

Regional Police Service Boosts Hiring, Improves Resiliency

Calian Psychological Services helps police exceed targets and promote workplace wellness



Snapshot

Average metrics for pre- and post-employment assessments:

4 days

Referral to test date

2.8 days

Test date to interview

8 days

Referral to final determination

71%

Pre-employment

29%

Safeguarding

24%

Rush candidates

The Customer

One of the largest police services in Ontario, with more than 1,000 members (70 per cent sworn and 30 per cent civilian), serves a community of more than 600,000 residents.

Committed to improving public safety and quality of life in the local community, it fosters a culture of health and wellness for its members.

The Challenge

Faced with increasing demand for policing services, the customer needed to ramp up hiring while maintaining the highest quality of recruits. The organization launched a 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

The police service 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.

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 the customer in reviewing training notes to include in it. All check-in sessions were coordinated by Calian with a clinical psychologist.

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

The Result

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

Not only was the customer 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 our history," says the recruiting sergeant. "With Calian, we met our target and more than doubled the number of recruits we were previously able to process."

The customer's director of human resources 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 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, the police service is developing a workplace culture essential for a resilient, healthy law enforcement community.

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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.

Learn more about Calian Psychological Services:
calian.com/solutions/psychological-services



About Calian

We keep the world moving forward. Calian® helps people communicate, innovate, learn and lead safe and healthy lives. Every day, our employees live our values of customer commitment, integrity, innovation and teamwork to engineer reliable solutions that solve complex problems. That's Confidence. Engineered. A stable and growing 40-year company, we are headquartered in Ottawa with offices and projects spanning North American, European and international markets.

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