



Barrhaven BIA Safety and Security Program

HOW TO ADVOCATE FOR MORE POLICE PRESENCE AND SERVICE IN BARRHAVEN

- **OPS annual budget surveys.**
 - As these are issued, we will share them broadly with member businesses and property managers to fill out.
- **Email Councillors and the Mayor.**
 - As the BBIA collects information from our members and community groups through regular engagement, we will call on all to communicate our common concerns as well.
- **Coordinate and assist with public delegations.**
 - Encourage, facilitate and coordinate various groups to attend city and OPS committee meetings to present and support arguments for more policing.
- **REPORT ALL INCIDENTS ONLINE AT [OTTAWAPOLICE.CA](https://ottawapolice.ca) , NO MATTER HOW FREQUENT OR SMALL, OR BY MAKING A CALL.**



Ottawa Police Service
MAKE THE RIGHT CALL
ONLINE + BY PHONE
ottawapolice.ca





ONLINE REPORTING

Don't wait on the phone, save time and use our online reporting service for non-emergency reports such as:

- Theft (excluding theft of passports)
- Theft from Vehicle
- Traffic Complaints
- Mischief/ Damage to Property
- Drug Complaints
- Fraud Complaints

REACH US BY PHONE

Some incidents require an officer in person, while other reports can be taken over the phone by a Police Reporting Unit Agent.

9-1-1 for emergency

For non-emergency reports:
613-236-1222
TTY 613-232-1123
service for the Deaf, Deafened and Hard of Hearing



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CAM SAFE PROGRAM - NEW!

- CAMSafe is a voluntary registry where residents and businesses can provide their contact details and indicate their willingness to share recorded security footage with police when needed. This modernized approach to community safety is a new version of Neighbourhood Watch and aims to create a valuable resource for law enforcement agencies across Ontario.
- The program strictly maintains privacy and security. The database, accessible only by police, contains basic contact details and camera locations—officers do not have access to live footage. Registrants retain full control over their participation and can update or remove their information at any time.
- When a crime occurs, officers can consult CAMSafe to identify registered cameras in the vicinity. The system provides a screenshot of the camera's perspective that registrants upload when signing up, enabling officers to determine whether relevant footage may be available. If so, police will reach out to the registrant to request video evidence that could aid in the investigation.
- For more information on CAMSafe, please visit ottawapolice.ca/camsafe or email camsafe@ottawapolice.ca.
- Register at camsafe.ca/register.

COMMUNITY YOUTH UNIT

- This new OPS program brings businesses, malls and schools together in a partnership approach. Youth will be held accountable with a focus on proactively identifying and addressing root issues to end re-offending.

AGENT STATUS PROGRAM

- For dealing with youth, social and other issues we urge you to apply for Agent Status. The Agent Status program gives OPS officers the authority from you—the property owner—to prohibit entry to your premises or property and, when necessary, remove someone from your property under the Trespass to Property Act.
- Fill out our form and then email it to agentstatus@ottawapolice.ca
- Commercial business and residential property owners, landlords and property managers can register for the Agent Status program. You will get a sticker to attach to the front of the building to notify officers that you are enrolled in the program.
- If you are a tenant, talk to your landlord about signing up for the program.
- Having agent status allows officers to enter your building or property to remove unwanted persons. It also gives them the authority to conduct proactive patrols when time and resources allow. This will enhance the safety and security of your building and the quality of life for your tenants.



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RETAIL SAFETY AND SECURITY GUIDE

- The Retail Council of Canada (RCC) worked with OACP Community Safety & Crime Prevention Committee, Workplace Safety & Prevention Services to release an updated version of the Retail Safety & Security Guide. [See the full report here.](#)
- The BBIA will summarize the document from the ON Association of Chiefs of Police, and provide an overview to all property managers and business operators in Barrhaven at our upcoming BBIA Property Owners meeting. [Please contact us to RSVP.](#)

CRIME STATS

- BBIA will generate quarterly reports for Barrhaven for circulation to local property and business owners/operators. Contact us for a year-over-year stats analysis for Barrhaven commercial areas.

BUSINESS NEIGHBOURHOOD WATCH - NEW!

- This is a new initiative of the OPS. Members will be assigned to a sign-in portal specific to their area for timely access to and sharing of information.

CPTED FOR SMALLER BUSINESSES

- This program is ideal for SMEs and is also a great resource for crime-proofing the outside of your building, such as ideal camera placement and more!
- Similar to the Neighbourhood Watch residential program, it focuses on how to create a commercial environment that deters retail crime.
- Watch for additional information on the program coming soon in our newsletters to local businesses and at our Property Owners' meetings.
- For tips, [visit the OPS crime prevention page.](#)

SOCIAL PROGRAMS

- Help us assist local police and social agencies in addressing homelessness, mental health, addiction and other social issues in Barrhaven.
- See Appendix A for more information about who we are connecting with.



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GRAFFITI REMOVAL

The BBIA is offering a new program for our members in 2025. Barrhaven commercial property owners/managers may report graffiti and the City will remove it and the BBIA will recover the costs from our Anti-Graffiti Program Agreement grant.

Here is how it will work:

- Graffiti should be reported to the following links:
 - Graffiti - Public property - Offensive
 - **Click on “City”** and provide request details and service location
 - Graffiti - Public property - Vandalism
 - **Click on “City”** and provide request details and service location
- This sends a notification directly to the Graffiti Supervisor and Crew Leader and when it is urgent, such as hate or offensive graffiti, it will also send a notification to the “On Call” contact.
- Teams are available Monday to Friday to remove graffiti within a 24-hour response time after the service request is received.
- The removal teams are on call during weekends for the removal of hate and offensive graffiti. They will respond within 12 hours after the police investigation is completed. The Graffiti team is usually on-site within 2 hours.
- Graffiti removal may be performed at the City’s discretion for up to 10 feet from ground level.
- Request for graffiti removal higher than 10 feet from the ground level might need additional equipment. This would be at an additional cost and would be discussed with the BIA for approval, before proceeding with the removal.
- The city will provide pre and post photos of all graffiti tags removed along with measurements.
- City removal for graffiti on unpainted surfaces such as brick and bare concrete is to be washed with environment-friendly chemicals.
- Paint matching will be provided for painted surfaces. The city uses 100% acrylic paint.
- City staff (Supervisor or Crew Leader) will provide a monthly report to the Barrhaven BIA of graffiti removed in the BIA area as soon as a financial report is received from the Finance Services Department (NOTE: there may be a delay of a few weeks). The report will show the address, date, type of surface cleaned, square footage, cost, and a before and after picture of all the graffiti.
- During an emergency on weekends, if a paint “cover-up” is required the city may paint the affected area with the closest colour available to hide the graffiti, then return on regular hours to colour match and fix the affected area.





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APPENDIX A: SOCIAL ORGANIZATIONS SERVICING BARRHAVEN

Barrhaven has a number of social organizations and services that help support its residents. These groups typically focus on community development, social services, youth programs, and more. Here are some key organizations servicing the Barrhaven area:

BARRHAVEN FOOD CUPBOARD

- **Mission:** Provides emergency food assistance to residents in need within Barrhaven and surrounding areas.
- **Services:** They offer food hampers, and during holidays, they provide special food baskets. Volunteers are also crucial in helping to run the service.

THE NEPEAN, RIDEAU & OSGOOD COMMUNITY RESOURCE CENTRE (NROCRC)

- **Mission:** This center serves the communities of Nepean, Rideau, and Osgoode, including Barrhaven.
- **Services:** They offer a wide range of programs including youth services, mental health support, family services, and settlement programs for newcomers. The center also offers programs for seniors, employment resources, and community development initiatives.

OTTAWA PUBLIC HEALTH

- **Mission:** Provides health services to all communities within Ottawa, including Barrhaven.
- **Services:** Offers immunization clinics, health promotion programs, mental health resources, and family health services. They also work on promoting public health awareness through community outreach.

THE SALVATION ARMY

- **Mission:** The Salvation Army is at work in more than 130 countries. In Canada, The Salvation Army began its operations in 1882 and has grown to become one of the largest direct providers of social services in the country.
- **Services:** The Salvation Army Outreach & Housing Services Team operates 2 to 3 vehicles with teams of two, available up to 21 hours a day, from the hours of 6AM- 3AM. In extreme cold warnings, these hours are extended to 24 hours a day. These highly trained team members specialize in supporting those who are experiencing homelessness and living rough on the streets. The team is committed to Housing First, working with individuals to ensure they are safe and can access the support they need, including warming centres and emergency shelters. In collaboration with other local agencies, The Salvation Army Outreach and Housing Services team is there to assist any individual in need. If you are concerned about someone who may be at risk, please call 311 for immediate assistance.
 - What can the team support in:
 - transportation to staffed locations (hospitals, drop- ins and shelters)
 - provision of life saving winter supplies, should someone decide to sleep outdoors
 - supporting in wellness calls from community members/ businesses
 - diversion from OPS and EMS
 - long term housing supports
 - Visit them online at: <http://www.ottawaboothcentre.org/?ID=56>