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STANHOPE 2009: LEADERSHIP & INNOVATION IN CANADIAN POLICE TRAINING



Photo by Alanna's Photography

The Stanhope Conference continues to be a progressive learning experience for the Canadian police community. In early October, sixty delegates from 38 policing services and agencies across Canada gathered in Stanhope, Prince Edward Island to discuss and shape the future of online training for Canada's frontline police community.

"We continue to be impressed by the diversity of representation and level of engagement this conference produces," says Sandy Sweet, President of CPKN. "Despite the small-scale format of this event, we've found the size of the group is highly conducive to networking, sharing ideas, challenges, and issues."

Co-hosted by CPKN and the Police Sector Council, the third annual Stanhope Conference agenda covered a range of topics, from the practical challenges of implementing e-learning to a fast-forward look to the technologies and innovations that are coming down the line. As an added feature, a pre-conference 'e-Learning 101' workshop was delivered to provide an overview of the fundamental theories and development processes involved in developing online training courses. **(Con'd on Pg. 8)**

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THE LEADING EDGE Message from CPKN's President

In recent months, CPKN has had plenty of opportunity to reflect on just how far we've come in our

efforts to foster the growth of an e-learning culture within the Canadian police community. The increasing importance of the Stanhope Conference and recognition at national events such as GTEC are just two of the yardsticks by which we measure the distance we've travelled.

With that said we're always looking down the road, so to speak, forecasting the needs of the police community and planning our strategy to meet those needs. To that end, CPKN's Board of Directors has re-shaped the vision and priorities that will guide CPKN's future direction.

This new framework has been formulated to enable CPKN to grow as an "integral and valued training and learning partner for Canadian and international law enforcement agencies and related public safety organizations." As we continue to build cost-effective, just-in-time training products and to ensure relevance and sustainability through sector-based partnerships, there's a renewed focus on assessing the impact of online training initiatives while innovating learning mechanisms for frontline officers.

While we depend on working collaborations with the community at large, much of this work will be achieved through the support of the Police Sector Council and the experience of the National e-Learning Steering Committee. Back in July, CPKN and PSC signed an agreement whereby PSC will fund the development and evaluation of at least twelve nationally relevant training courses over the next three years. Overseen by the Steering Committee, this initiative will be a significant factor to enabling CPKN to expand its existing evaluation methodologies and to monitor training effectiveness through defined, leading-edge performance measurement practices. Through partnerships with other organizations such as the Canadian Council on Learning, it will also form the basis of other research based on the unique experiences and findings within the Canadian policing/law enforcement community.

As the recognized leader in the delivery of online training to the Canadian policing sector, there's also a fundamental requirement to push the boundaries of the

learning experience. Whether that involves expanding the scope of media applications through video, avatars, or other 3D tools; identifying new technologies and learning methods to advance instructional and technical components of courseware; or simply leveraging the best practices and experiences of the industry, CPKN is committed to optimizing accessible, barrier-free training.

So, with map in hand, CPKN is off on the next leg of our journey. We're glad to have you along for the ride.

Sandy Sweet
President, CPKN

MORE GTEC KUDOS



CPKN recently received a Service Delivery Award for the *Firearms Identification for Public Agents Pilot Project*. This award recognizes the Project Team's outstanding leadership and innovation in the delivery of services to Canadians. The award was accepted by project Subject Matter Expert George Fraser of the RCMP Canada Firearms Program at GTEC's 2009 Distinction Awards Gala at the National Gallery of Canada in Ottawa. The FIPA project was funded by the Police Sector Council and the RCMP's Canadian Firearms Program.

TORONTO TAKES PREVENTATIVE MEASURES AGAINST H1N1 VIRUS

Toronto Police Service is making a pre-emptive strike on the H1N1 virus. Understanding the potential impact of this pandemic event could have at individual, organizational, and municipal levels, all sworn TPS officers and civilian staff have been directed to participate in an online information event for *Infectious Disease and Pandemic Preparedness*.

"We take the H1N1 threat very seriously," says Inspector Bill Neadles of the Toronto Police Public Safety & Emergency Management. "For the safety of our staff and for the public at large, we are taking all possible measures to prevent and control the spread of this forecasted outbreak."

As the next wave of the H1N1 flu hits, more than 5,700 TPS officers and 2,000 civilian staff have been recently enrolled in *Infectious Disease and Pandemic Preparedness*, an online training course offered through CPKN. Each person can access the course through TPS's designated portal on the CPKN Learning Management System and is provided with time during working hours to complete the 30 minute course. Designed to increase awareness about pandemic events and instruct learners on protecting themselves against infectious disease, this course is a mandatory training initiative for all TPS employees.

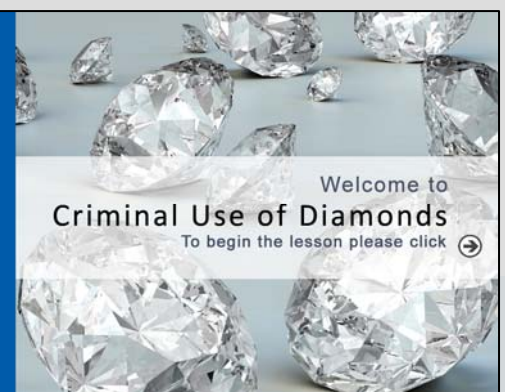
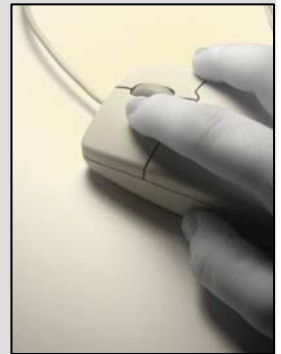
"In this case, an online approach is the most effective means of communicating essential information in our organization," says Insp. Neadles. "Under tight

"Under tight timelines, [online learning] bypasses the expense and scheduling conflicts associated with in-person information sessions, but still allows us to reach every person in every unit throughout the city."

timelines, it bypasses the expense and scheduling conflicts associated with in-person information sessions, but still allows us to reach every person in every unit throughout the city."

During severe outbreaks, a pandemic event not only puts the health of people at risk, but can also have serious consequences for public services. In the event of widespread infection, there is potential for the disruption in services due to shortages of staff and decreased capacity. As an essential service, it is particularly important that police operations are maintained at optimal levels.

"At this point, information is our best defense," says Insp. Neadles. "While this initiative will not completely shield our organization against the effects of the H1N1 virus, it is expected to significantly reduce its impact on the health of staff and day-to-day services." ■



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CPKN HOSTS ONLINE COMPONENT OF ALBERTA ISEP

Alberta is making the most of CPKN's flexible service options in the delivery of its *Investigative Skills Education Program* (ISEP). Designed in a blended learning format, this program ensures that investigators throughout Alberta will have access to consistent, structured, and progressive training throughout their careers. In September, CPKN began hosting the first of more than 30 courses that make up the online component of the program.

"The investigative skills and knowledge needed in today's policing profession are very complex," says Insp. (retired) Rick Gagnon, Provincial Coordinator of the ISEP program.

"This, combined with an unprecedented rate of new hires, fewer mentors, and time constraints around training, has potential to seriously impact on officers' abilities to conduct effective investigations."

Recognizing these challenges, the concept for a blended ISEP began in 2007 at the Edmonton Police Service

(EPS). However, the program's value to agencies throughout the province was soon realized. Now with funding provided by the Alberta Ministry of Solicitor General and Public Security, ISEP is managed by EPS on behalf of all Alberta police agencies, including municipal and Aboriginal police services and the RCMP. Following a curriculum tied to competencies on the skills development continuum, the program consists of four levels. After Recruit Training (Level 100), the program incorporates a blend of online and in-class problem-based learning to help officers develop their skills as their careers advance.

"Considering the nature of the program and the challenges associated with delivering to investigators across the province, we believe a blended approach is the most accessible and effective means for delivering this training," says Gagnon. "The e-learning portion allows learners to work through critical, theory-based portions of the program according to their own pace and schedules while the in-class component applies that knowledge in a highly focused, experiential learning environment."

Supported by a provincial governance committee, EPS's Training Unit has created the core ISEP curriculum through a collaborative feedback process with other agencies throughout the province.



"With more than 2,000 investigators expected to participate over the next five years, ISEP is a priority initiative that will benefit all Alberta policing agencies."

"We've developed content based on provincial standards and shared commonalities between agencies," says Sgt. (retired) Carol Glasgow, Manager of Training for Edmonton Police Service. "Combining this with defined competencies demonstrated in the field, the program provides a comprehensive training experience for all Alberta investigators."

In early September the first cohort of 150 officers from nine agencies across Alberta began the online component of Level 200 via CPKN.

Throughout the fall and early winter, these candidates will access fifteen online courses through CPKN's Learning Management System (LMS) and complete three one-day classroom sessions offered in both Calgary and Edmonton. Based on the current schedule, this first group of officers will complete Level 200 coursework in January 2010. **(Con'd on Pg. 7)**

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GRAFFITI COURSE PROVES AN ASSET TO CHARLOTTETOWN INVESTIGATION

Graffiti Investigation proved to be a positive asset for investigators who tackled graffiti crime in Charlottetown.

The escalation in the number of graffiti related complaints in the Charlottetown area in recent months prompted the Charlottetown Police Services (CPS) to assign two members to a dedicated investigation. Cst. Sean Coombs and Cst. Steve Gallant, experienced investigators in the CPS Street Crime Unit, began a comprehensive investigation of all graffiti files in late Spring. As a means of broadening their knowledge on graffiti-related crime, both participated in CPKN's *Graffiti Investigation* course.



Graffiti crime is a problem for communities, rural and urban, around the globe. And though seemingly benign, the cumulative impact of graffiti on a community is much more threatening...

"Ongoing training is essential to every officer's career," says Paul Smith, Chief of Charlottetown Police Services. "In this case, the graffiti course was a solid source of information that contributed to our members' existing experience and skills. It was a very worthwhile two hour investment."

Much of the investigation centered on the identification and arrest of a particularly prolific offender with the tag name, or signature, of 'Nova'. As the investigation continued, officers contacted Detective Constable Lee Jones of the Saskatoon Police Service (the course Subject Matter Expert) and Special Constable Craig Wright of the Toronto Transit Commission for an analysis of graffiti incidents from the Charlottetown area. Based on the study of submitted photographs, it was concluded that approximately 70% of those tags could be attributed to Nova. (Con'd on Pg. 7)

BC LAUNCHES PROVINCE-WIDE ONLINE DOMESTIC VIOLENCE TRAINING INITIATIVE

In October, on behalf of the British Columbia Ministry of Public Safety and Solicitor General (Police Services Division), CPKN began hosting a new province-wide online training initiative for BC police.

Through collaboration with independent municipal police, RCMP, Ministry of Children and Family Development, Crown Counsel, Victim Services and Corrections, the Ministry will launch the *Evidence-based, Risk-focused Domestic Violence Investigations* training course. Designed to enhance performance, this program emphasizes the importance of proper investigations and a coordinated response to domestic violence issues. It also reviews recommended practices for BC police officers during the course of domestic violence investigations. (Con'd on Pg. 6)



The *Evidence-based, Risk-focused Domestic Violence Investigations* course emphasizes the importance of proper investigations and a coordinated response to domestic violence issues.

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CPIC QUERY/NARRATIVE UNDERGOES EXTENSIVE UPDATES

CPIC Query/Narrative Online has recently undergone extensive updates. The new version (English) of the course was launched on the CPKN portal in late September. The French language version is currently in translation and will be available later this fall.

First released in 2007, this course provides information on CPIC policy and is designed to provide users with the skills to query CPIC Data Banks, analyze the responses, and send narrative traffic messages using the CPIC System. In addition to restructuring the course in the new CPKN interface, the content itself has been updated to reflect the enhanced international component of the CPIC system. Specifically, the lesson on ACUPIES (Automated Canadian United States Police Information Exchange) has been updated to correspond with changes regarding queries for USA and Interpol databases.

Currently registered learners are advised that access to the earlier version will expire on September 30, 2010. However, learners who have registered to *CPIC Query/Narrative Online* in the past year (registered on or after September 28, 2008) will be granted access to the new version at no cost on request. Please contact the CPKN Support Desk (1-866-357-2756/support@cpkn.ca) for more information. Learners are also advised that the price for this course has also changed. Effective September 28, 2009, this course will cost \$50/user. Licensing options for organizations are available. ■



BC Domestic Violence, con'd from Pg. 5

Recognizing that police officers are just one part of the criminal justice system involved in domestic violence cases, this 3.5 hour course focuses on the value of inter-agency cooperation and the necessity of effective threat assessment and risk management strategies in domestic violence cases. It is intended to encourage police officers to consider victim safety (and risks to victim safety) as a central factor when making decisions both during and after an investigation.

Evidence-based, Risk-focused Domestic Violence Investigations is mandatory training for more than 4800 frontline police officers and supervisors of frontline police in BC, including independent municipal police departments and the RCMP. All officers falling within this group are expected to take this course within the next two years. The course will also become required learning for recruits attending the JIBC Police Academy and those RCMP cadets stationed in BC during their field coaching period.

Built by CPKN's Design & Development team with content provided by the Ministry and the instructional design services of TecKnowledg-e Learning, Inc., CPKN will also host the course and provide learner support to all independent municipal police learners in BC. RCMP learners will access it through their own internal learning management system AGORA.

For more information, please see the course description and training standard on the CPKN website. ■



[This course] is mandatory training for more than 4800 frontline police officers and supervisors of frontline police in BC, including independent municipal police departments and the RCMP.

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RADAR Refresher Training

This course is a refresher for the experienced RADAR operator. In addition to reviewing the theory and technology behind RADAR, this course also covers health and safety issues during speed enforcement and provides information to help law enforcement officers prepare for court.

Content Provider: York Regional Police Service
Languages: English and French

**Free Learning & Evaluation Event
coming in Fall 2009 - check
www.cpkn.ca for details!**

 The development of this course was funded by the Government of Canada's Sector Council Program.

ISEP, con'd from Pg. 4

"The decision to deliver the online component through CPKN will significantly streamline program logistics," continues Glasgow. "In addition to hosting the courses on their LMS, CPKN will manage learner registration, provide technical support services, and deliver monthly reports on learner progress back to EPS. This significantly reduces the strain on our own resources and allows us to put greater focus on content development and in-class portions of the program."

To date, curriculums for Levels 200 and 400 have been finalized and Level 300 is under development. The full program is expected to be up and running by the fall of 2010.

"Like any large undertaking, ISEP is a work in progress," concludes Gagnon. "Over time and through ongoing collaboration, it will become more defined. With more than 2,000 investigators expected to participate over the next five years, ISEP is a priority initiative that will benefit all Alberta policing agencies." ■

Graffiti, con'd from Pg.5

A short time into the investigation, officers executed a search warrant on a city residence and arrested a 20-year-old man. That individual, believed to be Nova, is facing a series of charges which are presently before the courts. Two other unrelated arrests have also been made. "The success of this case clearly demonstrates the value of CPKN training courses and the network behind those resources," says Chief Smith. "CPKN not only provides an opportunity to expand on officers' baseline knowledge on a wide range of subject areas, but also presents a direct line of contact to experts in those fields. That sharing of information and experience played a key role in our investigation."

Graffiti crime is a problem for communities, rural and urban, around the globe. And though seemingly benign, the cumulative impact of graffiti on a community is much more threatening: it damages property, reduces property values, undermines the sense of security and safety, and generates an undesirable impression among residents and visitors alike. Though it is unlikely that police will ever be able to eradicate this type of vandalism, for now, Charlottetown city police have certainly made their mark. ■

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Stanhope Conference, con'd from Pg. 1

"This conference has become widely recognized as a networking opportunity to openly share information and knowledge, to establish relationships with other agencies, and to exchange good ideas about online training for frontline personnel," says Geoff Gruson of the Police Sector Council. "It has become a key means of keeping services focused and up-to-date on the state of e-learning in Canadian policing."

Another major component of the conference is the identification and selection of priority training topics for e-learning development under the Police Sector Council's national e-learning program. This year, a new process was initiated whereby any policing service or agency could submit topic proposals for consideration. These topics were then voted on according to relevance, priority, and risk factors. Results of voting on the fourteen submitted topics are currently being analyzed; outcomes will be published on the conference website (www.cpkn.ca/stanhope09).

The second annual Black Socks Awards was also a conference highlight. Established to recognize leadership among Canadian policing agencies in the adoption of e-learning, the highly coveted Black Socks are bestowed upon those organizations who have demonstrated proactive attitudes and actions in making e-learning a part of their training curriculums. This year, three new organizations were inducted to the Order: Ontario Police Video Training Association (accepted by Jamie Saunders and Michael Knight); Ontario Provincial Police (accepted by John Tod); Halton Regional Police Service (accepted by Duncan Foot).

"There was a lot to take in over this two day event, but in the end, what struck me most was how far we've already come", says Sweet. "In the two short years since the first Stanhope Conference, the Canadian police community has made incredible advances in its adoption and uptake of e-learning. I believe it's the relationships and networks of knowledge sharing that are at the core of that progress. And while it's impossible to keep pace with ever-evolving technologies, I think we'll surprise ourselves in how much further along the continuum we'll be in another two years." ■



Jamie Saunders and Michael Knight accept Black Socks on behalf of OPVTA.



Bill Stephens (OPC), Sandy Sweet, and Axel Hovbrender (JIBC).



John Tod accepts a Content Provider plaque in recognition of the OPP's Highway Criminal Interdiction course. Plaques were also presented to the OPC and JIBC.



Tim Workman (National Research Council) and Ken Anderson (Durham Regional Police).



Jean-François Dragon (ENPQ), Luc Pellerin (ENPQ), and Simon Paré (RCMP)

Brent Shea (London Police Service) provides a re-cap of Day 1 presentations and discussions.



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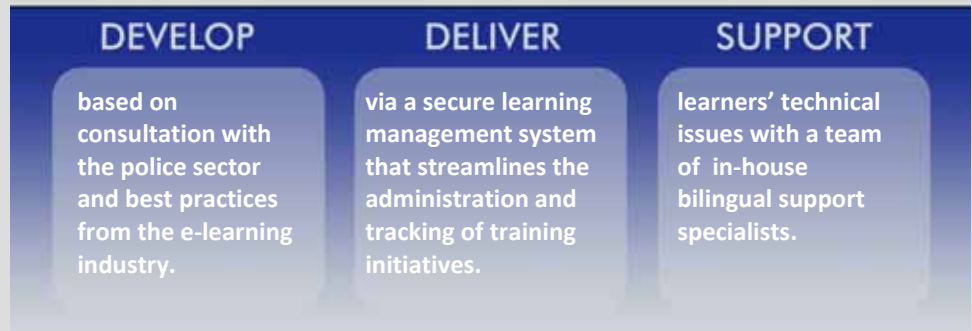
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Established in 2004, the Canadian Police Knowledge Network is Canada's leading not-for-profit provider of online training solutions for police and law enforcement. Working with subject matter experts from police services, training academies, and other sector organizations across Canada, CPKN develops, delivers and supports highly effective and engaging e-learning solutions to meet the needs of frontline personnel.

CPKN is governed and guided by a voluntary Board of Directors which includes senior level police professionals from the Canadian policing community. It also works in close collaboration with key sector organizations, such as the Canadian Association of Chiefs of Police, the Police Sector Council, and decision makers within police services to identify and prioritize subject areas for online delivery and to promote the integration of e-learning into police training curriculums.

The CPKN Model



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CPKN is endorsed by the Canadian Association of Chiefs of Police.

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