

# Point. Click. Learn.

Newsletter of the Canadian Police Knowledge Network

The leading edge of online police training.

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## UNDER FIRE: ONE OFFICER'S STORY

*After completing the 'Critical Incident Stress Management' course, Sgt. Jerome Richard of the Bridgewater Police Service related the following experience in his learner feedback survey. We thank Sgt. Richard for sharing his story.*

I am 55 years old. I graduated from the Atlantic Police Academy in the fall of 1978. I joined the Bridgewater Police Service in 1979.

In June 2003, I was involved in an armed standoff where the suspect fired on police. The hunt for the suspect had been going on for over 24 hours and he had fired at officers throughout that period. The final show down came when the suspect ran head-on into one of our police vehicles, left the scene, and took a stand in a gravel pit. Getting out of his blue 4x4 Nissan Pathfinder, he took his rifle and started firing.

When he pointed the rifle at me, his scope looked as big as a small TV. I took cover behind the only thing available: the steel rim wheel of a Ford Ranger truck. It wasn't much. While taking cover was a good thing, I could no longer see the suspect. He already had some of my co-workers pinned down under fire. I looked out from underneath the truck box, trying to see his movements. It was at this time the suspect began firing in my direction shouting, "Do I need to kill one of you, for you to shoot me?"



## THE LEADING EDGE Message from CPKN's President

The Winter 2011 issue of the *Canadian Police Chief Magazine* hit on a theme that is always top of mind for us here at CPKN.

That issue emphasized the importance of partnerships – whether with community organizations, other police services, other sectors, or other nations – for advancing and improving law enforcement in this country and around the globe.

The subject of partnerships is one I can truly appreciate. After all, the CPKN concept is entirely based on working partnerships with the police community to advance training, a core component of effective law enforcement. In the past six years, we've established solid working relationships with numerous police services, academies, and other law enforcement agencies across the country. Some are Content Providers; others participate on our Board of Directors or Advisory Group; and others are simply working with CPKN to improve training opportunities for their members.

Partnerships with national groups such as the Police Sector Council and the Canadian Association of Chiefs of Police have also been vital to build awareness, reinforce our credibility, and expand our network within the Canadian community and beyond.

While CPKN's mandate is national in scope, we work on a service-by-service approach. In fact, many of the partnerships that help CPKN gain ground in the sector begin with an individual – someone who understands that you can't advance when you're maintaining status quo; who recognizes the potential of e-learning to improve training efficiencies and who are willing to work with CPKN to test the theory in the real world. In the close-knit world of policing, these individuals are critical to helping us demonstrate the value of e-learning on a practical level, reach new audiences, and establish the foundation on which enduring partnerships with organizations are formed.

CPKN relies on its partnerships within the Canadian policing sector to build and promote training resources for a national police audience. As such, the greater the number of partners, the more effective, and sustainable, CPKN becomes. But partnerships are a two way street and I believe we're making equally significant contributions back to the community. While e-learning may initially take police services out of their comfort zone, CPKN is proving that its technology is helping those services meet growing training demands more efficiently, without compromising quality.

In closing, CPKN is a powerful testament to the value of partnerships and their positive impact on an entire sector. Together we've made important progress, but our full potential is yet to be discovered. I look forward to seeing how far we can go.



Sandy Sweet  
President and CEO

## What Learners Are Saying

“Love the format of these courses and appreciate that I can work on the course as time permits throughout the shift.”

~ Learner feedback on *Police Information Portal*

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## Under Fire, con'd from Pg. 1

One of the suspect's bullets hit the ground just a few feet away from me. Only later did I realize that I had been hit in the neck by a rock the bullet had ricocheted off. In that instant, I thought it was a bullet.

My body and mind reacted immediately. Within seconds I reviewed my life and family. Shock set in. I stood up, grabbing the right side of my neck. I felt for the bullet hole and the blood, but found neither. I thought, "Oh, the bullet went right through me; it's a high powered rifle; I will pass out before I feel anything." Realizing I was in full view of the suspect, I fell back to the ground behind cover. A very short time later, the ERT arrived and eventually shot and killed the suspect.

Afterwards, I went through counseling and was off work for approximately two months. I had a hard time facing anybody. I felt I did something wrong. I did not want to talk to anyone or even answer the phone. I didn't want to leave the house.

**"This course has helped me understand some of the feelings, behavior, and thoughts that I still have today ... It was like someone wrote a book on me. "**

I knew the suspect personally. He had children the same age as mine own. I felt so bad for them, now that they no longer had a father. I felt like I had failed -- I should have been able to do something to help save him. I know now that that was impossible, but that's how I felt for a long time.

This course has helped me understand some of the feelings, behavior, and thoughts that I still have today -- at work and at home. It was like someone wrote a book on me. It still seems like yesterday. Thanks, JR. ■

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Join CPKN's quarterly mailing list to get the latest information on new releases and free learning events.

Just email your name and mailing address to [info@cpkn.ca](mailto:info@cpkn.ca).

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web [www.cpkn.ca](http://www.cpkn.ca)  
tel 1-866-357-CPKN  
email [info@cpkn.ca](mailto:info@cpkn.ca)

## NEW FREE LEARNING & EVALUATION EVENT:

### OCCUPATIONAL HEALTH & SAFETY: SUPERVISOR

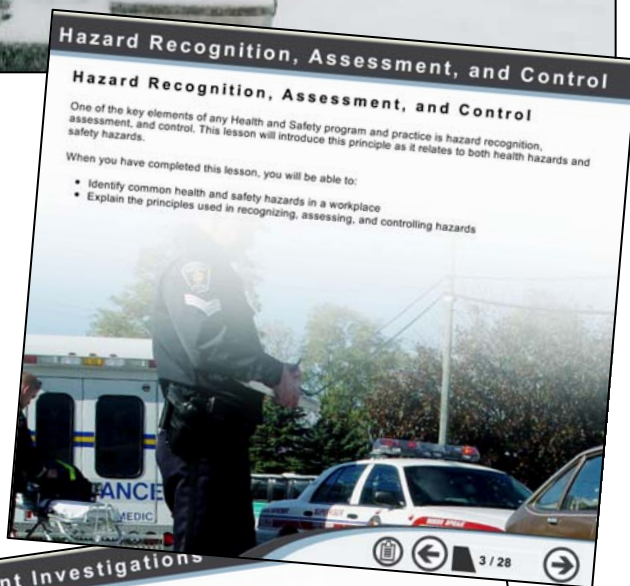


CPKN, in association with the Police Sector Council, has released *Occupational Health & Safety: Supervisor* as a Learning & Evaluation event. Free access will be open to all Canadian police and law enforcement personnel until **May 31, 2011**.

Developed in collaboration with the Public Services Health and Safety Association, *Occupational Health & Safety: Supervisor* is a 2 hour course designed to help police supervisors understand how health and safety is integrated into emergency and non-emergency events, including the work conducted at the police facility. This course will assist the police supervisors in achieving the ultimate goal of protecting officers under their command. Visit [www.cpkn.ca](http://www.cpkn.ca) for details!

**Learning & Evaluation Events are open to all Canadian law enforcement personnel.**

Sponsored by the Police Sector Council, these courses represent priority training needs as identified by the Canadian police community. These events also form a critical component of CPKN's research agenda whereby learner feedback is collected through mandatory surveys and other evaluative methods.



## BC's Domestic Violence Training Customized for Alberta, Manitoba

Recently, at the request of the RCMP, CPKN customized the *Evidence-based, Risk-focused Domestic Violence Investigations* course for use in Alberta and Manitoba. These modified versions will be available to all police officers throughout those regions.

First released in the fall of 2009 as part of a mandatory training initiative for all frontline police and their supervisors in BC, this course focuses on identifying potential risk factors that may be present in domestic violence cases. It also emphasizes the use of a collaborative, proactive approach to manage victim safety. Subject matter experts from the RCMP in Alberta and Manitoba worked with CPKN to adapt the content to reflect the protocols and policies within those jurisdictions.

"The content in the original version of this course offered an ideal foundation for training our members," says Sgt. Beth Campbell, subject matter expert from K division. "After modifying it to include Alberta -specific legislation, tools, guidelines, and policies, it will be delivered as mandatory training for RCMP officers throughout the province who are responsible for the response, supervision, and review of DV investigations."

S/Sgt. Gerry Kerr, subject matter expert for the Manitoba version, stated that all frontline officers in that province are encouraged to review the course. Though it is not mandatory training for RCMP members in Manitoba, it will be a pre-requisite for various investigational and operational courses.

While the course is delivered to RCMP members via AGORA, the RCMP's internal learning system, the BC, Alberta, and Manitoba specific versions can also be accessed by municipal services via CPKN. Officers outside of these jurisdictions may also request access to any of these versions.

"This is a great example of how the CPKN network is reducing duplication of effort among Canadian police agencies," says Nadine Sutcliffe, VP and Manager of Operations at CPKN. "By sharing existing content, police services are saving significant time and money on core training matter." ■

**While this course has been customized for RCMP in Alberta and Manitoba, it is also available to municipal services in those provinces and other jurisdictions.**



## New PSC Courses Selected for 2011/2012

As a result of CPKN's annual Course Selection Process, three new courses have been selected for development as part of the Police Sector Council's national e-learning initiative; an additional two courses are undergoing further review. These courses represent about half of the new titles that will be added to CPKN's catalogue in 2011/2012.

During the April 2011 to March 2012 period, CPKN will develop training on **Personal Protection Strategy, Items of Religious Significance**, and **Introduction to Courtroom Testimony**. Funded by the Police Sector Council, these courses will be delivered in both French and English and, on release, will be offered as free Learning & Evaluation events to the Canadian police and law enforcement communities for a four month period.

Peel Regional Police Service will be the Content Provider for *Personal Protection Strategy* which will assist police, fire, emergency medical service workers and justice service workers in protecting themselves from communicable diseases that may exist within their overlapping work environments. With content provided by the Toronto Police Service, *Items of Religious Significance* will explore the issues associated with search and possible seizure of various religious articles that are prevalent in Canada's multi-cultural society. York Regional Police will provide the content for the *Courtroom Testimony* course which will focus on courtroom etiquette, testimony, and proceedings for new police officers.

*Internet Social Networking* and *Frontline Supervisor* are also being considered for potential development. Additional information (i.e. subject matter expert availability, scope of content for a national audience, etc.) is currently being gathered on these topics. Confirmation on the final two courses is expected in the spring of 2011.

(con'd on Pg. 7)



## Results from *Preventing Officer-involved Collisions* Free Learning Event

During the four month Learning & Evaluation period for this course, **11,489** learners from municipal, provincial, RCMP and other law enforcement agencies successfully completed this course.

In 2,999 post-course surveys, learners reported:

- **80%** of respondents agreed or strongly agreed that they **learned new skills** in this course that they could apply to their jobs;
- **76%** agreed/strongly agreed that they believed that they will be **more effective in their job** as a result of taking this course;
- **91%** stated that **online learning worked well** for them.

Comments from learners included:

*"Excellent course that addresses the cognitive aspect of driving which is too often overlooked in police driver training..."*

*"The interactive scenarios were an excellent example for young drivers using cell and texting while driving."*

*"I learned new information and how to pay attention to my driving more diligently; never too old to learn."*

A copy of the full evaluation report is available by contacting CPKN at [info@cpkn.ca](mailto:info@cpkn.ca).

## Get in on the Discussion! Join CPKN Trainers' Forum

As an outcome of the 2010 Stanhope Conference, CPKN recently created a new online forum for trainers, managers, and other decision-makers from Canadian police and law enforcement agencies. This virtual community will be a place where members can discuss current e-learning issues, best practices, challenges, and solutions. To join:

1. Visit **www.cpkn.ca**;
2. Click on **'Register'** in the Trainers' Forum section (lower left screen);
3. Click on the **'Register an Account'** link (above the Username/Password fields);
4. Enter the requested data and click on **'I Agree'** at the bottom of the screen.

Please note, this forum is intended for the Canadian police/law enforcement community. All registration requests must be approved by the Forum moderator. Once approved, join in on existing discussion threads, or start your own!



### February's Discussion Topic:

**What is the greatest barrier to delivering e-learning in your service or agency?**

The screenshot shows the CPKN Trainers' Forum homepage. At the top left are the logos for the Canadian Police Knowledge Network and the Réseau Canadien du Savoir Policier. The main heading is 'TRAINERS' FORUM'. Below this is a navigation menu with links for HOME, HELP, SEARCH, PROFILE, MY MESSAGES, CALENDAR, MEMBERS, and LOGOUT. A user greeting 'Hello acjackson' is visible, along with message and unread post counts. A search bar is present on the right. A welcome message states: 'Welcome to CPKN's Trainers' Forum. This space is a collaborative working environment for trainers, developers, and managers to discuss the latest issues in e-learning for the Canadian law enforcement community. Please register below.' At the bottom right of the forum area, it says '7 Posts in 5 Topics - by 24 Members - Latest Member: Jad'.

you are here: CPKN Trainers' Forum » General Category » General Discussion

Pages: [1] [MARK READ](#) [NOTIFY](#) [NEW TOPIC](#) [NEW POLL](#)

	Subject	Started by	Replies	Views	Last post
	Police training costs	simonpare	0	11	January 05, 2011, 09:06:09 AM by simonpare
	Harmonized Police Training: Elusive Goal Or the Future of Policing	bperry	0	14	December 08, 2010, 03:12:31 PM by bperry
	Subject Matter Expert for Internet Social Networking	nadine.sutcliffe	2	18	December 08, 2010, 12:30:47 PM by nadine.sutcliffe



Recently, CPKN was very pleased to host Linda Alexander, James Paulsen, and Doug Pritchard (seated) from the RCMP's Pacific Region Training Centre. During their visit, they met with members of CPKN's Instructional Design, Design & Development, and Strategic Initiatives teams to discuss e-learning production capabilities and processes. As a result, it is expected that it will be easier to deliver PRTC-developed courses on CPKN's infrastructure. PRTC has made several of its courses available to CPKN, including *Major Event Security* which will be released in February 2011.

## New PSC Courses, con'd from Pg. 5

These courses were selected from a pool of eleven topics that were submitted, reviewed, and voted on by the police community. Votes were collected from twenty-nine policing organizations which ranked each topic according to relevance, priority, and risk. These agencies also provided estimations on numbers of potential users. CPKN's National Advisory Group, which consists of police training professionals, practitioners, and decision-makers from the policing sector, were tasked with making the final selections.

"During final deliberations, the Advisory Group has to balance voting results with the business case for CPKN," says Bill Gibson, CPKN Manager of Strategic Initiatives, who oversees the Course Selection Process. "These courses represent significant investments for the Police Sector Council, for the Content Provider agencies, and for CPKN -- they have to be relevant as well as enduring."

Since 2007, the Police Sector Council has funded the development of fifteen nationally applicable courses for Canada's police and law enforcement communities. To date, more than 22,000 learners have successfully completed these courses via CPKN. Thousands more have accessed these courses on independent learning platforms, such as the RCMP's AGORA and OPP Learn. ■

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POLICIER**

Established in 2004, CPKN is Canada's leading not-for-profit provider of online training solutions for police and law enforcement. Working with subject matter experts from police services, training academies, and other sector organizations across Canada, CPKN develops, delivers, and supports highly effective and cost-efficient e-learning solutions to meet the needs of frontline personnel.

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**Point. Click. Learn.** is published electronically on a quarterly basis by the Canadian Police Knowledge Network. To submit contributions, or make suggestions for future articles, please contact CPKN.

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