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Our current understanding of organized crime is often based on popular fiction and biographies of retired and reformed gangsters. Increasingly, however, we know these interpretations to be misleading. Popularized accounts of organized crime desensitize the public to its true nature and impact. Organized crime is seen to operate in a world of its own, with little consequence to communities and their citizens. But the reality of organized crime in Ontario is far different: it is present in almost every facet of society and affects the daily lives of Ontarians.

This report aims to expose organized crime in Ontario: to cast a light on the shadows in which it operates. It attempts to reveal the manner in which organized crime functions, the criminal markets in which it is involved, and its very real societal consequences for the Province and its citizens. It is the hope of the OACP that a public equipped with an enhanced understanding of organized crime will be better equipped to take precautionary measures, and more willing and able to help Ontario law enforcement fight this problem. Although it cannot likely be eliminated, organized crime and its impacts can be significantly lessened in Ontario if law enforcement works hand-in-hand with the public.

The following section of this report addresses some common beliefs about organized crime, particularly regarding its structure, composition, methods of operation, activities, and motivations. The third section, which forms the bulk of this report, provides an overview of some key organized crime issues. Issue-areas are supplemented by information on associated socio-economic costs, emerging trends and phenomena, and recent law enforcement investigations and projects. In addition, tips are included on how the public can help identify crimes and how citizens can help further educate themselves about particular criminal markets. The conclusion emphasizes the important role that the public plays in helping Ontario law enforcement mitigate the threat of organized crime.
The Ontario Association of Chiefs of Police (OACP), composed of 1,300 members, is the voice of Ontario’s police leaders, representing the 30,000 sworn and civilian members of police services across the Province. The Association’s members maintain a global perspective by going beyond Provincial issues to address national and international concerns.

The OACP’s philosophy is to promote competent administration of policing services, to coordinate police training and education, to provide a timely and efficient flow of information to its members, and to address membership concerns and priorities through a unified voice to government. The Association continually strives to increase the efficiency of law enforcement agencies as they protect and serve the people of Ontario.

OACP committees focus the work of the Association on key priorities, emerging issues, and the development of best practices. The Organized Crime Committee was established in 1999 to design effective solutions to the threat to our communities posed by criminal organizations. Currently chaired by Chief William Blair of the Toronto Police Service, the Committee encourages proactive partnerships and information sharing by police agencies, government, and other groups.

For many people, the words “organized crime” bring to mind the gangster stereotypes presented by the entertainment industry. We have become so accustomed to associating those words with movies and works of fiction that the subject now seems somehow unreal, and certainly far removed from the daily lives of ordinary citizens.

The truth is, however, that organized crime affects our families, our communities, and our Province in various ways and many people simply don’t recognize it when they see it. Increasingly, we are hearing about credit and ATM card fraud, mortgage fraud, marihuana grow operations, drug trafficking, street gangs, and automobile theft. Not only do we hear or read about these events in the media, but too often, we hear of friends and colleagues who have been victimized. The Ontario Association of Chiefs of Police strongly believes that organized crime groups are responsible for the majority of these crimes and it is incumbent upon us as law enforcement leaders to ensure that we are doing everything in our power to educate our citizens and to seek their assistance in identifying and disrupting the criminal groups responsible.

Law enforcement in Ontario has an excellent record of work against organized crime. In the past year alone, major investigations focused on identified criminal groups have resulted in several significant arrests and seizures of weapons, drugs, and financial assets. Complex and costly investigations into mortgage fraud, identity theft, street gangs, outlaw motorcycle gangs, and drug trafficking have resulted in numerous convictions. But there is still much work to be done. Every Ontario citizen can play an important supporting role to law enforcement in reducing the impact of organized crime in our communities.

In preparing “Out of the Shadows,” the goal of the OACP is to raise public awareness of today’s organized crime: what it looks like, who is doing it and what you, as a member of the public, can do to protect yourself and your community. In addition, it is hoped that you can learn more about how you can assist your local law enforcement agency.

The OACP and The Communities We Serve
As Ontario’s police leaders, OACP members believe that community safety is a shared responsibility. Our police officers know that for crime prevention and community-based approaches to take hold, police must work closely with government decision-makers, police services boards, and community groups.

Whether we call it crime prevention, community mobilization, or intelligence-led policing, OACP members work to balance the allocation of resources in a manner that continues to support community development and mobilization, encourages partnerships in law enforcement and crime prevention, and promotes personal and professional education, strategic planning, and organizational change among police leaders in the Province.

Our police services are dedicated to serving and meeting the changing needs of the communities we serve, thus contributing to the safety, health, and prosperity of all Ontarians.

www.oacp.on.ca

Terry McLaren
Chief, Peterborough-Lakefield Community Police Service
President, Ontario Association of Chiefs of Police (OACP)
The magnitude, scope, and sophistication of organized crime in the 21st century demand that an equally sophisticated crime-fighting strategy be developed by law enforcement – one that is long-term, intelligence driven, and involves the public.

The OACP and, specifically, its Organized Crime Committee, has long recognized that partnership among police services and other enforcement agencies at the federal, provincial and municipal levels is essential to combating organized crime. Cooperation and information sharing with police services in other provinces over the years has proven to be a valuable resource, particularly in tracking crime trends.

Today, policing is faced with organized criminals and criminal activity that know no national or international borders. Organized crime has no respect for community safety, and its impact on the community is more evident than ever before. Neighbourhoods are affected by marihuana grow houses that pose a direct threat as potential fire and safety hazards, and street gangs have brought violence and guns into communities, some of which are already struggling with socio-economic challenges.

It is our hope that this document will raise awareness of the seriousness of organized crime in Ontario. Each of us has a role to play, and the first step is understanding.

Ontarians are confident that their communities are safe and secure thanks to the efforts of the Ontario Association of Chiefs of Police (OACP) and the men and women in law enforcement who combat organized crime in the Province. Provincial leaders are aware of organized crime’s impact on Ontario, and have developed numerous initiatives to support law enforcement in its efforts to fight organized crime.

Despite our successes, we cannot afford to rest on our laurels. There are nearly 800 organized crime groups currently operating in Canada, many of them in Ontario. No Ontario community – no matter how big or small – is immune to the threats of these organizations. More than ever before, law enforcement agencies need to collaborate and develop innovative ways to combat organized crime.

Criminals in the 21st century are sophisticated. The resources and opportunities available to criminals operating in our society have increased dramatically as has the magnitude of their profits. Modern technology allows them to commit crimes that know no borders. And technology is allowing criminals to expand into broader areas, such as identity theft and credit-card fraud. As a result, we need to be smarter and use our resources in a more strategic fashion.

Ontarians must understand that their communities and daily lives are constantly impacted by the influence of organized crime. Organized crime can be found virtually anywhere there is profit to be made from criminal ventures, and ordinary Ontarians pay the price – through higher insurance rates or retail prices, for example.

For that reason, I support the efforts of the OACP in providing a public report on organized crime. The OACP plays an integral leadership role in the detection and disruption of organized crime. I welcome this opportunity to thank the OACP and the law enforcement community for what they accomplish every day.

William S. (Bill) Blair
Chief, Toronto Police Service
Chair, OACP Organized Crime Committee

Jay C. Hope
Commissioner of Community Safety, Ministry of Community Safety and Correctional Services
THE (TRUE) NATURE OF ORGANIZED CRIME IN ONTARIO

Public perception of the nature of organized crime is mainly derived from popular culture. Although there is some reality to caricatures portrayed in movies and fiction, organized crime appears in many forms, varying in its structure, composition, methods of operation, activities, and motivations.

ORGANIZED CRIME’S STRUCTURE

A widespread misconception about organized crime is that its structure is based on hierarchy. Some organized crime in Ontario is, in fact, characterized by strict chains of command, clear allocation of tasks, internal codes of conduct, relatively static leadership roles, and other factors typical of hierarchies. For example, some of Ontario’s Outlaw Motorcycle Gangs (OMGs) resemble hierarchies.

The structure of much of Ontario’s organized crime, however, is better described as a network than a hierarchy. These networks can operate in many different ways. Criminal networks are characterized by, among other things, changing leadership and membership, and varying alliances. Individuals working within particular criminal networks may not regard themselves as members of a criminal organization, and may not be perceived by outsiders as operating within a criminal organization. Nevertheless, these networks come together in a series of criminal projects and display a measure of organization that allows them to achieve results beyond what each individual could achieve by working alone.

Globalization and rapid technological advances have contributed to the complexity and variety of criminal networks. Organized crime is not limited by political boundaries and electronic communication has facilitated rapid connections among international criminal networks.

DID YOU KNOW?

What is Organized Crime?

CANADA’S CRIMINAL CODE DEFINITION

Section 467.1 (1) of the Criminal Code of Canada states that a “criminal organization” means a group, however organized, that:

(a) is composed of three or more persons in or outside Canada; and

(b) has as one of its main purposes or main activities the facilitation or commission of one or more serious offences that, if committed, would likely result in the direct or indirect receipt of a material benefit, including a financial benefit, by the group or by any of the persons who constitute the group.

It does not include a group of persons that forms randomly for the immediate commission of a single offence.”

UNITED NATIONS DEFINITION

Article 2 (a) of the United Nations Convention Against Transnational Organized Crime states that an “Organized criminal group” shall mean a structured group of three or more persons, existing for a period of time and acting in concert with the aim of committing one or more serious crimes or offences established in accordance with this Convention, in order to obtain, directly or indirectly, a financial or other material benefit.”

DID YOU KNOW?

Clarifying the term “mafia”

The term “mafia” is often used interchangeably with “organized crime.” Mafia actually refers to the Sicilian Cosa Nostra of Italy, and is also commonly used to describe an American criminal organization comprised of American Sicilians and Americans of Sicilian Heritage.
Organized crime’s composition

Popular culture often depicts organized crime as uniform, based on strong kinship bonds, ethnic ties, or other forms of social identity. This portrayal is not entirely inaccurate: organized crime in Ontario is often centred on particular social identities. However, this description also misses an important and possibly expanding trend toward diversity in Ontario’s organized crime. Numerous individual criminal organizations operating in Ontario include members from a range of ethno-cultural and socio-economic backgrounds. And while certain criminal organizations are composed of persons of the same ethnicity or culture, they often exchange illicit goods and services with criminal organizations composed of differing ethno-cultural backgrounds.

Popular culture also depicts organized crime as a male bastion, with women having no significant role. Although organized crime in Ontario does remain male-dominated, the role of women has expanded and some women have taken leadership roles in criminal organizations in Ontario.

Historical examples of organized crime in Ontario

Although organized crime’s prominence has increased in recent times, it is not new to Ontario. In the late 1850s/early 1860s, the Brook’s Bush Gang, a notorious group of highwaymen, preyed on residents in the Markham area. The Brook’s Bush Gang was implicated in the abduction and murder of John Sheridan Hogan, a distinguished member of Ontario’s legislature.

In the early 1900s, La Mano Nera – Italian for the Black Hand – reportedly operated in the Hamilton area. The Black Hand, which had existed in the U.S. since at least the 1890s, was implicated in numerous extortions in Ontario. Typically, a ransom letter threatening bodily harm was sent to a victim, marked with a hand imprinted in black ink.

In the 1920s, the Purple Gang, a ruthless Detroit-based criminal organization, was involved in smuggling alcohol across Lake Erie. This violent gang controlled large segments of alcohol smuggling operations in the Detroit-Windsor area for seventeen years, with an estimated annual income of $250 million.

Organized crime’s modus operandi

Popular characterizations of organized crime typically portray it as inherently violent. It is true that organized crime in Ontario sometimes uses violence or the threat of violence to enforce its contracts, discipline its members, and generally achieve its organizational objectives. Ontario’s street gangs, which form a portion of the Province’s organized crime problem, often use violence to demonstrate their power to neighbourhood rivals.

But the reality of organized crime in Ontario is often far less dramatic. Business expertise and interpersonal skills (e.g., networking and negotiation skills) are at least as important as violence in achieving its goals. If the ability to exert influence through the threat of violence is a sign of sophistication in organized crime, so too is the ability to launder proceeds of crime through legitimate businesses and, more generally, the ability to escape the attention of law enforcement by blending into law-abiding society. The profits organized crime seeks are just as easily achieved through a range of activities that are far less spectacular than violence.

Organized crime is also sometimes depicted in popular culture as having long-term goals and detailed plans. Some criminal organizations in Ontario have developed such long-term plans. In reality, however, much of organized crime in Ontario is opportunistic, seizing chances, wherever and whenever they arise, with little to no thought as to how their actions might fit into a larger plan.
**ORGANIZED CRIME’S ACTIVITIES**

In addition to portraying organized crime as inherently violent, popular culture also often suggests its involvement with drug trafficking and weapons smuggling.

Drug trafficking is, in fact, the mainstay of Ontario’s organized crime, but its interests and activities are diverse. Economic crime, fraud, and cyber crime are also attractive to organized crime because they are more difficult to detect and can carry more lenient sentencing upon conviction. Ontario organized crime is involved in an increasingly wide range of criminal activity.

**ORGANIZED CRIME’S MOTIVATION**

Organized crime is motivated by several factors, the primary one of which is financial gain. An important secondary factor is the mystique of power and influence that accompanies organized crime. On these fronts, popular culture is entirely accurate in its portrayal of organized crime figures who are obsessed with the accumulation of wealth, prestige, and power. In the case of street gangs, organized crime groups can also provide an identity and a sense of belonging to some alienated youth.

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**Reported Criminal Activities of Organized Crime in Ontario, 2006**

- Aggravated assault • Armed robbery • Assault
- Police assault • Assault with a weapon • ATM thefts
- Attempted murder • B & E • Bookmaking
- Bootlegging • Conspiracy to murder • Corruption
- Counterfeit (currency, passports, credit cards)
- Drug Importation • Drug production • Extortion
- Fencing stolen property • Financial facilitation
- Forgery (identification) • Fraud (real estate, insurance, forged trademarks, credit cards, telephone cards)
- Gaming/Gambling • Home invasion • Illegal alcohol sales
- Intimidation • Loan sharking • Mischief
- Money laundering • Murder • Police obstruction
- Pornography • Possession of stolen property
- Property damage • Prostitution • Robbery
- Sexual assault • Smuggling (human, goods, tobacco)
- Stock manipulation • Telecommunications theft
- Theft • Trafficking (contraband, drugs, firearms, humans)
- Unlawful assembly • Uttering threats • Vehicle theft
- Weapons offenses

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**Did You Know?**

**Organized Crime and Terrorism**

Typically, organized crime is motivated by profit, whereas terrorism is motivated by political, social, or religious objectives. However, terrorist groups can involve themselves directly in organized crime in order to finance their objectives and can form connections with autonomous organized crime groups for the same purpose.

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**Organized Crime in Ontario Consists Largely of Fluid Networks That Are Diverse in Composition, Uses a Wide Variety of Methods to Engage in an Array of Criminal Activities, and Offers More to Its Members Than Simply Financial Gain.**
KEY ISSUES

DRUGS
VIOLENCE, GUNS, AND GANGS
eCRIME
FRAUD
THEFT
COMMERCIAL CRIME
MONEY LAUNDERING
HUMAN EXPLOITATION
DRUGS

The production, distribution, and sale of illicit drugs is the primary activity of organized crime in Ontario. A vast majority of Ontario-based organized crime groups identified over the past five years have been involved to some extent in the illicit drug trade. Ontario organized crime supplies illicit drugs to the domestic market in the Province, and also exports illicit drugs to other Canadian provinces and some foreign nations.

MARIHUANA

Ontario organized crime is heavily involved in the production and trafficking of marihuana. Although some marihuana is grown for domestic consumption, a large portion is grown for export to other Canadian provinces, the United States, and other foreign countries.

Indoor marihuana grow operations have become increasingly prominent in Ontario in recent years. Indoor marihuana grows are easier to conceal from police than outdoor grows, and, unlike outdoor grows, indoor grow operations are able to harvest crops year-round. In addition, indoor grows can produce marihuana with a higher concentration of THC (tetrahydrocannabinol), which provides the drug’s ‘high.’ Indoor marihuana grow operations have been found in a wide variety of Ontario buildings, including suburban homes, high-density apartments, and industrial warehouses.

TAKING ACTION

In May 2006, Joint Forces Project MASDINERO dismantled a drug operation that saw $5 million in marihuana sold across the Canada-U.S. border. Cocaine purchased with the profits was returned to Canada for sale.

Indoor marihuana growing operations can have serious consequences for the health and safety of Ontarians. The humid environment of a growing area can produce toxic levels of mould, and unsafe electrical wiring used to fuel the high-power growing lamps creates fire risks. In addition, in order to protect their crops, marihuana growers sometimes ‘booby trap’ their grow operations, presenting a serious threat to law enforcement and the public. Neighbourhoods are at risk when rival crime groups attempt to invade a grow house in order to “rip off” a marihuana crop. Along with adults who tend to the crops, police routinely find children living in indoor marihuana grow operations.

Grow operations also represent an economic burden to Ontario. The high-power grow lamps used by indoor marihuana grow operators require large amounts of electricity. Grow operators will often try to steal the required electricity in order to avoid detection and to save money. Indoor marihuana grow operations in Ontario steal millions of dollars of electricity per year.2 Ontario’s citizens ultimately absorb the cost of this theft.

Although Ontario organized crime has turned largely to indoor marihuana grows, large-scale outdoor grows have reappeared in rural and remote areas in Ontario in the past two years. Several of these involving thou-

40.4% of Ontarians over the age of 15 have tried marihuana in their lifetime.1

How to Spot an Indoor Marihuana Grow Operation

House has appearance of not being lived in: Many grow operations do not have people living inside them.

Unusual visitor behaviour: Inconsistencies in visitors to and from the residence; ranging from no visitors, giving the appearance of seclusion, to frequent visitors for short time periods.

Covered windows: Covered with white plastic, heavy curtains pressed against the windows, or blinds that are tightly shut and pressed against the windows. These window coverings will never be opened.

Condensation: Humidity inside a grow room is approximately 65% with temperatures above 30 degrees Celsius. These conditions cause condensation on windows and walls that result in mould, mildew, and rot.

Odours: Skunk-like odour mixed with a sweet vegetative smell or the unique smell of rotting cabbage. Also, the odour of mothballs or fabric softener is frequently utilized to mask the smell of the operation.

Sounds: The sounds of humming fans can be heard because the air inside the growing rooms needs to be vented outside. The air may be vented through the chimney, into the attic, or even into the sewer system. In addition, the sounds of construction late at night could be an indicator.

Localized power surges: Neighbourhood residences experience unexplained power surges or power “browning” (decrease of power which dims lights and slows down appliance use) with the return of normal power flow approximately twelve hours later.

“Beware of Dog” or “Guard Dog on Duty” signs: Used to deter trespassing, and protect against theft and detection by police.

History of premises: Residence and/or commercial premises have been used as marihuana grow operations in the past. Many of these rental properties are known among the criminal element as having been used for growing marijuana, and are repeatedly used.

Props to deflect any attention by neighbours and police: Outdoor and/or indoor lights, radio and/or TV on for 24 hours, flyers left in mailbox or on the front steps, children’s toys & bikes outside without children living or seen at the residence, realty signs posted on front lawn.

Source: Ottawa Police Service

TAKING ACTION

In 2005, the Government of Ontario enacted Bill 128, the Law Enforcement and Forfeited Property Management Statute Law Amendment Act, to curtail marihuana grow operations by enabling criminal asset disposal, and requiring municipalities to inspect buildings.
METHAMPHETAMINE

Methamphetamine is a powerful stimulant that speeds up the body's central nervous system. Methamphetamine is an extremely addictive drug, producing a 'high' that can last up to twelve hours. Chronic use of methamphetamine can lead to external sores on the body, psychotic symptoms, inflammation of the heart lining, elevated blood pressure, damage to small blood vessels in the brain, and other health effects. Methamphetamine is a man-made chemical compound, created by means of a hazardous 'cooking' process. While most of the ingredients (known as precursor chemicals) are available in Ontario retail stores (e.g., pseudoephedrine is extracted from cold medications), large quantities are sometimes supplied via international shipments.

Methamphetamine appears to be increasingly prevalent in Ontario. Production is reported to be on the rise; hazardous clandestine laboratories have been discovered across southwestern Ontario and demand for methamphetamine appears to be increasing. There is also an observed trend away from the use of powdered methamphetamine toward more potent crystal methamphetamine. Crystal methamphetamine is injected, inhaled through the nose, or smoked, and its purity creates an intense high that can boost energy levels, produce euphoric effects, and increase sex drive. However, it is a highly addictive form of the drug, and causes the user to binge and then crash, neglect all other aspects of life, and often not sleep for days.

Although methamphetamine abuse is not yet as epidemic in Ontario as it is in the U.S., or even in western

COCAINE

In addition to marihuana production, Ontario organized crime is also heavily involved in the distribution and sale of cocaine. Of particular concern is organized crime's involvement in the trafficking of "crack," a highly addictive, smokeable derivative of powdered cocaine. Crack was popular for a period in the 1980s and appears to have made a resurgence in recent years in Ontario.

Crack is made by dissolving powdered cocaine in water and adding ammonia or baking powder to create a salt rock solid. Users then heat the "rocks" until they turn to vapour, which is inhaled through a pipe. Smoking crack produces an immediate 'high,' much more intense but shorter lived than powdered cocaine. This is followed by a lengthy crash period, where users feel physically ill and have intense cravings for the drug. Repeated use can cause anxiety disorders, seizures, and respiratory problems. Crack addiction can bankrupt the user, who may turn to street crimes to fund his or her drug habit.

Many organized crime groups in Ontario are involved in the importation and distribution of powdered cocaine. Ontario’s street gangs are often responsible for the production and street-level sale of crack. Crack cocaine is prevalent in nearly every region across Ontario, and police Province-wide attribute a good deal of street-level crime – break-and-enters, robberies, assaults, etc. – to the consumption and sale of this drug.
Canada, the Province may be on the brink of a much more widespread problem. The problem with methamphetamine in the southwestern and northeastern U.S. is reason for great concern. Further, if events unfold as they have elsewhere, Ontario law enforcement can expect to see organized crime become more involved in methamphetamine production and trafficking.

ECSTASY

Ecstasy is a synthetic drug popular with youth, particularly those involved in the “rave” culture. Ecstasy is usually sold as tablets that are swallowed. These tablets often come in bright colours and are stamped with a logo – an attempt by drug producers and traffickers to brand their product and market it by increasing its appeal. Up until a few years ago, Ontario obtained most of its Ecstasy supply from overseas. Although some Ecstasy is still imported from Europe, it is a drug that is increasingly produced in Canada. Ecstasy labs in Ontario now produce enough of the drug to supply local markets as well as other North American and overseas markets. Ontario organized crime is involved in the production, trafficking, and export of Ecstasy.

HEROIN AND “HILLBILLY HEROIN”

Criminal organizations continue to import heroin into Ontario from traditional source countries in Southeast Asia, Southwest Asia, and South America, though demand remains relatively low and stable. However, there are increasing reports of abuse of hillbilly heroin, which refers to oxycodone (generally sold as the prescription drug OxyContin®). Used improperly – crushed to remove the timed-release coating and then snorted or ingested – it has heroin-like effects. Abuse of oxycodone in Ontario, especially in northern areas, is accompanied by pharmacy break-ins and robberies and by a second-hand market in legal prescriptions.
Violence is the primary tool used by street gangs to achieve their objectives. They use violence in a relatively unsophisticated, often wanton manner as a demonstration of power and influence to rival gangs and fellow gang members. Although the general public is not usually targeted by street gangs, the reckless nature of the violence has made it an issue of significant public concern, as innocent bystanders have been victims of street gang-fuelled violence. Moreover, street gangs sometimes use violence to intimidate members of the public.

In the summer of 2005, Toronto experienced 52 homicides involving firearms, bringing the twin issues of gun crime and street gangs to the forefront for law enforcement, policymakers, and the public. Toronto has experienced previous episodes of gun-related homicides, but especially troubling about that summer was that it appears to have extended a general upward trend in gun-related violence fuelled by street gangs.

In 2006, Toronto benefited from a reduction in gang-related homicides involving firearms, but this has been accompanied by an increase in gang-related activity in the GTA and urban centres throughout the Province. Increasingly, it appears, Toronto and GTA-based street gangs are traveling to smaller urban centres across Ontario to conduct business and seek out new criminal opportunities.

Typically, street gangs use handguns and other firearms to conduct their violence. Street gangs obtain their illicit supply of firearms from both domestic and foreign sources. Domestically, weapons are stolen from stores that supply firearms and from persons with private fire-

Gang-Related Homicides in Ontario

Source: Statistics Canada

* 2005 statistic includes “suspected” gang-related homicides.
Key Provincial Initiatives on Guns and Gangs

Provincial Operations Centre. A state-of-the-art facility to better allow for the co-ordination of investigations and prosecutions of gun- and gang-related offences.

Expanded Guns and Gangs Task Force. The task force includes police officers, Crown prosecutors and staff from the Victim/Witness Assistance Program who work together from the first day of an investigation.

Expanded Provincial Weapons Enforcement Unit (PWEU). An additional fifteen OPP officers assigned to PWEU.

Funding for Policing in High-Priority Areas. Toronto Police Service has been provided with $5 million in funding for the Toronto Anti-Violence Intervention Strategy (TAVIS). The funding also includes $2 million for security cameras at strategic locations and the expansion of police capacity to obtain wiretap and search warrants.

Major Crime Courts. These courts are designed to increase the criminal justice system’s capacity to respond to large-scale prosecutions. Three new judges have been appointed.

1,000 Additional Police Officers. Nine hundred and ninety-eight officers already on duty.

Additional Probation and Parole Officers. Twelve new probation officers to be hired to conduct risk assessments on individuals accused of gun and/or gang offences.

Centre of Forensic Sciences. Increase funding has been provided to expand the Centre’s capacity to conduct the examination of firearms, ammunition, and ammunition components, as well as forensic analysis.

No Deals for Gun Offenders. Ontario Crown prosecutors are instructed not to withdraw or plea-bargain firearms-related offences, save for exceptional cases.

Witness Protection Program. Ontario’s program has been improved to encourage more community members to come forward.

Community Impact Evidence. Tougher sentences are being sought by finding ways to bring forward evidence on the community impact of guns and gangs.

“Causes of Crime” Strategies. A range of strategies, such as the Youth Opportunities Strategy and the Down with Guns Program, that address the social root causes of the guns and gangs problem.

Lobbying Federal Government. To impose a reverse onus for bail on gun crimes, implement a handgun ban, and set more severe penalties for breach of bail conditions.

Funding Outside Toronto. Over six million to expand an anti-guns and gangs and anti-violence intervention program to several communities outside of Toronto.

arm collections. In January 2006, for instance, 23 handguns were stolen from an Ontario firearm collector. The thieves left behind 30 other shotguns and rifles, an indication that the break-and-enter was perpetrated by street gang members who generally prefer handguns.

Foreign sources of illicit firearms usually consist of handguns smuggled in from the United States. The 2006 Toronto Police Service initiative called Project XXX, which targeted North Etobicoke-based street gang Jamestown Crew, revealed multiple instances of firearms being smuggled into Ontario from the United States.

What are Street Gangs?

Street gangs are self-formed groups of persons that engage in antisocial and/or criminal behaviour, especially trafficking drugs. They can be loosely knit or well-organized with established codes of conduct. Street gangs also offer youth a sense of belonging where this may be otherwise lacking in regular life. Street gangs are often comprised of juveniles and young adults, although leadership roles can be held by older individuals.
OUTLAW MOTORCYCLE GANGS

Street gangs are not the only form of organized crime responsible for violent crime in the Province. Outlaw Motorcycle Gangs (OMGs) also possess a demonstrated ability and willingness to engage in violence. It is not uncommon for OMGs to use firearms and other weapons to protect their drug supplies, as well as to threaten potential rivals and enforce discipline.

Unlike street gangs, OMGs typically use violence in a more calculated and judicious manner. OMGs often possess enough clout that they can persuade victims through the mere threat of violence. They are capable of severe violence against rivals as well as against their own members. In April 2006, eight persons associated to an OMG were executed in a small southwestern Ontario town.

In recent years, Ontario law enforcement has made important strides against OMGs in the Province. For instance, in April 2003, Project SHIRLEA concluded with the execution of 83 search warrants in pre-dawn raids across Ontario and Quebec. In total, fourteen OMG members and 64 associates were arrested and charged with a total of 409 criminal charges including drug, weapons and property-related offences. In addition to seizing large quantities of cocaine, marihuana, and prescrip-

DID YOU KNOW?

What are Outlaw Motorcycle Gangs (OMGs)?

OMGs generally consist of well-organized groups of individuals who ride motorcycles and engage in illegal activity to support their lifestyle. OMGs are often considered “1%ers,” suggesting a percentage of motorcycle enthusiasts that choose a lawless lifestyle. Rigid chains of command and strict codes of conduct are typical of OMGs. OMG members often wear their ‘colours’ (patches or other paraphernalia with the gang’s emblem) in order to identify themselves, and in order to intimidate rival gang members and members of the public. Violence, or its threat, is a core component of OMG activity.

WHAT YOU CAN DO

If you suspect illegal biker activity, call the Outlaw Biker Hotline: 1-877-660-4321 (24 hours a day, 7 days a week)

TAKING ACTION

The Biker Enforcement Unit (BEU) is a Joint Forces Operation (JFO) created in June 1998, at that point known as the Provincial Special Squad. The BEU is comprised of seventeen municipal agencies, the RCMP, and Criminal Intelligence Service Ontario (CISO), partnered with its lead agency, the Ontario Provincial Police. The BEU is committed to curtailing the organized crime activities of outlaw motorcycle gangs through shared policing expertise, and to providing quality service, awareness, and assistance to communities, justice sector partners, and stakeholders.
Using Organized Crime Legislation to Fight Gangs

In July 2005, an Ontario court rendered a verdict in what was the first real test of Canada’s 2002 anti-gang legislation. This legislation makes it an offence to commit a crime “for the benefit of, at the direction of, or in association with a criminal organization.” The Ontario court ruled that a particular OMG was indeed a criminal organization and that two persons had acted “in association” with this criminal organization. Although the 2002 legislation continues to be tested in various Canadian courts, the 2005 ruling represents a significant step forward in the effort against organized crime.

In addition to using the 2002 legislation to combat OMGs, Ontario law enforcement and Crown counsel from the Ministry of the Attorney General are attempting to use it to help fight the scourge of street gangs. In January 2007, for the first time in Canada, five members of a Montreal-based street gang were found guilty of committing crimes for the benefit of a criminal organization.

Despite significant steps to battle Ontario’s gangs, gang-fuelled violence continues to be an important problem. The use of violence by OMGs and street gangs in particular continues to be a focal point for Ontario law enforcement.

While guns and gangs continue to be a priority, other aspects of organized crime-related violence also continue to be closely monitored. Organized crime throughout the Province is engaged in a range of violent activity that warrants attention, including extortions, home invasions, “car jackings,” assaults, and robbery.

Although OMGs and street gangs represent different forms of organized crime, there are important linkages. For instance, OMGs sometimes use street gangs to insulate themselves from law enforcement by assigning street gangs to low-level criminal activities that are more vulnerable to law enforcement initiatives. In addition, street gangs sometimes structure themselves after OMGs and aim to achieve a similar level of sophistication in their operations.
The Internet has created new types of fraudulent activity and facilitated a range of existing frauds. An example of fraud that is facilitated by the Internet is the ‘419 fraud,’ which refers to unsolicited communications, often by email, which are sent to persons offering fraudulent business opportunities. These frauds often originate from West Africa – Nigeria, in particular – and are called 419 frauds because Section 419 of the Nigerian Criminal Code criminalizes this activity. The fraudulent business opportunity usually involves the victim advancing payment in order to secure a large sum of money that, of course, never materializes. From 2000 to June 2006, Phonebusters received 332 reports from Ontario citizens claiming losses totalling over $12.5 million from 419 scams.

One of the most-discussed forms of fraud facilitated by the Internet is identity theft, which occurs when someone uses another person’s identification, without his or her knowledge or consent. Identity theft has emerged as a significant area of concern to Ontario law enforcement, costing Ontario citizens millions of dollars each year, and fueling organized crime activity.

There are several methods by which the Internet facilitates identity theft. A common method is called ‘phishing,’ a term that refers to email messages that trick users into submitting detailed personal, financial, or password data. These emails and spoofed websites often ask for information such as credit card numbers, bank account information, social insurance numbers, and passwords that will be used to commit fraud. For instance, a victim might receive an email that appears to be from his or her bank. The email might inform the victim that...
A 2004 survey concludes that four percent of Canadians – or, 200,000 persons – have divulged personal information as victims of phishing scams.

Source: Visa Canada

the bank needs to update personal banking information and provide a link to what looks like a legitimate web site. The web site, however, is not legitimate, and the personal banking information that the victim enters is collected by the phishers and used to commit fraud.

The extent to which organized crime is involved in phishing is largely unknown. There are no known reports of Ontario-based organized crime phishing activity. However, law enforcement and Internet-security experts worldwide report that organized crime is perpetrating at least part of this activity, and possibly an increasing portion. Much of the organized crime activity is believed to be based in Eastern Europe and Russia, although organized crime from many areas of the world has been implicated.

WHAT YOU CAN DO

www.phonebusters.com
1-888-495-8501

PhoneBusters is a national anti-fraud call centre jointly operated by the Ontario Provincial Police and the Royal Canadian Mounted Police.

Some measures you can take to avoid phishing schemes:

• Protect your computer with anti-virus software, spyware filters, e-mail filters, and firewall programs, and make sure that they are regularly updated.

• Ensure that your Internet browser is up to date and security patches applied.

• Be suspicious of any e-mail with urgent requests for personal financial information or threats of termination of online accounts.

• When contacting your financial institution, use only channels that you know from independent sources are reliable (e.g., information on your bank card, hard-copy correspondence, or monthly account statement), and do not rely on links contained in e-mails, even if the web address appears to be correct.

• Always ensure that you are using a secure website when submitting credit card or other sensitive information via your Web browser.

• Regularly check your bank, credit and debit card statements to ensure that all transactions are legitimate.


Phonebusters: Reported Identity Theft Statistics for Ontario*

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<th>Year</th>
<th>Number of Reported Incidents</th>
<th>Value of Reported Losses (CAD)</th>
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<tr>
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</table>

* These statistics are for Phonebusters only. Identity theft incidents reported to individual police agencies are not reflected in these figures.
FRAUD, THEFT, COMMERCIAL CRIME, AND MONEY LAUNDERING

Organized crime is involved in a wide spectrum of fraud, theft, commercial crime, and money laundering, which often carries lower risks and more lenient sentences than drug crimes, and can be even more profitable. These activities are the mainstay of some forms of organized crime in Ontario, while others engage in them only to supplement income from other crimes and/or to facilitate these crimes.

MONEY LAUNDERING

Organized crime can generate large amounts of cash. In order to mask its origin and avoid the suspicion of law enforcement and financial authorities, specialized techniques known as ‘money laundering’ are used to legitimize these proceeds.

The Financial Transactions and Reports Analysis Centre of Canada (FINTRAC) discovered roughly $4.75 billion in transactions relating to money-laundering schemes in Canada in 2006.3

PAYMENT CARD FRAUD

Organized crime uses numerous methods to commit credit- and debit-card fraud, which is believed to cost Ontario citizens millions of dollars per year.4 These methods can be fairly straightforward, such as stealing credit cards and purchasing items by forging the card holder’s name. But methods can also be highly complex, involving computerized devices that read, or “skim,” the magnetic strip on the back of a payment card and specialized equipment for producing counterfeit payment cards, including their holograms.

DID YOU KNOW?

Select Money Laundering Techniques

- “SMURFING” – Smurfing is possibly the most common money laundering method. It involves many individuals who deposit cash or buy bank drafts in amounts under $10,000.

- CURRENCY EXCHANGES – Currency exchanges provide a service that permits individuals to buy foreign currency that can then be transported out of the country. Money can also be wired to offshore bank accounts anywhere in the world by these exchanges.

- ASSET PURCHASES WITH BULK CASH – Money launderers purchase big-ticket items such as cars, boats, or real estate.

Source: RCMP

ON ALERT

Financial institutions in Canada are planning to introduce new microchip technology in credit and debit cards by the year 2010, with test runs starting in 2007. The microchip technology is considered to be far more secure than the current magnetic stripe technology. Ontario law enforcement is monitoring this development to determine how organized crime will react.

4 In 2005 in Canada, VISA and MasterCard wrote off over $168 million dollars due to credit-card fraud alone.
INSURANCE FRAUD

Organized crime is involved in several different forms of insurance fraud, a term that generally refers to the act of making false insurance claims. Common schemes involve inflating the cost of a claim or making false automobile accident claims, as well as fabricating medical conditions and pharmaceutical expenses. Organized crime sometimes enlists the services of professionals, such as doctors, lawyers, or auto-body repair persons, in order to perpetrate these crimes. Insurance fraud impacts insurance companies, policyholders, taxpayers and the general public, who absorb losses through increased insurance rates, higher taxes, and inflated prices for consumer goods and services. It is estimated that insurance fraud costs Canadians $1.3 billion annually.5

MORTGAGE FRAUD

Mortgage fraud is the deliberate use of misstatements or misrepresentations to fund, purchase, or secure a home loan. A common type of mortgage fraud in Canada is ‘appraisal fraud,’ in which a property buyer inflates the value of a property in order to secure a disproportionately large mortgage, then either defaults on the loan or sells the property among associates with the value of the property increasing with each sale. ‘Title fraud’ occurs when a fraudster assumes the identity of a homeowner, and uses the stolen identity to pose as the homeowner. The perpetrator is then able to assume the title on the home, sell the property, or obtain a mortgage on that property or other properties in the homeowner’s name.

MASS-MARKETING FRAUD

Mass-marketing fraud refers to fraudulent prize and lottery schemes, credit card protection/approval schemes, loan offers, and investment offers. From 2000 to 2006, Phonebusters reported over $42 million in losses to Ontario citizens related to fraudulent prize, lottery, vacation, and auction schemes. In 2005, U.S. citizens lodged nearly 4,000 complaints against Ontario-based companies relating to prize and lottery frauds.5 Senior citizens and other vulnerable members of society are often targeted in mass-marketing fraud schemes.

In 2007, the Ontario Securities Commission launched a new law enforcement unit to combat “pump-and-dump” schemes. In pump-and-dump schemes, fraudsters use aggressive marketing techniques to sell shares in companies making dubious claims about their worth. Once the price of the company goes up, fraudsters dump their own shares in the companies they are promoting, pocketing the profits. Whereas in the past fraudsters would often promote securities by telephone marketing, many have now turned to spam emails.

EDUCATE YOURSELF

Real Estate Fraud
See Ministry of Government Services Website for more details: www.msg.gov.on.ca Learn what real estate fraud is and how to avoid being victimized.

Ministry of Government Services, Government of Ontario

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TOBACCO SMUGGLING

Each year, tens-of-millions of dollars worth of illegal tobacco products are sold in Ontario. Tobacco products are considered illegal if they are not marked as required by law, or if applicable taxes and duties have not been paid. Typically, the illegal trade in tobacco involves smuggled and counterfeit cigarettes, which are sold illegally on the street and in shops across the Province.

The societal costs of illegal tobacco trafficking are many. The sale of illegal cigarettes deprives government coffers of tax revenue. In 2006, the RCMP alone seized 190,485 cartons of cigarettes, which equates to roughly $4 million in lost federal tax revenue, and roughly $4.5 million in lost provincial tax revenue. In the 2005-2006 fiscal year, a single seizure by the Ontario Ministry of Finance’s Special Investigations Branch yielded 11,400 cartons – over two million contraband cigarettes, worth over a quarter of a million dollars in provincial taxes alone. Ultimately, this tax burden is shared by all society, as government raises other taxes to compensate. A less expensive, tax-free product also encourages smoking, an activity known to pose serious health risks that could increase the burden on Ontario’s healthcare system.

Inexpensive cigarettes might be especially appealing to low-income groups, including youth. In addition, the illegal tobacco trade creates unfair competition for whole-salers and retailers who do play by the rules. Finally, organized crime uses proceeds from illegal tobacco sales to fund other criminal activity. Illegal tobacco sales in Ontario, for instance, have been linked to cross-border marihuana trafficking to the United States.

Ontarians are encouraged to be on the lookout for, and report to police, public sale of the following:

- Cigarette packages that do not have yellow “tear strips.” Other than on First Nations Territories, only cigarette packages with yellow tear strips can be sold legally in Ontario.
- Cigarette packages without Health Canada warnings.
- Tobacco products marked as “export only.” Export-only tobacco cannot be legally sold in Canada.
- Tobacco products with misspellings.
- Tobacco products with all-English labels.
- Tobacco products without a “Canada Droit Acquitte – Duty Paid” label.
How do I know if the product I’m buying is counterfeit?

Some indicators to watch for:
• the price is much lower than average
• spelling mistakes on the product or packaging
• products normally sold in packages being sold individually
• shoddy appearance of the product or package
• products (particularly electrical products) that have no name brand

Contact your local police agency if you suspect counterfeiting.

Source: RCMP

INTELLECTUAL PROPERTY RIGHTS CRIME

Intellectual property rights (IPR) crime encompasses a wide range of counterfeiting and piracy offences, including patent, trademark, and copyright infringements. Over $1 billion is lost annually in Canada to IPR crime, but costs are not always solely monetary: the health and safety of citizens can also be jeopardized when, for instance, prescription drugs, electronics, power tools, children’s toys, or food items are counterfeited.

Movie piracy is an example of IPR crime. Movie pirates use camcorders to illegally film copies of popular movies, and then sell or distribute these bootleg recordings online and to dealers. Some movie industry experts claim that Canada has become a major centre for movie piracy. In May 2007, a major movie production company announced that it was canceling all Canadian preview screenings of upcoming releases, because of fears that Canadian movie pirates would illegally record and distribute its movies.

THEFT

Organized crime routinely engages in theft, both small- and large-scale. Ontario-based criminals are involved in a wide variety of thefts, including cargo theft, vehicle theft, and passport theft. Like any other market, the black market for stolen goods is driven by supply and demand. A recent rash of metal theft provides a good example of how criminals adapt quickly to market conditions. Over the past two years, the price of various metals such as copper has been driven up significantly by, among other factors, demand from China’s rapidly expanding economy. The steep rise in the price of metal has led to a rash of scrap metal thefts across Ontario and North America, as criminals look to cash in on the high prices they receive from scrap metal dealers. In addition to economic costs, these metal thefts sometimes pose health and safety risks. Metal thieves, for instance, have been targeting wire from Ontario’s hydro stations, jeopardizing not only their own safety but the safety of hydro workers as well.

EDUCATE YOURSELF

Go to the CISC web site at www.cisc.gc.ca to view this document.

OUT OF THE SHAD Ows: AN OVERVIEW OF ORGANIZED CRIME IN ONTARIO

DID YOU KNOW?

Who pays for auto theft?

• INSURERS: losses top $600 million per year, which adds $43 to every insurance policy8
• GOVERNMENT: an additional $400,000,000 for related health care, policing, and court costs8
• CITIZENS: inconvenienced by auto theft, casualties of staged auto accidents and accidents involving stolen vehicles
• YOUTH: lured into stealing cars on behalf of organized criminal groups

9 ibid
Ontario is home to organized crime groups who profit from the huge global market in trafficking human beings, and to its victims. This crime involves exploitation, primarily of women and children, and can take many forms. Its victims may be either forcefully taken from their homes and countries, willingly recruited for a false purpose, or believe they are purchasing transport overseas, only to find themselves confined and abused. They are told that they owe a debt to their captors for overseas travel costs, documents, and room and board, and are held until the debt is repaid. These ‘debts’ can range into the tens of thousands of dollars, and grow daily with fees charged by their captors.

Many of the young women who are victims of this crime are forced to work in the sex trade. Large-scale operations housing young women forced into prostitution and pornography can be concealed behind businesses such as salons, rehabilitation centres, holistic centres, and massage parlours. Others are made to work as forced labourers in sweatshops, or in the drug trade. Victims of this crime are rarely able to seek help; they may fear deportation, violence, and threats to the safety of their family back home.

The Criminal Code of Canada was amended in 2005 to create the indictable offences of trafficking in persons, profiting from trafficking, and concealing evidence of trafficking. Under the new law, human trafficking involves recruiting, transporting, transferring, receiving, holding, concealing or harbouring a person, or exercising control or influence over their movements for the purpose of exploiting them or facilitating their exploitation.

**DID YOU KNOW?**

**Human smuggling is different from human trafficking.**

In the case of smuggling, money is paid for human transport and entry into another country, but upon arrival, the relationship between the smuggler and the individual ends. Human trafficking, in contrast, maintains an exploitative relationship long after the victim’s arrival.

**DID YOU KNOW?**

...of the estimated 600,000 to 800,000 men, women, and children trafficked across international borders each year, approximately 80 percent are women and girls and up to 50 percent are minors.

*U.S. Department of State, Trafficking in Persons Report, 2005*
Another example of human exploitation occurs when a Canadian travels overseas for sex with a minor: an offence known as “sex tourism.” Sex tourism is a crime in Canada, and the federal child sex tourism law enacted in June 2002 has now been used to convict and sentence a Canadian for sex tourism while in Cambodia.

Exploitation of minors also occurs by creating, viewing, and sharing child pornography, a crime frequently engaged in over the Internet. The Criminal Code of Canada makes an offence of visual forms of child pornography and written forms that explicitly promote sex with minors. Organized involvement in Internet-based child pornography is a growing concern. Sharing networks with multinational participants have been identified, including one chat room where people gathered to view and create live video of child molestation. Ontario and other Canadian law enforcement agencies cooperated in that 2006 investigation, which saw participants in the U.S. charged with criminal conspiracy, due to the cooperative nature of the crime.

The Internet has also facilitated child luring, another form of human exploitation. Typically, child luring occurs when an individual, masking their true identity, engages children or teenagers in online chat room discussions in order to gain their trust. The individual eventually arranges to meet them the victim in person with the intent of sexually exploiting them. In 2002, Canada officially criminalized the act of using electronic communications with a person believed to be a child for the purpose of facilitating the commission of sexual offences.

Although criminal organizations are not typically involved in child luring per se, there are organized elements to this crime. For instance, individuals involved in child pornography often share files and might also share information on which chat rooms and individuals to target for exploitation.

Ontario law enforcement is working hard to prevent child pornography and child luring. In 2003, the Toronto Police Service partnered with Microsoft Corporation to develop the Child Exploitation Tracking System (CETS). This groundbreaking software facilitates investigations into online child exploitation by enabling police to develop connections and leads they would not otherwise be able to make. Since its inception, other law enforcement in Ontario, Canada, and throughout the world have adopted and helped to further develop CETS.

### WHAT YOU CAN DO

Human trafficking typically involves exploiting a victim’s labour or services. **Are they victims?**

- **Are they doing the work promised and being paid what was promised?**
- **Are they being forced or pressured to work?**
- **Are they in possession of their papers/travel documents?**
- **Are they or their loved ones being threatened?**
- **Are they free to leave?**

Contact your local police agency if you suspect human trafficking.

*Source: RCMP*
Among some of the more challenging transformations facing Ontario law enforcement are the increasing fluidity and interconnectedness of organized crime, newfound abilities of organized crime to perpetrate crimes online, and the widening range of organized crime activities. These trends make the detection of organized crime by law enforcement more difficult. For instance, online criminal activity is more anonymous than traditional criminal activity. Ontario law enforcement would benefit from public cooperation in order to better identify and deter organized crime; to help cast a light on the shadows in which it operates.

Public participation, in turn, requires a better appreciation of organized crime in Ontario. The aim of this document has been to educate Ontarians on the true nature of organized crime and some of the key areas in which it is involved. The document is not meant to be a comprehensive exposé on organized crime in the Province, but rather something that will facilitate self-education and encourage the public to assist police where possible.

How can the public assist Ontario law enforcement in the fight against organized crime? Ontarians should never attempt to take police matters into their own hands. Instead, the public can help law enforcement simply by reporting crimes and suspicious activity, and by cooperating with law enforcement in its investigations. Law enforcement often pieces together small bits of information in order to build cases, identify trends, and solve crimes. What the public may perceive as a minor piece of information may in fact be extremely valuable to law enforcement.

The public is reminded that street-level crime is often connected, at some level, to organized crime. Knowledge about a street-level drug deal for instance, can ultimately help law enforcement identify the upper echelons of a criminal organization responsible for the production, importation, and/or distribution of that drug.

“Intelligence-led policing” is Ontario law enforcement’s policing model. At the core of the intelligence-led policing model is an attempt to be proactive, rather than reactive, in order to prevent high-level, large-scale criminal activity. By sharing information with Ontario law enforcement, the public has an important role to play in this proactive approach to policing.
An ounce of prevention is worth a pound of cure. To that end, the OACP encourages Ontarians to learn about how they can better stop themselves, family, and friends from becoming victims of crime. For more information on crime prevention, please visit the Ontario Provincial Police’s Crime Prevention website:

www.opp.ca/Community/CrimePrevention/index.htm

**EDUCATE YOURSELF**

**WHAT YOU CAN DO**

**Crime Stoppers**

There are presently 39 Crime Stoppers programs servicing the Province of Ontario. These programs effectively pool the resources of the police, community, and local media in the fight against crime.

You may contact Crime Stoppers from anywhere in Ontario, at 1-800-222-8477 (T.I.P.S.).
We value any comments or suggestions you might have regarding this document and invite you to contact:

The Ontario Association of Chiefs of Police
40 College Street, Suite 605, Toronto, Ontario M5G 2J3
Tel: 416-926-0424 Fax: 416-926-0436 Email: oacp@oacp.on.ca