OTTAWA POLICE SERVICE BOARD

POLICY MANUAL

NOVEMBER 2026

OTTAWA POLICE SERVICE BOARD POLICY MANUAL

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INTRODUCTION: THE BOARD'S LEGISLATIVE OBLIGATIONS

The legislated mandate and responsibilities of police services boards in the Province of Ontario are established by the Province and set out in: the Ontario *Police Services Act*; the *Adequacy and Effectiveness of Police Services Regulation* (O.Reg.3/99); and the corresponding *Ministry Policing Standards*. The most relevant sections of the *Act* and the *Regulation* are reproduced below.

The policies contained in this Manual address the mandated responsibilities established by the Province, as well as other matters on which the Ottawa Police Services Board has deemed it desirable to adopt policies. Policies in Chapter 1 are designed to assist the Board in conducting its own business as effectively as possible, while the policies set out in Chapters 2, 3 and 4 provide the Board's direction to the Chief of Police.

Mandated Responsibilities of the Police Services Board:
POLICE SERVICES ACT

Section 31

Responsibilities of boards

31.(1) A board is responsible for the provision of adequate and effective police services in the municipality and shall:

(a) appoint the members of the municipal police force;

(b) generally determine, after consultation with the chief of police, objectives and priorities with respect to police services in the municipality;

(c) establish policies for the effective management of the police force;

(d) recruit and appoint the chief of police and any deputy chief of police, and annually determine their remuneration and working conditions, taking their submissions into account;

(e) direct the chief of police and monitor his or her performance;

(f) establish policies respecting the disclosure by chiefs of police of personal information about individuals;

(g) receive regular reports from the chief of police on disclosures and decisions made under section 49 (secondary activities);

(h) establish guidelines with respect to the indemnification of members of the police force for legal costs under section 50;

(i) establish guidelines for dealing with complaints made under Part V;

(j) review the chief of police's administration of the complaints system under Part V and receive regular reports from the chief of police on his or her administration of the complaints system.

RESTRICTION

(3) The board may give orders and directions to the chief of police, but not to other members of the police force, and no individual member of the board shall give orders or directions to any member of the police force.

IDEM

(4) The board shall not direct the chief of police with respect to specific operational decisions or with respect to the day-to-day operation of the police force.

TRAINING OF BOARD MEMBERS

(5) The board shall ensure that its members undergo any training that the Solicitor General may provide or require.

RULES RE MANAGEMENT OF POLICE FORCE

(6) The board may, by by-law, make rules for the effective management of the police force.

(7) The board may establish guidelines consistent with section 49 for disclosing secondary activities and for deciding whether to permit such activities.

Section 63

BOARD TO REVIEW AND DISPOSE OF COMPLAINT

Sections 63(5) through (8) prescribe the Board's obligation to review a policy or service complaint previously dealt with by the chief of police, upon receiving a written request. *(Reference Board Complaints Policy)*

Section 69(1)

COMPLAINTS ABOUT CONDUCT OF CHIEF, DEPUTY CHIEF

69(1) prescribes the board's obligation to review every complaint referred to it by the Office of the Independent Police Review Director about the conduct of the municipal chief of police or a municipal deputy chief of police. (Reference Board Complaints Policy)

ADEQUACY AND EFFECTIVENESS OF POLICE SERVICES REGULATION (O. REG. 3/99)

Section 13(2) Every board shall establish a policy on the sharing of crime, call and public disorder analysis data and information on crime trends with its municipal council and with school boards, community organizations and groups, businesses and members of the public in the municipality it serves.

Section 30(1) Every board shall prepare a business plan for its police force at least once every three years.

Section 32(1) Every board shall enter into a protocol with its municipal council that addresses:

(a) the sharing of information with municipal council, including the type of information to be shared and the frequency for sharing such information;

(b) the dates by which the business plan and annual report shall be provided to municipal council;

(c) the responsibility for making public the business plan and annual report, and the dates by which the business plan and report must be made public;

(d) if the municipal council chooses, jointly determining, and participating in, the consultation processes for the development of the business plan.

Section 35 Every board and chief of police shall implement a quality assurance process relating to the delivery of adequate and effective police services, and compliance with the *Act* and its regulations.

TABLE GA-1 – POLICY NUMBER: GA-1 – BOARD MEMBER JOB DESCRIPTION

GA-1 BOARD MEMBER JOB DESCRIPTION	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario *Police Services Act, 1990*, and Ontario *Regulation 3/99 – Adequacy and Effectiveness of Police Services*
DATE APPROVED	25 September 2006
DATE REVIEWED	2007, 2010, 2013, 2017, 2023
DATES AMENDED	24 September 2007, 01 November 2010, 28 October 2013, 7 February 2017, TBD
DATE TO BE REVIEWED	2026
REPORTING REQUIREMENT	N/A

LEGISLATIVE REFERENCE / AUTHORITY

The *Ontario Police Services Act* and the *Adequacy and Effectiveness of Police Services Regulation* set out the responsibilities that must be fulfilled by a police services board in Ontario. The Ottawa Police Services Board has deemed it desirable to itemize these legislated responsibilities as part of a Board Member Job Description. The purpose of the Job Description is to provide a clear understanding of what is expected of Board members in the way of responsibilities, time commitment, level of involvement, required skills and attributes to assist both prospective and existing members of the Police Services Board in understanding the role of a Board member.

BOARD POLICY

SCOPE/ACCOUNTABILITIES

The Ottawa Police Services Board is legally responsible for the provision of adequate and effective police services in the City of Ottawa. The Board represents the public interest in determining appropriate organizational performance of the Ottawa Police Service, and in providing civilian oversight and governance of the activities of the Police Service.

TIME COMMITMENT

A significant time commitment is required from each member of the Board. In addition to regular public and in-camera monthly Board meetings held on the fourth Monday of the month and regular

meetings of the Board's four committees, there are occasionally community meetings, training opportunities, and numerous other events that Board members are invited to attend, such as recruit swearing-in ceremonies, police-community award ceremonies, media conferences, webinars, police association functions, meetings with representatives from other police services boards, and other special police events. Committee meetings usually occur during the day. While the time commitment required will vary for each Board member depending on individual level of participation, the committees they serve on, and how busy those committees are, a Board member can attend an average of 5-12 meetings/events per month, for an average time commitment of 40 hours per month. Approximately four hours per month is also required for reviewing agendas and other material.

DUTIES AND TIME COMMITMENT OF BOARD CHAIR AND VICE CHAIR

The position of Chair is one of significant responsibility, requiring a substantial personal commitment of time and resources. The position of Chair receives a higher level of compensation commensurate with the complexity and time requirements of the position.

The Board's Procedure By-Law contains a list of specific duties of the Chair. In addition to presiding at all meeting of the Board and setting the related agendas, the Chair also acts as the spokesperson for the Board, sits ex-officio as a Member of all Committees of the Board, signs all documents for an on behalf of the Board, and represents the Board at official functions. As a result of these additional duties, the Chair spends an additional 10 hours per week on Board business, over and above the previously stated average time commitment of 40 hours a month.

The Vice Chair acts for the Chair in the absence of the Chair.

TRAINING REQUIREMENTS

Members of police services boards in Ontario are required by legislation to take any training provided or required for them by the Ministry of the Solicitor General. In addition, the Ottawa Police Services Board has adopted a policy of pursuing excellence in governance through an ongoing commitment to training, education and development that requires all Board members to participate in orientation training and encourages them to attend two specific police governance conferences at least once in the first two years of their term.

RESPONSIBILITIES

In accordance with the Ontario *Police Services Act, 1990* and Ontario *Regulation 3/99 – Adequacy and Effectiveness of Police Services*, as well as their other responsibilities, police services board members are collectively required to:

(a) Appoint the members of the municipal police force;

(b) Generally determine, after consultation with the chief of police, objectives and priorities with respect to police services in the municipality;

(c) Establish policies for the effective management of the police force;

(d) Recruit and appoint the chief of police and any deputy chief of police, and annually determine their remuneration and working conditions, taking their submissions into account;

(e) Direct the chief of police and monitor his or her performance;

(f) Establish policies respecting the disclosure by chiefs of police of personal information about individuals;

(g) Receive regular reports from the chief of police on disclosures and decisions made under section 49 (secondary activities);

(h) Establish guidelines with respect to the indemnification of members of the police force for legal costs under section 50;

(i) Establish guidelines for dealing with complaints made by members of the public under Part V *(of the Police Services Act)*;

(j) Review the chief of police's administration of the complaints system under Part V and receive regular reports from the chief of police on his or her administration of the complaints system.

(k) Consider requests to review complaints about policies or services of the Police Service.

(l) Review complaints referred to the Board by the Office of the Independent Police Review Director about the conduct of the chief of police or a deputy chief.

(m) Determine and monitor the annual police service budget.

(n) Bargain in good faith with the associations representing police employees.

(o) Consider requests for reviews of employee grievances.

(p) Prepare a business plan/strategic plan for the police service at least once every three years.

(q) Implement a quality assurance process relating to the delivery of adequate and effective police services, and compliance with the *Act* and its regulations.

(r) Abide by the Code of Conduct for Members of Police Services Boards (*Ontario Regulation 421/97*).

RESTRICTIONS

In accordance with section 31(4) of the *Police Services Act*, the Board shall not direct the Chief of Police with respect to specific operational decisions or with respect to the day-to-day operation of the police force.

STATEMENT OF QUALIFICATIONS

EXPERIENCE	* Experience in one or more of the following fields: - business management - finance / budgetary - legal - governance - strategic planning - policy making - risk management / audit - municipal government - communications - human resources / labour relations

	- conflict resolution - information technology * Have served on other boards or governance bodies * Community outreach / leadership (or involvement)
LANGUAGE	* Oral fluency, reading and writing ability in English. * Fluency in French considered an asset.
KNOWLEDGE OF	* Responsibilities and functioning of a municipal police governing body * Public safety or law enforcement issues * Ottawa's social, cultural and political environments
ABILITIES	* Strong communication skills * Effective listener * Strong analytical skills * Strong decision-making skills * Exceptional interpersonal skills * Ability to interact cooperatively, effectively and efficiently with others
PERSONAL SUITABILITY	* Integrity and high ethical standards * Strong public service orientation * Values diversity

	* Discretion, objectivity and good judgement * Ability to meet time commitments of the job * Willingness to participate in ongoing training & development * Resident of the City of Ottawa * Criminal reference check required
ANNUAL REMUNERATION (not applicable to members of City Council)	$8,000 Board Member* **Additional remuneration is provided for non-Council Board Members elected to the role of Chair and Vice Chair*

TABLE GA-2 – POLICY NUMBER: GA-2 – POLICY NAME: BOARD COMPETENCY / SKILLS COMPOSITE

GA-2 BOARD COMPETENCY / SKILLS COMPOSITE	
LEGISLATIVE REFERENCE / AUTHORITY	N/A
DATE APPROVED	25 September 2006
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2020
REPORTING REQUIREMENT	N/A

BOARD POLICY

INTRODUCTION

To successfully achieve its mandate of providing sound governance and oversight to the Ottawa Police Service, Board members must collectively possess experience in a wide range of subjects, have the personal attributes necessary to function as part of a consensus-driven group, and be representative of the community the Board serves.

In an effort to ensure the Board collectively possesses the necessary skills, experience, attributes and representational factors, the Board has adopted a Competency / Skills Composite that sets out the desired minimum number of members the Board believes should possess each requirement.

Prior to vacancies coming up on the Board, the Board will assess its collective skills and compare them to the Competency/Skills Composite to identify gaps. The Board will then communicate to the appointing body or bodies the competencies needed to complete its composite.

BOARD COMPETENCY / SKILLS COMPOSITE

COMPETENCY	**Desired min. # of Members**
Experience / Background	
Business management	1
Strategic planning	1
Risk management / auditing	1

Financial literacy / accounting [1]	2
Human resources / labour relations	1
Legal	1
Governance	1
Knowledge of government	2
Knowledge of public safety or law enforcement issues	1
Previous OPSB experience (min. 2 years)	3
Served on other boards or governance bodies	3
Community outreach / leadership	1
Communications	1
Policy making	2
Information Technology	1
Skills	
Strong communication skills	All
Strong decision-maker	All
Consensus builder / team player	All
Effective listener	All
Strong analytical skills	All
Personal Attributes	
Integrity and high ethical standards	All

[1] Having the ability to read and understand a balance sheet, income statement and cash flow statement in accordance with the Canadian GAAP; having the ability to analyze and understand a full set of financial statements, including the notes attached thereto, in accordance with the Canadian GAAP.

Strong public service orientation	All
Respect for diversity	All
Discretion, objectivity and good judgement	All
Ability to meet time commitments	All
Willingness to participate in training	All
Active participant	All
Capable of wide perspective	All
Representational considerations	
Live in urban Ottawa	2
Live in suburban Ottawa	2
Live in rural Ottawa	1
Fluency in English & French	3
Women	2
Men	2
Member of diverse or ethnic community	1

Table GA-3 – Policy Number: GA-3 – Board Training

GA-3 BOARD TRAINING

GA-3 BOARD TRAINING	
LEGISLATIVE REFERENCE / AUTHORITY	*Community Safety and Policing Act*, *2019* section 35 *Accessibility for Ontarians with Disabilities Act*, S.O. 2005 and Integrated Accessibility Standards Regulation, O. Reg. 413-12
DATE APPROVED	27 February 2006, 26 October 2015, 25 March 2024
DATE REVIEWED	2007, 2010, 2012, 2013, 2015, 2016, 2018, 2024
DATES AMENDED	24 September 2007, 01 November 2010, 22 October 2012, 28 October 2013, 26 October 2015, 25 January 2016, 23 Apr 18, 25 March 2024
DATE TO BE REVIEWED	2027
REPORTING REQUIREMENT	Annual Report to Board

LEGISLATIVE REFERENCE / AUTHORITY

Section 35 of the *Community Safety and Policing Act, 2019* requires the Police Service Board to ensure that its members undergo any training that the Minister may provide or require.

The Integrated Accessibility Standards Regulation (IASR), O. Reg. 413-12 enacted under the *Accessibility for Ontarians with Disabilities Act,* S.O. 2005, requires all persons who deal with the public on behalf of the Ottawa Police Service Board or who are involved in Board policy development to receive training on accessibility standards as set out in the IASR.

The Ottawa Police Service Board recognizes the importance of pursuing excellence in governance through an ongoing commitment to training, education and development, and has adopted this policy to formalize training and ongoing learning requirements for its members.

This policy is also intended to ensure that all members of the Board are well informed, effective, and aligned with the principles of human rights, systemic racism awareness, and the diverse, multiracial, and multicultural character of Ontario society, as well as the rights and cultures of Indigenous Peoples.

BOARD POLICY

MANDATORY TRAINING - AS PRESCRIBED BY THE MINISTER

All members of the Board and its committees are required to successfully complete mandatory training as prescribed by the Minister to ensure they are equipped with the knowledge and understanding necessary to perform their duties effectively. This training includes the following topics:

Role and Responsibilities

Training will cover the roles of the Police Service Board, individual member responsibilities, governance, oversight, and strategic planning.

Members must complete training at the time of appointment before exercising any powers or fulfilling responsibilities.

Human Rights and Systemic Racism Training

Training will include understanding human rights legislation, recognizing systemic racism, and strategies for promoting equity and inclusion within the police service and the community.

Members must complete training within the prescribed period following appointment as defined by the Minister.

Diversity and Cultural Awareness Training

Training will focus on recognizing and respecting the diverse, multiracial, and multicultural character of Ontario society, and the rights and cultures of First Nation, Inuit, and Métis Peoples.

Members must complete training within the prescribed period following appointment as defined by the Minister.

Additional Training

Additional training may be as prescribed by the Minister, which may include topics specifically to local needs, emerging issues in law enforcement, or governance best practices.

Compliance and Implementation

Members must provide proof of successful completion of the required training to the Board. The Executive Director shall be responsible for coordinating the training sessions, tracking completion, and maintaining records.

Failure to complete the mandatory training within the specified timelines will result in the suspension of the member's powers and duties until such time as the training is completed.

Required Training – AS DETERMINED BY the bOARD

6. Each member of the Ottawa Police Service Board during his or her first year of appointment is required to attend:

a) Any training sessions required by the Ontario Ministry of Community Safety & Correctional Services.

b) Any orientation sessions for new members provided by the Chief of Police, Board Chair, Board Executive Director, and Board Solicitor.

7. Within the first two years of being appointed to the Board, each member is encouraged to attend the annual conferences of both of the following organizations at least once:

a) Ontario Association of Police Services Boards (OAPSB)

b) Canadian Association of Police Governance (CAPG).

8. The Board is encouraged to be represented by at least one member at each of the following:

a) meetings of OAPSB Zone 2 boards;

b) annual OAPSB conferences;

c) annual CAPG conferences;

d) meetings of Ontario large boards ("Big 12").

9. Each member of the Board must complete training on the AODA and Integrated Accessibility Standards Regulation as outlined in the training program of the City of Ottawa.

10. Each member of the Board is encouraged to complete the online training modules on the OAPSB website.

Other Learning Opportunities

11. Having satisfied the requirements set out above, and provided sufficient funds remain in the annual budget, board members are encouraged to attend other learning opportunities related to governance or policing such as those offered by (but not limited to):

a) the Canadian Police College

b) the Police Association of Ontario

c) the Ontario Association of Chiefs of Police

d) the Canadian Association of Chiefs of Police

e) the Canadian Police Association

f) the Canadian Association of Civilian Oversight of Law Enforcement.

12. When learning opportunities outside of the City of Ottawa are offered by webinar as well as by attendance in person, members are encouraged to take costs into consideration when deciding whether to participate in person or virtually.

13. Those Board members with the most time and experience on the Board will endeavour to help mentor new Board members.

Board Training As A Whole

14. Board training as a whole will take place through inviting guest speakers to make presentations or deliver workshops on issues pertinent to board governance, board responsibilities or emerging trends in policing, with an emphasis placed on issues of a strategic nature.

Annual Reporting

15. Individual Board member training and Board training as a whole will be reported on as part of an annual report on Board Activity, Training and Performance in the first quarter of each year.

The Board shall review and update this policy as necessary.

TABLE GA-4 – POLICY NUMBER: GA-4 – POLICY NAME: BOARD COMMITTEES

GA-4 BOARD COMMITTEES	
LEGISLATIVE REFERENCE / AUTHORITY	*Community Safety and Policing Act*, *2019*, section 42
DATE APPROVED	26 January 2026
DATE REVIEWED	2007, 2010, 2013, 2017, 2026
DATES AMENDED	24 September 2007, 01 November 2010, 28 October 2013, 27 February 2017, 26 January 2026
DATE TO BE REVIEWED	2027
REPORTING REQUIREMENT	Addressed through Annual Report on Board Performance

LEGISLATIVE REFERENCE / AUTHORITY

Section 42 of the *Community Safety and Policing Act* (CSPA)states that a police service board may, by by-law, establish a committee and delegate any of the board's powers under the CSPA to the committee.

BOARD POLICY

The Ottawa Police Services Board has established four standing committees to assist it in performing its responsibilities, as is permitted under the *Act*. This policy sets out the general principles for the functioning of these committees and the terms of reference for each.

GENERAL PRINCIPLES

1. The function of a Board committee is to assist the Board with its tasks in the exercise of its authority and responsibilities.

2. The Board may establish standing or ad hoc committees to inquire into and report on any matter within the jurisdiction of the Board. An Ad Hoc Committee shall be of limited duration and shall dissolve automatically upon submitting its final report to the Board. No sub-groups of committees shall be established without approval of the Board.

3. The Board defines the mandate of committees and appoints the committee membership by resolution. The Board may delegate tasks and projects to the committees and each committee shall report back to the Board on its activities on a regular basis.

4. The Board Chair, ex officio, is a member of every committee and is entitled to participate in and vote at committee meetings.

5. Each Committee shall appoint a Chair of the Committee.

6. All committee meeting agendas will be distributed to all Board members. Members who are not Members of a specific Committee may attend meetings of that Committee and may, with the consent of the Chair of that Committee, take part in the discussion, but shall not be counted in the quorum or entitled to make motions or to vote at these meetings.

7. The rules governing the procedure of the Board and the conduct of Members shall be observed in all Committee meetings so far as they are applicable. Committee meetings and a list of public items shall be advertised. Minutes of committee meetings will be included on regular board meeting agendas for information, accompanied by a verbal update from the committee Chair.

8. Expectations and authority shall be clearly defined in order to not conflict with authority delegated to the Chief of Police.

9. Committees shall deal through the Board Executive Director with the Chief, or his/her designate(s), when services are required from staff to assist the committee.[2]

10. Committees make recommendations to the Board unless specific authority is delegated by by-law to a committee to make a decision.

11. Board committees may not speak or act for the Board except when formally given such authority for specific purposes. The Board Chair may designate a committee Chair to speak to the media regarding deliberations of the committee.

[2] Section 40(3) of the *Community Safety and Policing Act* states: "No individual member of a police service board shall direct the chief of police or, for greater certainty, any other member of the police service."

12. Membership on Board committees and external committees shall be reviewed annually and revised accordingly. External committees to which a board member has been appointed to represent the board include the: Community Police Awards Selection Committee; Thomas G. Flanagan Scholarship Award Selection Committee; Police Scholarship and Charitable Fund Committee; and the Service Initiative Community Advisory Group.

13. The general principles contained in this policy apply to any group that is formed by Board action, whether or not it is called a committee and regardless of whether the group includes non-Board members. It does not apply to committees formed under the authority of the Chief.

14. To meet its legislated responsibilities under the CSPA and to assist the Board in fulfilling its duties, the Board will have four standing committees (terms of reference for each of the committees are set out below):

    a) Complaints Committee

    b) Finance and Audit Committee

    c) Human Resources Committee

    d) Policy and Governance Committee.

COMMITTEE TERMS OF REFERENCE

A. COMPLAINTS COMMITTEE

1. LEGISLATIVE REFERENCE / AUTHORITY

    - *Community Safety and Policing Act,* sections 107(1)(c) and 107(6) and 107(7)

    - Board's Complaints Policy *(Reference Board Policy GA-9)*

    - By-law No. XX-2026

2. PURPOSE

    To review policing complaints as they relate to the policies and/or procedures of the Ottawa Police Service Board and the Ottawa Police Service referred to the Board by the Inspector General of Policing.

3. ROLES AND RESPONSIBILITIES

1. The roles and responsibilities of the Complaints Committee in respect of policy and procedure complaints are set out in By-law No. XX-2026.

4. ACCOUNTABILITY

1. The Committee shall review the terms of reference for the Committee at least once every three (3) years and make recommendations to the Board as required.

B. FINANCE AND AUDIT COMMITTEE

1. LEGISLATIVE REFERENCE / AUTHORITY

- *Community Safety and Policing Act*, section 42.

2. PURPOSE

To assist the Board in fulfilling its responsibilities in the areas of financial planning, budget preparation and monitoring, auditing, quality assurance and risk management.

3. COMPOSITION AND OPERATIONS

1. The Committee shall be composed of three (3) members appointed by the Board, with one member designated by the Committee to serve as Chair.

2. The Committee shall operate in a manner consistent with the provisions of the Board's Policy Governance Manual and Procedure By-law.

3. The Committee shall meet at least three times a year.

4. The Committee shall meet at the call of the Chair, or by agreement of the Committee.

5. The Board Executive Director shall consult with the Chair on the agenda development, be responsible for preparation and distribution of the agenda package and shall maintain a record of the meetings.

6. The Committee may invite such Board members and outside parties, and in consultation with the Chief such employees, as may be deemed desirable to attend meetings and assist in the discussion and consideration of the business of the committee.

4. ROLES AND RESPONSIBILITIES

Budget & Financial Planning

1. Provide input into the development of fiscal policies, objectives and priorities.

2. Provide input and feedback to staff during the annual budget development process.

3. Review annually the budget development process and guidelines, and make recommendations to the Board for revisions as required.

4. Review the annual budget for consistency with the Service's long range financial plans.

5. Review periodically the Service's long range financial plans to ensure stability and consistency with strategic directions for the organization.

6. Review quarterly financial statements and any audited financial statements provided to the Board.

Audit & Quality Assurance

7. Provide input into the annual Audit Work plan.

8. Review the results of any internal and external audits.

9. Review the annual consolidated report on the operations of the Ottawa Police Service's Quality Assurance Section.

5. ACCOUNTABILITY

1. The Committee shall review the terms of reference for the Committee at least once every three (3) years and make recommendations to the Board as required.

2. The Committee shall keep a record of its meetings and the meeting minutes shall be available to all Board members and the public unless confidential.

C. HUMAN RESOURCES COMMITTEE

1. LEGISLATIVE REFERENCE / AUTHORITY

- *Community Safety and Policing Act*, section 42.

2. PURPOSE

To assist the Board in fulfilling its oversight and employer responsibilities under the *Community Safety and Policing Act* in relation to human resources, labour relations, compensation, diversity, inclusion and gender equality matters.

3. COMPOSITION AND OPERATIONS

1. The Committee shall be composed of three (3) members appointed by the Board, with one member designated by the Committee to serve as Chair.

2. The Committee shall operate in a manner consistent with the provisions of the Board's Policy Governance Manual and Procedure By-law.

3. The Committee shall meet at least four times a year. The Committee shall meet at the call of the Chair, or by agreement of the Committee.

4. The Board Executive Director shall consult with the Chair on the agenda development, be responsible for preparation and distribution of the agenda package, and shall maintain a record of the meetings.

5. The Committee may invite such Board members and outside parties, and in consultation with the Chief such employees, as may be deemed desirable to attend meetings and assist in the discussion and consideration of the business of the committee.

4. ROLES AND RESPONSIBILITIES

1. Develop Board collective bargaining objectives and a strategy for negotiations with the two police associations, in consultation with the Chief of Police (or designate), labour relations advisor and/or legal counsel.

2. A member of the Committee will participate in collective bargaining sessions with the associations.

3. Review and render decisions on grievances referred to the Board by the associations in accordance with the processes outlined in their respective collective agreements.

4. Annually review and recommend compensation for the Chief of Police, Deputy Chiefs, Director General and General Counsel, taking their submissions into account.

5. Annually review the performance of the Board's Executive Director.

6. Annually review the performance evaluation process for the Chief of Police and Board Executive Director, and recommend changes if necessary.

7. Review with the Chief, or designate(s), existing management resources and plans, including recruitment and training programs, to ensure that qualified personnel will be available for succession to executive positions in the Police Service, and report the results of the review to the Board at least once a year.

8. On at least an annual basis, review and provide input into plans that address diversity, inclusion and gender equality in the Police Service, including in recruitment, retention and career development.

9. Communicate on a regular basis with representatives of other large boards in the Province to stay abreast of trends and strategies in collective bargaining.

5. ACCOUNTABILITY

1. The Committee shall review the terms of reference for the Committee at least once every three (3) years and make recommendations to the Board as required.

2. The Committee shall keep a record of its meetings and the meeting minutes shall be available to all Board members, and to the public unless confidential .

D. POLICY AND GOVERNANCE COMMITTEE

1. AUTHORITY / LEGISLATIVE REFERENCE / AUTHORITY

- *Community Safety and Policing Act*, section 42.

2. PURPOSE

To develop policies and evaluate performance associated with all Board policies related to governance and police service delivery.

3. COMPOSITION AND OPERATIONS

1. The Committee shall be composed of three members appointed by the Board, with one member designated by the Committee to serve as Chair.

2. The Committee shall operate in a manner consistent with the provisions of the Board's Policy Governance Manual and Procedure By-law.

3. The Committee shall meet at least four times a year.

4. The Committee shall meet at the call of the Chair, or by agreement of the Committee.

5. The Board Executive Director shall consult with the Chair on the agenda development, be responsible for preparation and distribution of the agenda package and shall maintain a record of the meetings.

6. The Committee may invite such Board members and outside parties, and in consultation with the Chief such employees, as may be deemed desirable to attend meetings and assist in the discussion and consideration of the business of the committee.

4. ROLES AND RESPONSIBILITIES

1. Take the lead in identifying the need for new policies.

2. Develop and recommend to the Board new policies, procedures and tools that will enhance the performance of the Board and the Police Service.

3. Develop an annual work plan for the Board and submit it to the Board for approval.

4. Provide input throughout all phases of the Business Planning process.

5. Review Board policies at least once every three (3) years and submit results of review, including recommended revisions, to Board.

6. Review the Board's committee structure at least once every three (3) years to assess its continued appropriateness.

7. Review the Board's annual performance self-evaluation process on an annual basis and make recommendations for changes to the Board.

8. Review the Ottawa Police Service Board's Finance and Administration Procedure Manual, in consultation with the Director General, at least once every four (4) years and make recommendations for revisions to the Board as required.

9. Prior to vacancies occurring on the Board, assess the composition and skill set of the Board, and make recommendations to appointing body regarding the qualities and skills needed to achieve the collective skill set required by the Board.

10. Provide input into Board member orientation and ongoing development needs.

11. At the request of the Board, undertake any other corporate governance initiatives that may be necessary or desirable to contribute to the success of the Board.

12. Review on an annual basis the Chief's risk management program to ensure that all risks facing the organization have been identified and assessed and that a risk management framework capable of addressing those risks has been established.

5. ACCOUNTABILITY

1. The Committee shall review the terms of reference for the Committee at least once every three (3) years and make recommendations to the Board as required.

2. The Committee shall keep a record of its meetings and the meeting minutes shall be available to all Board members, and to the public unless confidential.

TABLE GA-5 – POLICY NUMBER: GA-5 – POLICY NAME: BOARD PLANNING AND PERFORMANCE REVIEW

GA-5 BOARD PLANNING AND PERFORMANCE REVIEW	
LEGISLATIVE REFERENCE / AUTHORITY	*Adequacy and Effectiveness of Police Services Regulation 3/99, section 35*
DATE APPROVED	June 1999
DATE REVIEWED	2007, 2010, 2013, 2017
DATES AMENDED	24 September 2007, 01 November 2010, 28 October 2013
DATE TO BE REVIEWED	2020
REPORTING REQUIREMENT	Annual Report on Board Performance

LEGISLATIVE REFERENCE / AUTHORITY

Section 35 of the Province's *Adequacy and Effectiveness of Police Services Regulation* requires that every board and chief of police shall implement a quality assurance process relating to the delivery of adequate and effective police services, and compliance with the *Act* and its regulations.

This policy addresses two components of the Board's work:

1. Identifies a process for annually determining work plans for the Board and its four standing committees; and

2. Identifies a process for annually reviewing the Board's performance and compliance with its work plan, relevant policies, the *Police Services Act* and Ministry regulations.

BOARD POLICY

INTRODUCTION

To assist the Board in planning its activities and ensuring it is fulfilling its responsibilities, the Board will follow an annual planning cycle that includes establishing a yearly work plan for the Board and each of its four standing committees. To assist the Board in pursuing a commitment to continual improvement in its performance, the annual work plan will include a review of the Board's performance.

GENERAL PRINCIPLES

1. The cycle will begin in the third quarter of each year (July to September) with the initial development of work plans for the upcoming calendar year. Development at this time will

ensure the Board considers key issues that need to be addressed during the budget process for the coming year.

2. The Policy and Governance Committee will take the lead in drafting the annual work plan for the Board and will present it to the Board for approval.

3. Work plans for the Board's four standing committees will flow out of the Board work plan.

4. The development of the work plans will include consultation with other groups to be involved, and consideration of Board education and training needs.

5. The work plans will include periodic reviews of Board policies according to the review schedules approved by the Board and identified in individual policies.

6. The Board's work plan will include an annual review of compliance with Ministry Standards.

7. The Board's work plan will include an evaluation of the Chief's performance each year.

8. The Board's work plan will include self-evaluations of its own performance at least every four years.

9. The results of the performance review will be reported on publicly in the first quarter of the following year.

10. The Board will make public an annual report containing statistics on Board activity, training and performance for the previous year.

TABLE GA-6 – POLICY NUMBER: GA-6 – POLICY NAME: PROTOCOL FOR SHARING INFORMATION WITH COUNCIL

GA-6 PROTOCOL FOR SHARING INFORMATION WITH COUNCIL	
LEGISLATIVE REFERENCE / AUTHORITY	*Adequacy and Effectiveness of Police Services Regulation 3/99*, Section 32(1)
DATE APPROVED	City Council: 25 October 2000 Board: 27 November 2000
DATE REVIEWED	2007, 2008, 2010, 2013, 2017
DATE AMENDED	Board: 28 April 2008 Council: 28 May 2008
DATE TO BE REVIEWED	2020
REPORTING REQUIREMENT	Annual Report on Board Performance

LEGISLATIVE REFERENCE / AUTHORITY

Section 32(1) of the *Adequacy and Effectiveness of Police Services Regulation 3/99* requires that:

32.(1) Every board shall enter into a protocol with its municipal council that addresses,

a) the sharing of information with municipal council, including the type of information to be shared and the frequency for sharing such information;

b) the dates by which the business plan and annual report shall be provided to municipal council;

c) the responsibility for making public the business plan and annual report, and the dates by which the business plan and report must be made public; and

d) if the municipal council chooses, jointly determining and participating in, the consultation processes for the development of the business plan."

POLICY

PROTOCOL FOR THE SHARING OF INFORMATION

BETWEEN THE OTTAWA POLICE SERVICES BOARD

-AND-

THE CITY OF OTTAWA COUNCIL

WHEREAS pursuant to subsection 31(1) of the *Police Services Act*, as amended, the Ottawa Police Services Board is responsible for the provision of adequate and effective police services in the Municipality of Ottawa-;

AND WHEREAS The Municipality of Ottawa is required pursuant to subsection 4(1) of the *Police Services Act* to provide adequate and effective police services in accordance with its needs;

AND WHEREAS the Ottawa Police Services Board is required by subsection 32(1) of Ontario Regulation 3/99 (" the Adequacy Standards") to enter into a protocol with the Council for the Municipality of Ottawa that addresses:

A. The sharing of information with Municipal Council, including the type of information to be shared and the frequency of sharing such information.

B. The dates by which the business plan and annual report shall be provided to Municipal Council.

C. The responsibility for making public the business plan and annual report and the dates by which the business plan and report must be made public.

D. If the Municipal Council chooses, jointly determining, and participating in, the consultation processes for the development of the business plan.

THEREFORE THE PARTIES HEREBY AGREE THAT:

1. The Ottawa Police Services Board will make available to the Clerk for the Municipality of Ottawa the following:

   (a) Notice of the dates, times and locations of the monthly meetings of the Police Services Board in January of each year.

   (b) A copy of the public agenda by the Friday preceding the Board's scheduled regular meeting dates.

   (c) Notice of the date, time and location of any special public interest or community meetings of the Police Services Board in advance of the meeting.

2. The Board is ready to hold an annual public information session under its aegis.

3. The Ottawa Police Services Board undertakes to:

   (a) Provide the Municipal Council with the opportunity to participate in the consultation processes for the development of a business plan, including notifying the Clerk of any public meetings or consultation processes scheduled by the Board for the development of a business plan;

   (b) Provide the City Clerk with a copy of the Police Service's business plan no later than March 31st of the first year covered by each business plan;

   (c) Make the business plan available to the public no more than 30 days following its release to the City Clerk; and

   (d) Provide copies of the Service's annual report to the City Clerk and make it available to the public no later than June 30th of each year.

4. This protocol is subject to the provisions of subsection 41(1.1) of the *Police Services Act* and the provisions of *the Municipal Freedom of Information and Protection of Privacy Act*.

TABLE GA-7 – POLICY NUMBER: GA-7 – POLICY NAME: BOARD DISCRETIONARY FUND

GA-7 BOARD DISCRETIONARY FUND	
LEGISLATIVE REFERENCE / AUTHORITY	*Police Services Act*, section 37
DATE APPROVED	11 May 1998
DATE REVIEWED	2003, 2007, 2010, 2013, 2017
DATES AMENDED	1 May 2003, 01 November 2010, 28 October 2013
DATE TO BE REVIEWED	2020
REPORTING REQUIREMENT	Annual report to Board in December

LEGISLATIVE REFERENCE / AUTHORITY

Section 37 of the *Police Services Act* states that the board shall establish its own rules and procedures in performing its duties under the *Act*. This policy was created to provide direction to the Board in allocating discretionary funds at its disposal.

BOARD POLICY

INTRODUCTION

The Ottawa Police Services Board has discretionary funds within its Budget to be used for such purposes as: purchasing tickets or making donations to fundraising events held by organizations working closely with the Police Service; funding members of the Police Service to participate in police-sponsored events; or contributing to programs/projects that further the work of the Police Service in the areas of crime prevention, community policing or other public safety initiatives.

GOAL

To establish a Discretionary Fund Policy, consisting of a set of guidelines that identifies recognized funding priorities to assist the Board in allocating the discretionary funds contained within the Board's budget. The guidelines need not limit the Board in its funding of unique projects/functions, but would provide some consistency and rationale in dealing with funding requests that come before the Board for consideration.

PRIORITIES

The Ottawa Police Services Board will give preference to funding requests that fall into one of the following categories:

- Community Relations through Involvement with Police-Related Organizations

  Intended to enable the Board to purchase tickets or contribute donations to fundraising events. The attendance and participation of Board members at fundraising events for organizations that work closely with the Ottawa Police Service serves to demonstrate the Board's goodwill and community involvement.

  For this funding priority, the Board Chair shall have delegated authority to approve expenditures up to $1,500 from organizations that the Board has a history of supporting. Other requests will require Board approval.

- Board/Police Service Relations

  To assist members of the police service to participate in police-sponsored events, with the goal of enhancing the image of the Ottawa Police Service in other communities as well as at home.

- Public Education/Awareness

  To provide funding to projects outside of routine advertisements and the approved Communications Strategy of the Police Service, that assist the Board in communicating to the general public information related to crime prevention, community policing or other public safety issues.

- Special Board Requirements

  Intended to provide flexibility to the Board to fund one-time requirements associated with Board functions, such as the sponsorship of functions at board-related conferences, or special meeting requirements outside of normal budgetary provisions.

ELIGIBILITY CRITERIA

- Groups and organizations requesting funding must be based in Ottawa and organized along not-for-profit principles. Funding requests from individuals will not be considered.

- The organization receiving funding must clearly provide a benefit for the Ottawa Police Service and the community.

- The activities of the organization must reflect the Mission Statement of the Ottawa Police Service.

- Use of the funds must not extend beyond the current fiscal year.
- Funds cannot be used to cover a deficit from a previous year.
- Funds will only be provided to the group directly responsible for the activity or project being funded.
- As a condition of funding, the organization must be willing to make available, if requested, financial records indicating the disposition of the Board's contribution to the project or activity.
- Funds not used as allocated or not needed within the fiscal year, in whole or in part, shall be returned to the Board.

REPORTING AND ANNUAL REVIEW

The Board Executive Director shall prepare and submit an annual report to the Board that will summarize for the completed fiscal year all requests for grants and those approved by the Board. This report shall be submitted to coincide with the annual Police budget review. At this time the Board will review the policy to ensure that the funding priorities and criteria remain reasonable and reflective of the Board's own priorities.

TABLE GA-8 – POLICY NUMBER: GA-8 – POLICY NAME: LEGAL SERVICES

GA-8 LEGAL SERVICES	
LEGISLATIVE REFERENCE / AUTHORITY	*Community Safety and Policing Act*, 2019, section 46 Audit of OPS' Response to the Convoy Protest – The Role of the Ottawa Police Services Board, Recommendation No. 6
DATE APPROVED	1996 (as part of FAP Manual)
DATE REVIEWED	2007, 2010, 2013, 2015, 2017, 2023, 2024
DATES AMENDED	24 September 2007, 01 November 2010, 26 October 2015, 27 February 2017, 27 May 2024
DATE TO BE REVIEWED	2026
REPORTING REQUIREMENT	Quarterly reporting to Board

LEGISLATIVE REFERENCE / AUTHORITY

Section 46 of the *Community Safety and Policing Act,* 2019, states that a board shall establish its own rules and procedures in performing its duties under the Act and its regulations. This policy provides direction with regard to the provision of legal services required by the Board, including delegations of authority.

BOARD POLICY

SECTION 1 – CONFLICT OF INTEREST

This section applies in the circumstance that the City Solicitor, or another lawyer employed by the City of Ottawa, is acting as the Board Solicitor. The Board Solicitor shall, at all times when acting for and providing advice or counsel to the Board, comply with their duties to the Board as a client, including their duty of loyalty, as set out in the common law and the Rules of Professional Conduct.

The Board and the Board Solicitor shall be vigilant in identifying any conflicts of interest, actual and/or perceived, as between the Board and the City of Ottawa.

The following section is intended to provide examples to the Board and the Board Solicitor, of instances where a conflict of interest, actual and/or perceived, between the Board and the City of Ottawa arises:

- In a dispute where the Board and the City of Ottawa have opposing legal interests;
- In a dispute, where it is reasonably foreseeable that the legal interests of the Board and the City of Ottawa will diverge in the future;
- In separate but related matters involving the Board and the City of Ottawa where their legal interests are in conflict or potentially in conflict;
- In a situation where the Board and the City of Ottawa may have differing legal positions regarding the discharge of their respective duties and responsibilities; or
- In any other matters where the lawyer's duties owed to the Board and to the City of Ottawa conflict.

When the Board Solicitor identifies a conflict of interest, actual or perceived, they shall promptly disclose the existence of the conflict of interest to the Board Chair.

Where a Board Member identifies a conflict of interest, actual or perceived for the Board Solicitor, the Board Member shall promptly disclose the existence of the conflict of interest to the Chair or, in the context of a meeting, raise a point of order.

Upon receipt of a disclosure of a conflict of interest involving the Board Solicitor, the Chair will consider what options, or combination of options, if any, may be taken to resolve or mitigate the conflict, actual or perceived, so it does not pose unacceptable risk to the Board. Such options might include (but are not limited to):

- imposing additional oversight;
- limiting the Board Solicitor to providing general information concerning a particular matter, as opposed to providing legal advice;
- taking some other steps to limit influence on decision-making;
- placing restrictions on access to information;
- excluding the Board Solicitor from part of a meeting dealing with the issue; or
- requesting a matter be reassigned to another legal counsel.

Where time permits, the Board Chair may solicit the Board for their input on the continued involvement of the Board Solicitor.

Nothing in this Policy diminishes the Board Solicitor's professional obligations as set out in the common law and the Rules of Professional Conduct of the Law Society of Ontario.

Nothing in this Policy purports to direct how the City of Ottawa might deal with issues of conflict of interest.

SECTION 2 - LITIGATION

2.1 GENERAL AUTHORITY

1. BOARD

As a normal consequence of its operations and the exercise of its responsibilities, the Board receives claims and is involved as a party or otherwise appears in proceedings before various courts and administrative tribunals. The Board has overriding authority to manage all claims and proceedings involving the Ottawa Police Service. For administrative and other reasons, the Board has delegated its authority over a variety of such matters as set out in this policy.

2. BOARD SOLICITOR

The Board Solicitor has general authority to manage all claims or proceedings brought by the Board or against the Board and/or the Ottawa Police Service and/or members of the Ottawa Police Service in the course of their employment, subject to the policies and instructions as may be issued by the Board from time to time. In the management of all claims and proceedings, the Board Solicitor is to use the most effective and efficient combination of internal and external legal service providers as required.

Notwithstanding any delegation of authority in this policy, the Board Solicitor shall seek direction from the Board in any situation in which the Board Solicitor feels it is appropriate or desirable to do so.

3. EXTERNAL LEGAL SERVICE PROVIDERS

In the event that the Board determines the Board Solicitor may not act for the Board due to a conflict of interest, the Board may directly retain external legal service providers in litigated matters involving the Board, the Ottawa Police Service or a

member of the Ottawa Police Service in the course of their duties. Such legal service providers will be retained by the Board in writing, in advance of acting for the Board with respect to any matter. The written retainer will specify the scope of the retainer and from whom the external legal service provider may take instructions.

2.2 COMMUNICATIONS BETWEEN CHIEF AND BOARD

1. NOTICE

The Chief of Police shall advise the Board and/or the Board Solicitor of any claim or proceeding against the Board, the Ottawa Police Service, and/or a member of the Ottawa Police Service (including the Chief of Police) acting in the course of their employment, that is brought to the attention of the Ottawa Police Service.

The Board and/or Board Solicitor shall advise the Chief of Police of any claim or proceeding brought by the Board or against the Board and/or the Ottawa Police Service and/or a member of Ottawa Police Service (including the Chief of Police) acting in the course of their employment.

2. CONSULTATION

In the case of claim or actions brought by the Board or against the Ottawa Police Service Board, Ottawa Police Service, and/or a member of the Ottawa Police Service acting in the course of their employment, the Board Solicitor and/or Board shall offer the Chief of Police an opportunity to provide input for consideration in the management of the claim or proceeding, including input into any proposed settlement.

3. DISAGREEMENT

When consultation between the Board Solicitor and Chief of Police does not result in agreement on the course of action to be taken, the matter shall be referred to the Board for resolution.

2.3 REPRESENTATION IN DIFFERENT JURISDICTIONS

1. SMALL CLAIMS COURT

The Small Claims Court exercises jurisdiction over minor monetary claims subject to a maximum amount, which is currently $35,000. The Board Solicitor shall have authority to commence or defend actions in small claims court and to take such steps, including all interim proceedings, as may be considered necessary or proper and/or otherwise represent the Board's interests in all matters within the jurisdiction of the Small Claims Court.

2. ONTARIO COURT OF JUSTICE

The Ontario Court of Justice is the forum for the prosecution of by-law offences as well as offences governed by the Provincial Offences Act. The Board Solicitor shall have authority to commence or defend all matters in the Ontario Court of Justice and to take such steps, including all interim proceedings, as may be considered necessary or proper and/or otherwise represent the Board's interests in all matters within the jurisdiction of the Ontario Court of Justice.

3. SUPERIOR COURT OF JUSTICE

The Superior Court of Justice is the largest trial court in Ontario and includes two additional branches, Divisional Court and Small Claims Court.

The jurisdiction of the Small Claims Court is described in subsection 2.3.1. The Divisional Court considers matters of appeal and judicial review which are described in subsection 2.3.6.

Proceedings are commenced in the Superior Court of Justice as actions or applications.

The Board Solicitor is authorized to conduct the defence of all actions and applications for damages and other relief in the Superior Court of Justice and to take such steps, including all interim proceedings, as may be considered necessary or proper.

The Board Solicitor is authorized to commence and prosecute all actions for damages and other relief in the Superior Court of Justice when the amount at issue is expected to be less than $250,000.00 and to take such steps, including all interim proceedings, as may be considered necessary or proper.

The approval of the Board is required to commence all other actions and applications in the Superior Court of Justice.

4. FEDERAL COURT

The Board Solicitor is authorized to conduct the defence of all actions and applications in the Federal Court and to take such steps, including all interim proceedings, as may be considered necessary or proper and to otherwise represent the Board's interests before the Federal Court.

The approval of the Board is required to commence any action and/or application in the Federal Court.

5. ADMINISTRATIVE TRIBUNALS

This section applies to hearings before the Ontario Labour Relations Board, Human Rights Tribunal of Ontario, Ontario Civilian Police Commission, the Ontario Police Arbitration and Adjudication Commission, Coroner's Inquests and other administrative tribunals. Arbitration matters are also included.

The Board Solicitor shall have authority to commence and defend applications and to take such steps, including all interim proceedings, as may be considered necessary or proper and to otherwise represent the Board's interests in all matters before administrative tribunals.

6. APPEALS

The Board Solicitor is authorized to conduct the defence of all appeals, including all interim proceedings, as may be considered necessary or proper and to otherwise represent the Board's interests in defence of an appeal or an application for judicial review.

The Board Solicitor shall have the authority to commence an appeal of any decision of an administrative tribunal where the appeal lies to another administrative tribunal.

The Board Solicitor shall have the authority to commence judicial review of decisions of administrative tribunals that relate to labour relations.

The Board's approval is required to commence all other appeals and all other applications for judicial review of the decisions of administrative tribunals.

2.4 AUTHORITY FOR SETTLEMENTS

The Board Solicitor is authorized to settle or abandon any claim or proceeding where the amount claimed by or to be paid by the Board does not exceed $250,000.

2.5 UNCOLLECTIBLE AMOUNTS

1. Where, in the opinion of the Board Solicitor, a claim cannot be supported by legal principles, the Board Solicitor is authorized to abandon and write off the claim.

2. Where the Board Solicitor deems an amount or claim to be uncollectible, in whole or in part, and the amount or claim or part thereof, exclusive of interest, does not exceed the amount stated in subsection 2.4, the Board Solicitor is authorized to abandon and write off the claim.

2.6 RELATED AUTHORITY

1. In exercising the authority granted by this policy, the Board Solicitor shall have authority to:

   a. Payment of Settlement Funds or Judgments

   Authorize the payment of settlement funds or judgments that do not exceed the amount stated in subsection 2.4.

   b. Payment of Expenses

   Authorize the payment of all expenses related to the management of any claim or proceeding and the payment of any costs awarded against the Board.

   c. Execution of Documents

   Execute all documents required to conduct any action or conclude the settlement of any action or matter.

   d. Enforcement of Judicial Rulings

Take all steps required to enforce orders, decisions, awards, and judgements.

2. Exceptional Circumstances

Where time constraints or other circumstances will not allow for the required authority granting procedures to be followed with respect to any legal matter, the Board Solicitor shall have the authority to take the appropriate action and report such action to the Board at the earliest opportunity.

2.7 REPORTING TO THE BOARD

The Board Solicitor shall submit a report to the Board on a quarterly basis that includes statistical information and a concise analysis of trends on:

- positive and negative variances against the approved budget;
- all claims or actions filed against the Board including how many have been filed, how many are outstanding, how many have been settled, the nature of them (categorized by type), and the cost of settlements;
- the number, cost and outcome of all appeals and applications for judicial review;
- requests for legal indemnification and payment of legal indemnification accounts; and
- any issues of significance the Board should be advised of.

TABLE GA-9 – POLICY NUMBER: GA-9 – POLICY NAME: COMPLAINTS

GA-9 COMPLAINTS	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario *Police Services Act,* sections 31(1)(i), 31(1)(j) and Part V Ontario Regulation 263/09 – Local Complaints
DATE APPROVED	23 February 1998
DATE REVIEWED	2010/2013/2017
DATE AMENDED	1 January 2010, 27 February 2017
DATE TO BE REVIEWED	2020
REPORTING REQUIREMENT	Quarterly reports to the Board

LEGISLATIVE REFERENCE / AUTHORITY

1. Section 31(1)(i) of the *Police Services Act* requires the Police Services Board to establish guidelines for dealing with complaints made under Part V of the *Act*.

2. Section 31(1)(j) requires the Police Services Board to review the Chief of Police's administration of the complaints system under Part V and receive regular reports from the Chief of Police on his or her administration of the complaints system.

3. Part V of the *Act* sets out procedures for the handling of complaints about policies or services of the Police Service, or about the conduct of sworn members of the Police Service including the Chief or a Deputy Chief of Police.

4. Bill 103 received Royal Assent in 2007; the Bill established the Office of the Independent Police Review Director (OIPRD) and amended the *Police Services Act* to create a new public complaints process. More specifically, Bill 103 added a new Part II.1 setting out the duties of the OIPRD, and repealed and replaced Part V of the *Act*.

5. Ontario Regulation 263/09 made under the *Police Services Act,* sets out procedures for handling public complaints as "local complaints" under the complaints system established by Bill 103.

GENERAL

1. If the Board receives a complaint in the prescribed form, the Board shall send it to the OIPRD for screening within three business days.

2. The OIPRD will determine the type of complaint and whether to exercise discretion to deal with the complaint.

3. Complaints filed by the public may be in relation to conduct, policy or service issues. Conduct issues regarding the Chief or Deputy Chief will be referred to the Board by the OIPRD, all others will be referred to the Chief of Police.

DEFINITIONS

For the purposes of this policy, the following definitions apply:

a)	"the *Act*"	means the *Police Services Act, R.S.O. 1990, c. 15,* as amended by S.O. 1997 c. 8 and Bill 103
b)	"Board"	means the Ottawa Police Services Board
c)	"OIPRD"	means the Office of the Independent Police Review Director
d)	"Commission"	means the Ontario Civilian Police Commission
e)	"Complaints Procedure"	means the internal procedures adopted by the Ottawa Police Service for the handling of complaints.
f)	"Chief"	means the Chief of Police of the Ottawa Police Service.
g)	"Deputy Chief"	means a Deputy Chief of Police of the Ottawa Police Service.
h)	"Investigating Chief"	means the Chief of Police of another police service assigned by the Commission to investigate a complaint against the Chief or Deputy Chief.
i)	"Local Complaint"	means a complaint that qualifies to be handled in accordance with Regulation 263/09 and without the filing of a formal complaint under Part V of the *Act*.

j) "Misconduct" means an act or omission on the part of an officer, including the Chief or Deputy Chief, that constitutes an offence under the *Act*.

k) "Offence" refers to a violation of a law of Canada or of a province of territory.

l) "Officer-in-Charge" means a member of the Ottawa Police Service assigned by the Chief of Police to oversee the handling of complaints.

BOARD POLICY

This policy provides direction to the Board and to the Chief of Police regarding the obligations of both parties under the *Police Services Act* and associated Regulations.

1. GENERAL APPLICATION

It is the direction of the Ottawa Police Services Board that the Chief of Police shall:

1. Develop and maintain an Ottawa Police Service Complaints Procedure to ensure that complaints are processed in accordance with the provisions of the *Act*, associated regulations and this policy.

2. Ensure that the Complaints Procedure incorporates a fair and transparent process for both the public and members of the Ottawa Police Service including a requirement that, where notice or information is to be provided to a person affected by a complaint (either a complainant or police officer), that notice is prompt, professional, complete and delivered in accordance with the *Act*.

3. Ensure that the Complaints Procedure refers to and incorporates opportunities to apply informal resolution of complaints where appropriate and in compliance with the *Act*, in recognition of the Board's endorsement of the concept of informal resolution and the importance of the role of all members of the Service in the resolution of complaints.

4. Ensure that information about the complaints process and complaint forms are available on the Ottawa Police Service website and in public areas of every Ottawa Police Service office and police centre, in the format provided by the OIPRD.

5. Ensure that the complainant is made aware of the OIPRD, is provided with information on the Public Complaint process, and is provided with assistance in filling out the OIPRD form.

6. Ensure that all forms, pamphlets and written material concerning the Complaints Procedure are available in both official languages and that resources are available to ensure that complaints, investigations and services related to the Complaints Procedure are available in both official languages.

7. Ensure that the Complaints Procedure is accessible for persons with a disability, persons who may not be literate, and persons who do not speak either official language.

8. Ensure that the Complaints Procedure includes provisions for the involvement of Human Resources staff in respect of complaints of unsatisfactory work performance, in recognition of the relationship between Part V of the *Act* and the Human Resources function.

9. Maintain a working relationship with the OIPRD and ensure that all directions from the OIPRD are complied with.

10. Ensure that all members of the Police Service receive adequate training in the Complaints Procedure and Part V of the *Act,* and the skills necessary to resolve complaints.

11. Ensure that appropriate staffing designations are made under the *Act*.

2. COMPLAINT WITHDRAWALS

1. If a complaint is withdrawn by a complainant and the OIPRD has given notice of the withdrawal to the Chief or Board, depending on the type of complaint, the Chief or Board (as the case may be) may continue to deal with the complaint if they determine within 30 days of receiving the notice of withdrawal that it is appropriate to do so.

2. In making a decision concerning whether to proceed with a complaint that has been withdrawn, the Board or Chief, as the case may be, shall be guided by the public interest.

3. In the case of a public complaint about the conduct of a police officer, a complaint continued under paragraph 2.1 above shall be dealt with as if it had been made by the Chief or by the Board, as the case may be, in accordance with the *Act*.

4. If the Chief or Board continues to deal with a complaint about the conduct of a police

officer after it is withdrawn, the Chief or Board, as the case may be, shall within 30 days after receiving the notice of withdrawal, notify the complainant and the police officer who is the subject of the complaint of the withdrawal and the continuance of the complaint unless, in the Chief's or Board's opinion, notifying the police officer might prejudice an investigation into the matter.

3. PUBLICATION OF DECISIONS

The Chief shall ensure that every decision made as a result of a hearing is made available to the public in the manner that he or she considers appropriate in the circumstances, and shall provide a copy of each such decision to the OIPRD.

4. LOCAL COMPLAINTS

Complaints may be treated as "local complaints" if the complainant has not filed a public complaint. In dealing with local complaints the Chief of Police shall:

1. Develop a Local Resolution/Local Complaint Procedure in compliance with Ontario Regulation 263/09.

2. The Local Complaint Procedure shall state that the Officer-In-Charge must refuse to process a complaint as a Local Complaint if:

   a) the involved officer has committed or been charged with a criminal offence;

   b) the complaint is against a Chief or Deputy Chief; or

   c) the Officer-In-Charge believes it is in the public interest for the matter to be dealt with as a public complaint.

3. Ensure that, if the Local Complaint is not a qualifying matter in accordance with section 4.2 above, the complainant is asked to make a public complaint. If the complainant refuses to make a public complaint, the Chief shall direct that an internal complaint be forwarded to the Professional Standards Section for review.

4. Ensure that, if the Local Complaint is a qualifying matter, the Officer-In-Charge must accept it and attempt to resolve it by discussing the matter with the officer involved; facilitating discussion between the complainant and the officer; facilitating an apology by the officer if appropriate; or, contacting the Professional Standards Section if a formal mediation or alternative dispute resolution process is required.

5. Refuse to accept or deal with a Local Complaint if the complainant has already made a Part V complaint about the same matter.

5. POLICY AND SERVICE COMPLAINTS

The OIPRD determines if a complaint is about a policy or service of the Police Service and will refer the complaint to the Chief of Police. The Chief of Police:

1. Shall ensure that within 60 days of the OIPRD referral, the complainant is notified in writing of the disposition of the complaint, with reasons for the decision, and of their right to request the Police Services Board to review the complaint if they are not satisfied with the disposition. The complainant must request a review, in writing, within 30 days of receiving the disposition.

2. May extend the 60-day period by notifying the complainant in writing of the extension before the expiry date of the period being extended.

3. Shall ensure that upon disposition of every complaint about a policy or service, a brief written synopsis, including the disposition of the complaint, is submitted to the Police Services Board as part of the Quarterly Complaints Report.

Requests for Review:

4. As permitted under section 63(7) of the *Act*, the Board shall establish a "Complaints Committee" made up of three members of the Board (two of whom constitute a quorum), to review policy or service complaints and make recommendations to the Board.

5. Upon receipt of a request for a review, the Board's Executive Director shall immediately notify the Chief in writing, and shall request the materials set out in paragraph 6 below.

6. When a review of a policy or service complaint has been requested, the Chief shall submit a written report to the Board's Complaints Committee that includes the following:

    a) a copy of the complaint;

    b) a copy of the relevant forms provided to the complainant;

c) a copy of the written disposition provided to the complainant;

d) any other documentation or information considered in making any findings in respect of the complaint.

7. Within thirty (30) days of receiving the request for review, the Complaints Committee shall:

a) review the report of the Chief; and

b) make a written report to the Board with recommendations concerning the disposition of the complaint, including a recommendation as to whether or not to hold a public meeting on the matter.

8. The Complaints Committee may extend the time limit in paragraph 7 above, upon giving notice to the complainant, the Chief and the Board.

9. If so requested by the Board, the Complaints Committee shall provide to the Board all documentation and information considered by the Complaints Committee in making its recommendation.

10. In deciding whether to hold a public meeting pursuant to the *Act*, the Board shall consider at least the following:

a) whether the complaint raises significant present, past or potential issues concerning public safety, law enforcement, and crime prevention in the City of Ottawa;

b) whether public input could reasonably be required to effectively deal with the complaint, and

c) whether it is in the public interest to hold such a public meeting.

11. a) Notice of a public meeting to be held pursuant to section 63(8) of the *Act* shall be given in English and French language media that, in the opinion of the Board, will provide the public with reasonable notice of such meeting.

b) The notice shall include at least the following:

(i) a summary of the nature of the complaint;

(ii) the time and place of the meeting;

(iii) the address for filing of written submissions;

(iv) the deadline for filing of such written submissions;

(v) any other relevant information.

12. The Board shall make a decision with respect to the complaint, including a decision to hold a public meeting, and notify the complainant, the Chief and the OIPRD of its decision, in writing, within sixty (60) days of receipt of the request for review.

13. The Board may extend the time described in paragraph 12 above by giving written notice to the Chief and the complainant.

14. Wherever feasible, the Board shall deal with all issues relating to the complaint in a public meeting of the Board.

15. In accordance with section 35(4) of the *Act*, the Board may decide to deal with all or part of a complaint *in camera*.

16. The Board shall ensure compliance with the *Municipal Freedom of Information and Protection of Privacy Act* and shall not disclose any personal information of the complainant or other parties without their consent.

6. CONDUCT COMPLAINTS - OFFICER

1. This section is applicable to complaints about the conduct of an officer other than the Chief or a Deputy Chief. The Chief of Police shall ensure that:

a) The Complaints Procedure regarding the handling of public complaints about the conduct of an officer is compliant with the *Act*.

b) The Board is kept informed of any serious complaint by way of confidential written reports.

c) All decisions concerning criminal charges will be made in consultation with the Crown Attorney's Office. The Board shall be notified of these decisions as soon

as reasonably possible.

e) Complainants are given all necessary guidance, support and protection, including confidentiality of the complainant's identity when requested by the complainant, except for such disclosures as may be required by law.

f) Complainants are advised of the progress of disciplinary proceedings and their right to participate and are also informed of their right to request anonymity and a closed hearing.

g) No further action is taken with respect to a complaint once the Chief is notified of the resignation of an officer who is the subject of a non-criminal complaint. The Chief shall advise the OIPRD of the resignation if the complaint was made by a member of the public.

2. No member of the Board or Police Service shall enter into any agreement concerning criminal charges that involves the resignation of a member of the Police Service or Board.

7. CONDUCT COMPLAINTS - CHIEF OR DEPUTY CHIEF

1. General

This section relates to conduct complaints about the Chief or a Deputy Chief and provides direction to the Board in reviewing conduct complaints generated by the Board itself, and public complaints referred to it by the OIPRD.

2. Internal Board Complaints About the Chief or Deputy Chief

1. In initiating a complaint against the Chief or Deputy Chief, the Board is not a complainant for the purposes of Part V of the *Act*.

2. The Board shall promptly give notice of the substance of the complaint to the Chief or Deputy Chief unless, in the Board's opinion, to do so might prejudice an investigation into the matter.

3. If the Board is of the opinion that the Chief or Deputy Chief's conduct may constitute an offence, or misconduct or unsatisfactory work performance, the Board shall ask the Ontario Civilian Police Commission to assign the Chief of

Police of another police force to cause the complaint to be investigated promptly, and the investigation to be reported on in a written report at the Board's expense.

4. At the conclusion of the investigation, the Investigating Chief may form the opinion that the complaint is unsubstantiated and in such a circumstance, the Investigating Chief shall report that opinion in writing to the Board.

5. If the Board receives a written report from the Investigating Chief with the opinion that the complaint is unsubstantiated, the Board shall take no action in response to the complaint and shall notify the Chief or Deputy Chief who is the subject of the complaint in writing of the decision, together with a copy of the written report.

6. At the conclusion of the investigation, the Investigating Chief may form the opinion, on reasonable grounds, that the conduct of the Chief or Deputy Chief under investigation constitutes misconduct or unsatisfactory work performance. In such a circumstance, the Investigating Chief shall refer the matter to the Board together with a written report.

7. If the Board receives a written report from the Investigating Chief with the opinion that there are reasonable grounds to conclude that the conduct of the Chief or Deputy Chief constitutes misconduct or unsatisfactory work performance, the Board must make a decision regarding the seriousness of the misconduct or unsatisfactory work performance.

8. If the Board is of the opinion that the misconduct or unsatisfactory work performance is serious in nature, the Board shall hold a hearing into the matter or may refer the matter to the Commission to hold the hearing.

9. If the Board is of the opinion that the misconduct or unsatisfactory work performance is not of a serious nature, the Board may resolve the matter informally without holding a hearing, if the Chief or Deputy Chief consents to the proposed resolution.

10. If the Chief or Deputy Chief does not consent to an informal resolution, the Board shall hold a hearing in accordance with the *Act*.

11. Informal resolutions must be consented to by the Chief or Deputy Chief and the

statutory "cooling off" period would not apply, unless it is a public complaint.

12. If an informal resolution is attempted but not achieved, the following rules will apply:

    a) The Board shall provide the Chief or Deputy Chief with reasonable information concerning the matter and shall give him, or her, an opportunity to reply, orally or in writing.

    b) Subject to sub-paragraph (c), the Board may impose on the Chief or Deputy Chief one of the penalties described in the *Act* or any combination thereof, and may take any other action described in the Hearing section of the *Act*. The Board may cause an entry concerning the matter, the penalty imposed or action taken, and the Chief's or Deputy Chief's reply to be made in his or her employment record.

    c) If the Chief or Deputy Chief refuses to accept the penalty imposed or action taken, the Board shall not impose a penalty or take any other action or cause any entry to be made in the employment record, but shall hold a hearing, or refer the matter to the Commission to hold a hearing.

13. An entry made in the Chief's or Deputy Chief's employment record under the *Act* shall be expunged from the record two years after being made if, during that time, no other entries concerning misconduct or unsatisfactory work performance have been made in the record under Part V of the *Act*.

14. The Commission may at any stage in the complaints process direct the Board to deal with the complaint as it specifies.

3. Public Complaints About the Chief or Deputy Chief

    1. All complaints about a Chief or Deputy Chief must be made to the OIPRD. The Board recognizes that it has no authority to initially receive a complaint. The Board shall forward any complaint received to the OIPRD within 3 business days of its receipt.

    2. The OIPRD will undertake the preliminary screening of the complaint. The initial screening will consider whether the complaint is made within the statutory six

month time frame; whether the complaint is frivolous or vexatious, and whether the complainant was directly affected by the conduct.

3. If a complaint passes the preliminary screening, the OIPRD shall refer all complaints about a Chief or Deputy Chief to the Board for review.

4. When a public complaint is referred to the Board by the OIPRD, the Board shall give notice of the substance of the complaint to the Chief or Deputy Chief, unless in the Board's opinion, to do so might prejudice an investigation into the matter.

5. If at the conclusion of its review the Board decides the conduct is not an offence, misconduct or unsatisfactory work performance, then the Board shall take no action and shall notify the complainant, the Chief or Deputy Chief and the OIPRD in writing of the decision, with reasons.

6. If at the conclusion of its review the Board decides that the conduct is an offence, misconduct or unsatisfactory work performance, then the Board must ask the OIPRD to investigate and provide a written report, at the Board's expense.

7. If at the conclusion of the investigation, the OIPRD is of the opinion that the complaint is unsubstantiated, the OIPRD shall report this conclusion in writing to the Board and the Board shall take no action regarding the complaint. The Board shall notify the complainant and the Chief or Deputy Chief in writing of the decision and provide a copy of the OIPRD report.

8. If at the conclusion of the investigation, the OIPRD is of the opinion, on reasonable grounds, that the conduct constitutes misconduct or unsatisfactory work performance, the substantiated complaint is referred to the Board together with a copy of the OIPRD written report. If the OIPRD is of the opinion that the conduct of the Chief or Deputy is not of a serious nature, the OIPRD can advise the Board when it submits the complaint to the Board.

9. If the Board receives a written report from the OIPRD substantiating the complaint, the Board must assess whether the conduct is of a serious nature.

10. If the Board views the complaint as serious, it shall hold a hearing into the matter or refer it to the Commission for a hearing.

11. If the Board considers the matter not to be of a serious nature, the Board may resolve the matter informally without holding a hearing if the Chief or Deputy Chief and the complainant consent to the proposed resolution.

12. The Chief or Deputy Chief and the complainant who consent to a proposed resolution may revoke the consent by notifying the Board in writing of the revocation no later than 12 business days after the day on which the consent is given.

13. If consent is not revoked by the Chief or Deputy Chief or complainant, the Board shall give notice of the resolution to the OIPRD and shall provide the OIPRD with any other information respecting the resolution that the OIPRD may require.

14. If consent to the informal resolution of a matter is not given or is revoked, the following rules apply:

    a) The Board shall provide the Chief or Deputy Chief with reasonable information concerning the matter and shall give him, or her, an opportunity to reply, orally or in writing.

    b) Subject to sub-paragraph (c), the Board may impose on the Chief or Deputy Chief any of the penalties described in the *Act* or any combination thereof, and may take any other action described in the Hearing section of the *Act*. The Board may cause an entry concerning the matter, the penalty imposed or action taken, and the Chief's or Deputy Chief's reply to be made in his or her employment record.

    c) If the Chief or Deputy Chief refuses to accept the penalty imposed or action taken, the Board shall not impose a penalty or take any other action or cause any entry to be made in the employment record, but shall hold a hearing, or refer the matter to the Commission to hold a hearing.

15. Any entry made in the Chief's or Deputy Chief's employment record shall be expunged from the record two years after being made, if during that time no other entries concerning misconduct or unsatisfactory work performance have been made in the record.

16. As permitted by the *Act*, the Board and Chief or Deputy Chief may enter into an agreement to permit penalties or actions other than those permitted by the *Act* if the Chief or Deputy Chief consents, without a hearing.

17. The OIPRD has the power, at any time after a public complaint has been made and before a hearing is commenced, to:

    a) Direct the Board to deal with the complaint as the OIRPD specifies;

    b) Assign the conduct of a hearing to the Commission; or

    c) Take or require to be taken by the Board any other action with respect to the complaint that he or she considers necessary under the circumstances.

18. A hearing held by the Board shall be in accordance with the provisions of the *Statutory Powers and Procedures Act*.

4. Resignation

    1. If at any time after a complaint about the conduct of the Chief or Deputy Chief is made by the Board or a public complainant, and the Chief or Deputy Chief resigns before the complaint is finally disposed of, the Board shall take no further action.

    2. If the complaint was made by a member of the public, the Board shall promptly notify the OIPRD of the resignation of the Chief or Deputy Chief.

    3. If the complaint was initiated by the Board, the Board shall promptly notify the Commission of the resignation of the Chief or Deputy Chief.

8. MONITORING REQUIREMENTS

1. On an annual basis, the Chief shall provide the Board with a report outlining analysis of complaints to ensure efficiency and effectiveness of the administration of the complaints process.

2. The Chief shall, from time to time, review the public complaints process with a view to determining the adequacy of resources directed to administer complaints.

9. REPORTING REQUIREMENTS

The Chief of Police shall:

1. Submit quarterly written Complaints Reports to the Board at regularly scheduled Board meetings that include cumulative year-to-date information and the following:

   a) For Policy and Service Complaints

      i) the total number of complaints referred to the Ottawa Police Service from the OIPRD;

      ii) a summary of the action taken, if any, for each complaint;

      iii) the number of requests for review made to the Board concerning which the Board took action, a summary of the action taken, and the Service's response to the Board's action;

      iv) the date the complaint is received and the date it is finally disposed of; and

      v) the number of time extensions made in respect of the complaints.

   b) For Conduct Complaints (except those against the Chief or Deputy Chief)

      i) the number of complaints referred to the Ottawa Police Service from the OIPRD;

      ii) the number of complaints about other police services referred to the Ottawa Police Service from the OIPRD, and an estimate of the cost of such referrals;

      iii) the number of complaints determined to be unsubstantiated;

      iv) the number of OIPRD reviews requested and the results of those reviews;

      v) the number of hearings held and the findings of the hearings;

      vi) the number of complaints dealt with as Local Complaints, the number that were successfully concluded, and the number that became public complaints;

      vii) the number of public complaints dealt with informally;

      viii) the number of public complaints resolved;

ix) the number of public complaints that resulted in a penalty being applied without a hearing;

x) a summary of the penalties imposed following a hearing;

xi) the number of outstanding complaints as at the end of the reporting period;

xii) the date the complaint is received and the date it is finally disposed of;

xiii) the number of time extensions made in respect of the complaints; and

xiv) the number of appeals of a hearing decision and the outcomes.

2. Include relevant complaints information in the Police Service annual report.

3. Include in the Annual Report an analysis of the frequency, nature and substance of the policy and service and conduct complaints, excluding complaints against the Chief or a Deputy Chief, and the opinion of the Chief as to whether such frequency, nature and substance of the complaints requires some form of remedial or other training, or additional resources to process the complaints.

TABLE GA-10 – POLICY NUMBER: GA-10 – POLICY NAME: ACTING APPOINTMENTS FOR SENIOR EXECUTIVE POSITIONS

GA-10 ACTING APPOINTMENTS FOR SENIOR EXECUTIVE POSITIONS	
LEGISLATIVE REFERENCE / AUTHORITY	*Police Services Act*, section 31(1)(c) & (d)
DATE APPROVED	24 September 2007
DATE REVIEWED	2010, 2012, 2013, 2015, 2018
DATE AMENDED	1 November 2010, 22 October 2012, 22 June 2015
DATE TO BE REVIEWED	2021
REPORTING REQUIREMENT	N/A

LEGISLATIVE REFERENCE / AUTHORITY

Section 31(1)(c) of the *Police Services Act* states that the board shall, "establish policies for the effective management of the police force".

Section 31(1)(d) of the *Act* states that the board shall, "recruit and appoint the chief of police and any deputy chief of police, and annually determine their remuneration and working conditions, taking their submissions into account."

BOARD POLICY

The Ottawa Police Services Board is committed to providing leadership development opportunities to members of the Police Service and supports the utilization of 'acting' assignments for the purpose of gaining experience in senior command positions. Acting assignments provide senior staff with a chance to participate firsthand in the decision-making that occurs at the Executive level, to see the many factors that influence decisions and to experience the complexity of contacts and communication expected of a police leader.

This policy provides direction with regard to the approval of acting assignments and the salary that individuals shall receive when fulfilling acting assignments in the positions of Chief of Police, Deputy Chief of Police, and Director General (a civilian equivalent to a Deputy Chief). All positions affected by this policy are retained through individual contracts with the Board.

It is the policy of the Ottawa Police Services Board that:

A. ACTING ASSIGNMENT APPROVAL

1. Should the Chief, Deputy Chief or Director General be absent from duty by reason of illness or injury or extended leave of absence for a period that is less than four (4) weeks, the Board delegates authority to the Chief to appoint someone on an acting basis during the period of such absence.

2. In the event that the Chief, a Deputy Chief or the Director General is absent from duty by reason of illness or injury or extended leave of absence, for a period which may exceed four (4) weeks, the Board reserves the right to appoint an Acting Chief, Deputy Chief or Director General during the period of such absence, after consultation with the Chief of Police.

3. The Board also reserves the right to appoint an Acting Chief, Deputy Chief or Director General in the event that the Chief, Deputy Chief or Director General is the subject of a complaint or disciplinary proceeding, and the Board determines that he/she should be removed from their appointment pending resolution. In such case, there will be no reduction or suspension of salary entitlements pending the investigation of the complaint or disciplinary proceeding. If the Chief, Deputy Chief or Director General returns to duty, the acting appointment will terminate, and the Chief, Deputy Chief or Director General will be restored to their position.

B. ACTING PAY

1. Any employee designated by the Board or Chief of Police to perform the duties of the Chief of Police, a Deputy Chief of Police, or the Director General, for a continuous period of more than ten (10) days shall receive acting pay during the time the employee acts in that capacity, retroactive to the start date of the assignment.

2. In determining acting pay for the Chief, Deputy Chief or Director General positions, for the duration of the acting assignment the employee in the acting assignment will receive acting pay equal to the step in the higher rank's salary grid that is closest to their incumbent hourly salary rate, provided it constitutes at least a four percent (4%) increase over their incumbent hourly salary rate.

3. The hours of work for acting assignments under this policy are seven (7) hours per day (not including lunch hour), or 70 hours bi-weekly.

4. Employees in acting assignments under this policy will continue to receive the rights and benefits to which they are entitled in their incumbent position. Only the amount of salary paid will change during the acting assignment.

5. Should an employee serve continuously (not cumulatively) in an acting position for a period greater than one year, they will receive an increment to the next level, subject to satisfactory performance.

TABLE GA-11 – POLICY NUMBER: GA-11 – POLICY NAME: BOARD COMMUNICATIONS AND COMMUNITY OUTREACH

GA-11 BOARD COMMUNICATIONS AND COMMUNITY OUTREACH	
LEGISLATIVE REFERENCE / AUTHORITY	N/A
DATE APPROVED	28 April 2008
DATE REVIEWED	2009, 2010, 2013, 2017
DATES AMENDED	23 February 2009, 01 November 2010, 27 February 2017
DATE TO BE REVIEWED	2020
REPORTING REQUIREMENT	Address in Annual Report on Board Performance

BOARD POLICY

INTRODUCTION

The Ottawa Police Services Board has a responsibility to represent the public interest on matters of policing and to ensure community concerns are addressed in the policies adopted by the Board for the effective and adequate delivery of police services, and in planning for the future. To achieve this, the Board recognizes the importance of actively reaching out to local groups and residents to hear their concerns, and engaging them in ongoing, dynamic dialogue through a strategy of community engagement.

The Board also recognizes the important role that media can play in educating and engaging key stakeholders and the community on policing matters, fostering understanding about the Board and its work, and generating broad support for the Board's mandate.

The Board is committed to effective, timely and positive communications with all its community partners and has developed this policy to achieve its communications goals.

GOALS

The Ottawa Police Services Board is committed to effective and proactive communication that will:

a) Engage stakeholders and the broader community through ongoing, dynamic dialogue.

b) Improve Board members' understanding and knowledge of community concerns by soliciting regular input from stakeholders and the general public.

c) Stimulate stakeholder discussion about law enforcement and crime prevention issues.

d) Promote awareness and understanding of the Board, its role and its work.

e) Demonstrate the Board's commitment to accountability and transparency.

f) Foster positive relationships with City Council, the media, community stakeholders and the public.

g) Provide the media, City Councillors and stakeholders with accurate and timely information about key Board initiatives and decisions.

h) Manage issues effectively and in a manner consistent with the Board's communications goals.

i) Support the objectives of the Ottawa Police Service as outlined in the Business Plan.

GENERAL PRINCIPLES

It is the policy of the Ottawa Police Services Board that:

PART A – MEDIA RELATIONS

1. Unless otherwise specified, the spokesperson for the Board is the Chair of the Board. Should the Chair be unavailable, the Vice-Chair shall be the spokesperson for the Board.

2. In special circumstances, such as labour relations or where a Board subcommittee has been established on a specific issue, the Board may designate the member leading the negotiations, or the Chair of the committee, to act as spokesperson for the Board on the subject in question.

3. On matters of factual information, administration of the Board, or communicating a decision of the Board in response to an inquiry, the Board Executive Director may act as a spokesperson on behalf of the Board.

4. The Board Executive Director is responsible for informing the local media of the date and time of future Board meetings and news conferences held by the Board. He/she is also responsible for arranging news conferences and for coordinating joint events with the OPS Media Relations Section when both the Board and the Police Service are affected.

5. When required, the Board Executive Director will serve as a liaison between the media and the Board spokesperson when requests are received for interviews or comments.

6. The Board spokesperson shall be careful to speak only on matters within the jurisdiction and mandate of the Board and to avoid speaking about matters that fall under the jurisdiction of the Chief of Police.

7. When operational matters under the jurisdiction of the Chief of Police are likely to spark significant public interest or debate, the Chief will inform, where practicable, Board members before a public statement is made.

8. If warranted by the significance and seriousness of the matter, the Chief of Police and/or Board Chair may consult with the Board before information is released to ensure public release is appropriate and justified, and to receive advice on the format and tone of the communication.

9. Board members may communicate a position of the Board, however, should a Board member publicly disagree with a position of the Board, or should a Board member comment upon a matter not yet before the Board, she/he will clearly identify that they are speaking as an individual and not on behalf of the Board. Nor shall a Board member state the Board has taken a position on a matter until the matter has been voted upon.

10. Media releases shall be approved prior to release by the Chair, or in his/her absence, the Vice-Chair. Board members shall receive a copy of the release as soon as possible once it has been approved.

11. News conferences shall be called only at the discretion of the Chair, or in his/her absence, the Vice-Chair. Board members shall be advised of the event prior to its taking place.

12. Board members will respect the confidentiality appropriate to issues of a sensitive nature and those items disclosed or discussed in closed meetings.

13. Board members and staff will comply with all relevant legislation including the *Municipal Freedom of Information and Protection of Privacy Act*.

14. Communications from the Board will be in both official languages using the City of Ottawa's French Language Services Procedure Manual as a guide. When required, the Chair may designate a French-speaking member of the Board to respond to media inquiries.

PART B – COMMUNITY RELATIONS

1. The Board will be proactive in communicating regularly with City Councillors, the media and community stakeholders about its work and significant initiatives such as the annual budget, by regularly issuing updates on its activities and decisions.

2. The Board will be proactive in engaging, educating and hearing from the public by holding "public interest" meetings on topics of broad community concern or interest from time to time.

3. The Board will periodically invite primary external partners concerned with crime prevention and/or public safety to meet informally with the Board to discuss their concerns and priorities.

4. To inform itself and the public about the work and challenges of the Ottawa Police Service, the Board will periodically schedule, in consultation with the Chief, brief presentations to be heard at regular Board meetings from members of the Police Service in various units.

5. Communications from the Board will be in both official languages using the City's Ottawa's French Language Services Procedure Manual as a guide.

PRIMARY EXTERNAL STAKEHOLDERS

- City of Ottawa Council and Senior Officials
- The local Media (mainstream and community-based)
- Crime Prevention Ottawa and other crime prevention, community safety and affinity groups
- School Boards
- The Business Community
- Volunteer Sector
- Ottawa Neighbourhood Watch Executive Committee
- COMPAC – Community Police Action Committee
- Liaison Committee for GLBT Communities

- Ottawa Police Youth Advisory Committee
- National Capital Area Crime Stoppers
- Provincial and Federal governments
- Citizens and residents of Ottawa.

TABLE GA-12– POLICY NUMBER: GA-12 – POLICY NAME: BOARD MEMBER TRAVEL AND EXPENSE REIMBURSEMENT

GA-12 BOARD MEMBER TRAVEL AND EXPENSE REIMBURSEMENT	
LEGISLATIVE REFERENCE / AUTHORITY	N/A
DATE APPROVED	27 October 2008
DATE REVIEWED	2008, 2010, 2013, 2017
DATE AMENDED	24 November 2008, 1 November 2010, 28 October 2013
DATE TO BE REVIEWED	2020
REPORTING REQUIREMENT	Periodic reporting to the Board on status of conference budget. Annual reporting on attendance at training events.

BOARD POLICY

INTRODUCTION

The members of the Ottawa Police Services Board attend various conferences, seminars and other meetings related to their duties with the Board and in accordance with the Board Training Policy GA-3. Funds are budgeted annually to allow for attendance of members at these functions. This policy establishes guidelines for attendance, travel, eligible expenses and reimbursement of expenses incurred as a result of Board members attending functions related to their duties or training.

APPLICATION AND SCOPE

The Board Member Travel and Expense Reimbursement policy applies to members and administrative staff of the Ottawa Police Services Board with respect to expenses incurred as a result of attendance at conferences, conventions, seminars, training sessions and meetings related to their duties with the Board.

GUIDELINES

1. **General**

1.1 Board members and Board staff will be reimbursed for eligible expenses as listed in section 3, incurred in the execution of their duties and for attendance at a Board-related conference, seminar, meeting or other event.

1.2 Reimbursement will be provided to Board members who travel by air, bus or train, personal vehicle or, with the approval of the Chair, a rented vehicle.

1.3 If air/rail travel is required, bookings will normally be made at the best advance booking price, taking into account economy and convenience. First class rail travel is permitted if the cost is comparable to economy airfare, otherwise all travel will be booked at economy fares if available.

1.4 Normally air/rail travel tickets will be arranged through the Board office, however, should it be necessary for a Board member to make their own travel arrangements to accommodate a personal or business schedule, the Board will reimburse the person for the ticket purchased.

2. **Conference Approval Process**

2.1 Early in each year Board members will receive a document outlining the dates, locations and estimated cost of commonly attended annual conferences for that year so Board members can give thought to which conferences they would like to attend. Details of other conferences shall be brought to the Board's attention as they become available.

2.2 As each conference approaches, Board members will be asked to indicate their interest in attending and a report will subsequently be submitted to the Board at a public meeting requesting approval for those wishing to attend.

2.3 When time constraints do not allow for a report to go to the Board requesting approval for attendance at a conference, the Board Chair shall have the authority to authorize the attendance, including travel, of any person covered by this policy.

2.4 Board staff will ensure Board members approved for attendance at conferences are registered for the conference, and will book hotel accommodations and make travel arrangements on behalf of Board members. If an expense has not been prepaid, the Board member is responsible for payment of the cost and will be reimbursed upon submission of a duly completed Expense Claim Form.

2.5 An advance for anticipated costs associated with travel shall be provided to the member, if requested. Any difference will be reconciled on the Expense Claim Form. If the conference is in the United States, the travel advance will be paid in U.S. funds. Reimbursement will be paid at the rate of exchange on the date the expense was incurred.

3. Eligible Expenses

3.1 Board members will be reimbursed for:

i) Registration costs.

ii) Actual travel costs to and from the event, or the cost of economy airfare based on an advanced booking rate, whichever is less; original receipts required.

iii) Should a Board member use their own vehicle for travel to and from the event, kilometre reimbursement will be in accordance with Treasury Board of Canada rates effective January 1 of the calendar year in which the travel is claimed, up to a maximum cost equal to that of economy airfare at an advanced booking rate.[3]

iv) A per diem allowance to cover the costs of meals and miscellaneous personal expenses will be provided for the number of full days away, including the days of departure and return. No receipts are required. For partial days, meal allowances will be provided as appropriate. If meals are provided at the event attended, no meal allowances will be paid for those meals. The per diem and meal allowances shall be made in accordance with Treasury Board of Canada rates effective January 1 of the calendar year in which the travel is claimed.[4]

v) Hotel accommodation at a single occupancy rate; original receipts required.

vi) Parking and ground transportation charges; original receipts required.

vii) Reasonable telephone calls supported by receipts when the per diem is not claimed;

viii) Should a Board member feel it is necessary to rent a car in order to attend an event, at the Chair's discretion the cost may be claimed as an expense. Original receipts are required.

[3] As per Board's Financial Accountability Procedures Manual, Annex 2, section 1.4 (By-law #2 of 2014)

[4] As per Board's Financial Accountability Procedures Manual, Annex 2, section 2.1 (By-law #1 of 2008)

ix) The cost of purchasing out-of-country medical insurance coverage is an allowable expense provided receipts are submitted in evidence of the expense incurred. The maximum coverage will be the premium for single coverage for the actual number of days on business.

4. Ineligible Expenses

4.1 Payment of expenses related to the attendance of any person other than the Board member (eg. Spouse, family member) will not be allowed.

4.2 Board members must pay for their own expenses related to social events not included in the conference registration fee, such as golf tournaments.

4.3 There shall be no reimbursement for any loss of personal effects that may occur while travelling on behalf of the Police Services Board.

4.4 Expenses connected with stopovers at resorts or other places while not on Board business will not be allowed for reimbursement unless it results in a lower cost to the Board.

4.5 Alcohol charges will not be reimbursed.

5. **Expense Claims / Reimbursement**

Approval and reimbursement of travel expense claims will be in accordance with the following procedures:

5.1 All expense claims, including required receipts, shall be submitted to the Board Office within ten (10) working days of the completion of travel.

5.2 Claim forms must be signed by the Board Chair or his/her designate, except for claims submitted by the Board Chair, which must be signed by the Vice Chair or designate. Any claim in dispute shall be referred to the Board for review.

5.3 Signed claim forms will be submitted to the Board Executive Director for processing.

6. **Monitoring and Reporting**

6.1 The Executive Director shall monitor conference expenditures and report on the balance remaining in the budget on a periodic basis.

6.2 Attendance at conferences, seminars and other events that constitute training will be reported in the Board's annual Training, Activity and Performance Report.

7. **Other Applicable Provisions**

7.1 The provisions of this policy will take precedence over any other Board policy or by-law. However, should a circumstance arise that is not covered in this policy and there are provisions in the Board's Financial Accountability Procedures Manual that are applicable, the provisions of the Financial Accountability Procedures Manual will apply.

TABLE GA-13 – POLICY NUMBER: GA-13 – POLICY NAME: OFFICIAL LANGUAGES - BOARD

GA-13 OFFICIAL LANGUAGES – BOARD	
LEGISLATIVE REFERENCE / AUTHORITY	*Police Services Act* section 37
DATE APPROVED	19 January 2009
DATE REVIEWED	2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2020
REPORTING REQUIREMENT	N/A

LEGISLATIVE REFERENCE / AUTHORITY

Under Section 37 of the *Police Services Act,* the Board is responsible for establishing its own rules and procedures in performing its duties under the *Act*. This policy addresses the provision of services in both of Canada's official languages by the Ottawa Police Services Board.

BOARD POLICY

INTRODUCTION

The Ottawa Police Services Board recognizes Canada's two official languages, English and French, and is committed to ensuring that it and the Ottawa Police Service provide services to the public in the official language of their choice. The Board has adopted this policy to clearly articulate its awareness of the importance of the Board providing services in both of Canada's official languages, and its commitment to doing so. A separate policy addressing the provision of services in both official languages by the Ottawa Police Service can be found at Chapter 3: Chief's Requirements, Policy #CR-11.

BOARD POLICY REQUIREMENTS

It is the policy of the Ottawa Police Services Board that the following principles will apply to its own operations:

1. In communicating with the public, the Board shall use as a guideline the City's French Language Services Procedure Manual to ensure accessible services are provided to the community in both French and English.

2. Written communications (including email) directed to the Mayor and all members of Council collectively as a group shall be in both official languages.

3. In recruiting a Chief of Police or Deputy Chief of Police, the Board will use as a guideline the relevant sections of Part VI of the City of Ottawa's Bilingualism Policy. The Board shall not hire a Chief of Police or Deputy Chief of Police unless the candidate possesses a level of proficiency in both official languages that is acceptable to the Board.

4. The Board's office will provide services in both official languages.

TABLE GA-14 / CR-14 – POLICY NUMBER: GA-14 / CR-14 – POLICY NAME: ACCESSIBILITY POLICY

GA-14 / CR-14 ACCESSIBILITY POLICY (Previously Accessibility Standards for Customer Service policy – replaces GA-14 and former CR-14)	
LEGISLATIVE AUTHORITIES	▪ *Accessibility for Ontarians with Disabilities Act, 2005,* S.O. 2005, c. 11 ▪ Accessibility Standards for Customer Service, O Reg. 429/07 ▪ Integrated Accessibility Standards, Ontario Regulation 191/11 ▪ Ontario *Human Rights Code*, R.S.O. 1990, c. H. 19 ▪ Ontario *Police Services Act,* R.S.O. 1990, section 31 (1)(c)
DATE APPROVED	19 December 2011 (Accessibility Standards for Customer Service Policy), 26 October 2015
DATE REVIEWED	2013, 2014, 2015, 2018
DATE AMENDED	28 July 2014, 26 October 2015, 23 April 2018
DATE TO BE REVIEWED	2021
REPORTING REQUIREMENTS	1. On progress in meeting the multi-year Accessibility Plan: annually to the Board. 2. On Compliance: every three years to the Provincial Director, with the next report due by 31 December 2017. This report also to be submitted to the Board.

LEGISLATIVE AUTHORITIES

- The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) was enacted into law by the Provincial Government in 2005 to ensure the development, implementation and enforcement of accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

- The Accessibility Standards for Customer Service Regulation 429/07 (ASCS) became law on January 1, 2008 and was the first of five sets of standards to be issued by the Provincial Government in support of the AODA. The Regulation establishes accessibility standards for customer service and applies to every designated public sector organization, and to every other person or organization that has at least one employee in Ontario and that provides goods or services to members of the public or other third parties.

- The Integrated Accessibility Standards Regulation 191/11 (IASR) was enacted in 2011 and is a consolidation of accessibility standards in the following five areas: General; Information and Communications; Employment; Transportation; Design of Public Spaces (Accessibility for the Built Environment).

- Section 1 of the Ontario *Human Rights Code*, R.S.O. 1990, c. H. 19 states that, "Every person has a right to equal treatment with respect to services, goods and facilities, without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or disability."

- Under Section 31(1)(c) of the *Police Services Act* the Board is responsible for the provision of adequate and effective police services in the municipality and shall establish policies for the effective management of the police force. This policy addresses the provision of services to persons with disabilities by the Ottawa Police Service.

BOARD POLICY

POLICY STATEMENT

The Ottawa Police Services Board is committed to meeting the accessibility needs of people with disabilities in a timely and proactive manner and will use reasonable effort to provide equitable access to programs, services, goods and facilities provided by the Board and the Ottawa Police Service, in a way that respects a person's dignity and independence.

Policy requirements set out in this document shall form part of the Police Services Board's Policy Manual and the Chief of Police shall comply with these requirements in directing the Ottawa Police Service.

PURPOSE

This policy is intended to provide the overarching framework to guide the review and development of other Ottawa Police Services and Board policies, standards, procedures and guidelines to

comply with the standards developed under the *Accessibility for Ontarians with Disabilities Act* 2005, S.O. 2005, c. 11 (the AODA).

APPLICATION

This policy applies to the members and employees of the Ottawa Police Services Board (the Board) and to all employees of the Ottawa Police Service (OPS), auxiliary members, volunteers, and to any individual or organization that provides goods, services or facilities to the public or other third parties on behalf of the OPS or Board, in accordance with the legislation.

PRINCIPLES

OPS and Board services, programs, goods and facilities are to be available to people with disabilities in a manner that:

- Is free from discrimination
- Offers accessible formats and communications supports
- Seeks to provide integrated services
- Provides an opportunity equitable to others to obtain, use and benefit from the goods or services
- Takes into consideration a person's disability.

DEFINITIONS

For the purposes of this policy, the following definitions shall apply:

Accessible Formats – may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities, provided for any information and communication that the OPS and Board makes available to the public.

Communication Supports – may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Disability – is defined as prescribed in section 2 of the *Accessibility for Ontarians with Disabilities Act*, *2005,* S.O. 2005, c. 11 and the *Human Rights Code*, R.S.O. 1990, c. H. 19, as follows:

a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation,

lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

b) a condition of mental impairment or a developmental disability,

c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

d) a mental disorder, or

e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Kiosk – an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products, or both.

Service Animals - are defined as prescribed in section 4(9) of the Accessibility Standards for Customer Service, O. Reg. 429/07, as follows: "An animal is a service animal for a person with a disability if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability, or
- If the person provides a letter from a physician or nurse confirming that that person requires the animal for reasons relating to the disability.

Support Person – is defined as prescribed in section 4(8) of the Accessibility Standards for Customer Service, O. Reg. 429/07, as follows: "A support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services."

Unconvertible – information or communications are unconvertible if it is not technically feasible to convert the information or communications or the technology to convert the information or communications is not readily available.

POLICY REQUIREMENTS

Policy Obligations

The Ottawa Police Service is a "large organization" under the AODA. The Board and the OPS are committed to meeting the accessibility needs of people with disabilities.

Board

It is the policy of the Ottawa Police Services Board that it:

- Meets all requirements of the ASCS, O. Reg. 429/07 under the AODA on an ongoing basis.
- Meets all requirements of the IASR, O. Reg. 191/11 under the AODA on an ongoing basis in accordance with the timelines set out in the regulation.
- Has policies, practices and procedures that are aligned with the requirements of the IASR, O. Reg. 191/11 under the AODA.
- Includes accessibility requirements related to the implementation of this policy as part of its annual budget and planning processes.

Chief

It is the policy of the Ottawa Police Services Board that the Chief of Police shall ensure that the OPS:

- Meets all requirements of the ASCS, O. Reg. 429/07 under the AODA on an ongoing basis.
- Meets all requirements of the IASR, O. Reg. 191/11 under the AODA on an ongoing basis in accordance with the timelines set out in the regulation.
- Has policies, practices and procedures that are aligned with the requirements of the IASR, O. Reg. 191/11 under the AODA.
- Includes accessbility requirements related to the implementation of this policy as part of the annual budget and planning processes.

Specifically, the Chief of Police shall ensure that there are procedures and practices in place that incorporate the principles and provisions set out below, and shall ensure that they are adhered to. Where references are made to the Board's responsibilities, it is understood that responsibility rests with the Board and not the Chief for ensuring policies, procedures and practices are in place and complied with.

A. GENERAL STANDARDS

1. Accessibility Plan and Policies

The Chief of Police shall produce a multi-year Accessibility Plan for the Police Service that outlines the organization's strategy to prevent and remove barriers and meet its requirements under the IASR. The Plan will be posted on the OPS website and shall be made available in an accessible format and with communications supports, upon request. A progress report on the Plan will be provided annually to the Board. The Accessibility Plan shall be reviewed and, if necessary, updated at least once every five (5) years.

Policies governing how the Board and OPS shall meet its requirements under the AODA will be provided in an accessible format, upon request.

2. **Accessible Formats and Communications Supports**

Except as otherwise provided by the AODA, the OPS and Board shall, upon request, and in consultation with the person making the request, provide or make arrangements to provide accessible formats and communications supports for persons with disabilities. Acessible formats and communication supports shall be provided in a timely manner, taking into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons, in accordance with the Accessible Formats and Communication Supports Procedures of the City of Ottawa.

This does not apply to products and product labels, unconvertible information or communications and information that the Board or OPS does not control directly or indirectly through a contractual relationship. If it is determined that information or communications are unconvertible, the Board/OPS shall provide the person requesting the information or communication with:

a. An explanation as to why the information or communications are unconvertible.
b. A summary of the unconvertible information or communications.

3. **Kiosks**

When designing, procuring or acquiring self-service kiosks, the Board and OPS shall incorporate accessibility features, unless it is not feasible (or practicable). If not practicable, the Board or OPS, as the case may be, shall provide an explanation, upon request.

4. **Training**

Board members and employees, all OPS employees, volunteers, and all other people who provide goods, services or facilities on behalf of the Board or OPS, as well as those who develop policies, practices and procedures will receive accessibility training.

This training shall include:

1. A review of the purposes of the AODA and the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07) and instruction about the following matters:
   - How to interact and communicate with persons with various types of disability.
   - How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
   - How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
   - What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.
2. A review of the requirements of the Accessibility Standards referred to in the AODA Integrated Accessibility Standards (Ontario Regulation 191/11) and on the *Human Rights Code* as it pertains to persons with disabilities.

- Training must be provided to:
  - All employees, and volunteers
  - All people who participate in developing the organization's policies, and
  - All other people who provide goods, services or facilities on behalf of the organization.
- Every person must be trained as soon as practicable.
- Organizations must provide training on any changes to its accessibility policies on an ongoing basis.

The training provided shall be appropriate to the duties of the employee, volunteer or third party. Training shall take place as soon as is practicable and upon completion, the Board or OPS, as the case may be, shall keep a record of the training provided including the dates on which accessibility training took place.

3. **Feedback**

Feedback on how services were delivered to people with disabilities shall be invited, forwarded to the appropriate personnel, responded to, documented and tracked. Feedback shall be collected by phone at the OPS, the Board or through Next Talk TTY (teletypewriter); by email to the OPS, Board; and in person at any of the OPS' police stations or the Board office. Feedback shall be accepted in accessible formats and with other communication supports as required.

4. **Documentation**

Documentation that describes this Policy and each of its requirements and any information and communication that the OPS and Board provides to the public shall be maintained on the OPS and Board websites respectively, and shall be provided to individuals, upon request, in the appropriate format or communication support in a timely manner and at a cost that is no more than the regular cost charged.

B. CUSTOMER SERVICE STANDARDS

1. **Assistive Devices**

The Board and Ottawa Police Service employees, auxiliary members, volunteers and third party contractors shall accommodate the use of personal assistive devices such as scooters and Braille display boards. Assistive devices that are available for access to specific services and programs shall be kept in good working order and the public shall be informed of their availability. Assistive devices include, but are not limited to, Assistive Listening Devices and FM Loop systems.

2. **Service Animals**

The Board and Ottawa Police Service employees, auxiliary members, volunteers and third party contractors shall accommodate the use of service animals by people with disabilities who are accessing OPS services or goods unless the animal is otherwise excluded by law, such as food preparation areas as prohibited by Food Premises,

R.R.O. 1990, Reg. 562 under the *Health Protection and Promotion Act*, R.S.O. 1990, c. H.7.

3. **Support Persons**

Where a person with a disability accessing Board or OPS goods or services is accompanied by a support person, Board and OPS employees, auxiliary members, volunteers and third party contractors shall ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises.

4. **Admission Fees**

If the Board or OPS charges an admission fee in connection with a support person's presence at an event or function, the Board or OPS shall ensure that notice is given in advance about the amount, if any, that is payable in respect of the support person accompanying a person with a disability.

5. **Communications**

1. When communicating with a person with a disability, Board and OPS employees, auxiliary members, volunteers and third party contractors shall do so in a manner that respects the person's disability.

2. Publications printed by the Board and the OPS shall be made available in alternate formats, upon request by people with disabilities.

6. **Notice of Service Disruption**

In the event that there is a temporary disruption in the availability of facilities, services or goods used by persons with disabilities (e.g. temporary loss of elevator service), the Board or OPS shall give notice to the public of the reason for the disruption, the date(s) of disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. Such notice may be provided by a variety of methods depending on the circumstances, and may include postings in conspicuous places at the affected premises, other facilities, and on the Board or OPS website, to ensure that the notice reaches those persons potentially affected by the temporary disruption.

C. INFORMATION AND COMMUNICATION SUPPORT STANDARDS

1. Communication

When communicating with a person with a disability, Board and OPS employees, volunteers and third party contractors shall do so in a manner that takes into account the person's disability. As a reference, guidelines for communicating with people who have various types of disabilities are provided in Appendix B of the City of Ottawa's Accessible Formats and Communication Supports Procedures.

2. Terminology

When referring to people with disabilities, Board and OPS employees, volunteers and third party contractors shall use terminology that is used in the AODA and IASR.

3. Accessible Websites and Web Content

Internet websites and web content controlled directly by the Board or the OPS, or through a contractual relationship that allows for modification of the product, shall conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at level A and AA in accordance with the schedule set out in the AODA Integrated Accessibility Standards.

4. Emergency Procedures, Plans and Information

The OPS shall provide all existing public emergency procedures, plans and public safety information upon request in an accessible format or with appropriate communication supports in a timely manner.

D. EMPLOYMENT STANDARDS

It is understood that, while the Employment Standards reference only the OPS, they apply equally to the Board. The Board will utilize and adhere to the City of Ottawa's policies and procedures in fulfilling the obligations of this Section and the OPS will utilize and adhere to the OPS policies and procedures.

1. Recruitment

The OPS shall post information about the availability of accommodations for applicants with disabilities in its recruitment process. Job applicants who are

individually selected for an interview and/or testing shall be notified that accommodations for material to be used in the process are available upon request. The OPS shall consult with any applicant who requests an accommodation in a manner that takes into account the applicant's disability. Successful applicants shall be notified about the OPS' policies for accommodating employees with disabilities as part of their offer of employment.

2. **Employee Supports**

The OPS will inform employees of the policies used to support employees with disabilities, including policies on the provision of job accommodations that takes into account an employee's accessibility needs due to disability. The OPS will provide this information to new employees as soon as practicable after they begin their employment and provide updated information to all employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

3. **Accessible Formats and Communication Supports for Employee**

Upon an employee's request, the OPS shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

a. Information that is needed in order to perform the employee's job; and
b. Information that is generally available to employees in the workplace.

The OPS will consult with the employee making the request in determining the suitability of an accessible format or communication support.

4. **Workplace Emergency Response Information**

If an employee's disability is such that workplace emergency response information is necessary and the OPS is aware of the need for accommodation, this information shall be provided to the employee. In addition, this information shall be provided, with the employee's consent, to the person designated to provide assistance. The information shall undergo review when the employee moves to a different location, when the employee's overall accommodation needs or plans are reviewed and when the OPS reviews its general emergency response plan. (Reference City of Ottawa Individualized

Workplace Emergency Response Information Plan (IWERIP) – Manager's Guide, and Individualized Employee Discussion Guide.)

5. **Documented Individual Accommodation Plans**

1. A written process for the development and maintenance of documented individual accommodation plans shall be developed for employees with disabilities. The process for the development of documented individual accommodation plans shall include the following:
   a. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
   b. The means by which the employee is assessed on an individual basis.
   c. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
   d. The manner in which the employee can request the participation of a representative from their bargaining agent in the development of the accommodation plan.
   e. The steps taken to protect the privacy of the employee's personal information.
   f. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
   g. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
   h. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.
2. If requested, these plans shall include information regarding accessible formats and communications supports.
3. If requested, the plans shall include individualized workplace emergency response information.

6. **Return to Work Process**

The OPS shall have in place a documented return to work process for employees returning to work due to disability and requiring disability-related accommodations. This return to work process shall outline the steps that the OPS shall take to facilitate the return to work.

7. **Performance Management and Career Development and Redeployment**

   The OPS shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development, performance management and when considering redeployment.

E. BUILT ENVIRONMENT STANDARDS

1. The OPS shall comply with the AODA Design of Public Spaces Standards (Accessibility Standards for the Built Environment) and the City of Ottawa's Accessibility Design Standards when undertaking new construction and redevelopment of public spaces in the following areas:
   a. Exterior paths of travel
   b. Accessible parking
   c. Obtaining services
   d. Maintenance of accessible elements.

RESPONSIBILITIES

The Board, in consultation with the City of Ottawa's Corporate Accessibility Office, is responsible for reviewing this policy annually and recommending amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations.

OPS supervisors and managers, and the Board's Executive Director, shall ensure that they and their respective staff are familiar with and comply with this policy.

MONITORING REQUIREMENTS

Failure to comply with the AODA regulations can result in administrative penalties as defined in Part V of the IASR.

Supervisors and managers shall monitor current practices to ensure compliance.

On an annual basis, the Chief of Police shall review and assess the effectiveness of the Police Service's policies and procedures related to the Integrated Accessibility Standards Regulation.

REPORTING REQUIREMENTS

1. The Chief of Police shall report annually to the Board on progress in meeting the OPS multi-year Accessibility Plan.

2. The Board Executive Director shall ensure that the accessibility report required under subsection 14(1) of the AODA for an obligated large organization is filed with a director (appointed under section 30 of the AODA by the Deputy Minister) in accordance with the schedule set out in the IASR.

ENQUIRIES

For further information regarding this policy, contact: Board Executive Director.

REFERENCES

OPS REFERENCES:

- AODA Accessible Formats and Communication Supports Procedure
- Accessible Web Publishing Procedure
- OPS Third Party Contractors AODA Compliance Procedure
- AODA Feedback Procedure
- OPS Notice of Temporary Disruption Procedure
- Tips for Serving Customers with Disabilities
- Resources for Accessible Formats and Communication Supports
- OPS Managers Guide – Individual Workplace Emergency Response Information and Plans for Employees with Disabilities

BOARD REFERENCES:

- City of Ottawa Accessible Formats and Communications Supports Procedure
- City of Ottawa Accessibility Training for Customer Service – Reference Guide
- City of Ottawa Manager's Guide for Individual Workplace Emergency Response Information & Plans for Employees with Disabilities (IWERIP)
- City of Ottawa Employee Emergency Information Discussion Guide
- City of Ottawa Workplace Accommodation Policy

Table GA-15 – Policy Number: GA-15 – Policy Name: Legal Indemnification

GA-15 LEGAL INDEMNIFICATION	
LEGISLATIVE AUTHORITY / REFERENCE	*Police Services Act* sections 31(1)(h), 50 Collective Agreements
DATE APPROVED	24 June 2013
DATE REVIEWED	2017, 2018
DATE AMENDED	23 April 2018
DATE TO BE REVIEWED	2020
REPORTING REQUIREMENT	As prescribed in the Reporting section of the policy

LEGISLATIVE AUTHORITY / REFERENCES

- Section 31(1)(h) of the *Police Services Act* states that a board shall establish guidelines with respect to the indemnification of members of the police force for legal costs under section 50 of the *Police Services Act*. This is applicable for the section of the policy on Auxiliary Volunteers and individuals not subject to a collective agreement.

- Ottawa Police Association Collective Agreement (Police Personnel), article 26

- Ottawa Police Association Collective Agreement (Civilian Personnel), article 28

- Ottawa Police Senior Officers Association Collective Agreement, article 18.

BOARD POLICY

PURPOSE

In accordance with the *Police Services Act* and/or collective agreements between the Ottawa Police Services Board ("the Board") and bargaining units representing members of the Ottawa

Police Service ("the Service"), the Board approves the retention of legal counsel from time to time, to represent members of the Service in various matters. The Board is also responsible for approving and paying legal accounts submitted by members of the Service for necessary and reasonable costs incurred as a result of legal indemnification, as set out in the Uniform, Civilian or Senior Officers Collective Agreements for employees of the Service.

This policy establishes administrative procedures to be followed when requests for legal indemnification and payment of legal accounts are submitted for approval by members of the Service.

RESTRICTION

Nothing in this policy is intended to contravene the provisions of any applicable collective agreement.

APPLICATION

This policy applies to requests for legal indemnification and payment of legal accounts submitted to the Board pursuant to the Uniform, Civilian or Senior Officers Collective Agreements, as well as requests submitted by Auxiliary Volunteers of the Service.

In accordance with this policy in the case of Auxiliary Volunteers and the Uniform, Civilian or Senior Officers Collective Agreements for employees of the Service, the Board will provide legal representation through the Board Solicitor for an auxiliary volunteer or member of the Service who is a defendant in a civil or administrative claim for damages arising out of the attempted performance, in good faith, of his/her duties, unless it would result in a conflict of interest for the same legal representative to represent both the Board and the member. In such cases, the member will be required to retain his/her own legal representation, which will be subject to indemnification as per the applicable collective agreement.

Where the auxiliary volunteer or member is charged with a criminal or statutory offence arising out of his/her good faith performance of their duties with the Service, this policy will apply in addition to the applicable collective agreement provision for legal indemnification.

Reimbursement of legal costs for a member required to retain his/her own legal counsel will be determined in accordance with the applicable collective agreement and this policy.

POLICY REQUIREMENTS

It is the policy of the Ottawa Police Services Board that the following procedures shall be followed with regard to legal indemnification. In the case of a dispute, the dispute resolution mechanism in the applicable collective agreement will apply (not applicable for auxiliary members).

A. INDEMNIFICATION OF MEMBERS OF THE OTTAWA POLICE SERVICE

1. Uniform and Civilian Members of the Ottawa Police Service may be entitled to legal indemnification in accordance with their respective Collective Agreement. Such indemnification is subject to the conditions set out in the applicable agreement.

2. The following process for approval of legal indemnification will apply:

   Step 1. In accordance with the applicable collective agreement, the employee seeking legal indemnification will apply to the Board for approval to retain counsel and approval of counsel to be retained within thirty (30) days of being charged or receiving notice of other legal proceedings covered by their collective agreement. The Board will require, in writing, the name of counsel(s), their contact information, and hourly rates. The Board will not pay for the difference between the hourly rate of a lawyer when the retainer is approved and any subsequent change in his or her hourly rate. The hourly rate at the time of approval will apply for the duration of the retainer.

   Step 2. The Board will advise the applicant whether the application for legal indemnification and counsel has been approved. Upon approval of the application for legal indemnification, the Board will send the attached letter to counsel retained to make clear its expectations with respect to billing practices and necessary and reasonable costs.

   Step 3. Once legal indemnification and counsel has been approved, the Board will require:

   a) Summary billing updates upon receipt of legal bills. Interim accounts should not be rendered until the amount of the fees and disbursements incurred totals $2,500.00. Notwithstanding the foregoing, accounts should be rendered prior to December 31st of each year.
   b) A final statement of account for payment (upon conclusion of the matter), addressed to the Board Chair, which includes the following information:
      i. the name of the matter

ii. the date the task was performed

iii. by whom the task was performed (if initials are used, the full name should appear elsewhere on the account)

iv. his or her hourly rate

v. the time spent for each task (by tenths of an hour, for example)

vi. a detailed description of the work performed specific enough to allow a person unfamiliar with the file to determine the function performed and its necessity. It is understood that the member is the client and the Board is not seeking any information that would violate solicitor/client privilege.

vii. a detailed itemization of disbursements

viii. the cumulative total of fees and disbursements on the file to date.

Accounts rendered to the Board that do not include all the required information will not be paid and clarification will be sought from the association or employee or individual, where appropriate. It is understood that the member is the client and the Board is not seeking information that would violate solicitor-client privilege, however, the Board requires sufficient information upon which to base its approval of legal accounts submitted to it for approval.

3. After approval of legal accounts, the Board will make its best efforts to pay the final account within 60 days of receipt. In accordance with the applicable collective agreement, the Board will reimburse those amounts which constitute necessary and reasonable legal costs. Any concerns should be raised within 60 days of receipt of the account. If concerns are not resolved, the dispute mechanism in the applicable collective agreement will apply (not applicable for auxiliary members).

B. INDEMNIFICATION OF AUXILIARY VOLUNTEERS

1. Auxiliary Volunteers of the Ottawa Police Service may be entitled to legal indemnification in respect of actions or proceedings arising out of acts or omissions by the Auxiliary in his or her capacity as an Auxiliary Volunteer of the Ottawa Police Service. For the purposes of this policy "action or proceeding" includes all civil

actions, provincial offences or administrative proceedings, except those arising under the *Highway Traffic Act*, municipal parking or traffic by-laws, or the *Criminal Code*.

2. Subject to the provisions of this policy, in an action or proceeding against an Auxiliary Volunteer with the exception of any criminal or quasi-criminal proceeding, the Board shall defend or represent the Auxiliary in such proceeding in the name of and on behalf of the Auxiliary.

3. An Auxiliary Volunteer may retain his or her own legal counsel for the defence or representation in an action or proceeding in lieu of the defence or representation provided by the Board, provided that the Board shall not reimburse the Auxiliary for his or her legal costs except where the Board has declined to defend or represent the Auxiliary because either:

   (a) The Board Solicitor has determined that it would be inappropriate for the Board to defend or continue to defend or represent the Auxiliary; or

   (b) The Board Solicitor is satisfied that the interests of the Board and the Auxiliary conflict.

4. The Board shall not reimburse the Auxiliary Volunteer under this policy unless it has approved the selection of legal counsel retained by the Auxiliary. Such approval shall be conditional upon the requirements set out in this policy.

5. Where an Auxiliary Volunteer is charged with and subsequently acquitted of an offence under the *Criminal Code* or a provincial statute or regulation because of any act done or any failure to act or allegations of same in the attempted performance or performance in good faith of his or her duties as an Auxiliary Volunteer, the Auxiliary shall be indemnified by the Board for the necessary and reasonable legal costs incurred in defence of such charges or allegations. The Auxiliary Volunteer may be entitled to receive payment from the Board for a retainer for interim legal costs incurred in the defence of such charges or allegations to a maximum of $5,000, at the discretion of the Board.

6. Where an Auxiliary Volunteer is the subject of an investigation in a matter which may result in charges being laid against the Auxiliary under the *Criminal Code* or other provincial statute or regulation, because of any act done or any failure to act or

allegations of same in the attempted performance or the performance in good faith of his or her duties as an Auxiliary Volunteer, the Auxiliary may be entitled to receive payment from the Board for a retainer of and/or interim legal costs, not exceeding $5,000, to obtain legal representation during the investigation, at the discretion of the Board.

7. As a condition precedent to the Board making payments in respect of the costs pursuant to paragraphs 5 or 6 above, the Auxiliary Volunteer must agree in writing to repay the Board, if the Auxiliary is convicted of an offence, all sums paid by the Board including the legal retainer as provided for in paragraphs 5 and 6.

C. COMMUNICATIONS

All communications, including requests for legal indemnification, shall be addressed to the Board Chair.

D. REVIEW OF LEGAL INDEMNIFICATION REQUESTS AND ACCOUNTS

Requests for legal indemnification and all related accounts will be submitted by the Board Chair to the Board Solicitor for review and approval.

The Board Solicitor shall have delegated authority to review and approve requests for legal counsel and the counsel to be retained. In the case of a dispute concerning the counsel to be retained, the matter shall be resolved in accordance with the dispute resolution mechanism outlined in the applicable collective agreement.

The Board Solicitor will review all legal accounts submitted for payment and has delegated authority to authorize their payment where appropriate.

MONITORING REQUIREMENTS

Not applicable.

REPORTING REQUIREMENTS

The Board Solicitor shall report to the Board as part of his/her regular report to the Board:

1. Approval of the provision of legal counsel and retention of said counsel.
2. Payment of accounts.

Table GA-16 – Policy Number GA-16 – Communication and Information Sharing within the Board

GA-16 COMMUNICATION AND INFORMATION SHARING WITHIN THE BOARD

LEGISLATIVE REFERENCE / AUTHORITY	*Police Services Act,* R.S.O. 1990, c.P.15, as amended, s. 37 *Members of Police Services Boards – Code of Conduct,* O. Reg. 421/97 *Audit of OPS' Response to the Convoy Protest – The Role of the Ottawa Police Services Board,* Recommendation No. 4
DATE APPROVED	18 December 2023
DATE REVIEWED	
DATES AMENDED	
DATE TO BE REVIEWED	
REPORTING REQUIREMENT	N/A

LEGISLATIVE REFERENCE / AUTHORITY

Section 37 of the *Police Services Act* stated that the board shall establish its own rules and procedures in performing its duties under the *Act*. This policy has been created to provide guidance to Board Members around expectations related to communications and information sharing within the Board, including the nature and extent of the information to be shared, as well as the mechanism and timing of dissemination of that information.

BOARD POLICY

INTRODUCTION

Board Members, which is defined as all Board Members, including the Chair and the Vice Chair, receive information from the Chief of Police through a variety of mechanisms, including through formal reports at Board meetings. However, a substantial amount of communication occurs between individual Members of the Board and the Chief or other members of the Command through a number of informal methods, including impromptu meetings or discussions, *ad hoc* oral briefings at Board meetings, memoranda, telephone calls, or e-mails.

It is critical that any material information obtained by one Board Member that, in their judgment, is pertinent to the Board's consideration of matters before it, or likely to come before it, or that is related to a prior Board decision, or that is of public interest, is shared with the entire Board at the next available opportunity, so that the entire Board can discharge its governance and oversight responsibilities based on the same information.

GENERAL PRINCIPLES

It is, therefore, the policy of the Ottawa Police Services Board that:

1. A Board Member will share, at the earliest opportunity, material information that they receive through informal communication with the Chief, other members of the Executive Command or Service, legal counsel, or any other relevant source of information, that, in their judgment, is pertinent to the Board's consideration of matters before it, or likely to come before it, or that is related to a prior Board decision, or that is of public interest;

2. Such communication and information-sharing will be in the form of a formal Board report or briefing at the Board meeting following the receipt of such information;

3. Where the information received is, in the Board Member's judgment, related to an item of an urgent nature and should be considered before the date of the next regularly scheduled Board meeting, the Board Member in receipt of the information will consult with the Chair to determine whether a Special Board meeting should be called or the information can be provided to the full Board by some other means; in the case of the Chair receiving information related to an item of an urgent nature that should be considered before the date of the next regularly scheduled Board

meeting, the Chair will consult with the Vice Chair and/or the Executive Director to determine how best to provide the information to the full Board;

4. Board Members, when assessing information they have received to determine whether it reasonably ought to be shared in accordance with this policy, will use their best judgement; and,

5. When the Board becomes aware that, in exercising their judgment, a Board Member did not communicate information that ought to have been provided to the full Board, the Board will determine what the appropriate course of action should be, pursuant to *Ontario Regulation 421/97, Members of Police Services Boards – Code of Conduct*.

TABLE BC-1 – POLICY NUMBER: BC-1 – POLICY NAME: BOARD / CHIEF RELATIONSHIP

BC-1 BOARD / CHIEF RELATIONSHIP	
LEGISLATIVE REFERENCE / AUTHORITY	*Police Services Act section 31(1)(c), 31(1)(e), 31(3), 31(4)*
DATE APPROVED	June 1999
DATE REVIEWED	2007, 2010, 2013, 2017
DATES AMENDED	24 September 2007, 01 November 2010
DATE TO BE REVIEWED	2021
REPORTING REQUIREMENT	Addressed in Annual Chief's Performance Review

LEGISLATIVE REFERENCE / AUTHORITY

Section 31 of the *Police Services Act* sets out the following responsibilities for police services boards in connection to its relationship with the chief of police:

31(1) A board is responsible for the provision of adequate and effective police services in the municipality and shall,

c) establish policies for the effective management of the police force;

e) direct the chief of police and monitor his or her performance;

31(3) The board may give orders and directions to the chief of police, but not to other members of the police force, and no individual member of the board shall give orders or directions to any member of the police force.

31(4) The board shall not direct the chief of police with respect to specific operational decisions or with respect to the day-to-day operation of the police force.

This policy sets out general rules regarding the relationship between the board and the chief of police, and general expectations that the board has of the chief of police. The policies contained in chapters 3 and 4 of this Manual address specific directions from the board to the chief.

BOARD POLICY

GENERAL PRINCIPLES

Based on the relevant legislation, the Ottawa Police Services Board has established the following general principles to define its relationship to the Chief of Police and its expectations of him or her:

1. The Chief of Police is accountable to the Board acting as a body. The Board will instruct the Chief primarily, but not solely, through written policies. Interpretation, implementation and detailed operational policy development are the purview of the Chief.

2. The Chief of Police shall ensure that all practices, activities, decisions and organizational circumstances are consistent with the *Police Services Act* of Ontario, the *Adequacy and Effectiveness of Police Services Regulation,* Ministry Standards, other relevant statutes, contractual agreements the Board has made with its bargaining units, Board policies, and commonly accepted business practices and professional ethics.

3. Only decisions of the Board acting as a body are binding upon the Chief.

    a) Decisions or instructions of individual Board members, officers, or committees are not binding on the Chief except in those instances when the Board has specifically authorized such exercise of authority and has advised the Chief of such authority.

    b) In the case of Board members or committees requesting information or assistance without Board authorization, the Chief can refuse such requests that require, in the Chief's judgement, a material amount of staff time or funds or are disruptive.

4. As the Board's single official link to the organization, the Chief's performance will be considered to be synonymous with organizational performance as a whole. Consequently, the Chief's job contributions are based on performance measured against the following:

    a) The Chief's job description and annual goals and objectives agreed to by the Board and the Chief at the beginning of each review period;

    b) Organizational accomplishment of the goals and objectives of the organization's Business Plan; and

    c) Compliance with the Board's policies contained in Chapter 2, Chapter 3 and Chapter 4 of the Board Policy Manual.

TABLE BC-2 – POLICY NUMBER: BC-2 – POLICY NAME: MONITORING REQUIREMENTS

BC-2 MONITORING REQUIREMENTS	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario *Police Services Act*, section 31(1)(e). *Adequacy and Effectiveness of Police Services Regulation, 3/99, section 35*.
DATE APPROVED	June 1999
DATE REVIEWED	2007, 2008, 2010, 2013, 2017
DATES AMENDED	24 September 2007, 27 October 2008, 01 November 2010, 27 February 2017
DATE TO BE REVIEWED	2021
REPORTING REQUIREMENTS	As stated in this policy

LEGISLATIVE REFERENCE / AUTHORITY

1. Section 31(1)(e) of the *Police Services Act* states that, "a board is responsible for the provision of adequate and effective police services in the municipality and shall direct the chief of police and monitor his or her performance."

2. Section 35 of the *Adequacy and Effectiveness of Police Services Regulation* requires that every board implement a quality assurance process relating to the delivery of adequate and effective police services, and compliance with the Act and its regulations.

BOARD POLICY

PROCESS FOR MONITORING PERFORMANCE

The Board has adopted this policy to establish the way in which it will monitor activities of the Police Service for which it has monitoring responsibilities in accordance with the *Police Services Act,* Ministry Adequacy Standards or Board policies.

Accordingly:

1. Monitoring will be conducted to determine the degree to which Board policies, Ministry Standards and *Police Services Act* requirements are being fulfilled. Monitoring will be as

automatic as possible, using a minimum of Board time so that meetings can be used to focus on strategic and policy priorities rather than reviewing the past.

2. Upon the choice of the Board, a given policy may be monitored in one or more of three ways:

   a) **Internal Report**: Disclosure of compliance information to the Board from the Chief.

   b) **External Report**: Discovery of compliance information by a disinterested, external auditor, inspector or judge, or by the Ministry of Community Safety and Correctional Service as part of its regular inspection of a police service. Such reports must assess executive performance only against policies of the Board, not those of the external party unless the Board has previously indicated that party's opinion to be the standard.

   c) **Direct Board Inspection**: Discovery of compliance information by a Board member, a committee or the Board as a whole. This is a Board inspection of documents, activities or circumstances directed by the Board that allows a "prudent person" test of policy compliance.

3. For policies monitored through internal reporting, an annual Calendar of Monitoring Requirements that identifies the months in which regular monitoring reports are due to be submitted to the Board will be developed in consultation with the Chief and submitted to the Board by its Executive Director at the first Board meeting each year.

CHIEF'S REQUIREMENTS

The Chief shall ensure that:

1. Reports identified in the Board's annual Calendar of Monitoring Requirements as being the responsibility of the Chief or another member of the Police Service are submitted in a timely, accurate and understandable fashion, directly addressing the provisions of the policies being monitored. If it is not possible to submit a monitoring report by the specified due date, an explanation and new due date will be provided to the Board.

2. The Board is provided with information as required by the *Police Services Act* and associated Regulations, in accordance with the Calendar of Monitoring Requirements.

This includes **quarterly reports** on:

a) The appointment of new members of the Police Service.[5]

b) Senior Officer Assignments.[6]

c) Labour Relations Unit (confidential).[7]

d) Appointments made under the *Interprovincial Policing Act*. [8]

Quarterly and annual reports on:

e) The administration of the complaints system[9]

f) The finances of the organization, including information on:

i. All contracts awarded by the Chief that exceed $25,000.[10]

ii. completion and closure of capital projects.

iii. Donations, loans and sponsorships accepted by the Police Service.[11]

Semi-annual report on:

g) The Business Plan.[12]

Annual reports on:

h) Compliance with policies contained in the Board's Policy Manual, including the Ministry Standards.[13]

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[5] Section 31(1)(a) of the *Police Services Act*.

[6] Required by Board Policy CR-5.

[7] As per Board request in 2007.

[8] Required under *Interprovincial Policing Act*.

[9] Section 31(1)(j) of the *Police Services Act*.

[10] Section 3.2.4.5 of the Board's Financial Accountability Procedures Manual

[11] Required by policy on the Acceptance of Donations, Loans and Sponsorships.

[12] Direction approved by the Board on 24 April 2006.

i) Secondary activities of all sworn officers.[14]

j) The activities of the Ottawa Police Service over the previous fiscal year,[15] including information on:

   i. its performance objectives, indicators and results;

   ii. public complaints; and

   iii. the actual cost of police services in comparison to the original Budget Estimates.

k) Succession Planning.[16]

l) Use of Force.[17]

m) Human Rights and Racial Profiling.[18]

n) Public Rewards.[19]

o) Accessibility.[20]

p) Workplace Accidents and Injuries.[21]

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[13] Adequacy Standards Regulation section 35; Board Policy CR-9, sections 11 and 13; Ministry Standards & Board Policies LE-006, sec. (a)(i); LE-020, sec. (a); CT-001, 002, 003 & 004.

[14] Section 31(1)(g) of the *Police Services Act*.

[15] Adequacy Standards Regulation, Paragraph 31 – Reference Ministry Standard AI-011

[16] Required by Board Policy CR-3.

[17] Required by Ministry Standard and Board Policy AI-012.

[18] Required by Board Policy CR-16.

[19] Required by Board Policy CR-10.

[20] Required by Board Policy CR-14.

[21] Required by Occupational Health & Safety Act & Board Policy CR-15.

q) Promotions Process.[22]

r) Positive Workplace.[23]

s) Risk management program to ensure that all risks facing the organization have been identified and assessed and that a risk management framework capable of addressing those risks has been established. *[P&G Committee recommendation – 13 Feb 2017]*

t) Regulated Interactions (beginning in 2018).[24]

Every three years, information that will be included in the Board's Business Plan[25]. This will include information on quantitative and qualitative performance objectives and indicators relating to:

i. the police force's provision of community-based crime prevention initiatives;

ii. community patrol and criminal investigation services;

iii. community satisfaction with police services;

iv. emergency calls for service;

v. violent crime and clearance rates for violent crime;

vi. property crime and clearance rates for property crime;

vii. youth crime and clearance rates for youth crime;

viii. police assistance to victims of crime and re-victimization rates;

ix. road safety;

[22] Required by Board Policy CR-7 & CR-11.

[23] Required by Board Policy CR-1.

[24] Required by Board Policy CR-18.

[25] Required under Paragraph 30 of the Adequacy Standards Regulation – Reference Ministry Standard AI-001

as well as estimated cost projections for implementing the business plan for each year that the plan covers, and references to separate plans on information technology and police facilities.

As required, any secondary activities that the Chief is personally contemplating so the Board can determine if it is acceptable.[22]

[22] Section 49(3) of the *Police Services Act*.

Table BC-3 – Policy Number: BC-3 – Chief of Police Performance Evaluation System

BC-3 CHIEF OF POLICE PERFORMANCE EVALUATION SYSTEM

BC-3 CHIEF OF POLICE PERFORMANCE EVALUATION SYSTEM	
LEGISLATIVE REFERENCE / AUTHORITY	*Police Services Act* sections 31(1)(d) & (e)
DATE APPROVED	22 September 2008
DATE REVIEWED	2009, 2010, 2013, 2017
DATE AMENDED	22 June 2009
DATE TO BE REVIEWED	2021
REPORTING REQUIREMENT	N/A

LEGISLATIVE REFERENCE / AUTHORITY

Under Sections 31(1) of the *Police Services Act* the Board is responsible for the provision of adequate and effective police services in the municipality and shall:

(d) Recruit and appoint the chief of police and any deputy chief of police, and annually determine their remuneration and working conditions taking their submissions into account;

(e) Direct the chief of police and monitor his or her performance.

BOARD POLICY

1. INTRODUCTION

The Ottawa Police Services Board recognizes that reviewing the performance of its Chief of Police is an important governance responsibility legislated by the *Police Services Act*, and that it is integral to the Board's business planning process and good governance of the Police Service.

Consequently the Board is committed to establishing and participating in a Performance Evaluation System for its Chief of Police that promotes individual excellence and increases mutual understanding between the Board and the Chief of Police. Ideally, the formal assessment will ensure open communication is maintained and the well being of the Police Service is fostered through mutual trust and planning. Furthermore, the Board expects the Chief to achieve significant results each year, and in so doing, to improve the quality of policing services to the citizens of Ottawa.

The goal of the Performance Evaluation System is to provide the Police Services Board with a formal opportunity to assess the results achieved by the Chief of Police in implementing the Board's business plan and specific objectives set at the beginning of each annual review period.

2. GENERAL PRINCIPLES

2.1 A performance evaluation system is an annual requirement intended to support and reinforce the achievement of the strategic priorities, goals and objectives outlined in the Board's Business Plan.

2.2 The performance evaluation system will consist of four components:

a) The Position Description for the Chief of Police.

b) A Performance Plan that sets out the objectives and expected accomplishments for the year under review.

c) A Performance Evaluation Rationale and Instructions document.

d) A Performance Evaluation Questionnaire.

2.3 The performance evaluation system adopted by the Board is based on the system developed by the Ontario Association of Police Services Boards, but has been modified to reflect the duties and responsibilities for the Chief of Police in Ottawa, and is compatible with the competencies outlined in the Chief's Position Description.

2.4 There are several sources the Board may refer to when completing the performance evaluation such as: audits conducted by the Ministry of Community Safety and Correctional Services or the City Auditor General; monitoring reports submitted to the Board such as public complaints or financial quarterly reports; community feedback received by the Board; '360 degree' reviews from individuals working closely with the Chief; and environmental scans including public surveys of community satisfaction.

2.5 In assessing the Chief's performance, the requirements contained in Board policy CR-5: Communication and Counsel to the Board, shall also be taken into consideration.

3. PROCESS

3.1 At the start of each annual evaluation period the Chief and the Board will jointly complete a Performance Plan, determining the objectives and expected accomplishments for the year.

3.2 A month before the end of the annual evaluation period, a copy of the Performance Evaluation questionnaire and rationale/instructions for completing it will be circulated to all Board members. Each Board member shall complete the form and return it in a sealed envelope to the Executive Director within a prescribed timeframe.

3.3 The completed questionnaires shall be delivered to the Board Chair, who shall review and compile one Performance Evaluation for the Chief, including any comments received from Board members. The Chair shall also compile a draft Performance Plan for the coming year based on input from the questionnaires. The Chief will be asked to prepare a draft Performance Plan at this time as well.

3.4 Once the Performance Evaluation has been compiled, it shall be discussed with the Board members at a "Board only" meeting. Board members' shall also discuss the Performance Plan for the coming year.

3.5 Following the meeting, the Chair and Vice Chair shall meet with the Chief to discuss the Evaluation, and will also discuss the Performance Plan for the next evaluation period with a view to finalizing it.

3.6 The Chair shall report back to the Board on the meeting with the Chief of Police and seek final approval for the Performance Evaluation and the Performance Plan.

3.7 As a result of changing circumstances, the Board or Chief of Police may wish to revisit the Performance Plan during the year.

3.8 The Board reserves the right to meet with the Deputy Chiefs of Police or others with whom the Board has individual employment agreements with respect to their performance evaluations by the Chief of Police.

TABLE BC:4 – POLICY NUMBER BC:4– RESTRICTION ON MEMBERSHIP IN POLICE ASSOCIATION

BC:4 RESTRICTION ON MEMBERSHIP IN POLICE ASSOCIATION	
LEGISLATIVE REFERENCE / AUTHORITY	*Community Safety and Policing Act, 2019, section 220-222*
DATE APPROVED	25 March 2024
DATE REVIEWED	N/A
DATES AMENDED	27 January 2025
DATE TO BE REVIEWED	2027
REPORTING REQUIREMENT	N/A

LEGISLATIVE REFERENCE / AUTHORITY

Section 220 of the *Community Safety and Police Act, 2019,* restricts membership in police associations by outlining positions which are excluded.

Section 222 of the *Community Safety and Police Act, 2019,* addresses how related disputes shall be handled.

BOARD POLICY

Certain members of the police service are prohibited from becoming or remaining members of a police association pursuant to the *Community Safety and Policing Act, 2019*.

This exclusion is meant to address the inherent conflict of interest in the obligation of these members to assist the Board in labour relations matters, particularly collective bargaining, where the police associations are the opposite parties.

1. **Not members**. The following individuals shall not become or remain a member of a police association if his or her position would likely give rise to a conflict of interest in engaging or assisting with collective bargaining:

   (a) The chief financial officer, however that person is described;

(b) The chief administrative officer, however that person is described;

(c) The chief human resources executive, however that person is described; and

(d) The general counsel, however that person is described.

2. **Ex officio assistance with collective bargaining**. The individuals in positions (a) to (c) shall, by virtue of their office, assist the Board in collective bargaining and shall serve as members of the Board's bargaining committee.

To prevent conflicts of interest and ensure undivided loyalty to the Board throughout the collective bargaining process, these individuals are excluded from membership in a police association and from coverage under any bargaining agreement.

3. **Role of general counsel.** While the general counsel is not automatically required to participate in collective bargaining, the Board reserves the right to call upon their assistance as needed. Should the general counsel be required to assist in bargaining, they shall be excluded from membership in a police association and from coverage under any collective bargaining agreement.

4. **Temporary Acting Assignments.** Individuals temporarily acting in any of the positions listed in paragraph 1 shall be subject to the same exclusions from police association membership and coverage under collective bargaining agreements for the duration of their acting assignment, where the nature of the assignment would give rise to a conflict of interest in respect of labour relations matters.

The Chief of Police shall provide notice to the Board when an individual is temporarily assigned to one of these positions.

The Board may exercise discretion in determining whether the temporary assignment necessitates exclusion, considering the scope and duration of the acting assignment.

5. **Terms and conditions of employment.** The Board will establish written terms and conditions of employment with any member captured in paragraph 1. The Board will consult with the Chief of Police with respect to establishing terms and conditions of employment.

The members captured in paragraph 1 are members of the service who are under the direction of the Chief of Police, although they are appointed by the Board. The recruitment of any new member who would be captured in paragraph 1 remains the responsibility of the Chief of Police.

Prior to an offer of employment being made to a person (or an existing member currently in another role) who would be captured in paragraph 1, the Chief of Police will notify the Board of the proposed hiring and the Board will establish the terms and conditions of employment, in consultation with the Chief of Police.

Under no circumstances will a person (or an existing member currently in another role) who would be captured in paragraph 1 commence employment in their role prior to the Board approving their appointment and the person having a written agreement with the Board regarding the terms and conditions of their employment.

6. Dispute resolution.

(a) The following disputes shall be referred to arbitration:

(i) As to whether a person is subject to Part XIII of the *Community Safety and Policing Act, 2019* by virtue of being a member of a police service who is an employee of a police service board.

(ii) As to whether a person is a senior officer.

(iii) As to whether a person is prohibited from being a member of a police association as a result of section 220 of the *Community Safety and Policing Act, 2019*.

(b) The parties to the arbitration include the police service board and any affected police associations.

Table CR-1 – Policy Number: CR-1 – Policy Name: Positive Workplace

CR-1 POSITIVE WORKPLACE	
LEGISLATIVE REFERENCE / AUTHORITY	*Police Services Act,* sections 31(1)(c) and 41(1)(b) Ministry Standard AI-003 *Occupational Health and Safety Act*, R.S.O. 1990, c. O.1
DATE APPROVED	June 1999, 25 October 2015
DATE REVIEWED	2007, 2009, 2012, 2015, 2018
DATES AMENDED	24 September 2007, 22 June 2009, 22 October 2012, 26 October 2015, 23 April 2018
DATE TO BE REVIEWED	2021
REPORTING REQUIREMENT	Annual compliance reporting

LEGISLATIVE REFERENCE / AUTHORITY

- Section 31(1)(c) of the *Police Services Act* states that a board shall establish policies for the effective management of the police force. This policy provides direction with regard to creating and maintaining a positive work environment for members of the Ottawa Police Service.
- *Section 41(1)(b) of the Police Services Act addresses Duties of the Chief of Police in relation to maintaining discipline*.
- Ministry Standard AI-003 – Equal Opportunity, Discrimination and Workplace Harassment (see Board Policy AI-003 in Chapter 4).
- The Ontario *Occupational Health and Safety Act, R.S.O. 1990, c. O.1*.(see Board Policies CR-13: Workplace Violence & Harassment and CR-15: Occupational Health & Safety)

BOARD POLICY

It is the goal of the Ottawa Police Services Board to ensure a positive workplace that exemplifies the organization's vision, mission and values. In this workplace members can expect an environment that promotes and offers:

a) Personal and professional support

b) Equal and accessible treatment

c) Valuing the contribution of members

d) A safe and healthy environment

e) High ethical and professional standards

f) Diversity and non-discrimination.

POLICY REQUIREMENTS

The Chief shall ensure that there are procedures or practices in place that contribute to a positive workplace, specifically in the areas of:

1. Respectful workplace
2. Outreach and diversity
3. Salary and benefit administration
4. Performance management
5. Recognition of meritorious service, community service, long service and valour
6. Absence management and support
7. Discipline
8. Health and Safety
9. Collective Agreement Administration.

MONITORING REQUIREMENTS

During each business cycle, the Chief shall:

1. Assess the effectiveness of the Police Service's Respectful Workplace Program.

2. Conduct a compliance audit for salary and benefits and a review of working conditions of any sworn officers, civilian members or any individual staff member, including him or herself, to ensure consistency with the appropriate contract as negotiated and signed by the Board.

3. Assess the effectiveness of the Performance Review Program.

REPORTING REQUIREMENTS

1. On an annual basis, the Chief of Police shall:

   a) Provide a summary of usage and outcomes of the Respectful Workplace Program.

   b) Report the compliance rate and other outcomes of the Performance Review Program.

   c) Report the number of complaints filed by members with the Ontario Human Rights Commission.

TABLE CR-2 – POLICY NUMBER: CR-2 – POLICY NAME: FINANCIAL PLANNING AND OPERATIONS

CR-2 FINANCIAL PLANNING AND OPERATIONS	
LEGISLATIVE REFERENCE / AUTHORITY	*Police Services Act* sections 31(1)(c) & 39(1)
DATE APPROVED	June 1999
DATE REVIEWED	2007, 2009, 2012, 2015, 2018
DATES AMENDED	24 September 2007, 22 June 2009
DATE TO BE REVIEWED	2021
REPORTING REQUIREMENTS	Quarterly financial reports and annual multi-year operating and capital budgets

LEGISLATIVE REFERENCE / AUTHORITY

Section 31(1)(c) of the Police Services Act states that a Board shall establish policies for the effective management of the police force. This policy provides direction to the Chief of Police to ensure that long-term and fiscally responsible financial planning is carried out, and that the organization's financial operations are managed efficiently and with accountability.

Section 39(1) of the *Police Services Act* requires the Board to submit operating and capital estimates to the municipal council that will show, separately, the amounts that will be required to maintain the police force and provide it with equipment and facilities, and pay the expenses of the Board's operation other than the remuneration of Board members.

BOARD POLICY

A. FINANCIAL PLANNING

Financial planning for any fiscal period or the remaining part of any fiscal period shall adhere to the organizational Business Plan priorities, avoid fiscal jeopardy, demonstrate a generally acceptable level of foresight, and will be derived from a multiyear plan.

Accordingly, the Chief shall ensure that:

1. An annual multi-year operating and capital budget is developed that provides:

    a) Expenditures that are consistent with the guidelines set by the Board and that are fiscally responsible;

b) Projections of revenues and expenses, separates capital and operational items, and sets out planning assumptions;

c) Sufficient funds for Board operation and priorities during the year as set forth in the Board's workplan;

d) Adequate resources for achieving the Business Plan.

2. An annual multi year operating and capital budget is submitted to the Board for consideration and approval in accordance with its timetable.

3. The identification of cost-effective mechanisms for delivering service and achieving the objectives of the Business Plan is a feature of the budget process, so as to reduce the impact of the organization's budget on local taxpayers.

B. FINANCIAL OPERATIONS

The Chief shall ensure that:

1. The expenditure of funds in any year shall not exceed what is available in the approved budget for the year. Should special circumstances necessitate the expenditure of funds beyond what is available in the approved budget, it shall be reported to the Board at the earliest opportunity.

2. Any specifically designated Long-Term Reserves and Reserve Funds are not used for any other than the intended purpose.

3. Government-ordered payments or filings are filed within the required timeframes.

4. In cooperation with the City of Ottawa Account Receivables Department, receivables are reviewed and pursued according to organizational collection practices.

MONITORING REQUIREMENTS

The Chief shall monitor expenses monthly and take appropriate action, and advise the Board at the earliest reporting milestone.

REPORTING REQUIREMENTS

On a quarterly basis, the Chief shall submit status reports on the organization's finances, which will include a projected year-end position. The year-end report will report on the year-end position and make a recommendation as to the disposition of the surplus or deficit.

TABLE CR-3 – POLICY NUMBER: CR-3 – POLICY NAME: EXECUTIVE SUCCESSION MANAGEMENT

CR-3 EXECUTIVE SUCCESSION MANAGEMENT	
LEGISLATIVE REFERENCE / AUTHORITY	*Police Services Act*, section 31(1)(c)
DATE APPROVED	24 September 2007
DATE REVIEWED	2009, 2012, 2013, 2017
DATE AMENDED	22 June 2009, 28 October 2013
DATE TO BE REVIEWED	2021
REPORTING REQUIREMENT	Annual reporting

LEGISLATIVE REFERENCE / AUTHORITY

Section 31(1)(c) of the *Police Services Act* states that the board shall establish policies for the effective management of the police force. This policy was created to provide direction to the Chief of Police with regard to executive succession planning to ensure the development of executive leadership and leadership capability within the police service.

BOARD POLICY

It is the goal of the Ottawa Police Services Board to develop leadership capacity within the organization. A robust and targeted executive succession management plan is necessary to ensure the development of a pool of qualified leaders who are able to step into executive positions both in the short term and on a permanent basis, and promote business continuity to protect the Board from the sudden loss of the services of the executive. This policy applies to the executive positions of Chief of Police, Deputy Chief of Police, and Director General.

POLICY REQUIREMENTS

Accordingly, the Chief shall ensure that there is an executive succession management plan that:

a) Identifies factors influencing the succession environment (e.g. forecasted retirement eligibility, availability of talent pools within sector).

b) Identifies individuals with executive leadership skills, leadership capability and growth potential.

c) Provides development opportunities for executive leadership candidates, including but not limited to: formal training (such as university programs); executive courses and

informal/experiential opportunities (such as acting assignments, stretch assignments, secondments, lateral transfers, special projects, coaching/mentoring).

d) Provides comprehensive plans in order to protect the Board from sudden loss of the Chief and other executives. The Chief shall ensure that a plan for business continuity is in place and that at least two other executives are familiar with Board and Chief issues and processes, and shall have appropriate records and documentation that would facilitate continuity of operations.

e) Complies with the Ottawa Police Service's Respectful Workplace Program.

MONITORING REQUIREMENTS

At the mid-point of the Business Plan, in conjunction with the Board, the Chief shall assess the effectiveness of the Executive Succession Management policy with respect to the senior executive positions for both emergency situations and long term planning, and identify any areas that require amendment or additional support.

REPORTING REQUIREMENTS

On an annual basis, the Chief of Police shall present to the Board the Executive Succession Management Program, which will include:

1. The factors influencing the succession environment.
2. A list of candidates under development.
3. The activities underway to build their skill and competency base.
4. Comprehensive business continuity plans to contend with the sudden loss of the Chief and other executives to ensure continuity of operations.

TABLE CR-4 – POLICY NUMBER: CR-4 – ASSET MANAGEMENT

CR-4 ASSET MANAGEMENT	
LEGISLATIVE REFERENCE / AUTHORITY	*Police Services Act* section 31(1)(c) and *Ministry Standard AI-001*.
DATE APPROVED	June 1999
DATE REVIEWED	2007,2009, 2012, 2015, 2018
DATES AMENDED	22 June 2009, 01 November 2010
DATE TO BE REVIEWED	2021
REPORTING REQUIREMENT	Annual compliance reporting

LEGISLATIVE REFERENCE / AUTHORITY

Section 31(1)(c) of the *Police Services Act* states that a board shall establish policies for the effective management of the police force. This policy provides direction with regard to risk management related to assets owned and used by the Ottawa Police Service, and real property assigned by the City of Ottawa to the Ottawa Police Service for its use.

Ministry Standard AI-001 – Framework for Business Planning, includes a requirement for the Chief to have a Police Facilities Plan. The requirements of the Board's corresponding Policy AI-001 should be taken into consideration in fulfilling this policy on Risk Management.

DEFINITIONS

For the purposes of this policy, the following definitions will apply:

Real Assets: Facilities, vehicles, IT/telecommunications infrastructure, and police equipment.

Real Property: Land and facilities.

BOARD POLICY

Although all assets are owned or leased and maintained by the City of Ottawa, the Chief shall ensure that assets assigned to the Ottawa Police Service are protected and adequately maintained. Accordingly, the Chief shall ensure that:

1. There are processes and plans in place for the lifecycle management of assets including acquisition, usage, maintenance, and disposal.

2. Systems and processes are in place that mitigates risk to the organization, its Board and staff.

3. Real property is not acquired, encumbered or disposed of.

MONITORING REQUIREMENTS

The Chief is required to monitor and report on unusual risk management trends related to assets.

REPORTING REQUIREMENTS

Each year, the Chief shall:

1. Provide a report to the Board listing the assets assigned to the OPS and their Net Book Value.

2. Report on one category of real assets on a rotational basis to include, where applicable and relevant:

    a. Value

    b. Expected useful life

    c. Annual maintenance cost

    d. Replacement plan

    e. Disposal options.

TABLE CR-5 – POLICY NUMBER: CR-5 – POLICY NAME: COMMUNICATION AND COUNSEL TO THE BOARD

CR-5 COMMUNICATION AND COUNSEL TO THE BOARD	
LEGISLATIVE REFERENCE / AUTHORITY	N/A
DATE APPROVED	June 1999
DATE REVIEWED	2007, 2009, 2012, 2015, 2018
DATES AMENDED	24 September 2007 22 June 2009
DATE TO BE REVIEWED	2021
REPORTING REQUIREMENT	Compliance assessed during Chief's Annual Performance Review

BOARD POLICY

Information and advice to the Board must be timely, concise, complete and accurate.

Accordingly, the Chief shall:

1. Gather for the Board as many staff and external points of view, issues, and options as needed for fully informed Board choices. Reports to the Board shall indicate what consultation took place.

2. Inform the Board of significant program changes related to the service delivery model.

3. Inform the Board of any staff changes at the senior officer or equivalent civilian levels on a quarterly basis.

4. Ensure the Board is aware of relevant trends, significant changes in federal, provincial or municipal policies, and significant external and internal changes that may impact Board policies.

5. Ensure the Board Chair is aware of anticipated adverse or positive media coverage in a time sensitive manner.

6. Advise the Board if, in the Chief's opinion, the Board is not in compliance with its own policies, particularly in the case of Board behaviour that is detrimental to the work relationship between the Board and the Chief.

7. Deal with the Board as a whole except when: (a) fulfilling individual requests for information; or (b) responding to officers or committees duly charged by the Board.

8. Report in a timely manner on actual or anticipated non-compliance with any policy of the Board.

Table CR-6 – Policy Number: CR-6 – Policy Name: Public Consultation

CR-6 PUBLIC CONSULTATION	
LEGISLATIVE REFERENCE / AUTHORITY	N/A
DATE APPROVED	24 November 1997, 26 October 2015
DATE REVIEWED	2008, 2009, 2012, 2015, 2018
DATES AMENDED	28 April 2008, 22 June 2009, 22 October 2012, 26 October 2015, 23 April 2018
DATE TO BE REVIEWED	2021
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

1. **INTRODUCTION**

The Ottawa Police Services Board recognizes the importance of well conceived external communications and consultation in promoting public understanding of Ottawa Police policies, programs and services, and providing the Board and Service with a critical insight into public attitudes and expectations. It values public consultation as a means to address the expectations of the citizens of Ottawa, and to achieve improved policies, programs and initiatives in serving the public. The Ottawa Police Services Board is committed to ensuring that administrative and policy processes are open and accessible, respectful of the public's right to be involved, and responsive to the public need for information and feedback.

This policy provides direction to the Chief of Police and a framework for a process of engagement with the public in order to solicit their views as an integrated part of the decision-making process at the Ottawa Police Service.

The Public Consultation policy supports the Police Service's vision statement and is fundamental to acquiring public trust, understanding and support for the actions of the Police Service and Police Services Board.

2. **GOALS**

The goals of the Board's Public Consultation policy are:

a) To provide an opportunity to every citizen who wishes to be heard on issues within the Board's jurisdiction.

b) To recognize citizens as a source of information and education for decision-making.

c) To provide the public with sufficient and comprehensible information about the Service's mandate, services and programs.

d) To provide a timely and comprehensive response to public requests for information.

e) To address the impacts of Police Service decisions on the community.

f) To ensure the Police Service is kept informed about public opinion and community aspirations.

g) To develop and maintain a trusting, positive, cooperative relationship between the Police Service and its citizens.

h) To improve the quality of Police Service decisions and actions.

3. **BENEFITS**

The benefits of public consultation include:

a) Being responsive to the community's right to know and to be involved, as well as the Police Services Board's obligation to make decisions on behalf of the community;

b) Recognizing the value of the opinions and expertise offered by members of the public;

c) Acknowledging public sensitivity to change in the community and its desire to participate effectively in policy and program development processes;

d) Ensuring information and knowledge is shared with and/or received from the public;

e) Providing opportunities to build consensus around issues or changes; and

f) Encouraging active public promotion regarding implementation of Police Service initiatives.

4. **PRINCIPLES**

The Chief of Police shall ensure that the following general practices and principles are adopted throughout the organization:

a) A climate is created in which public consultation is utilized as a management function;

b) Consultation and communications planning is integrated within the overall organization and strategic planning;

c) Cooperation and liaison exists between consultation staff and communication staff both within the Service and with other partners and outside agencies;

d) The consultation process involves the right level of accountability and participants for the consultation process;

e) An environment is fostered that encourages and values feedback to and from individuals, the public and employees by communicating the results of consultation to interested participants.

5. POLICY REQUIREMENTS

The Chief of Police shall ensure that the following principles and practices are included in organizational activities and processes:

5.1. Values that Support Public Consultation

The following values that support public consultation are fostered and in place throughout the Police Service:

a) *Consultation is instilled as a way of organizational life* - the Service will consult the community as a normal part of its work.

b) *Consultation occurs early in the process* - consultation is much more fruitful and less demanding of resources when it occurs early in the process.

c) *Two-way communication* - communication with the public not only flows both ways, but also can be initiated by either side. The Service should consult the community, and the community should consult the Service.

d) *Uniqueness is recognized* - each problem and situation is unique. The Service should be innovative, flexible, and sensitive to local conditions, all of which require close contact with both the affected community and community at large.

e) *Multi-faceted input is sought* - by considering each problem from many points of view, the Service is more likely to achieve a preferred solution.

f) *Community leadership is recognized as valuable* - community leaders are a valuable resource to the Service.

g) *The Service knows the community* - be familiar with the community, their concerns, their goals, their strengths and their needs.

h) *The importance of continuity is recognized* - the Service should recognize that change may disrupt the lives of its citizens. Change may be viewed negatively when it:

- does not serve the needs of those experiencing the change;
- occurs without time to adjust;
- is not preceded by opportunities for consultation; or
- seems to create impacts and benefits which are not fairly distributed.

5.2. Process Considerations

The process for consultation shall be undertaken as a matter of practice. In circumstances where it is not possible, a clear and justifiable reason shall be presented. The following considerations related to the process for consultation will be practiced by members of the Ottawa Police Service:

a) The Service must routinely assess its activities, the impact of those activities on the citizens and the need for public consultation, and identify early in the process which issues require public consultation. Due to the diversity and complexity of activities undertaken by the Ottawa Police Service, the requirement for public consultation is not always clear. Not all activities in the day-to-day operation or administrative functioning of the Service require public consultation.

b) The Service is frequently a partner or participant with other governments and agencies for joint projects. In these instances, the Service does not always have the authority to determine the process for public consultation. The Police Service will encourage and promote implementation of a public consultation process as a key component of any project/activity along with needs and approaches utilized by others, but a decision not to embrace a public consultation approach by the lead organization will not preclude the Police Service from participating in projects/activities.

c) Consultation should be considered for every project that has a direct impact on the public and consideration given to the most effective and appropriate method of consultation. There is no single method for successful communication and consultation. Consultation may be as simple as informing people of a proposed change, or it may take the form of an informal discussion, or a formal event such as an open house or public meeting.

5.3. Required Actions

a) Reports to the Police Services Board must contain information on what consultation took place and how the staff recommendation reflects or does not reflect the input received;

b) Staff required to conduct and manage effective consultation receive adequate resources, training and professional development;

c) Consultation requirements are developed and reflected in employee assessments, and in policy, program design and service delivery;

d) A training module is adopted by the Professional Development Centre;

e) A process to ensure the ability to create a network to consult with potentially affected stakeholders (parties, entities). Public consultation literature is acquired and made accessible through a range of media (electronic and hard copy) and at all main police locations;

f) Periodic evaluations of the results of the consultation process are conducted to ensure they reflect client needs;

g) Evaluation of past consultations and establishment of best practices are done to achieve continuous service improvements; and

h) This policy shall be communicated to all members of the Ottawa Police Service and the community regularly and in an ongoing manner through channels such as the Internet.

MONITORING REQUIREMENTS

The police service shall develop procedures or practices that support this policy. The monitoring shall be in accordance with the procedures and practices, and support the annual reporting to the police services board.

REPORTING REQUIREMENTS

The Chief of Police shall submit an annual report to the Board.

Table CR-7 – Policy Number: CR-7 – Policy Name: Workforce Management

CR-7 WORKFORCE MANAGEMENT	
LEGISLATIVE REFERENCE / AUTHORITY	*Police Services Act* section 31(1)(c); Ministry Standard AI-001
DATE APPROVED	June 1999
DATE REVIEWED	2007, 2009, 2012, 2015, 2018
DATES AMENDED	24 September 2007, 22 June 2009, 23 April 2018
DATE TO BE REVIEWED	2021
REPORTING REQUIREMENT	Annual compliance reporting

LEGISLATIVE REFERENCE / AUTHORITY

Section 31(1)(c) of the *Police Services Act* states that a board shall establish policies for the effective management of the police force. This policy provides direction with regard to managing the workforce within the Ottawa Police Service.

Ministry Standard AI-001 – Framework for Business Planning, includes a requirement for the Chief to carry out Resource Planning. The requirements of the Board's corresponding Policy AI-001 should be taken into consideration in fulfilling this policy on Workforce Management.

BOARD POLICY

It is the goal of the Ottawa Police Services Board that the workforce of the Service be managed in a manner that meets the operational requirements set out in the Board's Business Plan.

POLICY REQUIREMENTS

The Chief shall have in place:

a) a learning plan

b) a recruiting plan and process

c) promotional processes

d) transfer processes

e) a job competition process

f) a sworn transfer selection program

g) a succession plan (non-executive)

h) staffing practices that seek to have the Ottawa Police Service become over time, representative of the community.[26]

i) A procedure or practice that ensures no appointments are made to any level of the organization, and in particular to the Senior Officer level, without giving preference to those applicants of equivalent competency and proven performance who in addition to being fully competent in English have achieved a reasonable level of fluency in French.

MONITORING REQUIREMENTS

Within each cycle of the Business Plan, the Chief of Police shall:

1. Review the effectiveness of the workforce management efforts in meeting operational needs;
2. Review the effectiveness of and adherence to the Sworn Transfer Selection Program and procedures;
3. Review the effectiveness of the promotion processes in meeting policy objectives;
4. Review the effectiveness of recruiting and hiring efforts specifically noting status, gender, visible minorities, and other categories representing diversity.

REPORTING REQUIREMENTS

The Chief of Police shall provide:

1. A quarterly report on workforce management;

[26] Principle 6 of Section 1 of the *Police Services Act*.

2. An annual report on the Sworn Transfer Selection Program;

3. An annual report on the status of the Succession Plan (non-Executive);

4. An annual report on promotion processes in meeting policy objectives.

Table CR-8 – Policy Number: CR-8 – Policy Name: The Acceptance of Donations, Gifts, Loans and Sponsorships

CR-8 THE ACCEPTANCE OF DONATIONS, GIFTS, LOANS AND SPONSORSHIPS	
LEGISLATIVE REFERENCE / AUTHORITY	*Police Services Act* section 31(1)(c)
DATE APPROVED	23 October 2000
DATE REVIEWED	2007, 2009, 2010, 2012, 2015, 2018
DATES AMENDED	24 September 2007, 22 June 2009, 01 November 2010, 23 April 2018
DATE TO BE REVIEWED	2021
REPORTING REQUIREMENT	To be included in Annual Financial Report

LEGISLATIVE REFERENCE / AUTHORITY

Section 31(1)(c) of the *Police Services Act* states that a board shall establish policies for the effective management of the police force. This policy provides direction with regard to the acceptance of donations, gifts, loans and sponsorships by the Ottawa Police Service.

DEFINITIONS

Donation or Gift – the act of giving or bestowing an asset that becomes irrevocable upon acceptance by the recipient. A donation or gift becomes an asset of the donee and comprises a one-time transaction.

Loan - the temporary use of an asset which reverts back to the owner after a specific period of time.

Sponsorship - a person or organization that pays for, in part or in total, a program or activity. Sponsorship helps reduce the cost of an activity over a period of time and infers a relationship between the recipient organization and the police.

BOARD POLICY

The Chief shall ensure that any donation, loan or sponsorship accepted by the Police Service is beneficial to the community as a whole and is handled in a transparent manner.

Accordingly, the Chief shall ensure that:

1. Any donation, loan or sponsorship accepted by the Service supports the objectives and priorities of the Police Services Board and will provide a direct benefit to the community in the form of improved police service, without causing Police Service priorities to be affected thereby.
2. The acceptance of any donation, gift, loan or sponsorship must not compromise or bring into question police impartiality or objectivity. In particular, except for rewards, offers of donations, gifts, loans or sponsorships for the purpose of assisting with criminal investigations are not to be accepted.
3. The donation, gift, loan or sponsorship is without conditions as to its use or preference to the donor.
4. A procedure is in place that: makes it clear that members of the Service must be, and must be perceived to be, impartial and objective in the performance of their duties; that outlines the parameters within which gifts may be accepted by members; and the administrative procedures to be followed.
5. No donation, gift, loan or sponsorship valued at more than $50,000 is to be accepted without the express permission of the Board.
6. All donations, gifts, loans and sponsorships valued at over $500 that are received by the Police Service or any of its members will be reported to the Board as part of the quarterly financial status report.
7. All donations, gifts, loans or sponsorships valued at over $50 must be properly documented, including at least the source of the gift, its nature and its size or significance.
8. A procedure is established for the monitoring and approval of any activities undertaken on behalf of the police service where a special occasion permit or gaming licence will be acquired from the Alcohol and Gaming Commission of Ontario.

MONITORING REQUIREMENTS

In the third year of the business cycle, the Chief shall provide a report on the effectiveness of this Policy by outlining the funds received, scope and nature of them, benefit to the community and public perception.

REPORTING REQUIREMENTS

The Chief shall ensure that each annual financial report outlines the donations, gifts, loans or sponsorships received in that financial period valued at over $500. If there were no donations, gifts, loans or sponsorships this should be reported.

TABLE CR-9 – POLICY NUMBER: CR-9 – POLICY NAME: AUDIT REQUIREMENT

CR-9 AUDIT REQUIREMENT	
LEGISLATIVE REFERENCE / AUTHORITY	*Adequacy and Effectiveness of Police Services Regulation 3/99*, section 35; Ministry Standard LE-020.
DATE APPROVED	27 March 2006
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2021
REPORTING REQUIREMENT	Annual compliance reporting

LEGISLATIVE REFERENCE / AUTHORITY

Section 35 of the *Adequacy and Effectiveness of Police Services Regulation* states that every board and chief of police shall implement a quality assurance process relating to the delivery of adequate and effective police services, and compliance with the *Act* and its regulations.

Adequacy Standard LE-020 on "Collection, Preservation and Control of Evidence and Property" specifies that the Board shall receive a report on the results of the annual audit of the property and evidence control function.

BOARD POLICY

The Chief of Police shall ensure that all practices related to quality assurance or audit functions are in accordance with statutory requirements and generally accepted principles and standards for the professional practice of internal auditing.

Accordingly, the Chief will ensure that:

CAPACITY

1. There will be an internal audit capability for the police service and that appropriate resources are provided to the members performing the function.

2. Police members involved in audit processes have the knowledge, skills and abilities required to perform the duties required.

3. At the discretion of the Chief or Board, external resources, including the Office of the City of Ottawa Auditor General, may be sought to audit or assist in audit processes of the police service.

SCOPE

4. Audits will be conducted by members who do not have control of the individuals, facilities or procedures being examined.

5. Audit priorities will be established on an annual basis based on a risk assessment or operational priorities of the police service.

6. Audits will be conducted in all areas of the Ottawa Police Service from time to time for the purpose of examining processes or to ensure compliance with Board policies or Chief's procedures.

7. Regular reviews of procedures will occur to ensure currency with case law, inquests, inquiry findings, amendments to related legislation and Ministry directives.

8. The Quality Assurance Section shall develop an internal audit work plan on an annual basis. The audit work plan will identify potential audit projects to be performed during the calendar year it is presented.

REPORTING REQUIREMENTS

9. On an annual basis, the internal audit work plan will be reported to the Board.

10. On an annual basis, a consolidated report will be provided to the Board presenting an overview of the operations of the Quality Assurance Section, including any external audits that have taken place during the calendar year.

11. On an annual basis, the Board shall be provided with a report on Adequacy Standards compliance.

12. The Board shall receive a report on any audit results that may require the immediate attention of the Board.

13. The Board shall receive a report on the results of the annual audit of the property and evidence control function.

TABLE CR-10 – POLICY NUMBER: CR-10 – POLICY NAME: PUBLIC REWARDS

CR-10 PUBLIC REWARDS	
LEGISLATIVE REFERENCE / AUTHORITY	*Police Services Act,* section 31(1)(c)
DATE APPROVED	22 September 2008
DATE REVIEWED	2010, 2011, 2013, 2016, 2018
DATES AMENDED	28 March 2011, 25 January 2016
DATE TO BE REVIEWED	2021
REPORTING REQUIREMENT	Annual reporting as set out in Section 4 of policy

LEGISLATIVE REFERENCE / AUTHORITY

Under Section 31(1)(c) of the Police Services Act the Board is responsible for the provision of adequate and effective police services in the municipality and shall establish policies for the effective management of the police force.

BOARD POLICY

1. Introduction

It is the policy of the Ottawa Police Services Board to support the Ottawa Police Service in preventing and solving crime, including the pursuit and apprehension of offenders, through the offer and payment of rewards when deemed appropriate by the Chief of Police.

This policy provides direction to the Chief of Police with regard to the public offering and payment of rewards to persons who provide information that assists in solving a specific, significant crime or crimes, including the location or return of missing persons or property. It does not apply to policies already in place within the Police Service with regard to Paid Informants.

2. Policy

The Chief of Police shall ensure there is an internal procedure in place that sets out rules to be followed with regard to the offering of rewards when it is believed it would lead to the conviction of any person guilty of an offence or lead to the location or return of a missing person or property. The procedure shall include the following provisions:

2.1 The Chief of Police shall have delegated authority to approve rewards up to a limit of $100,000 provided that funds are available within the existing budget. Rewards over $100,000 shall require the approval of the Board.

2.2 Upon receipt of a recommendation, the Chief of Police shall determine if the offering of a reward is appropriate in the circumstances.

2.3 Offers of contributions to rewards from third parties shall not be accepted.

2.4 The Chief of Police shall determine if any person or persons is/are entitled to all or any portion of any offered reward.

2.5 Members and employees, or immediate family of a member or employee, of the Ottawa Police Service, the Ottawa Police Services Board or any other law enforcement agency shall not be entitled to claim any reward monies. The Chief of Police retains ultimate authority to decide, in his/her discretion, a person's eligibility for the payment of any reward monies.

2.6 The identity of any person claiming a reward shall not be disclosed publicly unless the Chief of Police approves the disclosure of this information or is obliged to release the information due to disclosure laws.

2.7 The Chief shall have the delegated authority to approve a recommendation to co-operate and/or participate in a reward being offered by a third party. Upon receipt of a recommendation from the Deputy Chief-Operation Support, the Chief shall determine if the co-operation and/or participation of the Ottawa Police Service is appropriate in the circumstances.

3. Measurement Methods

The Chief of Police or a designate shall ensure that the appropriate accounting and audit systems are in place to ensure accountability and transparency of reward funds deposited and/or disbursed.

4. Reporting Requirements

The Chief of Police shall report to the Board annually on compliance with the provisions of this policy and on any rewards offered during the reporting period.

Table CR-11– Policy Number: CR-11 – Policy Name: Official Languages – Police Service

CR-11 OFFICIAL LANGUAGES – POLICE SERVICE	
LEGISLATIVE REFERENCE / AUTHORITY	*Police Services Act* section 31(1)(c)
DATE APPROVED	19 January 2009
DATE REVIEWED	2009, 2012, 2015, 2018
DATE AMENDED	22 June 2009, 23 April 2018
DATE TO BE REVIEWED	2021
REPORTING REQUIREMENT	Annual compliance reporting

LEGISLATIVE REFERENCE / AUTHORITY

Under Section 31(1)(c) of the *Police Services Act* the Board is responsible for the provision of adequate and effective police services in the municipality and shall establish policies for the effective management of the police force. This policy addresses the provision of services in both of Canada's official languages by the Ottawa Police Service.

BOARD POLICY

INTRODUCTION

The Ottawa Police Services Board recognizes Canada's two official languages, English and French, and is committed to ensuring that it and the Ottawa Police Service provide services to the public in the official language of their choice. The Board has adopted this policy to clearly articulate its awareness of the importance for the Ottawa Police Service to provide services in both of Canada's official languages, and to ensure the Chief has appropriate policies in place.

CHIEF'S POLICY REQUIREMENTS

It is the policy of the Ottawa Police Services Board that the Chief of Police shall ensure there is an internal procedure in place that addresses the use of both of Canada's official languages by the Police Service and its members. At a minimum, the procedure shall include the following:

1. Service to the public will be available in both English and French at all times at Headquarters and all divisional stations operated by the Ottawa Police Service.

2. While the working language of the operations of the Ottawa Police Service shall be English, a workplace will be maintained that is respectful and supportive of individuals and their language of choice.

3. Instructions for communicating with external parties in both official languages in the following formats:

    a. verbal communications

    b. written communications (including email)

    c. telephone / voicemail

    d. media releases

    e. signage

    f. forms used by the public

    g. publications

    h. website

    i. other electronic communications.

4. Written communications (including email) directed to the Mayor and all members of Council collectively as a group shall be in both official languages.

5. Consideration for maintaining and enhancing organizational bilingual capability will be incorporated into the Service's human resource practices, including recruitment and availability of language training.

In addition to the policy requirements outlined above, in accordance with the Board's Workforce Management Policy #CR-7 no appointments may be made to any level of the organization, and in particular to the Senior Officer level, without giving preference to those applicants of equivalent

competency and proven performance who in addition to being fully competent in English have achieved a reasonable level of fluency in French.

MONITORING REQUIREMENTS

During each business cycle, the Chief of Police shall assess the effectiveness of the Service's Official Languages procedures and this policy.

REPORTING REQUIREMENTS

1. On an annual basis, the Chief of Police shall report on:

    a. The approach and processes taken to ensure bilingual materials and products provided by the Police Service.

    b. The number of complaints received about service in each of the official languages.

    c. The number of bilingual members promoted.

2. Every business cycle, the Chief of Police shall report on the number of Police Service members who are bilingual.

TABLE CR-12 – POLICY NUMBER: CR-12 – POLICY NAME: COMMEMORATIVE NAMING OF POLICE FACILITIES

CR-12 COMMEMORATIVE NAMING OF POLICE FACILITIES	
LEGISLATIVE REFERENCE / AUTHORITY	Police Services Board Minutes, 22 Feb. 2010 City of Ottawa Council Minutes, 24 March 2010
DATE APPROVED	**PSB:** 22 February 2010 **Council:** 24 March 2010
DATE REVIEWED	2010, 2012, 2013, 2017
DATE AMENDED	01 November 2010, 23 October 2012, 28 October 2013
DATE TO BE REVIEWED	2021
REPORTING REQUIREMENT	N/A

LEGISLATIVE REFERENCE / AUTHORITY

The Police Services Board approved this policy at a meeting on 22 February 2010.

Ottawa City Council approved the delegation of authority to the Ottawa Police Services Board necessary to implement this policy at a meeting on 24 March 2010.

REFERENCES

- City of Ottawa Commemorative Naming Policy for Municipal Parks, Streets and Facilities – Report ACS2002-CRS-SEC-0057 dated 2 July 2002, approved by Corporate Services and Economic Development Committee 16 July 2002 & City Council 24 July 2002
- Commemorative Naming Information Sheet, Application Form and Affidavits
- City of Ottawa Council Minutes – 3 March 1993 (Naming of Ottawa Police Headquarters)

BOARD POLICY

1. INTRODUCTION

The Ottawa Police Services Board is committed to providing a fair, consistent and efficient process, while respecting the important need for public consultation and legislative approvals, with respect to commemorative naming of parts of municipal police facilities after a person, persons, family name or event.

This policy sets out a framework and provides direction for the Police Services Board, and to the Chief of Police, regarding considerations and processes for the naming of municipal police facilities, and parts of municipal police facilities, owned by the City of Ottawa.

In preparing the policy, the City of Ottawa's *Commemorative Naming Policy for Municipal Parks, Streets and Facilities* has been used as a guide to ensure consistency with the City's practices.

2. SCOPE

It is the policy of the Board that municipal police facilities, except for Police Headquarters located at 474 Elgin Street, not be given commemorative names, but that they be referred to by their geographical or policing operations name. Commemorative naming will apply solely to the naming of parts of municipal police facilities, such as meeting rooms, for as long as the buildings are used for police purposes.

This policy applies only to City-owned buildings that are primarily designated for police use. It does not apply to other City-owned buildings that may contain a lesser police presence, such as a community centre in which a community police centre is located.

3. PURPOSE

The main objectives of this policy are to ensure:

1. A clear, efficient and timely commemorative naming process for parts of municipal police facilities;
2. The application of consistent criteria to determine the validity of a commemorative name;
3. The application of a concrete consultation process and community participation;
4. One central repository for all commemorative naming requests for municipal police facilities or parts of facilities;
5. An appropriate approval process that recognizes the importance of the role played by legislative bodies (i.e. the Police Services Board);
6. Consistency with related policies at the City of Ottawa.

4. APPLICATION

Any member of the public, Police Services Board or Police Service (through the Chief) may submit a nomination for commemorative naming of part of a municipal police facility.

5. DEFINITIONS

For the purpose of this policy, the following definitions apply:

Commemorative - shall refer to the official naming of a part of a municipal police facility to commemorate or perpetuate the memory of a person, persons, family name or event.

Commemorative Names Reserve List – shall refer to a central Corporate list maintained by the City Clerk of all commemorative names submitted and approved for parks and facilities, however, not yet used.

Renaming – shall refer to the act of discarding of an old or current name, which most likely has become an important part of community identity. The old or current name is not restricted to a commemorative name, but is inclusive and refers to names originating from a street, community, geographical area, etc.

6. POLICY DESCRIPTION / IMPLEMENTATION

1. Criteria

When the naming of a part of a police facility is being requested, at least one of the following criteria shall apply:

1. The nominated individual shall have demonstrated excellence, courage or exceptional service to the citizens of the City of Ottawa, the Province of Ontario and/or Canada;

2. The nominated individual shall have an extraordinary community service record;

3. The nominated individual shall have worked to foster equality and reduce discrimination;

4. Where the nominated individual is a current Police employee, the individual shall have made an outstanding contribution to the Ottawa Police Service outside of

her/his capacity and duties as a Police employee, or they may be recognized for their exceptional service once they are no longer a Police employee;

5. An individual may be recognized for a significant financial contribution to a facility, where that contribution significantly benefits the community that the facility serves;

6. The nominated name has historical significance.

2. Commemorative Naming Application Form

A Commemorative Naming information sheet, application form and required affidavits will be available in both French and English through the contact noted at the end of this policy document.

3. PROCESSES

The commemorative naming process for municipal police facilities will involve a different course of action depending on the circumstances surrounding the request/requirement for naming. The following outlines three possible circumstances under this policy with respect to commemorative naming:

A. COMMEMORATIVE NAMING PROCESS: EXTERNAL APPLICATIONS

Receipt of a Nomination/Application:

All requests for commemorative naming are to be submitted in writing by completing the Ottawa Police Services' Commemorative Naming Application Form and supporting documentation.

Processing of the Nomination/Application:

Processing the application will involve confirmation of criteria, reference checks (if applicable), discussion with the applicant and applicable departments or directorates, initial meeting of the Police Commemorative Naming Committee (PCNC), public consultation for a 60-day period, compiling consultation results, and reconvening a meeting of the PCNC to review the public consultation results and departmental comments, and reach a decision for recommendation to the Board.

Board Approval:

After the PCNC has reached a decision, an *in camera* report to the Board will be prepared containing the PCNC's recommendation.

Implementation of Approved Nomination:

Following Board approval, implementation of the approved commemorative name is undertaken. This involves final notification to the nominee, preparation of an official letter signed by the Board Chair and Chief, and an official unveiling ceremony for the nominee and/or family with the presentation of a plaque to be erected at the site, indicating the name as well as its significance for commemoration.

B. COMMEMORATIVE NAMING PROCESS: INTERNAL APPLICATIONS

Receipt of a Nomination/Application:

All requests for commemorative naming are to be submitted in writing to the Chief's Executive Officer by completing the Ottawa Police Services' Commemorative Naming Application Form and supporting documentation.

Processing of the Nomination/Application:

Processing the application will involve confirmation of criteria, reference checks (if applicable), discussion with the applicant and applicable units. A meeting of the Police Commemorative Naming Committee (PCNC) will be convened to review the application and reach a decision for recommendation to the Board.

Board Approval:

After the PCNC has reached a decision, an *in camera* report to the Board will be prepared containing the PCNC's recommendation.

Implementation of Approved Nomination:

Following Board approval, implementation of the approved commemorative name is undertaken. This involves final notification to the nominee, preparation of an official letter signed by the Board Chair and Chief, and an official unveiling

ceremony for the nominee and/or family at the site, indicating the name as well as its significance for commemoration.

C. COMMEMORATIVE NAMING PROCESS: NEW FACILITY CONSTRUCTION

The Facilities Section of the Ottawa Police Service will notify the Police Services Board Executive Director when a new police facility is to be constructed, with information regarding the specific facility and the applicable time frame for construction.

The Executive Director may convene a meeting of the Police Commemorative Naming Committee as required to discuss and name all new facilities (based on geographic or operational references) that have been identified as requiring a name, or to discuss a recommended commemorative name for a part of a police facility.

The Committee shall review the approved list of names eligible for consideration to determine if there is an appropriate name for the identified parts of the facility, or undertake necessary steps to solicit proposed names. If a commemorative name is selected for any part of the facility from the Commemorative Names Reserve List, or a name is recommended through another means, the public consultation process will commence for 60 days. The Police Commemorative Naming Committee will reconvene to review public comment and develop a final recommendation. The recommendation will be submitted for approval to the Board.

D. COMMEMORATIVE NAMING PROCESS: COMMEMORATIVE NAMES RESERVE LIST

Similar to the process outlined in Section A above, a name may be submitted that is not site or venue specific. In this regard, the application will undergo the same process with respect to criteria evaluation and investigation. Staff will discuss possible options and suitability with the nominator. If a site and/or geographic location is not determined through these discussions, the name will be placed on the Commemorative Names Reserve List (for facilities) maintained by the City Clerk.

7. PUBLIC CONSULTATION

Public consultation shall be undertaken in accordance with the size and scope of the part of the facility being named. Consultation may consist of formal written notification of the

proposed name to ward-affected community associations, applicable consultative groups and Ottawa Police Service advisory groups (where appropriate) for comment. Public meetings may be held upon request by a member of the Board, and advertisements may be placed in applicable community newspapers and dailies, where appropriate, and on the Service's Web site (ottawapolice.ca). The public consultation period shall last two months, or 60 calendar days.

Public consultation is required as the issue of commemorative naming of facilities or parts thereof directly affects citizens and provides identity to the communities in which they live. Through public consultation at the community and city-wide level, residents will be able to ensure they maintain a strong connection to their communities and will be able to gain a better understanding of the individual who has been nominated for commemoration. Statistical information on comments received under consultation will be provided to individuals other than the Commemorative Naming Committee, upon request. However, specifics and written comments received will only be available to the Committee and Police Service Board.

Police staff will provide the final decision on a proposal to individuals who submit a comment under the public consultation component, and provide a copy of the Commemorative Naming policy and information sheet, when necessary.

8. POLICE COMMEMORATIVE NAMING COMMITTEE

The Police Commemorative Naming Committee (PCNC) is composed of the following representatives (or their designate):

1. The Chair of the Police Services Board's Policy & Governance Committee
2. The Police Services Board Executive Director
3. The Executive Officer
4. The Director of Community Development
5. The Director of Corporate Communications
6. The Director of Police Facilities.

Meetings will be held in-camera, in accordance with the *Police Services Act* exemption for matters pertaining to an identifiable individual.

9. COMMEMORATIVE NAMES RESERVE LIST MAINTENANCE AND USE

The Office of the City Clerk maintains the Commemorative Names Reserve list for City parks and facilities.

Consistent with Council direction, historical names will be given precedence. Otherwise, there shall be no prioritization system of commemorative names on the list. Nominators are free to designate the name for use in a specific police facility at the time of nomination if they chose.

The List shall be made available on request to any interested party, although the results of the investigations of the naming requests shall remain confidential.

10. RENAMING

The renaming process shall be identical to the commemorative naming process and shall also require the Police Services Board as the final authority for approving the proposed name. The renaming process differs in that it entails the discarding of an old name, which most likely has become an important part of community identity. Thus the need for public input is even greater.

11. RESPONSIBILITIES

Board Executive Director, OPS Superintendents and Directors

It is the responsibility of the Executive Director of the Police Services Board and of OPS Superintendents and Directors to:

a) Understand and support this policy, and ensure that the policy is communicated to employees and the public.

b) The Facilities section of the Police Service will notify the Board Executive Director when a new municipal police facility is to be constructed, information regarding the specific facility and the applicable time frame for construction, and, if applicable, information with respect to proposed names for the facility or a part thereof.

c) The Executive Director will consult with the City Clerk regarding whether there are names on the Commemorative Names Reserve List that have been proposed for a police facility.

Employees

Employees responding to a public inquiry regarding commemorative naming are responsible for:

a) Referencing the subject Policy and processes, where applicable;

b) If applicable, directing the inquiry to the Board Executive Director or the contact noted at the end of this policy document.

12. CONTRAVENTIONS

Failure to comply with this policy will result in inconsistent information provided to the public and members of the Police Services Board, and increase the possibility of improper commemorative naming of parts of municipal police facilities without appropriate research, community involvement and endorsement.

13. OPERATIONAL DIRECTORATE: Office of the Chief Directorate

14. CONTACT: Executive Officer to the Chief of Police

Table CR-13 – Policy Number: CR-13 – Policy Name: Workplace Violence and Harassment Prevention

CR-13 WORKPLACE VIOLENCE AND HARASSMENT PREVENTION	
LEGISLATIVE REFERENCE / AUTHORITY	Authorities: ▪ Ontario *Occupational Health and Safety Act* ▪ Ontario *Police Services Act,* Regulation 123/98, Ministry Standard AI-003 ▪ Ontario Human Rights Code References: ▪ *Municipal Freedom of Information and Protection of Privacy Act* ▪ Board Policy CR-1: Positive Workplace ▪ Board Policy AI-003: Equal Opportunity, Discrimination and Workplace Harassment Prevention
DATE APPROVED	31 May 2010, 26 October 2015
DATE REVIEWED	2012, 2015, 2018
DATE AMENDED	26 November 2012, 26 October 2015, 23 April 2018
DATE TO BE REVIEWED	2021
REPORTING REQUIREMENT	Annual reporting

LEGISLATIVE REFERENCE / AUTHORITY

- The *Occupational Health and Safety Act* outlines expectations for protecting workers from violence and harassment in the workplace.
- Ontario Ministry of Community Safety and Correctional Services Standard AI-003 – Equal Opportunity, Discrimination and Workplace Harassment Prevention, requires procedures on responding to and preventing discrimination and harassment in the workplace. (See Board Policy AI-003 in Chapter 4 of Board Policy Manual.)
- Subsection 5(2) of the Ontario *Human Rights Code* states, "Every person who is an employee has a right to freedom from harassment in the workplace by the employer or agent of the employer or by another employee because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, age, record of offences, marital status, family status or disability."
- Subsection 7(2) of the Ontario *Human Rights Code* states, "Every person who is an employee has a right to freedom from harassment in the workplace because of sex by his or her employer or agent of the employer or by another employee."
- Any management response to allegations related to this policy against sworn members of the police service must adhere to the procedural requirements of Part V of the *Police Services Act*, and to Regulation 123/98.

BOARD POLICY

PURPOSE

The Ottawa Police Services Board is committed to providing a safe and healthy work environment for its employees and for the members of the Ottawa Police Service, and is committed to the prevention of workplace harassment and violence. The Board recognizes that unwanted behaviours in the workplace must be addressed early to minimize the potential for workplace harassment and/or workplace violence. Workplace violence and harassment are serious conduct matters that may constitute a violation of Canada's *Criminal Code,* the *Ontario Human Rights Code* or the *Occupational Health and Safety Act*.

This policy was created to provide direction to the Board and to the Chief of Police to ensure continued compliance with Ontario's *Human Rights Code* and *Occupational Health and Safety Act*, as amended by Bill 168.

DEFINITIONS

For the purposes of this policy, the following definitions shall apply:

1. ***Workplace Harassment*** as prescribed by the *Ontario Occupational Health and Safety Act* means engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome. Workplace harassment may be, but is not limited to, an action or behaviour related to prohibited grounds of discrimination under the *Ontario Human Rights Code*. A reasonable action taken by an employer or supervisor relating to the management and direction of workers or the workplace is not workplace harassment.

2. ***Workplace Sexual Harassment*** means:

   (i) engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or

   (ii) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome;

3. ***Workplace Violence*** means:

   (i) The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker.

   (ii) An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker.

   (iii) A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

4. ***Prohibited Grounds*** under the *Ontario Human Rights Code* are: race, creed, colour, ancestry, place of origin, ethnic origin, language or dialect spoken, citizenship, sex, sexual orientation, age, marital status, family status, physical or mental disability.

5. ***Member*** means all employees of the Ottawa Police Service including temporary, contract, part-time staff and volunteers.

6. ***Workplace*** means any and all locations where business or social activities of the Police Service are conducted, including external training facilities such as the Ontario Police College.

A. WORKPLACE VIOLENCE AND HARASSMENT PREVENTION POLICY

The Chief of Police shall:

i. Take all reasonable steps to protect members from workplace harassment or violence.

ii. Develop and implement a written workplace violence and workplace harassment prevention policy and shall review the policy annually.

iii. Ensure that the policy is posted in a conspicuous place in the workplace.

iv. Ensure that the members of the organization are educated with respect to the policy.

v. Ensure that the right to refuse work is subject to section 43(1) and 43(2)(a) of the Ontario *Occupational Health and Safety Act*, which stipulates that anyone employed in a police service cannot assert the right to refuse work when the particular job or task is: inherent in the employee's work; is a normal condition of the member's employment; or when a refusal to work would directly endanger the life, health or safety of another person.

B. WORKPLACE VIOLENCE AND HARASSMENT PREVENTION PROGRAM

The Chief of Police shall:

1. Develop and maintain a program to implement the policy with respect to workplace violence and harassment prevention as prescribed by law and shall:

i. Include measures and procedures for workers to report incidents or workplace harassment to a person other than the employer or supervisor, if the employer or supervisor is the alleged harasser;

ii. Set out how incidents or complaints of workplace harassment will be investigated and dealt with;

iii. Set out how information obtained about an incident or complaint of workplace harassment, including identifying information about any individuals involved, will not be disclosed unless the disclosure is necessary for the purposes of investigating or taking corrective action with respect to the incident or complaint, or is otherwise required by law;

iv. Set out how a worker who has allegedly experienced workplace harassment and the alleged harasser, if he or she is a worker of the employer, will be informed of the results of the investigation and of any corrective action that has been taken or that will be taken as a result of the investigation; and

v. Include any prescribed elements.

2. Provide members with appropriate information and training on the contents of the workplace violence and harassment prevention policy and program.

3. Ensure that members with supervisory responsibilities are held accountable for promoting and implementing available health and safety programs, for complying with the *Occupational Health and Safety Act,* and for ensuring that workplaces under their supervision are maintained in a healthy and safe condition.

4. Ensure, with respect to protection of members from workplace harassment, that:

i. an investigation is conducted into incidents and complaints of workplace harassment that is appropriate in the circumstances.

ii. the member who has allegedly experienced workplace harassment and the alleged harasser, if he or she is a member of the employer, are informed in writing of the results of the investigation and of any corrective action that has been taken or that will be taken as a result of the investigation.

C. WORKPLACE VIOLENCE – ASSESSMENT OF RISKS

The Chief of Police shall:

1. Ensure that a workplace violence risk assessment is undertaken. This assessment shall consider the risks of workplace violence that may arise from the nature of the workplace, the type of work or the conditions of work.

2. Ensure that the results of the workplace violence risk assessment are provided to the Joint Occupational Health and Safety Committee.

3. Reassess the risks of workplace violence as often as is necessary, and at a minimum on an annual basis, to ensure that the related policy and program continue to protect workers from workplace violence.

D. DOMESTIC VIOLENCE

The Chief of Police shall take every precaution reasonable in the circumstances for the protection of a member if a person in authority becomes aware, or ought reasonably to be aware, of domestic violence that would likely expose a worker to physical injury that may occur in the workplace.

E. DISCLOSURE OF PERSONAL INFORMATION

The Chief of Police shall ensure that the disclosure of personal information related to a risk of workplace violence takes into consideration the requirements of both the *Occupational Health and Safety Act* and the *Municipal Freedom and Protection of Privacy Act*.

MONITORING REQUIREMENTS

The Chief of Police shall:

1. On an annual basis, review the Police Service's workplace violence and harassment prevention policy.

2. On no less than an annual basis, re-assess the risks of workplace violence to ensure that the related policy and program continue to protect workers from workplace violence.

3. During each business cycle, assess the effectiveness of the Police Service's Workplace Violence and Harassment Prevention Program.

REPORTING REQUIREMENTS

1. On an annual basis, the Chief of Police shall report on the effectiveness of the Police Service's Workplace Violence and Harassment Prevention Program as part of the annual report on Board Policy CR-1 on Positive Workplace.

2. Any incidents where a person is killed, critically injured, or disabled from performing his or her usual work because of workplace violence shall be reported to the Joint Health and Safety Committee, a Health and Safety representative, and the applicable police association.

TABLE CR-14 & GA-14 – POLICY NUMBER: CR-14/GA-14 – POLICY NAME: ACCESSIBILITY POLICY

CR-14 & GA-14 ACCESSIBILITY POLICY (Previously Accessibility Standards for Customer Service policy – replaces GA-14 and former CR-14)	
LEGISLATIVE AUTHORITIES	▪ *Accessibility for Ontarians with Disabilities Act, 2005,* S.O. 2005, c. 11 ▪ Accessibility Standards for Customer Service, O Reg. 429/07 ▪ Integrated Accessibility Standards, Ontario Regulation 191/11 ▪ Ontario *Human Rights Code*, R.S.O. 1990, c. H. 19 ▪ Ontario *Police Services Act,* R.S.O. 1990, section 31 (1)(c)
DATE APPROVED	19 December 2011 (Accessibility Standards for Customer Service Policy), 26 October 2015
DATE REVIEWED	2013, 2014, 2015, 2018
DATE AMENDED	28 July 2014, 26 October 2015
DATE TO BE REVIEWED	2021
REPORTING REQUIREMENTS	1. On progress in meeting the multi-year Accessibility Plan: annually to the Board. 2. On Compliance: every three years to the Provincial Director, with the next report due by 31 December 2017. This report also to be submitted to the Board.

LEGISLATIVE AUTHORITIES

- The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) was enacted into law by the Provincial Government in 2005 to ensure the development, implementation and enforcement of accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

- The Accessibility Standards for Customer Service Regulation 429/07 (ASCS) became law on January 1, 2008 and was the first of five sets of standards to be issued by the Provincial Government in support of the AODA. The Regulation establishes accessibility standards for customer service and applies to every designated public sector organization, and to every other person or organization that has at least one employee in Ontario and that provides goods or services to members of the public or other third parties.

- The Integrated Accessibility Standards Regulation 191/11 (IASR) was enacted in 2011 and is a consolidation of accessibility standards in the following five areas: General; Information and Communications; Employment; Transportation; Design of Public Spaces (Accessibility for the Built Environment).

- Section 1 of the Ontario *Human Rights Code*, R.S.O. 1990, c. H. 19 states that, "Every person has a right to equal treatment with respect to services, goods and facilities, without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or disability."

- Under Section 31(1)(c) of the *Police Services Act* the Board is responsible for the provision of adequate and effective police services in the municipality and shall establish policies for the effective management of the police force. This policy addresses the provision of services to persons with disabilities by the Ottawa Police Service.

BOARD POLICY

POLICY STATEMENT

The Ottawa Police Services Board is committed to meeting the accessibility needs of people with disabilities in a timely and proactive manner and will use reasonable effort to provide equitable access to programs, services, goods and facilities provided by the Board and the Ottawa Police Service, in a way that respects a person's dignity and independence.

Policy requirements set out in this document shall form part of the Police Services Board's Policy Manual and the Chief of Police shall comply with these requirements in directing the Ottawa Police Service.

PURPOSE

This policy is intended to provide the overarching framework to guide the review and development of other Ottawa Police Services and Board policies, standards, procedures and guidelines to

comply with the standards developed under the *Accessibility for Ontarians with Disabilities Act* 2005, S.O. 2005, c. 11 (the AODA).

APPLICATION

This policy applies to the members and employees of the Ottawa Police Services Board (the Board) and to all employees of the Ottawa Police Service (OPS), auxiliary members, volunteers, and to any individual or organization that provides goods, services or facilities to the public or other third parties on behalf of the OPS or Board, in accordance with the legislation.

PRINCIPLES

OPS and Board services, programs, goods and facilities are to be available to people with disabilities in a manner that:

- Is free from discrimination
- Offers accessible formats and communications supports
- Seeks to provide integrated services
- Provides an opportunity equitable to others to obtain, use and benefit from the goods or services
- Takes into consideration a person's disability.

DEFINITIONS

For the purposes of this policy, the following definitions shall apply:

Accessible Formats – may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities, provided for any information and communication that the OPS and Board makes available to the public.

Communication Supports – may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Disability – is defined as prescribed in section 2 of the *Accessibility for Ontarians with Disabilities Act*, *2005,* S.O. 2005, c. 11 and the *Human Rights Code*, R.S.O. 1990, c. H. 19, as follows:

a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation,

lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

b) a condition of mental impairment or a developmental disability,

c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

d) a mental disorder, or

e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Kiosk – an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products, or both.

Service Animals - are defined as prescribed in section 4(9) of the Accessibility Standards for Customer Service, O. Reg. 429/07, as follows: "An animal is a service animal for a person with a disability if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability, or
- If the person provides a letter from a physician or nurse confirming that that person requires the animal for reasons relating to the disability.

Support Person – is defined as prescribed in section 4(8) of the Accessibility Standards for Customer Service, O. Reg. 429/07, as follows: "A support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services."

Unconvertible – information or communications are unconvertible if it is not technically feasible to convert the information or communications or the technology to convert the information or communications is not readily available.

POLICY REQUIREMENTS

Policy Obligations

The Ottawa Police Service is a "large organization" under the AODA. The Board and the OPS are committed to meeting the accessibility needs of people with disabilities.

Board

It is the policy of the Ottawa Police Services Board that it:

- Meets all requirements of the ASCS, O. Reg. 429/07 under the AODA on an ongoing basis.
- Meets all requirements of the IASR, O. Reg. 191/11 under the AODA on an ongoing basis in accordance with the timelines set out in the regulation.
- Has policies, practices and procedures that are aligned with the requirements of the IASR, O. Reg. 191/11 under the AODA.
- Includes accessibility requirements related to the implementation of this policy as part of its annual budget and planning processes.

Chief

It is the policy of the Ottawa Police Services Board that the Chief of Police shall ensure that the OPS:

- Meets all requirements of the ASCS, O. Reg. 429/07 under the AODA on an ongoing basis.
- Meets all requirements of the IASR, O. Reg. 191/11 under the AODA on an ongoing basis in accordance with the timelines set out in the regulation.
- Has policies, practices and procedures that are aligned with the requirements of the IASR, O. Reg. 191/11 under the AODA.
- Includes accessbility requirements related to the implementation of this policy as part of the annual budget and planning processes.

Specifically, the Chief of Police shall ensure that there are procedures and practices in place that incorporate the principles and provisions set out below, and shall ensure that they are adhered to. Where references are made to the Board's responsibilities, it is understood that responsibility rests with the Board and not the Chief for ensuring policies, procedures and practices are in place and complied with.

A. GENERAL STANDARDS

1. Accessibility Plan and Policies

The Chief of Police shall produce a multi-year Accessibility Plan for the Police Service that outlines the organization's strategy to prevent and remove barriers and meet its requirements under the IASR. The Plan will be posted on the OPS website and shall be made available in an accessible format and with communications supports, upon request. A progress report on the Plan will be provided annually to the Board. The Accessibility Plan shall be reviewed and, if necessary, updated at least once every five (5) years.

Policies governing how the Board and OPS shall meet its requirements under the AODA will be provided in an accessible format, upon request.

2. **Accessible Formats and Communications Supports**

Except as otherwise provided by the AODA, the OPS and Board shall, upon request, and in consultation with the person making the request, provide or make arrangements to provide accessible formats and communications supports for persons with disabilities. Acessible formats and communication supports shall be provided in a timely manner, taking into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons, in accordance with the Accessible Formats and Communication Supports Procedures of the City of Ottawa.

This does not apply to products and product labels, unconvertible information or communications and information that the Board or OPS does not control directly or indirectly through a contractual relationship. If it is determined that information or communications are unconvertible, the Board/OPS shall provide the person requesting the information or communication with:

c. An explanation as to why the information or communications are unconvertible.
d. A summary of the unconvertible information or communications.

3. **Kiosks**

When designing, procuring or acquiring self-service kiosks, the Board and OPS shall incorporate accessibility features, unless it is not feasible (or practicable). If not practicable, the Board or OPS, as the case may be, shall provide an explanation, upon request.

4. **Training**

Board members and employees, all OPS employees, volunteers, and all other people who provide goods, services or facilities on behalf of the Board or OPS, as well as those who develop policies, practices and procedures will receive accessibility training.

This training shall include:

1. A review of the purposes of the AODA and the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07) and instruction about the following matters:
    a. How to interact and communicate with persons with various types of disability.
    b. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
    c. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
    d. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.
2. A review of the requirements of the Accessibility Standards referred to in the AODA Integrated Accessibility Standards (Ontario Regulation 191/11) and on the *Human Rights Code* as it pertains to persons with disabilities.

    - Training must be provided to:
        - All employees, and volunteers
        - All people who participate in developing the organization's policies, and
        - All other people who provide goods, services or facilities on behalf of the organization.
    - Every person must be trained as soon as practicable.
    - Organizations must provide training on any changes to its accessibility policies on an ongoing basis.

The training provided shall be appropriate to the duties of the employee, volunteer or third party. Training shall take place as soon as is practicable and upon completion, the Board or OPS, as the case may be, shall keep a record of the training provided including the dates on which accessibility training took place.

3. **Feedback**

Feedback on how services were delivered to people with disabilities shall be invited, forwarded to the appropriate personnel, responded to, documented and tracked. Feedback shall be collected by phone at the OPS, the Board or through Next Talk TTY (teletypewriter); by email to the OPS, Board; and in person at any of the OPS' police stations or the Board office. Feedback shall be accepted in accessible formats and with other communication supports as required.

4. **Documentation**

Documentation that describes this Policy and each of its requirements and any information and communication that the OPS and Board provides to the public shall be maintained on the OPS and Board websites respectively, and shall be provided to individuals, upon request, in the appropriate format or communication support in a timely manner and at a cost that is no more than the regular cost charged.

B. CUSTOMER SERVICE STANDARDS

1. **Assistive Devices**

The Board and Ottawa Police Service employees, auxiliary members, volunteers and third party contractors shall accommodate the use of personal assistive devices such as scooters and Braille display boards. Assistive devices that are available for access to specific services and programs shall be kept in good working order and the public shall be informed of their availability. Assistive devices include, but are not limited to, Assistive Listening Devices and FM Loop systems.

2. **Service Animals**

The Board and Ottawa Police Service employees, auxiliary members, volunteers and third party contractors shall accommodate the use of service animals by people with

disabilities who are accessing OPS services or goods unless the animal is otherwise excluded by law, such as food preparation areas as prohibited by Food Premises, R.R.O. 1990, Reg. 562 under the *Health Protection and Promotion Act*, R.S.O. 1990, c. H.7.

3. **Support Persons**

Where a person with a disability accessing Board or OPS goods or services is accompanied by a support person, Board and OPS employees, auxiliary members, volunteers and third party contractors shall ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises.

4. **Admission Fees**

If the Board or OPS charges an admission fee in connection with a support person's presence at an event or function, the Board or OPS shall ensure that notice is given in advance about the amount, if any, that is payable in respect of the support person accompanying a person with a disability.

5. **Communications**

1. When communicating with a person with a disability, Board and OPS employees, auxiliary members, volunteers and third party contractors shall do so in a manner that respects the person's disability.

2. Publications printed by the Board and the OPS shall be made available in alternate formats, upon request by people with disabilities.

6. **Notice of Service Disruption**

In the event that there is a temporary disruption in the availability of facilities, services or goods used by persons with disabilities (e.g. temporary loss of elevator service), the Board or OPS shall give notice to the public of the reason for the disruption, the date(s) of disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. Such notice may be provided by a variety of methods depending on the circumstances, and may include postings in conspicuous places at the affected premises, other facilities, and on the Board or OPS website, to

ensure that the notice reaches those persons potentially affected by the temporary disruption.

C. INFORMATION AND COMMUNICATION SUPPORT STANDARDS

1. Communication

When communicating with a person with a disability, Board and OPS employees, volunteers and third party contractors shall do so in a manner that takes into account the person's disability. As a reference, guidelines for communicating with people who have various types of disabilities are provided in Appendix B of the City of Ottawa's Accessible Formats and Communication Supports Procedures.

2. Terminology

When referring to people with disabilities, Board and OPS employees, volunteers and third party contractors shall use terminology that is used in the AODA and IASR.

3. Accessible Websites and Web Content

Internet websites and web content controlled directly by the Board or the OPS, or through a contractual relationship that allows for modification of the product, shall conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at level A and AA in accordance with the schedule set out in the AODA Integrated Accessibility Standards.

4. Emergency Procedures, Plans and Information

The OPS shall provide all existing public emergency procedures, plans and public safety information upon request in an accessible format or with appropriate communication supports in a timely manner.

D. EMPLOYMENT STANDARDS

It is understood that, while the Employment Standards reference only the OPS, they apply equally to the Board. The Board will utilize and adhere to the City of Ottawa's policies and procedures in fulfilling the obligations of this Section and the OPS will utilize and adhere to the OPS policies and procedures.

1. **Recruitment**

The OPS shall post information about the availability of accommodations for applicants with disabilities in its recruitment process. Job applicants who are individually selected for an interview and/or testing shall be notified that accommodations for material to be used in the process are available upon request. The OPS shall consult with any applicant who requests an accommodation in a manner that takes into account the applicant's disability. Successful applicants shall be notified about the OPS' policies for accommodating employees with disabilities as part of their offer of employment.

2. **Employee Supports**

The OPS will inform employees of the policies used to support employees with disabilities, including policies on the provision of job accommodations that takes into account an employee's accessibility needs due to disability. The OPS will provide this information to new employees as soon as practicable after they begin their employment and provide updated information to all employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

3. **Accessible Formats and Communication Supports for Employee**

Upon an employee's request, the OPS shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

c. Information that is needed in order to perform the employee's job; and
d. Information that is generally available to employees in the workplace.

The OPS will consult with the employee making the request in determining the suitability of an accessible format or communication support.

4. **Workplace Emergency Response Information**

If an employee's disability is such that workplace emergency response information is necessary and the OPS is aware of the need for accommodation, this information shall be provided to the employee. In addition, this information shall be provided, with the employee's consent, to the person designated to provide assistance. The information

shall undergo review when the employee moves to a different location, when the employee's overall accommodation needs or plans are reviewed and when the OPS reviews its general emergency response plan. (Reference City of Ottawa Individualized Workplace Emergency Response Information Plan (IWERIP) – Manager's Guide, and Individualized Employee Discussion Guide.)

5. **Documented Individual Accommodation Plans**

1. A written process for the development and maintenance of documented individual accommodation plans shall be developed for employees with disabilities. The process for the development of documented individual accommodation plans shall include the following:
   a. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
   b. The means by which the employee is assessed on an individual basis.
   c. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
   d. The manner in which the employee can request the participation of a representative from their bargaining agent in the development of the accommodation plan.
   e. The steps taken to protect the privacy of the employee's personal information.
   f. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
   g. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
   h. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.
2. If requested, these plans shall include information regarding accessible formats and communications supports.
3. If requested, the plans shall include individualized workplace emergency response information.

6. **Return to Work Process**

The OPS shall have in place a documented return to work process for employees returning to work due to disability and requiring disability-related accommodations.

This return to work process shall outline the steps that the OPS shall take to facilitate the return to work.

7. **Performance Management and Career Development and Redeployment**

The OPS shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development, performance management and when considering redeployment.

E. BUILT ENVIRONMENT STANDARDS

1. The OPS shall comply with the AODA Design of Public Spaces Standards (Accessibility Standards for the Built Environment) and the City of Ottawa's Accessibility Design Standards when undertaking new construction and redevelopment of public spaces in the following areas:
   a. Exterior paths of travel
   b. Accessible parking
   c. Obtaining services
   d. Maintenance of accessible elements.

RESPONSIBILITIES

The Board, in consultation with the City of Ottawa's Corporate Accessibility Office, is responsible for reviewing this policy annually and recommending amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations.

OPS supervisors and managers, and the Board's Executive Director, shall ensure that they and their respective staff are familiar with and comply with this policy.

MONITORING REQUIREMENTS

Failure to comply with the AODA regulations can result in administrative penalties as defined in Part V of the IASR.

Supervisors and managers shall monitor current practices to ensure compliance.

On an annual basis, the Chief of Police shall review and assess the effectiveness of the Police Service's policies and procedures related to the Integrated Accessibility Standards Regulation.

REPORTING REQUIREMENTS

1. The Chief of Police shall report annually to the Board on progress in meeting the OPS multi-year Accessibility Plan.
2. The Board Executive Director shall ensure that the accessibility report required under subsection 14(1) of the AODA for an obligated large organization is filed with a director (appointed under section 30 of the AODA by the Deputy Minister) in accordance with the schedule set out in the IASR.

ENQUIRIES

For further information regarding this policy, contact: Board Executive Director.

REFERENCES

OPS REFERENCES:

- AODA Accessible Formats and Communication Supports Procedure
- Accessible Web Publishing Procedure
- OPS Third Party Contractors AODA Compliance Procedure
- AODA Feedback Procedure
- OPS Notice of Temporary Disruption Procedure
- Tips for Serving Customers with Disabilities
- Resources for Accessible Formats and Communication Supports
- OPS Managers Guide – Individual Workplace Emergency Response Information and Plans for Employees with Disabilities

BOARD REFERENCES:

- City of Ottawa Accessible Formats and Communications Supports Procedure
- City of Ottawa Accessibility Training for Customer Service – Reference Guide
- City of Ottawa Manager's Guide for Individual Workplace Emergency Response Information & Plans for Employees with Disabilities (IWERIP)
- City of Ottawa Employee Emergency Information Discussion Guide
- City of Ottawa Workplace Accommodation Policy

TABLE CR-15 – POLICY NUMBER: CR-15 – POLICY NAME: OCCUPATIONAL HEALTH AND SAFETY

CR-15 OCCUPATIONAL HEALTH AND SAFETY	
LEGISLATIVE REFERENCE / AUTHORITY	*Occupational Health and Safety Act*, R.S.O. 1990, c. O.1 *Police Services Act,* section 31(1)(c)
DATE APPROVED	22 October 2012
DATE REVIEWED	2015, 2018
DATES AMENDED	
DATE TO BE REVIEWED	2021
REPORTING REQUIREMENT	Annual reporting

LEGISLATIVE REFERENCE / AUTHORITY

- The Ontario *Occupational Health and Safety Act, R.S.O. 1990, c. O.1*.
- Section 31(1)(c) of the *Police Services Act* states that a board shall establish policies for the effective management of the police force. This policy provides direction with regard to creating and maintaining a safe and healthy work environment for members of the Ottawa Police Service in compliance with Ontario's *Occupational Health and Safety Act*.

BOARD POLICY

PURPOSE

The Ottawa Police Services Board is dedicated to creating and maintaining a safe and healthy workplace for all employees of the Ottawa Police Service, and to complying with all applicable Occupational Health and Safety legislation.

This policy aims to ensure that all workplace parties work together in compliance with Occupational Health and Safety legislation and related policies and procedures, while undertaking their individual duties, roles and responsibilities.

PRINCIPLES

The Board supports the following principles, which should be reflected in organizational policies and procedures:

a) Every worker has a right to work in a healthy and safe environment.

b) Workers are encouraged to be actively involved in maintaining a healthy and safe environment.
c) Cooperation between management and workers is desirable in developing and maintaining healthy and safe workplaces.
d) The prevention of accidents, injury and occupational illness should be an integral part of every job activity.

POLICY REQUIREMENTS

It is the policy of the Ottawa Police Services Board that the Chief of Police shall ensure that:

1. Occupational health and safety programs are established, maintained and supported aimed at minimizing or eliminating the risk of workplace accidents, injuries and/or illnesses, that are in compliance with Occupational Health and Safety legislation.

2. All employees are aware of and work in compliance with the provisions of Occupational Health and Safety legislation and established policies and procedures.

3. Members with supervisory responsibilities are held accountable for promoting and implementing available health and safety programs, for complying with the *Occupational Health and Safety Act* and for ensuring that workplaces under their supervision are maintained in a healthy and safe condition.

4. A copy of the Police Service's Occupational Health and Safety policy is posted at a conspicuous location in all Ottawa Police Service facilities.

MONITORING REQUIREMENTS

On an annual basis, the Chief shall ensure that the effectiveness of the Occupational Health and Safety policy and supporting programs are reviewed and assessed.

REPORTING REQUIREMENTS

1. On an annual basis, the Chief of Police shall provide an Occupational Health and Safety Report to the Board that reports on the frequency and severity of injuries, and the effectiveness of the policy and programs in place.

2. Should occupational health and safety matters arise that must be brought to the Board's attention on an urgent basis, the Chief of Police shall report such matters to the Board in a timely fashion.

TABLE CR-16– POLICY NUMBER: CR-16 – POLICY NAME: HUMAN RIGHTS AND RACIAL PROFILING

CR-16 HUMAN RIGHTS AND RACIAL PROFILING	
LEGISLATIVE REFERENCE / AUTHORITY	▪ *Police Services Act* section 31(1)(c) ▪ Canadian Charter of Rights and Freedoms ▪ Ontario Human Rights Code, R.S.O. 1990
DATE APPROVED	24 June 2013
DATE REVIEWED	2017
DATE AMENDED	
DATE TO BE REVIEWED	2021
REPORTING REQUIREMENT	Annual Report on compliance

LEGISLATIVE AUTHORITIES

- Under Section 31(1)(c) of the *Police Services Act* the Board is responsible for the provision of adequate and effective police services in the municipality and shall establish policies for the effective management of the police force. This policy addresses the provision of policing services in a manner that respects human rights and avoids racial profiling.
- Canadian Charter of Rights and Freedoms
- The Ontario Human Rights Code, R.S.O. 1990

BOARD POLICY

INTRODUCTION

The Ontario Human Rights Code (the *Code*) provides that every person has a right to equal treatment with respect to services, goods and facilities, without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, age, marital status, family status or disability.

The Ottawa Police Services Board is committed to the principle that every person has a right to the provision of police services in a fair and equitable manner that respects the inherent worth and dignity of all persons and provides equal treatment to persons, without discrimination or harassment.

In particular, the Board recognizes that racial profiling is a serious problem in Canadian society and that members of police services, including the Ottawa Police Service, can be susceptible to its negative influence, whether conscious or unconscious. The Board recognizes that racial profiling causes tremendous harm to those who experience it and to the police service's relationship with the community. This harm includes, but is not limited to, psychological harm, alienation, loss of trust and confidence in the police and criminal justice system, unwillingness to contribute to police investigations, and the criminalization of race.

PURPOSE

The purpose of this policy is to state the Board's commitment to policing that respects and adheres to the principles contained in the Canadian Charter of Rights and Freedoms and the Ontario Human Rights Code, and to set out the Board's expectations with regard to respecting human rights in the delivery of police services. The policy requirements set out in this document shall form part of the Board's direction to the Chief of Police.

POLICY REQUIREMENTS

It is the policy of the Ottawa Police Services Board that the Chief of Police shall:

1. Have operational policies and procedures in place to implement the principle of equal treatment in police services, without discrimination or harassment, consistent with the Canadian Charter of Rights and Freedoms and the Ontario Human Rights Code. These procedures shall include:

    a) Provisions that reinforce and encourage positive and professional practices that aim to promote and protect human rights.

    b) The following definition of racial profiling:

    "Racial profiling in policing occurs when race, ethnicity, colour, place of origin or religion, or stereotypes about offending or dangerousness associated with any of these characteristics is used, consciously or unconsciously, to any degree in suspect selection or suspect treatment except when looking for a particular suspect who has committed an offence and who is identified, in part, by their race."

    c) A provision that prohibits members of the Police Service from engaging in racial profiling in any of their activities.

d) Standards by which to measure compliance with the prohibition, taking into account that the test for determining violations of the prohibition will depend on the nature of the police activity in question.

e) The requirement for training materials and programs that address human rights issues, as well as understanding and preventing racial profiling, to be delivered to all members of the Police Service.

f) A process to deal with public complaints about human rights or racial profiling violations received by the Police Service. The complaints process shall be clear and accessible in its explanation of how to file a complaint and the steps that will be followed.

g) Ongoing community engagement and outreach through awareness-raising programs, events, visits and forums to build and maintain relationships.

MONITORING REQUIREMENTS

The Chief of Police shall ensure that an administrative review, that includes community consultation, is conducted every two years of all measures designed to address human rights and racial profiling in the delivery of policing, including, but not limited to, police complaints, training, general community concerns and compliance with this policy.

REPORTING REQUIREMENTS

The Chief of Police shall submit an annual report to the Board on the effectiveness and impact of this policy that shall include:

a) Information on any procedures developed to support this policy and an assessment of their effectiveness as well as impact on practices throughout the Service.

b) Reporting and other mechanisms relied upon by the Chief of Police to ensure accountability by all levels of management.

c) Compliance with the requirements of this policy.

TABLE CR-17 – POLICY NUMBER: CR-17 – POLICY NAME: MAJOR EVENTS

CR-17 MAJOR EVENTS	
LEGISLATIVE REFERENCE / AUTHORITY	*Police Services Act*, R.S.O. 1990, sections 31 (1)(b), 31 (1)(c) and 41 (1)(a)
DATE APPROVED	24 June 2013
DATE REVIEWED	2017
DATE AMENDED	
DATE TO BE REVIEWED	2021

LEGISLATIVE REFERENCE / AUTHORITY

- Section 31(1)(b) of the Ontario *Police Services Act* states that a board shall "generally determine, after consultation with the chief of police, objectives and priorities with respect to police services in the municipality".

- Section 31(1)(c) of the Ontario *Police Services Act* states that a board shall "establish policies for the effective management of the police force".

- Section 41(1)(a) of the Ontario *Police Services Act* provides that the duties of the chief of police include "administering the police force and overseeing its operation in accordance with the objectives, priorities and policies established by the Board under subsection 31 (1)".

INTRODUCTION

From time to time, the City of Ottawa is the site of major events that are outside regular day-to-day police operations and require a higher than normal degree of resources, advance planning, and partnerships with other levels of government, police agencies and City departments. They may also present a higher than normal level of potential risk to public order and security.

During the planning and implementation of such events, the role of the Police Services Board is to provide appropriate civilian oversight and governance to ensure the continued delivery of adequate and effective police services in the City of Ottawa, as it is mandated to do under the *Police Services Act*. In order to fulfil its statutory responsibility of determining objectives, priorities, and policies for the police service and, in the context of this policy, for major events, it is critical that there be an open exchange of information between the Board and the Chief of Police.

This policy sets out the Board's expectations with regard to major event planning and policing, and provides direction to the Chief of Police to ensure the Board's expectations and obligations are met.

DEFINITION

A **Major Event** is defined as an exceptional, out-of-the-ordinary policing operation or event that is characterized by one or more of the following:

a) Is a federally designated meeting involving international representatives

b) Involves an "internationally protected person"

c) Will tax the Service's ability to provide regular policing services to the citizens of Ottawa

d) Requires resources from other police agencies

e) Is a major community event that has the potential to significantly disrupt public peace, order or security

f) Is designated as such by the Chief of Police.

BOARD POLICY

1. Communication & Consultation with the Board

   It is the policy of the Ottawa Police Services Board with respect to the planning and policing of Major Events that the Chief of Police will ensure that:

   1. The Board is informed as soon as is practicable when there is a reasonable possibility that the Ottawa Police Service may be involved in the policing of a major event.

   2. The Board is provided, at the earliest possible stage, with sufficient relevant operational and other information to allow it to understand details of the major event, what legislation and other legal requirements may apply to the policing of the major event, the role that other organizations may play, any existing Board policies that may apply, or any new policies that might be required.

   3. The Board is consulted in determining the mission and appropriate objectives, priorities and policies for the major event. Once these have been defined, the Police

Service will maintain the autonomy to develop and execute the appropriate operational plans.

4. The Board is provided with sufficient information to allow it to ensure that operational plans:

   a. Are consistent with the mission and objectives;

   b. Are consistent with applicable Board policies; and

   c. No additional policies are required to provide guidance to the Police Service.

   Through this review process the Board may provide recommendations to the Chief where it believes the mission, objectives and priorities are not being achieved. However, the Chief remains free to accept or reject the Board's recommendations.

5. The Board is advised of what mechanisms exist to capture, during the planning process, the input of those who will have operational decision-making responsibilities during the event, and what testing of the operational plans will be conducted before the event.

6. The Board is advised of continuity of service plans so that it can assure itself that the rest of the City will be adequately and effectively policed during the major event.

7. The Board receives confirmation that a complete operational plan has been created that addresses all applicable policies and procedures.

8. The Board is provided with regular updates on the progress of the Ottawa Police Service's planning for the policing of the event.

2. Major Events Hosted by a Government Entity

When the Police Service is asked to develop operational plans to police a major event hosted by a government entity, the following provisions will apply:

1. As soon as the Board learns of the potential for Ottawa to be selected as the host city for an event sponsored by the federal or provincial government, the Board shall make a formal request to the host government that it be consulted in advance of final decisions being made on matters relevant to the Ottawa Police Service's policing

function at the event. In particular, the Board shall request that it receive information that will enable it to understand the Ottawa Police Service's role at the event, the proposed decision-making structure and process, the legal framework applicable to the event's policing, and any other relevant information.

2. The Chief shall review whether there is sufficient time to plan for the event and specifically, whether the adequacy and effectiveness of policing for the event may be compromised by the time available to plan. If the adequacy and effectiveness of the Ottawa Police Service's policing may be affected by the amount of time available for planning, the Chief shall advise the Board and the Board will communicate this to the government entity hosting the event, and seek assistance to address challenges and gaps.

3. The Police Service shall negotiate a framework funding agreement with the host entity setting out the funding and reimbursement conditions with respect to the Ottawa Police Service's expenses associated with planning and policing the event. The agreement shall be reviewed by the Board Solicitor for potential risk and financial exposure, and the Board will be a signatory to the agreement.

4. When the RCMP will be involved in an international event for which security arrangements are required, and they include the participation of the Ottawa Police Service, the Board should encourage the federal and provincial governments to enter into an arrangement under section 10.1(4) of the *Foreign Missions and International Organizations Act (FMIOA)*. Furthermore, the Board should seek an opportunity to provide input concerning the details of such an arrangement with respect to the policing functions that the Ottawa Police Service can fulfill for the event and the legal authorities on which the Ottawa Police Service's involvement will be based.

3. Multi-Jurisdictional Policing Events

When the Ottawa Police Service is involved in a joint operation related to the policing of a major event, the following provisions will apply:

1. A formal agreement will be entered into with any other police agency assisting the Ottawa Police with policing a major event in Ottawa, or with other police agencies that have asked the Ottawa Police Service to assist them in their jurisdiction. The

agreements shall be reviewed by the Board Solicitor and the Board shall be a signatory to them.

2. Formal agreements with other police agencies that are providing personnel to assist the Ottawa Police Service with an event in Ottawa shall set out the Ottawa Police Board policies and Ottawa Police Service procedures that will apply to police personnel who are under the command and control of the Ottawa Police Service. These policies shall include the requirement that all uniformed officers must wear name badges at all times. If external police officers violate identified Board policies or Ottawa Police Service procedures while carrying out their duties in assisting the Ottawa Police Service, the home board or their complaints and disciplinary oversight body shall have the authority to discipline those officers. This should also be stated in the formal agreement.

3. The Board shall be provided with detailed information and briefings concerning the planning structure, including the Ottawa Police Service's role in that structure, and whether planning decisions by the Ottawa Police Service are subject to the approval of any other entity.

4. The Board shall be provided with information concerning the command and control structure for the event. The Board shall assure itself that the command and control structure will enable the Ottawa Police Service to adequately and effectively provide police services for the event and for the rest of the City of Ottawa.

5. The Board shall receive sufficient information on training developed by the Ottawa Police Service for a major event and offered to its own officers and external police officers seconded to assist the Ottawa Police, to assure itself that training will be provided, whether any gaps exist in Board policies that need to be addressed prior to the event, and how the Ottawa Police Service plans to monitor compliance with the training.

4. Mass Demonstrations, Arrests and Detention

The Chief shall ensure that:

1. There is a policy in place to deal with crowd control at mass demonstrations that addresses: necessary preparation times for adequate planning; command structures;

the organization and dissemination of intelligence; incident management systems; the adaptation, if necessary, of existing services procedures for use during the contemplated event; and, training.

2. There is a policy in place pertaining to mass detention that includes the specific procedures required to adequately address the rights of a large number of prisoners, and that the procedures are in accordance with current Canadian legal standards. *(Morden Recommendation #35)*

3. There is an operating plan for a temporary mass prisoner processing centre if one is needed. The plan shall address the design and processes for the facility, including procedures concerning prisoner care and management. The Ontario Ministry of Community Safety and Correctional Services should be consulted with respect to the development of this operational plan.

4. The Board is provided with sufficient information to be assured that the above-noted plans and policy requirements are in place.

TABLE CR-18 – POLICY NUMBER: CR-18 – COLLECTION OF IDENTIFYING INFORMATION IN CERTAIN CIRCUMSTANCES – PROHIBITION AND DUTIES

CR-18 COLLECTION OF IDENTIFYING INFORMATION IN CERTAIN CIRCUMSTANCES – PROHIBITION AND DUTIES	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Regulation 58/16 made under the *Police Services Act*, R.S.O. 1990
DATE APPROVED	27 June 2016
REVIEWED	2017
DATE AMENDED	
DATE TO BE REVIEWED	2021
REPORTING REQUIREMENT	Annually

LEGISLATIVE REFERENCE / AUTHORITY

On March 21, 2016, Ontario Regulation 58/16 made under the Ontario *Police Services Act* became law. The Regulation is entitled "Collection of Identifying Information in Certain Circumstances – Prohibition and Duties".

INTRODUCTION

The Ottawa Police Services Board is committed to enhancing the community's trust and confidence in the Ottawa Police Service (OPS) and to ensuring that services are delivered without bias or discrimination. The practices and procedures of the OPS in respect of the collection of identifying information shall not be arbitrary or based upon any racial or biased profiling, and shall reflect a commitment to professionalism, accountability and transparency.

This policy sets out the Board's requirements of the Chief of Police with respect to the "Collection of Identifying Information in Certain Circumstances – Prohibition and Duties" Regulation.

DEFINITIONS

1. For the purpose of this Policy, the following definitions apply:

a. **annual report** – means the annual report provided by the Chief of Police to a Board under section 31 of Ontario Regulation 3/99 (Adequacy and Effectiveness of Police Services) made under the *Police Services Act*.

b. **community interactions** – means on-duty police contact with member(s) of our community meant to:

   i. foster positive relationships; and/or

   ii. assist members of the public (without gathering personal information for an investigative or intelligence purpose).

c. **database** – means the paper or electronic filing system under the control of the Chief of Police where identifying information about an individual collected by a police officer from the individual during a *Regulated Interaction* is stored (but does not include a database where *intelligence notes* information is stored or other criminal/intelligence based databases).

d. **prohibited grounds** – under the *Ontario Human Rights Code* means race, creed, colour, ancestry, place of origin, ethnic origin, citizenship, sex, sexual orientation, age, marital status, family status, gender identity, gender expression, or disability.

e. **racial/biased profiling** – means the practice of linking a person or persons to an unlawful incident or incidents and/or relating to public safety concerns, based primarily or predominantly on *prohibited grounds* or stereotypes relating to those *prohibited grounds*.

f. **document** – means the document described in section 7 of the Regulation to be offered to an individual from whom a police officer has attempted to collect identifying information.

g. **Regulated Interaction** - means the interactions and documentation of such by an officer in an "attempt to collect identifying information about an individual from the individual by asking the individual"; that is, attempt to collect identifying information by asking the individual, in a face-to-face encounter, to identify himself or herself or to provide information for the purpose of identifying the individual and includes such an attempt whether or not identifying information is collected as governed by Regulation.

h. **Regulated Interaction Verifier** – means the Intelligence Section Unit Commander and/or designate for the purpose of fulfilling the requirements of section 9(4)(b)(i) of the Regulation.

i. **Regulation** –means Regulation 58/16 made under the *Police Services Act* of Ontario.

GENERAL

2. The Chief of Police shall ensure that all Regulated Interactions are done in a manner that is consistent with the Regulation and, particularly, that they are not based on racial/biased profiling or done in an arbitrary way.

3. The Chief of Police shall have a Procedure that complies with the duties and obligations imposed by the Regulation and this Policy to ensure there is direction and assistance provided to officers regarding Regulated Interactions.
   The Chief of Police shall ensure that there is a database created or adapted that allows for the recording, analysis and reporting required by the Regulation.

4. For the purpose of reporting to the Board as part of the annual report and for other analytic reasons as directed by the Board and/or the Ministry of Community Safety and Correctional Services, the Chief of Police shall establish categories for the following in addition to categories for male and female :
   a. age groups
   b. racialized groups
   c. neighbourhoods or areas.

5. When establishing racialized groups as set out in 6(b), the Chief shall do so in a manner that allows the information required by the Regulation (that is, the number of attempts to collect information from individuals perceived by a police officer to be within a racialized group as referenced in paragraph 14(2)8 of the Regulation) relating to the racialized groups to be comparable to the data referred to below in (a) and (b), as released by the Government of Canada on the basis of its most recent National Household Survey preceding the period covered by the Chief of Police's annual report:
   a. for each derived visible minority group set out in the National Household Survey, the number of individuals who identified themselves as being within that group;
   b. the number of individuals who claimed Aboriginal identity.

6. This Policy does not apply to community interactions or lawful interactions in which a person is either detained or required to provide personal information.

DOCUMENT TO BE PROVIDED

8. Commencing January 1, 2017, the Chief of Police shall have a procedure requiring all police officers engaged in Regulated Interactions to:

   a. offer to give the individual a document that provides a record of the attempt; and

   b. give the individual such a document if the individual indicates that he or she wants it unless one of the exemptions in the Regulation applies (i.e. it might compromise the safety of an individual or delay the officer from responding to another matter that should be responded to immediately, and the officer is able to articulate the reason with details).

9. The Chief of Police shall ensure that the document contains the mandated information required by the Regulation and that the document and any amendments thereto are provided to the Board for its information and input before use.

TRAINING

10. Commencing January 1, 2017, the Chief of Police shall ensure that every police officer who attempts to collect identifying information about an individual from the individual, or anyone who acts as the designate of the Chief of Police for the purpose of reviewing the database (within 30 days of data entry and/or on an annual basis pursuant to section 9 of the Regulation), has successfully completed the required training within the previous 36 months.

RETENTION, ACCESS and DISCLOSURE

11. The Chief shall have a Procedure dealing with retention, access and disclosure of identifying information that provides, at a minimum, the following:

    a. Identifying information entered into the database five or more years ago and identifying information gathered and/or entered into the database that is determined to have been collected in non-compliance with the Regulation shall have restricted access as follows:

i. no person shall have access to the information without the permission of the Chief (or designate);

ii. a member may be permitted to access the information only if the Chief or a Regulated Interaction Verifier is satisfied that access is needed:

I. for the purpose of an ongoing police investigation

II. in connection with legal proceedings or anticipated legal proceedings

III. for the purpose of dealing with a complaint under Part V of the Act or for the purpose of an investigation or inquiry under clause 25 (1) (a) of the Act

IV. in order to prepare the annual report or a report required on disproportionate collection (under section 15 of the Regulation)

V. for the purpose of complying with a legal requirement, or

VI. for the purpose of evaluating a police officer's performance.

b. Access to, and disclosure of identifying information collected on or after January 1, 2017, including the retention of identifying information collected contrary to this Regulation, shall be restricted to the Chief and Regulated Interaction Verifiers in order to comply with the Regulation and subject to the exemptions set out in 12(a) of this policy.

c. Nevertheless, identifying information collected contrary to the Regulation shall not be retained longer than is reasonably necessary to ensure the information is available in the circumstances in which access may be permitted under paragraph 2 of Regulation subsection 9 (10), being:

i. for the purpose of an ongoing police investigation

ii. in connection with legal proceedings or anticipated legal proceedings

iii. for the purpose of dealing with a complaint under Part V of the Act or for the purpose of an investigation or inquiry under clause 25 (1) (a) of the Act

iv. in order to prepare the annual report or a report required due to disproportionate collection (under section 15 of the Regulation)

v. for the purpose of complying with a legal requirement, or

vi. for the purpose of evaluating a police officer's performance.

12. The Chief shall ensure identifying information and records relating thereto that was collected before January 1, 2017 shall be accessed, retained and/or disclosed pursuant to the Chief's Adequacy Standard mandated Procedure on the retention of records and should any of the data be determined to have been collected in violation of the law as it existed at the time of collection, its access and disclosure shall be subject to the restrictions in the Regulation.

POLICY CONSISTENT WITH REGULATION

13. Where this policy is inconsistent with Regulation 58/16, the Regulation shall apply and any inconsistent provision shall be deemed to be modified to render it consistent.

MONITORING REQUIREMENTS

14. At least once a year, the Chief of Police or a designate shall conduct detailed reviews of an appropriately sized random sample of the entries of identifying information included in a database under section 9(6) of the regulation or if the Chief believes it would be assistive and feasible, the entire database.

REPORTING REQUIREMENTS

15. An annual report as it relates to Regulated Interactions shall be provided by the Chief of Police to the Board in the first quarter (unless an extension is approved by the Board Chair) of the year commencing in 2018 and annually thereafter.

16. The contents of the annual report as it relates to Regulated Interactions shall include, at a minimum, the following:

a. The number of attempted collections and the number of attempted collections in which identifying information was collected.

b. The number of individuals from whom identifying information was collected.

c. The number of times each of the following provisions was relied upon to not advise the individual of his/her right that he/she is "not required to provide identifying information to the officer" and/or the reason "why the police officer is attempting to collect identifying information about the individual" as otherwise required under Regulation subsections 6(2) and (3):

   i. might compromise the safety of an individual

   ii. would likely compromise an ongoing police investigation

   iii. might allow a confidential informant to be identified

   iv. might disclose the identity of a person contrary to law, including the YCJA.

d. The number of times an individual was not given a document because the individual did not indicate that they wanted it.

e. The number of times each of the following clauses was relied upon to not offer or give a document:

   i. might compromise the safety of an individual (subsection 7(2)(a))

   ii. might delay the officer from responding to another matter that should be responded to immediately (subsection 7(2)(b)).

f. The number of attempted collections from individuals who are perceived, by a police officer, to be within the following groups based on the sex of the individual:

   i. male individuals

   ii. female individuals.

g. For each age group established by the Chief of Police, the number of attempted collections from individuals who are perceived, by a police officer, to be within that age group.

h. For each racialized group established by the Chief of Police for the purpose of this paragraph, the number of attempted collections from individuals who are perceived, by a police officer, to be within that racialized group.

i. A statement, based on an analysis of the information, as to whether the collections were attempted disproportionately from individuals within a group based on:

a) the sex of the individual

b) a particular age

c) a racialized group, or

d) a combination of groups and, if so, any additional information that the Chief of Police considers relevant to explain the disproportionate number of attempted collections.

j. The neighbourhoods or areas where collections were attempted and the number of attempted collections in each neighbourhood or area.

k. The number of determinations made by the Chief (or designate) as to whether the information entered into the database:

a) complied with limitations on collection set out in section 5 and 9(4)(a) of the Regulation, and

b) the results of the review(s), done at least once a year, of an appropriately sized random sample of entries of identifying information included in the database to estimate within a margin of error of plus or minus 5 percent, at a 95 percent confidence level, whether it appears that section 5 (limitations on collection of information), section 6 (duties to inform of rights and reasons before collecting, with exceptions) or section 8 (document for individual – document, with exceptions) were complied with.

l. The number of times, if any, members of the police force were permitted to access identifying information to which access must be restricted by virtue of one or more of the following:

   i. for the purpose of an ongoing police investigation

   ii. in connection with legal proceedings or anticipated legal proceedings

   iii. for the purpose of dealing with a complaint under Part V of the *Act* or for the purpose of an investigation or inquiry under clause 25 (1) (a) of the *Act*

   iv. in order to prepare the annual report or a report required due to disproportionate collection (under section 15 of the Regulation)

   v. for the purpose of complying with a legal requirement, or

   vi. for the purpose of evaluating a police officer's performance.

m. where feasible, tracking of the times a Regulated Interaction led to a charge.

n. the number of complaints (public and Chief's) resulting from or related to Regulated Interactions along with their status or outcome.

o. the number of *Municipal Freedom of Information and the Protection of Privacy* requests relating to Regulated Interactions.

p. an estimate of the cost of complying with the Regulation.

DISPROPORTIONATE REPORT

17. If disproportionate collection is identified based on an analysis of the information, as to whether the collections were attempted disproportionately from individuals within a group based on (a) the sex of the individual, (b) a particular age, (c) a racialized group, or (d) a combination of groups, in addition to the statement required in the annual report, the Chief of Police shall:

    a. review the practices of the police service.

b. prepare a report to the Board setting out the results of the review and his or her proposals, if any, to address the disproportionate attempted collection of information.

18. The Board, upon receipt of the disproportionate report shall:

a. publish the report on the Internet in a manner that makes it available to the public free of charge and may make the report available to the public free of charge in any other manner that the board considers appropriate.

b. consider the report and the proposals, if any, set out in the Chief's disproportionate report and consider whether to give directions under clause 31(1)(e) of the *Act* (i.e. direct the Chief of Police and monitor his or her performance).

TABLE CR-19 – POLICY NUMBER: CR-19 – DISCONNECTING FROM WORK

CR-19 DISCONNECTING FROM WORK	
LEGISLATIVE REFERENCE / AUTHORITY	*Police Services Act, R.S.O. 1990, c.P.15, as amended, s. 31(1)(c).* *Employment Standards Act, 2000, S.O. 2000, c. 41, Part VII.0.1*
DATE APPROVED	30 May 2022
DATE REVIEWED	
DATES AMENDED	
DATE TO BE REVIEWED	
REPORTING REQUIREMENT	Annual compliance reporting

LEGISLATIVE REFERENCE / AUTHORITY

The following is the policy of the Ottawa Police Services Board with respect to *Employment Standards Act, 2000* (the "ESA"), specifically Bill 27, the *Working for Workers Act, 2021* (the "Act"). This *Act* introduced a new requirement for employers in Ontario to have a written policy on disconnecting from work for all employees covered by the ESA.

This Policy supports civilian Members of the Ottawa Police Service (the "Service") and Board Staff (collectively, "Member" or "Members") in disconnecting from work outside of their normal working hours where appropriate. In recognition of the distinct statutory and common law duties of Police Officers employed by the Board, this Policy applies only to civilian Members to whom Part VII.0.1 of the Employment Standards Act, 2000 (the "ESA") applies.

DEFINITIONS

For the purpose of this Policy, the following definitions apply:

Standard Hours of Work: The schedule or start and end time for a unit/division as set by senior management, based on operational requirements and in accordance with a member's terms and conditions of employment, applicable collective agreements and/or their minimum statutory entitlements under the ESA.

Disconnecting from Work: Not engaging in work-related communications, including emails, telephone calls, video calls or the sending or reviewing of other messages, so as to be free from the performance of work.

GUIDING PRINCIPLES

The Board commits to promote and support efforts to maintain the health and wellbeing of Members through the provision of relevant programs, information and/or training with respect to Disconnecting from Work when appropriate.

A Member's ability to disconnect from work depends on the Board's or Service's operational needs, and the Board's legal responsibility for the provision of adequate and effective policing, as well as the duties and obligations of a Member's position, subject to the terms and conditions of the Member's employment with the Board, applicable collective agreements, and/or their minimum statutory entitlements under the ESA.

This Policy does not preclude any Member from contacting another Member outside of what may be considered normal working hours or standard business hours, subject to any rights or entitlements the receiving Member may have under the terms and conditions of their employment, applicable collective agreements, and/or their minimum statutory entitlements under the ESA. The Board recognizes that there are situations when it is necessary for Members to perform work or communicate with another Member outside of their Standard Hours of Work.

Members are expected to:

- Take all reasonable steps to ensure that they effectively manage their work and work-related communications during their Standard Hours of Work;
- Fully cooperate with any time recording methods which the Service uses to track hours of work;
- Be mindful of other Members' Standard Hours of Work by not routinely expecting work-related contact outside of hours of work; and,
- Notify their direct supervisor or another supervisor if they feel undue pressure to work or respond to work-related communications outside of their normal working hours, or if they are otherwise unable to comply with this Policy.

This Policy does not afford Members a "right to disconnect" or a "greater right or benefit" beyond what is contained within the terms and conditions of their employment, applicable collective agreements, and/or their minimum statutory entitlements under the ESA.

The Board, Service and Service Members will work together to assist Members in disconnecting from work outside of their Standard Hours of Work as appropriate and in accordance with this Policy.

POLICY OF THE BOARD

Enabling Disconnecting from Work

It is, therefore, the policy of the Board that the Chief of Police, in regards to Service Members, will:

1. Develop a Service Policy about disconnecting from work in accordance with Part VII.0.1 of the *ESA, as amended by* the *Working for Workers Act, 2021*.

2. Ensure that Management:

    a. Take all reasonable steps to assist Service Members under their management to disconnect from work outside of their normal hours of work where appropriate in the circumstances and in accordance with applicable policies; and

b. Reasonably attempt to resolve any Member concerns about this Policy.

Communication of Policy and Related Information

3. Ensure that:

a. All new Members are provided with a copy of this Policy within 30 days of a Member's hire date;

b. All existing Members are provided with a copy of this Policy, and any amended versions of this Policy, within 30 days of approval or amendment; and,

c. All Members are provided with information regarding their Standard Hours of Work given the nature of their work, and any other information required to assist Members with complying with this Policy.

In regards to Board Staff, the Board's Executive Director will be responsible for ensuring Board Staff are able to disconnect from the workplace at appropriate times in accordance with this Policy.

MONITORING REQUIREMENTS:

The Chief of Police shall ensure measures are in place to ensure compliance with this Policy.

TABLE CR-20 – POLICY NUMBER: CR-20 – POLICY NAME: ELECTRONIC MONITORING

CR-20 ELECTRONIC MONITORING

LEGISLATIVE REFERENCE / AUTHORITY	*Employment Standards Act, 2000, S.O. 2000, c. 41, Part XI.1*
DATE APPROVED	26 September 2022
DATE REVIEWED	
DATES AMENDED	
DATE TO BE REVIEWED	2025
REPORTING REQUIREMENT	Annual compliance reporting

LEGISLATIVE REFERENCE / AUTHORITY

The following is the policy of the Ottawa Police Services Board with respect to *Employment Standards Act, 2000* (the "ESA"), specifically Bill 88, the *Working for Workers Act, 2022* (the "Act"). This *Act* introduced a new requirement for employers in Ontario to have a written policy on electronic monitoring for all employees covered by the ESA.
This Policy applies to civilian employees of the Ottawa Police Service (the "Service") and to Ottawa Police Services Board staff. For greater clarity, this Policy applies solely to all employees of the Ottawa Police Services Board (the "Board"), as defined by the Employment Standards Act, 2000 (collectively "Employees").

For the purposes of this Policy, the term "Employer" refers to the Board and/or Service, as the context requires.

DEFINITIONS
For the purpose of this Policy, the following definitions apply:

Electronic Monitoring: includes all forms of employee monitoring that is done electronically.

Electronic Access Controls (EACs): The technology used to provide and deny physical or virtual access to a physical or virtual space. This includes, but is not limited to, the magnetic stripe included within proximity/ID access cards, which also keeps records of access times and locations.

Global Positioning System (GPS): A network of satellites and receiving devices used to determine the location of something on Earth. This technology can be enabled within equipment such as vehicles [Automated Vehicle Location System (AVLS)], Connected Officer devices, and portable radios, in order to determine the location of the equipment, both at present, and historically. AVLS also documents current and historical speed of vehicles in which it is enabled.

Video/Audio Surveillance/Monitoring Equipment: Surveillance or otherwise monitoring by means of a camera or other recording device that monitors or records visual images and/or captures audio of activities recorded on Employer-owned electronic devices. This includes, but is not limited to, on-site surveillance cameras and in-car camera systems.

Computer Monitoring: The practice of collecting user activity data on Employer-owned computers, tablets, Connected Officer devices, networks, and other IT infrastructure. This data includes, but is not limited to, web browsing history, files downloaded, data input, network traffic, logons to corporate systems, interactions with data, peripheral device usage (mouse, keyboard, monitor, etc.), and information about the Employee's computer.

GUIDING PRINCIPLES

Expectation of Privacy in the Workplace

Monitoring Employee usage of Employer-owned workplace technology devices is an essential component of enforcing procedures, maintaining a respectful work environment, and ensuring that information technology (I.T.) assets that are owned and managed by the Employer are used safely and appropriately. The Employer monitors workplace technology devices to ensure I.T. resources are used in accordance with relevant policies, guidelines and procedures. For that reason, Employees must not expect privacy when using Employer systems. While all personal information

collected by the Employer will be used appropriately in accordance with Board and Service policies, all activities that take place via Employer-owned electronic assets should be considered to be monitored.

POLICY OF THE BOARD

It is, therefore, the policy of the Board that:

1) The Chief of Police will develop a Service policy about electronic monitoring of employees in accordance with Part XI.1 of the *ESA, as amended by* the *Working for Workers Act, 2021*, which outlines whether the Service electronically monitors employees, and if so:

    a. Provides a description of how and in what circumstances the Service may electronically monitor employees;
    b. The purposes for which information obtained through electronic monitoring may be used by the Service; and
    c. Such other information as may be prescribed.

2) All Employees acknowledge that there is no expectation of privacy when using Employer systems and devices, including but not limited to Employer-owned computers, tablets, networks, and other I.T. infrastructure;

3. The Employer is authorized to electronically monitor Employees through the use of video/audio surveillance/monitoring equipment, computer monitoring, telephone monitoring, Electronic Access Controls and Global Positioning Systems, as outlined in the Service's Policy, and for the purposes detailed in the Service's Policy.

Communication of Policy and Related Information

4. The Chief of Police, in regards to civilian Employees of the Ottawa Police Service, and the Executive Director, in regards to Employees of the Ottawa Police Services Board, will ensure:
    a. All new Employees are provided with a copy of this Policy and associated procedure within 30 days of an Employee's hire date; and,

b. All existing Employees are provided with a copy of this policy, and any amended versions of this policy, within 30 days of approval or amendment.

MONITORING REQUIREMENTS:

The Chief of Police shall ensure measures are in place to ensure compliance with this policy.

Table CR:21 – Policy Number CR:21 – Disclosure of Personal Information by the Chief of Police

CR-21 DISCLOSURE OF PERSONAL INFORMATION BY THE CHIEF OF POLICE

LEGISLATIVE REFERENCE / AUTHORITY	*Community Safety and Policing Act, 2019, section 38(1)(c); section 80; O. Reg. 412/23*
DATE APPROVED	25 March 2024
DATE REVIEWED	N/A
DATES AMENDED	N/A
DATE TO BE REVIEWED	2027
REPORTING REQUIREMENT	Annual compliance reporting

LEGISLATIVE REFERENCE / AUTHORITY

Section 38(1)(c) of the *Community Safety and Police Act, 2019,* states that a police service board shall establish a policy respecting the disclosure by the chief of police of personal information about individuals.

Section 80(2) of the *Act* outlines the purposes for which a chief of police or a designate may disclose personal information about an individual.

O. Reg. 412/23 establishes to whom and in what circumstances personal information may be disclosed by a chief of police or a designate for the purposes of section 80(1) of the *Act*. The Regulation applies to personal information about an individual as if the individual had been charged with an offence under any federal or provincial Act if the individual,

(a) is arrested and released in accordance with Part XVI of the Criminal Code (Canada); or

(b) is served with a summons under Part III of the Provincial Offences Act in relation to an offence for which an individual may be arrested, even if an information has not been laid at the time the summons is served.

BOARD POLICY

The Ottawa Police Service Board will ensure that the Ottawa Police Service establishes a policy which states the guidelines and conditions under which the Chief of Police, or a designated representative, may disclose personal information about an individual.

The Service policy will contain the following elements:

Authority: The Chief of Police, or a person designated by the Chief, may disclose personal information about an individual, but must adhere strictly to the regulations governing such disclosures.

Purpose. Disclosures by the Chief of Police must serve one or more of the following purposes:

a) Protection of the public.
b) Protection of victims of crime.
c) Keeping victims of crime informed of the law enforcement, judicial or correctional processes relevant to the crime that affected them.
d) Law enforcement.
e) Correctional purposes.
f) Administration of justice, including the conduct of civil proceedings.
g) Enforcement of and compliance with any federal or provincial Act, regulation or government program.
h) Keeping the public informed of the law enforcement, judicial or correctional processes respecting any individual

Conditions. Disclosures must be made with care for individuals' privacy rights, ensuring that only the necessary information is shared, and only to those on a need-to-know basis.

Reporting. The Board may request periodic reports from the Chief of Police regarding the operation of the Service policy.

TABLE CR:22 – POLICY NUMBER CR:22 – PROBATIONARY PERIOD OF POLICE OFFICERS

CR:22 PROBATIONARY PERIOD OF POLICE OFFICERS	
LEGISLATIVE REFERENCE / AUTHORITY	*Community Safety and Policing Act, 2019, sections 84-85; section 212*
DATE APPROVED	25 March 2024
DATE REVIEWED	N/A
DATES AMENDED	N/A
DATE TO BE REVIEWED	2027
REPORTING REQUIREMENT	N/A

LEGISLATIVE REFERENCE / AUTHORITY

The probationary period for police officers is as determined by the *Community Safety and Policing Act, 2019*, under section 84.

BOARD POLICY

This policy deals with probationary police officers within the Board's jurisdiction, including the process by which the Board will consider the termination of employment during the probationary period.

Probationary period: The probationary period is set at 12 months from the date of appointment, excluding any leave of absence.

Probationary periods may be extended by up to six months by the Chief of Police, with the police officer's consent.

The Chief of Police will advise the Board of any extension of a police officer's probationary period after it has been consented to by the police officer.

Exemptions: Officers who have already completed a probationary period with any police service,

the RCMP, or other designated agencies are exempt from a new probationary period.

The oath of office and secrecy: All probationary officers must take prescribed oaths of office and secrecy at the time of their appointment, excluding those appointed under the *Interprovincial Policing Act, 2009*.

Termination of employment during the probationary period: The Board may terminate a probationary officer's employment based on the recommendation of the Chief of Police.

The Chief of Police will provide the Board with a written report which states the reason(s) why the Chief of Police is recommending the termination of employment.

The Board will ensure that the police officer has been provided with written notice of the Chief's report. The Board will provide the police officer with an opportunity to respond to the Chief's recommendation, either orally or in writing as the Board may determine.

This process does not apply to the termination of employment of police officers who are not probationary officers or to civilian members.

TABLE CR:23– POLICY NUMBER CR:23 – DISCLOSURE OF MISCONDUCT AND REPRISALS

CR:23 DISCLOSURE OF MISCONDUCT AND REPRISALS	
LEGISLATIVE REFERENCE / AUTHORITY	*Community Safety and Policing Act, 2019, sections 183-185, 190*
DATE APPROVED	25 March 2024
DATE REVIEWED	N/A
DATES AMENDED	N/A
DATE TO BE REVIEWED	2025
REPORTING REQUIREMENT	N/A

LEGISLATIVE REFERENCE / AUTHORITY

Sections 183 and 184 of the *Community Safety and Policing Act, 2019*, require that every chief of police establish written procedures regarding the disclosure of misconduct that is alleged to have been engaged in by members of its police service, other than by the chief of police or deputy chief of police. Written procedures regarding the disclosure of misconduct that is alleged to have been engaged in by the chief of police or deputy chiefs of police shall be established by the Board.

Section 185 outlines instances where a member of a police service or a special constable employed by a special constable employer may disclose misconduct to the Inspector General.

Section 190 offers protection from reprisals for those seeking advice about making a disclosure about misconduct; making a disclosure of misconduct; co-operating in an investigation or other process related to disclosure of misconduct; or seeking enforcement of related sections of the CSPA around disclosures of misconduct.

BOARD POLICY

The Ottawa Police Service Board will ensure that the Service has a policy which establishes clear and effective procedures for the disclosure of misconduct allegedly engaged in by members of the police service, excluding the Chief of Police and Deputy Chiefs of Police.

The goal of the Service policy should be to ensure that allegations of misconduct are disclosed in a timely way. The timely disclosure of misconduct will help to maintain the integrity of the police service, ensure accountability, and uphold public trust.

The disclosure policy should apply to all current and former members of the police service.

The following elements should be included in the policy:

1. Procedures for Disclosing Misconduct.

(a) Any member or former member of the police service may report misconduct by following the established disclosure procedures.

(b) Disclosures can be made to a designated officer(s), which may include a designated ethics officer, or another designated authority within the police service.

2. **Confidentiality and Protection of Identities**. The police service shall take all reasonable steps to protect the identities of individuals involved in the disclosure process, including the person making the disclosure, witnesses, and individuals alleged to have engaged in misconduct.

Confidentiality measures may include anonymized reporting systems, secure communication channels, and strict access controls to information related to the disclosure.

3. **Exceptions for Fairness**. In cases where the interests of fairness and justice require, exceptions may be made to the confidentiality provisions, allowing for the disclosure of identities. Such exceptions shall be made under strict guidelines and only to the extent necessary to ensure a fair process for all involved.

4. Responsibilities.

(a) The Chief of Police shall ensure all members of the police service are familiar with the misconduct disclosure procedures and the protections against reprisals for disclosing misconduct and shall provide regular training and updates on these procedures.

(b) Members are encouraged to report misconduct in good faith, in accordance with the established procedures and to cooperate with any investigations or proceedings resulting from a disclosure of misconduct.

(c) All forms of reprisal or retaliatory action against individuals who disclose alleged misconduct are prohibited.

(d) The Police Service shall maintain records of all misconduct disclosures and their outcomes. These records shall be reviewed regularly by an oversight body or committee to ensure compliance with this policy and to identify any patterns or areas for improvement.

5. **Investigations.** The policy will address how investigations resulting from a disclosure of misconduct will be generally conducted.

6. **Review and Amendments.** The policy shall be reviewed annually or as needed.

7. **Dissemination and Training.** The policy, along with its procedures, shall be made available to all members of the police service. Regular training sessions shall be conducted to ensure understanding and compliance.

8. **Disclosure to the Inspector General.** The policy will identify that a member of the police service may disclose misconduct to the Inspector General if,

(a) the member has reason to believe that it would not be appropriate to disclose the misconduct in accordance with the procedures established above;

(b) the member has already disclosed the misconduct in accordance with the procedures above and has concerns that the matter is not being dealt with appropriately; or

(c) the applicable policy or procedure has not been established.

9. **No reprisals.** Any form of reprisal against individuals who engage in protected activities under the policy is strictly prohibited. A reprisal includes any adverse measure taken

against a member of the police service that affects their employment or appointment. This encompasses actions such as:

(i) Termination or the threat of termination of employment or appointment.

(ii) Discipline, suspension, or the threat of such actions.

(iii) Imposing or threatening to impose any penalty affecting employment or appointment.

(iv) Intimidation or coercion in any form related to employment or appointment.

(b) Any member or former member of the police service may file a complaint detailing the alleged reprisal, including relevant dates, parties involved, and any evidence supporting the claim.

(c) Resolution Options:

(i) The complainant may choose

(A) to have the matter resolved through final and binding arbitration under a collective agreement, if applicable; or

(B) request that the Arbitration and Adjudication Commission appoint an arbitrator.

(ii) The parties involved in the arbitration process will include the complainant and the individual or entity accused of reprisal.

TABLE CR:24– POLICY NUMBER CR:24 – SECONDARY ACTIVITIES FOR POLICE SERVICE MEMBERS

CR:24 SECONDARY ACTIVITIES FOR POLICE SERVICE MEMBERS	
LEGISLATIVE REFERENCE / AUTHORITY	*Community Safety and Policing Act, 2019, section 38(1)(d); section 89*
DATE APPROVED	25 March 2024
DATE REVIEWED	N/A
DATES AMENDED	N/A
DATE TO BE REVIEWED	2027
REPORTING REQUIREMENT	Annual

LEGISLATIVE REFERENCE / AUTHORITY

Section 38(1)(d) of the *Community Safety and Police Act, 2019,* states that a police service board shall establish a policy respecting the disclosure of secondary activities under section 89 and decisions under that section.

BOARD POLICY

The Ottawa Police Service Board will ensure that the Ottawa Police Service has a policy which establishes guidelines regarding secondary activities engaged in by members of the police service to ensure such activities do not adversely affect their duties, lead to conflicts of interest, constitute a full-time commitment, or exploit their position in the police service.

The Service policy should include the following elements.

1. **Prohibited Activities.** Members of the police service shall not engage in activities that:

   (a) Adversely impact or are likely to impact their performance within the police service.

   (b) Place them in a conflict of interest or are likely to do so.

   (c) Would constitute full-time employment for another person.

(d) Offer them an advantage due to their status as a member of the police service.

2. **Disclosure.** Members intending to undertake or already engaged in activities that may contravene the stated restrictions must disclose full particulars of the activity to the Chief of Police.

3. **Decision-making.** Upon disclosure, the Chief of Police will assess the activity in question and decide whether the member may continue the activity, subject to any conditions or restrictions deemed necessary. Members must adhere to the decision, including any conditions or restrictions placed on the secondary activity.

4. **Reporting**. The Chief of Police is required to submit an annual written report to the Police Service Board on any decisions made regarding secondary activities of service members, including the rationale behind those decisions.

5. **Application to Chief of Police**. The service policy shall also apply to the Chief of Police, with the Board taking the place of the Chief of Police as necessary.

CHAPTER FOUR:

MINISTRY POLICING STANDARDS AND REGULATIONS

TABLE CR:25 – POLICY NUMBER CR:25 – APPOINTMENT AND DUTIES OF SPECIAL CONSTABLES AND COMPLAINTS AGAINST SPECIAL CONSTABLES

CR: 25 APPOINTMENT AND DUTIES OF SPECIAL CONSTABLES AND COMPLAINTS AGAINST SPECIAL CONSTABLES	
LEGISLATIVE REFERENCE / AUTHORITY	*Community Safety and Policing Act, 2019, sections 92-100; O. Reg 411/23*
DATE APPROVED	25 March 2024
DATE REVIEWED	N/A
DATES AMENDED	N/A
DATE TO BE REVIEWED	2027
REPORTING REQUIREMENT	N/A

LEGISLATIVE REFERENCE / AUTHORITY

Section 92 of the *Community Safety and Police Act, 2019,* provides Police Service Boards with the authority to appoint a person as a special constable subject to certain conditions.

Ontario Regulation 411/23 addresses provisions related to complaints about special constables.

BOARD POLICY

This policy covers the eligibility criteria, appointment procedures, roles and responsibilities, training requirements, and the conditions under which Special Constables may be appointed by the Board, either as Special Constables employed by the Board (section 92(1)(a)(i)) or as Special Constables employed by an authorized Special Constable employer (section 92(1)(a)(ii)).

This policy also addresses complaints made against Special Constables who are employed by the Board.

1. **General**. Prior to appointing a Special Constable who is to be employed by an authorized Special Constable employer, the Board shall ensure that the proposed employer is, in fact, an authorized Special Constable employer.
2. **Eligibility**. To be eligible for appointment as a Special Constable, an individual must:

a. Have an offer of employment as a Special Constable or be currently employed as a Special Constable by the Board or an authorized Special Constable employer within the Board's policing area.
b. Be a Canadian citizen or a permanent resident of Canada.
c. Be at least 18 years of age.
d. Be physically and mentally capable of performing the duties associated with the role, ensuring personal and public safety.
e. Be of good character and integrity.
f. Have successfully completed prescribed training by the Minister, including conflict de-escalation, human rights, systemic racism, and training emphasizing the recognition and respect for Ontario's diverse, multicultural society and the rights and cultures of Indigenous Peoples.
g. Possess a minimum of a secondary school diploma or equivalent educational qualifications.
h. Meet any additional prescribed criteria.

3. **Appointment**. The Board shall conduct a thorough review of candidates to ensure they meet all eligibility criteria.
    a. Candidates will undergo a comprehensive selection process, including background checks, interviews, and evaluations of their capability to perform the duties of a Special Constable.

       In the case of Special Constables appointed to be employed by the Board, this process will be undertaken under the overall direction of the Chief of Police. In the case of Special Constables appointed to be employed by an authorized Special Constable employer, the Board will obtain written confirmation that this process has been followed prior to an offer of employment being made.
    b. Successful candidates will be issued a Certificate of Appointment, detailing their terms of employment, duration of appointment, roles, powers, and any other conditions. The Board will use the attached form for this purpose. Any required oaths shall be administered.
4. **Training and Development.** Appointed Special Constables must complete all mandatory training as prescribed by the Minister before commencing their duties. Continuous professional development is required.
5. **Roles and Responsibilities.** Special Constables shall perform duties as outlined in their Certificate of Appointment and are restricted from performing the full duties of a police

officer on a permanent basis. Special Constables are to adhere strictly to the terms in their Certificate of Appointment.

No Special Constable shall hold themselves out as a police officer at any time.

6. **Oversight.** The Board is responsible for the oversight of Special Constables.

   Any breach of the terms of appointment or misconduct may result in suspension, amendment, or termination of the Special Constable's appointment.

   Any such action may take place after providing written notice and an opportunity for the individual to respond. In the case of Special Constables appointed to be employed by the Board, there may be collective agreement requirements.

7. **Amendments and Reappointments.** The Board may amend the terms of a Special Constable's appointment after providing written notice and an opportunity for the individual to respond.

   Special Constables may be reappointed at the end of their term, subject to a review of their performance and adherence to policy and legislative requirements.

8. **Termination and Suspension.** The Board reserves the right to suspend or terminate the appointment of a Special Constable due to misconduct, ensuring the individual is provided with written notice and an opportunity to respond. In the case of Special Constables appointed to be employed by the Board, there may be collective agreement requirements.

   Automatic termination occurs if a Special Constable ceases to be employed by the specified employer in their Certificate of Appointment.

9. **Complaints process.**

   General. Unless otherwise stated, the following process applies to complaints made in relation to the conduct of Special Constables employed by the Board.

   The Board's Complaint Process will be posted on the Board's internet site and the Board will ensure that information related to the Board's Complaint Process appears on the Ottawa Police Service internet site as well.

   The Process.

The Board advises that complaints regarding the conduct of a Special Constable employed by the Board may be made directly to the Chief of Police. In order to do so, the complainant should click on the following link:

<link to be added once form is developed>

This link will open in a form which can be completed and it may be automatically submitted to the Chief of Police.

Alternatively, the form may be downloaded and completed. Once completed, the form may be emailed, faxed or dropped off as follows:

<contact information to be confirmed and added>

Finally, any form of written complaint about the conduct of a Special Constable which the Board receives will be forwarded to the Chief of Police or the authorized Special Constable employer, as the case may be.

Any member of the Board who becomes aware of complaint regarding the conduct of a Special Constable employed by the Board shall refer the complainant to the Board's Complaint process and advise the Chair of the Board. The Chair will ensure that the Chief of Police is made aware of the matter.

The Board will ensure that the Chief of Police has created a process with the following elements:

The Chief of Police shall provide the complainant with written acknowledgment that the complaint has been received.

The Chief of Police shall ensure that the complaint is investigated to determine whether the special constable's conduct constitutes misconduct, contravened the terms and conditions of the special constable's certificate of appointment or contravened any provision of the Act or the regulations.

The Chief of Police shall ensure that any allegations in the complaint of conduct that may constitute criminal conduct are investigated by a member of the police service or of another police service. Every investigation of this nature must comply with the standards for adequate and effective policing, including the standards with respect to the avoidance of conflicts of interest.

The Chief of Police shall, in writing, advise the complainant of the outcome of the investigation, or any other disposition, of the complaint. The Chief of Police shall report on the outcome of the investigation, or any other disposition, to the Board.

The Chief of Police shall endeavour to complete any investigation of a special constable within 120 days after receiving the complaint, not including any period during which the investigation is postponed or suspended.

If the timing requirements are not met in respect of an investigation, the Chief of Police shall give notice of the status of the investigation to the complainant and to the person being investigated every 30 days until the investigation is concluded unless, in the opinion of the Chief of Police, doing so might prejudice the investigation.

If the special constable is found to have engaged in conduct that constitutes misconduct, contravened the terms and conditions of their certificate of appointment or contravened any provision of this Act or the regulations, the Chief of Police shall take appropriate action to remedy the contravention, subject to any collective agreement requirements.

10. General reporting

In addition to reporting to the Board on individual complaints and the outcome of those investigations or disposition, the Chief of Police shall also report on special constable complaints as part of the Service's quarterly reports on complaints.

TABLE CR:26 – POLICY NUMBER CR: 26 – CONFLICT OF INTEREST

CR: 26 CONFLICT OF INTEREST	
LEGISLATIVE REFERENCE / AUTHORITY	*Community Safety and Policing Act, 2019, section 38(1)(g); O. Reg. 401/23 section 12*
DATE APPROVED	27 May 2024
DATE REVIEWED	N/A
DATES AMENDED	N/A
DATE TO BE REVIEWED	2027
REPORTING REQUIREMENT	N/A

LEGISLATIVE REFERENCE / AUTHORITY

Section 38(1)(g) of the *Community Safety and Policing Act, 2019,* states that a police service board shall establish policies respecting any prescribe matter,

Section 12 of O. Reg. 401/23: Conflicts of Interest requires police boards to establish conflict policies and to include actions to be taken by the Chief of Police in the circumstances described in subsection 4 (1), clause 7 (3) (a) and subsections 7 (5) and 8 (2) of the regulation.

BOARD POLICY

Overview

Members of the Ottawa Police Service (the "Service") occupy a critical position in ensuring that adequate and effective police services are provided to the community. It is vital that all members of the Service carry out their duties by a means which bolsters the public's trust that policing will

be provided in an impartial manner. As such, all members of the Service must be constantly vigilant regarding conflicts of interest (real or perceived) and take appropriate measures to address or mitigate them.

Conflicts of interest can arise in policing in various ways. Conflicts of interest might be actual or perceived. The goal is to attempt to avoid any perception of bias or unfairness in the delivery of policing by members of the Service. It is therefore essential that policies designed to address conflicts of interest are scrupulously followed by all members.

This policy should be read in conjunction with Regulation 401/23.

Policy Application

1. Definitions

The following definitions apply in this policy:

1.1 "Actual Institutional Conflict" means a potential institutional conflict where a determination has been made by the Chief of Police that an informed and reasonable person would not believe that a member of the Service who must take action or make a decision in the situation could do so impartially;

1.2 "Personal Conflict" means a situation where a member of the Service's private interests or personal relationships place, or may reasonably be perceived to place, the member in conflict with their professional duties with respect to the provision of policing functions;

1.3 "Personal Relationship" includes, but is not limited to, a relationship with any of the following persons:

a. A current or former spouse, common-law partner or other intimate partner of the member.
b. The member's children, including biological and adoptive children and stepchildren.
c. A legal dependent of the member.
d. A child in the member's care.

e. A grandparent, parent or sibling, including grandparent-in-law, parent-in-law or sibling- in-law, of the member;

1.4 "Potential Institutional Conflict" means a situation where a member of the Service must take action or make a decision in relation to criminal conduct that is alleged, or reasonably suspected, to have been committed by or against any of the following persons, but does not include criminal conduct that is alleged, or reasonably suspected, to have been committed against a peace officer acting in the course of their duties:

a. Any other member of the Service, including the Chief of Police or a Deputy Chief of Police.

b. a member of the Board

c. a member of the Ottawa municipal council.

2. Written Procedures

2.1 The Chief of Police shall establish written procedures respecting actual institutional conflicts and personal conflicts in the provision of policing functions by the Service. The procedures shall, at minimum:

a. provide for steps that must be taken to avoid or address potential institutional conflicts, actual institutional conflicts and personal conflicts;

b. identify a Senior Officer to whom a member of the Service is required to report potential institutional conflicts, actual institutional conflicts and personal conflicts and, if the matter to be reported relates to the member's own supervisor, an alternative supervisor;

c. identify the Senior Officers of the Service who are authorized to determine whether a personal conflict has arisen or is likely to arise;

d. ensure the impartiality of investigations by members of the Service under this Regulation and the *CSPA* in general; and

e. address how members of the Service will conduct investigations referred to the Ottawa Police Service by the Chief of Police of another police service. If the Chief of Police is referred a conflict of interest investigation by another police service, the Chief shall either (1) cause the matter to be investigated in accordance with the applicable conflict procedure; or (2) take steps to ensure that the matter is referred to a different police service to conduct the investigation.

3. Personal Conflicts

3.1 If it is determined that a personal conflict respecting a member of the Service has arisen or is likely to arise with respect to a policing function that the member is providing, the Chief of Police shall,

a. require a different member of the Service to provide the policing function or refer the matter to the Chief of Police of a different Police Service; or
b. if the Chief of Police or Deputy Chief of Police is the member of the Police Service in respect of whom a personal conflict has arisen or is likely to arise, immediately refer the matter to the Chief of Police of a different Police Service.

3.2 The Chief of Police shall record the steps the Chief of Police takes under this section, in the form and content approved by the Minister.

3.3. If the Chief of Police or Deputy Chief of Police is the member of the Service in respect of whom a personal conflict has arisen or is likely to arise, the record shall include either a statement that the Chief of Police complied with the conflict procedures and this policy, or a statement that the Chief of Police did not comply and an explanation for the non-compliance. In all cases, the record shall be immediately submitted by the Chief of Police to the Inspector General and the Board.

4. Institutional Conflicts

4.1. If the Chief of Police determines that a potential institutional conflict respecting a member of the Service has arisen or is likely to arise, the Chief of Police shall determine whether an informed and reasonable person would believe that a member of the Service who must take action or make a decision in the situation could do so impartially. In making this determination, the Chief of Police shall consider all relevant factors, including:

a. whether any of the members of the Service who are required to act or make a decision are likely to be in a reporting relationship to or know a person who is or would be under investigation in respect of the criminal conduct;
b. whether the Service has procedures for consulting with the Crown Attorney regarding the conduct of the investigation of the criminal conduct, and has undertaken to consult with the Crown Attorney with respect to the investigation.
c. Any other relevant factor, including the importance of the perception of fairness and impartiality in the course of all investigations to maintaining the community's trust.

4.2. The Chief of Police is not required to make the determination above with respect to the following:

a. an incident reported to the SIU Director under section 16 of the *Special Investigations Unit Act, 2019* or the SIU Director causes the incident to be investigated under section 15 of that Act; or

b. the potential institutional conflict has arisen or is likely to arise in an area for which the Board does not have policing responsibility, and is the subject of an investigation by a different police service.

4.3 If the Chief of Police determines that an actual institutional conflict of interest exists, the Chief of Police shall refer the investigation to the Chief of Police of a different police service.

4.4 Where the investigation is referred to, or continued by, the Chief of Police of a different police service, the Chief of Police shall continue to take all steps necessary to ensure that an effective investigation is conducted, until the assumption of responsibility for the investigation by the Chief of Police of the other police service, if applicable.

4.5 If the Chief of Police determines that a potential institutional conflict is not an actual institutional conflict and does not meet the prescribed conditions under section 7(2) of Ontario Regulation 401/23, the Chief shall either:

a. cause the matter to be investigated in accordance with the Service's conflict procedures; or,
b. refer the matter to the Chief of Police of a different police service for investigation.

In exercising his or her discretion to retain or refer an investigation, the Chief of Police shall have regard to the costs of an external investigation and whether such costs are merited in all of the circumstances. Should the Chief of Police retain the matter for investigation, notification shall be provided to the Inspector General forthwith in the prescribed form, including a summary of the steps taken under the applicable conflict procedure.

4.6 If the Chief of Police or a Deputy Chief of Police is the member of the police service in respect of whom the actual institutional conflict or potential institutional conflict has arisen or is likely to arise, the Chief of Police shall immediately notify the Inspector General, in the form approved by the Minister and the Board. The Chief of Police shall also record all the steps the Chief of Police takes in regards to actual institutional conflicts or potential institutional conflicts that qualify under this section.

4.7 The Chief of Police shall immediately inform the Board, in writing, of every actual institutional conflict and of every potential institutional conflict that is determined to not be an actual institutional conflict. If the Chief of Police retains an investigation that is determined to not be an institutional conflict, the Chief of Police shall explain the rationale for retaining the investigation to the Board and the Inspector General.

5. Reporting

5.1 The Chief of Police shall report to the Board as required under sections 3.3, 4.6 and 4.7 of this policy.

TABLE CR:27 – POLICY NUMBER CR: 27 – COMPLAINTS INVOLVING THE CHIEF OF POLICE OR A DEPUTY CHIEF OF POLICE

CR: 27 COMPLAINTS INVOLVING THE CHIEF OF POLICE OR A DEPUTY CHIEF OF POLICE	
LEGISLATIVE REFERENCE / AUTHORITY	*Community Safety and Policing Act, 2019, section 38(1)(a), section 183(2)*
DATE APPROVED	27 May 2024
DATE REVIEWED	N/A
DATES AMENDED	N/A
DATE TO BE REVIEWED	2027
REPORTING REQUIREMENT	N/A

LEGISLATIVE REFERENCE / AUTHORITY

Section 38(1)(a) of the *Community Safety and Policing Act, 2019,* states that a police service board shall establish policies respecting the administration of the police service.

Section 183(2) of the *Community Safety and Policing Act, 2019*, states that every police board shall establish written procedures regarding the disclosure of misconduct that is alleged to have been engaged in by the chief of police or deputy chief of police of the police service.

BOARD POLICY

Overview

The Ottawa Police Service Board (the "Board") recognizes that complaints regarding the conduct of the Chief of Police and any Deputy Chiefs of Police of the Ottawa Police Service (the "Service")

must be addressed through a process which is fair, consistent and credible. The Board is committed to having process which is thorough, confidential, and respectful of participants in the process.

This policy outlines the procedures to be followed in the event that a member or former member of the Service wishes to disclose alleged misconduct of the Chief of Police or a Deputy Chief of Police.

Any form of reprisal which is a consequence of making such a disclosure or seeking advice on the process will not be tolerated.

Application

1. A member or former member of the Service may make a disclosure of alleged misconduct by the Chief of Police or a Deputy Chief of Police. The identity of persons making the disclosure or referred to in the disclosure will be protected unless to do so would be contrary to the need to fairly and properly investigate.

2. The member or former member may make a disclosure of alleged misconduct by the Chief of Police or a Deputy Chief of Police directly to the Board.

   The disclosure shall be in writing, addressed to the Board Chair, and submitted to the Board office. The complaint should include as much detail regarding the relevant events as possible, including dates, witness names, and any relevant supporting documents.

   The Board Chair shall review the complaint and first consider whether the Board must address the matter urgently. The Chair shall ensure that legal counsel is consulted in determining how to address the matters referred to in the disclosure, including whether the interests of fairness require the disclosure of the identity of those making the disclosure or are referred to in the disclosure.

3. Alternatively, the member or former member may disclose allegations of misconduct to the Inspector General if,

a. the member or former member has reason to believe that it would not be appropriate to disclose the misconduct in accordance with this policy; or

b. the member or former member has already disclosed the misconduct in accordance with this policy and has concerns that the matter is not being dealt with appropriately.

4. The Board Chair, Board members, and Board employees shall take all necessary steps to protect the identity of persons involved in the complaint process. If it is necessary to disclose the identity of any individual involved in the process to ensure fairness, the disclosure will only be made after consultation with the individuals whose identities would be disclosed and only to the extent necessary to achieve fairness.

5. Any correspondence, including electronic correspondence, concerning the alleged misconduct shall be clearly labelled "confidential" and treated as such.

6. No person shall take a reprisal against a member because they have:

a. sought advice about making a disclosure about misconduct in accordance with this Policy or under Part XI of the *Community Safety and Policing Act*;

b. made a disclosure about misconduct in accordance with this Policy or under Part XI of the *Community Safety and Policing Act;*

c. co-operated in an investigation or other process related to a disclosure of misconduct made in accordance with this Policy or under Part XI of the *Community Safety and Policing Act; or*

d. sought enforcement of this Policy or Part XI of the *Community Safety and Policing Act*.

7. For the purpose of this Policy, a reprisal is any measure taken against a member of a police service that adversely affects his or her employment or appointment and includes, but is not limited to:

a. Terminating or threatening to terminate the person's employment or appointment;

b. Disciplining or suspending or threatening to discipline or suspend the person;

c. Imposing or threatening to impose a penalty related to the employment or appointment of the person; or

d. Intimidating or coercing the person in relation to his or her employment or appointment

Reporting

8. The Board shall inform the public of any material information related to the application of this policy, while maintaining the confidentiality necessary to protect the integrity of complaint processes and the identity of those who may be involved in the processes.

Table CR-28 – Policy Number CR-28 – Assistance in the provision of policing

CR:28 ASSISTANCE IN THE PROVISION OF POLICING	
LEGISLATIVE REFERENCE / AUTHORITY	*Community Safety and Policing Act, section 13; section 14; section 19; O. Reg. 398/23*
DATE APPROVED	28 October 2024
DATE REVIEWED	N/A
DATES AMENDED	N/A

DATE TO BE REVIEWED	2025
REPORTING REQUIREMENT	As set out in the policy

LEGISLATIVE REFERENCE / AUTHORITY

Section 13(1) of the *Community Safety and Police Act* (CSPA) states that a police service board must use members of the police service maintained by the police service board, or persons who are assisting those members while acting under their direction, to provide policing functions.

The CSPA creates two exceptions allowing a police service board to use personnel from another police service to provide policing functions in its area of jurisdiction:

- Section 14 allows police service boards to enter into alternative provision agreements to set out that certain policing functions may be provided by another board or service, subject to Ontario Regulation 398/23;

- Section 19(1) allows a chief of police to request temporary assistance from another service.

CHAPTER FOUR:

MINISTRY POLICING STANDARDS AND REGULATIONS

POLICY INTENT

This policy provides direction with regard to assistance in the provision of policing. It is intended to:

- Enable the Board to make informed decisions regarding assistance in the provision of policing;
- Enhance accountability with respect to the use of external assistance;
- Ensure the continued provision of adequate and effective policing in Ottawa;
- Support the Inspector General of Policing's monitoring mission.

This policy does not apply to the use of personnel from other police services for purposes other than the provision of policing functions.

DEFINITIONS

For the purposes of this policy, the following definitions apply:

m)	"the *Act*"	means the *Community Safety and Policing Act*, 2019.
n)	"Alternative Provision Agreement"	means an agreement as described in section 14 of the *Act*.
o)	"another service"	means the chief of police of another police service, the Commissioner of the Ontario Provincial Police or an entity that employs First Nations Officers.
p)	"Board"	means the Ottawa Police Service Board.
q)	"Chief"	means the Chief of Police of the Ottawa Police Service.
r)	"Commissioner"	means the Commissioner of the Ontario Provincial Police.

s)	"Critical Point"	means a matter of immediate strategic significance that rapidly elevates the Board's operational, financial, reputational or other enterprise risk, and therefore calls for the Board's immediate attention and/or preparedness to take action prior to the next regularly scheduled meeting.
t)	"Inspector General"	means Inspector General of Policing of Ontario.
u)	"policing function"	means a policing function as defined by section 11 of the *Community Safety and Policing Act*, 2019, and Ontario Regulations 392/23 and 398/23.
v)	"prescribed functions"	means the policing functions listed in section 2 of *Ontario Regulation 398/23*.
w)	"Service"	means the Ottawa Police Service.

BOARD POLICY

1. ALTERNATIVE PROVISION AGREEMENTS

1.1. **Needs assessment**. The Chief shall conduct a comprehensive needs assessment to identify specific policing functions that may not be delivered solely with the Service's internal resources and may necessitate assistance from another police service. This assessment shall include a detailed analysis of the following elements:

a. Review of past policing operations to identify instances where additional resources were necessary.

b. Assessment of the effectiveness of past assistance from other police services.

c. Identification of patterns and common circumstances under which requests for temporary assistance are made.

d. Evaluation of the occurrence and scale of Major Events that have historically required additional policing resources.

e. Impact of Major Events on the overall resource allocation and operational capacity of the Service.

f. Effects of responses to Major Events on the Service's ability to provide adequate and effective policing to the community.

1.2. **Findings**. The Chief shall prepare and submit a detailed report to the Board presenting the findings of the needs assessment, including recommendations identifying policing functions that may be covered by Alternative Provision Agreements on a regular or *ad hoc* basis.

1.3. **Consultations**. The Board may direct the Chief to initiate consultations with another police service to explore potential Alternative Provision Agreements or to assist the Board with the negotiation of such agreements.

1.4. **Agreements.** Subject to section 14 of the *Act* and related regulations, the Board may, in consultation with the Chief, enter into Alternative Provision Agreements to provide specific policing functions with the assistance of another police service board, the Commissioner, an entity that employs First Nation Officers or a prescribed entity.

1.5. **Purposes of agreements.** An Alternative Provision Agreement may stipulate that a specified policing function:

a. Is to be provided on a regular basis;

b. Is to be provided as may be requested on an *ad hoc basis*;

c. Will be provided because the Service does not have the capacity to provide that function for itself; or

d. Will be provided from time-to-time by members of another police service, but is a policing function that the Service generally has the capacity to provide.

1.6. **Prescribed functions.** Policing functions other than prescribed functions shall not be provided under an Alternative Provision Agreement.

1.7. **Copy of agreement.** If the Board enters into an Alternative Provision Agreement, it shall provide the Inspector General with a copy of such agreement.

1.8. **Notice of utilization.** If the Chief makes an assistance request under an Alternative Provision Agreement, they shall provide written notice of the request to the Board within 24 hours if, in the Chief's view, the request involves a Critical Point.

1.9. **Contents of notice of utilization.** The notice shall include the following information:

a. A summary of the circumstances surrounding the need for assistance;

b. The policing function(s) and assistance to be provided;

c. Timeframe for the provision of assistance;

d. Size and scope of the assistance required (e.g. localized, widespread, multijurisdictional).

e. Whether payment is required for any of those functions.

f. Identification of, and plans to address, any risks, including but not limited to:

i. The delivery of adequate and effective policing in Ottawa;

ii. Officer safety;

iii. Public safety;

iv. Ability to respond to evolving or escalating events;

2. REQUESTS FOR TEMPORARY ASSISTANCE

2.1. **Authority.** The Chief may request temporary assistance in providing adequate and effective policing from another chief of police or an entity that employs First Nations Officers.

2.2. **Risk-based decision-making.** Temporary assistance decisions shall be informed by a risk-based approach. The Chief shall identify and assess potential risks associated with any request for temporary assistance they make.

2.3. **Notice of request.** When the Chief makes a request for temporary assistance, they shall, within 24 hours, submit to the Board a written notice containing the following information:

a. A summary of circumstances surrounding the need for temporary assistance;

b. The policing function(s) and assistance to be provided;

c. Where the policing function(s) are already covered by an Alternative Provision Agreement, provide justification for requesting temporary assistance under section 19 of the *Act* instead of utilizing an existing Alternative Provision Agreement;

d. Whether the other service that received the request has agreed to provide the assistance, in whole or in part;

e. Timeframe for the provision of assistance;

f. Size and scope of the assistance required (e.g. localized, widespread, multi-jurisdictional);

g. Capacity to respond to the public safety need, using both local resources and those of the assisting service.

h. Identification of, and plans to address, any risks, including but not limited to:

i. The delivery of adequate and effective policing in Ottawa, including human rights considerations, particularly for vulnerable or marginalized groups;

ii. Officer safety;

iii. Public safety;

iv. Ability to respond to evolving or escalating events.

2.4. **Risk assessment.** The scope and level of detail in the risk assessment outlined in paragraph 2.3(h) shall be reasonable and proportionate to the nature of the temporary assistance request. The Chief's assessment should provide sufficient information to enable the Board to understand and evaluate the implications of the request. When, in the Chief's view, the request involves a Critical Point, the risk assessment shall reflect the elevated stakes by providing enhanced analysis of risks and detailing mitigation strategies.

2.5. **Notice of change.** If a change occurs in any of the matters listed under section 2.3 above after the notice of temporary assistance has been provided, the Chief shall provide the Board with notice of the change within 24 hours.

2.6. **Notice after assistance by Chief has stopped.** Where the Chief has provided assistance to another service, they shall, after the assistance has stopped, provide notice to the Board containing the following information:

a. The Chief's decision to provide temporary assistance;

b. Whether the request for temporary assistance was fulfilled in whole or in part;

c. The financial implications of providing assistance, including recommendations as to whether cost recovery should be sought;

d. Any other matters prescribed under the *Act* or its regulations.

3. ASSESSMENT OF TEMPORARY ASSISTANCE

3.1. **Assessment upon receiving notice.** Upon receiving notice of a request for temporary assistance under subsection 2.3 or a notice of change under subsection 2.5 above, the Executive Director shall prepare a preliminary assessment, including recommendations regarding whether the request involves a Critical Point, indicates a recurring need or requires an Alternative Provision Agreement. The Board Chair shall determine whether to convene a special meeting of the Board if either the Chief or the Chair identifies the matter as a Critical Point or if a written request is submitted by a majority of the Members of the Board. In all other cases, the Board shall assess the request at its next regular meeting.

3.2. **Annual report.** The Chief shall submit a report on Assistance in the Provision of Policing to the Board on an annual basis that includes statistical information and an analysis of trends and addresses the following:

a. Analysis of the frequency, nature, and substance of incoming and outgoing requests for temporary assistance, requests under Alternative Provision Agreements, and emergency assistance requests;

b. Policing functions provided with external assistance; Functions of policing involved in incoming assistance in the provision of policing;

c. Incidents and risks that have materialized;

d. Challenges encountered;

e. Recovered and unrecovered costs;

f. Whether any trends reveal gaps in the Service's capacity or adverse effects on its ability to provide adequate and effective policing.

g. Recommendations to address gaps in capacity whether through additional or revised Alternative Provision Agreements or an increase in internal capacity.

Table CR:29 – Policy Number CR:29 – Appointment of Police Officers

CR:29 APPOINTMENT OF POLICE OFFICERS	
LEGISLATIVE REFERENCE / AUTHORITY	*Community Safety and Policing Act, section 83; section 85; O. Reg. 87/24, section 5*
DATE APPROVED	October 28th 2024
DATE REVIEWED	N/A
DATES AMENDED	N/A
DATE TO BE REVIEWED	2025
REPORTING REQUIREMENT	The Chief of Police provides the Board with a report recommending the appointment of individuals as police officers and confirming that candidates meet all requirements.

LEGISLATIVE REFERENCE / AUTHORITY

The Ottawa Police Service Board's (Board) authority and responsibility to appoint members of the Ottawa Police Service (Service) as police officers are established under the *Community Safety and Policing Act*, 2019 (CSPA). Section 38(1)(c) of the CSPA specifies that police service boards are responsible for appointing members of the police service as police officers. This authority is further governed by specific requirements outlined in sections 83 and 85 of the CSPA and related regulations.

Section 83 of the CSPA establishes the eligibility criteria for appointment, including, citizenship, age, fitness, character, education, and the completion of specific training. It also mandates the issuance of a Certificate of Appointment and prohibits appointments where the candidate was

previously terminated for cause or resigned in lieu of termination from another Canadian police service.

Section 85 requires that appointed officers take oaths or affirmation of office and secrecy in the form prescribed by the Minister.

Section 5 of Ontario Regulation 87/24 prescribes the mandatory training that candidates must complete before being appointed as police officers.

SCOPE

This policy does not apply to officers appointed under the *Interprovincial Policing Act, 2009*, as outlined in Section 83(6) of the CSPA.

BOARD POLICY

1. CHIEF OF POLICE RESPONSIBILITIES

1.1. The Chief of Police shall submit a written report to the Board recommending candidates for appointment.

1.2. The report shall confirm that each candidate meets all requirements under Section 83(1) of the CSPA.

1.3. The Chief of Police shall confirm that no candidate recommended has previously been terminated for cause or resigned in lieu of termination from a police service in Canada, in accordance with Section 83(2) of the CSPA.

1.4. The Chief of Police shall ensure that all relevant information or material requested for the appointment process is provided, as required under Section 83(3).

2. BOARD RESPONSIBILITIES

2.1. The Board shall, after taking into consideration the recommendations of the Chief of Police, determine whether to appoint candidates as police officers.

2.2. Appointments shall only proceed where the Chief of Police's report confirms compliance with CSPA requirements.

2.3. Police officers are appointed by resolution of the Board.

2.4. The authority to appoint police officers shall not be delegated unless authorized by the CSPA and its regulations.

2.5. The Board shall issue a Certificate of Appointment to police officers in accordance with Section 83(4) of the CSPA..

3. SWEARING-IN

3.1. No member of the Ottawa Police Service shall be sworn in before their appointment by the Board.

3.2. The appointment of new police officers shall take effect on the date of the swearing-in ceremony.

TABLE CR-30 – POLICY NUMBER CR-30 – INVESTIGATIONS AND REPORTS UNDER SECTION 81 OF THE COMMUNITY SAFETY AND POLICING ACT, 2019

CR-30 INVESTIGATIONS AND REPORTS UNDER SECTION 81 OF THE COMMUNITY SAFETY AND POLICING ACT, 2019	
LEGISLATIVE REFERENCE / AUTHORITY	*Community Safety and Policing Act, section 81; O. Reg. 90/24; Special Investigations Unit Act, 2019*
DATE APPROVED	05 December 2025
DATE REVIEWED	N/A
DATES AMENDED	N/A
DATE TO BE REVIEWED	2030
REPORTING REQUIREMENT	As set out in the policy

LEGISLATIVE REFERENCE / AUTHORITY

This policy is established under the *Community Safety and Policing Act, 2019* (CSPA) and Ontario Regulation 90/24, which set out the responsibilities of the Chief of Police and the Board when the Special Investigations Unit (SIU) investigates an incident involving a member of the police service under the *Special Investigations Unit Act, 2019*.

Under section 81 of the CSPA, the Chief must conduct an internal investigation once the SIU's process has concluded. The purpose of that investigation is to review the conduct of the member involved, the adequacy of the policing provided, and the procedures that were in place at the time of the incident. When the incident involves the Chief or a Deputy Chief, the Board must carry out this investigation instead.

Ontario Regulation 90/24 further specifies how these investigations and reports are to be handled. It requires that:

- The Chief provide a written report to the Board within 90 days of the SIU Director's report or the final disposition of any related charges;
- The report exclude personal or identifying information about anyone involved in the incident; and
- The Board publish the report within 30 days of receiving it, unless the SIU Director has decided not to publish a report in relation to the same incident.

POLICY INTENT

This policy sets out how the Ottawa Police Service and the Ottawa Police Service Board will meet their legal responsibilities under section 81 of the CSPA following investigations by the SIU.

It defines the process for internal investigations, the preparation and submission of Section 81 reports, and the Board's role in receiving, tracking, and publishing those reports. The policy is intended to ensure that the Board receives complete and timely information, that reporting obligations are met, and that findings are managed in a manner consistent with statutory requirements and principles of transparency and accountability.

This policy also addresses procedural gaps identified in past cases and responds to recommendations from the inquest into the death of Mr. Abdirahman Abdi, reinforcing the Board's commitment to continuous improvement and public confidence in police oversight.

DEFINITIONS

For the purposes of this policy, the following definitions apply:

x)	"the *Act*"	means the *Community Safety and Policing Act*, 2019.
y)	"Board"	means the Ottawa Police Service Board.
z)	"Chief"	means the Chief of Police of the Ottawa Police Service.
aa)	"Section 81 Report"	means section 81 of the *Community Safety and Policing Act, 2019*.
bb)	"Service"	means the Ottawa Police Service.

cc) "SIU" means the Special Investigations Unit.

BOARD POLICY

1. INVESTIGATION UNDER SECTION 81

1.1. **Investigation by Chief**. If the SIU Director causes an incident to be investigated under section 15 of the *Special Investigations Unit Act, 2019* involving a member of the Service, other than the Chief or a deputy chief, the Chief shall investigate,

g. The member's conduct in relation to the incident;

h. The policing provided by the member in relation to the incident; and

i. The procedures established by the Chief as they related to the incident.

1.2. **Suspension or Delay of Internal Investigation**. The internal investigation shall be conducted promptly, subject to the following rules:

a. **Restriction during SIU period.** The investigation shall not be conducted during the time period described in subsection 208(3) of the CSPA, which begins when the SIU Director cases the matter to be investigated and ends when it is determined whether charges will or will not be laid in respect of the matter.

b. **Restriction during prosecutions**. If the matter becomes the subject of a criminal prosecution, the Chief shall, if advised by the Crown Attorney or a prosecutor, postpone or suspend the investigation for as long as necessary to avoid interference with the prosecution. The Chief may also decide, on their own initiative, to postpone or suspend the investigation for the same reason.

c. **Resumption.** The investigation shall resume as soon as the applicable restriction or postponement period under paragraphs (a) or (b) ends.

d. **Exception – Suspension without pay.** Nothing in this section limits an investigation conducted for the purpose of determining whether to impose a suspension without pay under section 210 of the CSPA or the imposition of such a suspension.

1.3. **Section 81 Report timelines**. The Chief shall submit the Section 81 report within the timelines prescribed under section 8(3) of O. Reg. 90/24. If unable to meet these deadlines, the Chief shall promptly inform the Board, through its Executive Director, in writing, outlining reasons for the delay.

1.4. **Section 81 Report Contents**. The Section 81 report shall include:

a. A factual summary of the incident, including context of the police response, timeline, and any public safety or operational considerations;

b. The date the SIU invoked its mandate and the scope of its investigation;

c. A summary of the outcomes of the SIU investigation and any related criminal proceedings;

d. An assessment of the involved member's conduct;

e. An evaluation of the adequacy of the policing provided by the member in relation to the incident;

f. Adequacy of relevant procedures established by the Chief;

g. Actions taken by the Chief or corrective measures, if any, including any planned follow-up actions and their timelines;

h. Recommendations regarding the adequacy of applicable Board policies, if any;

i. Confirmation of compliance with statutory timelines under section 8(3) of O. Reg. 90/24, or explanations of any delay, and confirmation of adherence to redaction requirements.

j. Supporting materials such as relevant policy references, relevant procedures.

1.5. **Information Excluded from Section 81 Reports**. The Section 81 report shall not include the name of, or any information identifying, a subject official, witness official, civilian witness or affected person or the identity of a person who reported that they were sexually assaulted being revealed in connection with the sexual assault.

2. NOTICES AND TRACKING

2.1. **Initial Notice**. The Chief shall notify the Board, through its Executive Director, within seven (7) business days of being informed that the SIU has commenced an investigation involving a member of the Service. The notice shall include:

a. Confirmation that the incident involves a member of the Ottawa Police Service;

b. The name and badge number of the involved member(s);

c. The nature of the incident;

d. The date the SIU investigation commenced.

2.2. **Notice Following Conclusion of the SIU Investigation or Related Criminal Proceedings**. The Chief shall notify the Board, through its Executive Director, when the event occurs that triggers the commencement of the ninety (90) day reporting period for the submission of a Section 81. The notice shall be provided:

a. If charges, are laid, upon the final disposition of the charges; or

b. If charges are not laid, upon being informed that the SIU Director has either:

i. Published a report in respect of the incident under subsection 34(1) of the *Special Investigations Unit Act, 2019*; or

ii. Decided under subsection 34(6) of that Act not to publish a report.

The notice shall specify the date on which the applicable event occurred, which marks the beginning of the ninety-day period within which the Chief must submit the Section 81 report to the Board.

2.3. **Tracking System**. The Executive Director shall establish and maintain a tracking system to monitor all SIU investigations involving members of the Service for which a Section 81 Report will be required. The tracking system will support timely follow-up, promote compliance with statutory obligations, and provide the Board with visibility into outstanding and completed Section 81 reporting requirements. It shall include:

a. The date the Board receives the Chief's initial notice under Section 2.1;

b. The date the Board receives notice triggering the Section 81 reporting period under Section 2.2.;

c. The statutory deadline for the Section 81 Report;

d. Any notice received regarding inability to meet the statutory deadline; and reasons provided;

e. The date the Section 81 report is received by the Board;

f. The regulatory deadline for publication of the Section 81 Report by the Board; and

g. The date the Section 81 Report is published by the Board.

2.4. **Communication with the Board.** The Executive Director shall inform the Board when a statutory reporting deadline has been missed or a delay has been reported or when any compliance issue is identified.

3. INCIDENTS INVOLVING THE CHIEF OR A DEPUTY CHIEF

3.1. **Notice to the Board.** The Chief shall ensure that the Board is informed immediately upon becoming aware that the SIU Director may invoke their mandate in relation to an incident involving the Chief or a Deputy Chief under section 15 of the *Special Investigations Act, 2019*. The Chief shall establish a procedure designating an appropriate authority responsible for informing the Board when the incident involves the Chief, to ensure timely and direct notification.

3.2. **Board Responsibility.** Where the incident involves the Chief or a Deputy Chief, the Board shall assume responsibility for conducting the internal investigation and preparing the Section 81 Report.

3.3. **Outside investigation.** The Board may request that a person who is not a member of a police service investigate the Chief or a Deputy Chief for the purposes set out in subsection 81(1) of the Act and report back on their findings, if the Board determines that it is necessary to have such a person conduct the investigation, including if it is necessary to obtain special expertise or to ensure public confidence in the investigation.

4. PUBLIC DISCLOSURE

4.1. **General Rule**. The Board shall publish Section 81 Report on its public website no later than thirty (30) days after receiving the report from the Chief.

4.2. **Reports Prepared by the Board.** Where the investigation is conducted by the Board under subsection 81(5) of the CSPA – that is, when the subject of the investigation is the Chief or a Deputy Chief – the Board shall publish the report within the same thirty (30) day period.

4.3. **Exception.** The publication requirement does not apply if the SIU Director decides under subsection 34(6) of the *Special Investigations Unit Act, 2019* not to publish a report in respect of the incident. In such cases, the Chief may recommend that the Section 81 report be considered in a confidential session. At that session, the Board shall determine whether the report should be published, having regard for the public interest, and legal, privacy, and safety considerations.

TABLE CR-31 – POLICY NUMBER CR-31 – CRITICAL POINTS

CR-31 CRITICAL POINTS	
LEGISLATIVE REFERENCE / AUTHORITY	*Community Safety and Policing Act, 2019*, ss. 37(1)(a) and (f); ss. 38(1)(a) and (b); ss. 39(1); and s. 40.
DATE APPROVED	26 January 2026
DATE REVIEWED	N/A
DATES AMENDED	N/A
DATE TO BE REVIEWED	2027
REPORTING REQUIREMENT	As set out in the policy

GUIDING PRINCIPLES

Effective information sharing between the Ottawa Police Service (the Service) and the Ottawa Police Service Board (the Board) is foundational to the Board's ability to fulfill its statutory responsibilities under the *Community Safety and Policing Act, 2019* (CSPA). In particular, timely and accurate information sharing is essential during periods of elevated organizational or public risk, including large-scale operations, complex events, or emerging crises that pose strategic risks to community safety, operational integrity, or public trust.

This Policy defines such circumstances as Critical Points and establishes a framework to guide the Chief of Police and the Board in identifying them and ensuring the timely and structured flow of information from the Service to the Board. The objective is to enable the Board to carry out its governance, oversight, and public accountability functions, such as setting objectives, monitoring risk, revising Board policies, providing lawful direction where appropriate, and providing non-binding advice in relation to operational matters.

The Board acknowledges that there are statutory limits to the direction that the Board may give to the Chief of Police, and the importance of respecting those limits. The Board is prohibited by law from directing the Chief with respect to specific investigations or the conduct of specific operations. Therefore, while the Board may set objectives and priorities for the policing of a Critical Point, the Chief of Police has authority to determine the methods by which the objective, priority, or outcome will be achieved.

This Policy will not prevent or restrict the Service from exercising its duties in accordance with the Act and the regulations.

PURPOSE OF THE POLICY

The purpose of this Policy is to:

- Define the term "Critical Point" and provide consistent assessment criteria for identifying such matters;
- Describe the type of information the Board requires from the Chief in order to assess potential Critical Points;
- Establish a clear and structured process for information sharing between the Chief and the Board;
- Strengthen the Board's governance and oversight of the Service in alignment with its statutory responsibilities;
- Ensure the Chief of Police can discharge their duties according to the law while engaging appropriately with the Board.

BOARD POLICY

It is the Ottawa Police Service Board's policy that:

1. **DEFINITIONS**

1.1. **Critical Point.** A matter of immediate strategic significance that rapidly elevates the Board's operational, financial, reputational or other enterprise risk, and therefore calls for the Board's immediate attention and/or preparedness to take action.

1.2. **Examples.** Examples of Critical Points include but are not limited to:

a) Large scale operations or events for which advance planning and approval by Executive Command is required and/or which have been rated as very high or critical risk;

b) Major incidents resulting in mass casualties;

c) Major infrastructure or technology disruptions, such as communication system outages, cyberattacks, or physical damage to Service facilities that impair operational continuity or emergency response;

d) Events or operations that are likely to have a material impact on the Service's relationship with, and service to the residents of Ottawa, particularly marginalized or vulnerable communities;

e) Other events or operations that raise significant questions of public policy;

f) Credible external or internal complaints, including complaints regarding workplace discrimination or harassment, against individual officers and the Service, and findings by other tribunals related to discrimination, where such complaints or findings raise significant systemic issues.

1.3. **Application of Criteria.** The examples listed above illustrate the type of matters that may constitute a Critical point. In determining whether any such matter requires reporting under this Policy, the criteria set out in the definition in subsection 1.1. shall guide the assessment. A matter fitting one of the examples does not, on its own, constitute a Critical Point unless its circumstances:

a) Carry strategic significance;

b) Elevate the Board's enterprise risk; and

c) Warrant the Board's immediate attention or preparedness to take action.

2. REPORTING ON CRITICAL POINTS

2.1. **Initial report by Chief.** The Chief of Police will, without delay, inform the Chair and the Board's Executive Director of any situation in which the Chief of Police believes a Critical point has emerged or is likely to emerge and provide them, in writing, with further information regarding the Critical point, including, as appropriate:

a) The general nature of the Critical Point;

b) The elevated risk(s) posed by the Critical point;

c) Relevant operational and other information necessary for the Board to understand the details of the Critical point, including an outline of the operational plan, and continuity of service plans;

d) Any plans to involve other organizations, including but not limited to other law enforcement agencies;

e) An estimate of the financial implications, if known;

f) Legal or regulatory issues relevant to the matter;

g) Any ongoing or anticipated resource, policy, or public communications implications;

h) Potential impacts on public confidence, equity, or relations between the police and the community;

2.2. **Confidential Board sharing**. Upon receipt of notification of a Critical Point from the Chief, the Chair or the Board's Executive Director shall share the information provided by the Chief of Police, including any updates, with Board Members in strict confidence;

2.3. **Board response options**. The Chair, in consultation with the Board Members, and in accordance with the Board's Procedure By-law, will determine whether there is a need to obtain additional information, create or amend Board policies, and/or provide direction to

the Chief in accordance with the Board's policies, duties, and responsibilities, including setting objectives and priorities, and if so, whether to call a Special Meeting of the Board, or to include the Critical Point as an item on the Agenda of the Board's next regularly scheduled meeting.

2.4. **Ongoing updates.** The Chief will continue to update the Board, through the Chair and Executive Director, on any significant developments, include once the Chief assesses that the Critical Point has concluded. In consultation with the Board Members, the Chair may call a Special Meeting of the Board at any time or include an item on the Agenda of a regularly scheduled Board Meeting, to discuss the Critical Point.

3. IDENTIFICATION OF CRITICAL POINTS BY THE BOARD

3.1. **Identification by the Board.** When the Chair believes, or is advised by one or more Members of the Board that they believe, that a matter may constitute a Critical Point, the Chair shall request the Chief of Police to consider whether, in their view, the matter may meet the definition of Critical Point, and either report to the Board in accordance with this Policy, or, alternatively, provide the Chair reasons that the event in question does not meet the definition of a Critical Point.

3.2. **Collaborative Assessment Process.** In identifying a Critical Point, the Chief's professional judgment shall be given due consideration. The Board retains its governance authority under section 40 of the CSPA and may, where it considers it necessary to fulfill its mandate, designate a matter as a Critical Point and require reporting in accordance with this Policy.

4. CHIEF'S AUTONOMY

4.1. **Execution of plans.** Once the Board has been given the opportunity to set objectives, ask questions, and provide non-binding advice in relation to operational matters, where applicable the Chief will maintain autonomy to finalize and execute the plans, subject to any lawful direction issued by the Board.

4.2. **Unmet objectives.** If, during the duration of a Critical Point, the Board concludes that, in its view, the objectives are not being achieved, the Board will inform the Chief of Police of its

conclusion. However, the Chief of Police will remain autonomous in determining the appropriate execution of the plans in order to achieve the mission, objectives and priorities.

5. TRAINING

5.1. **Training within the Service.** The Chief shall provide training to ensure that all Command members and senior officers from the rank of Inspector and above, and any other members, sworn or civilian, the Chief deems appropriate, are trained to recognize the circumstances that may lead to a Critical Point, and to inform the Chief of Police and Command when a potential Critical Point is identified.

5.2. **Chief's procedure.** The Chief shall establish a procedure governing the flow of information within the Service related to the identification and escalation of Critical Points. The procedure shall ensure that matters meeting the definition of a Critical Point under this Policy are recognized and elevated without delay, and that the Chief promptly reports such matters to the Board in accordance with the reporting requirements set out herein.

5.3. **Board training.** The Board shall ensure that all Board Members receive training to understand the definition of a Critical Point, and effectively understand their responsibilities with regard to the consideration of Critical Points.

6. PUBLIC REPORTING

6.1. **Disclosure by the Board.** The Board shall determine, in consultation with the Chief of Police and subject to operational, safety, and legal considerations, whether public disclosure of a Critical Point is appropriate.

6.2. **Content of disclosure.** Where disclosure is warranted, it will include, at a minimum:

a) The general nature of the Critical Point; and

b) Any directions given to the Chief of Police related to a Critical Point.

6.3. **Disclosure process.** The decision to disclose, and the content of any disclosure, shall be determined on a case-by-case basis, documented accordingly, and guided by the Board's commitment to transparency, accountability, and public trust.

7. INTERIM APPLICATION AND RELATIONSHIP TO OTHER POLICIES

7.1. **Transition.** Until the Board adopts a revised *Major Events Policy* as part of the modernization of its Major Events Policy Framework, this Policy shall operate in conjunction with Policy CR-17 Major Events, and Policy CR-28 Assistance in the Provision of Policing. In the event of any inconsistency between this Policy and Policy CR-17, the provisions of this Policy shall prevail only with respect to matters that meet the definition of a Critical Point under this Policy. All other provisions of Policy CR-17, including those which relate to mass demonstrations, arrest and detention, shall remain in full force and effect.

TABLE CR:32 – POLICY NUMBER CR:32 – POLICY AND PROCEDURE COMPLAINTS

CR:32 POLICY AND PROCEDURE COMPLAINTS	
LEGISLATIVE REFERENCE / AUTHORITY	*Community Safety and Policing Act, section 107(1); section 107(6); section 107(7) By-law No. 32-2026*
DATE APPROVED	26 January 2026
DATE REVIEWED	N/A
DATES AMENDED	N/A
DATE TO BE REVIEWED	2029
REPORTING REQUIREMENT	As set out in the policy

LEGISLATIVE REFERENCE / AUTHORITY

This policy is adopted pursuant to the *Community Safety and Policing Act, 2019* (the "Act") and is intended to support the Ottawa Police Service Board's (the "Board") governance and oversight responsibilities in relation to policy and procedure complaints.

Under subsection 107(1) of the Act, the Inspector General is responsible for receiving and addressing complaints relating to policing, including complaints concerning the policies, by-laws, rules or procedures of a police service board or the procedures established by a chief of police.

Pursuant to subsection 107(6), where a complaint relates to such policies or procedures and the Inspector General determines that a complaint is appropriately addressed at the governance level, the Inspector General is required to forward the complaint to the relevant police service board and to inform the complainant of that decision.

When a complaint is referred to the Board in this manner, the Board is required, under subsection 107(7), to review the complaint as it relates to Board policies and to Chief's procedures, and to report back to the Inspector General and to the Minister on any steps taken in response.

This policy supports the Board's fulfilment of these statutory responsibilities and is to be read in conjunction with the authority delegated to the Complaints Committee under By-law No. 02-2026.

SCOPE

This policy applies exclusively to the review of policy and procedure complaints referred to the Board by the Inspector General of Policing pursuant to subsections 106(6) and 107(7) of the Act.

Any matters relating to the conduct of police officers or other members of the Ottawa Police Service fall outside the scope of this policy and are addressed through other processes established under the Act.

DEFINITIONS

For the purposes of this policy, the following definitions apply:

a)	"the *Act*"	means the *Community Safety and Policing Act*, 2019.
b)	"Board Policy"	means a policy, by-law, rule or procedure of the Ottawa Police Service Board.
c)	"Chief'"	means the Chief of Police of the Ottawa Police Service.
d)	"Chief's Procedure"	means any written procedures established by the Chief of Police pursuant to subsection 79(4) of the *Community Safety and Policing Act, 2019*, and includes any rules, procedures, directives, policies, guidelines or other instruments, regardless of how they are titled or designated, established by or under the authority of the Chief of Police to govern the administration of the police service or the provision of policing by the police service.
e)	"Executive Director"	means the Executive Director of the Ottawa Police Service Board.

f) "Policy and Procedure Complaint" means a complaint relating to the policies of the Board and/or the Chief's Procedures that is referred to the Board by the Inspector General pursuant to subsection 107(6) of the Act.

BOARD POLICY

1. TRACKING

1.1. The Executive Director shall maintain a tracking system for all Policy and Procedure Complaints referred to the Board by the Inspector General, including

a) date of referral;

b) applicable timelines;

c) status of information requests'

d) progress of review; and

e) date of response to the Inspector General.

2. NOTICE AND INFORMATION GATHERING

2.1. Upon receipt of a Policy and Procedure Complaint from the Inspector General, the Executive Director shall ensure that the Chief or their designate are promptly notified and provided with a copy of the complaint.

2.2. Following notification under 2.1, the Chief or their designate shall:

a) promptly identify and provide to the Executive Director copy of all Chief's Procedures relevant to the complaint, and provide any contextual information to understand how those procedures are applied, and any information regarding the factual circumstances of the matter sufficient to enable an informed review of the complaint.

b) assess the complaint as it relates to the Chief's Procedures and provide findings to the Executive Director.

2.3. In parallel with the review conducted by the Chief or their designate, the Executive Director shall review the complaint as it relates to Board Policies.

2.4. Upon receipt of the Chief's findings, the Executive Director shall prepare, in consultation with the Chief or their designate, a comprehensive report addressing:

a) the complaint as it relates to Board Policies;

b) the complaint as it relates to Chief's Procedures; and

c) any governance, policy, or procedural issues arising from the complaint.

3. REVIEW BY THE COMPLAINTS COMMITTEE

3.1. The Executive Director shall submit the report to the Complaints Committee for consideration.

3.2. The Complaints Committee shall review the report and exercise its delegated authority in accordance with By-law No. 02-2026.

3.3. In exercising its authority, the Complaints Committee may:

a) request additional information;

b) approve the Board's response to the Inspector General;

c) endorse or modify recommendations contained in the report; and

d) identify broader governance or policy issues for consideration by the Board or its committees.

4. TIMELINES

4.1. Following receipt of a complaint, the Executive Director and the Chief shall make best efforts to complete their respective assessments, and any related reports in a timely manner so as to enable consideration of the complaint by the Complaints Committee within the timeline specified by the Inspector General, where applicable.

4.2. The Complaints Committee shall make best efforts to complete its review of a Policy and Procedure Complaint within the timeline specified by the Inspector General.

4.3. Where the Executive Director determines that additional time is required to complete the Board's review of a Policy and Procedure Complaint, they may request an extension of the applicable deadline from the Inspector General.

4.4. Without limiting the generality of subsection 4.3, a request for an extension may be made where additional time is required due to one or more of the following circumstances:

a) the volume, complexity, or scope of the complaint;

b) the need to obtain, review, or analyze relevant Chief's Procedures or other information;

c) delays in receiving information necessary to complete the review;

d) the need for consultation with the Chief of Police or clarification of contextual or procedural matters;

e) the identification of potential systemic, policy, or governance issues requiring careful consideration;

f) resource or capacity constraints affecting the Board's ability to complete the review within the original timeline; or

g) any other circumstances that warrant additional time to ensure a thorough and procedurally sound review.

4.5. Any extension of time remains subject to the discretion of the Inspector General.

5. COMMUNICATION OF FINDINGS

5.1. Following the completion of the Complaints Committee's review, the Executive Director shall communicate the outcome of the review, to the:

a) the Inspector General;

b) the Solicitor General; and

c) the complainant, subject to any limitations or conditions determined by the Complaints Committee, as appropriate.

6. ANNUAL REPORTING

6.1. The Executive Director shall prepare and submit to the Board an annual report on Policy and Procedure Complaints.

6.2. The annual report shall include:

a) the number and general nature of Policy and Procedure Complaints received during the reporting period;

b) any notable trends, recurring themes, or systemic issues identified through the review of such complaints;

c) a summary of actions taken in response to complaints, including governance, policy, or procedural changes arising from those reviews;

d) any observations or lessons learned that may inform future policy development, oversight activities, or engagement with the Inspector General or the Service.

TABLE CP-001 – POLICY NUMBER: CP-001 – POLICY NAME: PROBLEM-ORIENTED POLICING

CP-001 PROBLEM-ORIENTED POLICING	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, Sections 3 and 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to problem-oriented policing that the Chief of Police will:

a) require appropriate supervisors and front-line members to work, where possible, with municipalities, school boards, businesses, community organizations and members of the public to address crime, public disorder and road safety problems;

b) require appropriate supervisors and front-line members to promote and implement problem-oriented policing initiatives to respond to identified crime, community safety, public disorder and road safety problems, including repeat calls for service and repeat victimization;

c) ensure that supervisors and front-line members are provided with information and resource material on problem-oriented policing;

d) promote the use of directed patrol, targeted enforcement and other initiatives to respond to high crime or high occurrence places/areas and serial occurrences;

e) develop procedures to support the promotion and implementation of problem-oriented policing; and

f) provide information in the annual report on the steps taken by the police service to promote, implement and evaluate problem-oriented policing initiatives.

Table 1 – Policy Number: CP-002 – Policy Name: Crime Prevention

CP-002 CRIME PREVENTION	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, sections 1(1), 1(2)(a), 1(2)(b), 2, 3 and 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to providing community-based crime prevention initiatives that:

a) the Chief of Police will:

i) identify the need, and recommend service delivery options, in accordance with the Adequacy Standards Regulation, for community-based crime prevention initiatives based on crime, call and public disorder analysis, criminal intelligence, road safety and community needs;

ii) ensure that the police service works, where possible, with municipalities, school boards, community organizations, neighbourhoods, businesses and neighbouring municipalities or jurisdictions to develop and implement community-based crime prevention initiatives;

iii) designate a member to have overall responsibility for the police service's involvement in community-based crime prevention initiatives; and

iv) establish procedures on crime prevention initiatives; and

b) this policy does not apply to local crime prevention activities being undertaken by front-line officers and supervisors in accordance with the police service's procedures on problem-oriented policing.

Table LE-001 – Policy Number: LE-001 – Policy Name: Community Patrol

LE-001 COMMUNITY PATROL	
LEGISLATIVE REFERENCE / AUTHORITY	O.Reg. 392/23 – *Adequate and Effective Policing (General)*, sections 5(1) and 24(1)2
DATE APPROVED	05 December 2025
DATE REVIEWED	2007, 2010, 2013, 2017, 2025
DATE AMENDED	05 December 2025
DATE TO BE REVIEWED	2028
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Service Board with respect to community patrol that:

a) Community patrol shall be provided using the Ottawa Police Service's own police officers, and shall consist of:

   i) General patrol, and
   ii) Directed patrol in the areas and at the times where its considered necessary and appropriate.

b) The Chief shall establish and maintain written procedures on community patrol, including when directed patrol is considered necessary or appropriate based on such factors as crime, call and public disorder analysis, criminal intelligence, road safety, and the policing needs of the community, including community consultation.

Table LE-002 – Policy Number: LE-002 – Policy Name: Communications and Dispatch

LE-002 COMMUNICATIONS AND DISPATCH	
LEGISLATIVE REFERENCE / AUTHORITY	O.Reg. 392/23 – *Adequate and Effective Policing (General)*, sections 15(2) and 15(3); O.Reg. 87/24 – *Training*
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017, 2026
DATE AMENDED	22 June 2026
DATE TO BE REVIEWED	2029
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Service Board with respect to communications and dispatch services that:

a) the police service will provide the services of a communications centre by using its own members; and

b) the Chief of Police will:

i) ensure that a communications centre that operates 24 hours a day with one or more communications operators or dispatchers to answer emergency calls for service and that maintains constant two-way voice communication capability with police officers who are on patrol or responding to emergency calls is used for dispatching members of the police service;

ii) ensure that a member of the police service is available 24 hours a day to supervise police communications and dispatch services;

iii) ensure that police officers on patrol have a portable two-way voice communication capability that allows the police officers to be in contact with the communications centre when away from their vehicle or on foot patrol;

iv) establish and maintain written procedures on communications and dispatch services;

v) establish and maintain procedures that set out when more than one officer will respond to an occurrence or calls for service;

vi) ensure that members who provide communications and dispatch services meet the requirements of section 15 of O.Reg. 392/23 – *Adequate and Effective Policing (General)*;

vii) ensure that a member of the police service who supervises communications operators and dispatchers has successfully completed the training prescribed by the Minister, in accordance with O.Reg. 87/24 – *Training*; and

viii) ensure that the management and effectiveness of the communications and dispatch centre is regularly monitored and evaluated.

Table LE-003 – Policy Number: LE-003 – Policy Name: Crime, Call and Public Disorder Analysis

LE-003 CRIME, CALL AND PUBLIC DISORDER ANALYSIS	
LEGISLATIVE REFERENCE / AUTHORITY	O. Reg. 392/23 – *Adequate and Effective Policing (General)*, sections 5(2) and 24(1)1.
DATE APPROVED	05 December 2025
DATE REVIEWED	2007, 2008, 2010, 2013, 2017, 2025
DATE AMENDED	23 June 2008, 05 December 2025
DATE TO BE REVIEWED	2028
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Service Board with respect to crime, call and public disorder analysis that:

a) the police service shall have crime analysis, call-for-service and public disorder analysis capacities;

b) the Chief of Police will:

i) establish and maintain systems and written procedures for the collection, collation, analysis and dissemination of crime, call, and public disorder data;

ii) ensure that members who perform crime, call and public disorder analysis, and persons who assist, that they have the knowledge, skills and abilities to perform the functions, and have the necessary equipment;

iii) promote the use of crime analysis by supervisors to identify areas or issues requiring directed patrol, targeted enforcement, problem-oriented or community-based crime prevention initiatives;

iv) report back to the board on the criteria and process to be used for sharing relevant crime, call and public disorder analysis with municipal council and officials, school boards, community organizations and groups, businesses and members of the public; and

v) provide information in the annual report on crime, calls for service and public disorder patterns, trends and forecasts based on crime, call and public disorder analysis.

vi) publish on the Internet, at least annually, crime analysis, call analysis and public disorder analysis data, and information on crime trends pursuant.

Table LE-004 – Policy Number: LE-004 – Policy Name: Criminal Intelligence

LE-004 CRIMINAL INTELLIGENCE	
LEGISLATIVE REFERENCE / AUTHORITY	O.Reg. 392/23 – *Adequate and Effective Policing (General)*, sections 5(1) 2, 5(2), 6(1) 4(iv) and 6(2)
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2008, 2010, 2013, 2017, 2026
DATE AMENDED	22 June 2026
DATE TO BE REVIEWED	2029
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Service Board with respect to criminal intelligence that:

a) the police service will provide criminal intelligence by using its own members;

b) the Chief of Police will:

i) establish written priorities and written procedures for criminal intelligence, including strategic and tactical intelligence, that address the collection, use, disclosure, retention, disposal, correction and dissemination of, and access to, criminal intelligence information, as well as related audit procedures, in accordance with O.Reg. 392/23 – *Adequate and Effective Policing (General)*, section 6(2);

ii) establish and maintain written procedures for sharing criminal intelligence with other law enforcement agencies, including intelligence agencies such as Criminal Intelligence Service Ontario (CISO), in accordance with O.Reg. 392/23 – *Adequate and Effective Policing (General)*, section 5(2)(d)(iii);

iii) promote the use of criminal intelligence analysis by supervisors to identify areas or issues requiring directed patrol, targeted enforcement, problem-oriented policing initiatives or community-based crime prevention initiatives; and

iv) ensure, if the police service uses its own members to perform the criminal intelligence function, that the members have the knowledge, skills and abilities to perform this function and the necessary tools and equipment.

Table LE-005 – Policy Number: LE-005 – Policy Name: Arrest

LE-005 ARREST	
LEGISLATIVE REFERENCE / AUTHORITY	O.Reg. 392/23 – *Adequate and Effective Policing (General)*, section 6(1) 4(xi).
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2012, 2013, 2017, 2026
DATE AMENDED	22 June 2026
DATE TO BE REVIEWED	2029
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Service Board with respect to arrest that the Chief of Police will:

a) establish and maintain written procedures on arrest that require the compliance by members of the police service with the legal, constitutional and case law requirements relating to arrest; and

b) ensure that officers, and other members as appropriate, are kept informed of changes in the law relating to arrest.

Table LE-006 – Policy Number: LE-006 – Policy Name: Criminal Investigation Management & Procedures

LE-006 CRIMINAL INVESTIGATION MANAGEMENT & PROCEDURES	
LEGISLATIVE REFERENCE / AUTHORITY	O.Reg. 392/23 – *Adequate and Effective Policing (General)*, section 6(1); O.Reg. 394/23 – *Major Case Management and Approved Software Requirements*; O.Reg. 395/23 – *Investigations*; O.Reg. 87/24 – *Training*
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2012, 2013, 2017, 2026
DATE AMENDED	22 June 2026
DATE TO BE REVIEWED	2029
REPORTING REQUIREMENT	Annual compliance reporting

PREAMBLE

The objective of Criminal Investigations Management and Procedures is to ensure that investigations into criminal acts:

- are effectively and efficiently investigated by qualified investigators and investigative supervisors;
- respect the individual rights of victims, persons of interest, suspects and witnesses alike; and
- are capable of supporting a successful prosecution of the person(s) for the criminal acts in question.

BOARD POLICY

It is the policy of the Ottawa Police Service Board with respect to general criminal investigation that:

a) The Chief of Police will:

i) ensure that at least one senior investigator, one supervisor, and one major case manager are available 24 hours a day, in accordance with O.Reg. 395/23 – *Investigations*, section 4;

ii) ensure that victims of crime are offered assistance as soon as possible and provided with referrals to appropriate emergency services, health care professionals, victim support agencies, social service agencies and other appropriate governmental, non-governmental or community organizations, in accordance with O.Reg. 392/23 – *Adequate and Effective Policing (General)*, section 13;

iii) ensure that written procedures on providing assistance to victims reflect the principles of the Victims' Bill of Rights, 1995 and the Canadian Victims Bill of Rights, and set out the responsibilities of members of the police service in providing assistance to victims, in accordance with O.Reg. 392/23 – *Adequate and Effective Policing (General)*, section 14;

iv) periodically review and report back to the Board on the occurrences which can be investigated by members of the police service based on their knowledge, skills and abilities, and which occurrences require the services of another police service;

v) prepare a criminal investigation management plan that meets the requirements of O.Reg. 394/23 – *Major Case Management and Approved Software Requirements* and O.Reg. 395/23 – *Investigations*, including identifying the type of occurrences which should be investigated by another police service or through a combined, regional or cooperative service delivery method;

vi) develop and maintain written procedures on and processes for undertaking and managing criminal investigations, in accordance with O.Reg. 395/23 – *Investigations*, section 20;

vii) ensure that any individual assigned as major case manager has the necessary competence and experience to fulfil the role, in accordance with O.Reg. 394/23 – *Major Case Management and Approved Software Requirements*, section 3;

viii) establish a selection process for criminal investigators, including ensuring that members who provide this service meet the requirements of O.Reg. 392/23 – *Adequate and Effective Policing (General)* and O.Reg. 395/23 – *Investigations*;

ix) ensure that members assigned to criminal investigation roles, including investigators, senior investigators, major case managers, and members assigned to specialized investigative roles or special investigative teams, have successfully completed the training prescribed by the Minister, in accordance with O.Reg. 87/24 – *Training*;

x) ensure that the police service has one or more members who are criminal investigators;

xi) require supervisors to ensure that the member assigned an occurrence listed in the criminal investigation management plan has the knowledge, skills and abilities to investigate that type of occurrence;

xii) ensure that persons providing scenes of crime analysis and forensic identification investigative supports meet the requirements of O.Reg. 392/23 – *Adequate and Effective Policing (General)*;

xiii) ensure that persons who provide other investigative supports identified in (b) have the knowledge, skills and abilities to provide that support;

xiv) establish and maintain written procedures to ensure compliance with ViCLAS Crime Analysis Report requirements, in accordance with O.Reg. 395/23 – *Investigations;* and

xv) ensure that information on crime guns and surrendered guns that come into the possession of a member of the police service is submitted to the Centre of Forensic Sciences and Criminal Intelligence Service Ontario, in accordance with O.Reg. 395/23 – *Investigations*, section 20.1.

b) Scenes of crime analysis, forensic identification, canine tracking, physical surveillance, electronic interception, video and photographic surveillance and polygraph investigative supports will be provided by its own members. Behavioural science support will be provided by OPP (Orillia), which is mandated to provide the service as required.

Table LE-007 – Policy Number: LE-007 – Policy Name: Hate/Bias Motivated Crime

LE-007 HATE/BIAS MOTIVATED CRIME	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, sections 12(1)(h) and 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to undertaking and managing investigations into hate/bias motivated crime that the Chief of Police will:

a) ensure that community organizations, school boards, victims' organizations, social services agencies, and the media are informed about the police service's procedures for investigating hate/bias motivated crime;

b) ensure that the police service works, where possible, with community organizations, school boards, victims' organizations, and social service agencies to prevent the repetition of hate/bias motivated crime and to counter the activities of organized hate groups in the community;

c) develop and maintain procedures on and processes for undertaking and managing investigations into hate/bias motivated crime;

d) ensure that officers are provided with information on hate/bias motivated crime;

e) ensure that the police service works with other law enforcement and government agencies to respond to hate/bias motivated crime and the activities of organized hate groups.

Table LE-008 – Policy Number: LE-008 – Policy Name: Hate Propaganda

LE-008 HATE PROPAGANDA	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, sections 12(1)(h) and 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to undertaking and managing investigations into hate propaganda that the Chief of Police will:

a) ensure that community organizations, school boards, victims' organizations, social services agencies, and the media are informed about the police service's procedures for investigating hate propaganda occurrences;

b) ensure that the police service works, where possible, with community organizations, school boards, victims' organizations, and social service agencies to respond to hate propaganda occurrences and to counter the activities of organized hate groups in the community;

c) develop and maintain procedures that require that investigations into hate propaganda be undertaken and managed in accordance with the police service's criminal investigation management plan; and

d) assign the responsibility to investigate hate propaganda occurrences to the dedicated unit that investigates hate/bias motivated crime.

Table LE-009 – Policy Number: LE-009 – Policy Name: Joint Forces Operations

LE-009 JOINT FORCES OPERATIONS	
LEGISLATIVE REFERENCE / AUTHORITY	O.Reg. 392/23 – *Adequate and Effective Policing (General)*, section 6(1) 4(ii)
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017, 2026
DATE AMENDED	22 June 2026
DATE TO BE REVIEWED	2029
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Service Board with respect to joint forces operations that the Chief of Police will:

a) develop procedures that address the approval process and accountability mechanisms for joint forces operations; and

b) provide information in the annual report on the number of completed joint forces operations that the police service participated in, the cost to the police service and whether they achieved their performance objectives.

Table LE-010 – Policy Number: LE-010 – Policy Name: Internal Task Forces

LE-010 INTERNAL TASK FORCES	
LEGISLATIVE REFERENCE / AUTHORITY	O.Reg. 392/23 – *Adequate and Effective Policing (General)*, section 6(1) 4(i)
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017, 2026
DATE AMENDED	22 June 2026
DATE TO BE REVIEWED	2029
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Service Board with respect to internal task forces that the Chief of Police will:

a) develop procedures that address the approval process and accountability mechanisms for internal task forces; and

b) provide information in the annual report on the number of completed internal task forces established within the police service, the cost to the police service and whether they achieved their performance objectives.

Table LE-011 – Policy Number: LE-011 – Policy Name: Search of Premises

LE-011 SEARCH OF PREMISES	
LEGISLATIVE REFERENCE / AUTHORITY	O.Reg. 392/23 – *Adequate and Effective Policing (General)*, section 6(1) 4(x)
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017, 2026
DATE AMENDED	22 June 2026
DATE TO BE REVIEWED	2029
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Service Board with respect to search of premises that the Chief of Police will:

a) establish and maintain written procedures on search of premises that require the compliance by members of the police service with the legal, constitutional and case law requirements relating to the search of premises; and

b) ensure that officers and other members as appropriate are kept informed of changes in the law relating to search of premises.

Table LE-012 – Policy Number: LE-012 – Policy Name: Search of Persons

LE-012 SEARCH OF PERSONS	
LEGISLATIVE REFERENCE / AUTHORITY	O.Reg. 392/23 – *Adequate and Effective Policing (General)*, section 6(1) 4(ix)
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017, 2026
DATE AMENDED	22 June 2026
DATE TO BE REVIEWED	2029
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Service Board with respect to the search of persons that the Chief of Police will:

a) establish and maintain written procedures that address:

   i) the compliance by members of the police service with the legal, constitutional and case law requirements relating to when and how searches of persons are to be undertaken;

   ii) the circumstances in which an officer may undertake a search of person;

   iii) frisk/field searches;

   iv) strip/complete searches;

   v) body cavity searches;

   vi) consent searches;

vii) the supervision of searches of persons; and

viii) the documentation of searches of persons; and

b) ensure that officers and other members as appropriate are kept informed of changes in the law relating to the search of persons.

Table LE-013 – Policy Number: LE-013 – Policy Name: Police Response to Persons who are Emotionally Disturbed or Have a Mental Illness or a Developmental Disability

LE-013 POLICE RESPONSE TO PERSONS WHO ARE EMOTIONALLY DISTURBED OR HAVE A MENTAL ILLNESS OR A DEVELOPMENTAL DISABILITY	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, sections 13(1)(g) and 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to the police response to persons who are emotionally disturbed or have a mental illness or a developmental disability that the Chief of Police will:

a) work, where possible, with appropriate community members and agencies, health care providers, government agencies, municipal officials, other criminal justice agencies, and the local Crown to address service issues relating to persons who have a mental illness or developmental disability;

b) establish procedures and processes that address the police response to persons who are emotionally disturbed or have a mental illness or a developmental disability; and

c) ensure that the police service's skills development and learning plan addresses the training and sharing of information with officers, communications operators /dispatchers and supervisors on:

   i) local protocols; and

ii) conflict resolution and use of force in situations involving persons who may be emotionally disturbed, or may have a mental illness or developmental disability.

Table LE-014 – Policy Number: LE-014 – Policy Name: Court Security

LE-014 COURT SECURITY	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario *Police Services Act,* section 137, Ontario Adequacy Standards Regulation 3/99, sections 16 and 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to court security that the Chief of Police will:

a) establish a local court security committee, to serve in an advisory capacity to the Chief of Police, comprised of representatives, at minimum, from the police, Crown, judiciary, local bar, victim services/organizations and Courts Services - Ministry of the Attorney General;

b) prepare a court security plan, in consultation with the local court security committee, that adequately addresses local needs and circumstances, and meets the statutory responsibilities set out in section 137 of the *Police Services Act*; and

c) ensure that police officers and special constables utilized for court security are supervised and have the knowledge, skills and abilities to perform the function.

Table LE-015 – Policy Number: LE-015 – Policy Name: Paid Informants and Agents

LE-015 PAID INFORMANTS AND AGENTS	
LEGISLATIVE REFERENCE / AUTHORITY	O.Reg. 392/23 – *Adequate and Effective Policing (General)*, section 6(1) 4(vi); O.Reg. 394/23 – *Major Case Management and Approved Software Requirements*
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017, 2026
DATE AMENDED	22 June 2026
DATE TO BE REVIEWED	2029
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Service Board with respect to paid informants and agents that the Chief of Police will:

a) establish and maintain written procedures and processes relating to the use and management of paid informants and agents; and

b) establish and maintain written procedures on the use of in-custody informants that are consistent with the requirements of O.Reg. 394/23 – *Major Case Management and Approved Software Requirements*.

Table LE-016 – Policy Number: LE-016 – Policy Name: Prisoner Care and Control

LE-016 PRISONER CARE AND CONTROL	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, sections 13(1)(l) and 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	28 October 2013
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to prisoner care and control that the Chief of Police will:

a) establish procedures and processes for:

   i) the care and control of prisoners, including effective monitoring; and

   ii) responding to an escape from police custody;

b) ensure that members involved in prisoner care and control have the knowledge, skills and abilities required to perform this function; and

c) following an escape or in-custody death, review the procedures, processes and practices of the police service for prisoner care and control and report back to the board.

d) Ensure that where young people may be detained in the same facility as adults, specific measures are taken to guarantee compliance with the Youth Criminal Justice Act, S.C. 2002, c.1.

e) Ensure that where male, female, transsexual, and transgendered persons are to be detained in the same facility, specific measures are taken to separate completely male, female, transsexual and transgendered prisoners.

Table LE-017 – Policy Number: LE-017 – Policy Name: Traffic Management, Enforcement and Road Safety

LE-017 TRAFFIC MANAGEMENT, ENFORCEMENT AND ROAD SAFETY	
LEGISLATIVE REFERENCE / AUTHORITY	O.Reg. 392/23 – *Adequate and Effective Policing (General)*, sections 6(1) 2 and 18; O.Reg. 395/23 – *Investigations*, section 16
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2008, 2010, 2013, 2017, 2026
DATE AMENDED	22 June 2026
DATE TO BE REVIEWED	2029
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Service Board with respect to traffic management, traffic law enforcement and road safety that:

a) the police service will provide technical collision investigation, reconstruction and breath analysis investigative supports, in accordance with O.Reg. 395/23 – *Investigations*, section 16, by using its own members;

b) the Chief of Police will:

i) develop and implement a traffic management, traffic law enforcement and road safety plan;

ii) establish and maintain written procedures on traffic direction, management, traffic law enforcement and road safety, including procedures to address road closures and

minimizing the interference of traffic, in accordance with O.Reg. 392/23 – *Adequate and Effective Policing (General)*, section 6(1) 2;

iii) establish and maintain written procedures and processes in respect of investigative supports, including:

a) Technical collision investigation

b) Reconstruction

c) Breath analysis investigative supports; and

iv) ensure that persons who provide technical collision investigation, reconstruction and breath analysis investigative supports have the knowledge, skills and abilities to provide that support, in accordance with O.Reg. 392/23 – *Adequate and Effective Policing (General)*, section 18.

Table LE-018 – Policy Number: LE-018 – Policy Name: Witness Protection

LE-018 WITNESS PROTECTION	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, sections 13(1)(f) and 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to witness protection and security that the Chief of Police will:

a) establish procedures and processes in respect of witness protection and security; and

b) ensure that the police service has a Witness Protection Liaison Officer, or an arrangement with another police service to use their Witness Protection Liaison Officer.

Table LE-019 – Policy Number: LE-019 – Policy Name: Stolen or Smuggled Firearms

LE-019 STOLEN OR SMUGGLED FIREARMS	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, sections 13(1)(f) and 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to stolen or smuggled firearms that the Chief of Police will develop and maintain procedures:

a) that require that every firearm that comes into the possession of the police service will be checked to determine whether the firearm:

   i) has been reported stolen or lost;

   ii) is legally registered in Canada; or

   iii) is smuggled;

b) on the investigation of stolen or smuggled firearms in accordance with the police service's criminal investigation management plan; and

c) that address the sharing of crime analysis, criminal intelligence and other information on stolen or smuggled firearms with relevant law enforcement agencies and as required by section 134(8)4 of the *Police Services Act*.

Table LE-020 – Policy Number: LE-20 – Policy Name: Collection, Preservation and Control of Evidence and Property

LE-020 COLLECTION, PRESERVATION AND CONTROL OF EVIDENCE AND PROPERTY	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario *Police Services Act,* sections 132, 133 & 134, Ontario Adequacy Standards Regulation 3/99, sections 13(1)(n), 14(1)(b) and 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2009, 2010, 2013, 2017
DATE AMENDED	22 June 2009
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to property and evidence control and the collection, preservation, documentation and analysis of physical evidence that the Chief of Police will:

1. Establish procedures, consistent with the advice from the Centre of Forensic Sciences and its current version of the *Laboratory Guide for the Investigator*, for the safe and secure collection, preservation, control, handling and packaging of evidence.

2. Establish procedures for the secure collection, preservation and control of property.

3. Ensure evidence (information, files and physical goods) and recovered property are protected from loss or significant damage prior to return to the lawful owner or authorized disposal:

    a) Where no owner can be located for evidence or recovered property, authorized disposal will be by public auction or by conversion to operational police use where

there is a well-established need that would otherwise be met by purchase of a similar asset through the normal process[27]. No asset will be converted to operational police use, on either a temporary or permanent basis, without the express permission of the Board.[28]

b) A registry of property shall be maintained recording the full particulars of the asset and its ultimate disposal.

c) Any protected firearms that come into the possession of the Ottawa Police Service will be processed in accordance with the *Public Agents Firearms Regulations*.

4. Ensure that an annual audit of the property/evidence held by the police service is conducted by a member(s) not routinely or directly connected with the property/evidence control function, and report the results to the Board.

5. Where a member who has responsibility for a property/evidence storage area is transferred or replaced, ensure that an inventory is taken of the property/evidence in that area.

6. Ensure and report back on compliance by members of the police service with sections 132, 133 and 134 of the *Police Services Act*.

[27] Approved at the 25 May 1998 meeting of the Police Services Board.

[28] Reference sections 132 and 134 of the *Police Services Act*. Approved at 25 Sep 00 meeting of Police Services Board.

Table LE-021 – Policy Number: LE-021 – Policy Name: Elder and Vulnerable Adult Abuse

LE-021 ELDER AND VULNERABLE ADULT ABUSE	
LEGISLATIVE REFERENCE / AUTHORITY	*Community Safety & Policing Act*, 2019, s. 38(1)(g); O. Reg. 39/23 – *Investigations*, ss. 15, 20 and 24; O. Reg 87/24 – *Training*, ss. 34 and 35
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017, 2026
DATE AMENDED	02 November 2026
DATE TO BE REVIEWED	2029
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Service Board with respect to elder and vulnerable adult abuse that the Chief of Police will:

a) where possible, work in partnership with the local Crown, municipalities, community and social service agencies/providers, businesses, seniors' and other local organizations to develop programs for preventing and responding to complaints of elder and vulnerable adult abuse, including fraud awareness and prevention;

b) develop and maintain written procedures that require that investigations into elder or vulnerable adult abuse be undertaken and managed in accordance with the Police Service's Criminal Investigation Management Plan.

c) ensure that officers investigating elders or vulnerable adult abuse have received the training required under O. reg. 87/24 – *Training*, or have the competence and experience required to conduct the investigation; and

d) where a team is primarily responsible for conducting investigations into elder abuse, ensure that at least one member of the team has successfully completed training prescribed by the Minister, as required by section 15 of O. Reg. 395/23 - *Investigations*

Table LE-022 – Policy Number: LE-022 – Policy Name: Officer Note Taking

LE-022 OFFICER NOTE TAKING	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario *Police Services Act,* subsection 31(1)(c).
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board that the Chief of Police will establish procedures relating to officer note taking, including the secure storage and retention of police officer notes.

Table LE-023 – Policy Number: LE-023 – Policy Name: Bail and Violent Crime

LE-023 BAIL AND VIOLENT CRIME	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, section 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to bail and violent crime that the Chief of Police will establish procedures on bail and violent crime that address:

a) assessing opposing bail on the secondary grounds;

b) preparing the show cause report (bail hearing brief);

c) post-bail hearing notifications; and

d) breach of bail conditions.

Table LE-024 – Policy Number: LE-024 – Policy Name: Domestic Violence Occurrences

LE-024 DOMESTIC VIOLENCE OCCURRENCES	
LEGISLATIVE REFERENCE / AUTHORITY	*Community Safety and Policing Act*, 2019, s. 38(1)(g); O. Reg. 395/23 – *Investigations*, ss. 15, 20 and 24; O. Reg. 87/24 – *Training*, ss. 34 and 35
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017, 2026
DATE AMENDED	02 November 2026
DATE TO BE REVIEWED	2029
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Service Board with respect to domestic violence occurrences that the Chief of Police will:

a) in partnership with the police service's local Crown, Probation and Parole Services, Victim/Witness Assistance Programme (VWAP), Victim Crisis and Referral Service (VCARS), municipalities, local Children's Aid Societies and other local service providers and community representatives responsible for issues related to domestic violence, including women's shelters, work to establish and maintain one or more domestic violence coordinating committees that cover the geographic areas that fall within the jurisdiction of the police service;

b) implement one or more of the models set out in Ministry guidelines for the investigation of domestic violence occurrences and ensure that the police service has access to trained domestic violence investigators;

c) develop and maintain written procedures for undertaking and managing investigations into domestic violence occurrences that address:

   i) communications and dispatch;

   ii) initial response;

   iii) enhanced investigative procedures;

   iv) the mandatory laying of charges where there are reasonable grounds to do so, including in cases where there is a breach of a bail condition, probation, parole or a restraining order;

   v) the use of a risk indicators tool;

   vi) children at risk;

   vii) high risk cases and repeat offenders;

   viii) occurrences involving members of a police service;

   ix) post-arrest procedures;

   x) victim assistance; and

   xi) safety planning;

d) ensure that the police service's response to domestic violence occurrences are monitored and evaluated;

e) ensure that officers and other appropriate members receive the training required under O. Reg. 87/24 – *Training*; and

f) where a team is primarily responsible for conducting investigations into familial or intimate partner violence, ensure that at least one member of the team has successfully completed the training prescribed by the Minister, as required by section 15 of O. Reg. 395/23 – *Investigations*.

Table LE-025 – Policy Number: LE-025 – Policy Name: Supervision

LE-025 SUPERVISION	
LEGISLATIVE REFERENCE / AUTHORITY	O. Reg. 392/23 – *Adequate and Effective Policing (General)*, s. 17; O. Reg. 395/23 – *Investigations*, s.6 and s.20; O. Reg. 87/24 – *Training*, s. 19
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017, 2026
DATE AMENDED	02 November 2026
DATE TO BE REVIEWED	2029
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Service Board with respect to supervision that the Chief of Police will:

a) ensure that there is 24-hour supervision available to members of the police service;

b) establish and maintain written procedures on supervision setting out the circumstances in which a supervisor must be contacted and when a supervisor must be present at an incident, including for all major case incidents; and

c) establish a selection process to ensure that members appointed permanently to supervisory positions have completed any training prescribed by the Minister and have the competence and experience required for the supervisory positions.

Table LE-026 – Policy Number: LE-026 – Policy Name: Missing Persons

LE-026 MISSING PERSONS	
LEGISLATIVE REFERENCE / AUTHORITY	*Community Safety and Policing Act,* 2019, s. 38(1)(g); O. Reg. 395/23 – *Investigations*, ss. 6, 18, 20 and 24; O. Reg. 394/23 – *Major Case Management and Approved Software* Requirements; O. Reg. 87/24 – *Training*, s. 34; *Missing Persons Act*, 2018, s. 8 and O.Reg. 182/19
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017, 2026
DATE AMENDED	02 November 2026
DATE TO BE REVIEWED	2029
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Service Board with respect to undertaking and managing investigations into missing persons that the Chief of Police will develop and maintain procedures that:

a) Set out the steps to be followed for undertaking investigations into reports of missing persons, including situations involving children, teenagers and elder and vulnerable adults;

b) Ensure investigative follow-up on outstanding cases;

c) Where circumstances indicate a strong possibility of foul play, require officers to comply with O. Reg. 394/ 23 – *Major Case Management and Approved Software Requirements;*

d) Ensure an AMBER Alert activation is considered in all missing children investigations, and Major Case Management is implemented in all cases involving AMBER Alert activation; and

e) Ensure that the annual report on urgent demands for records required by section 8 of the Missing Person Act, 2018 is prepared in the format approved by the Minister, contains the information required by subsection 8(4) of the Act and section 2 of O. Reg. 182/19, and is provided to the Board on or before April 1 in each year. Upon receiving the report, the Board will provide a copy to the Minister and make the report available to the public by posting it on or before June 1 in the year the report is received.

Table LE-027 – Policy Number: LE-027 – Policy Name: Child Abuse and Neglect

LE-027 CHILD ABUSE AND NEGLECT	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, section 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to child abuse and neglect investigations that the Chief of Police will:

a) in partnership with the local Crown, Children's Aid Societies, municipalities, school boards and other appropriate service providers, including hospital staff, work to establish a committee to develop a local strategy to prevent, and respond to complaints of, child abuse and neglect;

b) develop and maintain procedures on and processes for undertaking and managing child abuse and neglect investigations;

c) enter into a child abuse protocol with their local Children's Aid Societies with respect to investigations into complaints of child abuse and neglect, and the sudden unexpected death of any child; and

d) if the alleged child abuse fits the definition of a major case, require officers to comply with the procedures set out in the Ministry's designated *Ontario Major Case Management Manual*.

Table LE-028 – Policy Number: LE-028 – Policy Name: Criminal Harassment

LE-028 CRIMINAL HARASSMENT	
LEGISLATIVE REFERENCE / AUTHORITY	O. Reg. 395/23 – *Investigations* – ss. 20 and 24; O. Reg. 392/23 – *Adequate and Effective Policing (General)* – ss. 5(1) para. 2.iii and 6(1) para. 5; O. Reg. 394/23 – *Major Case Management and Approved Software Requirements*
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017, 2026
DATE AMENDED	02 November 2026
DATE TO BE REVIEWED	2029
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Service Board with respect to undertaking and managing investigations into criminal harassment that the Chief of Police will develop and maintain procedures that address:

a) the procedures for investigating criminal harassment complaints in accordance with the police service's criminal investigation management and procedures;

b) the use of enhanced investigative techniques, such as physical surveillance, electronic interception of private communications, video and photographic surveillance and behavioural science services as part of the investigation;

c) the provision of victims' assistance;

d) the information to be provided to police officers on criminal harassment; and

e) compliance with O. Reg. 394/23 – *Major Case Management and Approved Software Requirements* for criminal harassment cases that fall within the definition of major case.

Table LE-029 – Policy Number: LE-029 – Policy Name: Preventing or Responding to Occurrences Involving Firearms

LE-029 PREVENTING OR RESPONDING TO OCCURRENCES INVOLVING FIREARMS	
LEGISLATIVE REFERENCE / AUTHORITY	O. Reg. 395/ 23 – *Investigations*, ss. 20, 20.1 and 24; O. Reg. 392/23 – *Adequate and Effective Policing (General)*, ss. 3 and 4; O. Reg. 391/23 – *Use of Force and Weapons*, s. 11; O. Reg. 87/24 – *Training*, ss. 5, 11 and 15
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017, 2026
DATE AMENDED	02 November 2026
DATE TO BE REVIEWED	2029
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Service Board with respect to preventing or responding to occurrences involving firearms that the Chief of Police will:

a) ensure that the police service's officers are provided with information on all the search and seizure powers available to officers under Part III and Part XV of the *Criminal Code* that may be relevant to the search and seizure of firearms, ammunition, or related licences, certificates or permits, as well as options for obtaining prohibition orders;

b) develop and maintain written procedures on undertaking and managing investigations into offences/occurrences involving firearms;

c) develop and maintain written procedures on preventing offences/occurrences involving firearms; and

d) develop and maintain written procedures relating to the Firearms Interest Police (FIP) category of the Canadian Police Information Centre (CPIC);

e) develop and maintain written procedures that require that crime guns, crime gun ammunition components and surrendered guns be submitted to the Centre of Forensic Sciences and reported to Criminal Intelligence Service Ontario in accordance with section 20.1 of O. Reg. 395/23 – *Investigations*, including the consideration of fingerprint, DNA and other evidentiary examination before submission and the review of any resulting ballistic linkage notifications; and

f) ensure that no member of the police service carries or uses a firearm unless the member is in compliance with the training requirements prescribed by the Minister, as required by section 11 of O. Reg, 391/23 – *Use of Force and Weapons* and prescribed under sections 5, 11 and 15 of O. Reg. 87/24 – *Training*.

Table LE-030 – Policy Number: LE-030 – Policy Name: Property Offences (Including Break and Enter)

LE-030 PROPERTY OFFENCES (INCLUDING BREAK AND ENTER)	
LEGISLATIVE REFERENCE / AUTHORITY	*Community Safety and Policing Act*, 2019, ss. 38(1)(g) and 39(1) para. 3.v; O. Reg – *Investigations*, ss. 20 and 24; O. Reg. 392/23 – *Adequate and Effective Policing (General)*, ss. 3 and 4
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017, 2026
DATE AMENDED	02 November 2026
DATE TO BE REVIEWED	2029
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Service Board with respect to property offences, including break and enter that the Chief of Police will:

a) develop and maintain written procedures that require that investigations be undertaken and managed in accordance with the police service's criminal investigation management and procedures; and

b) identify the need for the implementation of crime prevention initiatives for property crime based on crime, call and public disorder analysis, criminal intelligence and community needs.

Table LE-031 – Policy Number: LE-031 – Policy Name: Drug Investigation

LE-031 DRUG INVESTIGATION	
LEGISLATIVE REFERENCE / AUTHORITY	O. Reg. 395/23 – *Investigations*, ss. 6, 20 and 24; O. Reg. 87/24 – *Training*, s. 40
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017. 2026
DATE AMENDED	02 November 2026
DATE TO BE REVIEWED	2029
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Service Board with respect to undertaking and managing investigations into drug-related offences under the *Controlled Drugs and Substances Act* (Canada) or *the Cannabis Act* (Canada), other than simple possession that the Chief of Police will:

a) develop and maintain written procedures that require that investigations be undertaken and managed in accordance with the police service's criminal investigation management and procedures; and

b) ensure that officers investigating drug-related offences other than simple possession have the competence and experience required.

Table LE-032 – Policy Number: LE-032 – Policy Name: Illegal Gaming

LE-032 ILLEGAL GAMING	
LEGISLATIVE REFERENCE / AUTHORITY	O. Reg. 395/23 – *Investigations*, ss. 20 and 24
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017, 2026
DATE AMENDED	02 November 2026
DATE TO BE REVIEWED	2029
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Service Board with respect to illegal gaming that the Chief of Police will develop and maintain written procedures that require that:

a) investigations be undertaken and managed in accordance with the police service's criminal investigation management and procedures; and

b) information on illegal gaming shall be shared with the *Ontario Illegal Gaming Enforcement Unit* (OIGEU).

Table LE-033 – Policy Number: LE-033 – Policy Name: Prisoner Transportation

LE-033 PRISONER TRANSPORTATION	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, section 29. *Note: Section 53(5) of the Police Services Act permits the use of special constables by police services to escort and convey persons in custody.*
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to prisoner transportation that the Chief of Police will:

a) establish procedures on prisoner transportation that require compliance by police officers/special constables with the police service's procedures on prisoner care and control;

b) ensure that police officers/special constables used to escort persons in custody have the knowledge, skills and abilities required to perform this function; and

c) ensure that appropriate safety equipment is used/available to police officers/special constables performing this function.

Table LE-034 – Policy Number: LE-034 – Policy Name: Sexual Assault Investigation

LE-034 SEXUAL ASSAULT INVESTIGATION	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, section 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to sexual assault investigations that the Chief of Police will:

a) develop and maintain procedures that:

   i) require that investigations be undertaken in accordance with the police service's criminal investigation management plan;

   ii) require compliance with the procedures set out in the Ministry's designated *Ontario Major Case Management Manual*;

   iii) address communications and dispatch, initial response and investigations relating to sexual assaults; and

   iv) address community notification;

b) work, where possible, with hospitals and agencies which provide services to victims of sexual assault, including Sexual Assault Treatment Centres, Sexual Assault/Rape Crisis Centres and Victim Services, as well as the local Crown, to ensure a co-ordinated and effective response to victims of sexual assaults; and

c) address training for officers and other appropriate members on the response to sexual assault occurrences, including victims' assistance.

Table LE-035 – Policy Number: LE-035 – Policy Name: Waterways Policing

LE-035 WATERWAYS POLICING	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario *Police Services Act*, section 19(1) and Ontario Adequacy Standards Regulation 3/99, section 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to waterways policing that the Chief of Police will:

a) establish procedures on waterways policing; and

b) ensure that members involved in waterways policing have the knowledge, skills and abilities required to perform the specialized functions connected with waterways policing.

Table LE-036 – Policy Number: LE-036 – Policy Name: Child Pornography (Internet Child Exploitation)

LE-036 CHILD PORNOGRAPHY (INTERNET CHILD EXPLOITATION)	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, section 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2012, 2013, 2017
DATE AMENDED	26 November 2012
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

DEFINITIONS

Child Pornography

In section 163.1 of the *Criminal Code*, child pornography means:

a) A photographic, film, video or other visual representation, whether or not it was made by electronic or mechanical means;
   i. that shows a person who is or is depicted as being under the age of eighteen years and is engaged in or is depicted as engaged in explicit sexual activity, or
   ii. the dominant characteristic of which is the depiction, for a sexual purpose, of a sexual organ or the anal region of a person under the age of eighteen years;

b) any written material, visual representation or audio recording that advocates or counsels sexual activity with a person under the age of eighteen years that would be an offence under this Act;

c) any written material whose dominant characteristic is the description, for a sexual purpose, of sexual activity with a person under the age of eighteen years that would be an offence under this Act; or

d) any audio recording that has as its dominant characteristic the description, presentation or representation, for a sexual purpose, of sexual activity with a person under the age of eighteen years that would be an offence under this Act.

The *Criminal Code* makes it an offence to:

a) make, print, publish or possess for the purpose of publication any child pornography (section 163.1(2));
b) transmit, make available, distribute, sell, advertise, import, export or possess for the purpose of transmission, making available, distribution, sale, advertising or exportation any child pornography (section 163.1(3));
c) possess any child pornography (section 163.1(4));
d) access any child pornography (section 163.1(4.1)).

Child Luring

Section 172.1 of the *Criminal Code* prohibits the use of telecommunications systems to communicate with an underage person or a person whom the accused believes to be underage for the purpose of facilitating the commission, with respect to that person, of the specified sexual offences.

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to child pornography investigations that the Chief of Police will:

a) Develop and maintain procedures that require that investigations be undertaken in accordance with the police service's criminal investigation management plan; and

b) Notify the Provincial Strategy to Protect Children from Sexual Abuse and Exploitation on the Internet (Provincial Strategy) in all cases of suspected child pornography (Internet child exploitation); and

c) Ensure support is provided to manage the psychological well-being of members to acknowledge risks associated with long-term effects from exposure to Internet child exploitation investigation-related activities; and

d) Ensure that the police service's skills development and learning plan addresses the training for child pornography (Internet child exploitation) investigators either through formal training or work under the supervision or in consultation with a trained investigator.

Table LE-037 – Policy Number: LE-037 – Policy Name: Sudden Death and Found Human Remains

LE-037 SUDDEN DEATH AND FOUND HUMAN REMAINS	
LEGISLATIVE REFERENCE / AUTHORITY	O. Reg. 395/23 – *Investigations,* ss. 18, 20 and 24; O. Reg. 394/23 – *Major Case Management and Approved Software Requirements*; O. Reg. 87/24 – *Training*, s.34; Coroners Act, R.S.O. 1990, c. C.37
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017, 2026
DATE AMENDED	02 November 2026
DATE TO BE REVIEWED	2029
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Service Board with respect to sudden or unexplained death investigations and investigations into found human remains that the Chief of Police will:

a) develop and maintain written procedures that require that investigations into sudden or unexplained deaths and found human remains be considered potential homicides and be undertaken in accordance with the police service's criminal investigation management and procedures;

b) ensure that officers investigating sudden or unexplained death and found human remains occurrences have received the training required under O. Reg. 87/24 – *Training* or have the competence and experience required; and

c) where an occurrence falls within the definition of a major case, ensure that officers comply with O. Reg. 394/23 – *Major Case Management and Approved Software Requirements*.

Table LE-038 – Policy Number: LE-038 – Policy Name: Fraud and False Pretence Investigation

LE-038 FRAUD AND FALSE PRETENCE INVESTIGATION	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, section 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to fraud and false pretences investigations that the Chief of Police will:

a) develop and maintain procedures that require that investigations be undertaken and managed in accordance with the police service's criminal investigation management plan;

b) work, where possible, with municipal and provincial social assistance officials and the Crown, to develop a local protocol on the investigation of social assistance fraud;

c) establish, where possible, cooperative arrangements for the investigation of fraud and false pretences occurrences with:

   i) the Employment Insurance Commission;

   ii) the Fire Marshal's Office;

   iii) the Ministry of Consumer and Commercial Relations; and

   iv) the insurance industry; and

d) ensure that police officers investigating complex fraud and false pretences occurrences have the knowledge, skills and abilities required.

Table LE-039 – Policy Number: LE-039– Policy Name: Homicide

LE-039 HOMICIDE	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, section 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to investigations into homicides and attempted homicides that the Chief of Police will develop and maintain procedures that require compliance by officers with the procedures set out in the Ministry's designated *Ontario Major Case Management Manual*.

Table LE-040 – Policy Number: LE-040 – Policy Name: Parental or Non-Parental Abductions

LE-040 PARENTAL OR NON-PARENTAL ABDUCTIONS	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, section 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to parental and non-parental abductions and attempted abductions of children that the Chief of Police will:

a) develop and maintain procedures that require that investigations into parental/familial abductions and attempted abductions be undertaken in accordance with the police service's criminal investigation management plan; and

b) develop and maintain procedures that require that investigations into non-parental/non-familial abductions and attempted abductions be undertaken in accordance with the procedures set out in the Ministry's designated *Ontario Major Case Management Manual*.

Table LE-041 – Policy Number: LE-041 – Policy Name: Proceeds of Crime

LE-041 PROCEEDS OF CRIME	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, section 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to proceeds of crime that the Chief of Police will:

a) develop and maintain procedures that require that investigations be undertaken and managed in accordance with the police service's criminal investigation management plan, including notifying the Ontario Provincial Police *Proceeds of Crime Team* or the *Integrated Proceeds of Crime Section* for the appropriate assistance and/or investigative procedure to follow; and

b) ensure that officers involved in the investigation of proceeds of crime have the knowledge, skills and abilities required.

Table LE-042 – Policy Number: LE-042 – Policy Name: Robbery

LE-042 ROBBERY	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, section 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to robbery investigations that the Chief of Police will:

a) develop and maintain procedures that require that investigations be undertaken and managed in accordance with the police service's criminal investigation management plan; and

b) ensure that a robbery occurrence that also involves a major case be investigated in accordance with the procedures set out in the Ministry's designated *Ontario Major Case Management Manual*.

Table LE-043 – Policy Number: LE-043 – Policy Name: Vehicle Theft

LE-043 VEHICLE THEFT	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, section 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to vehicle thefts that the Chief of Police will:

a) develop and maintain procedures that require that investigations be undertaken in accordance with the police service's criminal investigation management plan; and

b) ensure the timely notifications of registered owners of the recovery of stolen vehicles, except where ongoing criminal investigations may be compromised.

Table LE-044 – Policy Number: LE-044 – Policy Name: Youth Crime

LE-044 YOUTH CRIME	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, section 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to youth crime that the Chief of Police will:

a) develop and maintain procedures on and processes for undertaking and managing investigations into youth crime;

b) work, where possible, with local school boards to develop programs for safe schools, including establishing protocols for investigating school-related occurrences; and

c) consider the need for a multi-agency strategy to prevent or counter the activities of youth gangs in the community in accordance with the police service's procedures on crime prevention and problem-oriented policing.

Table LE-045 – Policy Number: LE-045 – Policy Name: Suspect Apprehension Pursuits

LE-045 SUSPECT APPREHENSION PURSUITS	
LEGISLATIVE REFERENCE / AUTHORITY	*Suspect Apprehension Pursuits Regulation 546/99*, Sections 5 and 6.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	28 October 2013
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to suspect apprehension pursuits that the Chief of Police will:

a) establish procedures consistent with the requirements of the *Suspect Apprehension Pursuits Regulation*;

b) ensure that police officers, dispatchers, communications supervisors and road supervisors receive training accredited by the Solicitor General on suspect apprehension pursuits;

c) ensure that police officers receive training about the intentional contact between vehicles consistent with the requirements of the *Suspect Apprehension Pursuits Regulation*;

d) address the use of tire deflation devices and officer training;

e) ensure that the particulars of each suspect apprehension pursuit are recorded on a form and in a manner approved by the Solicitor General; and

f) enter into agreements with neighboring police services to determine under what circumstances decision-making responsibility for a pursuit will be, and will not be, transferred from one jurisdiction to another.

Table LE-046 – Policy Number: LE-046 – Policy Name: Ontario Sex Offender Registry

LE-046 ONTARIO SEX OFFENDER REGISTRY	
LEGISLATIVE REFERENCE / AUTHORITY	*Christopher's Law (Sex Offender Registry), 2000,* and *Ontario Police Services Act,* subsection 41(1.1).
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2009, 2010, 2013, 2017
DATE AMENDED	27 April 2009
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

LEGISLATIVE/REGULATORY REQUIREMENTS

The Act known as *Christopher's Law (Sex Offender Registry), 2000* sets out the responsibilities of police services in relation to sex offenders in the province of Ontario. Among other obligations, the Act requires a sex offender, as defined in the Act, to report in person to the police service for the purposes of identification and registration. Each police service is required to submit offender information to the Ministry of Community Safety and Correctional Services (Ministry) for inclusion in the Ontario Sex Offender Registry (OSOR).

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to the Ontario Sex Offender Registry that the Chief of Police will:

a) designate and maintain a registration site(s);

b) establish procedures and processes consistent with the requirements of *Christopher's Law (Sex Offender Registry)*, *2000*;

c) establish procedures and processes consistent with the requirements legislated by the federal *Sex Offender Information Registration Act;*

d) ensure that appropriate members receive training on the Ontario Sex Offender Registry, consistent with the role and responsibilities assigned to them; and

e) ensure that appropriate members receive training on both the provincial and federal Sex Offender legislative requirements.

Table LE-047 – Policy Number: LE-047 – Policy Name: Police Response to High Risk Individuals

LE-047 POLICE RESPONSE TO HIGH RISK INDIVIDUALS	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario *Police Services Act*, section 41(1.1) as amended by the *Community Safety Act, 1997* and section 41(1.2); *Disclosure of Personal Information Ontario Regulation 265/98*; *Freedom of Information and Protection of Privacy Act*, section 11(1) and 5(1).
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to high risk individuals that the Chief of Police will:

a) work in partnership, where possible, with the local Crown, appropriate community members and agencies, including health care providers, government agencies, municipal officials, other criminal justice agencies, including law enforcement agencies, as well as victim services to ensure a coordinated and effective strategy in response to high risk individuals that addresses:

   i) bail opposition consistent with the Ministry's guideline on Bail and Violent Crime;

   ii) dangerous offender and long term offender applications;

   iii) High Risk Offender National Flagging System and requirements of CPIC;

   iv) information sharing;

v) case management planning;

vi) judicial restraint orders;

vii) victim assistance; and

viii) disclosure of information, including community notification and safety planning; and

b) ensure that the police service's skills development and learning plan addresses the training and sharing of information with officers, communication operators/dispatchers and supervisors on the police response to high risk individuals.

Table VA-001 – Policy Number: VA-001 – Policy Name: Victims' Assistance

VA-001 VICTIMS' ASSISTANCE	
LEGISLATIVE REFERENCE / AUTHORITY	*Police Services Act*, section 42(1)(c) Ontario Adequacy Standards Regulation 3/99, sections 17 and 29
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2012, 2013, 2017
DATE AMENDED	25 June 2012
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

LEGISLATIVE AUTHORITY

Section 42(1)(c) of the *Police Services Act* provides that police officers have a duty to assist victims of crime.

Section 29 of the Adequacy and Effectiveness of Police Services Regulation requires a police services board to have a policy on victims' assistance.

Section 17 of the Adequacy and Effectiveness of Police Services Regulation requires the Chief of Police to establish procedures on providing assistance to victims that:

- Reflect the principles of the Victims' Bill of Rights, 1995; and
- Set out the roles and responsibilities of members for providing victims' assistance.

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to providing assistance to victims that the Chief of Police will:

a) working in partnership with the Ministry of the Attorney General's Victim/Witness Assistance Programme (VWAP) and agencies that deliver the Victim Crisis and Referral Service (VCARS) program where available, municipalities, community and social service agencies and other local organizations, promote the development of an integrated service delivery framework for providing assistance to victims, including safety planning;

b) ensure that members of the police service are aware of victim service providers or a victim referral service available in the area;

c) establish procedures on providing assistance to victims; and

d) ensure that in each instance where there is police service contact with one or more victims of crime involving physical and/or psychological injury, that such victims are referred to the appropriate community service available in their area.

Table PO-001 – Policy Number: PO-001 – Policy Name: Public Order Units

PO-001PUBLIC ORDER UNITS	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, subsection 18(1), subsection 18(2), subsection 18(3), section 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to public order maintenance that:

a) the police service will provide access to the services of a public order unit within a reasonable response time by using its own members;

b) the public order unit will consist of a unit supervisor and, at least, four squads of seven officers, including the squad leader;

c) the Chief of Police will establish procedures that:

   i) set out the circumstances in which a public order unit may be deployed;

   ii) set out the steps for obtaining the services of a public order unit; and

   iii) address the circumstances and processes for liaising with appropriate officials for the purposes of Sections 63 - 68 of the *Criminal Code*, regarding unlawful assemblies and riot situations; and

d) the Chief of Police will:

i) ensure that a manual on the procedures of the unit is made available to all members of the unit;

ii) ensure that appropriate equipment, in accordance with the Ministry's designated equipment and facilities list, is used/available to members of the public order unit;

iii) develop a selection process for members of the public order unit to ensure that the members have the knowledge, skills and abilities to provide the services of the public order unit; and

iv) address the ongoing training of members of the public order unit.

Table PO-002 – Policy Number: PO-002 – Policy Name: Police Action at Labour Disputes

PO-002 POLICE ACTION AT LABOUR DISPUTES	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, section 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to police action at labour disputes that:

a) the role of the police at a labour dispute is to preserve the peace, prevent offences, and enforce the law including offences against persons and property, in accordance with the powers and discretion available to a police officer under the law; and

b) the Chief of Police will establish procedures on:

   i) the role of the police at a labour dispute;

   ii) providing information to management, labour and the public on police procedures during a labour dispute; and

   iii) secondary employment under section 49 of the *Police Services Act* and labour disputes.

Table PO-003 – Policy Number: PO-003 – Policy Name: Policing Aboriginal Occupations and Protests

PO-003 POLICING ABORIGINAL OCCUPATIONS AND PROTESTS	
LEGISLATIVE REFERENCE / AUTHORITY	*Police Services Act*, sections 1, 42(1)(a) and 42(3) *Criminal Code of Canada*, section 2
DATE APPROVED	25 June 2012
DATE REVIEWED	2012, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

LEGISLATIVE REFERENCE / AUTHORITY

Section 1 of the *Police Services Act* sets out principles for the provision of police services throughout Ontario, including:

- The need to ensure the safety and security of all persons and property in Ontario.
- The importance of safeguarding the fundamental rights guaranteed by the *Canadian Charter of Rights and Freedoms* and the *Human Rights Code*.
- The need for co-operation between the providers of police services and the communities they serve.
- The need for sensitivity to the pluralistic, multiracial and multicultural character of Ontario society.

Section 42(1)(a) of the *Police Services Act* states the duties of police officers include preserving the peace.

Section 42(3) of the *Police Services Act* states a police officer has the powers and duties ascribed to a constable at common law.

Section 2 of the *Criminal Code of Canada* defines *peace officer*, referring to a duty to ensure the preservation and maintenance of the public peace.

DEFINITIONS

For the purposes of this policy, the following definitions apply:

1. **Aboriginal occupation** means the seizure and control of an area arising from assertions of Aboriginal or treaty rights by members of an Aboriginal group.

2. **Aboriginal protest** means a physical demonstration related to assertions of Aboriginal or treaty rights by members of an Aboriginal group.

3. **Aboriginal people** has the same meaning as in section 35(2) of the *Constitution Act, 1982*, which states that Aboriginal peoples includes Indian, Inuit and Métis people.

BOARD POLICY

The objective of policing Aboriginal occupations and protests is to preserve the peace, prevent offences, and enforce the law in a manner that respects the rights of all involved parties. To this end, it is the policy of the Ottawa Police Services Board with respect to policing Aboriginal occupations or protests that:

a) The role of the police at an Aboriginal occupation or protest is to preserve the peace, prevent offences, and enforce the law including offences against persons and property, in accordance with the powers and discretion available to a police officer under the law.

b) The consideration of police actions at an Aboriginal occupation or protest include preserving the peace, communication, negotiation and building trust with participating and affected communities.

c) The Chief of Police will develop and maintain procedures on:

    i. Communicating information in relation to police procedures on Aboriginal occupations and protests;

ii. Training requirements for policing Aboriginal occupations and protests;

iii. Fostering community understanding of the police response to the events;

iv. The collection and analysis of information prior to and during events; and

v. Addressing the uniqueness of Aboriginal occupations and protests.

Table ER-001 – Policy Number: ER-001 – Policy Name: Preliminary Perimeter Control and Containment

ER-001 PRELIMINARY PERIMETER CONTROL AND CONTAINMENT	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, subsection 22(1), subsection 22(2), subsection 22(3), subsection 24(2), subsection 25(2)(a), Section 25(3) and section 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to preliminary perimeter control and containment that:

a) containment will be provided by the police service's patrol officers and tactical unit;

b) the Chief of Police will establish procedures that address:

i) the circumstances in which preliminary perimeter control and containment will be established;

ii) operational responsibility for an incident where preliminary perimeter control and containment is being established;

iii) the deployment of other emergency response services, including receiving assistance from other agencies;

iv) the duties of an officer involved in the establishment of preliminary perimeter control and containment, including compliance with the requirement of section 22(3) of the Adequacy Standards Regulation, pending the deployment of a tactical unit; and

v) the training of officers in preliminary perimeter control and containment; and

c) the Chief of Police will, if the police service establishes its own containment team, or has officers who are members of a joint containment team, develop and maintain a manual on containment team services that addresses:

i) the selection process for members of the team, including ensuring that members who provide this service meet the requirements of the Adequacy Standards Regulation;

ii) the equipment to be used/available to the members of the team in accordance with the Ministry's designated equipment and facilities list; and

iii) the ongoing training of members of the team.

Table ER-002 – Policy Number: ER-002 – Policy Name: Tactical Units

ER-002 TACTICAL UNITS	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, sections 21, 23, 24(1), 24(2), 25(2)(a), 25(2)(b), 25(3) and 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to the services of a tactical unit that:

a) the police service will provide the services of a tactical unit by using its own members;

b) the services will be available 24 hours a day and within a reasonable response time;

c) the unit will consist of a minimum of 12 full-time tactical officers, including the supervisor, who are dedicated to the tactical unit but who, when not training or undertaking tactical activities, may undertake community patrol; and

d) the Chief of Police will:

   i) establish procedures that set out the circumstances in which the service will be deployed, including the process for obtaining the service and reporting relationships;

   ii) ensure that the tactical unit can undertake containment, the apprehension of an armed barricaded person, and explosive forced entry if it uses the services of a police explosive forced entry technician;

iii) develop and maintain a manual on tactical unit services that is available to each member providing this service;

iv) establish a selection process for members of the unit, including ensuring that members who provide this service meet the requirements of the Adequacy Standards Regulation;

v) ensure the ongoing and joint training of members who provide this service; and

vi) ensure that appropriate equipment, in accordance with the Ministry's designated equipment and facilities list, is used/available to the members who provide this service.

Table ER-003 – Policy Number: ER-003 – Policy Name: Hostage Rescue Teams

ER-003 HOSTAGE RESCUE TEAMS	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, sections 21, 23, 24(1), 24(2), 25(2)(a), 25(2)(b), 25(3) and 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect the services of a hostage rescue team that:

a) the police service will provide the services of a hostage rescue team by using its own members;

b) the services will be available 24 hours a day and within a reasonable response time;

c) the team will consist of a minimum of 12 full-time tactical officers, including the supervisor, who are dedicated to the team but who, when not training or undertaking tactical or hostage rescue activities, may undertake community patrol; and

d) the Chief of Police will:

i) establish procedures that set out the circumstances in which the services of the hostage rescue team will be deployed, including the process for obtaining the services and reporting relationships;

ii) ensure that the hostage rescue team can undertake containment, the apprehension of an armed barricaded person, and hostage rescue;

iii) develop and maintain a manual on hostage rescue team services that is available to each member providing this service;

iv) establish a selection process for members of the team, including ensuring that members who provide this service meet the requirements of the Adequacy Standards Regulation;

v) ensure the ongoing training of members who provide this service; and

vi) ensure that appropriate equipment, in accordance with the Ministry's designated equipment and facilities list, is used/available to the members who provide this service.

Table ER-004 – Policy Number: ER-004 – Policy Name: Major Incident Command

ER-004 MAJOR INCIDENT COMMAND	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, sections 21, 24(2), 25(2)(a), 25(3) and 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to major incident command services that:

a) the police service will provide the services of a major incident commander by using its own members;

b) the services will be available 24 hours a day and within a reasonable response time; and

c) the Chief of Police will:

i) develop procedures that address the circumstances in which a major incident commander is to be deployed;

ii) develop and maintain a manual on major incident command that is available to each member providing this service;

iii) establish a selection process for members who provide this service, including ensuring that members who provide this service meet the requirements of the Adequacy Standards Regulation;

iv) ensure the ongoing training of members who provide this service; and

v) ensure that appropriate equipment, in accordance with the Ministry's designated equipment and facilities list, is used/available to members who provide this service.

Table ER-005 – Policy Number: ER-005 – Policy Name: Crisis Negotiation

ER-005 CRISIS NEGOTIATION	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, sections 21, 24(2), 25(2)(a), 25(3) and 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to crisis negotiation services that:

a) the police service will provide the services of a crisis negotiator by using its own members;

b) the services will be available 24 hours a day and within a reasonable response time;

c) a crisis negotiator will not perform any incident management role other than crisis negotiation;

d) the Chief of Police will:

i) develop procedures that address the circumstances in which a crisis negotiator is to be deployed;

ii) develop and maintain a manual on crisis negotiation that is available to each member providing this service;

iii) establish a selection process for members who provide this service, including ensuring that members who provide this service meet the requirements of the Adequacy Standards Regulation;

iv) ensure the ongoing training of members who provide this service; and

v) ensure that appropriate equipment, in accordance with the Ministry's designated equipment and facilities list, is used/available to members who provide this service.

Table ER-006 – Policy Number: ER-006 – Policy Name: Explosives

ER-006 EXPLOSIVES	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, sections 21, 21(2), 21(4), 25 and 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to the services of police forced entry explosive technicians and explosive disposal technicians that:

a) the police service will provide the services of police forced entry explosive technicians and explosive disposal technicians by using its own members;

b) the services will be available 24 hours a day and within a reasonable response time;

c) the Chief of Police will set out the circumstances when police forced entry explosives and explosive disposal services will be deployed; and

d) the Chief of Police will:

i) develop procedures for the initial response to occurrences involving found or suspected explosives;

ii) develop and maintain a manual on the use of police forced entry explosives and explosives disposal services that is available to each member providing that service;

iii) develop a selection process to ensure that members who provide these services have the knowledge, skills and abilities required to deliver these services effectively and safely;

iv) ensure the ongoing training of members providing these services; and

v) ensure that appropriate equipment is used/available to members providing these services.

Table ER-007 – Policy Number: ER-007 – Policy Name: Ground Search for Lost or Missing Persons

ER-007 GROUND SEARCH FOR LOST OR MISSING PERSONS	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, sections 27(a), 27(b) and 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	24 September 2007
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to ground search for lost or missing persons that the Chief of Police will:

a) promote, through partnerships with other emergency service providers and volunteer groups, the coordination of ground search services in the jurisdiction served by the police service;

b) develop procedures on ground search for lost or missing persons that include reference to an appropriate response time; and

c) ensure that search coordinators and team leaders have the knowledge, skills and abilities required to perform these functions.

Table ER-008 – Policy Number: ER-008 – Policy Name: Emergency Planning

ER-008 EMERGENCY PLANNING	
LEGISLATIVE REFERENCE / AUTHORITY	Adequacy Standards Regulation 3/99, sections 26(1), 26(2) and 29.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	24 September 2007
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to emergency planning that the Chief of Police will consult with the municipality and other emergency services on the development of, and have in place, an emergency plan that addresses the role and duties of the police service during an emergency, and the procedures to be followed by members of the police service during an emergency.

Table ER-009 – Policy Number: ER-009 – Policy Name: Underwater Search and Recovery Units

ER-009 UNDERWATER SEARCH AND RECOVERY UNITS	
LEGISLATIVE REFERENCE / AUTHORITY	*Occupational Health and Safety Act* (OHSA); OHSA *Diving Operations Regulation 629/94*; Canadian Standards Association (CSA) *Competency Standard for Diving Operations CAN/CSA-Z275.4-02* and *Occupational Safety Code for Diving Operations CAN/CSA-Z275.2-92*.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to the services of an underwater search and recovery unit that:

a) the police service will provide the services of an underwater search and recovery unit by using its own members;

b) the services will be available 24 hours a day and within a reasonable response time;

c) the Chief of Police will:

i) establish procedures that set out the circumstances in which the service will be deployed, including the process for obtaining the service and reporting relationships;

ii) establish procedures for the deployment of other emergency response services, including receiving assistance from other agencies;

iii) ensure that underwater search and recovery unit members comply with the *OHSA*, and *Diving Operations Regulation* or where amended*;*

iv) ensure that underwater search and recovery unit members are qualified to perform their specific tasks in accordance with *Competency Standard for Diving Operations* CAN/CSA-Z275.4-02 or where amended;

v) ensure that the underwater search and recovery unit members perform their tasks according to the *Occupational Safety Code for Diving Operations* CAN/CSA-Z275.2-92 or where amended*;*

vi) develop and maintain a reference file on all diving hazards that is available to each member providing this service;

vii) establish a selection process for the unit, including ensuring that members who provide this service meet the requirements of local policies and procedures;

viii) ensure the ongoing training of members who provide this service;

ix) ensure that the police service's major incident commanders receive training in their responsibilities and the capabilities of the underwater search and recovery unit; and

x) ensure that appropriate equipment, in accordance with the Ministry's designated equipment and facilities list, is used/available to the members who provide this service.

Table ER-010 – Policy Number: ER-010 – Policy Name: Canine Units

ER-010 CANINE UNITS	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, sections 5(1)(d)
DATE APPROVED	23 June 2008
DATE REVIEWED	2010, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to the services of canine tracking that:

a) The Police Service will provide the services of a canine unit by using its own members;

b) The services will be available 24 hours a day and within a reasonable response time;

c) The Chief of Police will:

i. Establish procedures that set out the circumstances in which the services of the canine team will be deployed, including the process for obtaining the services and reporting relationships;

ii. Establish procedures for the deployment of other emergency response services, including assistance from other agencies;

iii. Develop and maintain a manual on canine services that is available to each member providing this service;

iv. Ensure that members performing the functions of a canine team and/or unit have the knowledge, skills and abilities to provide the canine functions assigned;

v. Ensure the ongoing training of members who provide this service; and

vi. Ensure that the appropriate equipment, consistent with the Ministry's recommended equipment list, is used and available to the members who provide this service.

Table AI-001 – Policy Number: AI-001 – Policy Name: Framework for Business Planning

AI-001 FRAMEWORK FOR BUSINESS PLANNING	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, subsections 30(1), 32(1) and 32(2).
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2008, 2010, 2013, 2017
DATE AMENDED	23 June 2008
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

Consultation

It is the policy of the Ottawa Police Services Board with respect to business planning that:

1. This Board, in partnership with the Chief of Police, will prepare a strategy for the development of the business plan, consistent with the requirements of the Adequacy Standards Regulation (including the protocol with municipal council), that will include consultation with school boards, community organizations and groups, businesses and members of the public on:

   a) an environmental scan of the community that highlights crime, calls for service and public disorder trends within the community;

   b) the results achieved by the police service in relation to the business plan currently in effect;

   c) a summary of the workload assessments and service delivery evaluations undertaken during the existing business plan cycle;

   d) the board's proposals with respect to the police service's objectives, core business and functions, and performance objectives and indicators for the eight functions set out in the Adequacy Standards Regulation; and

e) the estimated cost of delivering adequate and effective police services to meet the needs identified in the draft business plan.

Performance Objectives

2. This Board, in partnership with the Chief of Police, will consider when developing the performance objectives, factors such as:

a) the police service's existing and/or previous performance, and estimated costs;

b) crime, calls for service and public disorder analysis and trends, and other social, demographic and economic factors that may impact on the community;

c) the type of performance objectives, indicators and results being used/achieved in other similar/comparable jurisdictions;

d) the availability of measurements for assessing the success in achieving the performance objectives; and

e) community expectations, derived from the consultation process, community satisfaction surveys, and victimization surveys.

3. The business plan will include the estimated cost projections for implementing the business plan for each year that the plan covers.

Information Technology

4. This Board, in partnership with the Chief of Police, will reference in the business plan and produce as a separate document an information technology plan that:

a) is based on an evaluation of the police service's information technology needs, including its capacity to electronically share information with other agencies, organizations and community groups;

b) requires the periodic review of key business processes, practices and related technology to identify possible changes that may reduce the administrative workload of front-line officers; and

c) addresses information technology acquisition, updating, replacement and training.

Police Facilities

5. This Board, in partnership with the Chief of Police, will reference in the business plan and produce as a separate document a police facilities plan that, at minimum, ensures that the police service maintains one or more police facilities that are accessible to the public during normal working hours, and that during all other hours public telecommunications access to a communications centre.

6. The Chief of Police should review and report back to the board, at least once every business cycle, on whether:

   a) all police facilities:

      i) meet or exceed provincial building and fire codes;

      ii) have sufficient space for the efficient organization of offices and equipment;

      iii) be adequately heated, ventilated, illuminated and, where appropriate and practical, air conditioned, when in use;

      iv) have lockers, separate change area, if members are required to change at the workplace, and washroom facilities, and where appropriate and practical, shower facilities; and

      v) have appropriate security measures and communications;

   b) members of the police service have available:

      i) appropriate and secure working, records and equipment storage space; and

      ii) separate or private areas for interviewing purposes; and

   c) the police service's lock-up facilities meet the following requirements:

      i) the minimum cell size is 7' x 4'6" x 7' high;

ii) fire extinguishers are secure and readily available in the lock-up area, but out of reach of the person in custody;

iii) smoke and heat detectors are installed in the lock-up area;

iv) toilet facilities are provided in each lock-up;

v) no unsafe conditions exist, including means of attaching ligatures;

vi) first aid equipment, including airway devices for mouth to mouth resuscitation, are readily available;

vii) lock-ups are separate from public view;

viii) confidential interviews with legal counsel can be accommodated;

ix) a proper area for prisoner processing is provided;

x) cell keys are in a secure location and master or duplicate keys are readily available;

xi) the area where prisoners are processed and/or searched is well illuminated, secure and has no hazardous conditions present;

xii) compliant with the police service's policy and procedures with respect to communicable diseases; and

xiii) a means of constantly communicating with the main desk area and/or the communications centre is available.

7. Where it is determined that the police facilities do not meet the requirements in 4(a), (b) and (c), the Chief of Police should prepare a plan for the Board that sets out options and costs in order to meet the requirements.

Resource Planning

8. The Chief of Police will:

a) implement a resource planning methodology that is either automated or manual, and which takes into account the business plan and existing demands for service; and

b) at least once every business cycle, undertake and report back on workload assessments and service delivery evaluations for the following areas:

   i) crime prevention;

   ii) law enforcement, including separate assessments and evaluations for the service's community patrol, communications and dispatch, crime analysis, criminal intelligence, criminal investigation and investigative supports functions;

   iii) providing assistance to victims;

   iv) public order maintenance; and

   v) emergency response services for the six functions identified in sections 21(1) and 22 of the Adequacy Standards Regulation.

Communication

9. This Board, in partnership with the Chief of Police, will establish a process, with municipal council if required, for the communication of the business plan to:

   a) members of the police service; and

   b) members of the public.

Table AI-002 – Policy Number: AI-0002 – Policy Name: Skills Development and Learning

AI-002 SKILLS DEVELOPMENT AND LEARNING	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation 3/99, Section 33.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to skills development and learning that the Chief of Police will:

a) prepare and review at least once every three years a skills development and learning plan that:

i) provides an overview of the police service's existing and anticipated future needs in relation to skills development and learning;

ii) identifies the police service's skills development and learning objectives;

iii) promotes cost-effective and innovative delivery of skills development and learning, including potential partnerships with other service providers;

iv) supports coaching or mentoring of new officers;

v) ensures the development and maintenance of the knowledge, skills and abilities of members of the police service consistent with the Adequacy Standards Regulation;

vi) emphasizes the importance of organizational learning; and

vii) addresses the responsibility of members for career development and skills development and learning.

Table AI-003 – Policy Number: AI-003 – Policy Name: Equal Opportunity, Discrimination and Workplace Harassment Prevention

AI-003 EQUAL OPPORTUNITY, DISCRIMINATION AND WORKPLACE HARASSMENT PREVENTION* *(NOTE: Workplace Harassment Prevention is addressed in Board Policy #CR-13: Workplace Violence and Harassment Prevention.)	
LEGISLATIVE REFERENCE / AUTHORITY	*Police Services Act*, section 1, paragraphs 5 and 6; and subsection 47(1). Ontario *Human Rights Code, subsections 24(2), 5(1), 5(2) 7(2) and 7(3)(a)*
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2012, 2013, 2017
DATE AMENDED	26 November 2012
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

LEGISLATIVE REFERENCE / AUTHORITY

Police Services Act (PSA), section 1, paragraphs 5 & 6, state that police services shall be provided throughout Ontario in accordance with certain principles, including "the need for sensitivity to the pluralistic, multiracial and multicultural character of Ontario society", and "the need to ensure that police forces are representative of the communities they serve."

PSA subsection 47(1) states that, "if an employee of a municipal police force becomes mentally or physically disabled and as a result is incapable of performing the essential duties of the position, the board shall accommodate his or her needs in accordance with the Ontario *Human Rights Code.*"

Ontario *Human Rights Code,* subsection 24(2) states that employers are required to provide accommodation, unless to provide accommodation would cause undue hardship to the employer, considering the costs, outside sources of funding, if any, and health and safety requirements, if any.

Ontario *Human Rights Code,* subsection 5(1) states, "Every person has a right to equal treatment with respect to employment without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, family status or disability."

Ontario *Human Rights Code,* clause 7(3)(a) states, "Every person has a right to be free from a sexual solicitation or advance made by a person in a position to confer, grant or deny a benefit or advancement to the person where the person making the solicitation or advance knows or ought reasonably to know that it is unwelcomed."

DEFINITIONS

Workplace: Section 1 of the *Occupational Health and Safety Act* (OHSA) defines workplace as, "any land, premises, location or thing at, upon, in or near which a worker works."

BOARD POLICY

INTRODUCTION

The objectives of equal opportunity in the workplace and discrimination prevention, are to ensure that the best qualified and motivated persons are selected for employment, promotion, preferred assignments and career enhancement through lateral transfer.

This objective is to be achieved by ensuring that no discriminatory barriers exist in the workplace, that no discriminatory practices or behaviours exist in the workplace, and that the human rights of employees and potential employees are upheld and respected both in rule and in practice.

Furthermore, where discriminatory acts or behaviours do manifest, they must be effectively investigated and appropriately addressed.

POLICY REQUIREMENTS

It is the policy of the Ottawa Police Services Board with respect to equal opportunity, and discrimination prevention that the Chief of Police will:

a) establish procedures on equal opportunity that are consistent with the principles of the *Police Services Act* and the Ontario *Human Rights Code*, including recruitment, selection, career development and promotion;

b) establish procedures on responding to and preventing discrimination in the workplace, including stereotyping;

c) ensure that no sexist, racist or other offensive or derogatory material is displayed in the workplace;

d) establish procedures on employment accommodation in accordance with the Ontario *Human Rights Code* and section 47 of the *Police Services Act*;

e) implement an employee performance appraisal system that includes key commitments related to diversity and human rights; and

f) ensure that all officers receive training on race relations, diversity and human rights.

Table AI-004 – Policy Number: AI-004 – Policy Name: Communicable Diseases

AI-004 COMMUNICABLE DISEASES	
LEGISLATIVE REFERENCE / AUTHORITY	*Occupational Health and Safety Act*.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to communicable diseases that the Chief of Police will:

a) develop and maintain procedures that are consistent with the most recent edition of the Ministry of Health and Long-Term Care's *Preventing and Assessing Occupational Exposures to Selected Communicable Diseases – An Information Manual for Designated Officers*;

b) designate and train one or more members as a Communicable Disease Coordinator(s);

c) ensure that each Communicable Disease Coordinator is provided with a copy of the most recent edition of the Ministry of Health and Long-Term Care's *Preventing and Assessing Occupational Exposures to Selected Communicable Diseases – An Information Manual for Designated Officers*; and

d) work, where possible, with the local medical officer of health, to develop a post-exposure plan that addresses roles and responsibilities, reporting protocols, medical evaluation, intervention, confidentiality, access to treatments and follow-up support for workers who have suffered a high-risk occupational exposure to a communicable disease.

Table AI-005 – Policy Number: AI-005 – Policy Name: Use of Auxiliaries

AI-005 USE OF AUXILIARIES	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario *Police Services Act,* section 52.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board that, should the Ottawa Police Service adopt the use of auxiliaries, the Chief of Police will:

a) develop and maintain procedures that address the use of auxiliaries by the police service in accordance with the *Police Services Act* and the Adequacy Standards Regulation; and

b) ensure that records are maintained relating to the use of auxiliaries.

Table AI-006 – Policy Number: AI-006 – Policy Name: Use of Volunteers

AI-006 USE OF VOLUNTEERS	
LEGISLATIVE REFERENCE / AUTHORITY	The Adequacy Standards Regulation makes reference to the use of volunteers in the delivery of the police service's community-based crime prevention initiatives and ground search for lost or missing persons, under the direction of a member of the police service.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to the use of volunteers that the Chief of Police will:

a) develop and maintain procedures that address the use of volunteers by the police service in accordance with the Adequacy Standards Regulation, including recruitment, screening, training and supervision; and

b) ensure that records are maintained relating to the use of volunteers.

Table AI-007 – Policy Number: AI-007 – Policy Name: Management of Police Records

AI-007 MANAGEMENT OF POLICE RECORDS	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario *Police Services Act* (*PSA*), sections 31(1)(c) & 41(1)(a), and *Violent Crime Linkage Analysis Systems Reports Regulation,* section 2.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to the management of police records that the Chief of Police will:

a) establish procedures on records management, including the collection, security, retention, use, disclosure and destruction of records in accordance with the requirements of appropriate legislation;

b) comply with the procedures set out in the Ministry's designated *Ontario Major Case Management Manual*; and

c) establish procedures on CPIC that are consistent with the *CPIC Reference Manual* and the Ministry's policy relating to CPIC Records.

Table AI-008 – Policy Number: AI-008 – Policy Name: Marked General Patrol Vehicles

AI-008 MARKED GENERAL PATROL VEHICLES	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario *Police Services Act (PSA)* states that municipalities are responsible for providing the infrastructure necessary to support adequate and effective police services, including vehicles.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to marked general patrol vehicles that the Chief of Police will:

a) establish procedures that set out the functions of marked general patrol vehicles;

b) ensure that the police service's marked general patrol vehicles meet required specifications;

c) ensure the regular maintenance, inspection and replacement of the police service's marked general patrol vehicles; and

d) consult with designated employee representatives regarding the acquisition of patrol vehicles and related equipment.

Table AI-009 – Policy Number: AI-009 – Policy Name: Safe Storage of Police Service Firearms

AI-009 SAFE STORAGE OF POLICE SERVICE FIREARMS	
LEGISLATIVE REFERENCE / AUTHORITY	*Firearms Act,* section 117, and *Public Agents Firearms Regulations,* section 3 (1).
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to the safe storage of police service firearms that the Chief of Police will establish procedures that are consistent with the requirements of the *Firearms Act* and the *Public Agents Firearms Regulations*.

Table AI-010 – Policy Number: AI-010 – Policy Name: Police Uniforms

AI-010 POLICE UNIFORMS	
LEGISLATIVE REFERENCE / AUTHORITY	*Municipal Police Forces Regulation*.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	28 October 2013
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to police uniforms that the Chief of Police will develop procedures on the provision and use of a standardized uniform by the police service's uniformed police officers, which will include that name badges be worn at all times.

Table AI-011 – Policy Number: AI-011 – Policy Name: Framework for Annual Reporting

AI-011 FRAMEWORK FOR ANNUAL REPORTING	
LEGISLATIVE REFERENCE / AUTHORITY	Adequacy Standards Regulation 3/99, section 30, 31, 32; Ontario *Police Services Act,* sub-section 31(1), paragraph 41(1)(d) and Part V.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to annual reporting that:

a) the Chief of Police will prepare an annual report for the Board on the activities of the police service during the previous fiscal year, which includes, at minimum, information on:

   i) performance objectives and indicators as set out in the business plan, and results achieved;

   ii) public complaints; and

   iii) the actual cost of police services; and

b) this Board will enter into a protocol with municipal council that addresses:

   i) the responsibility for making the annual report public; and

   ii) the dates by which the annual report will be made available to the municipal council.

Table AI-012 – Policy Number: AI-012 – Policy Name: Use of Force

AI-012 USE OF FORCE	
LEGISLATIVE REFERENCE / AUTHORITY	*Criminal Code of Canada* and Ontario *Provincial Offences Act; Equipment and Use of Force Regulation 926*; Ontario *Police Services Act,* section 44(1).
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2009, 2010, 2013, 2017
DATES AMENDED	27 April 2009, 1 November 2010, 28 April 2014
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to use of force that:

a) this Board, upon receiving a report on the investigation into an injury or death caused by the discharge of a member's firearm, will:

   i) review the report and make further inquiries as necessary; and

   ii) file a copy with the Solicitor General, including any additional inquiries of the Board;

b) this Board, upon being notified that the Chief of Police has discharged a firearm in the performance of his/her duty, will cause an investigation into the circumstances and file a report on the investigation with the Solicitor General;

c) the Chief of Police will:

   i) ensure that members do not use a weapon other than a firearm, with the exception of those used on another member in the course of a training exercise in accordance with procedures, unless:

- that type of weapon has been approved for use by the Solicitor General;
- the weapon conforms to technical standards established by the Solicitor General;
- the weapon is used in accordance with standards established by the Solicitor General.

ii) ensure that, at minimum, police officers are:

- issued a handgun that meets the technical specifications set out in the *Equipment and Use of Force Regulation*;
- issued oleoresin capsicum aerosol spray;
- issued a baton; and
- trained in officer safety, communication, handcuffing and physical control techniques;

iii) be authorized to issue a conducted energy weapon to police officers who are:

- front line supervisors
- members of tactical/hostage rescue teams
- members of preliminary perimeter control and containment teams
- first class constables who are coach officers or who meet all of the following criteria:

1. are recommended by their Platoon NCO
2. have good overall work performance
3. are assigned to areas or functions where front line ready access can be improved.

- an experienced officer on patrol with previous experience carrying a CEW and who meets criteria 1 through 3 above.

iv) ensure that members do not:

- use force on another person unless they have successfully completed a training course on the use of force; and

- carry a firearm unless, they have successfully completed a training course on the use of firearms, and are competent in the use of the firearm;

v) ensure that, subject to section 14.3(2) of the Equipment and Use of Force Regulation, at least once every 12 months members:

- who may be required to use force on other persons receive a training course on the use of force; and

- authorized to carry a firearm, receive a training course on the use of firearms;

vi) permit the use of reasonable weapons of opportunity by police officers, when none of the approved options is available or appropriate to defend themselves or members of the public;

vii) establish procedures consistent with the requirements of the *Equipment and Use of Force Regulation 926*;

viii) immediately cause an investigation to be made where a member unintentionally or intentionally discharges his or her firearm, except on a target range or in the course of weapon maintenance;

ix) immediately cause an investigation and file a report to this Board where a member, by the discharge of a firearm in the performance of his or her duty, kills or injures another person;

x) where the Chief discharges a firearm in the performance of the Chief's duties, promptly report the matter to this Board;

xi) ensure that a written record is maintained of the training courses taken by the members of the police service on the use of force and the use of firearms;

xii) ensure the reporting of the use of force by members in accordance with the *Equipment and Use of Force Regulation 926*;

xiii) ensure the ongoing review and evaluation of local use of force procedures, training and reporting; and

xiv) provide a copy of the police service's annual use of force study to this Board for review, and ensure the availability of the study to the community.

Table AI-013 – Policy Number: AI-013 – Policy Name: Speed Measuring Devices

AI-013 SPEED MEASURING DEVICES	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Adequacy Standards Regulation (O. Reg.) 3/99, Sections 8 and 29 *Occupational Health and Safety Act (OHSA*) Ontario Ministry of Labour's Health and Safety Guidelines *"Radiofrequency and Microwave Radiation in the Workplace*" Ontario Police Health & Safety Committee (OPHSC) Guidance Note #8 on *"High Visibility Garments"* Health Canada's *Safety Code 6, 2009* The current *"Speed Measuring Device Performance Specifications: Down-the-Road Radar Module"* (DOT HS 809-812, June 2004 Technical Manual, or successor versions), published by the National Highway Traffic Safety Administration (NHTSA); The current "*Speed Measuring Device Performance Specifications: Lidar Module"* (DOT HS 809-811, June 2004, Technical Manual or successor versions) published by the NHTSA.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2012, 2013, 2017
DATE AMENDED	25 June 2012
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

LEGISLATIVE REFERENCE / AUTHORITY

Section 29 of the Ontario Regulation (O. Reg.) 3/99 ("Adequacy and Effectiveness of Police Services"), made under the *Police Services Act* (PSA), requires a police services board to have a

policy on traffic management, traffic law enforcement and road safety which includes a policy on the proper acquisition, use and maintenance of Speed Measuring Devices and related training.

In addition, section 8 of O. Reg. 3/99 requires the Chief of Police to establish procedures on traffic management, traffic law enforcement and road safety which includes procedures on the proper acquisition, use and maintenance of Speed Measuring Devices and related training.

The *Occupational Health and Safety Act* (OHSA) outlines the responsibilities of employers, supervisors and workers for workplace safety.

The Ontario Ministry of Labour's Health and Safety Guideline on *"Radiofrequency and Microwave Radiation in the Workplace"* (or its successor) sets out Occupational Exposure Limits; and is enforced in Ontario workplaces by the Ministry of Labour (MOL).

The Occupational Exposure Limits in the above noted MOL Guideline are based on Health Canada's "Limits of Human Exposure to Radiofrequency Electromagnetic Energy in the Frequency Range from 3 kHz to 300 GHz", *Safety Code 6, 2009* or its successors.

The Ontario Police Health and Safety Committee (OPHSC) has prepared Guidance Note #8 which is entitled, "*High Visibility Garments"*. This Guidance Note (or its successor) provides procedures for the wearing of high visibility garments when employees are exposed to traffic hazards. MOL inspectors refer to OPHSC Guidance Notes when they carry out their enforcement duties under the OHSA.

The current *"Speed Measuring Device Performance Specifications: Down-The-Road Radar Module"* (DOT HS 809-812, June 2004, Technical Manual or successor versions) is a publication of the National Highway Traffic Safety Administration (NHTSA). This NHTSA Technical Manual has been adopted by the International Association of Chiefs of Police (IACP); and, it is recognized as the performance standard for speed measuring radar[29] devices.

The current *"Speed Measuring Device Performance Specifications: Lidar Module"* (DOT HS 809-811, June 2004, Technical Manual or successor versions) is an NHTSA publication. This NHTSA

[29] Radar is the short form for "radio detection and ranging"

Technical Manual has been adopted by the IACP; and, is recognized as the performance standard for speed measuring lidar[30] (laser) devices.

For the purposes of these requirements, an Operator is a person assigned to/carrying out traffic enforcement duties, who has successfully completed the accredited/prescribed initial and refresher training by a qualified Instructor.

PREAMBLE

Traffic enforcement and the safety of road users are important elements of public safety and are statutorily required. In this regard, positive outcomes depend on the proper and safe operation of speed measuring devices, and the provision of standardized training in the safe, effective and consistent use of speed measuring devices.

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to speed measuring devices that:

The Chief of Police will:

a) Ensure the provision of speed measuring devices that:

i) comply with the current NHTSA performance standards adopted by the International Association of Chiefs of Police (IACP) and entitled, *"Speed Measuring Device Performance Specifications: Down-the-Road Radar Module"* (DOT HS 809-812, June 2004, Technical Manual or its successor versions); and, *"Speed Measuring Device Performance Specifications: Lidar Module"* (DOT HS 809-811, June 2004, Technical Manual or its successor versions) ;

ii) do not exceed the current 50W/m^2 occupational exposure limits (formerly expressed as 5mW/cm^2) in compliance with the Occupational Exposure Limits established by Health Canada's *Safety Code 6, 2009* and adopted by Ontario Ministry of Labour's Health and Safety Guideline Note "*Radiofrequency and Microwave Radiation in the Workplace*" and their successors; and

[30] Lidar is the short form for "light detection and ranging"

iii) are tested and certified initially by the manufacturer to be in accordance with the above NHTSA performance standards and similarly tested and certified following any major repair;

b) Ensure that each operator uses, maintains and cares for the speed measuring devices provided to them in accordance with the manufacturer's manual for the specific device;

Ensure that operators:

i) use speed measuring devices only after successfully completing the accredited/prescribed training by a qualified Instructor;

ii) do not permit devices to transmit when not in use; and

iii) always direct the speed measuring devices away from their body, specifically the head and groin areas;

c) Ensure that, at least every thirty-six months, every operator who may be required to use speed measuring devices successfully completes an accredited or prescribed training course by a qualified Instructor that reviews the topics covered in the initial accredited/prescribed training course, including updates on changes in case law, new technological developments and/or operating procedures; and

e) Ensure that operators receive information on: the current NHTSA performance standards adopted by IACP and entitled, *"Speed Measuring Device Performance Specifications: Down-the-Road Radar Module"* (DOT HS 809-812, June 2004, Technical Manual); and *"Speed Measuring Device Performance Specifications: Lidar Module"* (DOT HS 809-811, June 2004, Technical Manual); Health Canada's *Safety Code 6, 2009;* the *OHSA* including the Ontario Ministry of Labour's Health and Safety Guideline entitled, "*Radiofrequency and Microwave Radiation in the Workplace*"; and the Ontario Police Health and Safety Committee (OPHSC) Guidance Note #8 entitled, "*High Visibility Garments"* (or successor versions of any of these).

Table AI-014 – Policy Number: AI-014 – Policy Name: Secure Holster

AI-014 SECURE HOLSTER	
LEGISLATIVE REFERENCE / AUTHORITY	*Occupational Health and Safety Act (OHSA*); Section 3 of Ontario Regulation 123/98 (General) made under the *Police Services Act* (PSA); Section 135 of the PSA; and the *Equipment and Use of Force Regulation 926*.
DATE APPROVED	25 July 2005
DATE REVIEWED	2007, 2010, 2013,2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to secure holsters that:

1. The Chief of Police will:

   a) ensure the provision of secure holster equipment that is constructed to provide the level of protection that is necessary for the performance of duty including:

      i) inhibiting the handgun from being drawn inadvertently;

      ii) inhibiting the handgun from being withdrawn by an unauthorized person; and

      iii) permitting the rapid unimpeded drawing of the handgun should it be required; and

   b) consult with designated employee representatives regarding the acquisition of secure holsters.

Table AI-015 – Policy Number: AI-015 – Policy Name: Equipment – Body Armour

AI-015 EQUIPMENT – BODY ARMOUR	
LEGISLATIVE REFERENCE / AUTHORITY	*Occupational Health and Safety Act;* *Police Services Act*, section 135; *Police Services Act* Regulation 268/10 ("General"), section 7
DATE APPROVED	22 June 2009
DATE REVIEWED	2007, 2010, 2012, 2013, 2017
DATE AMENDED	25 June 2012
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

LEGISLATIVE REFERENCE / AUTHORITY

The *Occupational Health and Safety Act* (OHSA) sets out the responsibilities of employers, supervisors and workers for workplace safety.

Section 135 of the *Police Services Act* allows for the making of regulations regarding the use of any equipment and the use of force by a police force or any of its members. "Regulation 926" (Equipment and Use of Force), under the *Police Services Act*, sets out requirements in relation to the use of force, including use of approved weapons, training, reporting and use/technical specifications for handguns.

Section 7 of O.Reg. 268/10 ("General") made under the *Police Services Act* (PSA), requires that all articles of uniform and equipment necessary for the performance of duty shall be provided by the municipality, but, where a uniform or equipment is damaged or lost through the fault of the member of a police force, the member shall bear the cost of replacement.

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to equipment-body armour that:

1. The Chief of Police will:

a) ensure the provision of body armour equipment that is:

   i) constructed to provide the level of protection necessary for the performance of duty that addresses:

      - the type of weapons members are likely exposed to;

      - protection for members from their own handguns and ammunition that are in accordance with prescribed specifications;

b) ensure the provision of body armour that is purchased from manufacturers that:

   i) practice effective quality control for testing and labelling in accordance with current National Institute of Justice (NIJ) Standards/Requirements on Ballistic Resistance of Body Armor;

   ii) are certified under current International Organization for Standardization-ISO 9001:2008 standards for production and manufacturing; and

   iii) ensure that the body armour provided is listed on the NIJ Compliant Products List, including replacement panels and carriers, in accordance with current NIJ Standards/Requirements;

c) ensure that each member uses, maintains and cares for the body armour provided in accordance with the manufacturer's instructions;

d) ensure that a formal and documented inspection program is in place that addresses wear and tear;

e) ensure that members receive the appropriate training on the legislative requirements of OHSA and information on use and care, as well as the benefits and limitations of body armour; and

f) consult with designated employee representatives regarding the acquisition of body armour.

Note: Publication of this guideline revision does not invalidate or render unsuitable any body armour models previously determined by the NIJ to be compliant to either the NIJ 2005 Interim Requirements or the NIJ Standard-0101.04 Rev. A Requirements. While it may not be necessary to remove these existing armours from service, agencies are advised to always require their procurements to meet or exceed the most recent and up-to-date version of this guideline.

Table AI-016 – Policy Number: AI-016 – Policy Name: Workplace Violence Prevention

AI-016 WORKPLACE VIOLENCE PREVENTION (CAPTURED IN POLICY CR-13)	
LEGISLATIVE REFERENCE / AUTHORITY	Ministry Guideline AI-016 on Workplace Violence Prevention
DATE THAT AI-016 PROVISIONS WERE CAPTURED THROUGH AMENDMENTS TO POLICY CR-13	26 November 2012

Table AI-017 – Policy Number: AI-017 – Policy Name: Acoustic Hailing Devices

AI-017 ACOUSTIC HAILING DEVICES	
LEGISLATIVE REFERENCE / AUTHORITY	Equipment and Use of Force Regulation (R.R.O. 1990, Reg. 926) made under the *Police Services Act*, R.S.O. 1990
DATE APPROVED	22 April 2013
DATE REVIEWED	2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

LEGISLATIVE REFERENCE / AUTHORITY

The Equipment and Use of Force Regulation (R.R.O. 1990, Reg. 926), as amended, made under the *Police Services Act*, sets out the requirements in relation to the use of acoustic hailing devices including the need for independent testing, for training and to develop standard operating procedures.

The requirements of the Equipment and Use of Force Regulation in relation to the use of acoustic hailing devices do not replace an employer's obligations under the *Occupational Health and Safety Act* to provide information, instruction and supervision to a worker to protect the health or safety of the worker.

BOARD POLICY

It is the policy of the Ottawa Police Services Board with respect to long-range acoustic hailing devices that the Chief of Police will:

a) Ensure that acoustic hailing devices will only be used in accordance with procedures that set out the supervisory, operating, reporting and training requirements for their deployment; and

b) Ensure that police service procedures regarding the use of acoustic hailing devices are based on recommendations about the devices as per section 16 (1)(c) of the Equipment and Use of Force Regulation.

TABLE AI-018 – POLICY NUMBER AI-018 – USE OF BOARD RESOURCES FOR ELECTION PURPOSES

AI-018 USE OF BOARD RESOURCES FOR ELECTION PURPOSES	
LEGISLATIVE REFERENCE / AUTHORITY	*Municipal Elections Act, section 88.18*
DATE APPROVED	27 April 2026
DATE REVIEWED	N/A
DATES AMENDED	N/A
DATE TO BE REVIEWED	2029
REPORTING REQUIREMENT	As set out in the policy

LEGISLATIVE REFERENCE / AUTHORITY

Section 88.18 of the *Municipal Elections Act, 1996* (MEA) requires that municipalities and local boards establish rules and procedures with respect to the use of municipal or board resources during the election campaign period before May 1 in a regular election year. The Ottawa Police Service Board is a local board subject to this requirement.

POLICY INTENT

This policy provides direction with regard to the use of Board Resources during elections. It is intended to:

- Preserve the public trust by ensuring that Board Resources are not used for election-related purposes;
- Protect the institutional and political neutrality of the Board and the Service;
- Ensure consistent and fair treatment of all Candidates and Elected Officials;

- Comply with section 88.18 of the MEA.

This policy does not restrict the ability of Elected Officials to engage with the Board or the Service in their capacity as representatives of the public.

DEFINITIONS

For the purposes of this policy, the following definitions apply:

"**Act**" means the *Municipal Elections Act, 1996*, as amended, and includes any regulation made thereunder.

"**Board**" means the Ottawa Police Service Board.

"**Board Resources**" means all facilities, equipment, supplies, services, personnel, funds, communications assets, and digital infrastructure that are owned or leased by the Board, including resources operated by the Service, and including but not limited to Board and Service offices, Board and Service-issued devices, Board and Service email accounts, the Board's and Service's websites, and the Board's and Service's social media accounts.

"**Blackout Period**" means, in a municipal election year or in the event of a by-election, the 60-day period prior to and including Voting Day, within the meaning of the City of Ottawa's Election-Related Resources Policy.

"**Campaign Materials**" means any materials used to solicit votes for, or in opposition to, a candidate or a question on the ballot, including but not limited to literature, banners, posters, photographs, images, video content, audio content, social media posts, electronic communications, and any other materials in print, digital, or broadcast form.

"**Candidate**" means any person who has filed and not withdrawn a nomination for an elected office at the municipal (including school board), provincial, or federal level, or who has publicly declared an intention to seek elected office. For the purposes of this policy, this also includes Registered Third Party, and a person who is publicly seeking election or publicly campaigning for elected office before formal nomination or registration.

"**Chief**" means the Chief of Police of the Ottawa Police Service.

“Corporate identifiers” means names, titles used in official capacity, logos, crests, letterhead, badges, uniforms, patches, podium backdrops, vehicle markings, official photographs, video assets, and any other visual or verbal identifier associated with the Board or the Service.

"**Elected Official**" means any person currently holding elected office at the municipal, provincial, or federal level, including members of Ottawa City Council, Members of Provincial Parliament, and Members of Parliament.

“**Election**” means an election or by-election at the municipal (including school board), provincial, or federal level of government, or the submission of a question or by-law to the electors.

“**Election Period**” means the official campaign period of an election, as follows:

- For a municipal (including school board) election: from May 1 of the election year to voting day.
- For a provincial or federal election: from the day the writ for the election is issued to voting day.
- For a question on the ballot: from the day the relevant resolution or by-law is passed to voting day.
- For a by-election: from the day the by-election is called to voting day.

"**Election Year**" means, for a municipal election, the calendar year in which a regular municipal election is scheduled to occur.

“**Employees**” include full-time, part-time, and contract employees of the Board, including members of the Ottawa Police Service.

“**Registered Third Party**” means an individual, corporation or trade union that is registered with a local municipality under section 88.6 of the *Act*.

“**Service**” means the Ottawa Police Service.

BOARD POLICY

CHAPTER FOUR:

MINISTRY POLICING STANDARDS AND REGULATIONS

1. APPLICATION

1.1. Unless stated otherwise, the provisions of this policy apply during the Election Period.

2. GUIDING PRINCIPLES

2.1. **Public trust.** Board Resources are publicly funded. They must not be used, directly or indirectly, to advance the private or political interests of any individual.

2.2. **Political neutrality.** The Board and the Service must remain institutionally and politically neutral.

2.3. **Electoral benefit from Board Resources.** Board Resources must not be used to confer, or be reasonably perceived as conferring, electoral benefit, recognizing that such use may compromise public confidence in the Board or Service.

2.4. **Fairness and consistency.** All Elected Officials and Candidates are entitled to equal and consistent treatment by the Board and Service.

2.5. **Legitimate representative access.** This policy regulates the use of institutional resources. It does not restrict the ability of Elected Officials to engage with the Board or the Service in their capacity as representatives of the public.

2.6. **Board member duties.** Nothing in this policy prevents a Board member who is also an Elected Official or a Candidate from exercising their governance and ceremonial duties in their capacity as a member of the Board.

3. USE OF BOARD RESOURCES

3.1. **General prohibition.** The Board and the Service shall not use, or permit the use of, Board Resources for any election-related purpose, including campaigning, the production or distribution of Campaign Materials, or the provision of any advantage to a Candidate.

3.2. **Corporate identifiers.** The Board and the Service shall not authorize or permit the use of Corporate identifiers in Campaign Materials or on any campaign-related website, social media account, or other platform.

3.3. **Corporate photographs and video.** The Board and the Service shall not authorize or permit the use of photographs, images, or video content produced by or for the Board or Service in Campaign Materials.

3.4. **Photographs and videos with Board Employees.** Employees shall not, while on duty or in uniform, knowingly pose for photographs or video with a Candidate where the photograph or video is intended for, or is reasonably likely to be used in, Campaign Materials.

3.5. **Employee obligations.** Subject to the political activity provisions of Ontario Regulation 402/23, Employees may participate in election-related activities in their personal capacity, provided that they do not engage in any political activity during working hours, do not use Board Resources for any election-related purpose, and do not identify themselves as Board or Service employees when engaged in political activity.

4. INSTITUTIONAL ASSOCIATION

4.1. **Institutional association.** During a Blackout Period or a non-municipal Election Period, the Board and the Service shall not lend their institutional presence, brand, or communications resources to any activity involving a Candidate in a manner that could reasonably be perceived as conferring an electoral advantage. This standard applies to events, announcements, press conferences, and public activities of any kind, subject to section 4.2, 4.3, and 4.4.

4.2. **Permitted participation.** Section 4.1 does not prevent Board Members, the Chief or a designate from attending or participating in announcements, events, public activities or media availabilities hosted by the City of Ottawa, the Province of Ontario, the Government of Canada, or any of their agencies, where: (a) participation is required by a funding agreement, contribution agreement, or similar instrument as a condition of a grant or program; or (b) the announcement relates to a matter of public safety or policing operations in which Board or Service participation is reasonably expected.

4.3. **Government announcements.** Participation under section 4.2 shall be limited to what is reasonably necessary to inform the public of the substance of the matter. Board and Service communications, production, and social media resources shall not be used in a manner that amplifies the electoral profile of any Candidate beyond that purpose.

4.4. **Donor recognition obligations.** Where a provincial or federal funding agreement or contribution agreement requires the Board or the Service to acknowledge the funding source in public communications, the Board and the Service shall comply with those requirements, including during an Election Period. Any such acknowledgement shall be factual, shall follow the terms of the agreement, and shall not go beyond what is required by the agreement.

5. BOARD AND SERVICE COMMUNICATIONS (ELECTION YEAR)

5.1. **Scope.** The communications restrictions set out in this section apply throughout the Election Year, including before the commencement of the Election Period.

5.2. **Board communications.** During the Election Year, official Board and Service communications shall not deliberately feature an Elected Official or Candidate.

5.3. **Exceptions.** An exception to section 5.2 may be made only where the involvement of the Elected Official or Candidate is necessary for a statutory, governance, intergovernmental, emergency management, ceremonial, or public-safety purpose.

5.4. **Exception requirements.** Even where an exception under section 5.2 applies, the communication shall: (a) be factual and non-promotional; (b) avoid performances or formats likely to confer profile-boosting benefit; (c) avoid campaign slogans, campaign imagery, campaign-adjacent branding, or links to campaign-related accounts or materials; (d) minimize individual prominence; and (e) not state or imply endorsement by the Board or the Service.

6. BOARD MEETINGS, BOARD EVENTS, AND SERVICE EVENTS

6.1. **Board meetings.** The Board shall permit Candidates to attend Board meetings that are open to the public and to participate as delegates in accordance with the Board's usual delegation rules and procedural by-law. The Chair shall ensure that Board meetings are not used for campaign announcements, campaign remarks, fundraising, solicitation, or distribution of Campaign Materials.

6.2. **Board and Service events.** At Board and Service events, the Board and the Service shall not permit campaign activity, including the display or distribution of campaign signs, campaign literature, campaign apparel intended for campaigning, or fundraising materials, or the solicitation of votes or donations.

6.3. **Equal treatment.** The Board and Service shall not provide preferential speaking opportunities, seating, acknowledgements, promotional exposure, or event access to a Candidate because of their office or candidacy, except where required by law, protocol, or a legitimate official purpose.

7. ADMINISTRATION

7.1. **Chief's procedures.** The Chief of Police shall establish and maintain written procedures implementing the standards set out in this policy within the Service.

7.2. **Notices.** The Chief shall notify the Board in writing of any actual or suspected breach of this policy or related procedures without unreasonable delay.

Table OR-1 – Policy Number: OR-1 – Policy Name: Violent Crime Linkage Analysis System Reports (ViCLAS)

OR-1 VIOLENT CRIME LINKAGE ANALYSIS SYSTEM REPORTS (ViCLAS)	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Regulation 550/96 made under the *Police Services Act* (PSA)
DATE APPROVED	24 September 2007
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board that the Chief of Police shall operate with procedures that ensure adherence to the provisions of the *Violent Crime Linkage Analysis System Reports* Regulation.

Table OR-2 – Policy Number: OR-2 – Policy Name: Major Case Management Manual

OR-2 MAJOR CASE MANAGEMENT MANUAL	
LEGISLATIVE REFERENCE / AUTHORITY	Ontario Regulation 354/04 made under the *Police Services Act* (PSA)
DATE APPROVED	24 September 2007
DATE REVIEWED	2007, 2010, 2013, 2017
DATE AMENDED	
DATE TO BE REVIEWED	2022
REPORTING REQUIREMENT	Annual compliance reporting

BOARD POLICY

It is the policy of the Ottawa Police Services Board that the Chief of Police shall operate with procedures that ensure adherence to the provisions of the *Major Case Management Manual* Regulation.