

Human Resources

2018 Divisional Report

 Karen Howran

 Manager

*To be the best Police Service, providing the highest standard of professionalism in partnership with our community.*

Human Resources

The Human Resources Division contributes to the success of the Peterborough Police Service through advice and guidance on human resource matters, recruitment and payroll & benefit services. Human Resources supports in total 208 employees and 35 Auxiliary Officers. The current structure of the Human Resources Division includes 2 members; Human Resources Manager and Payroll & HR Coordinator.

**Succession and Workforce Planning**

The Human Resources Division is committed to recruiting strong candidates. This commitment involves discussing the needs of the Service, advising on recruitment strategies, participating in the selection of the right candidate for the right job. In total, there were 35 recruitment processes and transfers within the Service. A promotional process took place to fill the ranks of Staff Sergeant and Sergeant, with a promotion of 3 Staff Sergeants and 3 Sergeants in 2018.

In 2018, there were 6 sworn members and 1 civilian member that retired from the Service. There was 1 civilian member that resigned from the Service. The Service hired a total of 12 new members; 8 full time and 4 part-time members. The Service hired 3 experienced sworn officers and 6 probationary constables. In the next year few years, there will be over 21 sworn Police Officers of various levels of rank including the Chief, Deputy, Inspectors, Staff Sergeants and Sergeants that are eligible for retirement at the Peterborough Police Service. As well, the Service will have 6 Civilian members eligible to retire. Due to the upcoming retirements in 2019 and 2020 for the Peterborough Police Service, there will be a number of recruitment processes expected for qualified police officers and civilian staff over the next few years. There is an expected high number of retiring sworn officers across the country, therefore the Service will be competing to fill the vacancies.

Along with the recruitment and hiring of new members, there will be a need to train and develop new members at each rank and position within the Service. The Service will need to dedicate more time and budget to training for sworn officers and civilians to ensure they have the mandated skills necessary to fulfill the positions.

In 2018, there were 2 sworn police constables and 2 civilian members on maternity and parental leaves. The sworn Police Constable positions remain vacant due to the fact that the Service is unable to fill the positions with temporary sworn Police Constables.

**Attendance**

The Workplace Accommodation policy outlines the Service’s commitment to provide workplace accommodation requests as required in order to reduce absenteeism costs and maintain productivity within the Police Service and encourage health and wellness for the members. Human Resources remains committed to ensuring employees and their units are aware that the accommodation process is available.

The Service congratulates a total of ­­­­­­­­­­56 members with perfect attendance in 2018.

Monitoring sick leave rates is an important way to gain insight into the health of the Service’s workforce. Sick leave usage over the past three years has remained consistently around an average of 5 days per employee/year. In 2018 the average absenteeism was 5.5 days per member.

**Employee Wellness**

The Service has taken a holistic approach on employee wellness, focusing on training and prevention, intervention and recovery, and return to work plans.

A number of wellness opportunities are offered to employees including a confidential Employee Assistance Program (EFAP) through local providers; Peer Support Program; and support through Shepell.fgi with online information, text conversations, telephone or app with a multitude of services for daily stressors.

The Peer Support Program was officially launched in 2018. After completing an interview and six days of intensive training, two Coordinators and four volunteers have been actively supporting peers since July 2018. These volunteer positions include both uniform and civilian members. The program runs independently of rank to ensure confidentiality and is member driven to ensure legitimacy. Peer Support Coordinators are members of the Wellness Committee and 'report' to that Committee with any concerns. Peer Support members are also active on provincial committees to ensure best practices, common knowledge and experiences can be utilized to benefit all members.

The Peer Support Program has promoted two events thus far and has others in the planning stage. 1) Screening of "The other Side of the Hero" - hosted in conjunction with Peterborough Fire and EMS. 2) Grief over the holidays - Dave Kennedy from Hospice facilitated a conversation surrounding personal and professional grief with a resilience based approach.

The member response to the Peer Support Program has been overwhelming with daily support being offered by several volunteers to several different members. This support can range from a text message, phone call, in person visit or accompaniment to appointments. It can be a referral to a local service provider or a reminder of the paramedical coverage included within our benefit plan. It is what the member needs to best support a mentally healthy workplace.

Wellness Program seeks to protect the mental health of employees who are assigned duties that routinely expose them to high risk positions and exposed to traumatic incidents on a more frequent basis. Members meet with the psychologist on an annual basis to undergo a psychological assessment as well as receive professional guidance to build resilience and enhance coping skills. These mandatory sessions can help members identify problems early, provide strategies to improve health, and ensure longevity and success for members in their roles.

In 2018, the Service continued to train new members and provide updates or “Booster” sessions on the "The Road to Mental Readiness" Program (R2MR). This program is supported by the Ontario Association of Chiefs of Police (OACP) and the Ontario Police College (OPC). This is a proven mental health awareness program with coping strategies that has been used by the Canadian Military for a number of years. The program is based on awareness of stress, both personal and work, and the strategies that can be used to return to a state of good mental health. All members receive a four hour training session and supervisors receive an eight hour training session. OPC is currently teaching this program to new recruits. The R2MR Booster sessions took place during the annual training for all members.

The Wellness Committee continued to meet as a committee throughout 2018 and issued newsletters as a resource for our members. The Committee plans to continue meeting throughout 2019 in order to keep up on the best practices and programs available to our members.

**Performance Management**

The Human Resources Unit continued to work with the Performance Management Committee to implement the new Performance Management Program and provided support and training for the new Performance Management module on OSL for all members.

**Continuing Education**

The Police Service is committed to supporting the learning and development of employees. The Continuing Education Program provides financial assistance to employees who have a desire to pursue education, accreditation and skills building for their current role, or the roles they are aspiring to within the Service. Eligible employees can apply for course reimbursement for academic courses each year. In 2018, the Service was able to provide 15 employees throughout the Service, financial support for 23 credit courses.

**Recognition and Appreciation**

Recognition events are also held for employees who have met service milestones, recognizing 5, 10, 15, 20, 25, or 30 years of service. In addition to recognizing exemplary service and service milestones, an Employee appreciation event is organized for all members and the Knights of Columbus Police Appreciation event to recognize our members for exemplary service.

Officers that received their Police Exemplary Service were:

Mat Cumming 20 years of service

Michael Jackson 20 years of service

Rob MacLean 30 years of service

Dan Hickey 30 years of service

Civilian Staff that received recognition for their Service in 2018 were:

Lorry Farthing 30 years of service

Mary Lee 25 years of service

Justin Ledoux 15 years of service

Jennifer Tippin 15 years of service

Jessica Capsey 10 years of service

Wendy Champan 10 years of service

Emily Ritchie 5 years of service

Lisette McMillan 5 years of service

In 2018, our new sworn officer, Constable Thomas Whiteway received the Robert Lewis Bursary award.