

CITY OF LANGFORD  
PROTECTIVE SERVICES COMMITTEE  
Tuesday October 11<sup>th</sup>, 2011 @ 5:00 pm  
Council Chambers

**AGENDA**

	Page
1. <b><u>CALL TO ORDER</u></b>	
2. <b><u>APPROVAL OF THE AGENDA</u></b>	
3. <b><u>PRESENTATION</u></b>	
a) Haiti Orphanage Project Update - Verbal - Fire Chief Bob Beckett	
4. <b><u>ADOPTION OF THE MINUTES</u></b>	
a) Protective Services Committee Meeting – February 28 <sup>th</sup> , 2011	001
5. <b><u>RECEIPT OF OTHER BOARD AND COMMITTEE MINUTES</u></b>	
a) Intermunicipal Advisory Committee on Disability Issues (IACDI) – Jan. 20 <sup>th</sup> , Feb. 17 <sup>th</sup> , 2011	004
6. <b><u>REPORTS</u></b>	
a) RCMP Monthly Report – February 2011 – September, 2011 - Staff Report (0640-30)	016
b) Renewal of Mutual Aid Agreement with Colwood Fire Department - Staff Report (2240.20)	053
c) Fire Safety Report for January, 2011 - Staff Report (0640-30)	058
d) 2010 Fire Department Annual Report - Staff Report (Attachment)	
7. <b><u>CORRESPONDENCE</u></b>	
a) Pacific Centre Family Services Association <u>Re: Community Outreach Prevention and Education Program 2010-2011 Annual Report</u>	066
b) Pacific Centre Family Services Association <u>Re: Community Outreach Prevention Education Program Report, April 1 – June 30, 2011</u>	074
8. <b><u>ADJOURNMENT</u></b>	

**CITY OF LANGFORD**  
**MINUTES OF THE PROTECTIVE SERVICES COMMITTEE MEETING**  
**Monday, February 28<sup>th</sup>, 2011 at 5:00 p.m.**  
**Council Chambers**

**PRESENT**

Councillors: L. Szpak (Chair), L. Seaton (Vice-Chair) Members: H. Frederiksen; K. Zado, M. Dean and E. Wilson.

**ATTENDING**

Administrator, Jim Bowden, Fire Chief Bob Beckett, West Shore RCMP OIC, Mark Fisher, Manager of Bylaw Enforcement, Lorne Fletcher, and Community Liaison Officer, Rick Stiebel.

**ABSENT**

Member: M. Gibbins (VCCMC)

**1. CALL TO ORDER**

The Chair called the meeting to order at 5:00 p.m.

**2. APPROVAL OF THE AGENDA**

MOVED BY: H. FREDERIKSEN  
SECONDED: E. WILSON

That the Protective Services Committee approve the Agenda as circulated.

CARRIED.

**3. ADOPTION OF THE MINUTES**

**a) Protective Services Committee – December 13<sup>th</sup>, 2010**

MOVED BY: H. FREDERIKSEN  
SECONDED: E. WILSON

That the Minutes of the Protective Services Committee meeting held on December 13<sup>th</sup>, 2010 be adopted as circulated.

CARRIED.

**4. REPORTS**

- a) Proposed Amendment to Bylaw 509 (Regulation of Firearms and Bows)  
- Staff Report (File No. 3900-1328)**

MOVED BY: H. FREDERIKSEN  
SECONDED: K. ZADO

That the Protective Services Committee recommend to Council:  
That Council consider first three reading of Bylaw No. 1328, "City of Langford  
Firearms and Bow Use Bylaw No.509 Amendment No. 1, 2011."

CARRIED.

- b) RCMP Monthly Report – December 2010 & January 2011  
- Staff Report (File No. 0640-30)**

MOVED BY: M. DEAN  
SECONDED: K. ZADO

That the Protective Services Committee recommend to Council:  
That Council receive the RCMP Monthly Report for December 2010 and January  
2011.

CARRIED.

- c) Licenced Establishment Police Patrols  
- Verbal Report – Inspector Fisher (File No. 7500-01)**

OIC Inspector Mark Fisher updated the Protective Services Committee on the Licenced  
Establishment Police Patrols.

MOVED BY: M. DEAN  
SECONDED: K. ZADO

That the Protective Services Committee receive Inspector Fisher's verbal update on  
the Licenced Establishment Police Patrols.

CARRIED.

- d) Fire Safety Report for October to December 2010  
- Staff Report (File No. 0640-30)**

MOVED BY: COUNCILLOR SEATON  
SECONDED: M. DEAN

That the Protective Services Committee recommend to Council:  
That Council receive the Fire Safety Report for October to December 2010.

CARRIED.

**e) Tour de Victoria Cycling Event – May 28<sup>th</sup>, 2011  
- Verbal Report – Inspector Fisher (File No. 8100-20)**

OIC Inspector Mark Fisher updated the Protective Services Committee on the Westshore RCMP detachments work and liaison for the first annual Ryder Hesjedal's Tour de Victoria supported mass participation cycling event to be held on May 28<sup>th</sup>, 2011.

**5. CORRESPONDENCE**

**a) Pacific Centre Family Services Association  
Re: Community Outreach Prevention & Education Program – Quarterly  
Report October 2010 – December 2010 (File No. 0470-01)**

MOVED BY: H. FREDERIKSEN  
SECONDED: K. ZADO

That the Protective Services Committee receive the Pacific Centre Family Services Association Community Outreach Community Prevention & Education Program Quarterly Report October 2010 to December 2010.

CARRIED.

**6. ADJOURNMENT**

The Chair adjourned the meeting at 5:25 p.m.

\_\_\_\_\_  
CHAIR

\_\_\_\_\_  
CERTIFIED CORRECT  
(Administrator)



**MINUTES OF MEETING  
INTERMUNICIPAL ADVISORY COMMITTEE  
ON DISABILITY ISSUES**

Thursday, January 20, 2011 at 7:00 p.m.  
Colwood Municipal Hall, 3300 Wishart Road

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**PRESENT**

Marnie Essery, Chair  
Bobbi Neal, WSP&R  
Councillor Cynthia Day, Colwood  
Councillor Marcie McLean, Highlands  
Cheryl McLachlan  
Kyla McLeod  
Doug Nutting

**REGRETS**

Daffoni Pendleton  
Karen Slater  
Councillor Lillian Szpak, Langford  
Donna Gramigna, Metchosin Rep  
Barb Yates  
Mayor David Saunders, Colwood  
Carinna Kenigsberg, PTB

**1. CALL THE MEETING TO ORDER**

**MOVED BY:**

That the meeting be called to order at 7:45 p.m.

**CARRIED.**

## 2. APPROVAL OF AGENDA

MOVED BY: MEMBER DOUG NUTTING

That the agenda be approved as amended:

Add: Under Old Business:  
3.8 Accessible Walking Guide to the West Shore  
3.9 CRD Strategic Plan  
4.0 BC Transit

Under New Business:  
4.5 St. Johns Wheel Chair Ramp  
4.6 Accessible bus stop standards

The following items were tabled until the February 2011 meeting:

Old Business:  
3.1 IACDI Vision Statement Feedback and Adoption  
3.2 IACDI Mission Statement Feedback and Adoption  
3.3 IACDI Terms of Reference Feedback from Councils  
3.4 Adoption – IACDI Terms of Reference

New Business:  
4.1 Nominations for Executive

CARRIED.

## 3. ADOPTION OF THE MINUTES

- 2.1 November 18, 2011 IACDI Minutes will be brought forward to the February 17, 2011 Meeting for adoption.

## 4. OLD BUSINESS

- a) IACDI Vision Statement Feedback and Adoption

The committee reviewed the feedback that had been received from other Councils and decided that there was not enough feed back to adopted the Vision Statement at this time. Councillor Day suggested that we re-send to all Councils that have replied and ask for feed back or amendments.

b) IACDI Mission Statement Feedback and Adoption

The Committee looked over the Mission Statement and decided it was appropriate and nothing needs to be changed although there is not enough feedback from other municipalities to adopt. This will be re-sent along with the Vision Statement and Terms of Reference and placed on the next agenda.

c) IACDI Terms of Reference Feedback from Councils

The Committee reviewed what feedback had been received so far, and decided to make a tidy version and send it back out to the remaining Councils that had not replied prior to this meeting.

d) Adoption – IACDI Terms of Reference

The Committee discussed the Terms of Reference and decided to place this item on the next agenda as there is not enough feedback from all other municipalities. Revise original Terms of Reference and send out again asking for amendments or feedback before the next IACDI meeting. Feedback deadline extended to Feb 14, 2011.

e) Winter Gala Report

Tabled until February meeting.

f) Accessible Wilderness Society Meeting

Tabled to February meeting.

g) CRD Witty's Lagoon Walk

Marnie Essery let the Committee know she had tried to get ahold of Karen Preston and has not heard back from her yet. There is no update for Mount work or the Witty's Lagoon Walk about yet.

h) Accessible Guide to West Shore

The Committee discussed the last visit to Perimeter park in Royal Bay, all the work that had been talked about at this visit is now complete and this park is now accessible. The Committee then decided to pick another location to add to the Accessible Guide and had conversation on what would be a good location. It was decided that Havenwood Park would be a good site to visit the Committee decided to meet at the VMP entrance to the trail and go for a walk about this trail and see what could be done to make it more accessible and join the two different trails to make a loop.

i) CRD Parks Strategic Plan

The Draft Strategic Plan is almost ready, when it when to public for feedback the CRD received very little feedback from municipalities. Once the plan is ready this Committee will send to municipalities with highlights of accessibility.

j) BC Transit

The Committee discussed all the changes happening at BC Transit right now and all of the changes that have happened in the past month with evolving positions. The Committee will be kept informed of these changes to try and make it easier to get a hold of the correct person. Councillor Day also informed the Committee that BC Transit has got a hold of Lorraine Collett and has agreed to meet with her to discuss some of the issues in the West Shore. One of the main issues this Committee has is accessible bus stops, there are several new stops in the West Shore that still need to have the curbs cut out.

**5. NEW BUSINESS**

a) Nominations for Executive

Tabled until February Meeting.

b) Election of Executive

Tabled until February Meeting.

c) Signers for IACDI Account

Tabled until February Meeting.

d) IACDI Plans for 2011 – Discussion and Decisions

The Committee held a discussion on the 2011 picnic as the date needs to be set so the venue can be booked or we might not be able to get it. It is normally held on the third Thursday in June. It was also discussed on the turn out to the picnic in previous years, although last year's turnout was not very large due to the weather in previous years 30 – 40 people have come out. The possibility of having the food donated was talked about as well but the Chair, Marnie Essery stated the food portion of the BBQ is not a big deal, the big issue is getting a BBQ to the picnic and having volunteers to cook and help set up is a priority.

e) St. John's the Baptist Heritage Church Accessibility Ramp

Councillor Day informed the Committee that the accessibility of the church is currently under review as there is an 80 year old being carried up the steps every Sunday. There have been a couple of private donations made to help out with the cost, the City is looking for suggestions from this Committee. Marnie Essery stated that the City should contact a few old churches in town and see how renovations have been done in the past to keep the integrity and history of the Church, and possibly ask about their accessibility and who did the upgrades. Councillor Day stated that there use to be a ramp on the other side of the Church but it was taken down as it was too old, also the door that the ramp led to may not be wide enough to fit a wheel chair through. She then suggested the Committee look into this and possibly match the donations made.

f) Bus Stops

The Committee discussed how brand new bus stops do not have curb cuts, and the fact that some standards need to be made when it comes to accessibility and bus stops. Marnie Essery stated that she is going to be emailing everyone at BC Transit for feedback regarding the accessibility standards at new bus stops. The Committee would like for this item to come back for further discussion.

7. NEXT MEETING

The next meeting is scheduled for Thursday, February 17, 2011 at 7:00 p.m. at Colwood Municipal Hall, 3300 Wishart Road.

8. ADJOURNMENT

MOVED BY: COUNCILLOR DAY  
SECONDED: MEMBER CHERYL MCLACHLAN

That the meeting adjourn at 9:37 p.m.

**CARRIED.**

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Recorder



## MINUTES OF MEETING INTERMUNICIPAL ADVISORY COMMITTEE ON DISABILITY ISSUES

Thursday, February 17, 2011 at 7:00 p.m.  
West Shore Parks and Recreation  
Juan de Fuca Recreation Centre – 1767 Island Hwy

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### PRESENT

Marnie Essery, Chair  
Bobbi Neal, WSP&R  
Councillor Cynthia Day, Colwood  
Councillor Marcie McLean, Highlands  
Cheryl McLachlan  
Carinna Kenigsberg, PTB  
Donna Gramigna, Metchosin Rep  
Doug Nutting, RIV

### REGRETS

Daffoni Pendleton  
Karen Slater  
Councillor Lillian Szpak, Langford  
Barb Yates  
Kyla McLeod

## 1. INTRODUCTIONS

### 1.1 Tour of the new accessibility features provided by WSPR.

One of the features of the new facility is the low counters at the reception desk in the main entrance and the wheelchair friendly turnstile/door entrance. Bobbi gave the committee a tour of the new weight room and fitness facilities at West Shore Parks and Recreation's Juan de Fuca Recreation Centre, highlighting and giving demonstrations of accessible equipment which might be useful to persons recovering from an accident or with mobility issues.

This included the 2 NuStep Recumbent Cross trainer machines which replace the active passive trainer which required booking and assistance. The advantages included strong arms that can assist with transfer to/from a mobility device, a swiveling 'tractor style' seat, easy grip bars for seat orientation and pedal distance adjustment. A new Horriions Grant through the Federal Government has

been submitted by WSPR and should they be successful in obtain the grant 2 more NuSteps will be purchased. The committee gave feedback on the importance of options for transfer – left and right and spacing constraints, access is needed from both sides of the equipment. The committee also looked at the SciFit, which Marnie demonstrated, could be used without transferring from a mobility device by removing the seat arrangement and wheeling right up to the pedals for upper body and cardio workout. Turns out this can't be tilted.

The committee saw numerous resistance machines, mats, balls and options for physical activity and noted the doors have automatic openers and the water fountain is accessible too. Bobbi informed the committee that training sessions are required for all first time gym users, and that staff are available to answer questions during Scheduled times. See the WSPR Activity Guide for when weightroom attendants are on the floor.

Note: Hand towel Dispenser at the back of the new weight room is located too high needs to be lowered.

The committee also saw the new Yoga sprung floor facility with its automatic door and proceeded through the rest of the facility; discussing accessible improvements proposed through an Enabling Accessibility Fund (EAF) grant application that Bobbi has written. Member Doug Nutting commented that she was one of very few people who were able to meet the deadline for this grant application, as timelines were so tight. Many of the improvements were identified through the Disability for a Day Event, which IACDI held at WSPR two years ago.

Marnie thanked Bobbi for the tour, stating that it is "really important to share what we have for accessibility in the West Shore. It is important for networks to get this information out so people with disabilities know what is available, it is the time of the year when they may want to get started with recreational activities and the 'Yes, I can do that' revelations."

## **2. APPROVAL OF AGENDA**

**MOVED BY:** Bobbi Neal/Doug Nutting

That the agenda be adopted as amended:

**Table:** 4.1 – 4.5 relating to the terms of reference, Vision and Mission Statement as well as Nominations and Elections of Officers inclusive to the April Meeting (to allow more time for feedback from Councils)

**Add:** 5.1 Solar Colwood  
5.2 Community Social Services Awareness Month  
5.3 WSPR Announcement

**CARRIED.**

**3. ADOPTION OF THE MINUTES**

**3.1 IACDI Minutes – 2010-11-18**

**MOVED BY: Carinna Kenigsberg/Cheryl McLachlan**

That the Intermunicipal Advisory Committee on Disability Issues Minutes from November 18, 2010 be adopted as amended:

**Add:**

Marnie Essery as present  
Karen Slater as absent

**Delete:**

Page 3, bullet 10, delete "- possibly dedicate a whole meeting on Site ? Jan or Feb"

**CARRIED.**

**3.2 IACDI Minutes – 2011-01-20**

The Intermunicipal Advisory Committee on Disability Issues Minutes from January 20, 2011 were tabled until the next meeting as they were unavailable for this meeting.

**4. OLD BUSINESS**

**4.1 IACDI Calendar of Events for 2011**

So far the committee is committed to:

1. Updating the pamphlet about IACDI
2. Publishing the Accessible Walking Guide
3. The Community Picnic on June 16<sup>th</sup> at Metchosin Community House

The Chair indicated that she had received feedback via email regarding several really good ideas of work that the committee could do in 2011. However, she was concerned that we can't do everything and should really focus on our top three priorities (other than these three commitments) because we really only have a few months in which to accomplish them.

Eight topics were identified:

- 1) **Wheelchair sport/curling event** at a school to encourage participation and acceptance. Access Awareness Week is the second week of June – possible tie in.

- 2) **Accessible Business Award** – carry on?
- 3) **Accessible Tourism** – to highlight a restaurant or Bed and Breakfast who have gone out of their way to encourage accessibility
- 4) **Host a Mixer with the West Shore Chamber of Commerce** – considered last year, some issues with booking and the fairly high cost.
- 5) **Registered Disability Savings Plan (RDSP) Forum** – start advertising, take names, get the numbers right so that the presenters (a lawyer and a bank on board) are justified
- 6) **Transit Forum** – Like a Mayor's Bus Stop Hop – Lets people know that taking the bus is doable, fits with transit wanting to reduce Handy Dart Ridership due to the huge increase in demand. May be better next year when transit is more able to assist/has more time to plan with us.
- 7) **Artist Event at the Accessible Art Space** – good to do something at the venue that we have made possible
- 8) **Employment Initiatives** – meeting the 10 X 10 Challenge – a big undertaking but very important to the community

Through a process of discussion and elimination the committee agreed to:

1. A Wheelchair Sports Event during Access Awareness Week  
**Marnie** to get location, date and time. Check with BC Wheel Chair Sports.  
**Bobbi** will check when the ice might be available for a stick curling event also in access awareness week.  
Target: Multi ages – Council members  
**Carinna** to check if PISE's will help.
2. A Disability Savings Plan Event for October, with registration through WSPR  
**Bobbi** will check on room availability for October  
**Marnie** to work on panel arrangements (Banker, Lawyer, Ministry - Plan), Draft Note to the Gazette, for more info email Marnie etc.
3. An Award for Accessible Tourism  
Criteria is already done – will be reviewed.  
Timeline – prior to Season will be best time  
Need to get people with disabilities doing the evaluation.  
Black Press 'Best in the City' – may be able to work with them to get the categories (more than one).  
Get People to do the work instead of the Committee.  
**Bobbi** to follow up with two contacts at Black Press.  
The committee agreed that it will be a 1 year program with evaluation at the end and a follow up article in the West Shore Magazine.

#### 4.2 Walking Guide Meeting

The Accessible Walking Guide working group met on Feb 1. In attendance were: Bobbi Neal (WSPR), Cynthia Day (Colwood Councillor), Jane Waters (Langford Parks), Jim Dodd (Colwood Planning), Karen Preston (CRD Parks), Kyla McLeod (RRU), Patti Walsh (RRU). Some 49 Parks/trails have been evaluated to date – mostly by Marnie and her family. We are still accepting trail suggestions for audit. Plans are to meet again and:

- Review the Audited Parks List
- Create a short list for consideration
- Create a timeline Now –June 2011 for completion.
- Republication of Walk the West Shore guide and include the appropriate parks making the document more inclusive.
- Create a more universal document.
- Come up with new name/Title for the guide
- Fewer pictures, Larger maps
- Have balance between written and pictorial information.
- Have highlighted sections and callout sections that are more accessible enlarged.
- Do we want to include parks and playground spaces? Eg. Langford is putting in a loop with outdoor equipment at City Centre Park.
- Accessible Playgrounds in the WS?
  - Liability calling the trails 'accessible' - but we can describe the terrain

**Areas & Items to include in the Map Descriptions:**

- Accessible Picnic Tables
- Benches
- Distance
- Garbage Cans
- Grades/Slope 6% is ideal
- Length of trail (km) How long to Complete (Time)
- Parking
- Pets – on or off leash
- Signage
- Surfacing = ¾ minus crush fines
- Terrain – easy, rugged, rocky etc.
- Transit – Accessible Bus Stops
- Washrooms

Note: Marcie McLean had called me after the meeting with the following suggestions:

- Add Caleb Pike Homestead to the map
- Under Garbage Cans also add Pack In-Pack out

### **4.3 Havenwood Park Walk About**

Doug Nutting, Cynthia Day, Bobbi Neal, Jim Dodd (Colwood Planning) and Dan Brazier (Colwood Public Works Manager) met at the Veterans Memorial Parkway (VMP) entrance to Havenwood Park (east side) to look at a possible accessible loop. A possible trail linkage could be built that would link the two main trails running east west within the park from the base of the stairs below the water reservoir to the trail slightly to the south of it, creating a loop. It would require some sort of 'bridge' to span the rock spillway for the reservoir. Grades were in excess of 6% but could be more doable if you choose to do the loop by taking the north trail in and the south trail out leaving you coming down the grade along VMP. Parking is accessible along VMP.

### **4.9 Options for Wheelchair Accessibility to St. John the Baptist Heritage Church**

The Committee reviewed a report from the Administrative Assistant regarding options for wheelchair accessibility to St. John the Baptist Management Church at 537 Glencairn Lane. The committee was somewhat pressed for time, but they looked at options for a ramp as done on 'photo shoppe'. The committee expressed a preference for the ramp as opposed to a motorized lift due to the need to transfer in/out of the stair lift as well as concerns for the long-term maintenance issues associated with having it installed in an outdoor location. The committee discussed the benefits of having ramps - encouraging people with less visible issues to participate (stroke/heart issues), inclusive nature – everyone can use the ramp, emergency access, less falls and no waiting. Councillor Day said that some private donations were being offered, and asked the committee if (once a proposal was in place) they would be willing to help with funding. Doug Nutting replied that he did not feel that the committee had enough money to become a funding agency.

The committee is very supportive of accessible amenities in Colwood and the Chair will work to facilitate the St. John's Committee in every way possible.

## **5. NEW BUSINESS**

### **5.1 Solar Colwood**

Councillor Day informed the committee that Colwood has received a strategic investment of up to \$3.9 million from the Government of Canada's Clean Energy Fund for Solar Colwood, a comprehensive 3-year program. Over \$2.3 million of the federal funding will go directly to Colwood homeowners and businesses in the form of incentives for clean energy and energy efficiency, including solar hot water pre heating, which will reduce water-heating costs. Details are available on the Solar Colwood website [www.solarcolwood.ca](http://www.solarcolwood.ca). There are incentives planned to make these retrofits affordable and they may be of interest to committee members.

## 5.2 March 26<sup>th</sup> Walk

[www.communitysocialservicesmatter.ca](http://www.communitysocialservicesmatter.ca) Supporting everything from childcare to employment and housing support for people with developmental disabilities to services for immigrant families and support for women escaping abusive relationships.

## 5.3 Enabling Accessibility Fund

Bobbi told the committee that she was able to make an application to the Federal Enabling Accessibility Fund and that she had been informed that there would be an announcement on the grant to come. The committee wanted to acknowledge Bobbi for being able to get an application in the short turn around time allowed. Bobbi also wrote a grant to New Horizons that we are still waiting to hear back on. Check for emails in March, even though we don't have a main meeting as there may be news on the grants or a Walking Guide Meeting.

## 5.4 No Meeting in March

## 6. NEXT MEETING

The next meeting is scheduled for Thursday, April 21, 2011 at 7:00 p.m. at Colwood Municipal Hall, 3300 Wishart Road.

## 7. ADJOURNMENT

MOVED BY: Cheryl McLachlan  
SECONDED: Carinna Kenigsberg

That the meeting adjourn at 9:37 p.m.

**CARRIED.**

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Cynthia Day, Recorder

2009Feb17-IACDI Minutes.doc



Royal Canadian  
Mounted Police

Gendarmerie royale  
du Canada

Security Classification/Designation  
Classification/désignation sécuritaire

**UNCLASSIFIED**

Officer In Charge  
West Shore RCMP  
698 Atkins Avenue  
Victoria, BC, V9B 3A4

**Mayor Stewart Young**  
City of Langford  
2<sup>nd</sup> Floor, 877 Goldstream Avenue  
Victoria, BC  
V9B 2X8

Your File - Votre référence

Our File - Notre référence  
302-3-1

Date

March 4, 2011

Dear Sir:

**RE: Monthly Policing Report - February 2011**

Attached is your monthly policing report for the month of February 2011. The West Shore RCMP Detachment received six hundred and forty (640) calls for service in your community during that time. The attached table provides a snapshot of the various police occurrences for the month.

For your information, please find enclosed copies of the following reports for the month of February, 2011.

- Guardroom Statistics
- Criminal Record Check Statistics

Should you have any questions please contact me at 250-474-8755.

Sincerely,

M. Fisher, Inspector  
Officer In Charge  
West Shore RCMP  
698 Atkins Avenue  
Victoria, B.C.  
V9B 3A4

SCANNED

CITY OF LANGFORD	
MAY 10 2011	
<input type="checkbox"/>	Receive & File
<input type="checkbox"/>	Clerk Administrator
<input type="checkbox"/>	City Engineer
<input type="checkbox"/>	City Planner
<input type="checkbox"/>	Treasurer
<input type="checkbox"/>	Building Manager
<input type="checkbox"/>	Hydro Manager
<input type="checkbox"/>	Parks Manager
<input type="checkbox"/>	_____ Committee
<input type="checkbox"/>	Council Agenda
<input type="checkbox"/>	Distribute to Council



# Guard Room Stats

**MONTH ENDING: FEBRUARY 2011**

<u>MONTH</u>						
Municipality	SIPP	CRIMINAL CODE ARRESTS	OTHER P.D.	ADULT	YOUNG OFFENDER	TOTAL
Colwood	0	1		0	1	1
Langford	13	13		26	0	26
View Royal	2	8		9	1	10
Provincial	0	12		11	1	12
<b>TOTALS</b>	<b>15</b>	<b>34</b>	<b>3</b>	<b>46</b>	<b>3</b>	<b>49</b>

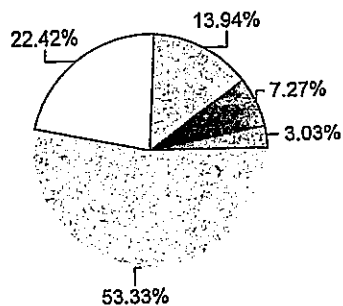
<u>YEAR TO DATE</u>						
Municipality	SIPP	CRIMINAL CODE ARRESTS	OTHER P.D.	ADULT	YOUNG OFFENDER	TOTAL
Colwood	5	10		10	5	15
Langford	33	45		68	10	78
View Royal	7	12		17	2	19
Provincial	2	33		31	4	35
<b>TOTALS</b>	<b>47</b>	<b>100</b>	<b>11</b>	<b>126</b>	<b>21</b>	<b>147</b>

	Month	YTD
Guard Hours	501	1111
Meals	41	121

## CRIMINAL RECORD CHECKS FOR FEBRUARY 2011

MUNICIPALITY	VOLUNTEERS	PAID	APPLICANTS IN TOTAL	TOTAL
Langford	44	44	88	\$2,200.00
Colwood	21	16	37	\$800.00
View Royal	11	12	23	\$600.00
Metchosin	6	6	12	\$300.00
Highlands	0	5	5	\$250.00
Songhees Nation	0	0	0	\$0.00
Esquimalt Nation	1	0	0	\$0.00
Other	0	0	0	\$0.00
<b>TOTAL</b>	<b>83</b>		<b>165</b>	
			<b>TOTAL</b>	<b>\$4,150.00</b>
			Volunteers at \$50	\$4,150.00
			Possible Total	\$8,300.00

### % taken from "Applicants in Total"



FINGERPRINTS/CERTIFICATES				
MUNICIPALITIES			APPLICANTS	TOTAL
Langford	9ncg		11	\$550.00
Colwood	3ncg		5	\$250.00
View Royal			3	\$150.00
Metchosin			2	\$100.00
Highlands				\$0.00
Songhees Nation				\$0.00
Esquimalt Nation				\$0.00
Other				
			<b>33</b>	<b>\$1,050.00</b>
			<b>GRAND TOTAL</b>	<b>5,200.00</b>

POLICING STATS FOR  
CITY OF LANGFORD

POLICE OCCURRENCES FOR FEBRUARY 2011				
	10-Feb	11-Feb	YTD 2010	YTD 2011
ASSAULTS (INCLUDE SEX ASSAULTS)	22	16	55	42
BREAK & ENTER-BUSINESS	8	1	12	7
BREAK & ENTER-RESIDENTIAL	12	6	21	10
BREAK & ENTER-SHEDS	9	1	10	3
THEFT FROM VEHICLE	36	16	65	44
THEFT OF VEHICLE	1	4	2	12
THEFT OVER & UNDER \$5000	22	19	44	43
POSSESSION OF STOLEN PROP	3	2	9	5
MISCHIEF/PROPERTY DMG OVER/UNDER \$5000	43	30	86	82
DRUG RELATED OCCURRENCES	23	16	42	45
TRAFFIC COLLISION-FATAL	0	0	0	0
TRAFFIC COLLISION-NON-FATAL INJURY	3	4	11	14
TRAFFIC COLLISION-DAMAGE OVER \$1000	17	18	36	44
IMPAIRED OPERATION OF VEH	30	6	41	9
ROADSIDE SUSPENSION-24HR	4	5	24	7
OTHER TRAFFIC MOVING	75	48	137	139
OTHER TRAFFIC NON-MOVING	48	42	100	113
WRITTEN WARNINGS	141	103	282	265
TOTAL FILES	645	640		
TOTAL NON-SUBSTANTIATED	173	154		

IRS/215	Total No. Issues
90 Day Prohib with Fail	1
7 Day Prohib-Warn w VI	0
3 Day Prohib-Warn w VI	2
3 Day Prohib-Warn w/o VI	0
24 Hr Prohib-Alcohol (215)	4
24 Hr Prohib-Drug (215)	1



Royal Canadian Mounted Police

Gendarmerie royale du Canada

Security Classification/Designation  
Classification/désignation sécuritaire

**UNCLASSIFIED**

Officer In Charge  
West Shore RCMP  
698 Atkins Avenue  
Victoria, BC, V9B 3A4

Your File - Votre référence

Our File - Notre référence

302-3-1

**Mayor Stewart Young**  
City of Langford  
2<sup>nd</sup> Floor, 877 Goldstream Avenue  
Victoria, BC  
V9B 2X8

Date

April 6, 2011

Dear Sir:

SCANNED

**RE: Monthly Policing Report - March 2011**

Attached is your monthly policing report for the month of March 2011. The West Shore RCMP Detachment received seven hundred and two (702) calls for service in your community during that time. The attached table provides a snapshot of the various police occurrences for the month.

For your information, please find enclosed copies of the following reports for the month of March, 2011.

- Guardroom Statistics
- Criminal Record Check Statistics

Should you have any questions please contact me at 250-474-8755.

Sincerely,

M. Fisher, Inspector  
Officer In Charge  
West Shore RCMP  
698 Atkins Avenue  
Victoria, B.C.  
V9B 3A4

<b>CITY OF LANGFORD</b>	
APR - 7 2011	
<input type="checkbox"/>	Resolve & File
<input type="checkbox"/>	Clerk Administrator
<input type="checkbox"/>	City Engineer
<input type="checkbox"/>	City Planner
<input type="checkbox"/>	Treasurer
<input type="checkbox"/>	Building Manager
<input type="checkbox"/>	Bylaw Manager
<input type="checkbox"/>	Public Manager
<input type="checkbox"/>	_____ Councilor
<input type="checkbox"/>	Council Agent
<input type="checkbox"/>	Associate to Council

# Guard Room Stats

**MONTH ENDING: MARCH 2011**

<u>MONTH</u>						
Municipality	SIPP	CRIMINAL CODE ARRESTS	OTHER P.D.	ADULT	YOUNG OFFENDER	TOTAL
Colwood	3	9		11	1	12
Langford	13	18		27	4	31
View Royal	7	2		8	1	35
Provincial	5	30		30	5	35
<b>TOTALS</b>	<b>28</b>	<b>59</b>	<b>13</b>	<b>76</b>	<b>11</b>	<b>87</b>

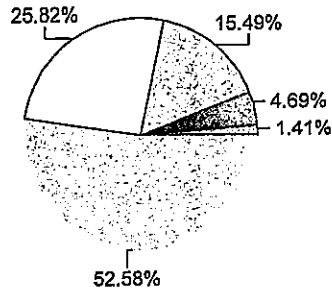
<u>YEAR TO DATE</u>						
Municipality	SIPP	CRIMINAL CODE ARRESTS	OTHER P.D.	ADULT	YOUNG OFFENDER	TOTAL
Colwood	8	19		21	6	27
Langford	46	63		95	14	109
View Royal	14	14		25	3	28
Provincial	7	63		61	9	70
<b>TOTALS</b>	<b>75</b>	<b>159</b>	<b>24</b>	<b>202</b>	<b>32</b>	<b>234</b>

	Month	YTD
Guard Hours	521	1632
Meals	65	186

## CRIMINAL RECORD CHECKS FOR MARCH 2011

MUNICIPALITY	VOLUNTEERS	PAID	APPLICANTS IN TOTAL	TOTAL
Langford	60	52	112	\$2,600.00
Colwood	37	18	55	\$900.00
View Royal	23	10	33	\$500.00
Metchosin	4	6	10	\$100.00
Highlands	3	0	3	\$0.00
Songhees Nation	0	0	0	\$0.00
Esquimalt Nation	1	0	0	\$0.00
Other	0	0	0	\$0.00
<b>TOTAL</b>	<b>128</b>	<b>86</b>	<b>213</b>	
			<b>TOTAL</b>	<b>\$4,100.00</b>
			Volunteers at \$50	\$6,400.00
			Possible Total	\$10,500.00

### % taken from "Applicants in Total"



FINGERPRINTS/CERTIFICATES				
MUNICIPALITIES			APPLICANTS	TOTAL
Langford	7ncg		19	\$950.00
Colwood			3	\$150.00
View Royal			1	\$50.00
Metchosin			1	\$50.00
Highlands			1	\$50.00
Songhees Nation			1	\$50.00
Esquimalt Nation				\$0.00
Other				
			<b>33</b>	<b>\$1,300.00</b>
			<b>GRAND TOTAL</b>	<b>5,400.00</b>

**MONTHLY POLICING REPORT  
CITY OF LANGFORD**

<b>POLICE OCCURRENCES FOR MARCH 2011</b>				
	10-Mar	11-Mar	YTD 2010	YTD 2011
ASSAULTS (INCLUDE SEX ASSAULTS)	24	12	79	54
BREAK & ENTER-BUSINESS	2	3	14	10
BREAK & ENTER-RESIDENTIAL	7	6	28	16
BREAK & ENTER-SHEDS	1	1	11	4
THEFT FROM VEHICLE	19	26	84	70
THEFT OF VEHICLE	3	7	5	19
THEFT OVER & UNDER \$5000	17	15	61	58
POSSESSION OF STOLEN PROP	1	2	10	7
MISCHIEF/PROPERTY DMG OVER/UNDER \$5000	51	27	137	109
DRUG RELATED OCCURRENCES	17	23	59	68
TRAFFIC COLLISION FATAL	0	0	0	0
TRAFFIC COLLISION NON-FATAL INJURY	8	8	19	22
TRAFFIC COLLISION DAMAGE OVER \$1000	25	11	61	55
IMPAIRED OPERATION OF VEH	9	7	50	16
ROADSIDE SUSPENSION-24HR	7	2	31	9
OTHER TRAFFIC MOVING	105	40	242	179
OTHER TRAFFIC NON-MOVING	37	44	137	157
WRITTEN WARNINGS	62	44	344	309
<b>TOTAL FILES</b>	<b>783</b>	<b>702</b>		
<b>TOTAL NON-SUBSTANTIATED</b>	<b>192</b>	<b>184</b>		

<b>IRS/215</b>	<b>Total No. Issues</b>
90 Day Prohib with Fail	9
90 Day Prohib - Refuse	1
3 Day Prohib-Warn w VI	0
3 Day Prohib-Warn w/o VI	0
24 Hr Prohib-Alcohol (215)	1
24 Hr Prohib-Drug (215)	1



Royal Canadian  
Mounted Police

Gendarmerie royale  
du Canada

Security Classification/Designation  
Classification/désignation sécuritaire

**UNCLASSIFIED**

CITY OF LANGFORD

Officer In Charge  
West Shore RCMP  
698 Atkins Avenue  
Victoria, BC, V9B 3A4

**Mayor Stewart Young**  
City of Langford  
2<sup>nd</sup> Floor, 877 Goldstream Avenue  
Victoria, BC  
V9B 2X8

Dear Sir:

SCANNED

Your File - Votre référence

May 10 2011

Our File - Notre référence

302-3-1

Date

May 6, 2011

- Receive & File
- Clerk Administrator
- City Engineer
- City Planner
- Treasurer
- Building Manager
- Bylaw Manager
- Parks Manager
- \_\_\_\_\_ Committee
- Council Agenda
- Reports to Council

**RE: Monthly Policing Report - April 2011**

Attached is your monthly policing report for the month of April 2011. The West Shore RCMP Detachment received seven hundred and two (702) calls for service in your community during that time. The attached table provides a snapshot of the various police occurrences for the month.

For your information, please find enclosed copies of the following reports for the month of April, 2011.

- Guardroom Statistics
- Criminal Record Check Statistics

Should you have any questions please contact me at 250-474-8755.

Sincerely,

M. Fisher, Inspector  
Officer In Charge  
West Shore RCMP  
698 Atkins Avenue  
Victoria, B.C.  
V9B 3A4

# Guard Room Stats

**MONTH ENDING: APRIL 2011**

<u>MONTH</u>						
Municipality	SIPP	CRIMINAL CODE ARRESTS	OTHER P.D.	ADULT	YOUNG OFFENDER	TOTAL
Colwood	1	4		5	0	5
Langford	13	23		30	6	36
View Royal	4	7		10	1	11
Provincial	5	11		13	3	16
<b>TOTALS</b>	<b>23</b>	<b>45</b>	<b>3</b>	<b>58</b>	<b>10</b>	<b>68</b>

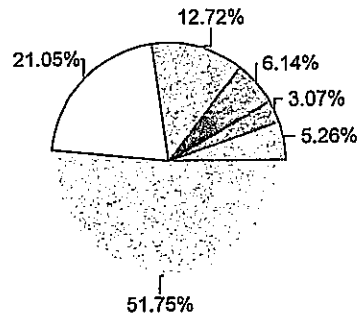
<u>YEAR TO DATE</u>						
Municipality	SIPP	CRIMINAL CODE ARRESTS	OTHER P.D.	ADULT	YOUNG OFFENDER	TOTAL
Colwood	9	23		26	6	32
Langford	59	86		125	20	145
View Royal	18	21		35	4	39
Provincial	12	74		74	12	86
<b>TOTALS</b>	<b>98</b>	<b>204</b>	<b>27</b>	<b>260</b>	<b>42</b>	<b>302</b>

	Month	YTD
Guard Hours	522	2154
Meals	49	235

## CRIMINAL RECORD CHECKS FOR APRIL 2011

MUNICIPALITY	VOLUNTEERS	PAID	APPLICANTS IN TOTAL	TOTAL
Langford	80	38	118	\$1,900.00
Colwood	35	13	48	\$650.00
View Royal	10	9	29	\$450.00
Metchosin	13	1	14	\$50.00
Highlands	5	2	7	\$100.00
Songhees Nation	0	0	12	\$600.00
Esquimalt Nation	1	0	0	\$0.00
Other	0	0	0	\$0.00
<b>TOTAL</b>	<b>144</b>	<b>63</b>	<b>228</b>	
			<b>TOTAL</b>	<b>\$3,750.00</b>
			Volunteers at \$50	\$7,200.00
			Possible Total	\$10,950.00

### % taken from "Applicants in Total"



FINGERPRINTS/CERTIFICATES				
MUNICIPALITIES			APPLICANTS	TOTAL
Langford	10ncg		15	\$750.00
Colwood	4ncg		4	\$200.00
View Royal	1ncg		2	\$100.00
Metchosin	3ncg		3	\$150.00
Highlands				\$0.00
Songhees Nation			1	\$50.00
Esquimalt Nation				\$0.00
Other				
			<b>43</b>	<b>\$1,250.00</b>
			<b>GRAND TOTAL</b>	<b>5,000.00</b>

**MONTHLY POLICING REPORT  
CITY OF LANGFORD**

<b>POLICE OCCURRENCES FOR APRIL 2011</b>				
	10-Apr	11-Apr	YTD 2010	YTD 2011
ASSAULTS (INCLUDE SEX ASSAULTS)	21	15	100	69
BREAK & ENTER-BUSINESS	4	2	18	12
BREAK & ENTER-RESIDENTIAL	8	7	36	23
BREAK & ENTER-SHEDS	1	1	12	5
THEFT FROM VEHICLE	19	12	103	82
THEFT OF VEHICLE	8	7	13	26
THEFT OVER & UNDER \$5000	20	14	81	72
POSSESSION OF STOLEN PROP	2	1	12	8
MISCHIEF/PROPERTY DMG OVER/UNDER \$5000	39	31	176	140
DRUG RELATED OCCURRENCES	24	20	83	88
TRAFFIC COLLISION FATAL	0	1	0	1
TRAFFIC COLLISION NON-FATAL INJURY	12	3	31	25
TRAFFIC COLLISION -DAMAGE OVER \$1000.	24	19	85	74
IMPAIRED OPERATION OF VEH	8	9	58	25
ROADSIDE SUSPENSION-24HR	6	0	37	9
OTHER TRAFFIC MOVING	40	52	282	231
OTHER TRAFFIC NON-MOVING	30	37	167	194
WRITTEN WARNINGS	44	46	388	355
TOTAL FILES	739	702		
TOTAL NON-SUBSTANTIATED	181	180		

<b>IRS/215</b>	Total No. Issues
90 Day Prohib with Fail	7
90 Day Prohib - Refuse	2
3 Day Prohib-Warn w VI	0
3 Day Prohib-Warn w/o VI	0
24 Hr Prohib-Alcohol (215)	0
24 Hr Prohib-Drug (215)	0



Royal Canadian Mounted Police

Gendarmerie royale du Canada

Security Classification/Designation  
Classification/désignation sécuritaire

**UNCLASSIFIED**

Officer In Charge  
West Shore RCMP  
698 Atkins Avenue  
Victoria, BC, V9B 3A4

SCANNED

Your File - Votre référence

Our File - Notre référence  
302-3-1

Date

June 3, 2011

**Mayor Stewart Young**  
City of Langford  
2<sup>nd</sup> Floor, 877 Goldstream Avenue  
Victoria, BC  
V9B 2X8

Dear Sir:

**RE: Monthly Policing Report - May 2011**

Attached is your monthly policing report for the month of May 2011. The West Shore RCMP Detachment received seven hundred and nine (709) calls for service in your community during that time. The attached table provides a snapshot of the various police occurrences for the month.

For your information, please find enclosed copies of the following reports for the month of May, 2011.

- Guardroom Statistics
- Criminal Record Check Statistics

Should you have any questions please contact me at 250-474-8755.

Sincerely,

M. Fisher, Inspector  
Officer In Charge  
West Shore RCMP  
698 Atkins Avenue  
Victoria, B.C.  
V9B 3A4

<b>CITY OF LANGFORD</b>	
JUN 03 2011	
<input type="checkbox"/>	Receive & File
<input type="checkbox"/>	Clerk Administrator
<input type="checkbox"/>	City Engineer
<input type="checkbox"/>	City Planner
<input type="checkbox"/>	Treasurer
<input type="checkbox"/>	Building Manager
<input type="checkbox"/>	Bylaw Manager
<input type="checkbox"/>	Public Manager
<input type="checkbox"/>	Committee
<input type="checkbox"/>	Council Agenda
<input type="checkbox"/>	Strategies to Council



# Guard Room Stats

**MONTH ENDING: MAY 2011**

<u>MONTH</u>						
Municipality	SIPP	CRIMINAL CODE ARRESTS	OTHER P.D.	ADULT	YOUNG OFFENDER	TOTAL
Colwood	0	1		1	0	1
Langford	5	10		14	1	15
View Royal	3	10		13	0	13
Provincial	3	17		19	1	20
<b>TOTALS</b>	<b>11</b>	<b>38</b>	<b>5</b>	<b>47</b>	<b>2</b>	<b>49</b>

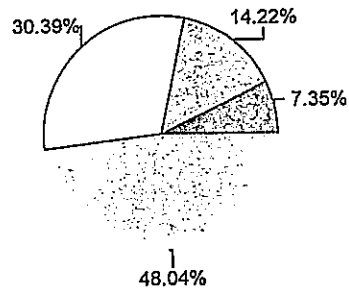
<u>YEAR TO DATE</u>						
Municipality	SIPP	CRIMINAL CODE ARRESTS	OTHER P.D.	ADULT	YOUNG OFFENDER	TOTAL
Colwood	9	24		27	6	33
Langford	64	96		139	21	160
View Royal	21	31		48	4	52
Provincial	15	91		93	13	106
<b>TOTALS</b>	<b>109</b>	<b>242</b>	<b>32</b>	<b>307</b>	<b>44</b>	<b>351</b>

	Month	YTD
Guard Hours	582	2214
Meals	48	234

## CRIMINAL RECORD CHECKS FOR MAY 2011

MUNICIPALITY	VOLUNTEERS	PAID	APPLICANTS IN TOTAL	TOTAL
Langford	54	44	98	\$2,200.00
Colwood	41	21	62	\$1,050.00
View Royal	19	10	29	\$500.00
Metchosin	8	7	15	\$350.00
Highlands				
Songhees Nation				
Esquimalt Nation				
Other				
<b>TOTAL</b>	<b>122</b>	<b>82</b>	<b>204</b>	
			<b>TOTAL</b>	<b>\$4,100.00</b>
			Volunteers at \$50	\$6,100.00
			Possible Total	\$10,200.00

### % taken from "Applicants in Total"



FINGERPRINTS/CERTIFICATES				
MUNICIPALITIES			APPLICANTS	TOTAL
Langford	7ncg		10	\$500.00
Colwood			1	\$50.00
View Royal	1ncg			\$0.00
Metchosin			1	\$50.00
Highlands	4ncg		4	\$200.00
Songhees Nation				\$0.00
Esquimalt Nation				\$0.00
Other				
			<b>28</b>	<b>\$800.00</b>
			<b>GRAND TOTAL</b>	<b>4,900.00</b>

MONTHLY POLICING REPORT  
CITY OF LANGFORD

POLICE OCCURRENCES FOR MAY 2011				
	10-May	11-May	YTD 2010	YTD 2011
ASSAULTS (INCLUDE SEX ASSAULTS)	29	28	129	97
BREAK & ENTER-BUSINESS	3	2	21	14
BREAK & ENTER-RESIDENTIAL	6	3	42	26
BREAK & ENTER-SHEDS	1	1	13	6
THEFT FROM VEHICLE	18	14	121	96
THEFT OF VEHICLE	12	5	25	31
THEFT OVER & UNDER \$5000	26	18	107	90
POSSESSION OF STOLEN PROP.	0	0	12	8
MISCHIEF/PROPERTY DMG OVER/UNDER \$5000	33	27	209	167
DRUG RELATED OCCURRENCES	20	12	103	100
TRAFFIC COLLISION-FATAL	1	0	1	1
TRAFFIC COLLISION-NON-FATAL INJURY	2	10	33	36
TRAFFIC COLLISION-DAMAGE OVER \$1000	17	14	102	88
IMPAIRED OPERATION OF VEH	9	8	67	33
ROADSIDE SUSPENSION-24HR	3	1	40	10
OTHER TRAFFIC MOVING	47	35	301	503
OTHER TRAFFIC-NON-MOVING	14	44	175	238
WRITTEN WARNINGS	61	68	411	423
TOTAL FILES	878	709		
TOTAL NON-SUBSTANTIATED	235	169		

IRS/215	Total No. Issues
90 Day Prohib with Fail	
90 Day Prohib - Refuse	
3 Day Prohib-Warn w VI	
3 Day Prohib-Warn w/o VI	
24 Hr Prohib-Alcohol (215)	
24 Hr Prohib-Drug (215)	



Royal Canadian  
Mounted Police

Gendarmerie royale  
du Canada

Security Classification/Designation  
Classification/désignation sécuritaire

**UNCLASSIFIED**

Officer In Charge  
West Shore RCMP  
698 Atkins Avenue  
Victoria, BC, V9B 3A4

Your File - Votre référence

Our File - Notre référence

302-3-1

**Mayor Stewart Young**  
City of Langford  
2<sup>nd</sup> Floor, 877 Goldstream Avenue  
Victoria, BC  
V9B 2X8

Date

July 7, 2011

Dear Sir:

**RE: Monthly Policing Report - June 2011**

Attached is your monthly policing report for the month of June 2011. The West Shore RCMP Detachment received eight hundred and nineteen (819) calls for service in your community during that time. The attached table provides a snapshot of the various police occurrences for the month.

For your information, please find enclosed copies of the following reports for the month of June, 2011.

- Guardroom Statistics
- Criminal Record Check Statistics

Should you have any questions please contact me at 250-474-8755.

Sincerely,

Staff Sergeant D.F. (Danny) WILLIS  
Detachment Commander  
West Shore RCMP  
698 Atkins Avenue  
Victoria, B.C.  
V9B 3A4

**Canada**

RCMP GRC 2823 (2002-11) WPT

Page 1 of/de 1

P32

# Guard Room Stats

**MONTH ENDING: JUNE 2011**

<u>MONTH</u>						
Municipality	SIPP	CRIMINAL CODE ARRESTS	OTHER P.D.	ADULT	YOUNG OFFENDER	TOTAL
Colwood	5	9		7	1	8
Langford	21	27		40	8	48
View Royal	2	5		5	2	7
Provincial	10	33		38	7	43
<b>TOTALS</b>	<b>38</b>	<b>68</b>	<b>23</b>	<b>90</b>	<b>16</b>	<b>106</b>

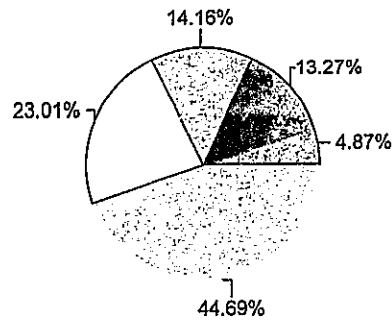
<u>YEAR TO DATE</u>						
Municipality	SIPP	CRIMINAL CODE ARRESTS	OTHER P.D.	ADULT	YOUNG OFFENDER	TOTAL
Colwood	14	27		34	7	41
Langford	85	123		179	29	208
View Royal	23	36		53	6	59
Provincial	25	124		131	18	149
<b>TOTALS</b>	<b>147</b>	<b>310</b>	<b>55</b>	<b>397</b>	<b>60</b>	<b>457</b>

	Month	YTD
Guard Hours	640	2854
Meals	92	326

## CRIMINAL RECORD CHECKS FOR JUNE 2011

MUNICIPALITY	VOLUNTEERS	PAID	APPLICANTS IN TOTAL	TOTAL
Langford	51	50	101	\$2,500.00
Colwood	34	18	52	\$900.00
View Royal	16	16	32	\$800.00
Metchosin	18	12	30	\$600.00
Highlands	7	4	11	\$200.00
Songhees Nation				
Esquimalt Nation				
Other				
<b>TOTAL</b>	<b>126</b>	<b>100</b>	<b>226</b>	
			<b>TOTAL</b>	<b>\$5,000.00</b>
			Volunteers at \$50	\$6,300.00
			Possible Total	\$11,300.00

### % taken from "Applicants in Total"



### FINGERPRINTS/CERTIFICATES

MUNICIPALITIES	1ncg	APPLICANTS	TOTAL
Langford	1ncg	17	\$850.00
Colwood	1ncg	6	\$300.00
View Royal	1ncg	6	\$300.00
Metchosin		3	\$150.00
Highlands			\$0.00
Songhees Nation			\$0.00
Esquimalt Nation			\$0.00
Other			
		<b>35</b>	<b>\$1,600.00</b>
		<b>GRAND TOTAL</b>	<b>6,600.00</b>

**SPEED WATCH MONTHLY REPORT FOR: May****2011****Volunteer Group: West Shore Speed Watch****Volunteer Coordinator: Cst. S. MACMILLAN****Phone: 250-474-2264****Fax: 250-474-8790****Email:**

<b>Locations (Intersection/Corridor/ Highway) High Crash Locations</b>	<b># of Speed Watch deployments</b>	<b>Total Vehicles checked</b>	<b>Over 10 km/hr</b>	<b># of deployments with police presence (2 or 3 strikes)</b>	<b># of tickets issued</b>
1700 Blk Island Hwy (Juan de Fuca)	2	5196	252	2	6
610 Island Hwy	2	4474	259	2	7
1100 Veteran Memorial Pkwy	2	3076	375	0	0
Cairndale Rd/Stornoway Dr (30km/h)	1	168	7	0	0
Island Hwy/Ocean Blvd	1	1747	11	1	4
<b>Other location(s)</b>					
<b>Playground and school zones</b>	23	9307	406	7	14
<b>Grand Totals</b>	<b>31</b>	<b>23968</b>	<b>1310</b>	<b>12</b>	<b>31</b>

<b>Total Visibility hours</b>	59.25	<b># of Warning Letters Issued</b>	
<b>Total Admin hours</b>	3	<b># of Active Volunteers</b>	23
<b>Total Volunteer hours</b>	62.25	<b># of Seat Belt surveys</b>	0

**Comments:**

Please email to: [Colleen.Woodger@icbc.com](mailto:Colleen.Woodger@icbc.com)  
 Phone: (250) 414-7843  
 Fax: (250) 978-8027

**CRD – INTEGRATED ROAD SAFETY UNIT**  
**Month End Report - Includes IRSU OT**  
 May 2010

Number of members working baseline enforcement =

Offence	#Issued
<b>Violation Tickets</b>	
Seatbelt	320
Intersection (Red lights, stop sign, etc.)	101
Speeding	555
Excessive Speed with VI	14
Vulnerable Road Users (peds., bikes & mc's)	18
Commercial Motor Vehicles	0
Distracted Driving	122
Other Moving	76
Other Non-Moving	193
No Driver's License	71
Warnings	329
Vehicle Impoundments	15
Drive While Prohibited Charges	11
<b>Total Violation Tickets/MVA charges</b>	<b>1825</b>
(# VT issued within intersections)	72
<b>Notice and Orders</b>	<b>67</b>
Alcohol - Impaired charges	0
Alcohol - 24 hr Prohib	3
Alcohol - ADP	0
Drugs - Impaired Charges	0
Drugs - 24 hr	3
3 Day prohib - WARN w/o VI	2
3 Day prohib - WARN with VI	7
7 Day prohib - WARN w/o VI	0
7 Day prohib - WARN with VI	0
30 Day prohib - WARN	0
90 Day prohib - FAIL	6
90 Day prohib - REFUSE	1
Criminal Interdiction	21

<b>Enforcement by Jurisdiction</b>										
Jurisdiction	Visibility Hours	VT's (no warns)	3 day	3 day	7 day	7 day	30 day	90 day	90 day	Alcohol 24 hr
			w/o VI	w VI	w/o VI	w VI	WARN	FAIL	REFUSE	
Central Saanich	23.5	38	0	0	0	0	0	0	0	0
Colwood	36.5	85	0	0	0	0	0	0	0	0
Esquimalt	18	32	0	0	0	0	0	0	0	0
Highlands	0	0	0	0	0	0	0	0	0	0
Langford	245.5	359	0	0	0	0	0	2	0	1
Metchosin	32	40	0	0	0	0	0	0	0	0
North Saanich	7	4	0	0	0	0	0	0	0	0
Oak Bay	41	61	0	0	0	0	0	0	0	0
Saanich	216.5	300	0	1	0	0	0	2	0	0
Sidney	8	3	0	0	0	0	0	0	0	0
Sooke	67	49	0	1	0	0	0	0	1	1

Drug	Impaired	Impaired	ADP	VI	N&O	Crim	Distracted	Prohib.
24 hr	Drug	Alcohol				Inter.	Driving	Drive
0	0	0	0	0	7	0	1	0
0	0	0	0	1	0	0	0	0
0	0	0	0	0	0	0	5	0
0	0	0	0	0	0	0	0	0
1	0	0	0	3	8	8	20	1
0	0	0	0	0	0	0	0	0
0	0	0	0	0	1	0	0	0
0	0	0	0	0	6	0	6	0
1	0	0	0	5	6	8	32	6
0	0	0	0	0	0	0	1	0
0	0	0	0	0	0	1	3	0

**POLICING REPORT FOR  
CITY OF LANGFORD**

<b>POLICE OCCURRENCES FOR JUNE 2011</b>				
	10-Jun	11-Jun	YTD 2010	YTD 2011
ASSAULTS (INCLUDE SEX ASSAULTS)	34	28	163	125
BREAK & ENTER-BUSINESS	2	3	23	17
BREAK & ENTER-RESIDENTIAL	11	3	53	29
BREAK & ENTER-SHEDS	1	0	14	6
THEFT FROM VEHICLE	17	13	138	109
THEFT OF VEHICLE	6	2	31	33
THEFT OVER & UNDER \$5000	32	17	139	107
POSSESSION OF STOLEN PROP	0	0	12	8
MISCHIEF/PROPERTY DMG OVER/UNDER \$5000	45	36	254	203
DRUG RELATED OCCURRENCES	18	17	121	117
TRAFFIC COLLISION-FATAL	0	0	1	1
TRAFFIC COLLISION NON-FATAL INJURY	12	2	45	37
TRAFFIC COLLISION-DAMAGE OVER \$1000	24	17	126	105
IMPAIRED OPERATION OF VEH	12	11	79	44
ROADSIDE SUSPENSION-24HR	5	2	45	12
OTHER TRAFFIC MOVING	63	38	364	541
OTHER TRAFFIC NON-MOVING	41	58	216	296
WRITTEN WARNINGS	82	57	493	480
TOTAL FILES	868	819		
TOTAL NON-SUBSTANTIATED	211	105		

<b>IRS/215</b>	Total No. Issues
90 Day Prohib with Fail	6
90 Day Prohib - Refuse	
3 Day Prohib-Warn w VI	2
3 Day Prohib-Warn w/o VI	
24 Hr Prohib-Alcohol (215)	2
24 Hr Prohib-Drug (215)	2



Royal Canadian  
Mounted Police

Gendarmerie royale  
du Canada

Security Classification/Designation  
Classification/désignation sécuritaire

**UNCLASSIFIED**

**CITY OF LANGFORD**

Officer In Charge  
West Shore RCMP  
698 Atkins Avenue  
Victoria, BC, V9B 3A4

**SCANNED**

Your File - Votre référence

AUG 08 2011

Our File - Notre référence

302-3-1

Date

August 4, 2011

- Receive & File
- Clerk Administrator
- City Engineer
- City Planner
- Treasurer
- Building Manager
- Bylaw Manager
- Parks Manager
- \_\_\_\_\_ Council/Advis
- Council Agenda
- Schedule to Council

**Mayor Stewart Young**  
City of Langford  
2<sup>nd</sup> Floor, 877 Goldstream Avenue  
Victoria, BC  
V9B 2X8

Dear Sir:

**RE: Monthly Policing Report - July 2011**

Attached is your monthly policing report for the month of July 2011. The West Shore RCMP Detachment received eight hundred and sixty (860) calls for service in your community during that time. The attached table provides a snapshot of the various police occurrences for the month.

For your information, please find enclosed copies of the following reports for the month of July, 2011.

- Guardroom Statistics
- Criminal Record Check Statistics

Should you have any questions please contact me at 250-474-8755.

Sincerely,

Staff Sergeant D.F. (Danny) WILLIS  
Detachment Commander  
West Shore RCMP  
698 Atkins Avenue  
Victoria, B.C.  
V9B 3A4



# Guard Room Stats

**MONTH ENDING: JULY 2011**

<u>MONTH</u>						
Municipality	SIPP	CRIMINAL CODE ARRESTS	OTHER P.D.	ADULT	YOUNG OFFENDER	TOTAL
Colwood	5	3		8	0	8
Langford	37	6		37	6	43
View Royal	13	7		15	5	20
Provincial	2	20		20	2	22
<b>TOTALS</b>	<b>57</b>	<b>36</b>	<b>11</b>	<b>80</b>	<b>13</b>	<b>93</b>

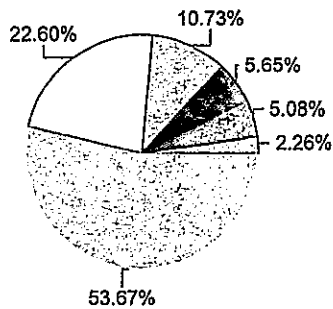
<u>YEAR TO DATE</u>						
Municipality	SIPP	CRIMINAL CODE ARRESTS	OTHER P.D.	ADULT	YOUNG OFFENDER	TOTAL
Colwood	19	30		42	7	49
Langford	122	129		216	35	251
View Royal	36	43		68	11	79
Provincial	27	144		151	20	171
<b>TOTALS</b>	<b>204</b>	<b>346</b>	<b>66</b>	<b>477</b>	<b>73</b>	<b>550</b>

	Month	YTD
Guard Hours	572	3426
Meals	30	356

## CRIMINAL RECORD CHECKS FOR JULY 2011

MUNICIPALITY	VOLUNTEERS	PAID	APPLICANTS IN TOTAL	TOTAL
Langford	42	53	95	\$2,650.00
Colwood	19	21	40	\$1,050.00
View Royal	12	7	19	\$350.00
Metchosin	8	2	10	\$100.00
Highlands	3	6	9	\$300.00
Songhees Nation	0	4	4	\$200.00
Esquimalt Nation				
Other				
<b>TOTAL</b>	<b>84</b>	<b>93</b>	<b>177</b>	
			<b>TOTAL</b>	<b>\$4,650.00</b>
			Volunteers at \$50	\$4,200.00
			Possible Total	\$8,850.00

### % taken from "Applicants in Total"



### FINGERPRINTS/CERTIFICATES

MUNICIPALITIES			APPLICANTS	TOTAL
Langford	4ncg		10	\$500.00
Colwood	1ncg		2	\$50.00
View Royal	1ncg		1	\$50.00
Metchosin	2ncg			\$0.00
Highlands				\$0.00
Songhees Nation				\$0.00
Esquimalt Nation				\$0.00
Other				
			<b>21</b>	<b>\$600.00</b>
				<b>5,250.00</b>

**MONTHLY POLICING REPORT  
CITY OF LANGFORD**

<b>POLICE OCCURRENCES FOR JULY 2011</b>				
	10-Jul	11-Jul	YTD 2010	YTD 2011
ASSAULTS (INCLUDE SEX ASSAULTS)	32	26	195	151
BREAK & ENTER-BUSINESS	3	3	26	20
BREAK & ENTER-RESIDENTIAL	11	5	64	34
BREAK & ENTER-SHEDS	0	0	14	6
THEFT FROM VEHICLE	30	26	168	135
THEFT OF VEHICLE	11	5	42	38
THEFT OVER & UNDER \$5000	20	23	159	130
POSSESSION OF STOLEN PROP	3	0	15	8
MISCHIEF/PROPERTY DMG OVER/UNDER \$5000	41	47	295	250
DRUG RELATED OCCURRENCES	98	16	219	133
TRAFFIC COLLISION FATAL	0	0	1	1
TRAFFIC COLLISION NON-FATAL INJURY	6	8	51	45
TRAFFIC COLLISION DAMAGE OVER \$1000	18	17	144	122
IMPAIRED OPERATION OF VEH	10	4	89	48
ROADSIDE SUSPENSION-24HR	7	0	52	12
OTHER TRAFFIC MOVING	46	20	410	561
OTHER TRAFFIC NON-MOVING	51	28	267	324
WRITTEN WARNINGS	73	21	566	501
TOTAL FILES	919	860		
TOTAL NON-SUBSTANTIATED	212	188		

<b>IRS/215</b>	Total No. Issues
90 Day Prohib with Fail	3
90 Day Prohib - Refuse	1
3 Day Prohib-Warn w VI	0
3 Day Prohib-Warn w/o VI	0
24 Hr Prohib-Alcohol (215)	0
24 Hr Prohib-Drug (215)	0



Royal Canadian Mounted Police

Gendarmerie royale du Canada

Security Classification/Designation  
Classification/désignation sécuritaire

**UNCLASSIFIED**

Officer in Charge  
West Shore RCMP  
698 Atkins Avenue  
Victoria, BC, V9B 3A4

**SCANNED**

Your File - Votre référence

Our File - Notre référence  
302-3-1

**Mayor Stewart Young**  
City of Langford  
2<sup>nd</sup> Floor, 877 Goldstream Avenue  
Victoria, BC  
V9B 2X8

Date

September 6, 2011

Dear Sir:

**RE: Monthly Policing Report - August 2011**

Attached is your monthly policing report for the month of August 2011. The West Shore RCMP Detachment received eight hundred and ninety (890) calls for service in your community during that time. The attached table provides a snapshot of the various police occurrences for the month.

For your information, please find enclosed copies of the following reports for the month of August, 2011.

- Guardroom Statistics
- Criminal Record Check Statistics

Should you have any questions please contact me at 250-474-8755.

Sincerely,

Staff Sergeant D.F. (Danny) WILLIS  
Detachment Commander  
West Shore RCMP  
698 Atkins Avenue  
Victoria, B.C.  
V9B 3A4

**CITY OF LANGFORD**

SEP 08 2011

- Records & File
- Club Administrator
- City Engineer
- City Planner
- Treasurer
- Village Manager
- ... Manager
- ... Manager
- ... Council/Staff
- Council Agenda
- Minutes to Council

## Guard Room Stats

**MONTH ENDING: AUGUST 2011**

<u>MONTH</u>						
Municipality	SIPP	CRIMINAL CODE ARRESTS	OTHER P.D.	ADULT	YOUNG OFFENDER	TOTAL
Colwood	3	4		5	2	7
Langford	24	27		41	10	51
View Royal	5	10		14	1	15
Provincial	7	9		15	1	16
<b>TOTALS</b>	<b>39</b>	<b>50</b>	<b>9</b>	<b>75</b>	<b>14</b>	<b>89</b>

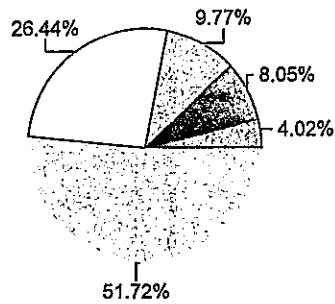
<u>YEAR TO DATE</u>						
Municipality	SIPP	CRIMINAL CODE ARRESTS	OTHER P.D.	ADULT	YOUNG OFFENDER	TOTAL
Colwood	22	34		47	9	56
Langford	146	156		257	45	302
View Royal	41	53		82	12	94
Provincial	34	153		166	21	187
<b>TOTALS</b>						

	Month	YTD
Guard Hours	634	4060
Meals	52	356

## CRIMINAL RECORD CHECKS FOR AUG 2011

MUNICIPALITY	VOLUNTEERS	PAID	APPLICANTS IN TOTAL	TOTAL
Langford	38	52	90	\$2,600.00
Colwood	20	26	46	\$1,300.00
View Royal	9	8	17	\$400.00
Metchosin	7	7	14	\$350.00
Highlands	2	5	7	\$250.00
Songhees Nation				
Esquimalt Nation				
Other				
<b>TOTAL</b>	<b>76</b>	<b>98</b>	<b>174</b>	
			<b>TOTAL</b>	<b>\$4,900.00</b>
			Volunteers at \$50	\$3,800.00
			Possible Total	\$8,700.00

### % taken from "Applicants in Total"



FINGERPRINTS/CERTIFICATES				
MUNICIPALITIES			APPLICANTS	TOTAL
Langford	6ncg		19	\$950.00
Colwood	1ncg		6	\$300.00
View Royal	1ncg		2	\$100.00
Metchosin			1	\$50.00
Highlands				\$0.00
Songhees Nation				\$0.00
Esquimalt Nation				\$0.00
Other				
				<b>\$1,400.00</b>
			<b>36</b>	<b>6,300.00</b>

**MONTHLY POLICING REPORT  
CITY OF LANGFORD**

<b>POLICE OCCURRENCES FOR AUGUST 2011</b>				
	10-Aug	11-Aug	YTD 2010	YTD 2011
ASSAULTS (INCLUDE SEX ASSAULTS)	26	26	221	153
BREAK & ENTER-BUSINESS	1	3	27	23
BREAK & ENTER-RESIDENTIAL	9	8	73	42
BREAK & ENTER-SHEDS	2	3	16	9
THEFT FROM VEHICLE	30	14	198	149
THEFT OF VEHICLE	9	9	51	47
THEFT OVER & UNDER \$5000	21	12	180	142
POSSESSION OF STOLEN PROP	2	0	17	8
MISCHIEF/PROPERTY DMG OVER/UNDER \$5000	36	32	331	282
DRUG RELATED OCCURRENCES	23	30	242	163
TRAFFIC COLLISION-FATAL	1	0	2	1
TRAFFIC COLLISION-NON-FATAL INJURY	8	4	59	49
TRAFFIC COLLISION-DAMAGE OVER \$1000	24	14	168	136
IMPAIRED OPERATION OF VEH	13	13	102	61
ROADSIDE SUSPENSION-24HR	6	0	58	12
OTHER TRAFFIC MOVING	69	103	479	664
OTHER TRAFFIC NON-MOVING	39	65	306	389
WRITTEN WARNINGS	76	81	642	582
TOTAL FILES	909	890		
TOTAL NON-SUBSTANTIATED	227	271		

<b>IRS/215</b>	Total No. Issues
90 Day Prohib with Fail	2
90 Day Prohib - Refuse	0
7 Day Prohib-Warn w VI	2
3 Day Prohib-Warn w/o VI	0
24 Hr Prohib-Alcohol (215)	0
24 Hr Prohib-Drug (215)	0

**CRD – INTEGRATED ROAD SAFETY UNIT**  
**Month End Report - Includes IRSU OT**  
 July 2010

Number of members working baseline enforcement =

Offence	Issued
<b>Violation/Tickets</b>	
Seatbelt	158
Intersection (Red lights, stop sign, etc.)	69
Speeding	1006
Excessive Speed with VI	25
Vulnerable Road Users (peds., bikes & mc's)	26
Commercial Motor Vehicles	0
Distracted Driving	49
Other Moving	78
Other Non-Moving	133
No Driver's License	40
Warnings	364
Vehicle Impoundments	8
Drive While Prohibited Charges	6
<b>Total Violation Tickets/MVA charges</b>	<b>1962</b>
(# VT issued within intersections)	43
<b>Notice and Orders</b>	<b>32</b>
Alcohol - Impaired charges	4
Alcohol - 24 hr Prohib	7
Alcohol - ADP	2
Drugs - Impaired Charges	0
Drugs - 24 hr	3
3 Day prohib - WARN w/o VI	7
3 Day prohib - WARN with VI	8
7 Day prohib - WARN w/o VI	0
7 Day prohib - WARN with VI	0
30 Day prohib - WARN	0
90 Day prohib - FAIL	4
90 Day prohib - REFUSE	0
Criminal Interdiction	24

<b>Enforcement by Jurisdiction</b>											
Jurisdiction	Visibility Hours	VT's (in total)	3 day w/o VI	3 day w VI	7 day w/o VI	7 day w VI	30 day WARN	90 day FAIL	90 day REFUSE	Alcohol 24 hr	
Central Saanich	21	49	0	0	0	0	0	0	0	0	
Colwood	12	33	0	0	0	0	0	0	0	0	
Esquimalt	0.5	1	0	0	0	0	0	0	0	0	
Highlands	0	0	0	0	0	0	0	0	0	1	
Langford	314.5	596	2	2	0	0	0	1	0	0	
Metchosin	14	22	0	0	0	0	0	0	0	0	
North Saanich	0	0	0	0	0	0	0	0	0	0	
Oak Bay	17.5	44	0	0	0	0	0	0	0	0	
Saanich	125	139	1	1	0	0	0	1	0	2	
Sidney	7	3	0	0	0	0	0	0	0	0	
Sooke	6	6	0	0	0	0	0	0	0	0	

<b>Victoria</b>	<b>191</b>	<b>258</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>
<b>View Royal</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Other Jurisdictions</b>	<b>99.5</b>	<b>254</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>IRSU OT</b>	<b>131</b>	<b>255</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>



Royal Canadian Mounted Police

Gendarmerie royale du Canada

Security Classification/Designation  
Classification/désignation sécuritaire

**UNCLASSIFIED**

Officer In Charge  
West Shore RCMP  
698 Atkins Avenue  
Victoria, BC, V9B 3A4

SCANNED

Your File - Votre référence

Our File - Notre référence  
302-3-1

**Mayor Stewart Young**  
City of Langford  
2<sup>nd</sup> Floor, 877 Goldstream Avenue  
Victoria, BC  
V9B 2X8

Date

October 5, 2011

Dear Sir:

**RE: Monthly Policing Report - September 2011**

Attached is your monthly policing report for the month of September 2011. The West Shore RCMP Detachment received eight hundred and seventy six (876) calls for service in your community during that time. The attached table provides a snapshot of the various police occurrences for the month.

For your information, please find enclosed copies of the following reports for the month of September, 2011.

- Guardroom Statistics
- Criminal Record Check Statistics

Should you have any questions please contact me at 250-474-8755.

Sincerely,

Staff Sergeant D.F. (Danny) WILLIS  
Detachment Commander  
West Shore RCMP  
698 Atkins Avenue  
Victoria, B.C.  
V9B 3A4

CITY OF LANGFORD

OCT 06 2011

- Executive & File
- Chief Administrator
- City Engineer
- City Planner
- Treasurer
- Building Manager
- Parks Manager
- Public Manager
- \_\_\_\_\_ Committee
- Council Agenda
- Minutes to Council

# Guard Room Stats

**MONTH ENDING: SEPTEMBER 2011**

<u>MONTH</u>						
Municipality	SIPP	CRIMINAL CODE ARRESTS	OTHER P.D.	ADULT	YOUNG OFFENDER	TOTAL
Colwood	4	2		6	0	6
Langford	36	21		49	8	57
View Royal	8	5		12	1	13
Provincial	6	16		19	3	22
<b>TOTALS</b>	<b>54</b>	<b>44</b>	<b>2</b>	<b>86</b>	<b>12</b>	<b>89</b>

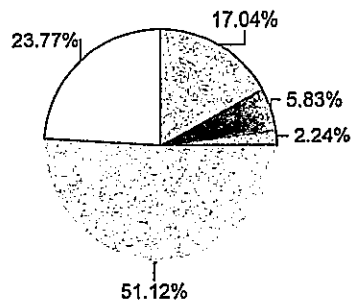
<u>YEAR TO DATE</u>						
Municipality	SIPP	CRIMINAL CODE ARRESTS	OTHER P.D.	ADULT	YOUNG OFFENDER	TOTAL
Colwood	26	36		53	9	62
Langford	182	177		306	53	359
View Royal	49	58		94	13	107
Provincial	40	169		185	24	209
<b>TOTALS</b>	<b>297</b>	<b>440</b>	<b>68</b>	<b>638</b>	<b>99</b>	<b>737</b>

	Month	YTD
Guard Hours	553	4613
Meals	44	400

## CRIMINAL RECORD CHECKS FOR SEPT 2011

MUNICIPALITY	VOLUNTEERS	PAID	APPLICANTS IN TOTAL	TOTAL
Langford	65	49	114	\$2,450.00
Colwood	35	18	53	\$900.00
View Royal	26	12	38	\$600.00
Metchosin	8	5	13	\$250.00
Highlands	4	1	5	\$50.00
Songhees Nation				
Esquimalt Nation				
Other				
<b>TOTAL</b>	<b>138</b>	<b>85</b>	<b>223</b>	
			<b>TOTAL</b>	<b>\$4,250.00</b>
			Volunteers at \$50	\$6,900.00
			Possible Total	\$11,150.00

### % taken from "Applicants in Total"



FINGERPRINTS/CERTIFICATES				
MUNICIPALITIES			APPLICANTS	TOTAL
Langford	9ncg		8	\$400.00
Colwood	1ncg		3	\$150.00
View Royal	2ncg		0	\$0.00
Metchosin	1ncg		0	\$0.00
Highlands				\$0.00
Songhees Nation				\$0.00
Esquimalt Nation				\$0.00
Other				\$550.00
			<b>24</b>	<b>4,800.00</b>

**MONTHLY POLICING REPORT  
CITY OF LANGFORD**

<b>POLICE OCCURRENCES FOR SEPTEMBER 2011</b>				
	10-Sep	11-Sep	YTD 2010	YTD 2011
ASSAULTS (INCLUDE SEX ASSAULTS)	23	19	244	172
BREAK & ENTER-BUSINESS	0	3	27	26
BREAK & ENTER-RESIDENTIAL	4	4	77	46
BREAK & ENTER-SHEDS	1	0	17	9
THEFT FROM VEHICLE	29	37	227	186
THEFT OF VEHICLE	8	5	59	52
THEFT OVER & UNDER \$5000	13	23	193	165
POSSESSION OF STOLEN PROP	0	0	17	8
MISCHIEF/PROPERTY DMG OVER/UNDER \$5000	37	39	368	321
DRUG RELATED OCCURRENCES	28	25	270	188
TRAFFIC COLLISION FATAL	0	0	2	1
TRAFFIC COLLISION NON-FATAL INJURY	5	9	64	58
TRAFFIC COLLISION -DAMAGE OVER \$1000	29	16	197	152
IMPAIRED OPERATION OF VEH	5	8	107	69
ROADSIDE SUSPENSION-24HR	7	0	65	12
OTHER TRAFFIC MOVING	57	21	536	685
OTHER TRAFFIC NON-MOVING	50	57	356	446
WRITTEN WARNINGS	103	112	745	694
<b>TOTAL FILES</b>	<b>782</b>	<b>876</b>		
<b>TOTAL NON-SUBSTANTIATED</b>	<b>223</b>	<b>249</b>		

<b>IRS/215</b>	<b>Total No. Issues</b>			
	VISIBILITY HOURS	VT'S	3 DAY w/o	DISTRACTED DRIVER
90 Day Prohib with Fail		7		
90 Day Prohib - Refuse		2		
7 Day Prohib-Warn w VI		0		
3 Day Prohib-Warn w VI		2		
24 Hr Prohib-Alcohol (215)		0		
24 Hr Prohib-Drug (215)		1		
<b>INTEGRATED ROAD SAFETY UNIT</b>				
	329	508	1	13



## STAFF REPORT TO PROTECTIVE SERVICES

**DATE:** October 11, 2011  
**FILE NO:** 2240.20  
**SUBJECT:** Renewal of Mutual Aid Agreement with Colwood Fire Department

### Background

Langford Fire Rescue has formalized Mutual Aid Agreements with each of the municipalities that border our municipality. Essentially these agreements provide the Fire Chief and/or his designate the ability, when requested to offer assistance in the form of resources, both equipment and personnel, to a neighbouring fire department should that community find that their own municipal resources are not adequate. With the reciprocal agreements that we have with our neighbours we are also able to request assistance from our neighbouring fire departments when necessary.

The City of Colwood and the Colwood Fire Department have reviewed their existing Mutual Aid Agreement with the City of Langford and desire to move to an agreement under "mutual aid" that provides for reciprocal cost recovery of all time and equipment. This agreement is essentially a Fee For Service Agreement, reciprocal between partners.

### Comment

Langford Fire Rescue has reviewed the proposed agreement and is prepared to recommend endorsement of the agreement with the understanding that the City of Langford would revise their mutual aid agreement with Colwood, reflecting the same reciprocal fee for service agreement and fee schedules.

### Recommendation

That the Protective Services Committee recommend to Council:

That Council:

1. approve Mutual Aid Agreement proposed by the City of Colwood; and
2. prepare a reciprocal Fee For Service Agreement for approval by the City of Colwood; or
3. take no action at this time.

Respectfully submitted,

R.G. (Bob) Beckett  
Fire Chief

COLWOOD FIRE RESCUE  
3215 Metchosin Road  
Victoria, B.C.  
V9C 2A4



Office of the Fire Chief  
Phone: (250) 478-8321  
Fax: (250) 478-8032  
Website: www.colwood.ca

File: 2240-20-FIR-18090

June 8, 2011

Fire Chief Bob Beckett  
Langford Fire Department  
2625 Peatt Road  
Victoria, B.C. V9B 3T9

Dear Chief Beckett:

**Re: Renewal of Mutual Aid Agreement**

I have received direction from our Council to review and renew all mutual aid agreements with our firefighting partners. The current agreement that we share with your fire department is outdated and does not reflect the new Community Charter language and such. Concurrently, Colwood Council desires to move to an agreement under mutual aid that provides for reciprocal cost recovery of all time and equipment. I can confirm that as of this date we have successfully renewed agreements with the District of Highlands, District of Metchosin and the Town of View Royal. We are now looking for the same positive outcome with the City of Langford.

Our City solicitors have prepared a new five year mutual aid document for your perusal, a copy of which is attached to this letter. Please have your Council review the proposed agreement and if approved by them have the authorized signatories sign and seal the two original documents that have also been provided as part of this package. The two signed documents should then be returned to the attention of the undersigned for signature by the Colwood signatories. Once executed by Colwood, an original signed document will be returned to the City of Langford for the City record.

If there is any aspect of this agreement that you would like to discuss, please do not hesitate to call me to address any issue as it relates to your municipality's review. Should the City of Langford choose not to renew the mutual aid agreement as presented, I will require that response be received in writing.

Thank you in advance for your prompt attention to this matter. I look forward to continuing our mutual aid working relationship as in the past albeit under a cost recovery basis.

Yours truly,

A handwritten signature in black ink, appearing to read 'Russell H. Cameron'. The signature is written in a cursive style.

Russell H. Cameron, LAFC  
Fire Chief

Attachments

**MUTUAL AID AGREEMENT FOR FIRE DEPARTMENTS**

THIS AGREEMENT dated for reference the \_\_\_\_ day of \_\_\_\_\_, 20\_\_.

BETWEEN

**CITY OF COLWOOD**

3300 Wishart Road  
Victoria, B.C. V9C 1R1

("Colwood")

OF THE FIRST PART

AND:

**"CITY OF LANGFORD"**

2<sup>ND</sup> Floor, 877 Goldstream Avenue  
Victoria, B.C. V9B 2X8

("Langford")

OF THE SECOND PART

**WHEREAS:**

- A. Pursuant to sections 8(1) and 11(2) of the *Community Charter* municipalities are empowered to enter into agreements;
- B. Both Parties provide the service of fire protection and maintain their own Emergency Resources;
- C. The parties consider it to be to their mutual benefit to co-operate in the fighting of fires and other emergency-related incidents.

**NOW THEREFORE THIS AGREEMENT WITNESSES** that in consideration of the mutual covenants and provisions herein contained, the parties covenant and agree as follows:

**1.0 DEFINITIONS**

1.1 For the purposes of this Agreement:

"Area of Jurisdiction" means the territorial area over which each Party has legal authority to provide Emergency Operations services.

**"Emergency"** includes any or all of the following:

Fire Emergency,  
Rescue Emergency,  
Medical Emergency, and  
Emergency Standby Services

**"Emergency Operations"** means fire suppression, First Responder Program medical aid, auto extrication and rescue and Emergency Standby assistance.

**"Emergency Resources"** means persons and equipment designated by a Party for the purpose of Emergency Operations, all or a portion of which may be made available to another Party to assist in Emergency Operations.

**"Emergency Standby Services"** means the provision of Emergency Resources by the Providing Party to the fire station of the Requesting Party for the purpose of standing by in the event that an Emergency occurs in the Requesting Party's Area of Jurisdiction which cannot be brought under control by the use of local Emergency Resources within the Area of Jurisdiction.

**"Fire Chief"** means the Fire Chief of a Party and includes any person appointed or designated by the Fire Chief to act on his behalf.

**"Fire Emergency"** means a real or anticipated fire that in the opinion of the Fire Chief or Officer in Charge endangers the lives, safety, welfare and well being of people, or the safety or fabric of buildings or structures and which cannot be brought under control by the use of local firefighting resources within the Area of Jurisdiction.

**"First Responder Program"** means an emergency medical assistants' training program established under the *Health Emergency Act* and its Regulations.

**"Medical Emergency"** means a real or anticipated medical emergency that in the opinion of the Fire Chief or Officer in Charge endangers the lives, safety, welfare and well being of people and which cannot be brought under control by the use of local Emergency Resources within the Area of Jurisdiction.

**"Officer in Charge"** means the senior officer of a Fire Department in attendance at an Emergency.

**"Party"** means a party to this Agreement.

**"Providing Party"** means a Party receiving a request for assistance under this Agreement.

**"Requesting Party"** means a Party requesting assistance under this Agreement.

**"Rescue Emergency"** means a real or anticipated rescue assistance situation that in the opinion of the Fire Chief or the Officer in Charge endangers the lives, safety, welfare and well being of people, or the safety or fabric of buildings or structures and which cannot be brought under control by the use of local Emergency Resources within the Area of Jurisdiction.

**"Shipboard Firefighting"** means any activity that requires a firefighter to put a foot on board a sailing boat, ship or water motor vessel of any kind or size for the purpose of fire suppression.

## 2.0 TERM

- 2.1 Subject to Section 2.2, the term of this Agreement shall be five (5) years, commencing on the \_\_\_\_ day of \_\_\_\_\_, 20\_\_ and ending on the \_\_\_\_ day of \_\_\_\_\_, 20\_\_.
- 2.2 Either Party may terminate this Agreement by delivering sixty (60) days' written notice of termination to the other Party by hand or by registered mail, from one Party to the other Party.

## 3.0 ASSISTANCE RESPONSE

- 3.1 The Parties agree to provide Emergency Operation services to each other's Area of Jurisdiction in accordance with the terms of this Agreement.
- 3.2 As a limit on Section 3.1, the Parties will not provide Shipboard Firefighting unless its firefighting personnel are properly trained and certified to do so.
- 3.3 Where a Fire Chief or Officer in Charge determines that an Emergency exists, he or she may in his or her sole and absolute discretion decide whether to request assistance response from the other Party.
- 3.4 Upon request of the Fire Chief or Officer in Charge of the Requesting Party and subject to Section 4 of this Agreement, a Providing Party shall dispatch Emergency Resources to assist in Emergency Operations in the Requesting Party's Area of Jurisdiction, immediately upon notification.



## **STAFF REPORT TO PROTECTIVE SERVICES**

**DATE:** February 28, 2011  
**FILE:** 0640-30  
**SUBJECT:** FIRE SAFETY REPORT FOR JANUARY 2011

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### **FIRE PREVENTION, INSPECTION & PUBLIC FIRE SAFETY EDUCATION – Dep. Chief Zado**

After a well-deserved break at Christmas, the Fire Prevention Division was off to a running start this year.

Upon request, we assisted two agencies with their fire drills where we had close to 100 adults practice their evacuation plans when the fire alarm sounded. In addition to the fire drills, we conducted 5 fire and life safety tours at one of the fire stations, where 64 children and 19 chaperones took part in some age appropriate education.

Public Education remains a big part of Fire Prevention's focus. Although in many cases, we will never know if what we taught to any of these groups actually made a difference, I have been assured by the attendees that they will alter their behaviours to become a little more fire safety conscious.

We are continuing to work Langford's IT Department to get all the fire pre-plans produced and uploaded onto the computers in the trucks. By obtaining fire safety plans prior to, or upon, the issuance of an occupancy permit, time is saved in producing the fire pre-plan. This is an important document that is useful to the first responding crew members, assisting in vehicle placement and personnel deployment.

During January, a total of 181 inspections were carried out, including 15 re-inspections. In many instances, there are infractions that remain unresolved. We are discussing how to best deal with the chronic re-offenders. Although education is our preferred method of working on fire and life safety infractions, it does not always work. We feel by providing the appropriate education, business and/or building owners will buy into why we are asking for certain code issues to be adhered to.

Our division met as a group to identify where we are, where we are going and how to get there in order to be the best fire prevention division in the region, in keeping with our "Working together, Leading Globally" mission statement.

### **TRAINING – Asst. Chief Scott Davidson**

The first Thursday night practice of each month is split between truck checks, which are completed by the platoons, and the Volunteer Association meeting. During these meetings the platoons take turns preparing a meal for the department. Some platoons go out of their way to prepare an elaborate meal such as pork roast with potatoes and vegetables, etc. These meals

are very well put together, although they can be quite filling at 2100 hours. January marked the Chief Officer's rotation to prepare a meal for the department. In keeping with our goal of health and wellness, the Chiefs prepared a sandwich buffet which allowed each firefighter the opportunity to prepare their own sandwich so they could eat as much or as little as they wished.

Our continued focus in 2011 is to promote healthy living by all of our firefighters.

The second Thursday in January was used to bring all the stations together to focus on goal setting at the Company level. In 2009, the department created our current vision statement of "Working Together, Leading Globally". In order for our organization to strive toward our vision, we felt that the focus for this year needed to be at the Company level. The department is divided up into eight companies with a Lieutenant in charge of each. A Captain is responsible for each station and their respective companies.

We presented each company with six goals that, as an organization, we felt needed to be addressed. The six goals are: Fire Officer Proficiency, Firefighter Proficiency, Improving and Maintaining Positive Public Perception, Fire Department Community Events, Public Education and Annual Personal Development Reviews.

We had each company brainstorm ideas on how they, as a company, could work together in order to achieve these goals. Several ideas sprang up from these discussions. The next step will be that each Lieutenant will meet with their firefighters individually to discuss their personal goals for 2011. The focus will be on how those personal goals can help their companies and ultimately the department work together to achieve our collective goals.

Thursday training for the remainder of January included Class B foam fire streams used on hydro carbon or polar solvent fires, initial offensive attack procedures, command and accountability overview for the firefighter and oriented search procedures.

Courses and extra training completed in January were a three-day pump course for our new drivers instructed by Victoria Fire's Master Mechanic and Lt. Bell, our Maintenance Officer. An Emergency Traffic Control certification course for the 2010 recruit class was also completed. The technical rope rescue team spent a day of training at the ICL site on Industrial Way. The crews conducted confined space scenarios using both cement trucks and the cement silos.

### **HUMAN RESOURCES – Lt. Steve Adams**

We began our 2011 volunteer firefighter recruit drive the first week of January with a basic needs assessment, advertising, information session and selection. We ascertained that we would like to fill up to four vacancies at Station 3, two vacancies at Station 2 and five at Station one. These numbers are based on the maximum capacity of each hall. We used the following forms of advertising represented below with their percentage of success in drawing applicants:

Signboards at two stations	21 %
Word of mouth:	36%
Newspaper Advertisement	0%
Door to door Flyer Advertisement (key areas)	10%
Website	31%
Social Media	0%

We had 35 people attend our information session. There were 26 applicants and 9 family members present. We feel it was a successful night that clearly communicated the expectations and the commitment it takes to be a productive volunteer firefighter. Everybody that attended decided that they would still like to be involved and dropped off their completed application package.

After sorting through the applications and giving them a numerical rating on items such as overall neatness, education, community involvement, employer, etc. we selected 12 individuals to attend a panel interview and fitness testing. We used a structured interview format that focused on past behaviours to gain insight on our applicant's future performance capabilities.

Applicants must complete the same fitness test that we give annually to our existing members in the department in the allotted time of eight minutes. The fitness test is a pass or fail test that simulates eight fire ground tasks that a firefighter may be required to perform at a structural fire. We were very pleased with the individuals we interviewed and tested and in the end we decided to move 10 of them forward to the recruit training weekends.

### **COMMUNICATIONS – Asst. Chief Geoff Spriggs**

The Langford Communication Center handled 289 calls for all Fire Departments during the month of January 2011.

Langford Fire Rescue responded to 104 incidents in January 2011.

### **FIRE HALL & APPARATUS MAINTENANCE – Lt. Brian Bell**

#### *Vehicle Maintenance and Repairs*

##### Engine 2

- o siren repair
- o installed 110v power for the new simplex radios

##### Rescue 2

- o door panel repaired
- o Oil change
- o Safety inspection

##### Brush 1

- o battery charger installed for aux. battery and equipment

##### Rescue 1

- o installed new heater switch

##### Car 1

- o oil change
- o New engine belts installed
- o Safety inspection

##### Car 2

- o oil change
- o Safety inspection

##### Ladder 1

- o Repaired the push to talk communication for the officers seat

#### *Training*

- Instructed a three day pump course Jan 21-23 for new apparatus drivers.

#### *Monthly Maintenance*

- MSA gas detectors bump tested and calibrated
- Emergency generators run and tested

*Buildings*

- All bi-annual maintenance and servicing were completed for the H-Vac and furnaces at all three stations.
- Installed new weather stripping on the back door at Station 1
- Repaired one of the overhead garage doors at Station 3

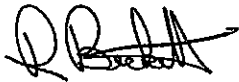
**CHIEF'S COMMENTS**

What will the New Year bring?

This morning Steve Adams and I went down to Slegg Lumber to pick up \$827.00 of donated tools and hardware to be used during the next trip to Haiti. I could not help but lament to Steve how fortunate that we are to live in a community where family values remain important and helping those less fortunate is not taken for granted.

I then went on to consider the year ahead for the fire department and mentioned to Steve how optimistic I am, given the communities support and most importantly the staff and volunteers that we have. I am indeed fortunate to have the kind of dedicated and committed volunteers and staff that can be relied on day in, day out. With that in mind, I am excited about the year ahead and exceeding the various goals that we have set for ourselves and the organization.

Respectfully submitted,



Robert Beckett  
Fire Chief

Jim Bowden  
Clerk-Administrator

Attachment A – Monthly and Annual Stats  
Attachment B – Monthly Incident Report

**LANGFORD FIRE RESCUE  
MONTHLY COMPARISON OF EMERGENCY CALLS**

<u>YEAR</u>	<u>NUMBER OF CALLS</u>
January	
2010	102
2011	104

**YEAR-TO-DATE COMPARISON  
OF EMERGENCY CALLS  
(January)**

<u>YEAR</u>	<u>NO. OF CALLS</u>
2009	83
2010	102
2011	104

## MONTHLY INCIDENT REPORT

### January

	<b>File #</b>	<b>Incident Date</b>	<b>Info</b>
1	<u>11-00377</u>	2011-01-31 09:33:49	Alarm Bells - Residential: BROCK AVE, LANGFORD
2	<u>11-00371</u>	2011-01-31 04:36:05	Medical - D: HAPPY VLY RD, LANGFORD
3	<u>11-00370</u>	2011-01-30 22:25:22	Alarm Bells - Commercial: ED NIXON TERR, LANGFORD
4	<u>11-00368</u>	2011-01-30 19:27:38	Medical - D: TRANS-CANADA HWY, LANGFORD
5	<u>11-00366</u>	2011-01-30 17:38:52	Rescue - Search: GOLDEN GATE RD, LANGFORD
6	<u>11-00364</u>	2011-01-30 11:46:32	Assistance - General Public: PINTAIL PL, LANGFORD
7	<u>11-00360</u>	2011-01-29 16:48:43	Alarm Bells - Residential: BUCKLER AVE, LANGFORD
8	<u>11-00359</u>	2011-01-29 11:12:24	Alarm Bells - Residential: FALCON HEIGHTS RD, LANGFORD
9	<u>11-00356</u>	2011-01-29 10:07:11	Vehicle Fire: 0 SOOKE RD, LANGFORD
10	<u>11-00355</u>	2011-01-29 10:02:32	MVI: SOOKE RD, LANGFORD
11	<u>11-00354</u>	2011-01-29 08:30:00	Medical - D: KRISTINA PL, LANGFORD
12	<u>11-00350</u>	2011-01-29 01:38:26	Medical - D: ATKINS AVE, LANGFORD
13	<u>11-00342</u>	2011-01-28 14:31:37	HAZ MAT - Propane: JACKLIN RD, LANGFORD
14	<u>11-00336</u>	2011-01-28 00:05:44	Medical - D: STATION AVE, LANGFORD
15	<u>11-00334</u>	2011-01-27 18:44:21	Alarm Bells - Commercial: HOYLAKE AVE, LANGFORD
16	<u>11-00332</u>	2011-01-27 10:42:23	Medical - D: JACKLIN RD, LANGFORD
17	<u>11-00316</u>	2011-01-25 11:12:14	Alarm Bells - Residential: GOLDSTREAM AVE, LANGFORD
18	<u>11-00315</u>	2011-01-25 11:04:02	Medical - D: SETCHFIELD AVE, LANGFORD
19	<u>11-00308</u>	2011-01-24 14:50:30	MVI: 0 VETERAN MEMORIAL PKWY, LANGFORD
20	<u>11-00307</u>	2011-01-24 11:43:30	Medical - D: GOLDSTREAM AVE, LANGFORD
21	<u>11-00299</u>	2011-01-23 22:17:51	MVI: 0 FINLAYSON ARM RD, LANGFORD
22	<u>11-00298</u>	2011-01-23 18:12:12	Medical - D: STATION AVE, LANGFORD
23	<u>11-00296</u>	2011-01-23 16:51:00	Medical - D: GOLDSTREAM AVE, LANGFORD
24	<u>11-00295</u>	2011-01-23 12:44:30	Medical - D: JENKINS AVE, LANGFORD
25	<u>11-00285</u>	2011-01-22 01:31:30	Assistance - General Public: LEIGH RD, LANGFORD
26	<u>11-00283</u>	2011-01-21 16:25:49	Medical - D: 0 JACKLIN RD, LANGFORD
27	<u>11-00282</u>	2011-01-21 15:01:04	MVI: 0 PEATT RD, LANGFORD
28	<u>11-00278</u>	2011-01-21 09:44:59	Hydro - Fire: HOFFMAN AVE, LANGFORD
29	<u>11-00276</u>	2011-01-20 22:12:03	Assistance - Public Works: 0 MILLSTREAM RD, LANGFORD
30	<u>11-00270</u>	2011-01-20 09:26:36	Medical - D: WILHELMINA WAY, LANGFORD
31	<u>11-00269</u>	2011-01-20 08:40:06	Medical - D: KLAHANIE DR, LANGFORD
32	<u>11-00266</u>	2011-01-19 19:41:05	Assistance - Public Works: GOURMAN PL, LANGFORD
33	<u>11-00265</u>	2011-01-19 17:59:18	SFRes (Structure Fire Residential): HAZLITT CK RD, HIGHLANDS
34	<u>11-00263</u>	2011-01-19 12:14:26	Medical - D: KNOTTY PINE RD, LANGFORD
35	<u>11-00252</u>	2011-01-18 05:40:14	Medical - D: GOLDSTREAM AVE, LANGFORD
36	<u>11-00251</u>	2011-01-17 17:44:11	MVI: 0 JACKLIN RD, LANGFORD
37	<u>11-00243</u>	2011-01-17 05:41:30	Hydro - Fire: LAKEWOOD PL, LANGFORD
38	<u>11-00239</u>	2011-01-16 20:00:16	Assistance - Public Works: SELWYN RD, LANGFORD
39	<u>11-00236</u>	2011-01-16 13:07:40	Assistance - Public Works: GOLDSTREAM AVE, LANGFORD
40	<u>11-00233</u>	2011-01-16 11:29:53	Assistance - Public Works: MARLISA PL, LANGFORD
41	<u>11-00229</u>	2011-01-15 19:52:47	Medical - D: GOLDSTREAM AVE, LANGFORD
42	<u>11-00225</u>	2011-01-15 14:55:15	Medical - C: PEATT RD, LANGFORD
43	<u>11-00221</u>	2011-01-15 11:52:02	Medical - D: LANGFORD PKWY, LANGFORD
44	<u>11-00219</u>	2011-01-15 09:50:00	Assistance - Public Works: 0 TRANS-CANADA HWY, LANGFORD

45	<u>11-00215</u>	2011-01-14 22:57:07	SFComm (Structure Fire Commercial): GOLDSTREAM AVE, LANGFORD
46	<u>11-00208</u>	2011-01-14 16:37:31	Hydro - Lines Down: FINLAYSON ARM RD, LANGFORD
47	<u>11-00207</u>	2011-01-14 15:40:47	Hydro - Tree on Lines: 0 GOURMAN PL, LANGFORD
48	<u>11-00200</u>	2011-01-14 06:58:19	Medical - E: GOLDSTREAM AVE, LANGFORD
49	<u>11-00198</u>	2011-01-14 06:38:30	Medical - D: GOLDSTREAM AVE, LANGFORD
50	<u>11-00194</u>	2011-01-13 16:58:18	Alarm Bells - Residential: KETTLE CK CRES, LANGFORD
51	<u>11-00192</u>	2011-01-13 16:20:48	Medical - D: CARLOW RD, LANGFORD
52	<u>11-00190</u>	2011-01-13 14:23:30	Rescue - Rope/High/Confined: GLEN LK RD, LANGFORD
53	<u>11-00186</u>	2011-01-13 10:56:09	MVI: 0 SPENCER RD, LANGFORD
54	<u>11-00185</u>	2011-01-13 10:54:01	HAZ MAT - Petroleum Spill / Fire: LANGFORD PKWY, LANGFORD
55	<u>11-00179</u>	2011-01-13 01:57:43	HAZ MAT - Chemical / Unknown Spill / Leak: ENGLEWOOD AVE, LANGFORD
56	<u>11-00177</u>	2011-01-12 20:31:36	Alarm Bells - Commercial: HENRY ENG PL, LANGFORD
57	<u>11-00163</u>	2011-01-12 10:53:33	Hydro - Fire: MILLSTREAM RD, LANGFORD
58	<u>11-00156</u>	2011-01-12 08:13:01	Medical - D: NIRWAN PL, LANGFORD
59	<u>11-00154</u>	2011-01-12 08:05:50	Hydro - Tree on Lines: LEIGH RD, LANGFORD
60	<u>11-00149</u>	2011-01-12 05:03:59	Alarm Bells - Commercial: JACKLIN RD, LANGFORD
61	<u>11-00146</u>	2011-01-12 01:38:39	Hydro - Lines Down: JENKINS AVE, LANGFORD
62	<u>11-00145</u>	2011-01-12 01:35:36	Hydro - Lines Down: WALFRED RD, LANGFORD
63	<u>11-00144</u>	2011-01-12 01:16:57	Alarm Bells - Commercial: GOLDSTREAM AVE, LANGFORD
64	<u>11-00143</u>	2011-01-12 01:12:17	Hydro - Fire: PEATT RD, LANGFORD
65	<u>11-00137</u>	2011-01-11 22:26:43	Assistance - Public Works: PEATT RD, LANGFORD
66	<u>11-00135</u>	2011-01-11 21:45:02	Assistance - Public Works: 0 BEAR MTN PKWY, LANGFORD
67	<u>11-00131</u>	2011-01-11 19:42:42	Medical - D: GRAINGER RD, LANGFORD
68	<u>11-00129</u>	2011-01-11 17:51:11	MVI: MCCALLUM RD, LANGFORD
69	<u>11-00128</u>	2011-01-11 17:49:57	MVI: TRANS-CANADA HWY, LANGFORD
70	<u>11-00120</u>	2011-01-10 18:30:34	Assistance - Public Works: JACKLIN RD, LANGFORD
71	<u>11-00117</u>	2011-01-10 17:04:03	Assistance - Public Works: 0 JACKLIN RD, LANGFORD
72	<u>11-00104</u>	2011-01-09 09:43:58	Assistance - Public Works: WALFRED RD, LANGFORD
73	<u>11-00093</u>	2011-01-08 11:47:04	Assistance - Public Works: FINLAYSON ARM RD, LANGFORD
74	<u>11-00091</u>	2011-01-08 08:37:34	Assistance - Public Works: HUMPBACK RD, LANGFORD
75	<u>11-00088</u>	2011-01-08 04:49:19	Medical - D: PEATT RD, LANGFORD
76	<u>11-00087</u>	2011-01-08 04:36:56	Medical - D: PEATT RD, LANGFORD
77	<u>11-00085</u>	2011-01-08 03:06:56	MVI: 0 LOLEDO PL, LANGFORD
78	<u>11-00084</u>	2011-01-08 00:24:52	Medical - D: KNOTTY PINE RD, LANGFORD
79	<u>11-00081</u>	2011-01-07 21:44:33	Medical - D: JACKLIN RD, LANGFORD
80	<u>11-00079</u>	2011-01-07 20:14:40	Medical - D: FLEETWOOD CRT, LANGFORD
81	<u>11-00078</u>	2011-01-07 16:50:06	Assistance - Public Works: 0 HUMPBACK RD, LANGFORD
82	<u>11-00077</u>	2011-01-07 16:20:05	Medical - D: FINLAYSON ARM RD, LANGFORD
83	<u>11-00076</u>	2011-01-07 15:19:52	Alarm Bells - Commercial: HOSPITAL WAY, VIEW ROYAL
84	<u>11-00074</u>	2011-01-07 14:24:08	MVI: 0 PEATT RD, LANGFORD
85	<u>11-00072</u>	2011-01-07 12:07:38	Assistance - General Public: WENTWICH RD, LANGFORD
86	<u>11-00069</u>	2011-01-07 10:10:08	Assistance - BCAS: RIDGE POND DR, LANGFORD
87	<u>11-00064</u>	2011-01-06 17:12:35	Alarm Bells - Residential: SCAFE RD, LANGFORD
88	<u>11-00060</u>	2011-01-05 20:28:33	MVI: TRANS-CANADA HWY, LANGFORD
89	<u>11-00059</u>	2011-01-05 18:24:02	MVI: 0 PEATT RD, LANGFORD
90	<u>11-00055</u>	2011-01-05 13:07:23	Medical - D: GOLDSTREAM AVE, LANGFORD
91	<u>11-00054</u>	2011-01-05 12:42:47	Assistance - General Public: RAINVILLE RD, LANGFORD
92	<u>11-00045</u>	2011-01-05 02:45:26	Medical - D: GOLDSTREAM AVE, LANGFORD
93	<u>11-00036</u>	2011-01-03 19:42:08	Assistance - Public Works: TREANOR AVE, LANGFORD

94	<u>11-00035</u>	2011-01-03 18:02:37	MVI: 0 HUMPBACK RD, LANGFORD
95	<u>11-00033</u>	2011-01-03 16:30:36	Fire - Misc Fire: HULL RD, LANGFORD
96	<u>11-00028</u>	2011-01-03 15:07:41	Open Burn - General: PERCY PL, LANGFORD
97	<u>11-00026</u>	2011-01-03 13:38:15	MVI: 0 TRANS-CANADA HWY, LANGFORD
98	<u>11-00024</u>	2011-01-03 10:08:52	MVI: GOLDSTREAM AVE, LANGFORD
99	<u>11-00016</u>	2011-01-02 17:21:12	MVI: MILLSTREAM RD, LANGFORD
100	<u>11-00015</u>	2011-01-02 14:00:22	MVI: 0 BEAR MTN PKWY, LANGFORD
101	<u>11-00014</u>	2011-01-02 12:58:31	Assistance - Public Works: 0 BEAR MTN PKWY, LANGFORD
102	<u>11-00013</u>	2011-01-02 12:37:53	SFComm (Structure Fire Commercial): DUNFORD AVE, LANGFORD
103	<u>11-00007</u>	2011-01-01 15:58:51	Open Burn - General: SYBRONDEN RD, LANGFORD
104	<u>11-00001</u>	2011-01-01 00:41:24	Rescue - Elevator: LYNBURNE PL, LANGFORD



CITY OF LANGFORD  
*Fire Rescue Department*

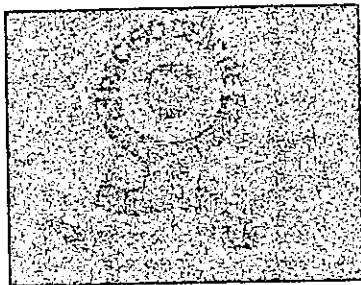
2010 Annual Report



LANGFORD FIRE RESCUE:  
WORKING TOGETHER, LEADING GLOBALLY

SCANNED

MAY 27 2011



# PACIFIC CENTRE

Family Services Association

- Receive & File
- Clerk Administrator
- City Engineer
- City Planner
- Treasurer
- Building Manager
- Parks Manager
- \_\_\_\_\_ Council
- Council Approval
- Submit to Council

## COMMUNITY OUTREACH PREVENTION AND EDUCATION PROGRAM 2010 - 2011 Annual Report

### Introduction

The purpose of this report is to summarize the activities of the Community Outreach Prevention and Education program (COPE) for the last fiscal year from April 1, 2010 to March 31, 2011. The report is primarily prepared for funders, the municipal councils who support this program. It is also available to all stakeholders.

### Pacific Centre Family Services Association

*Our Mission By encouraging healthy patterns of living, Pacific Centre Family Services Association (PCFSA) enhances and promotes the quality and dignity of life of individuals and families within our diverse community.*

*Our Vision PCFSA will be a leading provider of family service programs in identified communities within the Capital Regional District. We will proactively develop and deliver a portfolio of programs, balanced with the needs of identified communities. Our interventions will result in healthier and safer patterns of living. We will maintain and develop strong ties with our community stakeholders and use our influence in their best interests.*

PCFSA has been a leading provider of family-based services across West Shore communities since 1968 and currently serves over 800 individuals per year across the Capital Regional District (CRD). PCFSA's child and youth programs are accredited by the Commission for Accreditation of Rehabilitation Facilities (CARF). The agency is dedicated to enhancing quality of life for community members, to embracing diversity, and to promoting workplace wellness.

PCFSA offers a variety of programs, as follows:

- Alcohol and Other Drugs Counselling;
- Community Outreach Prevention & Education/Youthtalk Email Counselling (the subject of this report);
- Sexual Abuse Intervention Program (expressive therapies for children and youth);
- Youth Services;

- Stopping the Violence for women;
- Family Violence Program for men (Project SOAR).

## COPE

The COPE program is an early intervention and prevention program for children and youth aged 5 to 18, who require direct support, or require assistance finding other resources within the community to help them address a variety of issues. The program is accredited by the Centre for Accreditation of Rehabilitation Facilities (CARF).

COPE has the following three overall aims:

1. To provide individual/group counselling to qualified youth (currently Langford, Colwood, Highlands and Metchosin children and youth);
2. To refer youth to other services, as appropriate for their needs; and
3. To offer outreach to youth in the community.

COPE staff members conduct the following services, within the above mandate:

- Support counselling (individual and group);
- Preventative education/support (working with youth to develop healthy coping mechanisms for life's challenges);
- Community outreach and involvement;
- Work with families (providing information and education, facilitate healthy conflict);
- Making referrals or facilitating linkages with other community services and programs (youth support, employment/volunteering, recreation, health);
- Service coordination with other involved professionals (schools, social workers, youth workers);
- Service collaboration (attending case conferences, consultations with relevant service partners and stakeholders); and,
- Advocacy.

Key issues facing young people in the West Shore communities include:

- A reduction in provision of services for youth in West Shore communities over the past several years;
- Childhood exposure to domestic violence;
- Sexual exploitation, and associated violence, drug use and abuse;
- Substance abuse and misuse, and a disproportionately high prevalence of marijuana and alcohol use among youth;

There are limited resources available to assist youth in dealing with the issues they face, and without support to resolve these, youth may be more likely to engage in high risk behaviors, indicating the high need for the COPE program.

## Environmental Context

The West Shore and Sooke regions are two areas in the Capital Regional District whose population growth continues with a forecasted 92% increase by 2026, throughout the Western Communities (Colwood, Langford, View Royal, Highlands, Metchosin and Sooke).<sup>1</sup> “While the CRD would expect to grow by 31 percent, the West Shore is projected to grow by 88 percent, as 57,000 new residents move into the area by 2038. This pattern of growth would see the West Shore increase its share of regional population from 18 percent in 2008 to 26 percent by 2038” (Urban & City, 2009).

These CRD data reinforce the perspective that there is a need for building community based child youth and family service capacity in West Shore. It will be essential to respond to increasing and projected levels of demand, already evident, while current service levels consistently operate at maximum capacity. During this reporting period, for example, creative and diverse responses have been introduced, including group work to deal with the high level of requests for service. However this persistent pressure on youth services is directly attributed to long-term population growth, and therefore will only continue to increase and outstrip resources available.

As recognized in the 2009 report *A Context for Change Management in the Capital Regional District* there are clear trends in changing demographics in the different regions within CRD, which can be smartly used in planning social, education and health infrastructures and services. Without increased capacity within the child and youth services, families who struggle with these issues may also compound other issues that impact on the areas of child welfare, justice and other social determinants of health.

### Program Outputs 20010/11

COPE provided face-to-face support service to a total of 101 youth during the reporting period. An increase of 37 per cent compared to participant numbers of the previous year. There were 114 households served during the reporting period. Participants had an average of 159 days of service in the program and there were 58 participants discharged during the reporting period.

Numbers of female service participants were higher than male service participants:

#### COPE PARTICIPANTS BY GENDER 2010/11

Gender	Number of Participants
Female	59
Male	42

#### COPE PARTICIPANTS BY AGE 20010/11

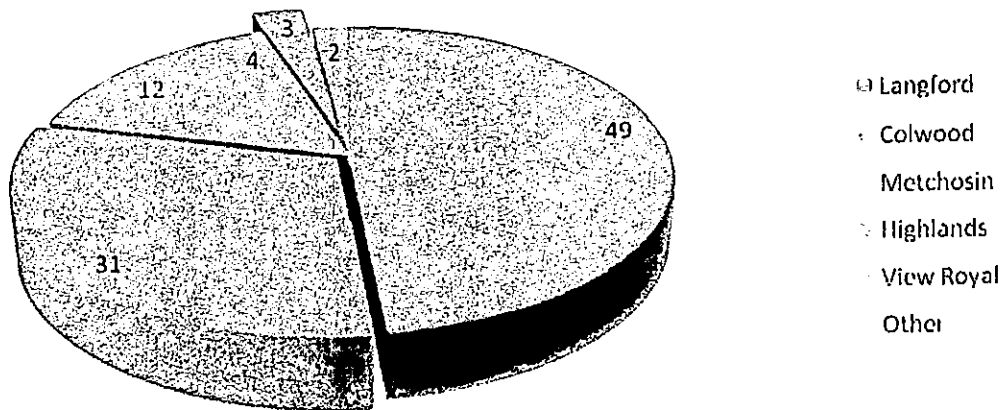
Age Categories	Number of Participants
4 to 7	3

<sup>1</sup> Capital Regional District: Population Forecast, 2026 Capital Region

8 to 9	7
10to 11	7
12to 13	18
14 to 15	31
16 to 17	27
18+	8

In accordance with the funding mandate for this service, the majority of participants were residents of Langford and Colwood. A small number of participants resided outside of the service areas, but may have attended school and lived in shared custody households with the household identified outside of the area. The table and chart below depict the distribution across municipality for the last year:

**101 Participants by Municipality**



Service participants were referred from a variety of sources, as per below:

- SD 62 counsellors, and teachers;
- Family Members;
- Friend;
- RCMP;
- Ministry For Children and Family Development, Child and Youth Mental Health;
- Ministry For Children and Family Development, Family Support;
- Ministry For Children and Family Development, Protection;
- Worklink/Pathways;

- Physician;

Where appropriate, referrals and links were made to the following service areas:

- Community Agencies; Discovery Youth Addiction Services, Child and Youth Mental Health,
- Family Counselling/Mediation;
- Individual Support; and,
- PCFSA services - Alcohol and Other Drugs, Sexual Abuse Intervention Program.

Participants presented for service with varied issues, as indicated in the below table (Note that each participant may be experiencing more than one issue):

#### **COPE PARTICIPANT SERVICE ISSUES 2010-11**

<b>Service Issue</b>	<b>% of Participants</b>	<b>Increase/Decrease from Previous Year</b>
Poor Communication Skills	67 %	same
Grief/Separation/Loss	70 %	Increased by 12 %
Low Self-Esteem	58 %	Increased by 2 %
Anger Issues	60 %	Increased by 8 %
Youth/Parent Conflict	60 %	Increased by 12 %
Social Anxiety	35 %	Decreased by 3 %
School Attendance Problems	30 %	same
Disruptive Behavior in School	25 %	same
Victim of Bullying	30 %	Increased by 7%
Substance Misuse	15 %	Decreased by 4 %
Previous Self-Harm Attempts	11 %	Increased by 3 %
Sexual Exploitation	15 %	Increased by 8 %

The above table compares percentage of participants experiencing service issues in the last year to percentages of the previous year. There are increases in most service issues. However, the most significant increases occurred in the areas of Youth/Parent conflict (increased by 12 per cent), and Sexual Exploitation (increased by 8 per cent).

#### **Youthtalk**

COPE'S email counselling service for youth served 146 youth in the last year. This number also shows a 35 per cent increase number of Youthtalk users this year, compared to the number (95) of users in the previous year. 20 percent of participants identified their age, with 35 percent 13/14yrs. and 48 percent 17/18 years. 58 percent had repeated contacts with Youthtalk staff.

Most email counselling topics addressed one or more of the following topics:

<b>Topic</b>	<b>Percentage of Participants</b>
Peer Relationships	58
Family Relationships	26
Family Conflict	24
School Challenges	19

Substance Issues	2
Health Issues	28
Other	36

**Program Outcomes**

Participant feedback pertaining to the COPE program indicated that youth mostly felt understood by their counsellor, better able to deal with strong emotions, better able to make positive decisions for themselves and better able to get along with their family. As a result they have improved family relationships, are more able to function in their day to day routines and in the long term the youth and their families are healthier, contributing members of our community.

Participant outcomes according to database information, indicate the following:

**Cope Database Outcomes 2010-11**

<b>OUTCOME</b>	<b>PARTICIPANT PERCENTAGE</b>
Service successfully completed	47 % (11% increase from previous year)
Client chooses to no longer access services/self discharged	35 %
Referral	11 %
Change of client circumstance	6 %
Death of Client	1 %

In addition, the following achievements are notable:

- COPE youth outreach workers attended training in service issues related to accreditation standards, addictions issues, and facilitating groups for youth.
- COPE youth outreach workers participated in the West Shore Youth Collective throughout the last year, as a mechanism for networking and information sharing.
- Along with other regional youth service providers COPE employees met twice in Victoria and twice in the West Shore to participate in the *Enhancing Frontline Capacity to Prevent Youth Gang Violence Learning Series* (January and April 2011). This was aimed towards preventing youth gang violence by supporting frontline youth workers to identify warning signs, engage and support youth at risk, and promote the positive development of youth. Gang activity is often seen as a problem in larger urban communities. However, the reality is that youth in smaller communities are also at risk for gang involvement. The key is early identification and intervention with vulnerable/at risk youth, which can help prevent the formation of gangs, curtail criminal activities, and promote community safety (Youth Core Victoria, 2011). *The Learning Series* was held by the Ministry of Public Safety and Solicitor General in partnership with BC Healthy Communities' Youth Core

Program. Funding for this project was generously provided by the Department of Justice Canada.

- COPE offered three youth groups during this reporting period. One group supported young women developing social and esteem skills (June- December 2010), another was a summer activity group (July/August 2010), promoting social skill building while the third was co facilitated with an RCMP officer, providing male youth with support to address anger management issues (February- May 2011) .

## **20010/11 Program Goals and Objectives**

### **1. Program Effectiveness**

- Maintaining follow-up practice with at least 10 per cent of program participants.  
**Outcome-** Successful. Data indicate an increased follow up practice of 12 percent of program participants.

### **2. Program Efficiency**

- Participant numbers within 5 per cent of the same period the previous year (on the basis of the same resources).
- **Outcome-** Successful. Substantial 37 percent increase in participant numbers. This can be directly attributed to; diversifying the service delivery model to increase group work throughout the reporting period, providing increased access with evening and weekend schedules since February and building the PCFSA Youth Services team structure which improves internal processes which increased direct service capacity.

### **3. Program Satisfaction**

- Improved response rate by 10 per cent for participant satisfaction surveys.
- **Outcome-** Ongoing. The new reporting period will include an enhanced satisfaction survey delivery system intended to improve response rates.

### **4. Program Accessibility**

- Maintaining a 16 day average wait time between referral and open case file.  
**Outcome-** This average fluctuated throughout this reporting period, getting as high as 30 days and as low as 4 days. Circumstances influencing this included, staff transitions, organizational restructuring and loss of other community based services putting an increased demand on the program.

## **Service Improvement Plan 2011-12**

### **Program Effectiveness**

- Introduce and collate outcome measurement evaluations for all groups provided by COPE staff.
- Outcome to include successful service completion rate by 20% higher than current year.

### **Program Satisfaction**

- Improve response rate by 10 percent for participant satisfaction surveys.

**Program Accessibility**

- Increase use of youth centre and gym space at West Shore Child Youth and Family Centre with service participants by 20 percent.
- Develop summer programming specifically targeted for up to 10 children/youth who would be unable to access programming as a result of transportation or poverty.

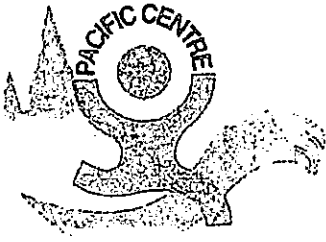
**Program Efficiency**

- Provide at least one theme based group per reporting period that will allow more children/youth to be supported throughout the year.

**Dalyce Dixon**  
**Program Director**

**Mitzi Dean**  
**Executive Director**

**May 2011**



# PACIFIC CENTRE

Family Services Association

## Community Outreach Prevention Education program report April 1- June 30 2011

### Introduction

The purpose of this report is to summarize the PCFSA youth program COPE (Community Outreach Prevention Education program). The program is financially supported by Langford and Colwood municipal councils, grants from Highlands and Metchosin and other funds raised by PCFSA. An annual report of audited accounts is produced by PCFSA and available to the public.

### **Pacific Centre Family Services Association**

#### **Mission:**

*By encouraging healthy patterns of living, Pacific Centre Family Services Association (PCFSA) enhances and promotes the quality and dignity of life of individuals and families within our diverse community.*

#### **Vision:**

PCFSA will be a leading provider of family service programs in identified communities within the Capital Regional District. We will proactively develop and deliver a portfolio of programs, balanced with the needs of identified communities. Our interventions will result in healthier and safer patterns of living. We will maintain and develop strong ties with our community stakeholders and use our influence in their best interests.

PCFSA has been a leading provider of family-based services across the Capital Regional District (CRD) since 1968, with a dedicated focus on West Shore and Sooke communities, and currently serves almost 1,000 individuals per year. Our programming includes counselling for alcohol and other drugs, stopping the violence, family violence, child sexual abuse therapy and a day care for young parents completing education. PCFSA's Child and Youth programs, including COPE, are accredited by the Commission for Accreditation of Rehabilitation Facilities (CARF).

#### **COPE**

The COPE program is an early intervention and prevention program for children and youth aged 5 to 18, who require direct support, or require assistance finding other resources within the community to help them address a variety of issues.

COPE has the following three overall aims:

1. To provide individual/group counselling to qualified youth (currently Langford, Colwood, Highlands and Metchosin children and youth);
2. To refer youth to other services, as appropriate for their needs; and
3. To offer outreach to youth in the community.

COPE staff members conduct the following services, within the above mandate:

- Support counselling (individual and group);
- Preventative education/support (working with youth to develop healthy coping mechanisms for life's challenges);
- Community outreach and involvement;
- Work with families (providing information and education, facilitate healthy conflict);
- Making referrals or facilitating linkages with other community services and programs (youth support, employment/volunteering, recreation, health);
- Service coordination with other involved professionals (schools, social workers, youth workers);
- Service collaboration (attending case conferences, consultations with relevant service partners and stakeholders); and,
- Advocacy.

Key issues facing young people in the West Shore communities include:

- A reduction in provision of services for youth in West Shore communities over the past several years;
- Living with domestic violence;
- Sexual exploitation, child sexual abuse, and associated violence, drug use and abuse;
- Substance abuse and misuse, and a disproportionately high prevalence of marijuana and alcohol use among youth;

There are limited resources available to assist youth in dealing with the issues they face, and without support to resolve these, youth may be more likely to engage in high risk behaviors, indicating the high need for the COPE program.

### **Referral Process**

Access to the COPE service is through direct contact with any member of the PCFSA team by the youth, parent or concerned community member. Each PCFSA worker will respond to the referral request for service within 5-7 business days. In this process an initial screening and assessment can take place to assist with prioritization. It is assumed that this program will maintain an ongoing referral list as each employee works at maximum capacity. The referral list is managed on a weekly basis by the youth services team, where youth and families' needs are prioritized in an attempt to assist their access to appropriate services. The team thereby works to ensure that the best services at the right time can be provided for each individual and family.

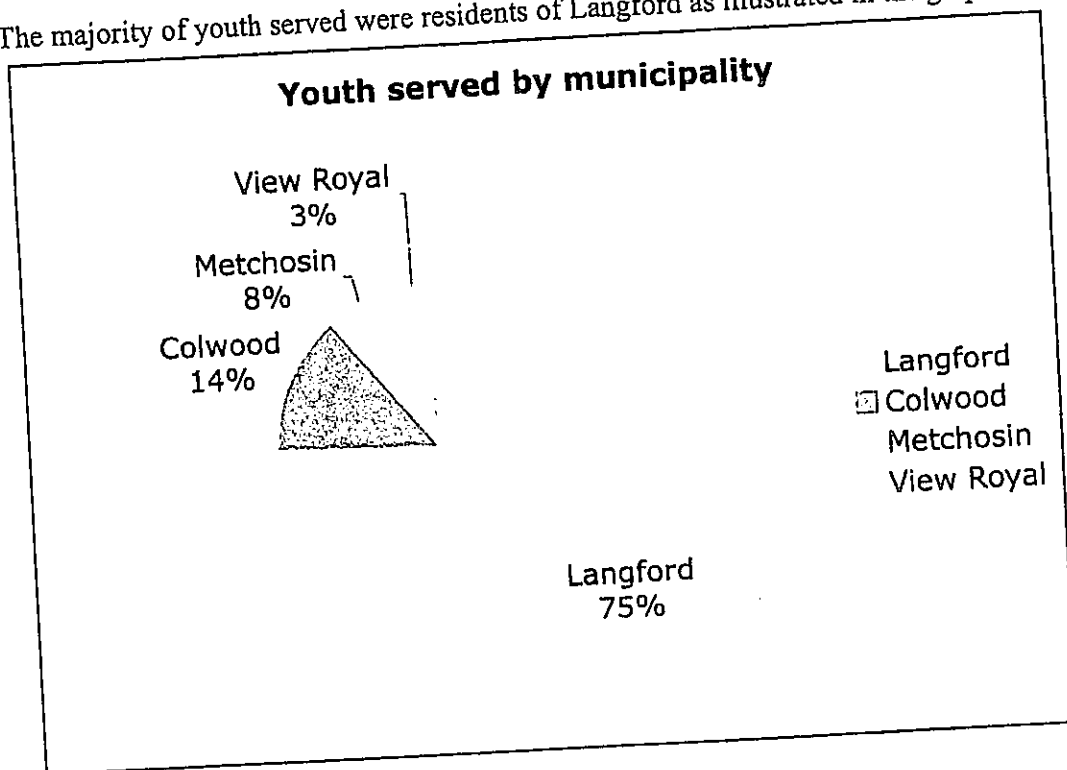
### **Program Outputs**

The COPE workers are responsible for individual case management, group work programming and community engagement activities. The youth are experiencing different issues and have individual plans designed to address their needs. The average length of time youth are engaged in this service is

approximately 3-6 months. We have also delivered some creative group programming to respond to common trends identified among youth and the high demands for service in our community.

We received 45 referrals in the first quarter of this annual reporting period. We served 74 individual youth, including discharging 17. Of these, approximately 65% were female and 35% male and 95% were aged 11 years and older.

The majority of youth served were residents of Langford as illustrated in the graph below.



Service participants were referred from a variety of sources, such as:

- SD 62 counsellors and teachers
- Family Members
- MCFD including Child and Youth Mental Health, Child Protection and Family Development
- RCMP
- Community Agencies

Where appropriate, referrals and links were made to the following service areas:

- Worklink Support services
- Child and Youth Mental Health
- Children who Witness Abuse program
- Discovery Youth and Family Addictions Services
- PCFSA agency services; Alcohol and Other Drugs, Stopping the Violence Program, Family Violence Program and Sexual Abuse Intervention Program
- SD 62 support services
- Family Physicians

### **Youthtalk**

We served a total of 39 youth through our youth email counselling service during this quarter. The common issues presented were suicide, cutting themselves, addiction, moving out, love/religion, abortion, finances, HPV, cheating boyfriends, family issues, depression, eating disorders, jealousy/relationships, sexual orientation and anxiety.

### **Boys' Group**

From October 2010 to June 2011 PCFSA and RCMP co-facilitated a boys' group. The total number of boys who attended the group was 26 and the total number of (weekly) sessions delivered was 24. The average attendance each week was 7 boys, with one boy attending every single session.

The boys' self reported ability to manage their emotions (N=26) was 'not good' or OK for 73% of the group before completion and their ability to manage their emotions when they were angry was 'not good' for 15.38% and ok for 61.64%. By the end of the group this had increased to the majority of responses being pretty and really good (N=12).

When you are angry, how do you manage your emotions?

- 16.6% said OK
- 66.6% said Pretty Good
- 16.6% said Really Good

My ability to manage emotions is:

- 16.6% said OK
- 41.6% said Pretty Good
- 33.3% said Really Good

After completing the group, the 12 boys who responded identified what they do to cope when they are upset:

- 41.6% said smoke pot/cigarettes
- 16.6% said walk away
- 33.3% said exercise
- 16.6% said gaming

In contrast, before the group this list included punching things, drink and isolating oneself.

Prior to the group the boys identified different ways their ability to manage their feelings impacted their lives. The responses included:

- not at all
- I handle myself ok
- it makes my mom upset
- it has a huge impact on relationships
- it gets me in a lot of trouble with the people closest to me.

By the completion of the group, the boys' responses identified positive and healthy understanding and self-management.

How do you think your ability to manage feelings impacts your life?

-It helps me make choices

-I can control it very well except for sometimes I let the occasional outburst

-Greatly, depending on how I manage my feelings, my life get better or worse

-Since coming here I have become more self controlled. So being able to manage my feeling gets me living a very pain and anger free life

-Because if I am not able to manage my feelings they could get out of control and I may regret on a day that could damage relationships in my life

-It not only impacts your life but the lives of others

-It impacts it in a negative way sometimes when I'm angry

Due to the success of this group we will be planning another group to be run in the fall of 2011.

### **Program goals**

#### **Program Effectiveness**

- We are designing our new database system, which will enable us to measure and analyse outcomes and effectiveness. We are currently operating using a paper-based recording system and will retrospectively upload data into Share Vision over the next few weeks.
- We will plan and deliver more group activities to target identified needs in the youth population, including, another boys' group in the fall and girls' groups during the summer.

#### **Program Efficiency**

- We continue to respond to high levels of demand in this program, across the West Shore and Sooke Region. We integrate our youth services including our email counselling service in order to provide the maximum access and most appropriate response to youth depending on their presenting needs.
- We are increasing our access to youth through the development of our groups, such as the boys' group and the girls' summer groups.

#### **Program Satisfaction**

- We have implemented a new system of seeking feedback and will be collating the results as they are received.
- The feedback from the boys' group indicates a high level of success and satisfaction with that program.

#### **Program Accessibility**

- We continue to maintain contact and support for families who have been referred and accepted for service but have not yet had an introduction to their caseworker.
- PCFSA is developing a more centralised system of referral and screening which will provide quality support and appropriate onward referrals for families approaching our agency.

**Mitzi Dean, Executive Director, July 2011**