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The newsletter of the **Canadian Police Knowledge Network**

## WINNIPEG INTEGRATES EDP ONLINE TRAINING FOR CALEA ACCREDITATION

The Winnipeg Police Service (WPS) recently announced that it will be using CPKN's *Recognition of Emotionally Disturbed Persons* to train hundreds of officers each year as a component of its accreditation with the Commission on Accreditation for Law Enforcement Agencies (CALEA).

Created to improve the delivery of public safety services, CALEA is a US-based organization that helps law enforcement agencies strengthen crime prevention and control capabilities and formalize management procedures through recognized best practices and standards within police services. WPS is one of fourteen agencies in Canada that has received CALEA accreditation and has maintained that accreditation since 1998.

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**While WPS added a mental health component to its training curriculum beginning with its 2004 recruits, in response to CALEA's new directive, it will now extend that training to all members...**

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Among the 462 standards set out by CALEA, compliance is required on several mandatory training exercises including firearms training, use of force, police vehicle operations, and ethics. More recently, mental health training was also added to its accreditation requirements. Now, CALEA-accredited services must provide officers with training on mental health issues at least once every three years.

While WPS added a mental health component to its training curriculum beginning with its 2004 recruits, in response to CALEA's new directive, it will now extend that training to all members.

Con'd on Pg. 5.

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## THE LEADING EDGE

### Message from CPKN's President and CEO

Most of the time, CPKN is all about relationships. Whether they be with our Board of Directors, our Content Providers, our clients, or the organizations that we partner with, we work

hard to build relationships that produce results for Canada's policing sector as a whole. But at fiscal year end, life becomes all about the numbers.

I'm very pleased to say that CPKN's numbers have never been better. We've experienced exceptional growth in the past year - - an incredible 92% increase in revenues over 2008. Police and public safety organizations from British Columbia to Newfoundland and Labrador are making great strides in the adoption and implementation of e-learning. And while we tend to focus on that bottom line number, it's not our only measure of success.

As our user base grows, so too has our catalogue. During that April to March period, 11 new courses and learning resources were made available, 4 of which were offered at no cost for introductory learning periods. Some of these courses are produced by

CPKN's own development team while others, like *Characteristics of an Armed Person* or *Stolen Innocence* are shared directly from other organizations. With more than 35 offerings, CPKN has something for everyone.

We also put a lot of stock into what learners are telling us. Over the last fiscal year, police officers and other law enforcement personnel have successfully completed more than 25,000 CPKN courses. Of the more than 6,000 learners who have completed learner feedback surveys, 90% have indicated that they would recommend a CPKN course to their colleagues. That kind of number says it all.

There's no doubt that the numbers are important - - the better our numbers are, the greater the benefits realized by the policing community. But truth be told, it's still the relationships that make those numbers what they are.

Sandy Sweet  
President and CEO

## Board Notes .....



Jeanette MacAulay

**Jeanette MacAulay** recently stepped down from the CPKN Board of Directors. Jeannette was a founding member of the Board and has served as Chair since 2004. She has been an integral participant in CPKN's creation and subsequent success. Our sincere thanks and appreciation is extended to Jeanette for her commitment to CPKN over the last four years.

A/Commr. **Graham Muir** is currently on a one year term assignment in Afghanistan.

### New Directors

CPKN is very pleased to welcome two new members to the Board of Directors: **Mr. Michel Beaudoin**, Director General of the École nationale de police du Québec, and **C/Supt. Alain Tousignant**, Director of RCMP National Learning Services.

We look forward to their experience and knowledge and anticipate their input will be of much value as CPKN moves forward.

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## CFP TO FUND NATIONAL CFRO LEARNING AND EVALUATION PERIOD

The RCMP Canadian Firearms Program (CFP), formerly the Canada Firearms Centre, recently announced that it will be funding a preliminary delivery and evaluation period for a new *Canadian Firearms Registry Online: A Tool for Officer Safety* course. Following release of the course later this month, CFP will sponsor a four month learning period which will be free to all frontline police and law enforcement officers in Canada.

First launched in 1998, the Canadian Firearms Registry Online (CFRO) system provides officers with

*"... As we explore new offerings for online training, the evaluations from this course will allow us to directly assess learner response and incorporate that input into future courses."*

~ Jeff Brandt, Registrar of Firearms, CFP

immediate access to firearms license and registration information. This better prepares officers for service calls involving, or potentially involving, firearms and significantly contributes to the safety of officers and the general public. CFRO is also critical to the investigation of firearm-related crimes and the identification of lost or stolen firearms. The system is accessed on average 9,400 times per day by policing agencies across the country.

In 2007, as part of an initiative to understand how CFRO could be improved to better assist police services and to identify training needs, CFP conducted a survey of police officers from across Canada. Results from that survey indicated that while general duty police officers value the information provided by CFRO and it has a significant impact on day to day operations, many officers who employ it have never had formal training in its use. While an officer may know how to query the system, they may not fully understand how to interpret the results, which could possibly lead to an inappropriate intervention.

"Police departments have dramatically increased their use of CFRO in recent years," says Jeff Brandt, Registrar of Firearms at CFP. "The challenge now is to ensure police officers have received the necessary training to correctly use CFRO query results to improve their own and public safety."

Con'd on Pg. 6

### FREE LEARNING EVENT

#### Canadian Firearms Registry Online: A Tool for Officer Safety

This course focuses on query processes within the CFRO system, the various statuses associated with firearms, licenses, and certificates, and, using scenario-based exercises, instructs learners on how to interpret query results.

**Free learning period until August 31/09.**

**Content Provider:** Canadian Firearms Program  
**Languages:** English and French  
**Est. Completion Time:** 1 hour  
**Release Date:** May 2009

*This free learning and evaluation period is funded by the RCMP's Canadian Firearms Program.*



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## NS JUSTICE ROLLS OUT MANDATORY EDP TRAINING TO CORRECTIONS OFFICERS, SHERIFFS

More than 800 Nova Scotia correctional officers and sheriffs will be completing mandatory *Recognition of Emotionally Disturbed Persons* (REDP) training over the next three years. Beginning May 1<sup>st</sup>, NS Corrections Staff Training and Development in partnership with Sheriff Services will oversee the implementation of training rotations to ensure all sheriff and correctional services staff who deal with offenders receive this training through CPKN's online learning portal.

Based on recommendations from operational reviews and an organizational audit, Nova Scotia Corrections and Sheriff Services looked to the REDP course as a potential option for training on mental health issues.

"Given the prevalence of offenders with mental health disorders, ensuring our staff are properly informed and trained is a top priority," says Tim Arsenault, Manager of Policy and Programs for NS Corrections. "We found the REDP course not only instructive on pertinent issues, but also easy to understand and navigate. The fact that we'll also reduce training associated costs is just an added benefit."

While this is the Department's first foray into a broad-based online training program, it's probably not its last.

"The REDP initiative will be a benchmark to determine the efficacy of e-learning for its staff," says Arsenault. "We're already reviewing other CPKN offerings for their applicability to our divisions." ■

### NEW FREE LEARNING RESOURCE: RAIL INCIDENT INVESTIGATION

Every year in Canada, approximately 370 collisions and trespassing incidents occur at highway/railway crossings and along the railway tracks and result in the death or serious injury of nearly 170 people. Though responding to rail incidents is not a common occurrence for police officers, when the call comes, it is important to know the best means of conducting a thorough investigation in a safe and timely manner.

Developed by Canadian National and Canadian Pacific Police, in cooperation with Transport Canada, the *Canadian Rail Incident Investigation Guideline* was created to provide police with a simple, effective tool that encompasses all of the major aspects of an on-site investigation. The Guideline is set out as a checklist of items outlining safety precautions that should be taken (both personal and public), who should be notified when an incident occurs, and how to proceed in a way that minimizes train delays and potential safety risks,



without compromising the integrity of the investigation. The checklist contains generally accepted safety and police investigation practices that have been endorsed by Coroners, the Canadian Association of Chiefs of Police, Canadian National, and Canadian Pacific.

For a full description, please visit [www.cpkn.ca](http://www.cpkn.ca).

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# Stanhope 2009

Mark your calendar -- the 3<sup>rd</sup> annual Stanhope Conference\* will be held October 6 - 7, 2009.

Hosted by CPKN, this event brings together police training professionals to discuss the challenges, priorities, and best practices associated with police training in the 21<sup>st</sup> century.

## Order of the Black Socks

CPKN is proud to once again recognize those policing services and agencies that demonstrate leadership in the adoption of e-learning with induction into the Order.

\* Limited seating is available. Conference details will follow at a later date.



## Winnipeg Integrates EDP Online Training, Con'd from Pg. 1

"With more than 1300 sworn members, there are predictable challenges when delivering force-wide mandatory training," says Staff Sergeant Jernej Anderlic, WPS's Mental Health Liaison Officer.

"While many of our recently hired officers have received extensive mental health training, there are many others, usually due to shift schedules, court appearances, or other time conflicts, who have not had that opportunity."

To address training for those officers, throughout 2009 and early 2010 WPS will offer one day (classroom) sessions for

approximately 900 members. Remaining members who have already received training, including those hired since 2004, will use CPKN's online course. Following this initial cycle, all members will then participate in refresher training through CPKN once every three years.

This is not the first time WPS has integrated web-based solutions to deliver training. Among numerous other e-learning initiatives, WPS has conducted mandatory first aid training through CPKN since 2007. Given the success of that initiative, a similar approach using *Recognition of Emotionally Disturbed Persons* will not only provide officers with essential

information, but also satisfy the CALEA accreditation requirement without major impacts on time requirements.

"The use of both classroom sessions and online courseware lends flexibility to our training schedule and will significantly increase our ability to deliver the training within prescribed timelines," says S/Sgt Anderlic. "We anticipate that more than 400 of our members will access the online course annually. We will also offer this training to our civilian personnel, such as call takers and dispatchers, who have regular contact with members of the public."

This initiative will begin in the spring of 2009, with the online component coming into effect in the fall. ■

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## Under Development at CPKN

At present, CPKN has ten new courses slated for development during 2009/2010, including:

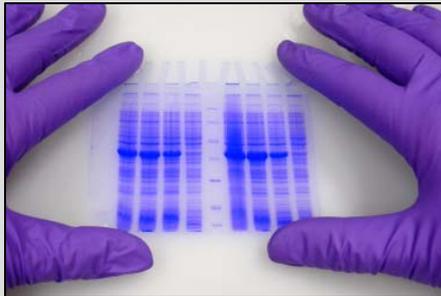


### Introduction to Human Sources

*Introduction to Human Sources* will provide foundational knowledge of policy, law, case law, and the dos and don'ts of managing human sources. Using a problem-based approach, this course will simulate many of the complexities, conflicts, and diverse issues raised during actual investigations involving human sources. Content for this course is provided by the RCMP Organized Crime Branch.

### Forensic DNA Evidence

Designed as a training resource for new personnel and a reference for more experienced officers, *Forensic DNA Evidence* will provide officers with a comprehensive understanding of the DNA warrant provisions of the Criminal Code, case law, and evidence collection issues. Content for this course is provided by the Justice Institute of British Columbia.



### Firearms Verification

This course will build on the fundamental concepts of firearms identification and the requirements of the Firearms Act and the Canadian Firearms Program to review enhanced tools and methods to identify firearms according to the Canadian standard. Participants who successfully complete this course will be qualified to verify firearms for the National Registry. Content for this course is provided by the RCMP's Canadian Firearms Program.

### CFP to Fund Learning and Evaluation Period, Con'd from Pg. 3

Based on that survey and its mandate to develop a formal training program for CFRO, CFP, in collaboration with CPKN, have now created a one hour online course that focuses on query processes within the CFRO system, the various statuses associated with firearms, licenses, and certificates, and, using scenario-based exercises, instructs learners on how to interpret query results. The design and development of this course was funded by the Police Sector Council and CFP will fund an initial learning and evaluation period where data on learner feedback, completion rates, learner satisfaction, and recommendations for course improvements will be gathered and assessed.

"Without online delivery, we would never be able to provide frontline officers with this training in such a timely and cost-effective way," continues Brandt. "As we explore new offerings for online training, the evaluations from this course will allow us to directly assess learner response and incorporate that input into future courses."

This is CFP's second online offering through CPKN. The first, *Firearms Identification for Public Agents*, was released in 2008 and has had tremendously positive response from the police and law enforcement communities. Other courses in *Firearms Verification* and *Seized Firearms Safety* are scheduled for development later this year. ■

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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**



**Point. Click. Learn.** is published electronically on a quarterly basis by the Canadian Police Knowledge Network. To submit contributions, or make suggestions for future articles, please contact CPKN.



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

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