



Royal Newfoundland Constabulary
Building Safe and Healthy Communities Together

ACTIVITY REPORT 2020



*Building Safe and Healthy
Communities Together*



RECRUIT TRAINING PROGRAM CLASS 2020

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VISION

Safe and healthy communities.

MISSION

We are committed to providing a fully integrated police service that fosters community partnerships to build safe and healthy communities.

CORE VALUES

Integrity

We are honest, trustworthy and always strive to do what is right.

Respect

We treat each other and those we serve with dignity and compassion.

Teamwork

We work in partnership with each other and the community to achieve our goals.

Pride

We take pride in ourselves, our community and the quality of services we provide.

Professionalism

We are committed to maintaining high standards of conduct, expertise and training.





MESSAGE FROM THE CHIEF

On behalf of the Royal Newfoundland Constabulary (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, 2020. The activities outlined in this report are aligned with the RNC's 2018-21 Corporate Plan, and with the strategic directions of the Department of Justice and Public Safety, Government of Newfoundland and Labrador.

2020 was an unusual and challenging year for many people of our province, the country and on a global scale. In the face of these unprecedented times, first with the historical blizzard and state of emergency on the Northeast Avalon in January, followed by the COVID-19 pandemic, our officer and civilian employees continued to work tirelessly with our community partners and stakeholders to serve the people of our province.

Despite the year that was, the activities and achievements highlighted in this report illustrate how, in addition to the daily operations of our police service, the RNC continued to focus on the three strategic priorities of Partnerships and Engagement, Organizational Development and Crime Reduction. As we move into the final year of our 2018-21 Corporate Plan, we look forward to 2021 and our continued work with our partners towards realizing our vision of safe and healthy communities.

Sincerely,

A handwritten signature in blue ink that reads "Joe Boland".

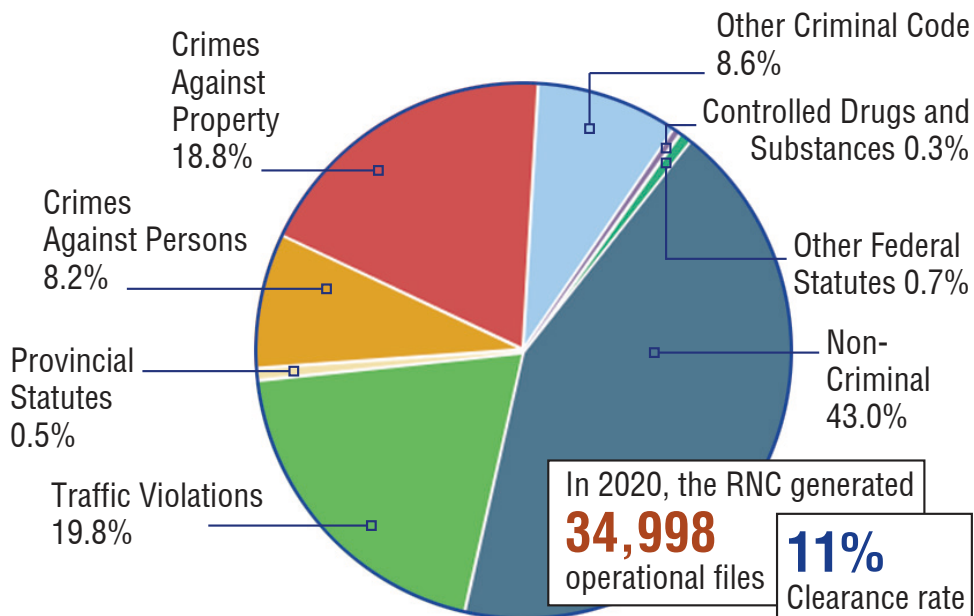
Joseph A. Boland, M.O.M.
Chief of Police

STATISTICS

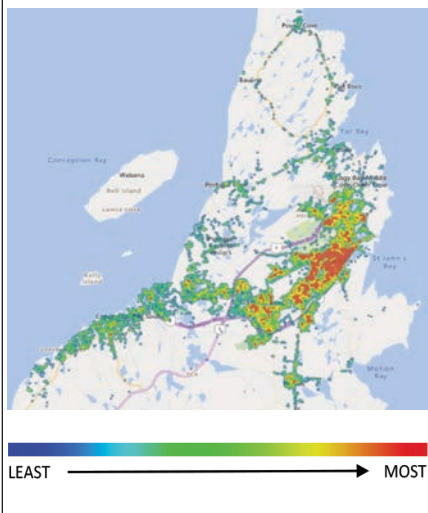
In 2020, officers responded to **68,814** calls for service ...and dispatched **93,059** units.

In 2020, RNC cruisers travelled **3,504,187 km**

Overall Breakdown of Files



CALLS FOR SERVICE, NORTHEAST AVALON



CALLS FOR SERVICE*

St. John's	43,371	Paradise	3,337
Mount Pearl	4,996	Portugal Cove - St. Philips	955
Torbay	1,057	Petty Harbour - Maddox Cove	142
Pouch Cove	254	Flatrock	227
Conception Bay South	4,519	Bauline	58
Logy Bay - Middle Cove - Outer Cove	243	TOTAL	59,159

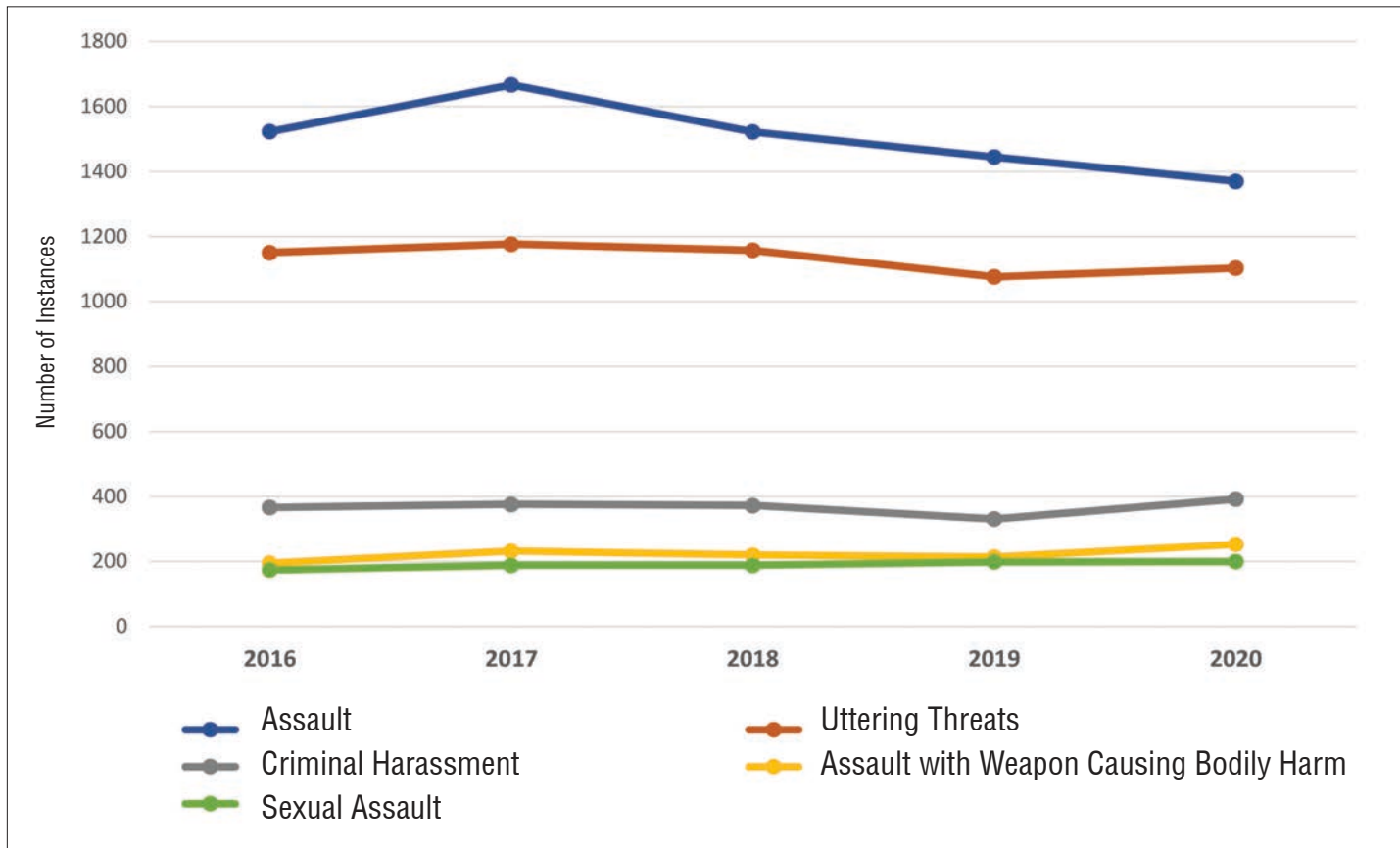
*Does not include calls received for events outside RNC jurisdiction.

OPERATIONAL FILES

Northeast Avalon	
Calls for Service:	59,159
Operational Files:	29,721
Labrador	
Calls for Service:	2,326
Labrador City	1,839
Wabush	352
Churchill Falls	135
Operational Files:	1,258
Corner Brook	
Calls for Service:	7,236
Operational Files:	3,880

STATISTICS

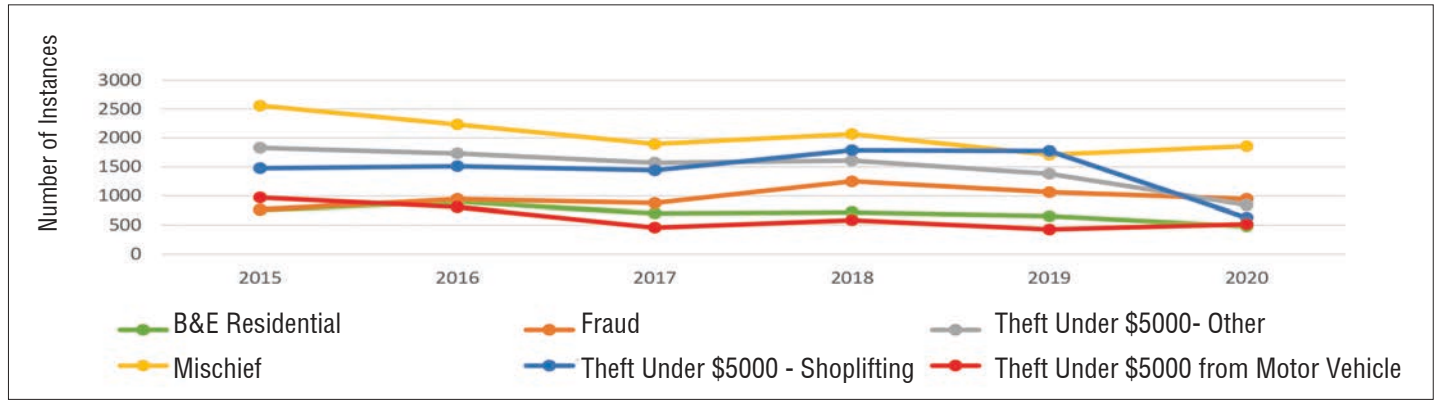
COMMON CRIMES AGAINST PERSONS



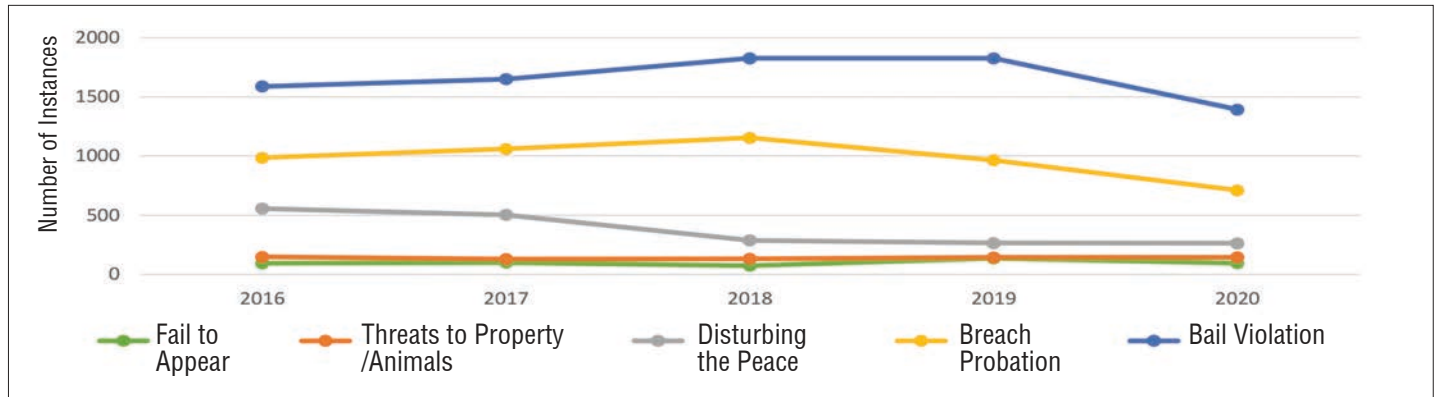
	2016	2017	2018	2019	2020
Assault	1523	1667	1522	1447	1370
Uttering Threats	1151	1177	1158	1076	1103
Criminal Harassment	366	376	372	331	392
Assault with Weapon Causing Bodily Harm	195	232	220	214	253
Sexual Assault	174	188	188	200	200

STATISTICS

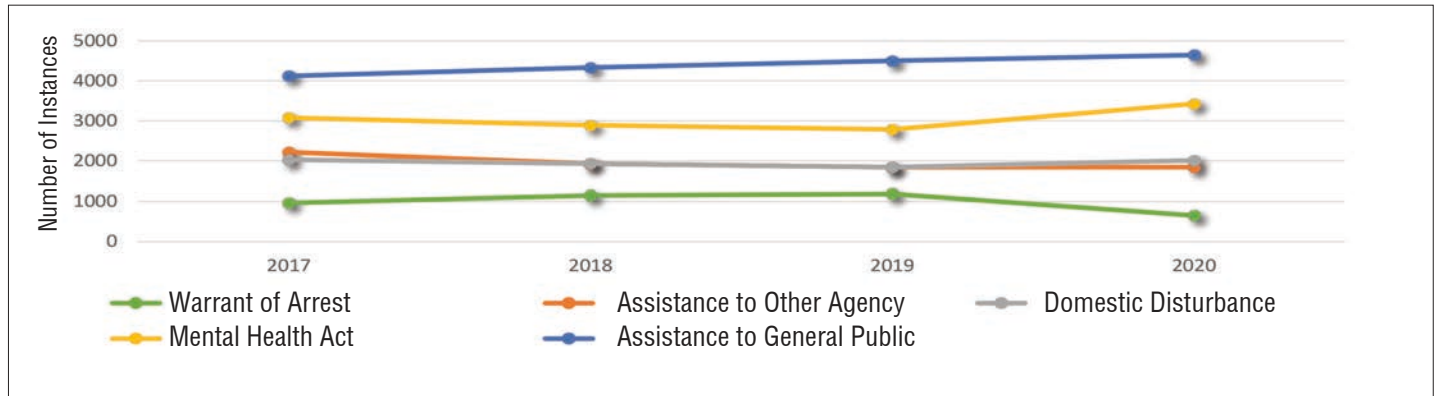
COMMON CRIMES AGAINST PROPERTY



COMMON CRIMES - OTHER CRIMINAL CODE

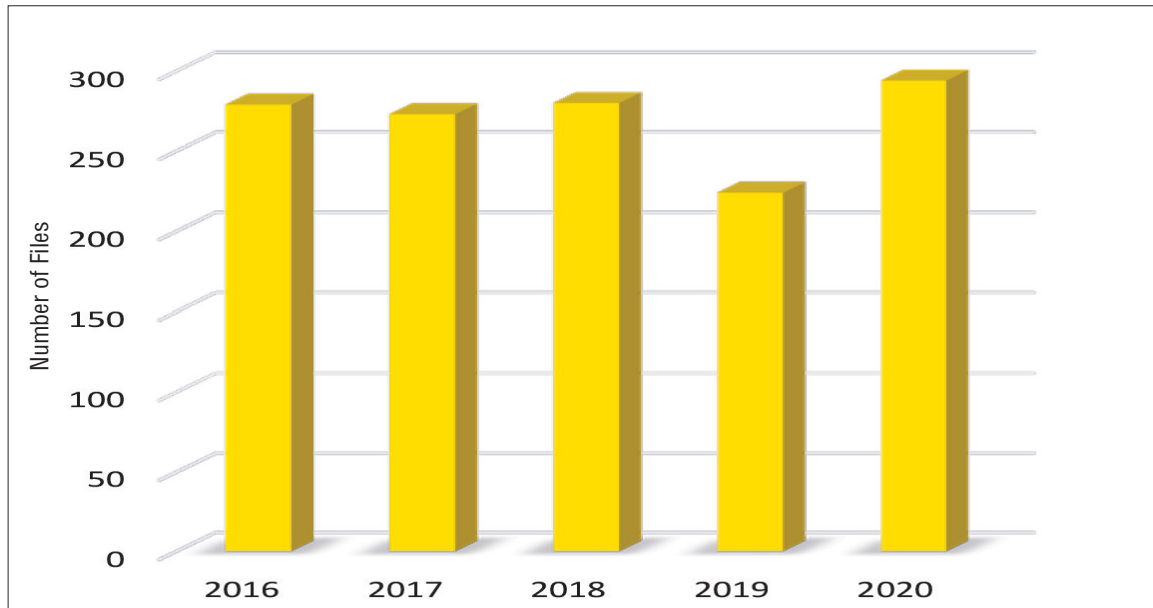


COMMON NON-CRIMINAL*

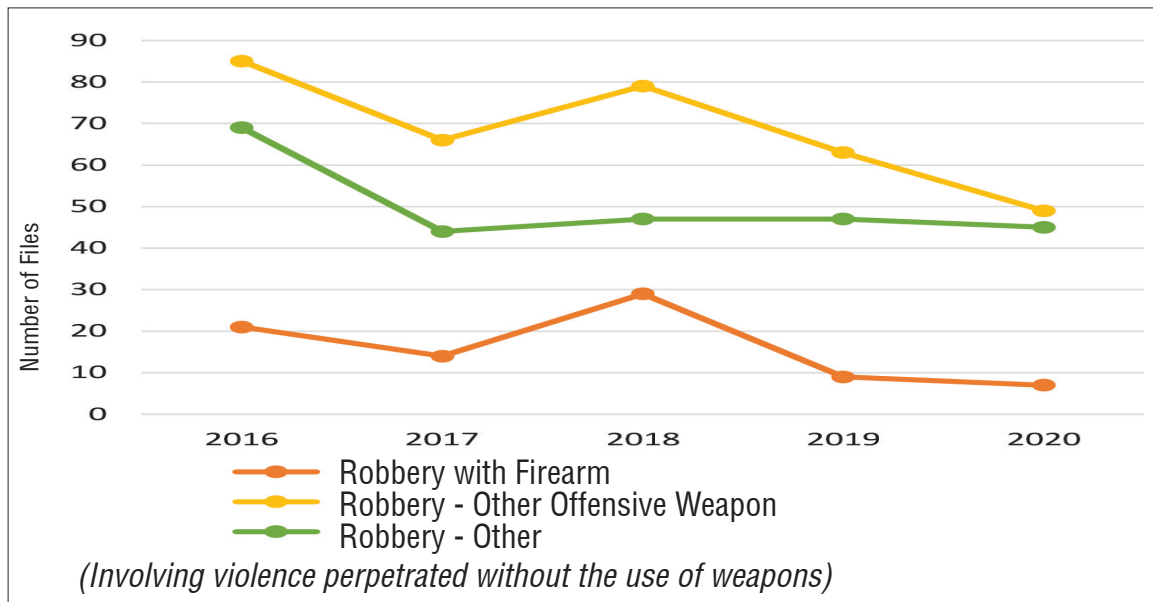


*2016 has not been included in this graph as some files have met retention timeline and have purged from the RNC records management system.

MOTOR VEHICLE THEFT

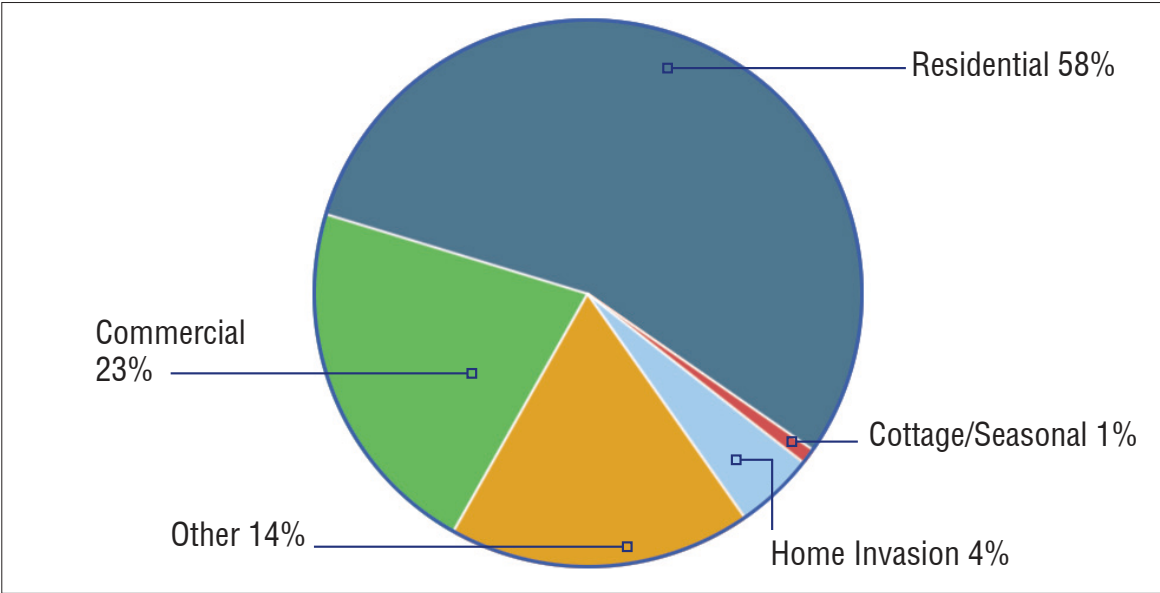


ROBBERIES

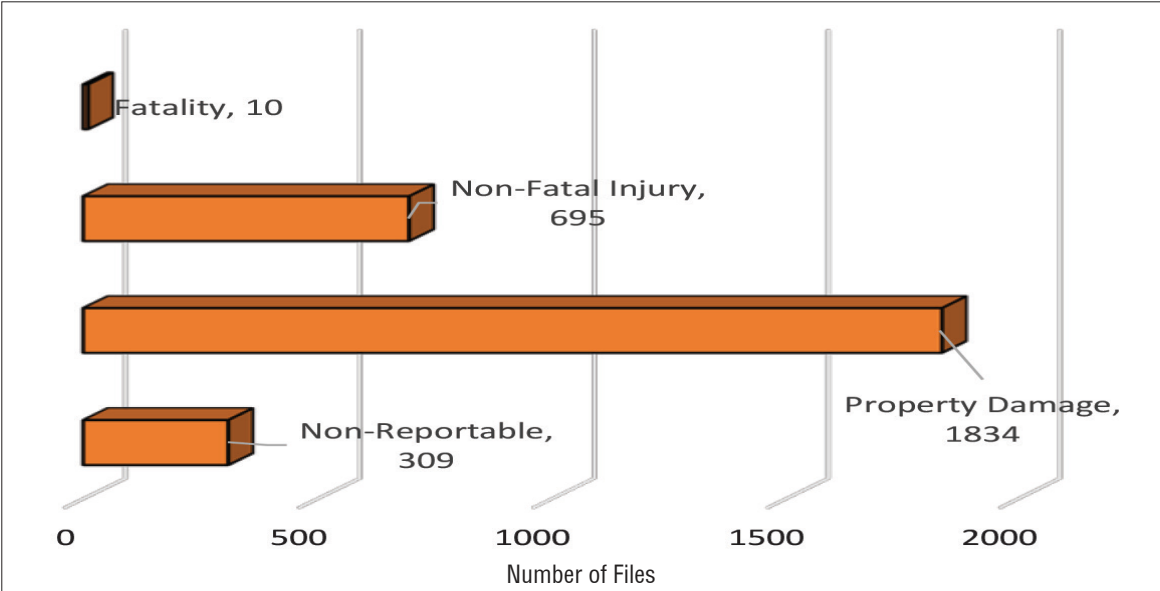


STATISTICS

BREAK AND ENTRIES 2020



MOTOR VEHICLE COLLISIONS 2020



STATISTICS

EVENT TREND: ALL RNC

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Violent Crimes - Crimes Against Person	4,026	4,301	4,229	3,930	4,060	3,879	4,084	4,461	3,637	3,730
Crimes Against Property	11,771	10,994	11,323	10,050	9,856	9,801	8,323	9,552	8,337	6,876
Other Criminal Code	4,104	4,041	3,901	3,685	3,875	4,063	4,039	4,302	3,829	2,630
Controlled Drugs and Substances	978	892	776	528	559	456	375	309	140	95
Other Federal Statutes	403	147	199	139	204	314	321	469	309	88
Traffic Violations and Impaired Operations	1,577	1,658	1,629	1,484	1,317	1,255	1,223	1,089	1,947	1,135
Total Criminal Code Violations	22,859	22,033	22,057	19,816	19,871	19,768	18,362	20,182	18,199	14,554
Provincial Traffic Offences	25,902	25,413	24,647	26,016	25,005	28,864	25,491	23,727	22,877	18,460
Motor Vehicle Accidents	6,062	5,987	6,284	6,100	5,590	5,246	4,768	5,058	4,043	2,835

POPULATION PER POLICE OFFICER, 2020

	Population*	Police Officers	Police Officers per 100,000 Population
Northeast Avalon	202,836	347	171
Corner Brook	19,806	46	232
Labrador West	9,831	22	224
TOTAL RNC	232,473	415	179
CANADA	36.7 M	68,718**	183

* Statistics Canada 2016 Census Results.

** Statistics Canada. Table 35-10-0076-01 as of February 9, 2021. National data from 2019 collection sources.

STATISTICS

POLICE AND CIVILIAN STAFF, 2020

	Police Officers	Civilian Staff	Special Constables	Recruits	Total Staff
Northeast Avalon	347	89	0	14	450
Corner Brook	46	8	0	0	54
Labrador West	22	5	0	0	27
TOTAL RNC	415	102	0	14	531
CANADA*	68,718	26,878	2,621	2,200	100,417

* Statistics Canada. Table 35-10-0076-01 as of February 9, 2021. National data from 2019 collection sources.

POLICE OFFICER BY RANK AND GENDER, 2020

	Commissioned Officers		Non-Commissioned Officers		Constables		Total	
	Male	Female	Male	Female	Male	Female	Male	Female
Northeast Avalon	9	2	46	8	191	91	246	101
Corner Brook	1	0	5	0	27	13	33	13
Labrador West	1	0	3	2	13	3	17	5
TOTAL RNC	11	2	54	10	231	107	296	119
CANADA*	2,806	655	14,625	3,673	36,021	10,940	53,452	15,268

* Statistics Canada. Table 35-10-0076-01 as of February 9, 2021. National data from 2019 collection sources.

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 Royal Newfoundland Constabulary officers.

The Serious Incident Response Team of Newfoundland and Labrador (SIRT-NL)

is a civilian-led police oversight agency responsible for conducting independent investigations into serious incidents involving death, serious injury, sexual offence, domestic violence or any matter of significant public interest that may have arisen from the actions of a police officer in the province.



2020 Internal Complaints	
Total	15
Active	7
No Charges Arising	7
Discipline Imposed	1

2020 Public Complaints	
Total	27
Active	2
Dismissed	4
Submitted to Office of the Chief of Police	7
Withdrawn	5
Informal Resolution	6
Discipline Imposed	2
Rejected by RNC Public Complaints Commission	1

2020 Criminal Complaints	
Total	3
Active	1
No Charges Arising	2

Internal Complaint

complaint initiated internally regarding the conduct of a member that may contravene the regulations governing discipline or performance of duty of police officers.

Public Complaint

complaint regarding the conduct of a member that may contravene the regulations governing the discipline or performance of duty of police officers.

Criminal Complaint

complaint that is deemed criminal in nature.



PARTNERSHIPS AND ENGAGEMENT

GOAL 1: ENHANCE RELATIONSHIPS WITH COMMUNITY AND STAKEHOLDER GROUPS

Road Safety in Communities

The RNC continues to work with community stakeholders to gather information on particular areas of concern with respect to road safety, and where traffic enforcement efforts require enhanced focus. On the Northeast Avalon this year, the RNC increased the size of the traffic unit from four to eight officers, dedicated more vehicles to traffic enforcement and initiated two regional Police Traffic Committees to address traffic enforcement and safety concerns: one for municipalities on the Killick Coast, and one for Paradise, St. John's, Mount Pearl and CBS. Officers are now assigned to a different community daily to target traffic concerns raised by the community. A primary focus for the municipalities this year was an increased police presence in school zones throughout the region.

Supporting Partners on Social Media

The RNC often takes to social media to publically lend support to our community partners and stakeholders in promoting awareness of social issues. For example, this past year the RNC voiced its support for mental health awareness including Bell Let's Talk and Mental Health Week, promoted the Black Lives Matter rally, and recognized National Indigenous Peoples Day, and the International day of Persons with Disabilities, and spoke out against bullying in support of Pink Shirt Day and the Bully Be Kind Campaign. With over 67,500 Twitter followers, the RNC has the capacity to reach a large number of people on the important social issues in our community.

Partnership with Rainbow Riders

In December, the RNC Mounted Unit moved from the stables at Government House to a new complex at the Rainbow Riders site on Mount Scio Road in St. John's. This partnership with Rainbow Riders allows the RNC horses to receive the appropriate level of exercise during the winter months while also enhancing our ability to deliver the Heroes Equine Learning Program to members of the military, first responders and their families. During the summer, when it is safe for the horses to be ridden around city streets, the Mounted Unit will return to the stables at Government House.

Missing and Murdered Indigenous Women and Girls

The final report of the National Inquiry into Missing and Murdered Indigenous Women and Girls was released in June 2019, which included Calls for Justice specific to police services aimed at addressing some of the systemic causes of violence and ultimately improving the safety of Indigenous women, girls and 2SLGBTQQIA people. Throughout 2020, the RNC continued to work with our community partners to remove barriers to open communication and address factors which have served to erode Indigenous persons' confidence in the police historically. The following are some of the actions the RNC has taken that help address the Calls for Justice:

- The RNC has reached out to the family members of victims of all unsolved missing and murdered cases in RNC jurisdiction. Lines of communication with the families have been established and are being maintained for ongoing communication.
- The RNC has identified three Sex Work Liaison Officers and a crime analyst to collaborate with community groups and sex workers (current and former) to further support marginalized individuals involved in the sex trade industry and are working to mend relationships with sex workers which is vital to ensuring safety of sex workers and the public.
- The RNC partners with the Blue Door Program in supporting individuals, inclusive of gender, to exit the sex trade and/or sexually exploitive situations including sex trafficking. The RNC also sits on the Coalition Against Human Trafficking Committee, which aims to help eradicate human trafficking through public awareness and education, services to trafficked persons, advocacy, and resources and training to law-enforcement.
- An RNC Working Group was created to ensure the Calls for Justice relating to police services remain an active priority for the RNC. The Working Group's role is to examine and help maintain focus on the recommendations, actions the organization has taken to date to address them, and plans for next steps in responding further to the Calls for Justice.

RNC Community Foundation

In 2020, the RNC Community Foundation Board members prepared and finalized the Foundation's bylaws and established official charitable status. The Foundation is preparing for its official launch in 2021 and has plans to support community initiatives that reduce crime and victimization which are not funded by traditional government sources.

Snowmageddon Response

During the state of emergency on the Northeast Avalon from January 17 to 25, our officers continued to work on the streets responding to emergency calls, conducting wellness checks and assisting vulnerable people. The RNC also worked with community partners to transport patients to medical appointments and delivered food to other first responders. Employees volunteered their time to assist community agencies in meeting the essential needs of those who required assistance. Throughout this time, the RNC Cadet Class of 2020 operated the phone lines at the Provincial Emergency Operations Centre, taking calls for assistance from the public requesting supports related to this historic weather event.

Media Releases and Posts

The RNC continues to keep the public up-to-date on police-related issues and activities using traditional and social media. Throughout 2020 the RNC issued 82 official media releases regarding new and existing services, public safety warnings, seeking public assistance in locating missing persons or suspects, and providing investigation updates. The RNC also used its Twitter, Facebook and Snapchat social media platforms to share hundreds of public health and safety messages around topics such as trail safety, home security tips, preventing vehicle break-ins, carbon monoxide awareness and getting the flu shot.

GOAL 2: ENHANCE RESPONSE TO PERSONS WITH MENTAL HEALTH ISSUES

Expansion of the Heroes Equine Learning Program (H.E.L.P)

In 2019, the RNC began a partnership with the Heroes Equine Learning Program (H.E.L.P), a not-for-profit organization that facilitates equine assisted psychotherapy and personal development retreats for members of the military, first responders and their families affected by post-traumatic stress and operational stress injuries. One retreat was held in October with first responders dealing with occupational stress injuries. Also in 2020 the program was expanded with the offering of a pilot workshop called “H.E.L.P. the Helpers”. This one-day free equine assisted psychotherapy and mindfulness based workshop was offered to a group of first responders and hospital staff/health care workers that have been affected by stress and uncertainty while working during the COVID-19 pandemic.

Training in Mental Health and Response Protocols

Mental Health Crisis Intervention Training and education around the role of the Mobile Crisis Response Teams continued to be provided to officers this year. In addition, a new program called Straight Talk, a youth suicide prevention workshop was offered. This interactive youth-focused workshop was created for individuals working with youth aged 12 to 18 and encompassed the developmental, cognitive, and emotional differences found within this age group in presenting strategies to strengthen the protective factors of youth at risk of suicide.

Equine Therapy Training

Four RNC employees are participating in the Tranquil Acres Method Certification Program to further education, training and knowledge of equine therapy and expansion of equine therapy programs in the future. This unique approach to equine assisted mental health and learning interventions includes training in the role of practitioners and horses, the importance of the team approach when in the process, and fostering the relationship between the client and their story for movement forward. The six month online program began in October, which includes weekly group calls, mentor meetings, and practice sessions, with continuing support available. Upon completion of the program, participants will be certified equine practitioner specialists.

Trauma-Informed Training

The RNC continues to engage in trauma-informed training focusing on best practices when dealing with victims, including compassionate and effective de-escalation skills to help victims cope and navigate through the police reporting process. Beginning in October, a selection of officers began participating in The Brain Story, an online training program designed to enhance knowledge and awareness of how childhood and adult trauma affects brain and behaviour, particularly related to addictions and mental health. Upon anticipated completion of the program in 2021, the RNC will determine how the course content can be applied to practices in our work with people who have experienced trauma.

Police Support Dog Stella

In July 2020, RNC Support Dog Services was launched with the introduction of our first police support dog Stella. This initiative aims to help break down barriers and build relationships in our community, as well as support the needs within our organization as it relates to operational stress injury, and critical incident stress. With her innate abilities as a Portuguese Water dog, and special training, Stella will be equipped to detect and support persons in need including our employees, victims and survivors of violence, those struggling with their mental health, and those who simply require some comfort. Stella will be utilized within our justice system, in partnership with Victim Services NL and will help provide reassurance, and have a calming effect on victims and witnesses during court procedures.

While still in training, Stella, named in honour of Dr. Stella Burry, a pioneering social worker who contributed greatly to our province, has already made quite an impact on promoting wellbeing in our community. Stella has been working with her handler, Cst. Krista Fagan, in a community oriented training program during which she has already travelled throughout our regions meeting and supporting people in daycares, retirement homes, fire stations, schools and any place she ventures in the community.

The Support Dog Services program would not have been possible without the contributions and support from Mr. Jim Hynes and his progressive approaches in utilizing canines to build safe and healthy communities.



ORGANIZATIONAL DEVELOPMENT

GOAL 3: FOSTER AN ENGAGING AND HEALTHY ORGANIZATION

Organizational Health and Wellness Strategy

In October of this year, the RNC, Department of Justice and Public Safety, and the Royal Newfoundland Constabulary Association finalized an organizational Health and Wellness Strategy. This plan identifies strategic areas of focus for the organization regarding employee safety, health and wellness, including:

- Increasing employee health literacy and awareness
- Programming for musculoskeletal injury prevention and ergonomics
- Mental health education and resources for staff and their families
- A reimagining of our approach toward critical incident stress management
- Psychological health checks for staff
- Peer support programming and chaplaincy services
- Return to work support and job demands assessments

Work has commenced with respect to the rollout of this strategy and its components, through identifying priority areas of focus and opportunities for employee involvement in the development and implementation of these initiatives.

Recruiting During a Pandemic

The recruiting process for the RNC is lengthy and involved, and is designed to identify those who are most suited for a career in policing, and 2020 revealed additional challenges to a process that takes months to complete. The Recruiting Team, in collaboration with the Safety and Wellness Team, identified the most appropriate ways for individuals to complete the Physical Abilities Requirement Evaluation (PARE) testing, in-person interviews and polygraph interviews. Providing a safe environment for both candidates and the Recruiting Team to continue evaluations in 2020 was an important priority. Individuals who arrived for testing from outside of the Atlantic Bubble in September satisfied all Public Health State of Emergency orders by receiving a travel exemption and self-isolating upon arrival to the province. During the PARE testing and interviews, physical distancing and sanitizing work spaces and equipment was diligently followed to the extent that the Safety and Wellness Team recently commended the Recruiting Team for its strict adherence to safe work practices.

Health and Wellness Education and Awareness

Throughout 2020 employees were given the opportunity to increase their awareness of a variety of mental and physical health and wellness related concepts, including stress management, resiliency, physical activity, cardiovascular health, ergonomics and mental health. Through consistent messaging such as the Take Your Break email series and the 30 day online Mindfulness Challenge, hands-on activities including onsite massage therapy and blood pressure clinics, and a total of 14 presentations to avail of, the RNC provided employees with information in line with the new organizational Health and Wellness Strategy to improve employee health literacy and awareness.

Workplace Ergonomics

The RNC employee Safety and Wellness Strategist completed 34 ergonomic assessments with staff who identified symptoms, discomfort or functional challenges. The intent of these assessments is to improve employee comfort and function in the workplace, while providing practical recommendations and solutions to reported symptoms.

Decontamination Stations

Throughout the spring of this year the RNC established Decontamination Stations in detachments within the Northeast Avalon, Corner Brook and Labrador regions. These stations are designed to help minimize the potential spread of contamination employees may encounter throughout the course of their duties, while enhancing employee safety. If an employee encounters any contaminant that requires additional cleaning, sanitizing or disinfection of themselves and/or their equipment, they are encouraged to avail of these areas. A Decontamination Station Guide and signage were developed to assist employees in the proper use of the stations to help keep themselves and others safe.

Flu Shot Clinic

In November of this year, in collaboration with the Employee Safety and Wellness Division of the Public Service Commission, the RNC offered an onsite flu shot clinic for staff at Headquarters. A total of 66 employees were given this year's flu vaccine and work continued to facilitate additional clinics at other sites in 2021.

Performance Evaluation Program Coordinator

Performance evaluation provides an opportunity to support the career development of an officer, improve job satisfaction and have a positive impact on overall service quality of the RNC. The Performance Evaluation Program Coordinator position was initiated to develop, implement and coordinate the Performance Evaluation Program which will help ensure a consistent process for assessing the performance, potential and training needs of police officers. Part of this role includes consulting and collaborating with stakeholders to develop policy and the implementation of the Performance Evaluation Program, Coach Officer Program and facilitate officer training.

Revised Coach Officer Program Policy

The Coach Officer Program plays a vital role in the training and development of the knowledge, skills and performance of Recruit Constables. This program, which starts after the completion of the RNC Recruit Training Program, pairs a Recruit Constable with a Coach Officer who provides constructive feedback to the recruit on an on-going basis and reviews all work completed by the recruit, with a focus on competency development. The revised policy provides increased standardization of roles, responsibilities and documentation.

Expanded Training Opportunities

In addition to recurring course offerings, new training programs were introduced this year including the National Alert System Training, a new standard for pistol training, a re-developed training program for Conducted Energy Weapons, and Network Specialist Certification for officers in the Technical Investigations Unit. Development of a new training on sexual assaults also began this year.

Recruits Graduate from Atlantic Police Academy

Due to COVID-19 restrictions, and competing requirements for in-house officer training, the RNC Recruit Training Program had to be put on hold in March. To retain this class of cadets the RNC partnered with the Atlantic Police Academy, ensuring our newest recruits received the training they needed to graduate this year. On December 9, the class of 2020 took part in a virtual graduation ceremony at the Atlantic Police Academy in Summerside Prince Edward Island with the Oath of Office administered by Chief Boland virtually from RNC Headquarters in St. John's, a fitting first for this Swearing In ceremony.

Threat Assessment Training

In March, the RNC offered a new five day threat assessment training for officers related to: general violence, stalking, sexual violence, targeted violence and domestic violence. Participants learned to develop police focused management plans for various situations, describe threat assessment and types of approaches, and to use the appropriate decision-making tools in doing so. The training will assist officers dealing with threat calls, high risk offender peace bond applications, offender management, and school/workplace threats.

Internal Recognition and Awards

Early this year the RNC Recognition and Awards policy was updated to include the duties of the newly formed RNC Recognition Committee, the process for formally recognizing and awarding employees for exceptional performance while executing their duties through an internal awards process, and an updated list of internal and external awards available to employees. The purpose of this policy, committee and awards is to advance and promote the core values of the RNC through taking pride in ourselves, our community, and the quality of service we offer. The much deserved RNC award recipients were announced in December and are listed in the Awards and Recognition section of this report.

Intranet Redevelopment

The RNC utilizes an internal computer network called Frontline as an important tool for communicating with employees and as a medium for sharing vital operational resources such as policies, manuals and forms. In partnership with the Office of the Chief Information Officer, the new Frontline was launched in January using an enhanced software platform that provides an improved user experience allowing them to search and locate the information they require more quickly and efficiently.

Innovation and Improvement Program

The RNC is interested in engaging with employees to foster and implement innovative ideas to improve our organization. To help formalize the process for employees to bring forward ideas for consideration, an Innovation and Improvement Program is being developed. In December 2020 a call for expressions of interest went out to all staff with a desire to become members of the Innovation and Improvement Program committee. Once up and running, the program will provide all employees with the opportunity to suggest ideas, strategies or plans for improvement that then have the potential to be implemented.

New Patrol Vehicles

In the spring of 2020, the RNC purchased 16 new fully equipped, high-visibility, safe and reliable police vehicles for use by frontline police officers. These state-of-the art police rated SUVs were built to withstand the demanding conditions of 24 hour a day police operations and will enhance the safety of our officers and the public.

GOAL 4: IMPROVE BUSINESS PROCESSES

On-Line Crime Reporting

In collaboration with the Office of the Chief Information Officer, the RNC implemented on-line crime reporting through the RNC website in March. On-line crime reporting is a fast and efficient alternative to in-person reporting for non-emergent incidents such as motor vehicle collisions, property damage and theft. Available at all times from any location with internet access, on-line reporting is not only convenient for citizens, but also beneficial for the RNC in that it frees up time for patrol officers to be deployed for frontline duties as needed in the community.

Online Criminal Record Screening Certificate and Vulnerable Sector Checks

In May, the RNC implemented an online process for persons requiring a Criminal Record Screening Certificate and/or Vulnerable Sector Check. The new procedure allows applicants to conveniently and easily access these services without having to attend an RNC facility as all aspects of the process, including verification of identification and fee payment, is handled electronically. By providing access to these services online, the RNC has enhanced the ability of residents to secure these items as requirements for employment and/or volunteering, thus allowing our citizens more opportunities to make valuable contributions to the community.

Interviewing Rooms Software Upgrade

The RNC uses a digital evidence software solution for recording audio and video in interview rooms during evidence collection. The upgraded digital evidence management solution allows multiple sources of evidence to be digitized, stored, searched, retrieved and viewed within a single digital library.

Headquarters Service Delivery Review

In May 2020, Chief Boland appointed an internal committee to research, develop and recommend changes to front line service delivery at the RNC Headquarters main entrance that support the needs of employees, the public and Government. The review examined areas such as online reporting, fingerprinting services, accident reports, and hours of operation. To help inform the review a jurisdictional scan of best practices and lessons learned from other Canadian police agencies was conducted, as well as in-person and written consultation with employees. A recommendation report was prepared and an action plan is under development. Through the collaborative efforts of the RNC and the public, the changes made will result in a more inclusive and accessible service delivery system.

Electronic Payments for Online Services

This year the RNC began offering electronic payment options for Criminal Record Screening, Vulnerable Sector Check and Civil Fingerprinting Services through the RNC website. The ability to pay online provides a safe and accessible option for citizens to use these services, and reduces wait times.

Green Initiatives

The RNC continues to support eco-friendly practices and policies that help to minimize our environmental impact. To reduce the waste from disposable facemasks being worn during the COVID-19 pandemic, the RNC issued reusable non-medical face masks to all staff. In an effort to reduce fuel consumption and carbon dioxide production, Operational Patrol Services have been advised to not leave vehicles idling whenever possible.



CRIME REDUCTION

GOAL 5: ENHANCE ENFORCEMENT TO ADDRESS DRUG USE AND TRAFFICKING

Oral Fluid Screening Devices

As a result of the National Drug Impaired Driving Partnership with Public Safety Canada, the RNC has improved capacity to detect and deter drug-impaired driving with the purchase of 21 oral fluid screening devices and associated kits. These devices allow for the collection and evaluation of oral fluids in persons suspected of driving while impaired by drug. Officer training in the deployment and use of the new apparatus began in December and will continue with all operational patrol officers being trained in 2021. Use of the oral fluid screening devices also began in December, with officers successfully detecting and arresting three drug-impaired drivers within the first trial use of the device.

Virtual DARE Program

The Coronavirus pandemic forced schools to close their doors to non-essential school visitors. Even though not permitted to physically enter the schools, the RNC ensured that the messages about drug use were still heard by students. The long standing Drug Abuse Resistance Education (DARE) Program moved online so officers could continue to educate and promote drug use awareness to grade six students.

Street Drug Strategies

The RNC Drug Investigative Unit continues with its mandate to address community concerns regarding illicit drugs at the street and supplier level. This unit is engaged in community partnerships with our local and national police services, RCMP, Newfoundland and Labrador Liquor Corporation, Canada Post and local businesses. These partnerships have added to the overall success of the RNC in enforcing and addressing drug use and trafficking, highlighting our dedication to building safer communities for the province of Newfoundland and Labrador. Overall in 2020 the RNC has been successful in taking a variety of illicit deadly drugs off the streets of our communities including quantities of cannabis, opioids including fentanyl, MDMA, crystal meth and cocaine.

Historic Drug Seizure

In December 2020, the RNC Drug Investigation Unit, in partnership with the RCMP, made the single largest seizure of cocaine in the province's history at St. John's International Airport. Officers seized 13.7 kilograms of cocaine, as well as 4500 blots of acid. The total street level value of these illicit products is approximately \$7 million dollars. Police in our province remain dedicated to removing harmful illicit substances and its enterprise from the streets of our communities.

Operation Rhino

In early 2020, the RNC Drug Investigative Unit initiated an interprovincial investigation into the manufacturing and trafficking of illicit drugs, specifically non-pharmaceutical grade pills, into the communities and onto the streets of Newfoundland and Labrador. Following the investigation, the RNC executed seven *Controlled Drugs and Substances Act* (CDSA) searches of residences, businesses and vehicles on the Avalon. Among the items seized were illicit drugs valued at over \$6 million dollars, cash over \$180,000, two money counters, six firearms, body armour, ammunition, brass knuckles, and two vehicles. Most notably, investigators seized a piece of equipment called a 'pill press', which is used for mass production of non-pharmaceutical grade pills, and is the first of its kind located within the province. This significant seizure of product, weapons and equipment dismantles an organized crime enterprise here in our community, which is national in scale. The RNC recognizes the teamwork of our colleagues with the RCMP in Newfoundland and Labrador, Nova Scotia and British Columbia, and the Thunder Bay Police Service.

GOAL 6: REDUCE VIOLENCE IN OUR COMMUNITIES

IPV Services During the Pandemic

In recognition that domestic violence rates have grown on a global scale during the COVID-19 pandemic, the RNC increased information on its social media platforms reiterating that the RNC Intimate Partner Violence (IPV) Unit remains a dedicated unit continuing to work with our community partners in their effort to detect intimate partner violence, identify abusers, and end violence in our communities.

Fraud and Cyber Crime Awareness

The RNC continued to share messaging with the public in an effort to prevent individuals from falling victim to telephone and on-line scams, including seniors who are often the targets of these types of fraud. In addition to participating in several radio interviews regarding these crimes, the RNC posted alerts on our social media platforms warning of different types of scams that were common (e.g., online extortion, Canada Revenue Agency scams), how to avoid one, and how to report being the victim of such a crime.

NL Network for the Prevention of Elder Abuse

The RNC is a member of the NL Network for the Prevention of Elder Abuse Steering Committee. This network of community and government partners is working to create awareness and take action on elder abuse. The group believes that by sharing information about what is happening in our province, we can more effectively identify gaps in elder abuse services, information, and research, and work collaboratively to address them. The Committee continued their monthly meetings virtually in 2020.

Addressing Bullying in Schools

Due to COVID-19 restrictions, RNC Community Services was not permitted inside schools to deliver face-to-face programming as in previous years. Despite its challenges, our officers continued to provide anti-bullying presentations to Grade 6 students virtually through the DARE Program. The RNC also continued to deliver virtual cyber-bullying presentations to junior high schools and assisted schools and families as needed by providing advice on reporting bullying and offering supports when dealing with incidents of bullying and violence in the school.

GOAL 7: IMPROVE ROAD AND HIGHWAY SAFETY

Commercial Vehicle Safety

This year, the Traffic Services Unit teamed up with Highway Enforcement Officers on the Northeast Avalon to focus on commercial vehicle safety on highways and areas with a high volume of commercial vehicles such as Donovans Business Park and East White Hills Road. Officers concentrated on enforcement of the cargo, vehicle maintenance, and inspections related regulations for commercial vehicles under the *Highway Traffic Act*. The goal of this initiative is to help all road users get themselves and their goods to where they want to go more safely.

RNC and RCMP Joint Traffic Initiatives

Throughout the year, the RNC and RCMP team up to promote traffic safety compliance with specific initiatives enforcing the rules of the road. For example, in July, the RNC and RCMP traffic services participated in an initiative to promote traffic safety in the Metro region. The initiative resulted in a total of 58 Summary Offence tickets issued to motorists in the St. John's area. On Thanksgiving weekend the two agencies participated in the nation-wide Operation Impact initiative, during which we engaged in a collaborative effort to monitor traffic in our communities. With the theme "Safety Doesn't Happen by Accident", the campaign focused on education and enforcement of impaired driving due to alcohol, drugs and fatigue, aggressive driving, distracted driving and the use of seat belts and child car seats. During Operation Impact, the RNC issued 312 Summary Offence Tickets (178 of which were for speeding), 17 vehicles were seized, and six people were arrested for impaired driving.

Promoting ATV Safety

The RNC promotes ATV Safety through a number of methods. Throughout the year the RNC used Twitter and Facebook to share tips on crossing bodies of water on an ATV or snowmobile, reminded operators that impaired driving laws also apply to snowmobiles and ATVs, and encouraged the public to report ATV operators who are not driving safely. In February, the RNC participated with the Town of CBS Fire Department, RCMP, Rovers Search and Rescue, Central Avalon Ground Search and Rescue and the Avalon T'Railway Corporation in a staged rescue of an ATV driver going through the ice to demonstrate that ice is never truly safe. In addition to promotional activities, in an effort to remove more unsafe ATV drivers, the RNC also used unmarked police vehicles to patrol areas of concern for ATV safety.

National Rail Safety Week

In September 2020, our Labrador West detachment recognized National Rail Safety Week by participating in Operation Clear Track 2020. Operation Clear Track, the single largest rail-safety law-enforcement initiative in North America, brings together law enforcement agencies across Canada and the U.S.A. to help prevent incidents on railway tracks and save lives. During the week the RNC promoted rail safety through social messaging encouraging people to think twice before engaging in unsafe behaviours, and to learn how to keep themselves safe around tracks and trains.

Traffic Safety Messaging

Promoting traffic safety is always at the forefront of RNC messaging. Social media messages were posted throughout the year on a number of road and highway safety issues including sharing the road with cyclists, road safety around large trucks, reporting distracted and aggressive drivers, reminders of the Move Over law, crosswalk, seatbelt, car seat, and school zone safety, and back to school safety tips for parents, students and motorists. In addition to reaching out to the public through social media, the RNC also participated in traditional media interviews regarding road safety and motor vehicle accidents.

Move Over Law

Throughout 2020, the RNC implemented a traffic enforcement initiative to address issues of vehicles speeding and failing to move over for emergency personnel. When patrol officers were conducting traffic checkpoints or had a vehicle pulled over, another unit was standing by to observe and address these Move Over traffic violations if required.

Canada Road Safety Week

The RNC participated in Canada Road Safety Week, a national campaign to help advance Canada's Road Safety Strategy 2025 to make Canada's roads the safest in the world. The focus of the campaign in 2020 was on behaviours that put drivers, passengers, pedestrians and other vulnerable road users at risk. The theme of "Shifting Gears" was about encouraging citizens to think differently about problematic driving behaviours by broadening their understanding of the rules, acknowledging their bad habits, and changing their driving behaviours accordingly. Our local efforts helped make the roads in our communities safer by taking three impaired drivers off the road, impounding 17 vehicles and by issuing 369 Summary Offence tickets for offences such as speeding, not wearing a seat belt and driving an unregistered vehicle.

SHARING AND GIVING

RNC Jeans Day and Managers Fund Donations

RNC employees continued to contribute to the Casual Friday Fund throughout 2020. This year, the RNC donated a total of \$3,257 in Jeans Day funds to deserving recipients that make a difference in our communities. This year, Jeans Day contributions funded the Ruby Tobin Memorial Scholarship Award and the Health Care foundation Tree of Memories, in memory of the late Chief Robert Johnston. The Tree of Memories donation, also matched by the RNC Managers and Commissioned Officers Fund for a total of \$3,000, will go towards purchasing items that will improve the comfort of patients and residents in hospitals and health centres here in Newfoundland and Labrador.



Sharing with our Partners

Throughout the year, officers and civilian employees share their time and give of financial resources to support our community partners in delivering valuable programs to those in need. For example, this year employees volunteered at Stella's Circle's Pancake Breakfast for Homelessness, supported the Big High Fiver campaign for Big brothers Big Sisters, made Christmas gift donations for seniors at Buckmasters Circle Community Centre and the Connections for Seniors organization and contributed \$2,000 in toy donations and a check for \$1,091 to Ronald McDonald House on behalf of Heroes for Heroes.

Cadet Class of 2019 Donations

In February 2020, the RNC Cadet class of 2019 donated over \$5,300 to nine charities to help these invaluable organizations continue the work they do in our communities: Choices for Youth, Coalition of Persons with Disabilities NL, Iris Kirby House, John Howard Society, Newfoundland and Labrador Police and Peace Officers' Memorial Association, RNC Historical Society, Rovers Search and Rescue, Salvation Army Food Bank and the Seniors Resource Centre of Newfoundland and Labrador.

COVID-19 PANDEMIC

COVID-19 Emergency Operations Team

In March 2020, the RNC established the COVID-19 Emergency Operations Team. This team provided all staff with regular health and safety updates as information from public health and government officials evolved, advised of resources and training options around safe work practices, and updated the RNC COVID-19 Response Plan which outlines the strategies and procedures required to sustain operations throughout the pandemic while protecting both employees and the public.

Temporary Safe Work Practices

The RNC developed and implemented 25 temporary enhanced procedural and safety measures to mitigate employee risk throughout the normal course of duties with respect to COVID-19. These measures cover a range of work practices such as conducting traffic stops, recruit program interviewing, vehicle refueling, donning and doffing Personal Protective Equipment (PPE), cross contamination/shared workstation usage, physical distancing, cleaning practices and holding meetings and gatherings.



COVID-19 Health and Wellness Resources for Employees

The RNC intranet, Frontline, has a dedicated section to employee health and wellness to support staff throughout the course of the provincial public health emergency and global pandemic. This dedicated section includes resources for resiliency, stress management, exercise and coping mechanisms. Updated regularly, this site serves to provide employees with resources to avail of during such challenging times.

RNC Response During COVID-19

Throughout the pandemic, the RNC has continued to provide safe policing services while fostering open lines of communication with community groups, municipalities, government agencies, and the community as a whole, as we continue to respond and serve our communities during COVID-19. Using our social media platforms, media releases and interviews, the community has been kept apprised of steps the RNC is taking to maintain safety for our officers and the public such as use of PPE and physical distancing for frontline officers while interacting with the public, closure of front desk services for non-emergency services, launch of online reporting and increase in vehicle disinfecting.

COVID-19 Enforcement Unit

The COVID-19 Enforcement Unit was established to enforce measures brought into effect under the *Public Health Protection and Promotion Act* in response to the COVID-19 pandemic. This team consists of investigators, an analyst, and a supervisor, tasked with following up on information related to individuals and businesses not following the public health orders. While progressing through this effort to prevent the spread of COVID-19, the RNC remains focused on education and working with our community to stay safe.



EXEMPLARY SERVICE
SERVICES DISTINGUÉS

AWARDS AND RECOGNITION



- Inspector B. Paul Roche (Retired)
- Sergeant Corinne A. James (Retired)
- Sergeant Dwight E. Feltham
- Sergeant Harvey R. Collett
- Sergeant Russell B. Moores
- Constable Scott W. Snelgrove



- Sergeant Kenneth S. Walsh
- Sergeant Jarrett V. Morgan
- Constable Kevin R. Morgan
- Constable Jason D. Dobbin
- Constable Warren W. Sullivan
- Constable William R.J. Kennedy



Cadet Class of 2020 Awards

The Lieutenant Governor Cadet of the Year Award was presented to Constable Cassandra L. Pack for excelling in all aspects of the RNC Recruit Training Program, consistently demonstrating desired competencies, and was a team player who was there to help others when the need arose. Constable Justin E. Stacey was awarded the Ruby Tobin Memorial Scholarship which is presented to the RNC cadet who exemplifies the qualities that the award's namesake possessed throughout her service with the RNC: professionalism, dedication and commitment. Constable Caroline A. Turnbull received the Head Constable Malcolm "Mackey" White Outstanding Dedication Award, presented to the Cadet displaying the most outstanding dedication to the RNC Recruit Training Program and embodies the high standard to which all Cadets should aspire.

Atlantic Women in Law Enforcement (AWLE) Award

Constable Shawna L. Park received the AWLE Community Service Award for her work in developing, designing, implementing, and participating in programs involving communities that include neighborhoods, schools, community meetings or businesses.

Team Nick Coates Awards

MADD Canada presented the following RNC officers with Team Nick Coates awards for their outstanding work to take impaired drivers off our provincial roads and highways: Constable Joseph W. Burry, Constable Jenna A. Currie, Constable Geoffrey P. Heffernan, Constable Michael J. Hunt, Constable Shane A. McClafferty, Constable Renee E. McDonald, Constable Zachary B. Putt and Constable Matthew B. Tibbo.

Canadian Mental Health Association (CMHA) Leadership Award

Chief Joseph A. Boland, M.O.M. was selected as the 2020 recipient of the CHMA-NL Leadership Award. This award honours a mental health service provider, researcher, or community leader for excellence in mental health leadership within Newfoundland and Labrador.

Royal Newfoundland Constabulary Recognition Awards

At a ceremony held on December 4, 2020, the following people were presented with the 2019 Royal Newfoundland Constabulary Recognition Awards in honour of their valuable contributions to the organization and the community.

RECIPIENT	AWARD	DESCRIPTION
Constable Janelle E. Marshall	RNC's Volunteer of the Year	A member of the RNC (police officer or civilian employee) who volunteers their time to an organization that benefits our local communities and citizens.
Constable Ryan P. Slaney	RNC's Constable Leadership Award	Constable that displays an exceptional level of leadership and greatly impacts the performance and morale of their peers.
Sergeant David B. White	RNC's Police Officer Leadership Award	An officer that displays an exceptional level of leadership and greatly impacts the performance and morale of their subordinates and/or peers.
Mr. Jack Kenny Mr. Craig King	Chief of Police Commendation for Citizens	A citizen who performed an act that greatly benefited the RNC or assisted a police officer(s) or civilian employee(s) in the course of their duties that went well beyond what would be expected of any citizen

RECIPIENT	AWARD	DESCRIPTION
Constable Ian M. Turpin Constable Norm J. King Constable Marc D.F. Woodruff Constable Craig P. Edmunds Constable Neil M. Penney	Chief of Police Commendation	Presented in recognition of a distinguished, commendable act of police duty or outstanding contribution to the RNC.
Ellen O'Toole	RNC's Civilian Employee of the Year	A Civilian Employee who continuously displays the core values of the RNC and performs their duties at an exceptional level.
Constable Michael W. Hollett	RNC's Police Officer of the Year	A Police Officer who continuously displays the core values of the RNC and performs their duties at an exceptional level.
Constable Malorie T. Harris	Distinguished Service Award For Merit	An officer who performs outstanding work that greatly benefits the organization and community, and continues to promote the core values of the RNC.
Constable Jason R. Nixon Constable Colin W. Dunphy Sergeant Chris L. Harnum Constable Krista I. Fagan	Distinguished Service Award For Valour	An officer who performs an exceptional act of valour and displays bravery well beyond the normal course of their duties. This is the highest internal award an RNC police officer can be awarded.





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