



April 2017

## PSA's from the Ottawa Police Service

### Report hate crime online

The Ottawa Police Service (OPS) is pleased to announce that it has added the ability to report hate crimes, using its online reporting system. Those with language or other barriers will now have the ability to let a family member or friend help them complete the report, if needed, increasing their comfort level with alerting the OPS to such occurrences. Each report received will be reviewed by an analyst and then directed to the appropriate departments for further investigation and resolution. This new feature will be available later today, and we will be issuing a press release to advise the public about this new service. We invite you, our valued partners, to share this with your community. We take hate crimes very seriously. We hope this new initiative will help to reduce such incidents, build trust, and further partnerships with Ottawa's diverse communities.

*Charles Bordeleau*  
Chief of Police  
[www.ottawapolice.ca](http://www.ottawapolice.ca)

### CPTED (Crime Prevention Through Environmental Design)

My name is Constable Hunt and I run the CPTED (Crime Prevention Through Environmental Design) unit at the Ottawa Police. CPTED is a proactive design philosophy built around a core set of principles. It is based on the belief that the proper design and effective use of the built environment can lead to a reduction in the fear and incidence of crime as well as an improvement in the quality of life. CPTED has 3 main principles- natural surveillance, access control, and territorial reinforcement.

It is a free service that we provide to property owners of retail businesses or multi-storey units along with schools, churches, parks etc. It takes approximately one hour to complete the audit and the official audit form is emailed to the property owner with suggestions on how they might keep the space safer. It includes things like lighting, video surveillance, sightlines, cash flow, operation hours, entrapment areas and property maintenance.

I can be reached at 613-236-1222 ex.2319 or [huntm2@ottawapolice.ca](mailto:huntm2@ottawapolice.ca) for further questions or to book an audit. I will be reaching out to all the BIA's, community associations, health centers, school boards, gas stations, convenience stores, etc for possible referrals. We are trying to inform people that this service exists, that it is free, and that it can be helpful for crime prevention. Thanks for your time

*Matt Hunt*  
CPTED Unit- Ottawa Police

### Make the right call

As "A Trusted Partner in Community Safety", the Ottawa Police Service (OPS) prides itself on always looking for new and improved ways to help the residents of Ottawa connect with us.

Effective April 26, 2017, the OPS will be introducing a single telephone number in which to contact us for all non-emergency enquiries. If you need to reach police by telephone for a non-emergency, you can call (613) 236-1222 to report any type of report from vehicle theft to harassment complaints. Also, instead of having to find the proper extension to reach a desired party, our new automated Integrated Voice Response (IVR) system will connect you to the right section or person.

All emergency or life-threatening calls will continue to be made utilizing 9-1-1.

In response to evolving technology, residents may instead choose to file a complaint online. Some of the reports you are now easily able to file online include: Thefts, Damage to Property, Traffic Complaints, Drug Complaints, Fraud Complaints, and Hate Crimes. Residents can also utilize our on-line service if they wish to add supplemental information to an existing report.

As a valued partner, we felt it was important to let you know about these changes so that you can communicate with your constituents as early as possible. These improvements have been implemented to allow the OPS to better serve the residents of Ottawa.

A Media Release will be issued shortly to advise the public of the changes being implemented. Additionally, this messaging will be further communicated during Police Week.

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