment of the potential implementation of the AXON DEMS, a platform designed to streamline the collection, organization, and management of digital evidence across the RNC.

An AXON DEMS pilot project is set to officially launch early in the new year, with full implementation planned for summer 2025. This initiative represents a significant advancement in digital evidence management and aligns with broader efforts to leverage technology in support of effective and accountable policing.

# Giving Back to the Community



## Cram the Cruiser

In December, the RNC in Corner Brook Region hosted its annual Cram the Cruiser food drive, resulting in a generous contribution of non-perishable food items to the Bay of Islands Food Bank. Thanks to this collective effort, many in the community were able to enjoy a more comfortable and joyful holiday season.



## Pumpkin Patrol

The RNC in Labrador West participated in the annual Pumpkin Patrol during the Halloween season. This initiative allowed officers to be out in the community, engaging with families and ensuring a safe environment for trick-or-treaters. It also provided an opportunity for residents to connect with police and discuss any neighborhood concerns related to their children's safety.



## Law Enforcement Torch Run

In June, the RNC on the Northeast Avalon proudly took part in the Law Enforcement Torch Run in support of Special Olympics Newfoundland and Labrador. With strong community support, the run raised over \$5,000, helping provide valuable programs and opportunities for Special Olympics athletes throughout the province.

# Giving Back to the Community

## Christmas Parade

The RNC in Corner Brook teamed up with the Western Sno-Riders and Rugged Edge to enter a float in the Kinsmen Corner Brook Santa Claus Parade. Highlighting helmet safety on ATVs and snowmobiles, the festive float celebrated the holiday spirit and emphasized the importance of outdoor safety during the winter season.



## Seniors Christmas Luncheon

The town of Labrador City, the Labrador West Community Policing Committee, and the RNC Labrador West Detachment hosted a Seniors Christmas Luncheon for Labrador West seniors. The event included a meal, entertainment by local musicians, and a lot of fun. Attendees enjoyed music, community connection, and received a gift.



## Annual Mulch Fundraiser

The RNC once again partnered with Avalon Mulch & Mini-Mix for the Annual Mulch Fundraiser, raising a total of \$8,200. Proceeds were evenly split, with both the Community Food Sharing Association and Willow House in Corner Brook each receiving \$4,100 to support food security and community services across the province.



# Celebrating Achievements

## 2nd Bar 40 Years Police Exemplary Service

- Sergeant G. Roy Hoskins, Regimental # 428
- Constable Leslie J. Hynes, Regimental # 397
- Constable Barry W. Osmond, Regimental # 432

## 20 Years Police Exemplary Service Medal

- Superintendent Ryan D. Wentzell, Regimental # 638
- Sergeant Mark H. Lagace, Regimental # 639
- Constable Ryan P. McMackin, Regimental # 636
- Constable Peter J. Sellars, Regimental # 705 (Previous Service - Calgary Police)
- Constable Michael R. LeBlanc, Regimental # 709 (Previous Service - Calgary Police)

## Atlantic Women in Law Enforcement (AWLE) Awards

Constable Evan A. Bennett and Constable Deirdre A. Halliday were announced as the recipients of the Team Endeavours Award at a ceremony on November 21, 2024, in Fredericton, New Brunswick. The pair were acknowledged for their part in rescuing a 14-year-old boy who fell from a cliff in Torbay on June 14, 2024.



Cst. Evan A. Bennett and Cst. Deirdre A. Halliday shown here with AWLE President, RNC Cst. Jennifer L. Clarke.

## Sergeant Bruce MacPhail Award for Academic Excellence

Dalhousie University's Police Leadership Program awarded the Bruce MacPhail Award for Academic Excellence to RNC Constable Shane A. McClafferty. This award is presented to the police officer who, in the past academic year, has achieved the highest overall average in a concentration certificate.



Cst. Shane A. McClafferty, Sergeant Bruce MacPhail Award for Academic Excellence.

# Celebrating Achievements

## **The Order of St. John: Recognizing Outstanding Service**

The Order of St. John, one of the world's oldest humanitarian organizations, honors exceptional volunteers for their contributions to first aid, healthcare, and support services. Recognitions are approved by the Governor General of Canada on behalf of the King.

Congratulations to the following officers for their selfless dedication and heroic efforts in serving the community:

## **The Most Venerable Order of the Hospital of St. John of Jerusalem (The Order of St. John) Invested in the Grade of Serving Member Constable Georgina G. Short**

Cst. Georgina G. Short has demonstrated exceptional leadership and dedication to the Therapy Dog Program, serving as Unit Coordinator for six facilities. Her promotion of the program, including sharing heartwarming photos of canine companions on social media, inspires both new and seasoned volunteers. Georgina's selflessness embodies the mission of St. John Ambulance in her community.



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## **The Order of St. John Service Award Service Medal of the Order (10 Years of Service) Constable Neil M. Gibbons**

Cst. Neil M. Gibbons was awarded the Service Medal for 10 years of dedicated service to the Order of St. John, with further bars for each additional five years of service.

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## **Silver Life-Saving Award Constable Caroline A. Turnbull**

In August 2023, Cst. Caroline A. Turnbull, alongside volunteers Shelley Barry and Jeff Morrissey, saved a life after a person collapsed in a restaurant in St. John's. They quickly administered cardiopulmonary resuscitation (CPR) and used an automated external defibrillator (AED), earning Cst. Turnbull the Silver Life-Saving Award for her heroic actions.

# Celebrating Achievements

## Team Nick Coates Awards

MADD Canada hosted the annual Team Nick Coates Awards recognizing RNC and RCMP officers for their efforts to detect and apprehend impaired drivers. The award is named in honour of Nick Coates, who was killed by an impaired driver in August of 2013.

Officers who have taken a minimum of 12 impaired drivers off the roads during the previous year receive the Gold Award. Officers who have taken at least eight impaired drivers off the road during the previous year receive the Silver Award.

The RNC congratulates the following officers:

### Silver

- Constable Michael V. Burton – Eight arrests, RNC Provincial Headquarters, St. John's.
- Constable Shane A. McClafferty – Eight arrests, Mount Pearl Detachment.
- Constable Kyle E.F. Morrissey – Eight arrests, Mount Pearl Detachment.

### Gold

- Constable Geoffrey P. Heffernan – 22 arrests, Mount Pearl Detachment.
- Constable Cody A. Langmead – 21 arrests, RNC Provincial Headquarters, St. John's.

Cst. Geoffrey P. Heffernan was additionally recognized as a Top Performer.



# Honouring a Century of Remembrance and Sacrifice



On July 1, 2024, the province gathered to lay to rest an unknown soldier at the National War Memorial in St. John's.

This soldier represents the collective contribution and sacrifices of all those who have lost their lives in conflict.

Sixteen former Constabulary members served in the Great War with pride and distinction – four of whom paid the ultimate sacrifice, three of which have no known graves.

Constabulary members would continue their service to the Crown in Police and Peacekeeping Missions. In the past and still to date, RNC members proudly serve or are serving in the modern-day Royal Newfoundland Regiment.



July 1, 1924



July 1, 2024



## Royal Newfoundland Constabulary

Provincial Headquarters

1 Fort Townshend

St. John's, NL

A1C 2G2

Telephone: 709-729-8000

Facsimile: 709-729-8214

Website: [www.rnc.gov.nl.ca](http://www.rnc.gov.nl.ca)

