



Canadian Association of Chiefs of Police

Supporting police professionals through innovative and inclusive police leadership to advance the safety and security of all Canadians.

Association canadienne des chefs de police

Appuyer les professionnels du secteur policier par un leadership policier novateur et inclusif afin de promouvoir la sûreté et la sécurité de tous les Canadiens.

FOR IMMEDIATE RELEASE

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The Edmonton Police Service receives CACP/Motorola Solutions Community Safety and Well-Being Award

OTTAWA, ONTARIO – The Canadian Association of Chiefs of Police (CACP) is proud to announce the winner of an award recognizing outstanding effort and contributions to improving community safety and well-being in Canada through the process of inter- or multi-sector partnership, community mobilization, shared issue/problem ownership, shared outcomes and shared measurement. The [CACP/Motorola Solutions Community Safety & Well-Being Award](#) underscores a growing commitment among government, community-based, academic and private sector organizations to think differently about human service delivery, when and how it is applied, in what configuration it is delivered, and how success is defined.



This year, the inaugural award is presented to the **Edmonton Police Service** for the successful creation and implementation of the *Heavy Users of Service (HUoS) Program*.



This program evolved from a collective understanding that despite frequent interactions with health, justice and social services, the needs of some of Edmonton's most vulnerable people were not being met. Similar conversations were occurring in different sectors, and there was a recognition that the most frequent users of one system were often frequent users of other systems, but that the "systems" did not often communicate with each other.

The HUoS was established in 2013, in response to this shared recognition. The initiative supports community members who are highly vulnerable, cycle through community support systems and repeatedly "fall through the cracks". Struggling with a range and multitude of mental, physical and addiction issues, this population is faced with challenges such as homelessness and chronic involvement with social disorder incidents, as both victim and offender. This results in frequent and often inappropriate involvement with justice, health and other emergency supports.

A Memorandum of Understanding (MOU) was established with all partners identifying project responsibilities, oversight, communications protocols, information sharing, indemnification, duration, dispute resolution, contacts, and definitions. A set of criteria was developed to select several vulnerable individuals who are the greatest draw on Edmonton's social, health and justice services. A personalized case plan is developed and executed. Individuals are tracked over a 12- to 24-month period, allowing the working group to gather information to identify and act on gaps, overlaps and strengths in the existing service model.

This HUoS program strives to increase the quality of life for vulnerable Edmontonians, increase the safety in communities, increase instances of appropriate services being delivered, increase the alignment of costs to deliver those services, and maintain and further increase communication amongst all stakeholders.

Quote by Directeur Francis Lanouette, Co-Chair of the CACP Crime Prevention, Community Safety and Well-Being Committee: *"The Heavy Users of Service Program is an excellent example of an innovative and collaborative approach to supporting vulnerable persons by maximizing existing resources and achieving shared costs and operational efficiencies. Our hope with this new award is that others will be inspired to explore similar new opportunities to help improve the safety and well-being of residents in their own community."*

Quote by George Krausz, President of Motorola Solutions Canada Inc.: *"Motorola Solutions is proud to sponsor the Award for Community Safety and Well-Being. We believe in supporting the communities where we live and work. Our technology platforms are intended to make cities safer and help communities and businesses thrive. This award is about celebrating the efforts of those in the policing sector who share a similar passion."*

For further information or to arrange a media interview, please contact:

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