

# CHATHAM-KENT: A Welcoming Community!



## Know Your Rights!

COMMUNITY & POLICE RELATIONS

# Community Resources

## **Cultural Coalition of Chatham-Kent**

425 McNaughton Avenue West, P.O. Box 606  
Chatham, Ontario, N7M 5K8  
Phone: 519-354-0430  
Fax: 519-354-9511  
Email: [culturalcoalition@kent.net](mailto:culturalcoalition@kent.net)  
Website: [www.culturalcoalitionck.ca](http://www.culturalcoalitionck.ca)

## **Adult Language and Learning**

48 Fifth St, Suite 310  
Chatham, Ontario, N7M 4V8  
Phone: 519-354-7424  
Fax: 519-354-5758  
Email: [all@bellnet.ca](mailto:all@bellnet.ca)

## **Ontario Human Rights Commission**

Toll Free (*outside Toronto Area*): 1-800-387-9080  
E-mail: [info@ohrc.on.ca](mailto:info@ohrc.on.ca)

## **Legal Aid Ontario**

146 Queen St., PO Box 1  
Chatham Ontario, N7M 2G6  
Phone: 519-352-1631  
Toll Free: 1-866-641-8867

## **Chatham-Kent Legal Clinic**

6 Harvey St., PO Box 97  
Chatham Ontario, N7M 1L6  
Phone: 519-351-6771

## **Chatham-Kent Victim Services**

24 Third St., PO Box 366  
Chatham Ontario, N7M 5K5  
Phone: 519-436-6630

## **Criminal Injuries Compensation Board**

439 University Avenue, 4th Floor  
Toronto, Ontario, M5G 1Y8  
Toll-Free: 1-800-372-7463  
Fax: 416-326-2883

## **Chatham-Kent Police Service**

Emergency (Fire, Ambulance, Police): 911  
Non-Emergency -  
Police Response Needed: 519-352-1234 ext. 0  
Information Line: 519-436-6600  
Crime Prevention & Community Safety: 519-352-4650  
Crime Stoppers: 1-800-222-8477

# A Message from the Chief of Police

Thank you for reviewing this brochure, which was created especially for you, our community members. I hope you will find it contains informative and useful information for all of our citizens including students, visitors and new Canadians.

This guide will help inform you about police procedures and suggest ways of interacting with the police so that any encounter you have with the police will be positive for you and the officers.

The Chatham-Kent Police Service is dedicated to provide professional unbiased service to all citizens.



*Chief Dennis Poole*

## Our Corporate Values include:

Creating and maintaining meaningful **COMMUNITY PARTNERSHIPS** with the people we serve.

Promoting a **SAFE COMMUNITY** where the **PROTECTION** of life and property are valued and preserved.

## We believe in:

Being **APPROACHABLE** and **UNDERSTANDING** of community needs and issues.

Being Honest, Fair, Equitable, Impartial, Respectful and **PROFESSIONAL** in our duties.

Having a **POSITIVE ATTITUDE** and **OPEN COMMUNICATION** with our community.

Promoting **TEAMWORK** within our Service and with members of our community to achieve our mutual goals, making use of diverse skills, abilities, roles and views.

We strive to earn your respect every day, and invite you to become engaged with us to help keep your neighbourhood and your community a safe place in which to live, learn, work and play.

# Who are my new neighbours in Chatham-Kent?

Chatham-Kent originally was settled by Aboriginal people, Western Europeans and African Americans via the Underground Railway from the U.S.A.

Forty-fifty years ago, most immigrants came from Western European countries, for example Italy and the Netherlands. In the past 10-20 years, Canada's Immigration has changed with more immigrants coming from Asian and African countries such as China, Nigeria, India and Lebanon.

The Municipality of Chatham-Kent welcomes all newcomers and recognizes that cultural diversity is a major contributor to the community's social development and economic growth. We appreciate innovative ideas, unique perspectives and a strong desire to contribute to the community brought by newcomers.

However, newcomers understanding and perception of police may differ from Canadian police services and their role within the community. This booklet has been published to promote understanding of our community's police services and their efforts to protect and serve residents. It is a resource for individuals that want to build an inclusive community, be aware of human rights, and identify and address hate crime.



# Human Rights

The Canadian Charter of Rights and Freedoms is a bill of rights entrenched in the Constitution of Canada. The Charter guarantees certain political and civil rights of people in Canada. It is designed to unify Canadians around a set of principles that embody those rights. The Canadian Charter of Rights and Freedoms ensures equality of opportunity and freedom from discrimination. Section 15 .1 within the Charter covers Equity Rights and is stated below:

“Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, in particular, without discrimination based on race, national or ethnic origin, colour, religion, sex, age or mental or physical disability.”

The Chatham-Kent Police Service is committed to creating and maintaining a community environment that is characterized by mutual respect and is safe from harassment and discrimination. Respect for the individual is the foundation for cooperation and understanding in our society.

We believe that most people share this desire for mutual respect and cooperation. However, there are occasions when someone is subject to a crime. This is why this booklet is being issued: to inform all community members of the police role and to clarify what a person should do if he or she feels harassed, or is a victim of discrimination or hate crimes

It is everyone’s responsibility to foster and encourage a community of mutual respect and to take appropriate steps in the event of a contravention of this goal. It is also important to know that the police, by virtue of their position, carry a greater responsibility for maintaining a safe community.

The police will investigate and respond to any complaint and will take corrective action as necessary and appropriate.



# Words to Start Building an Inclusive Community...

<b>English</b>	Hello <i>(hel-lo)</i>	Thank You <i>(thangk-yoo)</i>	Goodbye <i>(good-baby)</i>
<b>French</b>	Bonjour <i>(boh(n)-ZHURE)</i>	Merci <i>(mare-SEE)</i>	Au Revoir <i>(oh-reb-VEAR)</i>
<b>Arabic</b>	مرحباً <i>(mar-baba)</i>	شكراً <i>(shukran)</i>	مع السلامة <i>(ma-a-saa'lama)</i>
<b>Dutch</b>	Hallo <i>(bab-LO)</i>	Dank u wel <i>(DAHNG-u-WELL)</i>	Tot ziens <i>(tot-ZEENS)</i>
<b>German</b>	Hallo <i>(HAH-lab)</i>	Dankē <i>(DAHNG-kub)</i>	Auf Wiedersehen <i>(owf VEE-der-zayn)</i>
<b>Greek</b>	Υαίά σου <i>(YA-oo)</i>	Ευχαριστό <i>(ef-khab-rec-STOH)</i>	Υαίά σου <i>(YA-oo)</i>
<b>Italian</b>	Ciao <i>(chab-yab)</i>	Grazie <i>(grazi-yay)</i>	Arrivederci <i>(ar-reevay-dayrebee)</i>
<b>Lunaapeew</b> <i>(Delaware)</i>	Koolamalsi <i>(cool-la-mall-ee)</i>	Anushiik <i>(a-ni-shick)</i>	Laapi-uch Kuneewul <i>(lap-itch kin-noow-wool)</i>
<b>Mandarin</b> <i>(Chinese)</i>	你好 <i>(knee-how)</i>	谢谢 <i>(shyeh-shyeh)</i>	再见 <i>(dzhai-jyen)</i>
<b>Polish</b>	Witamy <i>(we-tab-mi)</i>	Dziękuję <i>(jane-ku-yeh)</i>	Do widzenia <i>(dol-see-zeh-nia)</i>
<b>Portuguese</b>	Olá <i>(oh-LAA)</i>	Obrigado <i>(oh-bree-GAH-doh)</i>	Adeus <i>(a-thee-yoo)</i>
<b>South Korean</b>	안녕하세요 <i>(ahn nyuhng ha say yo)</i>	감사합니다 <i>(kahn sab ham nee dab)</i>	안녕히 가세요 <i>(ahn nyuhng bee ga say yo)</i>
<b>Spanish</b>	Hola <i>(oh-LAA)</i>	Gracias <i>(grathyaa)</i>	Adiós <i>(a-dyoo)</i>
<b>Ojibwe</b>	Boozhoo <i>(booz-zoo)</i>	Gchi-miigweech <i>(gee-mig-watch)</i>	Baa maa piimin wa <i>(baa-ma-pee-men-wa)</i>
<b>Vietnamese</b>	Xin chào <i>(sin chao)</i>	Cảm ơn <i>(kahn ubn)</i>	Tạm biệt <i>(tabn byet)</i>
<b>Yoruba</b> <i>(Nigerian)</i>	E Kúàbò <i>(eh-ka-boor)</i>	E shay <i>(eh-shay)</i>	Ódàbò <i>(oh-dab-boor)</i>
<b>Tagalog</b> <i>(Philippines)</i>	Kumusta <i>(ca-mooz-tab)</i>	Salamat Po <i>(sa-labmat pob)</i>	Paalam <i>(pa-ab-lam)</i>

## 10 Tips to Building an Inclusive Community

1. Think of no one as “them” (Levine Melinda, 2002)
2. Shared words sometimes does not equal shared meanings – when in doubt, politely ask for clarification
3. Be open to sharing stories about each other’s experiences and cultures
4. Respect that some cultures have a different sense of time and traditions
5. Write a statement of welcome and inclusion for your business, schools, community group, organization, place of worship
6. Exchange simple phrases such as ‘hello’ and ‘goodbye’ in each other’s native language
7. Be respectful of one another’s religion and holidays when creating a meal, planning an event, a workplace meeting or workshop.
8. Be mindful of each other’s non verbal communication and physical cues
9. Invite your new neighbours over to dinner or to a community event
10. Always act respectfully and be understanding of each other’s differences to build an inclusive community.

## Understanding How to Interact With the Police

### **Our Mission Statement**

The Chatham-Kent Police Service is dedicated to making Chatham-Kent the safest community in Ontario.

The Chatham-Kent Police Service is made up of officers from many different cultural backgrounds. Many members of the police service speak a second language.

Language or cultural barriers should not limit your access to the police or legal services.

If you do not speak English, you should try to have a family member or friend assist you in legal matters. If this is not possible, the Chatham-Kent Police Service maintains a list of bilingual police employees and community volunteers who can assist you. Never agree to or sign anything in a legal matter unless you fully understand what you are agreeing to.

# Sections of the Chatham-Kent Police Service



## Community Patrol Branch

Uniform officers are the front-line response for calls including break-ins, motor vehicle collisions, thefts and non-emergency calls such as property damage, parking and noise complaints.

## Police Dog Services Unit

This unit is made up of two police officers with their German Shepherd dogs. They are called upon to look for missing persons, track down people who have committed crimes and find hidden drugs and stolen property. The officers wear either a green coloured or black coloured uniform and when the police dogs are tracking they wear a reflective collar.



## Critical Incident Response Team (C.I.R.T.)

These officers wear a military-style uniform and baseball cap with the Chatham-Kent Police Service crest in a darker colour on their hats and uniform. This unit responds to incidents where firearms or a significant level of violence might be expected as well as searches of known drug houses when search warrants are being enforced. They also provide tactical response and perimeter management of dangerous occurrences.

## Traffic Unit

This unit uses both marked and unmarked police vehicles to conduct traffic enforcement. These uniformed officers investigate traffic crashes where persons are seriously injured or killed and do in depth reconstruction of the crash site to determine what factors led to the crash.





## Crime Prevention & Community Safety Unit

Uniformed Special Constables provide educational presentations to all age groups in schools and the community. Many topics are available including: Personal Safety, V.I.P., Crime Prevention, and Bullying Prevention.

## Help Team

This Team was established in 2001 as a means to better serve the mentally ill in the community. It is comprised of a plain clothes police officer and a public health nurse who respond to incidents involving mentally ill persons.



## Victim Services

Chatham-Kent Victim Services is a non-profit, community based service that assists emergency services personnel in providing immediate short-term crisis intervention, emotional support, practical assistance and referrals to victims of crime, disaster and/or tragic circumstance. Volunteers are dispatched as needed to any SAFE location at the request of emergency services personnel. They do not respond where there is any risk of violence, abuse of alcohol or drugs, mental instability, or an actively suicidal person.

## Criminal Investigation Branch (C.I.B.)

The Officers that work in this unit are dressed in plain clothes. Their main role is to investigate serious incidents such as frauds, assaults, sexual assaults, robberies, and murders.

They can be identified by a badge and firearm on their belt.



## CRIME STOPPERS



Chatham-Kent Crime Stoppers is a non-profit charitable, community based service that assists the police. Citizens who are aware of a crime that has occurred can provide information to Crime Stoppers at 1-800-222-8477 without providing their name, address or telephone number.

In this way they can put a stop to a crime that they are aware of without having to be a witness and testify in court. If the information provided by a witness results in the arrest of a suspect or the recovery of drugs or stolen property the person who provided the information is eligible for a cash reward.

The informant is provided with a number when they first call Crime Stoppers and can then call back a month or so later to see if a reward is available for the information they provided.

Chatham Kent Crime Stoppers is pleased to announce their newest crime fighting tool - email tips. The process is simple and easy to use. Simply click on the words "EMAIL YOUR TIP" and you will be directed immediately to a tip submission form.

[www.crime-stoppers.on.ca](http://www.crime-stoppers.on.ca)

## What are my rights if I am arrested?

The Canadian Charter of Rights and Freedoms establishes rights to protect you if arrested or detained by the police. These rights include:

- The right to be informed promptly of the reason you have been arrested or detained.
- The right to retain and instruct counsel (a lawyer) without delay and to be informed of that right. This includes being informed of the availability of free Legal Aid Counsel and how to obtain it. The words "without delay" are interpreted to mean once the situation is in control and the safety of everyone is ensured.
- If you are under 18 years of age you have the additional right of being able to speak with a parent or other appropriate adult as soon as possible. The police must inform and explain these rights to you.



## What should I do when an officer approaches me on the street?

Most police officers are readily identifiable by their uniform. On occasion, you may encounter officers who are not wearing a uniform. If you have any doubts as to the identity of the police officer, you are entitled to ask for proper identification.

### **Police can stop you under three general circumstances:**

- If the officer suspects that you have committed an offence.
- If the officer actually sees you committing an offence.
- If you are driving a vehicle.

The officer may ask your name, address, what you are doing or where you are going. In some cases, the officer may ask to see your identification. It is advisable to be polite and answer the officer's questions.

Refusal to answer questions or being evasive may cause the officer to become more suspicious and to investigate more thoroughly. The goal for everyone should be toward attaining a resolution or solving the crime.

A police officer may ask to speak with you for reasons of which you are unaware. Police officers have the sworn duty to prevent and investigate crimes and to keep the peace. These duties entail interviewing potential witnesses of crimes and interviewing persons who, based on the circumstances appear to be suspicious.

If offenders could be identified simply by the way they looked or dressed, it would be easy to be a police officer, but the fact is police officers have to investigate. Do not take offence to a police officer asking questions. They are doing their jobs, preventing crime, and maintaining safety for you and the rest of the community.

## Points to remember:

- Keep your hands where the officer can see them, and put things down that you may be holding in your hands when the officer asks you to.
- Stay put and stay calm - never walk or run away from the police.
- Attempting to leave will make the officer more suspicious and escalate the situation.

## What should I do when an officer stops me while I'm driving?

Police have the authority to stop a car at any time to determine if the driver has consumed alcohol or drugs, if the car is mechanically fit, that the driver has a valid licence, and whether the car has valid insurance. The most likely reason is a traffic violation.

For many reasons, traffic stops are the most dangerous aspect of police work. More officers are injured or killed conducting routine traffic stops than any other function. Officers must interpret the actions and behaviour of the occupants of the vehicle, as well as constantly monitor other traffic. For these reasons, officers are trained in making safe vehicle stops and to follow a set procedure. The way they approach your car is not meant to intimidate you.

### **If you are directed to stop by a police officer,**

- Slow down and pull as far off to the right side of the road as possible.
- Stay inside your vehicle unless directed otherwise by the officer.
- Keep your hands where the officer can see them and don't make any sudden movements.
- Be prepared to produce the necessary documents.

As the driver of a car, you are required by law, upon demand of a police officer, to surrender a valid driver's license, the vehicle and plate portions of the vehicle permit and proof of insurance to the officer. If these documents are in your pocket, purse or glove box, advise the officer and then retrieve them slowly.

As the driver, you are also accountable for the conduct of your passengers, especially if they are acting disorderly, throwing things out the window or hanging out of the window. You are responsible for the safety and security of passengers under 16 years of age.



## Do I have to answer the officer's questions or identify myself?

In general, you are under no obligation to identify yourself to a police officer. However, there are exceptions including:

- If you are driving a car
- If you have committed a provincial offence such as a liquor or driving offence.

In these circumstances, it is best to cooperate and answer the officer's questions to avoid being arrested. If the police suspect that you have committed an offence or are acting suspiciously, they will want to know who you are.

### There are several reasons for telling the police who you are:

- If the police are looking for someone else, you may avoid being arrested by showing that you are not that person.
- If the police think that you have committed an offence, and you do not tell them who you are, they may arrest you and hold you at a police station until they find out who you are.
- If the police think that you have committed a minor offence, and you identify yourself to their satisfaction, they may give you a ticket or a notice telling you when to appear in court rather than arresting you.



## When can a police officer search me?

Generally, the powers of search are dependant on the circumstances and the beliefs of the officer. If you are arrested, the police can search you and the immediate surroundings including your vehicle if you are in one.

If you are being detained temporarily for investigation or for safety reasons, the police may 'pat you down' or frisk you ensuring that you are not carrying a weapon.

You can give permission to be searched to help alleviate suspicion. If you feel that a search is improper, deal with it later through the Police Complaints System, a confrontation can make things worse.

## Does the officer have to tell me the reason for the stop?

**YES!** An officer is trained to advise persons the reason for which they are being stopped or detained.

Chatham-Kent Police Service policy demands that persons being stopped or detained are to be treated in a courteous manner. The Chatham-Kent Police does not condone acts of unlawful profiling or bias-based policing. Our rules mandate that the person be advised of the reason for the stop and if the officers are asked to identify themselves, they must do so in a proper and professional manner. The officer can be identified by way of the officer's name and/or personal identification "badge" number.

## What is Discrimination?

Discrimination is “any distinction, exclusion, restriction of human rights and fundamental freedoms in the political, economic, social, cultural or any other field of public life” (United Nations-International Convention on the Elimination of All Forms of Racial Discrimination).

A person may experience discrimination when finding or accessing everyday life necessities such as :

- Accommodation
- Employment
- Education
- Membership to groups or clubs
- Goods and services
- Access to public areas

## What is hate crime?

Hate crime is defined as a criminal offence committed against a person or property that is motivated in any part by the offender’s hate/bias against a racial, religious, national, ethnic, sexual orientation gender or disability group.

Victims of hate crime are not targeted for anything they have done, but because of who they are.

However, a significant number of hate crimes are not reported because victims are fearful of reporting incidents to the police. It is important to remember that hate crime is a criminal offence that may result in a charge by police, a conviction if found guilty, and a sentence (punishment) to fit the crime.

## What is hate propaganda?

Hate propaganda means writings, signs or representations that advocate or promote genocide or which incite or promote hatred against identifiable groups distinguished by colour, race, religion or ethnic origin



## How to determine if a crime is hate motivated:

- Absence of motive
- Perception of the victim
- Location
- Graffiti/symbols used
- The date and time of the occurrence (corresponding to a holiday of significance to victim(s) and/or suspect(s) (e.g., historical or religious)
- Victim easily identifiable (by dress, race etc.)
- Profile of the victim
- News coverage of similar events
- The groups involved in the attack
- The manner and means of attack
- Similar incidents in the same area or against the same victim(s)
- Statements by the suspect(s)

### What if I am the victim of a crime?

The first step is to avoid becoming a victim. Be aware of your surroundings at all times. Avoid situations that are risky (i.e. a party where drugs or alcohol are being used).

If you are the victim of a crime, seek safety as soon as possible and contact the police.

Write down as many details about the occurrence including the suspect and vehicle descriptions – if you don't know, don't guess.

Police will need details like clothing, hair colour, height, build, any identifying scars or tattoos, and if the suspect was wearing eye glasses.

If there was a vehicle involved, the police will need to know the make, colour, and licence plate (even if it is a partial plate number) including the province or state.

If you have witnessed a crime, try to get as much information as possible to assist the victim. Stay with the victim and wait for the police to arrive. Tell the officer that you saw what happened.

## What to do if you have been victimized?

- If you feel threatened or unsafe, trust your instincts: leave the situation, cross the street, change direction or go to a place where there are other people
- Make noise, blow a whistle, yell and shout, attract attention
- Name calling and verbal harassment often precedes an assault. If you respond to this, use firm language - do not use insults or inflammatory language
- Get the license plate number of any vehicle whose occupants are threatening you or others
- If all attempts to de-escalate or escape the situation have failed, use your knowledge, strength and anger to defend yourself
- Report the incident to police as soon as possible



## If you are assaulted:

- Report the incident to the police as soon as possible
- Get the name and badge number of every police officer you speak with
- Seek appropriate medical attention
- Ask a friend to be with you as soon as possible
- Write down details of the attacker
- If your keys and identification are missing, do not return home alone. Inform any other person you live with, and replace your locks

## If you witness an assault:

- If you hear a whistle or a yell or see someone being harassed or attacked: yell for help, call 911, gather other people and rush to the scene to scare off the attacker
- Try to remember as much detail about what you are witnessing and write it down as soon as possible
- Stay with the assaulted person(s) until help arrives



# Understanding The Legal System

## When and what to report?

It is important to report all incidents of hate motivated attacks. These attacks may include a verbal and/or physical assault, sexual assault, vandalism, and threats against your life or safety, or repeated verbal harassment by the same person.

## Court Process:

After charges are laid, a government-appointed lawyer (Crown Attorney) is assigned to the case. This is a criminal case, and so the trial is actually between the crown and the accused. You are a witness for the crown during the trial. The trial will probably not occur for quite some time. The police should let you know what's happening, but if they don't, call for regular updates. You have the right to meet with the Crown Attorney responsible for prosecuting your attackers prior to the trial date. The investigating officer should arrange this meeting for you. Prior to the trial complete a "Victim Impact Statement" which you obtain from the investigating officer. This statement may be taken into consideration by the judge during sentencing. There may be a preliminary hearing in order to determine if there is enough evidence to go to trial. If the judge determines that there is not enough evidence then the charges against the accused will be dropped.

## Trial:

You will be called to testify as a key witness in both the preliminary hearing and the trial. This involves answering questions from the Crown Attorney and then being cross-examined by the defence lawyer. If the court determines that there is not enough evidence to prove the accused is guilty beyond a reasonable doubt, the attacker will be acquitted. This does not mean that you were not attacked. It means the Crown Attorney was not able to prove the case to the court. If the accused is found guilty, the judge will decide on a sentence.

## Criminal Injuries Compensation Funds:

You may suffer physical and/or emotional injury or financial losses as a result of your attack for which you can apply for compensation. You can apply for compensation within a year of the attack. You can apply for compensation even if the attacker was not known, if the attacker was found not guilty or if charges were not laid. However, getting compensation without filing a police report of the incident is difficult.

# Understanding the Legal System



425 Grand Ave. West, Chatham ON  
**519-352-2200**

## The Ontario Court of Justice & Superior Court of Justice

The Ontario Court of Justice is one of two trial courts in Ontario (together with the Superior Court of Justice) that make up the Court of Ontario. Proceedings that occur before this court are criminal, civil and also include family law.

## Legal Aid Ontario

Legal Aid Ontario provides guidance and access to legal representation. Legal Aid is available to low income individuals and disadvantaged communities for a variety of legal problems, including criminal matters, family disputes, immigration and refugee hearings and poverty law issues such as landlord/tenant disputes, disability support and family benefits payments.



146 Queen St., Chatham ON  
**519-352-1631**



21633 Communicatiions Rd., Blenheim ON  
**519-352-8484**

## The Ontario Court of Justice Provincial Offences Court

The provincial offences court deals with offences under the Provincial Offences Act, and include: Ontario Highway Traffic Act, Trespass to Property Act, Railway Safety Act, Provincial Parks Act, Liquor Licence Act, The Compulsory Automobile Insurance Act, Fish and Wild Life Act, etc. and Chatham-Kent Municipal Bylaws including parking infractions.

# What if I have a complaint about the Police?

The Chatham-Kent Police Service views the complaint process as a means of maintaining public accountability, correcting police misconduct and improving police services to the community.

## Type of complaints:

- Policies of, or services provided by a police service.
- Conduct of a police officer.

## Making a complaint:

Only the person directly affected by the incident may make a complaint. A complaint must be in writing and must be signed by the person making the complaint. The complaint may be in a letter or in a standard form, available from any police station or from the Ontario Civilian Commission on Police Services (O.C.C.P.S.) office in Toronto.

Pamphlets outlining the procedure for making a complaint are available at any police station or on-line at the Chatham-Kent Police Service web site [www.ckpolice.com](http://www.ckpolice.com). Complaints must be filed within six months of the incident occurring.

## Ontario Civilian Commission on Police Services

25 Grosvenor Street, 18th floor  
Toronto, ON M7A 1Y6  
Toll free: 1-888-515-5005  
Toll free fax: 1-888-311-7555  
Website: [www.mpss.jus.gov.on.ca](http://www.mpss.jus.gov.on.ca)



# Useful Websites & Resources...

**Settlement.org** ([www.settlement.org](http://www.settlement.org)) is a very informative website for newcomers to Ontario.

The informational pages cover a wide range of topics, written in plain language and display resources and links from other useful internet sites. It is a highly recommended site for current residents.

Enter the word "police" in the search field to look- up resources on the following topics.

## Questions to Search On

- *What do I do if the police arrest me?*
- *The Police and You*
- *What do the Police do?*
- *Street Safety*
- *Courts & the Canadian Justice System*
- *What can I do if I feel harassed or discriminated against?*
- *What is the difference between criminal and civil court?*
- *Newcomer Guide to Human Rights and Personal Security*

**Newlanguage.ca** ([www.newlanguage.ca](http://www.newlanguage.ca)) has an interactive animated video titled: "Welcome to the Newcomer's Guide to Security and Rights." The video will explain the judicial system; give tips on protecting you and your family, and provide guidelines in case of an emergency.

**The Human Rights Legal Support Centre** ([www.hrlsc.on.ca](http://www.hrlsc.on.ca)) offers legal services to individuals throughout Ontario who believe they have experienced discrimination.



**Law Help Ontario ([www.lawhelpontario.org](http://www.lawhelpontario.org))** has an excellent list of resources for understanding the Canadian Legal system and your rights in life event situations such as wrongful dismissal. There is also a great video to help you work effectively with your lawyer.

The list of websites will familiarize you with your rights and freedoms as a Canadian:

- *Canadian Heritage - Human Rights Program ([www.pch.gc.ca](http://www.pch.gc.ca))*
- *Ontario Human Rights Commission ([www.ohrc.on](http://www.ohrc.on))*
- *Canadian Charter of Rights and Freedoms ([www.etc.ca](http://www.etc.ca))*
- *Human Rights Animated Story ([www.newlanguage.ca](http://www.newlanguage.ca))*
- *Ombudsman Ontario ([www.ombudsman.on](http://www.ombudsman.on))*
- *It's About Time ([www.cassa.on.ca](http://www.cassa.on.ca))*
- *Community Legal Education Ontario ([www.cleo.on.ca](http://www.cleo.on.ca))*

**Citizenship and Immigration Canada** has created cultural profiles ([www.cp-pc.ca](http://www.cp-pc.ca)) of different countries around the world. If you know the country of origin of your new neighbour, read the profile, you'll be surprised and find it can be an interesting conversation starter.

**Ontario Provincial Police (OPP)** serves parts of Ontario that are mandated to maintain their own police force. For example the OPP patrol the 400 highways. Please visit the OPP website for a good introduction to community policing. ([www.opp.ca](http://www.opp.ca))

**Royal Canadian Mounted Police (RCMP)** is Canada's national police force. The RCMP enforces federal laws and provides contract police services. Please visit the RCMP website to access links to RCMP publications. ([www.rcmp-grc.gc.ca](http://www.rcmp-grc.gc.ca))



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