



Tuesday July 25, 2023

Dear Community Member,

In order to provide Waterloo Region residents with the highest level of safety and service, and in preparation to set our goals for the next three years, the Waterloo Regional Police Service (WRPS) wants to hear from you. Throughout the next few months, we will be hosting focus groups to discuss the future of policing in Waterloo Region, including priorities, safety concerns, emerging trends, and collaboration opportunities. Community conversation is integral to identifying shared priorities that drive WRPS' strategic planning.

For example, during our last strategic planning process in 2020, community members told us that reducing police response to mental health calls for service was a priority. In response, WRPS partnered with Canadian Mental Health Association (CMHA) to create the Integrated Mobile Police and Crisis Team (IMPACT) and Crisis Call Diversion program. As a result, one out of five calls for service related to mental health issues are now diverted from police intervention. WRPS is committed to continuing to work in partnership with community partners to strengthen public safety and wellness throughout Waterloo Region.

We hope you will join us on **Tuesday August 8, 2023 at 9:00 am** for a one-hour dialogue session focused on the Hospitals and Mental Health community. It will be held virtually using Microsoft Teams:

LINK: <https://www.microsoft.com/en-ca/microsoft-teams/join-a-meeting>

Meeting ID: 283 245 525 744

Passcode: qPESEc

Or call in (audio only)

[+1 226-243-8864,632019863#](tel:+12262438864632019863) Canada, Kitchener-Waterloo

Phone Conference ID: 632 019 863#

If you have any feedback, please contact our Strategic Services Branch (Strategic.Services@wrps.on.ca or 519-570-9777). We thank you in advance for taking the time to be part of the conversation.

Respectfully,

Mark Crowell  
Chief of Police  
Waterloo Regional Police Services