

# Waterloo Regional Police Service Boosts Hiring, Improves Resiliency

Calian Psychological Services helps WRPS exceed targets and promote workplace wellness

## Psychological Services Key Performance Indicators

Law enforcement agencies have been relying on Calian for high-quality pre- and post-employment assessments for decades. Here are the average metrics from Waterloo Regional Police Service during a six-month period\*:

Referral to test date

**4 days**

Test date to interview

**2.8 days**

Referral to final determination

**8 days**

Percentage pre-employment

**71%**

Percentage safeguarding

**29%**

Percentage of rush candidates

**24%**

*\*Based on data collected between February 9 and August 31, 2021*

## The Situation

The Waterloo Regional Police Service (WRPS) provides policing services for the Regional Municipality of Waterloo in Ontario, comprised of the cities of Kitchener, Cambridge and Waterloo, as well as the townships of North Dumfries, Wellesley, Wilmot and Woolwich.

As the seventh-largest police service in the province, it has 1,118 members (776 sworn and 342 civilian) and provides services to a population of more than 600,000 residents. Committed to improving public safety and quality of life in the local community, WRPS fosters a culture of health and wellness for its members.

## The Challenge

Faced with increasing demand for policing services, WRPS needed to ramp up hiring while maintaining the highest quality of recruits. In 2018, WRPS launched a new strategy for replacing retiring officers and set a target to hire an additional 47 officers. New recruits needed to be resilient and ready to cope with the challenging demands of policing. At the same time, demand for psychological services for existing members was increasing beyond their existing capacity.

## The Solution

WRPS partnered with Calian to accelerate their psychological testing process and selection of high-quality candidates. Calian testing protocols not only evaluate candidates' mental health suitability but also assess their strengths and weaknesses on multiple competencies required by police work. An expanding wellness check-in program was also required to assess members' ongoing adjustments to the stressors of the job and offer counselling. This approach aligned with safeguarding principles to improve retention and reduce injuries.

## Mental Health & Wellness Support

With a network of more than 30 clinical psychologists and testing centres in 17 cities across Canada, Calian has been a trusted provider of psychological assessments and wellness services for law enforcement agencies for 40+ years. Coordinated by Chief Psychologists Dr. Christine Courbasson (Canada East) and Dr. William Barker (Canada West), Calian has provided more than 20,000 assessments for psychological readiness of new recruits in the past 10 years. The company's legally defensible proprietary assessment framework, clinical expertise and mental health programs provide comprehensive support for the entire lifecycle of law enforcement service.



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Following the initial assessment of policing candidates, Calian provided recommendations for hiring. Each hired recruit was scheduled for an annual wellness check. The Calian team assisted WRPS in reviewing training notes to include in it. All check-in sessions were coordinated by Calian with a clinical psychologist.

## The Result

By partnering with the Calian Psychological Services team, WRPS was able to exceed its hiring targets and foster a workplace culture that highlights health and wellness.

Not only was WRPS able to find high-quality candidates able to thrive in a policing environment, it substantially expedited the number of recruits processed per month. “We had to hire 25 recruits for the upcoming class, which is one of the largest cohorts in WRPS history,” says Recruiting Sergeant Marco Jardim. “With Calian, we met our target and more than doubled the number of recruits we were previously able to process.”

Molly Kimpel, Director of Human Resources at WRPS, says the Calian assessment framework and clinical expertise were tremendous assets in processing new recruits. “The simplified assessment report with the rating scales is easy to digest and it cuts my time in half,” she says. “Calian’s customer service is second to none, and we never would have been able to hire the number of people we have without the company’s assistance.”

By offering a seamless recruit evaluation process, a wellness check-in program, and ready access to mental health services for its members, WRPS is developing a workplace culture essential for a resilient, healthy law enforcement community.

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