



Newcomer and Visitor Guide



- **Emergency** telephone: 9-1-1
- **Non-emergency** telephone: 1-888-579-1520

TO LEARN MORE

• **Internet:** www.drps.ca



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The Durham Regional Police Service (DRPS) is responsible for policing and enforcing laws within the Region of Durham. **Our Vision:** To have the safest community for people to live, work and play.

Operational Divisions:

West Division (Ajax/Pickering)

1710 Kingston Road, Pickering, Ontario L1V 1C6
Phone: 1-888-579-1520, Ext. 2521

Central West Division (Whitby/Brooklin/North Oshawa)

480 Taunton Road East, Whitby, Ontario L1N 5R5
Phone: 1-888-579-1520, Ext. 1836

Central East Division (Oshawa/Courtice)

77 Centre Street North, Oshawa, Ontario L1G 4B7
Phone: 1-888-579-1520 Ext. 5100

East Division (Clarington)

2046 Maple Grove Road, Bowmanville, Ontario L1C 6L9
Phone: 1-888-579-1520, Ext. 1687

North Division (Port Perry/Uxbridge/Brock)

15765 Hwy. 12, Port Perry, Ontario L9L 1B2
Phone: 1-888-579-1520 Ext. 2672

CALLING 9-1-1

Call 9-1-1 during an emergency situation when immediate help is needed. Emergencies include life-threatening situations or when there is danger to life or property.

Examples are (but not limited to):

- You or another person are in immediate danger
- You or another person need medical attention
- A crime has just occurred
- You are following a suspected impaired driver
- A robbery or theft is being committed
- The sound of breaking glass is heard
- Someone is screaming for help
- A loud explosion or gunshot is heard
- A motor vehicle collision has occurred

When calling 9-1-1, you will be asked for:

- Your location
- Your contact information
- To describe the emergency

It is important to stay on the line and wait for any further questions or instructions.

Do **NOT** call 9-1-1 for these types of situations:

- Thefts or frauds that happened in the past
- Parking complaints
- Assaults that happened in the past
- Noise complaints
- For general information about policing
- Lost, stolen, or found pets and property
- Neighbour/landlord/tenant disputes where safety is not a concern

For these non-emergency situations, please call the DRPS **non-emergency line** at **1-888-579-1520** or visit a local division to file a report in person. You can also submit a report for some kinds of crimes, including theft from vehicle, by visiting our website at www.drps.ca and clicking on Online Services.

In Ontario, you may anonymously report suspected and/or known crime by contacting Durham Regional Crime Stoppers at durhamregionalcimestoppers.ca or by calling 1-800-222-8477.

TRAFFIC AND ROADWAY SAFETY

While driving in Durham Region, you may be stopped by the police if you have committed an offence contrary to the Ontario Highway Traffic Act and/or the Criminal Code of Canada. Do the following when stopped by police while driving:

- When you see the red/blue lights or hear the siren, safely pull over to the right side of the road.
- Remain seated inside your vehicle unless directed otherwise by the police officer. Keep your hands visible.
- If it is dark out, turn on your vehicle's interior light.
- If there are passengers inside your vehicle, encourage them to remain seated and to comply with police instructions.
- Ontario law requires you to produce your driver's license, vehicle ownership and proof of insurance upon demand from the police
- If you are given a ticket, accept it calmly. Accepting the ticket is not an admission of guilt, if you wish to contest the ticket you will have an opportunity to address the matter in court.

Every person who occupies a seat in a moving motor vehicle is required to wear a seatbelt.

In Ontario, children and infants are also required to be secure in an appropriate car seat or booster seat based on their age and size:

- Infants must be seated in a rear-facing car seat until the child weighs at least 9 kg (20 lbs).
- Children weighing 9 kg to 18 kg (20 to 40 lbs) are allowed to use a forward-facing car seats.
- Children under age 8, who weigh less than 36 kg (80 lbs) and are under 145 cm (4' 9") tall, must be secured in an appropriate child seat or booster. Once any of these limits are surpassed, the child only has to wear a seatbelt.

More information about car seats can be found through the Ministry of Transportation or the Region of Durham Health and Wellness Department. For information on car seat clinics in Durham Region, please visit St. John Ambulance.

DOMESTIC AND CHILD ABUSE

In Canada, both people involved in an intimate relationship share equal rights. Intimate, or domestic, relationships include those between the opposite-sex and same-sex partners. These relationships can vary in duration and legal formality, include current and former partners, common-law and married couples.

Police are responsible for investigating any and all domestic violence occurrences. When responding to a domestic violence occurrence, each partner will be spoken to individually and an investigation will be conducted. If the investigation reveals that a criminal offence has occurred, the police shall charge the person responsible for the criminal offence, including (but not limited to): assault, sexual assault, assault with a weapon, criminal harassment, forcible confinement, threatening death or bodily harm, failing to comply with a court order (criminal or family court), property-related offences and homicide.

Anyone can call the police to file a report if they suspect someone is a victim of domestic violence. In Canada it is against the law to abuse your child. Child abuse includes any physical, emotional and sexual abuse and/or neglect to provide the necessities of life to a child. In Ontario, it is the law to report suspected child abuse or neglect.

Please contact the police and the Children's Aid Society at (905) 433-1551 to report suspected or known child abuse.

DEALING WITH POLICE

In Canada, you are presumed innocent until you are proven guilty in court. It is a criminal offence in Canada to try to bribe police officers with money or gifts. If you come into contact with a police officer as a victim, witness or suspect, try to answer the questions asked of you as best you can. Remember to remain calm, speak clearly and provide your name, birth date, address and telephone number. When you are talking to people, like a police officer, it is a sign of respect and good manners to look at people in their eyes.

If you feel you've been mistreated by police, there is a process for making complaints. Be sure to get the officer's name and badge number and you can make a report in-person at your local police Division. Alternatively, a complaint can be made online by visiting our website at www.drps.ca.

Once the online complaint form is complete, it can be sent to the Office of the Independent Police Review Director by fax 1-877-411-4773 or by email OIPRDcomplaints@ontario.ca.

ONLINE COMMUNITY RESOURCES

Websites for newcomers:

- Durhamimmigration.ca
- Settlement.org
- Welcomecentre.ca

Support for women experiencing abuse and all forms of gender-based violence, including sexual violence:

- Durhamdriven.com