



NORTH BAY POLICE SERVICE

2009 Annual Report Human Resources

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A. Mandate of the Unit

In support of North Bay Police Service goals and objectives, provide service and expertise in the following areas: recruitment and selection; orientation; compensation and benefits administration; employee and labour relations; occupational health and safety; development of human resource policies and procedures and human resource records.

B. Executive Summary

2009 saw the addition of a staff member to the Human Resources Section. The section continues to be busy addressing day to day administrative needs and inquiries. The addition of a staff member to the section has enabled policy development work to take place.

C. Activities

Recruitment

During 2009 there were a total of six civilian job bulletins for both full and part-time positions. These bulletins were to fill six positions which were vacant due to resignations/terminations; retirement; increases in part-time hours to full-time hours; or part-time employees moving to full-time. These job bulletins resulted in the hiring of one temporary part-time employee, and two part-time employees moving to full-time. There is one candidate at the background stage of the process in relation to a temporary full-time position bulletined in 2009. Two part-time positions bulletined at the end of 2009 are still in the recruitment phase. A number of positions that were bulletined in 2008 were filled in 2009.

In 2009 there was one retirement and three resignations of sworn officers. One sworn officer was previously hired to replace the one officer who retired as this officer was off on long term disability. As one of those who resigned was a sergeant, a constable was promoted to the rank of sergeant and a total of three constables were hired to replace these resignations.

New constable recruitment is conducted utilizing the Constable Selection System (CSS). This system is licensed through the Ontario Association of Chiefs of Police. During 2009 a total of thirteen candidates were interviewed using this system which resulted in three hires. Two attended the Ontario Police College in 2009 and one is currently at the police college.

A review of the recruiting process for the position of special constable was conducted and changes were made to the process. The most significant change being the addition of standardized testing conducted by Applicant Testing Service to assist in the pre-interview screening of applicants.

Work with TWG Communications on the development of an improved recruiting package ceased in 2009 but has started up again in 2010.

In 2008 a Mentorship Protocol was signed with Canadore College in order to provide police foundation students with the opportunity to partner with a serving police officer. This protocol, which helps to inform students about the work environment of the policing profession and build a relationship between the student and the police service, entered its second year in 2009. A review of the programme was conducted in 2009. A few changes were made to the program including the addition of an orientation session for both mentors and mentees to foster a better understanding of the goals of the programme and the roles of the participants. A mentorship programme was also started with Nipissing University and the Nipissing Lakers men's hockey team. These programmes will provide an opportunity to assess potential applicants and hopefully increase the applicant pool in the future.

In 2009 the Service participated in the Youth in Policing Initiative (YIPI) for the first time. The programme provides an innovative summer employment opportunity for youth to work with their local police organization where they may develop skills relevant to a possible career in policing. YIPI is a component within the larger Youth Opportunities Strategy of the Ministry of Children and Youth Services.

The goal of the programme was to provide a safe and positive summer employment opportunity; enhance the relationships between police and the communities they serve; promote youth participation and exposure to the work environment; and promote the police service as an employer of choice.

This programme enabled the North Bay Police Service to hire a summer student for an eight week period. The student provided valuable assistance to the Technical Service Section by uploading a backlog of photos.

The Human Resources Section attended at the following events to promote policing as a career and provide information on the recruitment process:

- Annual Nipissing Canadore Job Fair
- Nipissing University Criminal Justice Program Career Day
- North Bay Indian Friendship Centre National Aboriginal Day Powwow

Performance Evaluations

Subsequent to the 2008 launch of a new performance evaluation tool for the rank of constable, a review of the effectiveness of the evaluation was under taken in 2009. This resulted in the evaluation for constable being revised and split into three separate forms reflective of the different types of work performed by constables. Additional performance evaluation forms were developed in 2009 for all types of employees. These included forms for: Inspector, Staff Sergeant, Sergeant and Civilian Managers; Detective Constables; Constable – Other; and Civilians and Special Constables.

A review of the effectiveness of the new evaluation forms will take place in 2010. Training on how to evaluate performance and effectively complete evaluation forms will be conducted in the spring of 2010.

Health and Safety

A separate annual report on work related injuries and illness was previously submitted, which outlined WSIB statistics for 2009 in comparison to previous years.

The Employee and Family Assistance Program (EFAP) was revitalized in 2009. This was accomplished by obtaining additional EFAP reps and providing training to those volunteers. EFAP awareness sessions were held for employees. Based on annual usage statistics provided by EFAP, the services of EFAP are being used by employees and their families.

Both members of the Human Resources Section sat on the Pandemic Planning Committee. The Pandemic Plan was finalized and posted in November. Information on H1N1 was posted on both the intranet and the bulletin board. Human Resources provided updates on H1N1 clinic locations and times as information became available.

Pay Equity

Assistance was received from a Review Officer with the Pay Equity Commission to assist with the maintenance of pay equity. Based on the Review Officer's direction, changes were made to the group of male jobs used to calculate the job rate line and therefore the pay equity rates for female positions. In addition, the Review Officer provided direction on how to determine the pay rate for the part-time dispatcher position. The changes resulted in retro payments for a number of positions.

Accessible Customer Service

To achieve a fully accessible Ontario by 2025 the province will be releasing regulations related to five different standards: customer service, built environment, employment, information and communication, and transportation. The first standard to have regulations associated with it is customer service. The Standard Operating Procedure on Accessible Customer Service was prepared and released in 2009. Training on accessible customer service will follow.

Policy Review

Draft policies in relation to Civilian Discipline, Code of Conduct, Attendance Management, and Sergeant Orientation Process were developed. With the exception of the Sergeant's Orientation all still need to be finalized and implemented.

D. Performance Indicators

Recruitment

Activity	Sworn	Civilian	Total
Hires	3	3	6
Separations	4	6	10
Interviews	14	4	18
Résumés	111	25	136
Job Fairs / Career Days	n/a	n/a	3

Accommodated Duty Shifts – Non work Related:

Sworn: 192 hours

Human Resource Training Seminars / Meetings:

- Monthly Human Resources Professional Association North Bay Chapter meetings on various human resource topics
- Ontario Association of Chiefs of Police Labour Conference
- Ontario Association of Chiefs Human Resource Committee Meetings
- Police Association of Ontario Labour Conference
- Constable Selection System Conference
- OMERS Employer Administration Workshop

E. Anticipated Issues for the Future

The area of human resources is continually evolving and becoming more complex. Legislative changes often play an important role in dictating human resource related priorities for organizations. Such is the case with the *Accessibility for Ontarians with Disabilities Act*, its associated regulations and the workplace violence and prevention initiative, Bill 168. These will continue to drive human resource activities over the next few years.

F. Performance Objectives for the Next Year

There are a number of areas that this section will be concentrating on in 2010 including:

1. *Accessibility for Ontarians with Disabilities Act* Employment Regulations.
2. Implementation of an attendance management program, Civilian Code of Conduct and Discipline Procedures.
3. Bill 168 Violence and Harassment in the Workplace, *Occupational Health and Safety Act*.