

WOODSTOCK POLICE FORCE: 2021 Annual Report



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Chief of Police

15 February 2022

Table of Contents:

1. Executive Summary	Page 3
2. WPF Mission Statement & Core Values	Page 4
3. Our 2021 Key Policing Responsibilities	Page 5
4. 2021 WPF Strategic Education & Enforcement Categories	Page 6
5. So...How Did We Do?	Page 7
6. WPF Organizational Chart & Deployment	Page 8
7. WPF Statistical Data: Service Calls	Page 9
8. WPF Investigations: Clearance & Solvability	Page 10
9. WPF Statistical Data: Self-Generated & Accidents	Page 11
10. WPF Community Resource Officer	Page 12
11. WPF Public Safety Education: Internet Safety & Fraud	Page 13
12. WPF Employee Satisfaction & Organizational Progress	Page 14
13. WPF Internal & External Communication	Page 15
14. Chief's Message and Conclusion	Page 16
Appendix "A" – 5 Year WPF Statistical Trend	Page 17
Appendix "B" – Employee Satisfaction Questions/Results	Page 18
Appendix "C" – WPF Officer Misconduct & Police Act	Page 19

Executive Summary:

Covid and its variants continued to present health and safety challenges to citizens and policing staff alike in 2021. Undeterred and with the support of our many partner agencies and community, the WPF upheld our public safety responsibilities without disruption to our 24/7 response efforts. We are also pleased to report that 100% of officers and staff were fully vaccinated in 2021.

The Woodstock Police Force (WPF) entered its second consecutive year of strategic planning methodology in 2021. Similar to 2020, this approach guided our intent to openly communicate what we were doing, how we were doing it, and reporting our results for all to see. This process encouraged us to carefully assess what we were doing well and, more importantly, where and what we might improve upon moving forward.¹



Our 2021 Woodstock Police Force Strategic Plan identified 8 categories aiding our public safety efforts toward an increasingly safer and healthier community. The results demonstrated an 88.5% overall completion of 158 objectives in key areas including transparency, visibility, partnerships, accountability, education, and employee wellness.²

Statistically, the Woodstock Police Force responded to 2,610 service calls in 2021 compared to 2,746 in 2020. Crimes against persons rose by +8.6%, while decreases were noted in reported frauds (-33.3%), property crimes (-15.2%), and property thefts (-6.6%). The WPF increased its self-generated enforcement by +55.8%, however a -63.2% drop in drug related seizures was observed in 2021 compared to those seized in 2020.³

G. Forward

Gary J. Forward, BIS., MA.
Chief of Police – Woodstock Police Force

¹ Our 2020 and 2021 WPF Strategic Planning may be viewed at; [Woodstock Police Force - Strategic Planning](#)

² Our planning was developed through informal/formal discussions with our employees, community, Town Council & department heads.

³ For more information, please see the statistical quantitative break-down on pages 9, 10, & 11 of this 2021 Annual Report.

Our 2021 WPF Mission Statement & Core Values...⁴

The Woodstock Police Force is committed to proudly serving our community with integrity and equality toward all people.

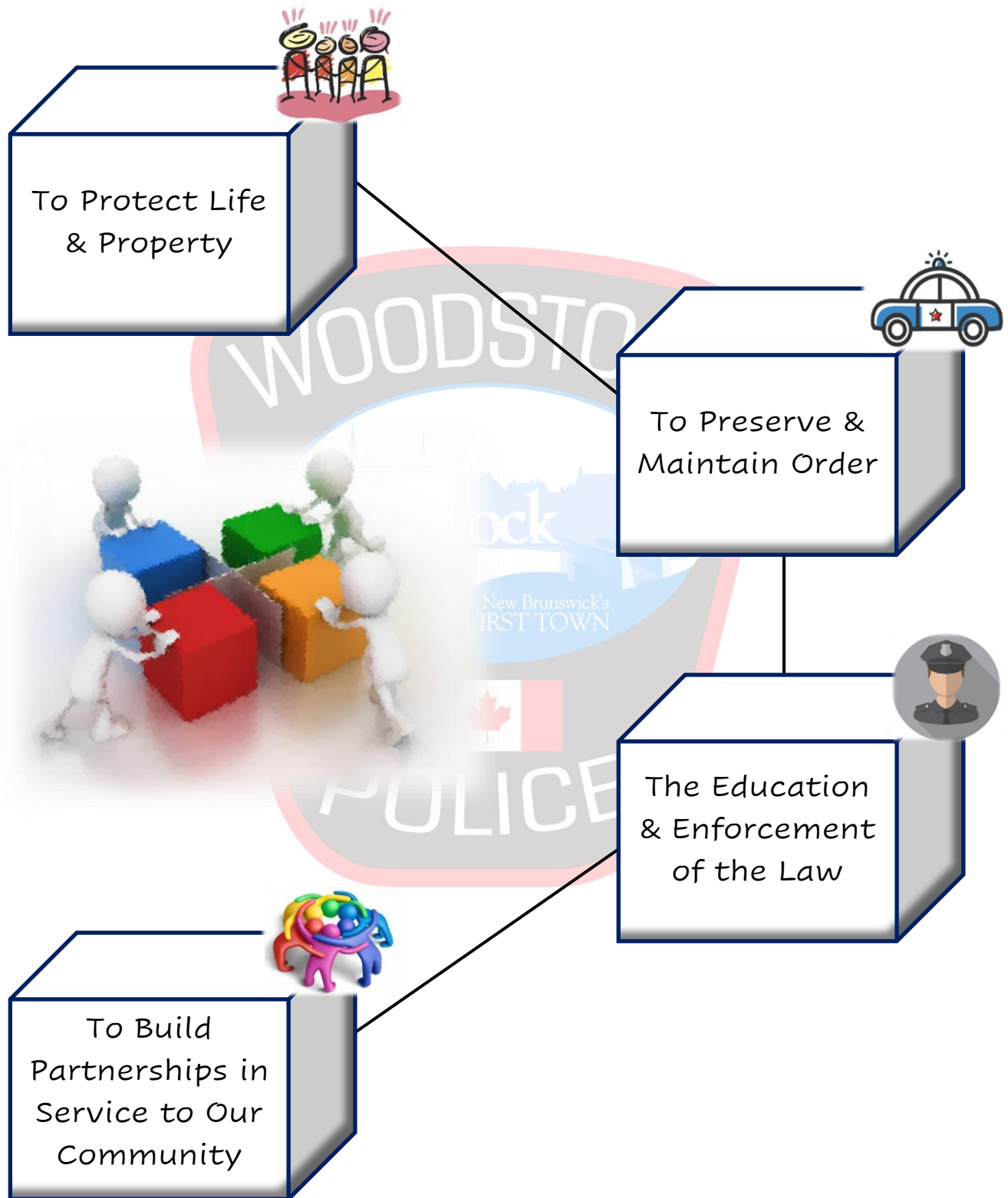
We Shall Demonstrate our Commitment by being...

Accountable – Professional – Transparent – Ethical – Impartial



⁴ Our 5-year WPF police officer misconduct & *Police Act* history may be viewed on page 19 (**Appendix “C”**) of this Annual Report.

Our 2021 Key Policing Responsibilities...



Woodstock Police Force 2021 Strategic Plan...

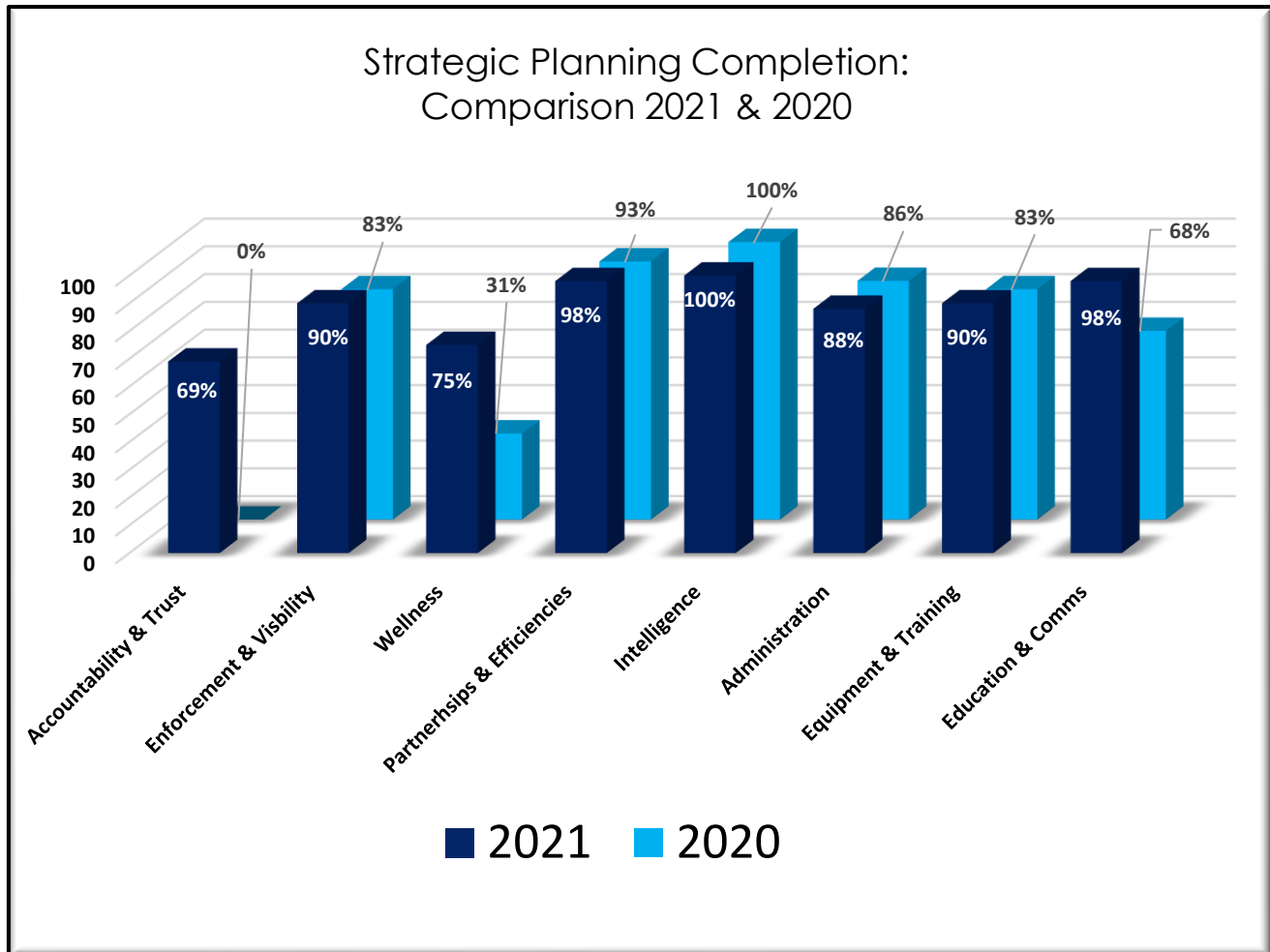
Our 2021 planning considered how we might better serve our community and staff in accordance with our public safety and wellness mandates.⁵ As a result, we sought to identify and implement changes related to enhanced transparency, accountability, employee wellness, education, efficiencies, communication, partnerships and training.



⁵ Our planning was developed through formal & informal discussions with our employees, community, Town Council & department heads.

WPF 2021 Strategic Planning: How did we do?

Our 2021 strategic planning results demonstrated an 88.5% completion of 158 identified objectives compared to 81% of objectives realized in 2020.⁶



What may we take from this? It is not enough to say “what we are going to do” and “how we are going to do it,” without openly communicating associated results. In effect, our organizational intent to build better must be measurable for all to see should we hope to nurture public/employee trust and confidence in the policing services provided.⁷

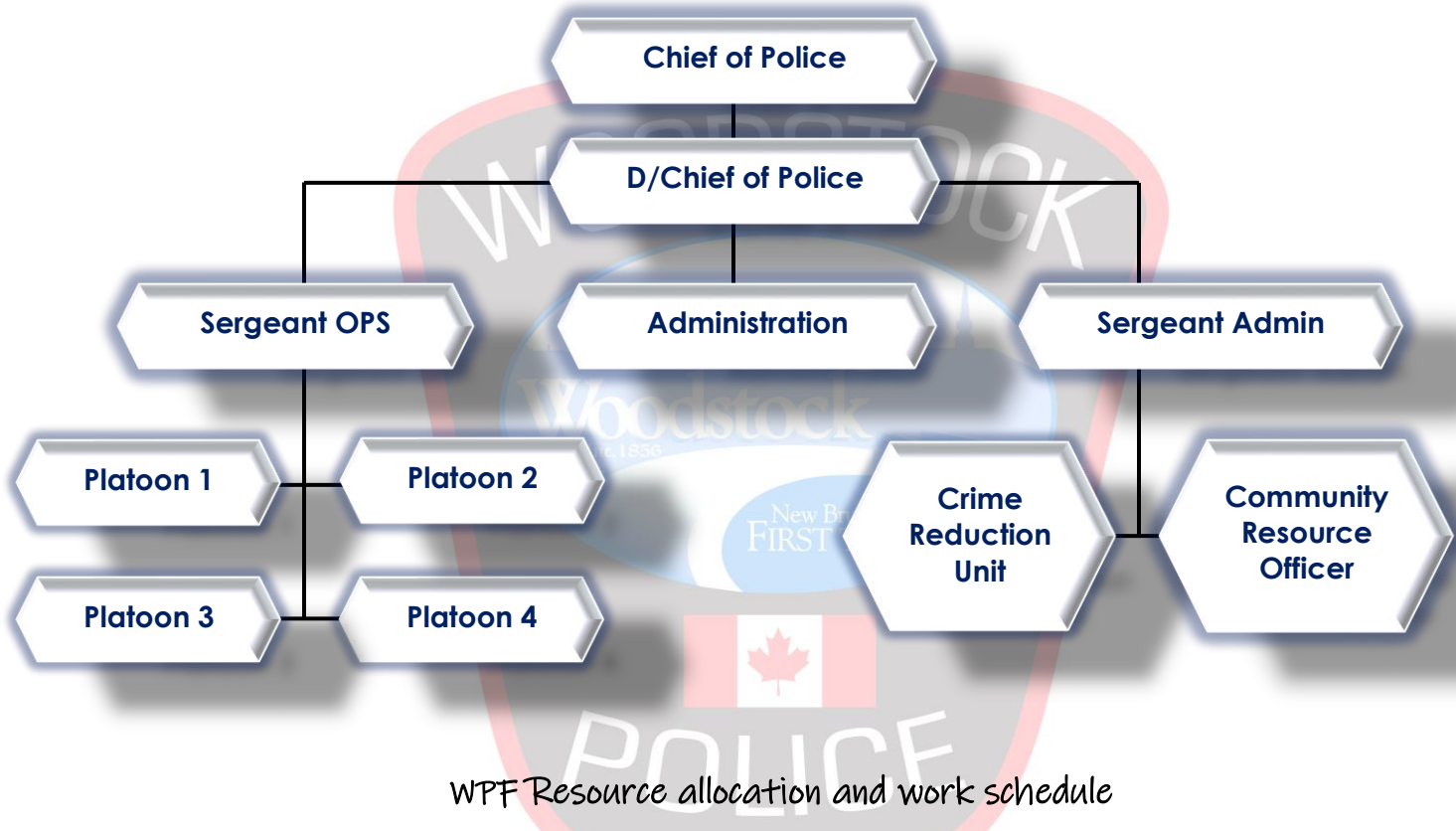
⁶ Our 2021 WPF Strategic Plan results may be viewed at; [Woodstock Police Force - Strategic Planning](#)

⁷ *Accountability & Trust* was not identified as a category in our 2020 Strategic Planning. The tragic deaths of George Floyd (25 May 2020), Chantal Moore (4 June 2020), and Rodney Levi (12 June 2020) served to erode public trust in policing and police officers in general. The WPF was not immune to associated public scrutiny and resigned itself to engaging community trust through the completion of 2021 identified objectives in the *Accountability & Trust*, *Visibility*, & *Training* categories.

2021 WPF Organizational Chart & Deployment...

The Woodstock Police Force provides 24/7 general, emergency, and investigative response to the Town of Woodstock. Resource support for 2021 consisted of 18 full-time members, 4 administrative support personnel, and 3 auxiliary police officers.

Woodstock Police Force: 2021 Organizational Chart



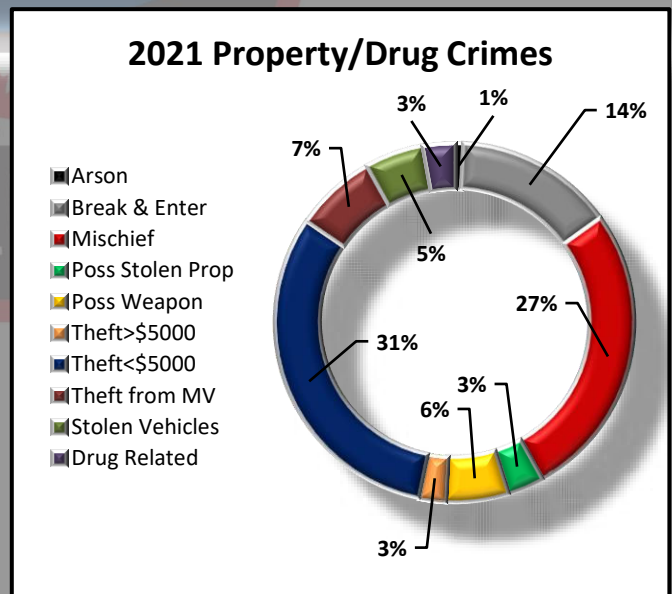
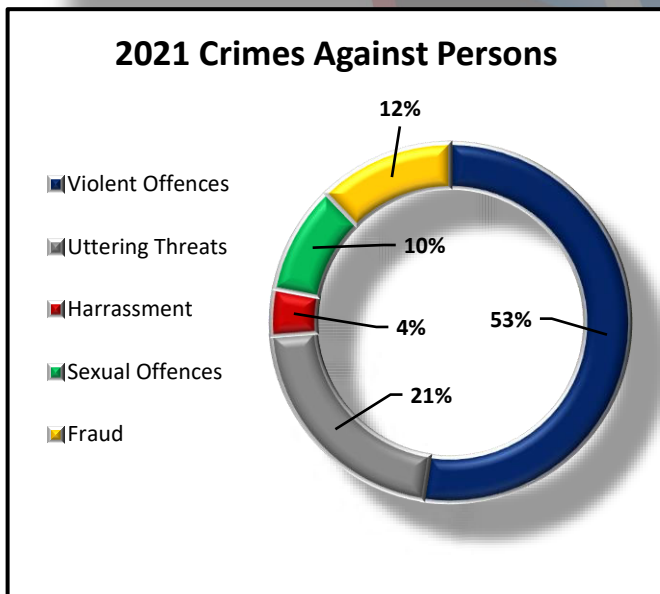
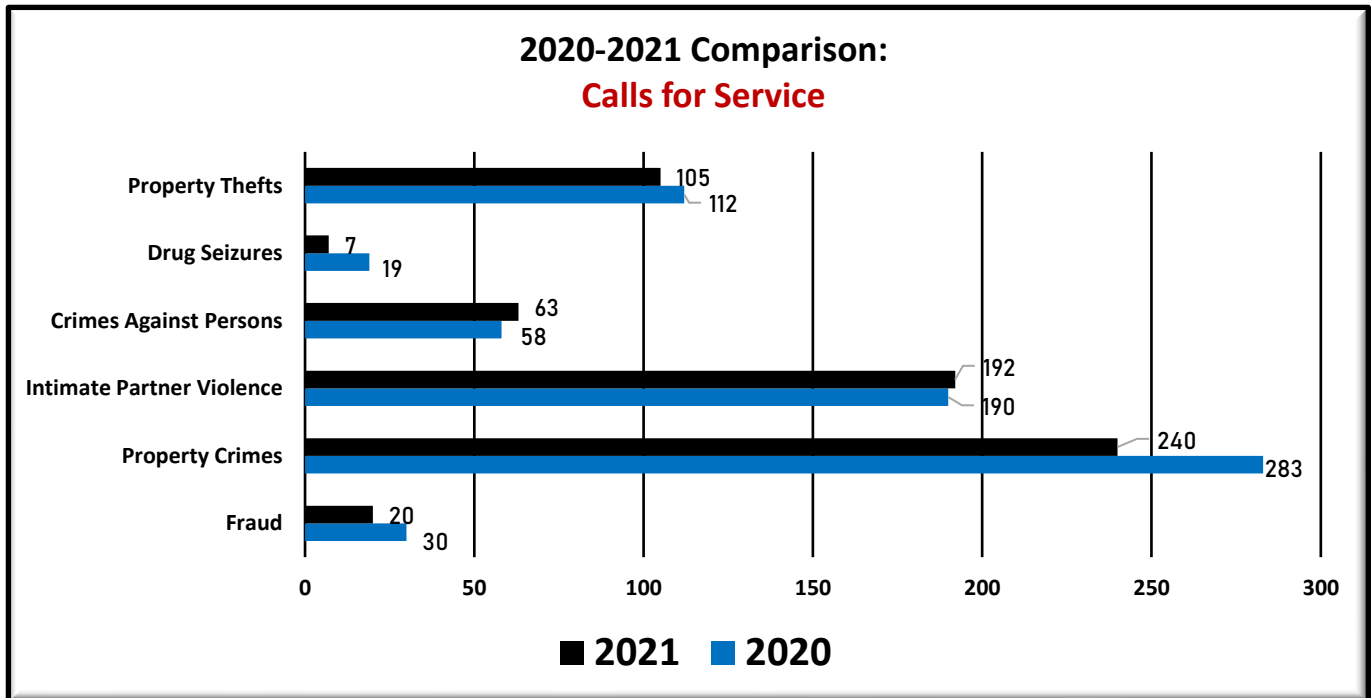
WPF Resource allocation and work schedule

Position	Number of Resources	Shift Scheduling
Chief of Police	1 position	M-F: 8-hour dayshift
Deputy Chief of Police	0 position (Vacant) ⁸	M-F: 8-hour dayshift
Sergeant of Administration	1 position	M-F: 8-hour dayshift
Sergeant of Operations	1 position	M-F: 8-hour dayshift
Crime Reduction Unit	2 positions	M-S: 8-hour day/evening/night
Community Resource Officer	1 position	M-F: 8-hour day/evening
Platoons 1-2-3-4	12 full-time positions	4 on 4 off rotation (12 hr) D/N
Admin Staff (full time)	2 positions	M-F: 7-hour dayshift
Admin Staff (part-time)	2 positions	3 days per week: 8 hr days
Auxiliary Police	6 positions	Voluntary

⁸ The position of deputy chief has been left vacant since 2018 in favour of resource support to platoons (from 2 to 3 officers per platoon). Succession planning to fill the position of D/Chief shall be included as part of our 2023 strategic planning effort.

2021 WPF Calls for Service...

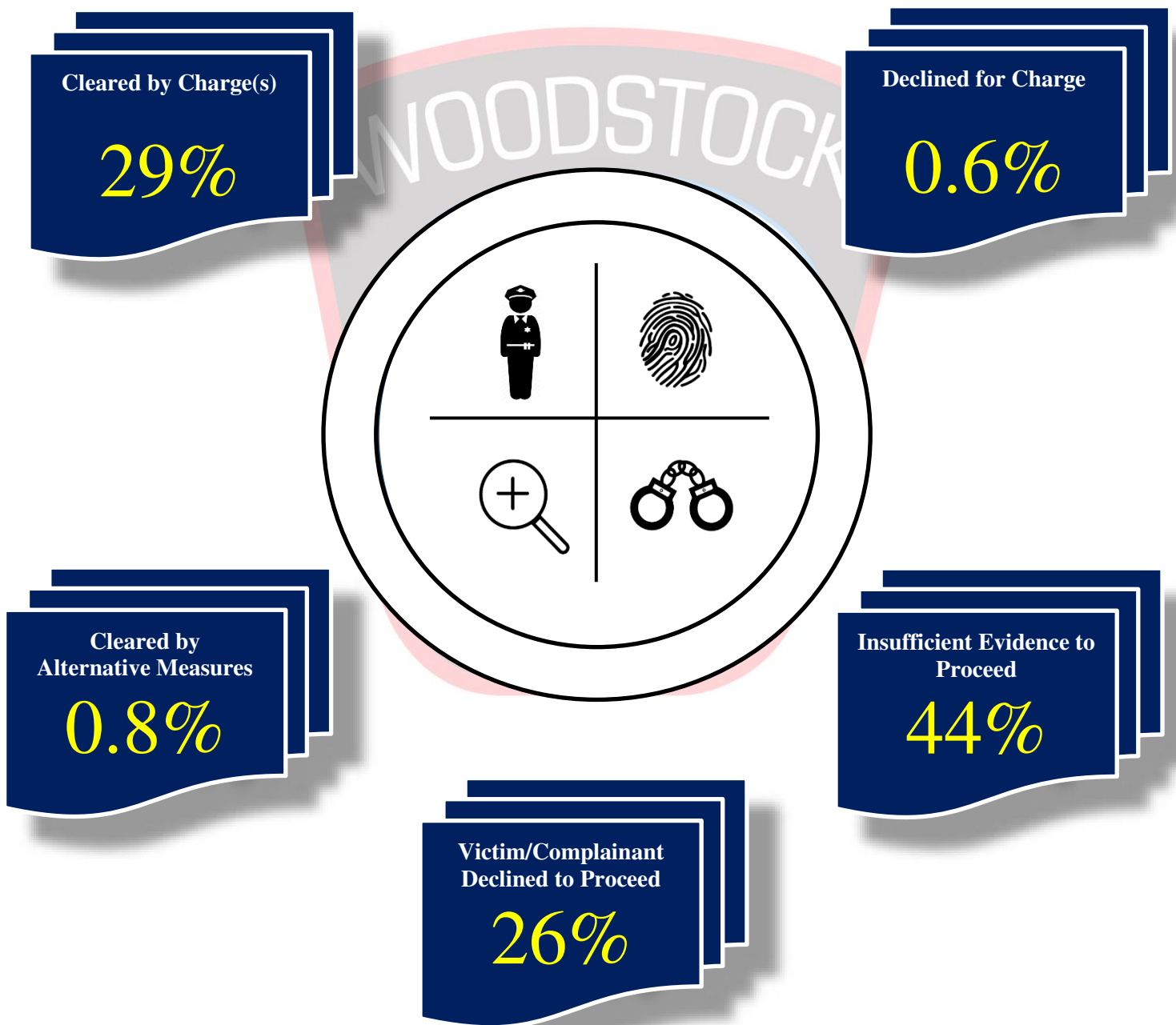
The below noted illustrates a 2-year comparison of the WPF's calls for service and 2021 breakdown related to crimes against persons & property crimes.⁹



⁹ Please note that a single call for service may be broken down to capture up to four (4) general offences to reasonably explain quantitative differences in our statistical data (e.g., an Intimate Partner Violence call may result in the creation/addition of offences related to assault causing bodily harm, forcible confinement, and pointing a firearm etc.).

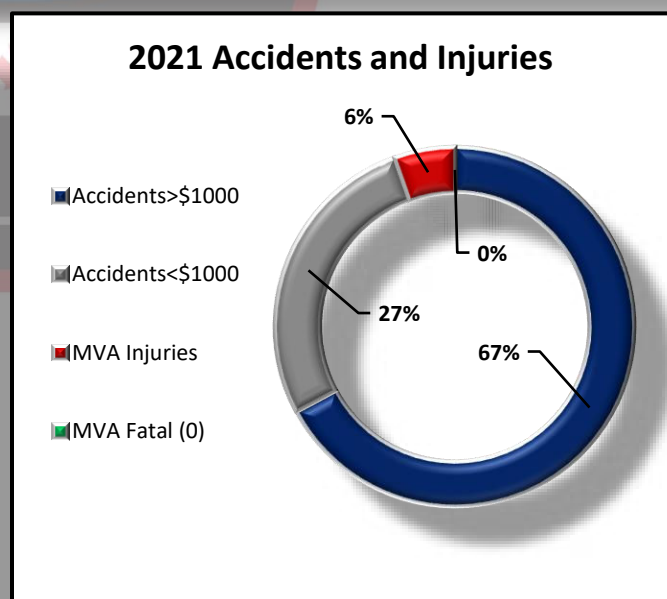
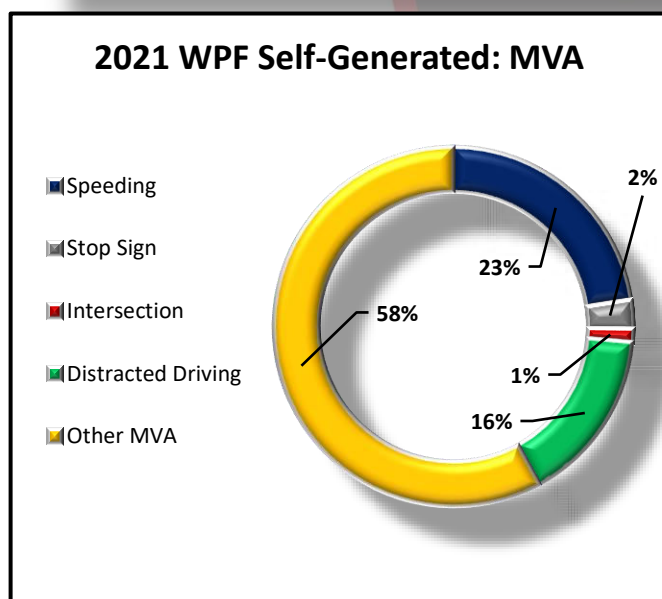
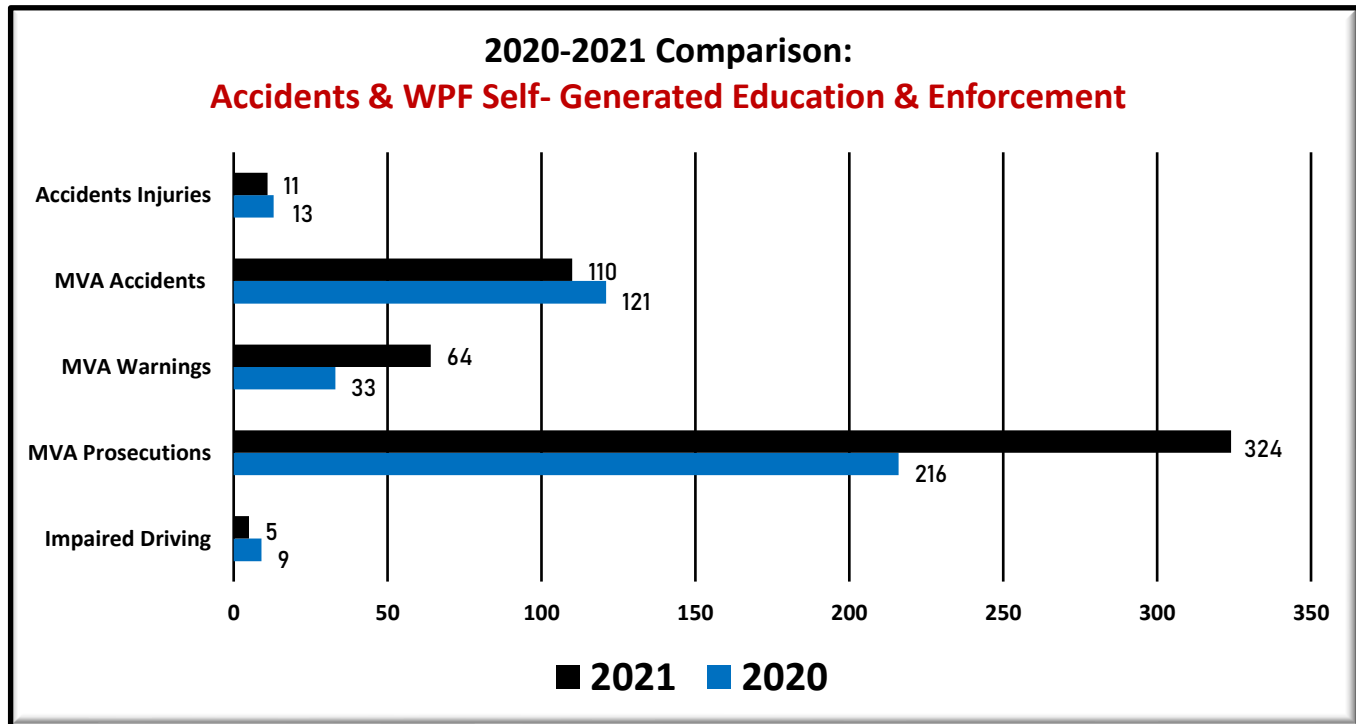
2021 WPF Investigations: Clearance & Solvability...

Of the 2,610 calls for service the Woodstock Police Force responded to in 2021, 503 incidents were characterized for criminal investigation. The below represents what percentage of those files resulted in charges (solvability) and/or clearance (conclusion).



2021 WPF Self-Generated & Accidents

The below noted provides a 2-year comparison of the WPF's self-generated efforts and reported accidents.¹⁰



¹⁰ The category of "Other MVA" includes, but is not limited to; no insurance, no valid DL, expired registration, fail to stop for police...etc. Please note as well that "Distracted Driving" includes the act of "Texting."

2021 Community Resource Officer...

Similar to 2020, Covid presented social distancing challenges impacting strategic objectives assigned to our Community Resource Officer (CRO) in 2021. In spite of these challenges, Constable Shaun Kimball, with the support of WPF colleagues, engaged our community at every opportunity.¹¹



¹¹ A complete list and detailed explanation of Constable Shaun Kimball's CRO 2021 activities were captured within our records management system (RMS - File Number 2021-023) and may be available upon request in accordance with *RTIPPA* legislation.

Woodstock Police Force – 2021 Annual Report

2021 WPF Public Safety Pamphlets...

As part of our strategic community awareness planning and with growing community concerns related to **Cyberbullying, Internet Safety & Fraud**, the Woodstock Police Force created educational pamphlets in 2021 for distribution during related school and community presentations.¹²

INTERNET SAFETY TIPS FOR KIDS: CONT'D

7. Don't buy or accept gifts - Never buy a toy, game, book or anything else online without your parent's approval. Don't enter any contests or join clubs without permission. Never accept free prizes or gifts.

8. Tell an adult right away - If you see anything on your computer, such as a message or picture that makes you feel bad or uncomfortable, tell your parent or teacher.

9. If you're not sure - ask! You never know what you are going to run into on the internet. If you're not sure how to deal with certain situations, it's best to ask an adult.

10. Don't meet or call - If someone ask to meet you in person, say NO and tell your parents or teacher. The person you are chatting with may not be telling the truth. You could be talking to an adult pretending to be a kid.

BE THE CHANGE

Talk to your kids and be an empowered and educated adult on behalf of all children!

For more information visit:
www.cybertip.ca
www.publicsafety.gc.ca

WOODSTOCK POLICE FORCE
TALKS ABOUT
INTERNET SAFETY & CYBERBULLYING

822 Main Street | Woodstock, NB E7M 2E8
Tel: 1-800-325-4501

ONLINE CHILD SEXUAL EXPLOITATION

Online child sexual exploitation is a disturbing public safety issue. It continues to harm past and present generations of children in Canada and abroad. In the digital age, kids are extremely vulnerable to online sexual exploitation.

Woodstock Police Force is committed to proudly serving our community with integrity and equality toward all people. If you need assistance, further information, or would like to make a complaint, please contact WPF Community Resource Officer or any member of Woodstock Police Force.

CYBERBULLYING

Cyberbullying is an aggressive behaviour that happens between two or more individuals. It usually involves harassing, humiliating, intimidating, and/or threatening behaviour through electronic mediums such as the internet, cell phones, computers, etc.

CYBERBULLYING CAN TAKE MANY DIFFERENT FORMS SUCH AS:

- Sending mean or threatening messages via cell phone or computer.
- Breaking into a social media or email account and sending hurtful material to others under an assumed identity, perhaps changing their profile to reflect sexual, racist, or other content to offend others.
- Creating social media accounts or websites that have stories, pictures, cartoons, jokes, etc. ridiculing others.
- Taking an embarrassing photo of someone and sending it electronically to other people.

People who have been victimized by cyberbullying feel unsafe and vulnerable.

It can cause unhappiness, low self-esteem, anxiety, depression, isolation, and takes away personal power.

IF YOU ARE BEING CYBERBULLIED, REMEMBER:

- Always talk to someone you trust who can offer support and develop a plan to end the harassment.
- Resist the urge to reply to hurtful messages and posts by the cyberbully. Make them think you just don't care!
- Always save copies of hurtful and abusive messages and posts. You may need them later as proof.
- If needed, block the cyberbully online and consider setting up new social media, email, or cell phone accounts to get away from them.
- If you are being cyberbullied, leave the online area and stop. Report harassing behaviour to your internet service provider or social media website. Make a complaint to police if you are being stalked, harassed, receiving threats, or receiving hate speech.

INTERNET SAFETY TIPS FOR KIDS:

1. Have an adult nearby - Make sure your parents, a teacher, or another trusted adult are close by so you can ask them questions or ask for help when you need it.
2. Use a nickname - Never provide your real name to anyone on the internet. Make up a special cyberspace name when using social media and apps.
3. Don't share personal information - Never share personal information without permission from a parent. Do not share your age, address, phone, or where you go to school. Your passwords for websites, apps, and emails are secret and should only be shared with your parent.
4. Don't send a digital picture of yourself or anyone on the internet. Tell your parents or teacher if someone wants you to send a picture.
5. Check before you download - Downloaded files or programs can sometimes contain viruses that can harm your computer. Check with an adult before you download anything.
6. Always be polite online - Don't be cruel to cyber friends. Never use hateful words or say mean things. Don't tell rumours or lies about others. If someone sends you nasty messages, tell a parent or teacher.

REPORTING FRAUD/SCAMS

Depending on the type of fraud, or how it occurred, you'll also want to report it to other organizations. Fraud that took place online through a website Report the incident directly to the administrators of the website. You can do so through a link such as "Report Abuse" or "Report on Ad".

REDIRECTED MAIL

If you suspect that someone had your postal mail re-directed, contact Canada Post. You should also notify your service provider (telephone, cell phone, electricity, water, gas, etc.) of the identity fraud.

CITIZEN & IMMIGRATION DOCS

Lost, stolen, or misused immigration documents Please contact Citizenship and Immigration Canada if your immigration documents have been lost or stolen OR you suspect someone is fraudulently using them.

LOST OR STOLEN PASSPORT

If your passport is lost or stolen, report the incident to Passport Canada. If you are outside of Canada, you must report the loss or theft to the nearest Canadian government office abroad.

STOLEN SOCIAL INSURANCE NUMBER

Visit your local Service Canada office or call Service Canada at 1-800-206-7218. If your SIN card has been lost or stolen or if you believe someone is using it. You will be provided information on what to do.

LOST OR STOLEN PROVINCIAL OR TERRITORIAL IDENTITY DOCUMENTS.

THESE DOCUMENTS INCLUDE:

Your birth certificate, your driver's license, your health card, other documents issued by a province or territory.

Please contact the province or territory that issued the document if the document has been lost or stolen OR you believe someone is fraudulently using this information.

You can find contact information on provincial and territorial government websites.

Victims of scam and fraud can file a report with the Canadian Anti-Fraud Centre for record purposes.

For more information:
www.antifraudcentre.com or by calling 1-888-495-8501.

WOODSTOCK POLICE FORCE
TALKS ABOUT
SCAMS & FRAUD

822 Main Street | Woodstock, NB E7M 2E8
Tel: 1-800-325-4501

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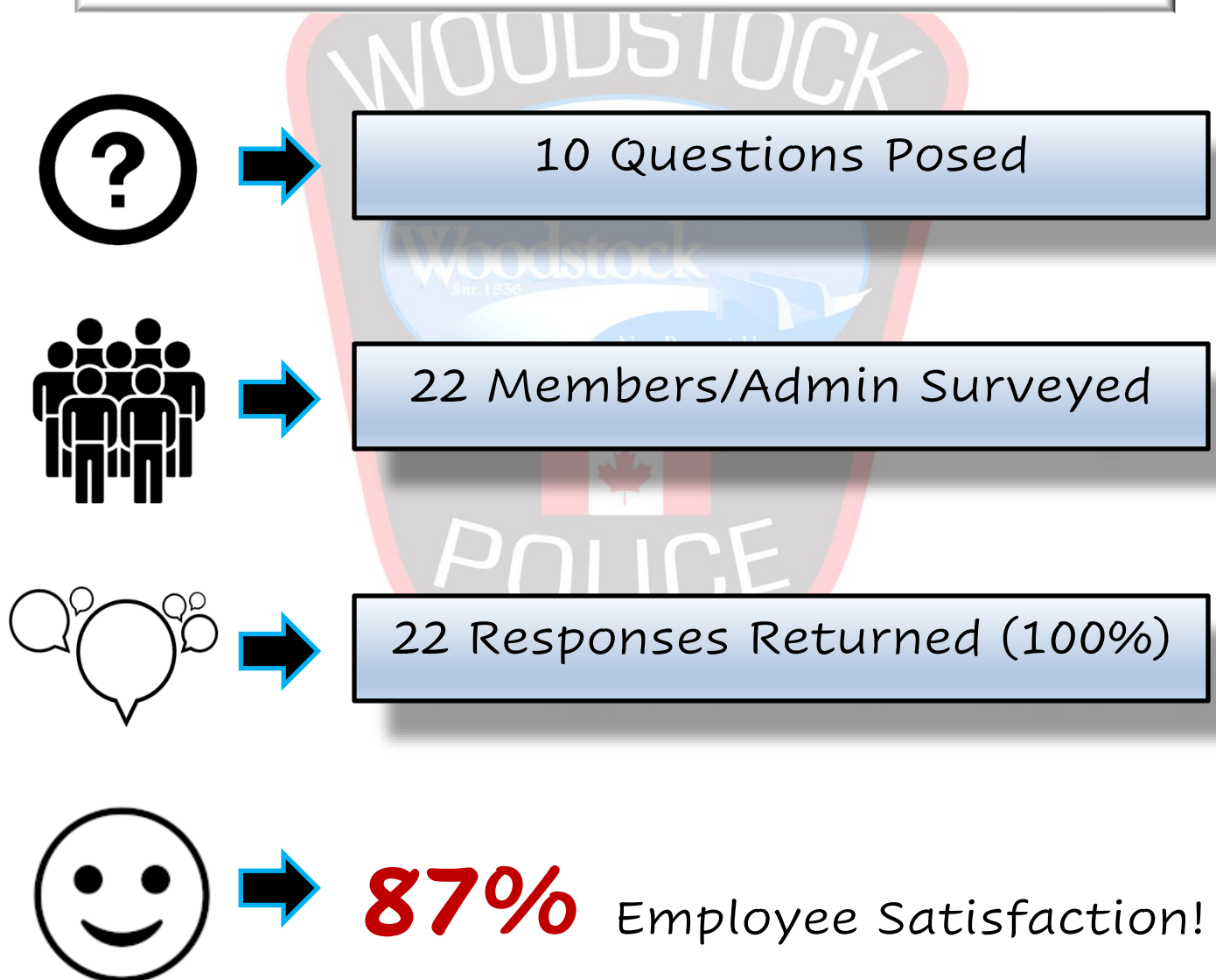
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¹² Our full-version Internet Safety and Fraud pamphlets may be viewed at [Woodstock Police Force - Home](https://www.woodstockpoliceforce.ca/home)

WPF employee satisfaction & organizational progress...¹³

Policing is one of many professions that can be both rewarding and challenging for many. If we truly want to value our people, employees should be provided every opportunity to engage in charting their own, as well as their organization's, future. Our strategic planning may provide the opportunity, however; how has our methodology impacted employee satisfaction, organization progress, and overall wellness/morale?

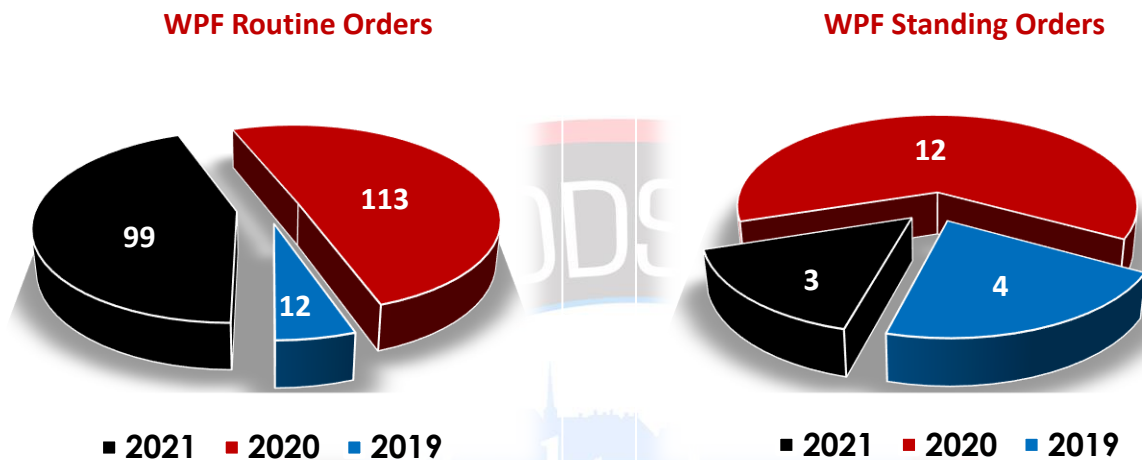
In the spring of 2021, Woodstock Police Force employees were asked to partake in a 10-question organizational survey to better understand where the WPF rated as it pertained to employee satisfaction and organizational progress.



¹³ The full list of questions and results, related to each, may be viewed at **Appendix "B"** (Page 18) of this Annual Report.

WPF Internal & External Communication...

(INTERNAL) The importance of effective and consistent communication cannot be overstated. The need to keep our staff and community informed is critical to our public safety mandate, vision and service.¹⁴



(EXTERNAL) The Woodstock Police Force utilizes a variety of social media platforms (e.g., Instagram, Facebook, and Twitter ([@woodstockpf_nb](https://twitter.com/woodstockpf_nb))) that may openly and transparently communicate helpful public safety information to our community. External public communication may include; special event notices, road closures, missing person(s), as well as general inquiries and requests for public assistance. We are also proudly partnered with local media entities where information may be shared to reach an even larger public audience.



¹⁴ Internal WPF communication is via force-wide emails to all staff in the form of documented Routine Orders (day-to-day operations) and Standing Orders (directives and policy). This approach supports the timely communication of best practices, policies, course selection, and organizational changes to all staff.

Chief's Message and Conclusion...

Please allow me to begin by thanking our members and administrative support personnel for what I believe may fairly be assessed as a difficult year. Although Covid contributed to certain challenges, the pandemic paled in comparison to the personal loss we endured as a result of the unexpected passing of our good friend and colleague, Corporal Dale Pollock. Dale's passion for traffic enforcement, his quick wit, and affable demeanor made him a favorite with anyone who knew him. Dale will be missed more than words can convey and this annual report is dedicated to his memory.



2021 continued as a year of development for the Woodstock Police Force in the areas of technology, hiring, training, ideology, partnerships, equipment, policy and systems advancement. It may reasonably be stated that a great deal of organization and planning is required to address and nurture progress in each of these silos; should we hope to be successful in our public safety responsibility to those we are sworn to serve and protect. In this regard, employees of the Woodstock Police Force, Mayor & Council, Town of Woodstock Department Heads, community stakeholders, and partner agencies are to be commended. Without the associated dedication, work ethic and support of many...our progress to date would not have been possible.

As we enter 2022, it is with a measure of preoccupation and perhaps a degree of hope that Covid will be minimized into normality so that we may all live a little easier. Regardless, the Woodstock Police Force remains focused on carefully assessing "what we are doing well" and "what do we need to do better?" It is our ongoing and sincere hope that we, in partnership with all citizens, have contributed to the Town of Woodstock's standing as a safe and happy place to live, work, and play.

Respectfully Submitted,

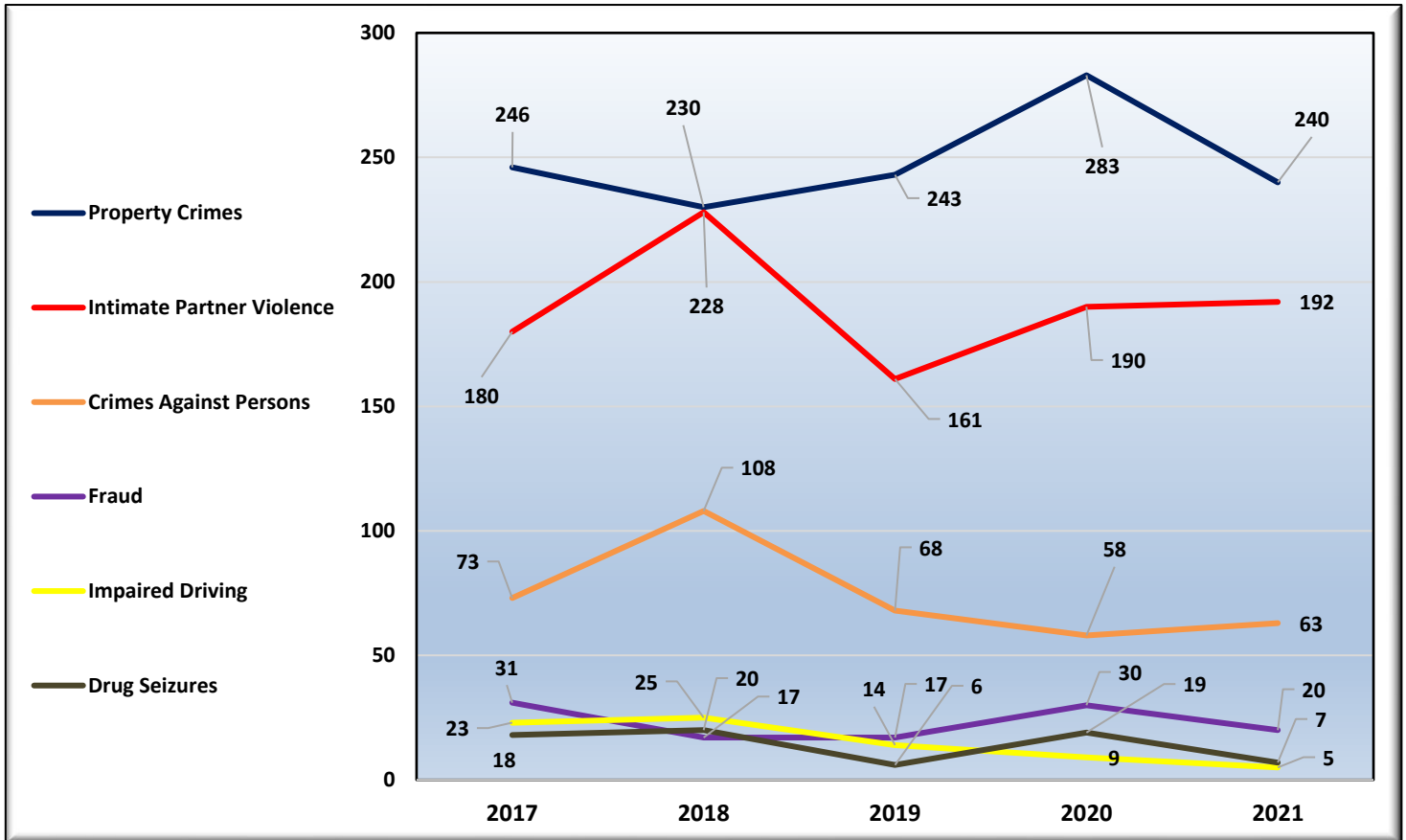
G. Forward

Gary Forward, B.S., M.A. - Chief of Police, Woodstock Police Force

Woodstock Police Force – 2021 Annual Report

APPENDIX “A”

5-Year WPF Statistical Comparison



Category	5-Year Average	2021 Events	Trending
Property Crimes	248 Reports	240 Reports	
Intimate Partner Violence	190 Reports	192 Reports	
Crimes Against Persons	74 Reports	63 Reports	
Fraud	23 Reports	20 Reports	
Impaired Driving	15 Reports	5 Reports	
Drug Seizures	14 Reports	7 Reports	

Woodstock Police Force – 2021 Annual Report

APPENDIX “B”

Questions (1-10)	Overall Satisfaction	Respondents (Total 22 Staff) ¹⁵
<i>How would you assess the 2021 Strategic Plan in charting our path forward?</i>	92%	22/22
<i>How might you rate your satisfaction with the overall progression of the police force?</i>	95%	22/22
<i>How would you rate the morale within the Woodstock Police Force?</i>	86%	22/22
<i>How might you rate your satisfaction with the recent WPF Collective Bargaining Agreement?</i>	91%	22/22
<i>How might you rate the direction/management of the Woodstock Police Force?</i>	93%	22/22
<i>How might you assess the support of the civic authority in 2020 and 2021 thus far?</i>	75%	22/22
<i>True or False? The WPF demonstrates advancement towards its technological requirements.</i>	96%	22/22
<i>Do you feel you have the necessary support to do your job effectively and safely?</i>	95%	22/22
<i>How might you assess the current WPF performance development & growth model?</i>	77%	22/22
<i>How might you rate your job satisfaction at the Woodstock Police Force?</i>	86%	22/22
Overall Satisfaction Rating →	87%	22/22

¹⁵ Includes all police officers (18) and all administrative staff (4) - Total available to respond → 22 - Total responding → 22.

Woodstock Police Force – 2021 Annual Report

APPENDIX “C”

5-Year History WPF Officer Misconduct & Police Act Complaints¹⁶

Conduct Complaints Woodstock Police Force	New Brunswick Police Act Section	2017	2018	2019	2020	2021	Total
Discreditable Conduct	Section 35(a)	2	0	0	0	0	2
Neglect of Duty	Section 35(b)	0	0	0	0	0	0
Deceitful Behaviour	Section 35(c)	1	0	0	0	0	1
Improper Disclosure of Information	Section 35(d)	0	0	1	1	0	2
Corrupt Practice	Section 35(e)	0	0	0	0	0	0
Abuse of Authority	Section 35(f)	1	1	1	0	1	4
Improper Use & care of Firearms	Section 35(g)	0	0	0	0	0	0
Damage to Police Force Property	Section 35(h)	0	0	0	0	0	0
Misuse Intoxicating Liquor or Drugs	Section 35(i)	0	0	0	0	0	0
Convicted of an Offence	Section 35(j)	0	0	0	0	0	0
Insubordination	Section 35(k)	0	0	0	0	0	0
Party to Breach	Section 35(l)	0	0	0	0	0	0
Workplace Harassment	Section 35(m)	0	0	0	0	0	0
Total Allegations →		4	1	2	1	1	9
Conduct Complaints - Final Disposition Woodstock Police Force		2017	2018	2019	2020	2021	Total
Summary Dismissal		1	0	1	0	1	3
Informal Resolution		0	1	1	1	0	3
No Further Action Required		3	0	0	0	0	3
Settlement Conference		0	0	0	0	0	0
Arbitration Hearing		0	0	0	0	0	0
Withdrawn by complainant		0	0	0	0	0	0
Files Outstanding		0	0	0	0	0	0
Total Disposition Files →		4	1	2	1	1	9

¹⁶ The above noted was disclosed to the New Brunswick Ombudsman in 2021 and is on record with the New Brunswick Police Commission.

- End of Report -

