



2025

ANNUAL REPORT



Message from the Chief of Police



It is my honour to present the 2025 Gananoque Police Service Annual Report. For 162 years, the Gananoque Police Service has proudly served our community, and our commitment to professional, community-focused policing continues to guide everything we do. This report reflects the progress, accomplishments, and collaborative efforts that have shaped our work throughout the final year of the 2022–2025 Strategic Plan.

The successes outlined in this report are a direct result of the dedication, professionalism, and resilience of our sworn officers and civilian staff. I am equally grateful for the continued support of our community partners, local organizations, and residents, whose collaboration plays a vital role in strengthening public safety and community well-being.

Like many communities across Canada, Gananoque continues to experience evolving social challenges, including drug-related activity, youth crime, traffic safety concerns, mental health-related calls for service, homelessness, and substance use issues. In response, our Service remains committed to proactive policing, meaningful community engagement, and strong partnerships that allow us to provide compassionate, timely, and effective responses to those in need.

Over the past year, we have continued to adapt to the changing needs of our community while remaining focused on transparency, accountability, and service excellence. Through innovation, collaboration, and a shared commitment to public safety, we are working to ensure Gananoque remains a safe, welcoming, and vibrant community for residents and visitors alike.

It is a privilege to lead such a dedicated team of professionals who take great pride in serving this community each and every day. Together with our stakeholders and citizens, we will continue building a safer and stronger Gananoque for the future.

A handwritten signature in black ink, appearing to be 'RS' or '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 2025 Annual Report of the Gananoque Police Service.

2025 was another important year of change and progress for policing in Ontario and here in Gananoque. The Community Safety and Policing Act, 2019 (CSPA) continues to reshape policing across the province, replacing the former Police Services Act and establishing a modern framework for police services and civilian oversight.

We are fortunate to have a dedicated team of men and women who believe deeply in small-town policing and are committed to keeping Gananoque safe. Their professionalism, skill and dedication contribute greatly to the quality of life we enjoy in this remarkable community. I would ask you to look carefully at the numbers and statistics in this report as they aren't simply numbers, they are people. They can be our neighbours, friends, family. A successful police service is a living, working collaboration between the citizens, the municipality, the police service board and the police service personnel. The 2025 annual report reinforces the fact that the Gananoque Police Service is a successful police service because of their strong connection to this community.

The CSPA places a strong emphasis on ensuring “adequate and effective policing.” This is at the heart of the Police Service Board’s role: providing civilian oversight and governing the municipality’s police service to ensure that effective policing meets the needs of the community.

The Gananoque Police Service Board consists of five members—two representatives of Gananoque Council, two provincial appointees and one municipal appointee. A Board that reflects the community it serves is essential to effective civilian oversight and to ensuring that policing continues to meet the needs of all residents.

As we look ahead, the Board remains committed to working collaboratively with Chief Swann, the members of the Gananoque Police Service, municipal leadership and our community to maintain the high standard of policing that Gananoque has come to expect and value.

Those interested in applying for any provincial appointees opening for Gananoque can apply through the Public Appointments Secretariat at:

<https://www.pas.gov.on.ca/home/vacant-positions> . Gananoque Police Service Board information can be found at <https://www.pas.gov.on.ca/Home/Agency/80> .

Christine Milks

Chair

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.



Police Services Board



Christine Milks
Chair



David Anderson
Vice Chair



John Beddows
Board Member

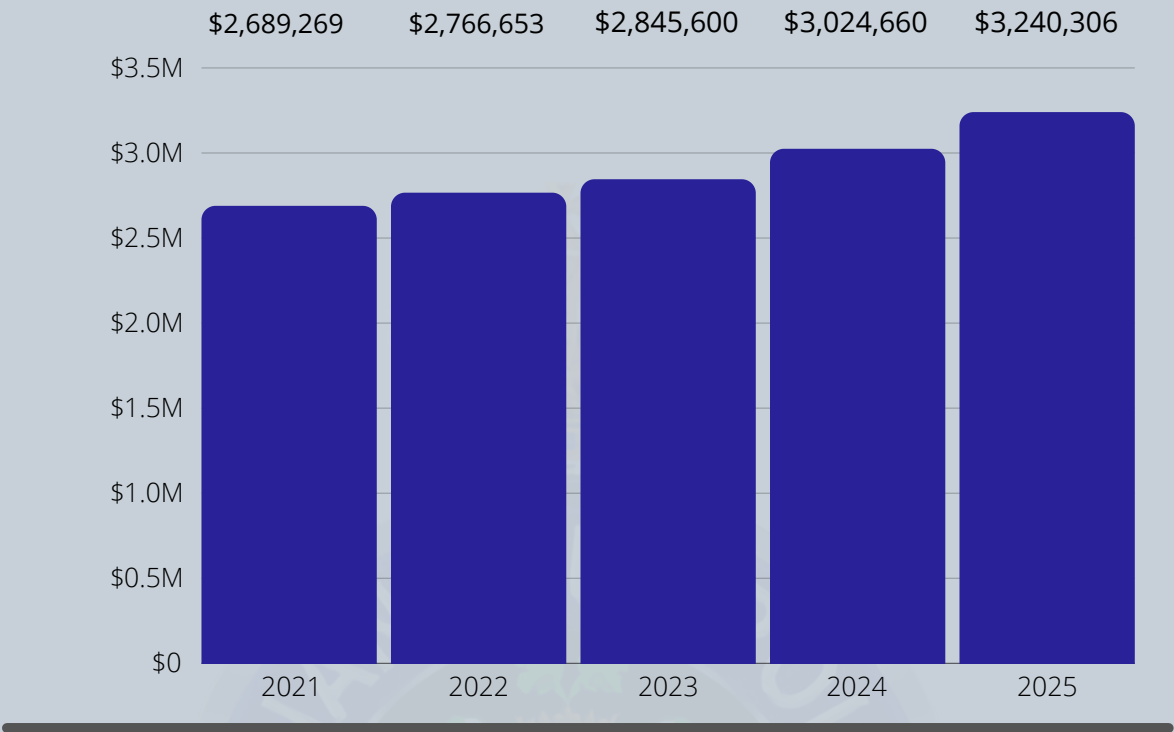


Matt Harper
Board Member



Budget

Net Budget - Last 5 years



Staff

Full Time Staff

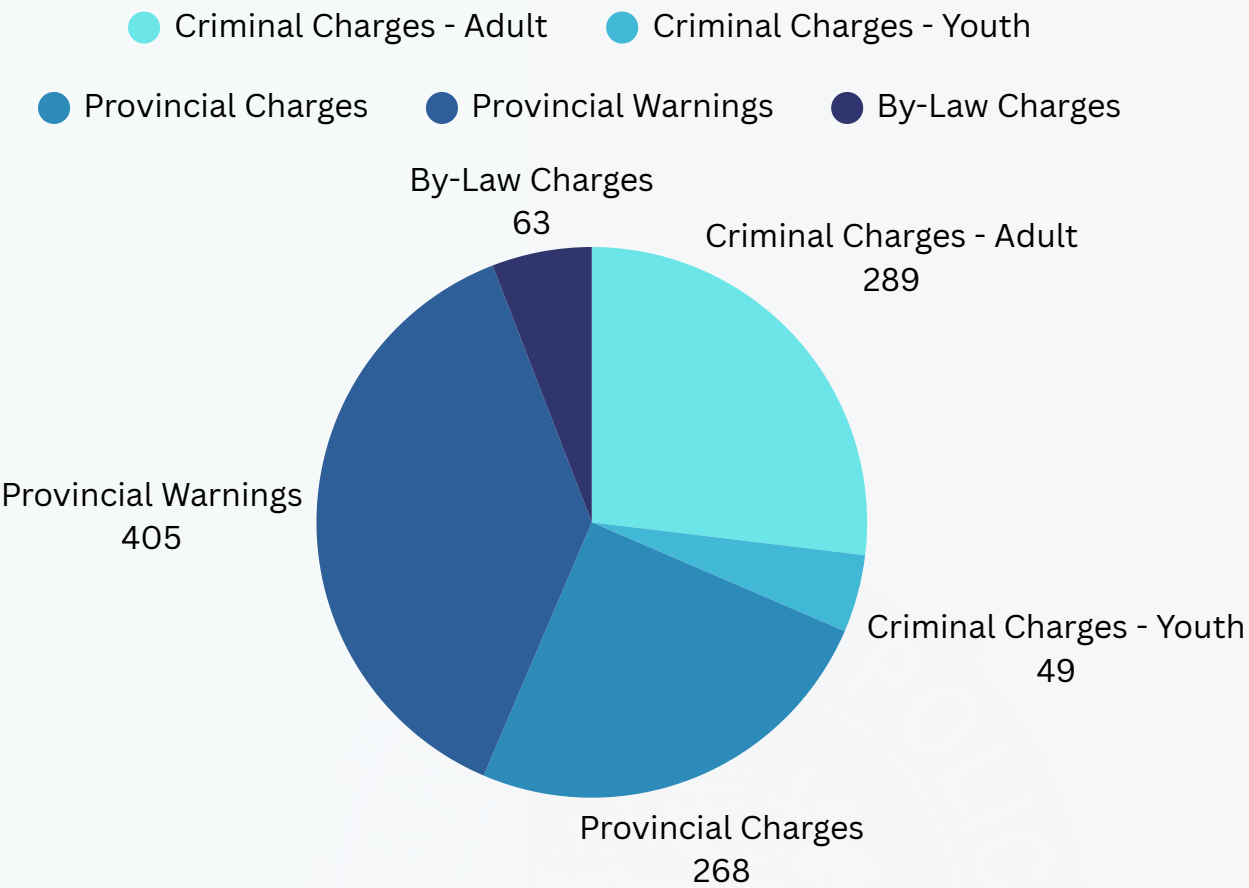
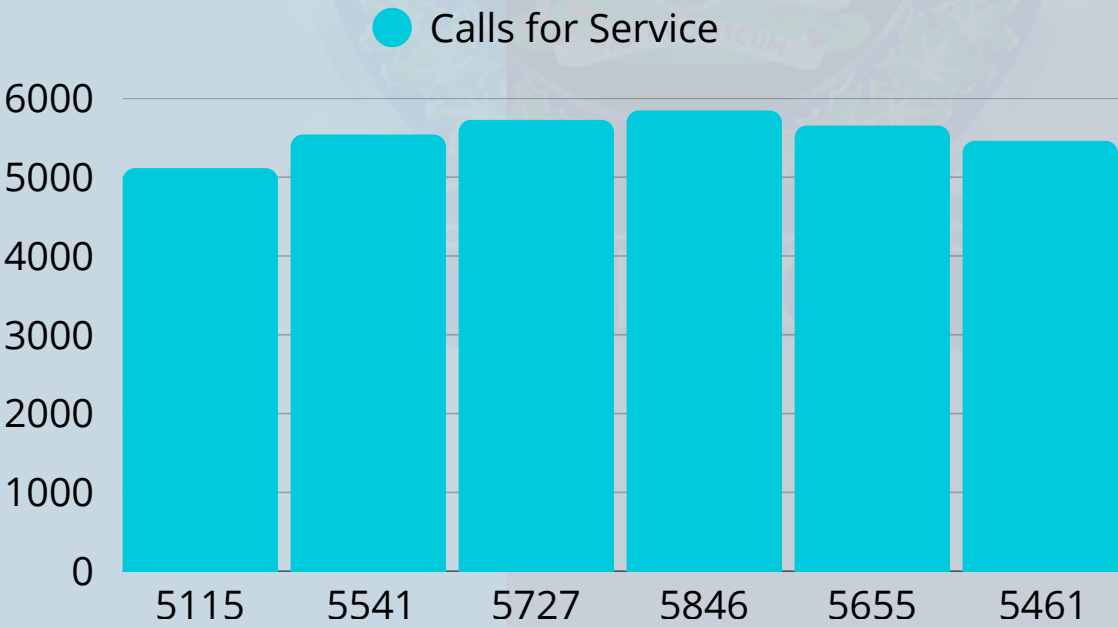
- Chief of Police: 1
- Sergeants: 4
- Administrative Assistant: 1
- Police Constables: 8
- Police Communicators: 5

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

	2025	2024	2023	2022	2021
Violent Crime	94.4%	82.5%	88.9%	88%	75.2%
Property Crime	41.9%	35.1%	18.5%	20.9%	25.2%
Drug Crime	100%	100%	100%	100%	100%
Traffic Crime	100%	87.5%	87.5%	85.7%	89.5%



Community Engagement

Foot Patrol / School Zone Patrol

In 2025 the Gananoque Police continued their commitment to community policing with a record of 948 community service initiatives, including targeted and school zone patrols, foot patrols, community and educational presentations and events. These efforts reflect our focus on building trust and partnerships, promoting public safety, and addressing community concerns through consistent and meaningful interaction.



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 goal of the D.A.R.E program is to prevent substance use by developing core skills. Teaching students to control their impulses and think about risks and consequences allowing them to make safe and responsible decisions, not only about substance use but across all parts of their lives. The D.A.R.E program targets children at an age when they are most receptive to drug prevention education. The program consists of ten active learning sessions using role-play and small group discussions to help students navigate real world problems 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



Special Olympics

(Law Enforcement Torch Run, Freezin' for a Reason Polar Plunge, Choose-to-Include Donut Day & Tri-Service Curling)

The Gananoque Police Service's partnership with Special Olympics Ontario continues to play a meaningful role in strengthening community engagement. Through this collaboration, strong community connections are built, fostering positive relationships and trust between officers and residents. In 2025, officers, civilian staff, and volunteers participated in the Law Enforcement Torch Run, Freezin' for a Reason Polar Plunge, and Tri-Service Curling. These initiatives create opportunities for individuals with intellectual and physical disabilities to interact with officers in supportive environments that promote respect, acceptance, and inclusion. They also allow officers to engage with the community in meaningful, non-enforcement settings, helping to enhance trust and visibility while reinforcing the Service's commitment to inclusive and community-focused policing.



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. 2025 was the 5th 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.



Cops for Kids Fishing Derby

The Gananoque Police Service continued its grassroots Kids and Cops fishing event at Joel Stone Park. Over the last 3 years, it has introduced over one thousand children to fishing, bringing families and enforcement officers together for a positive experience and collaboration. The event is made successful by partnering with Baldree's No Frills, Canadian Tire, Thousand Islands Boat Museum, and the multiple enforcement agencies that attend and highlight their commitment to the community for youth.



Cram A Cruiser

Every winter, dedicated members and volunteers of the Gananoque Police Service participate in a longstanding holiday initiative that supports the local food bank.

Through the Cram-A-Cruiser campaign, efforts are focused on collecting non-perishable food items and financial donations for those in need. This year's response was especially impressive, with residents contributing \$1,886.85 and donating 1,779 pounds of food.

These numbers reflect the remarkable generosity and community spirit that define the town. As one of the longest-running local initiatives, Cram-A-Cruiser continues to be a meaningful expression of support, with all contributions staying within the community.



Special Constables

In 2025, Gananoque Police Service Special Constables logged a total of 1,894 hours, providing essential support to frontline policing and court-related operations. Special Constables play a vital role within the service by handling duties that keep operations running smoothly and efficiently. Special Constables' responsibilities include managing prisoner care and transportation, overseeing court-related tasks and conducting key administrative and procedural functions such as obtaining DNA and fingerprinting accused persons. By taking on these responsibilities, they allow sworn officers to focus more on frontline policing and emergency response. Overall, special constables enhance the effectiveness of the service by bridging operational gaps and ensuring critical processes are conducted reliably.

Use of Force

A Use of Force report is required to be submitted when an Officer uses force on an individual in certain circumstances outlined by the CSPA. These reports are reviewed by a Supervisor and a Use of Force Instructor to determine appropriate application. All Use of Force Reports are submitted to the Ministry to track data relating to Police Use of Force applications across the Province.

The Gananoque Police Service had one Use of Force Report for 2025 in which an Officer displayed their Conducted Energy Weapon to effect an arrest.

CIICC - (Collection of Identifying Information in Certain Circumstances)

Police services work for and with communities; as such a key component of successful interactions is trust. The collection of identifying information in Ontario was given priority attention in the media, by members within diverse communities and by the provincial government. In January 2017, the regulation relating to CIICC came into effect, which required education of both the police and the public. This training is required to be completed at minimum every 36 months.

For 2025 the Gananoque Police Service completed 0 CIICC interactions as defined under the Act.

Training

Officers must successfully complete Use of Force requalification training every 12 months which is mandated under the Community Safety and Policing Act. This training includes demonstrating proficiency in Firearms, Conducted Energy Weapon, Defensive Tactics and de-escalation. Officers complete several scenario-based training exercises to assess their judgement and decision making.

Additional training includes Immediate Rapid Deployment (IRD) training to response to an active attacker situation and Carbine qualification.

The CSPA introduced a stand-alone de-escalation training, Mental Health Crisis Response (MHCR) which the Gananoque Police are in the process of implementing for the 2026 training calendar in line with Provincial standards.

The Gananoque Police is committed to investing in its members through ongoing senior courses to assist in specialized training and investigative techniques.



Project Lifesaver

The Gananoque Police Service, in coordination with the Alzheimer Society, participates in the Project Lifesaver program, to support the rapid location of vulnerable individuals who may wander due to conditions such as Dementia, Alzheimer's disease, Autism or other cognitive disorders. Participants wear a small radio-frequency transmitter that emits a unique signal, enabling specially trained officers to track and locate them quickly if they go missing. This technology significantly reduces search times and enhances the safety of at-risk residents.

The program provides peace of mind to caregivers while strengthening community partnerships through collaboration with the Alzheimer Society. Officers receive specialized training to conduct searches with efficiency, reinforcing the Service's commitment to protecting vulnerable members of the community and improving outcomes in missing person incidents.

Public Complaints

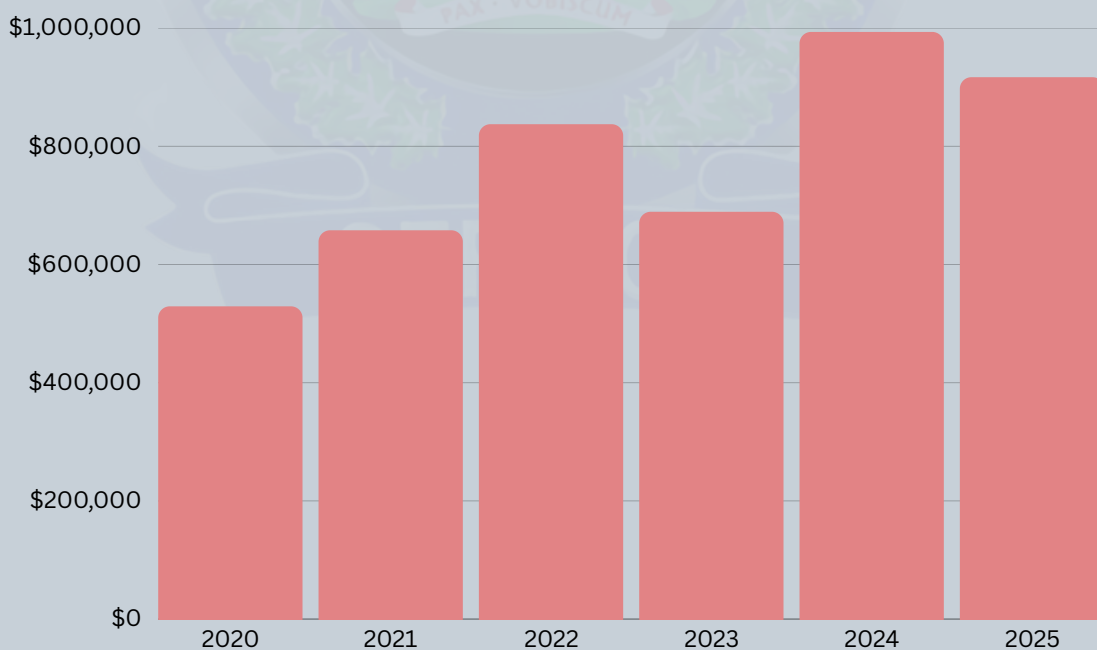
As of April 1st, 2019, responsibility for receiving and managing public complaints transitioned to the Law Enforcement Complaints Agency (LECA), which replaces the Office of the Independent Police Review Director (OIPRD). This change was implemented under the new legislative framework established by the community Safety and Police Act, 2019.

Public Complaints are a critical component of accountability and transparency in policing. They provide members of the community with a formal mechanism to raise concerns about police conduct, service, or policies, and help ensure accountability and transparency for the public.

In 2025 the Gananoque Police Service received two public complaints which reflect our services, strong community relations and professional conduct.

Criminal Background Checks

The Gananoque Police Service provides criminal background checks for companies across Canada. Under an agreement with a third-party organization called First Advantage, the Service screens applicants as part of the hiring process for those who are looking for employment or volunteer positions. The Service currently has four part-time clerks who work from an online central queue to address the incoming background check applications daily. In addition to the clerks, the Communication staff also complete checks during their regular tour of duty as time permits. All revenue gained from these background checks significantly reduces the Service's operating budget.



Mobile Crisis Response Team

Gananoque Police Service has introduced a new Mobile Crisis Response Team (MCRT) program to better support individuals experiencing mental health and addiction-related crises in the community. This initiative allows for a more comprehensive response to complex situations and provides more encompassing support for individuals in crisis. Gananoque Police partners with Lanark, Leeds and Grenville Addictions and Mental Health, strengthening collaboration between law enforcement and healthcare services to provide more holistic care. Throughout 2025, the program recorded 569 client interactions, of which 101 resulted in referrals to community-based supportive services, and 30 progressed to ongoing case management with the MCRT worker.



Shiprider Program

Gananoque Police are proud partners with the RCMP, participating in the Integrated Cross-Border Maritime Law Enforcement Operations (ICMLEO) Program, more commonly known as Shiprider. The program focuses on strengthening policing efforts between Canada and the United States to address cross-border criminal activity. Specifically designated cross-border law enforcement officers from the United States Coast Guard, RCMP, and partner law enforcement agencies operate vessels crewed jointly to prevent, detect and suppress illegal activity along shared waterways through intelligence driven operations. Shiprider vessels can cross the border and enforce laws on either side, while acting under authority of the host country, allowing for a more efficient means of securing both sides of the border without violating the sovereignty of either nation.

Freedom of Information Unit

The Gananoque Police Service Freedom of Information (FOI) Unit saw the number of FOI requests rise, increasing from seventeen requests in 2024 to 41 requests in 2025. These requests covered a wide range of matters, from a simple unredacted report to more complex and time-consuming files which required extensive review, redacting, and disclosure preparation. The added workflow resulted in additional staff being trained to handle such requests.

SERVICE

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.



Provincial Bail Compliance Dashboard

The Gananoque Police Service has joined Ontario's Provincial Bail Compliance Dashboard, a centralized, province-wide tool designed to enhance situational awareness and support investigations involving individuals released on bail for firearms-related offences. Managed by the Ontario Provincial Police, the dashboard provides officers with near real-time, map-based information that improves the ability to monitor compliance with court-ordered conditions. It allows police to identify offenders within specific jurisdictions, access detailed profiles to support bail checks, and track compliance or non-compliance across multiple regions, strengthening both officer and public safety.



Scenes of Crime Officer (SOCO) Program

The Gananoque Police Service currently has 4 provincially trained and certified SOCO officers. SOCO officers attend crime scenes to perform many tasks such as taking high quality photographs, collecting DNA samples, seizing physical exhibits and searching for latent fingerprint impressions using different fingerprint development mediums. SOCO officers take control of DNA sensitive exhibits and ensure they are processed and packaged according to standards set out by the Centre of Forensic Sciences. These DNA exhibits are then forwarded to the Centre of Forensic Sciences for analysis. This program exists to strengthen our investigations to provide the evidence necessary for successful prosecution in court.

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 an essential and critical component of emergency response operations, a key point of contact between the public and emergency services to ensure a timely response. Operating 24/7, 365 days a year, the Centre prioritizes 9-1-1 calls, non-emergency inquiries and all radio communication for multiple departments, including:

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

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 which includes:

- Front counter and telephone reception at the Emergency Services Building
- Radio communications and real time coordination
- Surveillance monitoring of the Emergency Services facility
- Initial occurrence report generation and assessment for police and fire calls
- Data entry including Canadian Police Information Centre (CPIC) and Criminal Justice Information Management (CJIM)
- Completing Criminal Background Checks
- Transcribing Statements
- Coordinate with court services regarding criminal and/or provincial matters
- Coordinate with RCMP for fingerprint matters
- Process Parking Ticket payments
- Download video surveillance footage for court purposes
- Disclosure of evidence

2025 Call Volume Summary

In 2025, the Communications Centre managed a total of 5,458 police calls-for-service, broken down as follows:

- Emergency Calls: 2,415
- 9-1-1 Originated Incidents: 1,598
- Non-Emergency Calls: 2,349





In 2025, 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 LinkedIn—served as valuable tools for sharing real-time updates, crime prevention tips, and community outreach initiatives.

Social Media View Highlights (2025):

- Facebook: 2.3 million total reach
- Instagram: 19.7 thousand total reach

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

2025 Facebook Views

Views ⓘ

2.3M



2025 Facebook Follows

Follows ⓘ

733 ↑ 24.4%



2025 Instagram Visits

Visits ⓘ

874 ↑ 22.6%



2025 Facebook Visits

Visits ⓘ

78.6K ↑ 73%



2025 Instagram Views

Views ⓘ

19.7K

