



2024



ANNUAL REPORT

Message from the Chief of Police



It is with great pride that I present the **2024 Gananoque Police Service Annual Report**. For 161 years, the Gananoque Police Service has proudly served this community, and our steadfast commitment to community-focused policing remains the cornerstone of our work. This report highlights key successes and milestones that have guided our efforts under the 2022–2025 **Gananoque Police Service Strategic Plan**.

These achievements would not have been possible without the dedication and professionalism of our sworn and civilian members, as well as the strong relationships we continue to build with our community partners. Their unwavering support and collaboration are instrumental in driving positive change.

Like many communities across the country, Gananoque faces complex social challenges including drug-related activity, youth crime, and traffic concerns. Additionally, we continue to respond to issues related to mental health, homelessness, and substance use. Our Service has adapted and evolved to meet these challenges head-on—working closely with justice system partners, local organizations, and citizens to deliver thoughtful, compassionate, and timely interventions.

It is a privilege to lead a team that is deeply committed to public service and united by a shared vision of keeping Gananoque a safe, vibrant, and welcoming place for all. Together with our stakeholders, we will continue to enhance community well-being and public safety for both residents and visitors alike.

A handwritten signature in black ink, appearing to read "Rich Swann".

Rich Swann
Chief of Police
Gananoque Police Service

Police Services Board

As Chair of the Gananoque Police Service Board, I am honoured to present the 2024 Annual Report of the Gananoque Police Service. 2024 was another year of phenomenal changes for both policing in Ontario and policing in Gananoque.

In Ontario, after many years of consultation and planning, policing in the province now operates under a completely new piece of legislation; the Community Safety and Policing Act, 2019. This replaces the outdated Police Services Act, 1990 and truly brings policing into the 21st century in this province and, as a result, in this town.

In Gananoque, at the end of 2024, we bid a reluctant but proud adieu to Chief Scott Gee as he moved into a Deputy Chief position with the City of Kingston and we began the process to find a new chief for Gananoque. Chief Gee left big shoes to fill but, in early 2025, we were very pleased to find our new chief within the current Gananoque Police Service.

Gananoque native Rich Swann is building on the strong foundations provided to him by all the chiefs of police that have preceded him since 1863 and is finishing the implementation of the final pieces of the new legislation that now guide police services in Ontario.



Christine Milks
Chair

Police Services Board Cont.

We are truly fortunate to have a service of men and women who adamantly believe in small town policing and are committed to do their very best every day to keep this community safe so we, in turn, are able to enjoy life in this remarkable small town in Ontario. We are the envy of many and much of that envy is due to the hard work, sacrifice and skills of the team at the Gananoque Police Service.

I invite you to become familiar with the Community Safety and Policing Act, 2019. This legislation often uses the phrase "adequate and effective policing". Indeed, this is the purpose of a police service board quoted in the act as, "A Police Service Board is a civilian oversight body and local board of a municipality that governs the municipality's police service through its authority from the Community Safety and Policing Act (CSPA) to ensure that adequate and effective police services are provided."

The current Gananoque Police Service Board consists of five members: two Gananoque Council representatives, two provincial appointees and one municipal appointee. The Police Service Board should be representative of the community it serves as this helps provide adequate and effective policing for all the townspeople. Those interested in applying for any provincial appointees opening for Gananoque can apply through the Public Appointments Secretariat at: <https://www.ontario.ca/page/public-appointments> . Gananoque Police Service Board information can be found at: <https://www.pas.gov.on.ca/Home/Agency/80> .

Gananoque Police Services Board Members



David Anderson
Board Member



John Beddows
Board Member



Adrian Haird
Board Member



Matt Harper
Board Member

Land Acknowledgment

The Gananoque Police Service acknowledges their presence on traditional territory of the Haudenosaunee and Anishinabe and First Peoples.

We do so respecting both the land and the Indigenous People who continue to walk with us through this world.

We are grateful for the opportunity to gather here. In recognition of the contributions and importance of all Indigenous Peoples, we strongly support Truth and Reconciliation Calls to action in our nation and commit to support local endeavors where possible.



Budget

Net Budget - Last 5 years



Staff

Full Time Staff

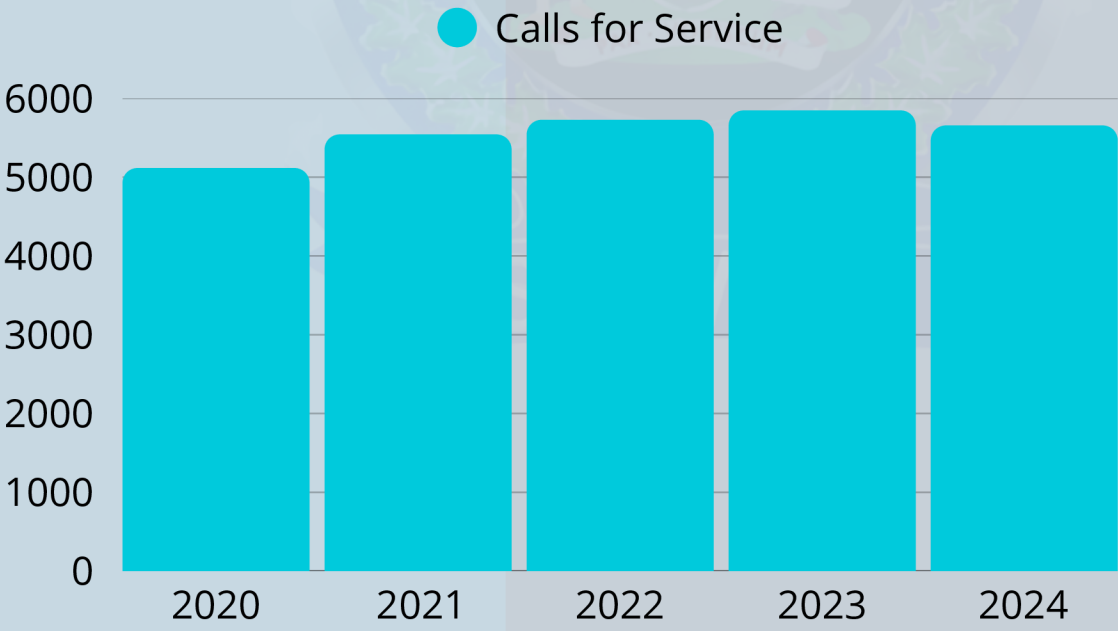
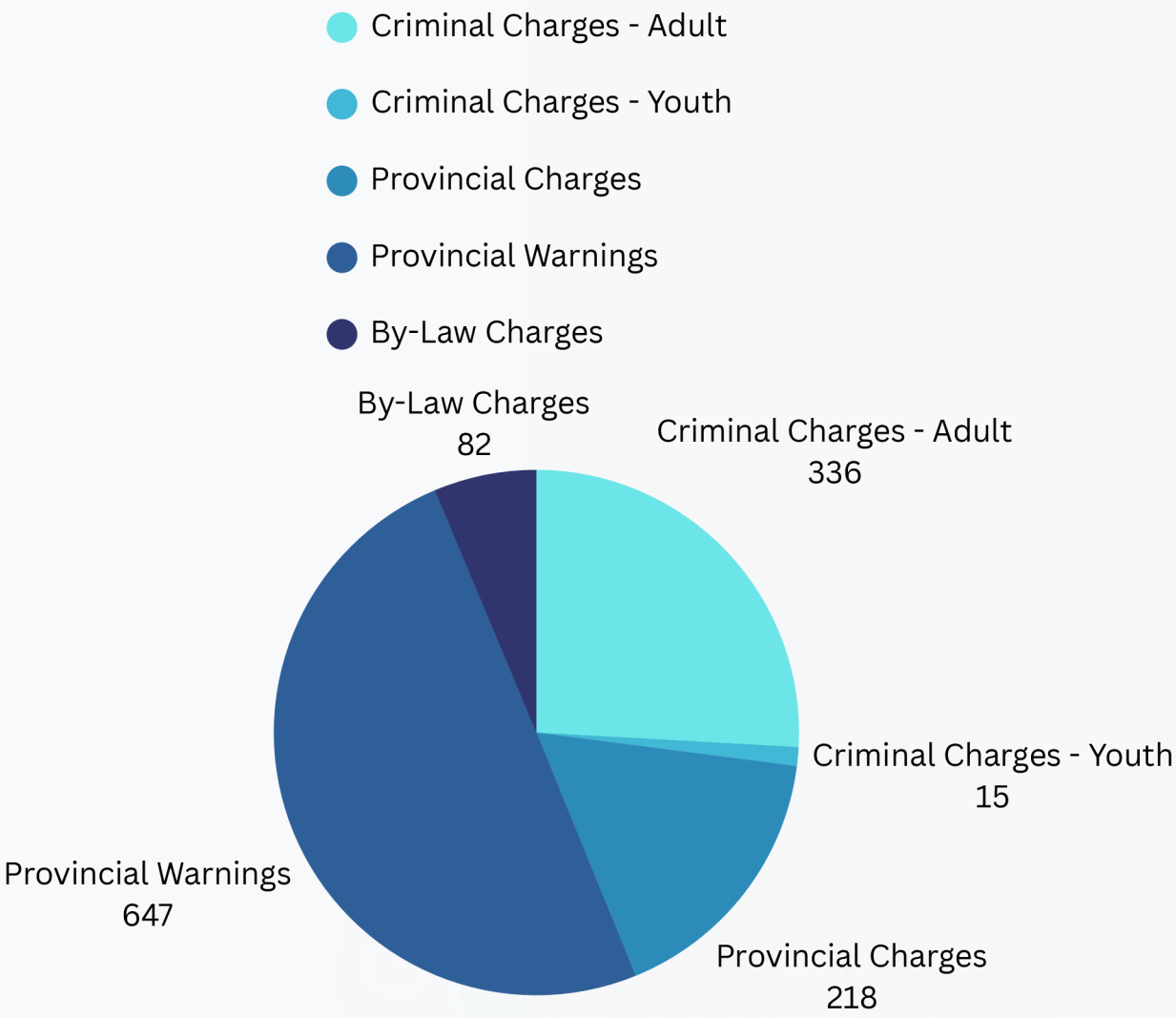
- Chief of Police: 1
- Sergeants: 4
- Administrative Assistant: 1
- Police Constables: 8
- Police Communicators: 5

Part-time Staff

- Police Constables: 1
- Special Constables: 5
- Police Communicators: 3
- Backcheck Clerks: 3
- Cell Monitors: 2



Charges and Warnings



Criminal Incidents and Clearance Rates

	2024	2023	2022	2021
Violent Crime	82.5%	88.9%	88%	75.2%
Property Crime	35.1%	18.5%	20.9%	25.2%
Drug Crime	100%	100%	100%	100%
Traffic Crime	87.5%	87.5%	85.7%	89.5%



Use of Force

There were 2 use of force reports generated in 2024

CIICC

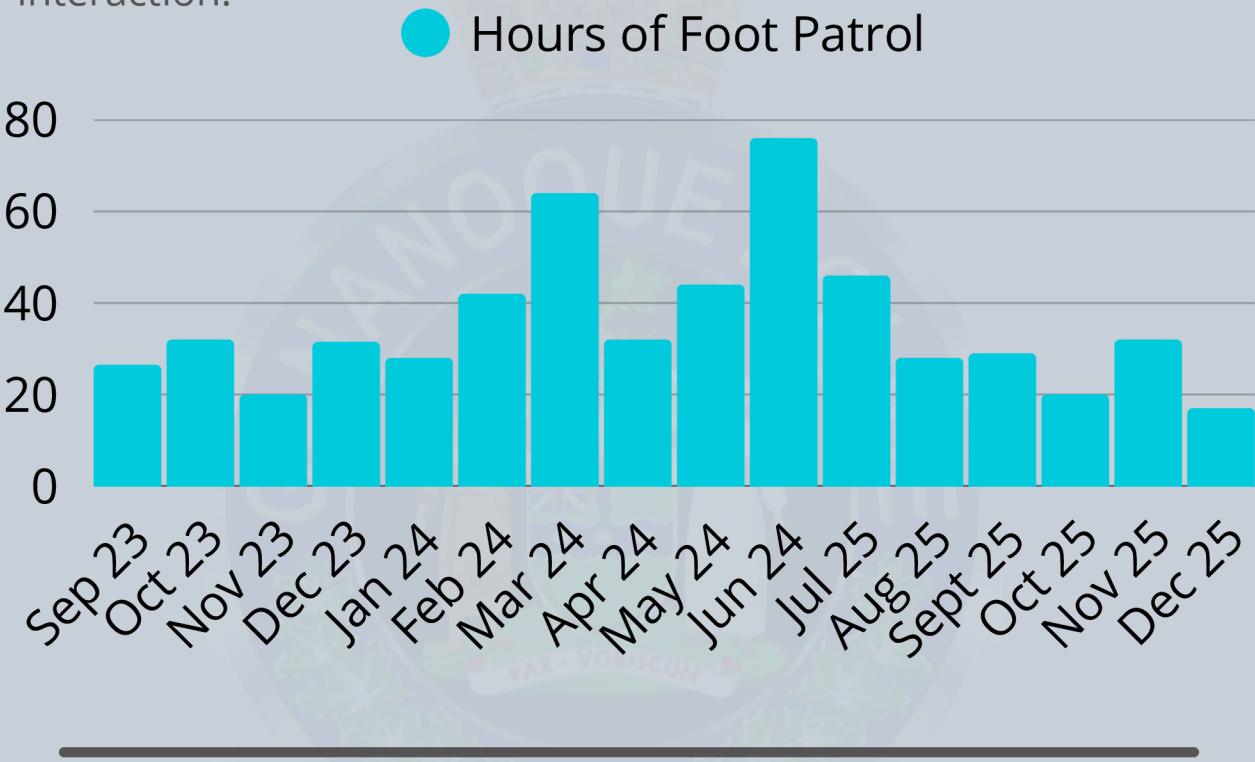
In January 2017, Ontario Regulation 58/16 came in to effect. The Collection of Identifying Information in Certain Circumstances replaced former Street Checks. The Gananoque Police Service did not conduct any CIICC occurrences in 2024.



Community Policing

Foot Patrol / School Zone Patrol

In 2024, our continued commitment to community policing was demonstrated through a combined total of 1,180 hours dedicated to proactive engagement efforts. Officers logged 456 hours on foot patrols, enhancing visibility and fostering stronger relationships with residents and local businesses. An additional 724 hours were spent on community service initiatives, including targeted patrols and educational presentations. These efforts reflect our focus on building trust, promoting public safety, and addressing community concerns through consistent, meaningful interaction.



Public Complaints

As of April 1, 2024, the Law Enforcement Complaints Agency (LECA) assumed responsibility for handling public complaints, replacing the Office of the Independent Police Review Director (OIPRD) under the new framework established by the Community Safety and Policing Act, 2019. This transition reflects the province’s ongoing efforts to enhance accountability and transparency in policing. In 2024, the Gananoque Police Service received one public complaint, demonstrating continued public confidence in the professionalism and conduct of our officers.

Community Safety and Wellbeing Plan

The Gananoque Police Service has a strong partnership with the municipality of The Corporation of The Town of Gananoque, specifically in addressing overall Community Safety and Wellbeing. During 2024 the Police Service in partnership with the municipality continued several projects as identified by the priority risks within the plan.

Projects included:

- Youth summer drop-in centre at the waterfront known as the “BermOut”. This is a collaboration with the Municipality, Gananoque Fire Services, YMCA of Eastern Ontario, RNJ Youth Services and United Way.
- Community needle drop box to assist citizens with the disposal of sharps in a safe manner.
- Commitment to the Municipal Drug Strategy by providing municipal funding and support with administration and membership.
- Assistance with food insecurity within the community.
- Project implementation of a Youth Hub drop-in to operate between April – June.



D.A.R.E

The D.A.R.E program is a school-based program instructed by a Gananoque Police Officer to grade 6 classes of St. Josephs Catholic School and Linklater public School. The primary goal of the D.A.R.E program is to prevent substance abuse among school age children by developing the skills needed to make safe and responsible decisions.

The program consists of ten learning sessions covering topics including but not limited to:

- Responsibility
- Drug Information for Responsible Decision Making
- Risks and Consequences
- Peer Pressure
- Dealing with Stressful Situations
- Basics of Communication
- Nonverbal Communication and Listening
- Bullying
- Helping Others
- Getting Help from Others

D.A.R.E.[®]
TEACHING STUDENTS DECISION MAKING
FOR SAFE & HEALTHY LIVING



Digital Evidence Management



In 2019, the Gananoque Police Service adopted Axon Evidence Management, marking a major step toward digital evidence storage. Now, the Solicitor General, in partnership with Axon, Ontario police services, the Ministry of the Attorney General, and other justice stakeholders, is developing province-wide best practices as Digital Evidence Management (DEM) becomes standard in Ontario.

Current Uses of Axon Evidence:

- **File Support:** Handles digital photos, videos, interviews, audio files, and documents.
- **Automated Redaction:** AI-powered tool detects and masks faces, plates, and screens.
- **Audit Trails:** Tracks user actions and ensures chain of custody.
- **Collaboration Tools:** Securely shares evidence with prosecutors and public defenders.
- **Transcription:** Fast, automated transcripts for court or reporting.
- **Evidence Sync App:** Automates upload from desktop or hard drives.
- **Evidence Lite (CEW):** Manages TASER data, assignments, and updates.
- **Mobile Integration:** Field officers upload photos, videos, and statements directly.
- **Analytics & Audit:** Tracks uploads, shares, deletions, and system activity.
- **Data Encryption:** Full encryption during transfer and storage.



Training

The Gananoque Police participated in ongoing tri-service training alongside the Brockville Police Service and the Smiths Falls Police Service. All Officers are required to complete yearly qualification on all Use of Force options including Firearms, Conductive Energy Weapons (CEW), Carbine, OC Spray, Baton, and defensive tactics.

There was specific training on interactions and engagement with those experiencing mental health crisis. Incorporated within each training program is a focus on de-escalation and communication. Training encompasses educational, hands-on and scenario-based assessments.

Immediate Rapid Deployment training is conducted to prepare officers on how to respond to a life-threatening situation involving an active threat to the public. In addition, individual officers and civilian members attended several Senior Level courses throughout the year that focus on criminal investigation and police administration.

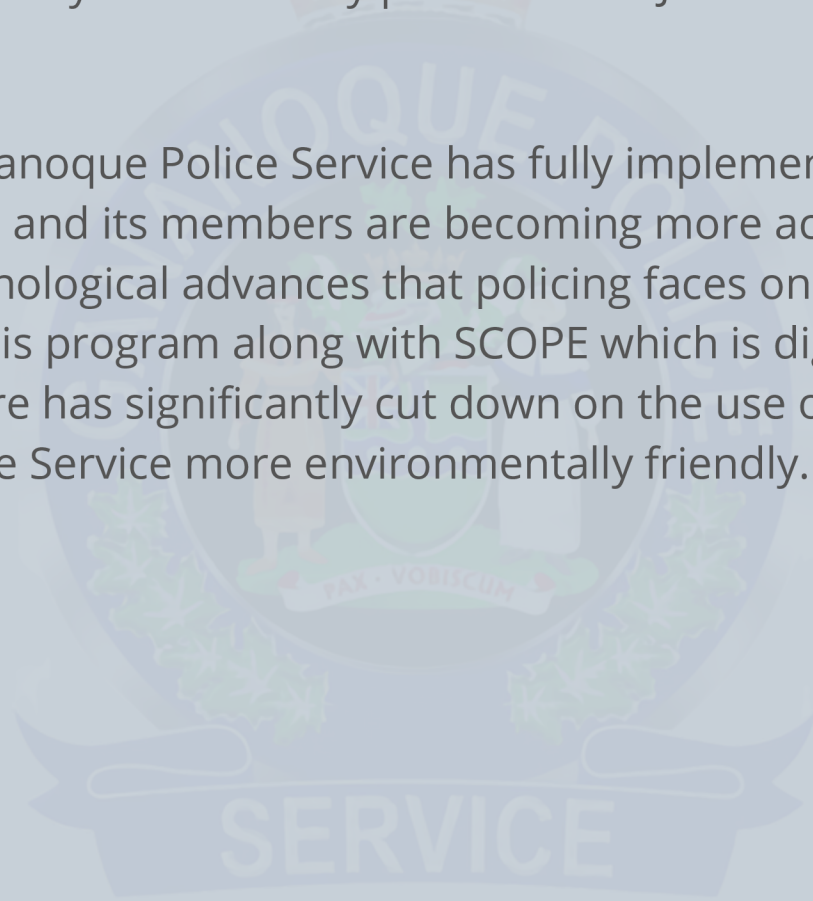




Criminal E-intake allows a sitting Justice of the Peace to electronically receive and respond to Criminal information's from police services through NICHE RMS, for a charge, summons, warrants and bail information's.

The interface is meant to alleviate the time for in-person processing of the charges being heard in front of a JP for them to be endorsed or not. Instead, all the relevant intake court documents (Information, Warrants, Summons, etc.) will be electronically submitted by police for the JP's to endorse or reject it.

The Gananoque Police Service has fully implemented this program and its members are becoming more accustomed to the technological advances that policing faces on a day to day basis. This program along with SCOPE which is digital file disclosure has significantly cut down on the use of paper and made the Service more environmentally friendly.



Cram A Cruiser

Every December, the dedicated officers and volunteers of the Gananoque Police Service position their cruisers outside No Frills and Metro, transforming them into hubs of generosity. This annual tradition aims to collect non-perishable food items and raise funds for our local Food Bank. Thanks to the incredible support and kindness of our community, we were able to fill six cruisers with 1,608lbs of donations and raise an impressive \$2,183.05 for The Gananoque and Area Food Bank. These contributions embody the true spirit of the holiday season and highlight the extraordinary generosity that defines our community.

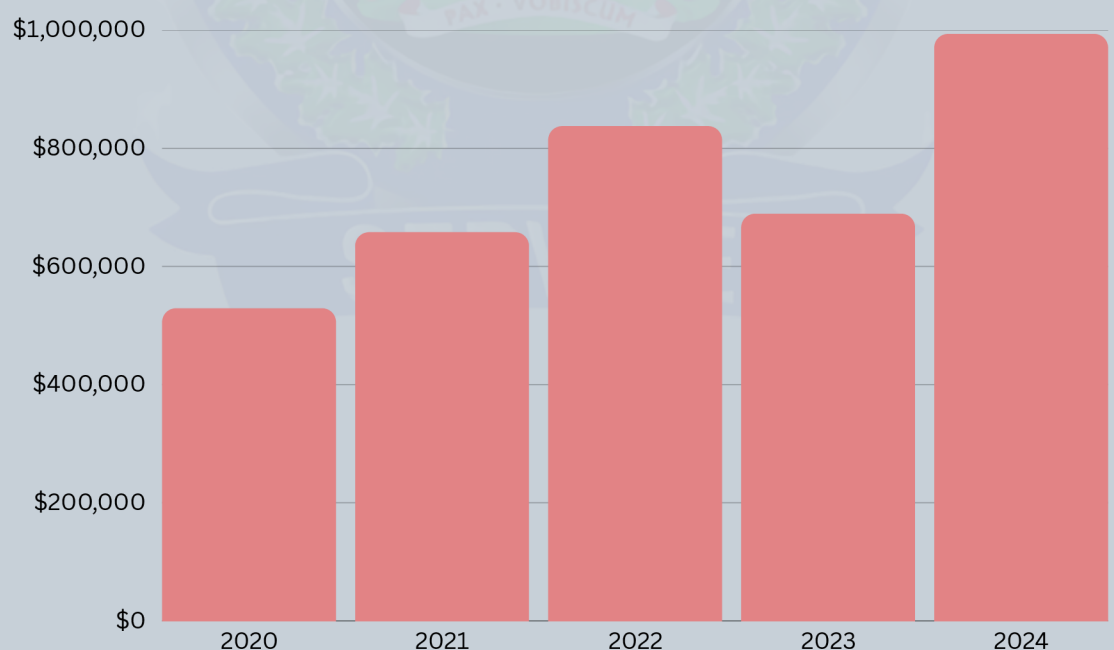


Special Constables

In 2024, Gananoque Police Service Special Constables logged a total of 1,532 hours, providing essential support to frontline policing and court-related operations. Their duties include assisting officers with prisoner care and transportation to courts, custodial facilities, and hospitals. They also facilitate bail hearings, complete court intake by swearing Information's and warrants, serve legal documents and provide scene security. Additionally, Special Constables are responsible for fingerprinting accused persons and executing orders to obtain DNA, contributing significantly to the overall efficiency of the service.

Criminal Background Checks

The Gananoque Police Service provides criminal background checks for companies under an agreement with a third-party organization, named First Advantage. The Service currently has 4 part-time clerks that work a dedicated schedule to address the incoming checks. Additionally, the Services' communication staff complete checks during their regular tour of duty as time permits. The revenue gained from the checks significantly reduces the Services operating budget.



Mental Health Response

Throughout the year 2024, Gananoque Police continued to successfully collaborate with Lanark Leeds and Grenville Addictions and Mental Health. Collaboration with Gananoque Police Service and the “Community Outreach Partnership” established **56** unique referrals and further serviced daily contacts with persons requiring services. This was based on two days per week. This program has proven to assist individuals within the community experiencing mental health issues, substance use, homelessness, assisting individuals with redirecting/referring to appropriate resources within the vicinity and reducing further police contact.

Community Outreach Program

Throughout the year 2024, Gananoque Police continued to successfully collaborate with Lanark Leeds and Grenville Addictions and Mental Health. Collaboration with Gananoque Police Service and the “Community Outreach Partnership” established **64** unique referrals and further had **243** client interactions. This was based on two days per week. This program has proven to assist individuals within the community experiencing mental health issues, substance use, homelessness, assisting individuals with redirecting/referring to appropriate resources within the vicinity and reducing further police contact.



— LANARK, LEEDS AND GRENVILLE —
**ADDICTIONS AND
MENTAL HEALTH**
THE RIGHT CARE • THE RIGHT TIME • THE RIGHT PLACE

RNJ Youth Services

RNJ is a not-for-profit community service organization that provides prevention and early intervention services, as well as assisting those with addictions, mental health and involvement in the justice system. RNJ and the Gananoque Police Service work in partnership with the common goal of supporting the successful development of at-risk youth. The Intersections Program is an early intervention model for youth with suspected mental health, developmental disabilities and/or substance abuse issues, who were involved with Police and are at risk of becoming involved in the justice system. Extrajudicial Measures deals with youth between 12 and 17 who are in conflict with the law. Youth are referred by Police in lieu of laying charges.



Assigned School Resource and Ventures Officer Program

Over the past three years, the Gananoque Police Service has launched an innovative initiative with the implementation of the School Resource and Ventures Officer program. This program signifies a proactive approach by officers who are now actively engaging with students through regular interactions, active participation in school activities, maintaining youth education initiatives and having a visible, approachable presence within the school environment. This initiative underscores the Gananoque Police Service's commitment to proactive community policing and its dedication to fostering positive relationships that contribute to the well-being and success of the youth within the community.



Highway Traffic Safety

Gananoque Police Service Officers conducted 842 traffic stops and issued 199 Provincial Offence Notices and 548 cautions for a variety of Highway Traffic Act, Compulsory Automobile Insurance Act and Part III offences.

In June the Service along with officers of the Ministry of Transportation conducted a motor vehicle inspection blitz focusing on commercial vehicles. 9 inspections were completed with 5 vehicles taken out of service and 3 Provincial Offences being issued.



Victim Services



Victim Services
Leeds & Grenville

Victim Services works in partnership with the police to provide support, information, and resources to victims of crime or tragic circumstance. They offer emotional support, assistance in navigating the criminal justice system, and access to community resources to help victims cope and recover from their experiences. The Gananoque Police and Victim Services have established a strong foundation and positive relationship through working jointly to serve those requiring assistance. Grant funding allowed the incorporation of a part-time victim services worker into the structure of the Gananoque Police Service. This position exists to provide prompt and timely access to resources through Victim Services. This partnership has shown an increase in referrals and collaborative projects between agencies such as education outreach sessions pertaining to Human Trafficking, Cyber Crime, Elder Fraud and Youth Education. In 2024 Victim Services received 16 referrals and had 71 clients from the Gananoque Police Service.



Municipal Drug Strategy

The Gananoque Police Service is a founding member of the local Municipal Drug Strategy (MDS), a collaborative, multi-sector approach tailored to the needs of Gananoque, TLTI, and Rideau Lakes. Using the four-pillar model—**prevention, harm reduction, treatment and enforcement**—the MDS addresses substance misuse.

In 2024, this ongoing work provided credible data supporting the need for a youth hub in Gananoque and helped expand the coordination of local supports to reduce the social, health, and economic harms of substance use.

Through this strong partnership with the MDS, the Gananoque Police Service contributes to the following initiatives:

- **Drug Enforcement Initiatives**
- **Timely Media Releases on toxic drug supply**
- **In-Service Training / Naloxone**
- **Naloxone Deployment Program**
- **Outreach Training**
- **Opioid Data Collection Plan**
- **Overdose Response Plan**
- **Public Education**

Continued Partnerships with MDS and other external agencies

Harm Reduction

Prevention

Enforcement

Treatment

MUNICIPAL DRUG STRATEGY

Berm-Out



In response to the voices of local youth, the Gananoque Police Service has collaborated with the YMCA of Eastern Ontario, the Town of Gananoque, the United Way, RNJ Youth Services, the Gananoque Fire Service to provide a drop-in program for teens during the summer at the Gananoque Waterfront – Joel Stone Park. 2024 was the fourth year of the successful “Berm Out” program. Gananoque Police and Fire Services are donating use of the mobile command trailer to use as the drop-in space. This program has been very successful with significant increases in usage year-over-year and a drastic reduction in police calls for service in that area.



Communications Centre Overview

The **Gananoque Police Service Communications Centre** serves as the primary Public Safety Answering Point (PSAP) and dispatch hub for the Town of Gananoque. It is a critical component of emergency response operations and a key point of contact between the public and emergency services.

Operating 24/7, the Centre manages **9-1-1 calls**, non-emergency inquiries, and all radio communication for multiple municipal departments, including:

- Gananoque Police Service
- Gananoque Fire Service
- Board of Works
- Public Works Department

The Communications Centre is staffed by a skilled and dedicated team of **five (5) full-time** and **five (5) part-time** Communicators. Their responsibilities extend beyond call-taking and dispatch to include:

- Front counter and telephone reception at the Emergency Services Building
- Radio communications and coordination
- Surveillance monitoring of the Emergency Services facility
- Initial occurrence report generation
- Data entry and management across police and municipal systems

2024 Call Volume Summary

In 2024, the Communications Centre managed a total of **5,655 calls-for-service**, broken down as follows:

- **Emergency Calls:** 2,355
 - **9-1-1-Originated Incidents:** 1,676
- **Non-Emergency Calls:** 3,300

These figures reflect the critical role of the Communications Centre in maintaining efficient and effective emergency response capabilities within the Town of Gananoque. The Gananoque Police Service remains committed to continuous improvement in our communications infrastructure and public engagement strategies, ensuring a responsive and well-connected community.





In 2024, the Gananoque Police Service continued to expand its online presence as part of our commitment to transparency, public engagement, and community safety awareness. Our social media platforms—Facebook, Instagram, and Twitter—served as valuable tools for sharing real-time updates, crime prevention tips, and community outreach initiatives.

Social Media Reach Highlights (2024):

- Facebook: 459,600 total reach
- Instagram: 2,400 total reach

Through these platforms, we fostered greater community interaction and delivered timely information to residents of Gananoque and surrounding areas.

Content interactions ●

23.4K ↑ 15.7%



Reach ●

459.6K ↑ 162.2%



Visits ●

1K ↑ 79.8%



Visits ●

72.8K ↑ 68%



Reach ●

2.4K ↑ 89.3%

