



NORTH BAY POLICE SERVICE

2009 Annual Report Quality Assurance

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A. Mandate of the Unit

The Quality Assurance Officer performs many functions within the Service. Listed below are the primary functions:

1. Conduct research, evaluate, report, and provide recommendations on Service policy, needs, operation, or administrative matters.
2. Formulate and present draft policies, plans, and procedures, which comply with established policing standards, and address Service needs.
3. Conduct audits of inventories of seized drugs and alcohol, protected firearms and other Service systems.
4. Arrange disposal of drugs, drug paraphernalia, alcohol, and firearms pursuant to Service procedures.
5. Perform the duties of head of the Complaints Bureau, in accordance with the *Police Services Act*.
6. Investigate public and internal complaints.
7. Prepare annual report for the Chief of Police in relation to public complaints.
8. Liaison Officer between North Bay Police Service (N.B.P.S.) and the Office of the Independent Police Review Director (O.I.P.R.D.).

B. Executive Summary

The Quality Assurance Office fulfilled its mandate in 2009 in relation to the above primary functions. Twenty procedures and protocols were reviewed and updated. In addition, audits required by procedure were conducted. Nineteen of the twenty one complaints that were received by the service were investigated by the Quality Assurance Officer (Q.A.O.). New and existing programs, plans and protocols have been initiated or are under development that will not only add to the Service's effectiveness but assist in community safety.

C. Activities

In 2009 twenty-one complaints were received by the North Bay Police Service, a decrease of six from the year previous. Of those complaints the Quality Assurance Officer commenced investigations into nineteen occurrences.

In each of these instances, it is the function of the Q.A.O. to fully investigate any *Criminal Code* or *Police Service Act* allegation(s) and provide the Chief of Police a comprehensive report of detailing the circumstances along with recommendations.

An official request was made of the Quality Assurance Officer from an external policing agency to investigate *Criminal Code/ Police Service Act* matters with respect to a member of the requesting police service.

One of the duties of the Q.A.O. is that of an auditor. In 2009 mandated bi-annual audits were conducted on articles seized as evidence in relation to drugs, alcohol and firearms. An annual General Audit was conducted on all other property held by the Service. These audits accurately captured statistical data and provide recommendations in the form of a report to the Chief of Police. The audits are concluded with disposition reports, which permit the disposal/return of items no longer required for evidentiary purposes.

Changes in legislation, best practices and operational necessity are all factors that contribute or influence change as they relate to Standard Operating Procedures. Twenty Standard Operating Procedures were the subject of revision and re-release while the Service created two new procedures. The Q.A.O. has reviewed forms associated to many of the procedures, making changes to many. These forms continue to be excised from existing procedures and have been placed on the Service's intranet.

As a member of the Ontario Association of Law Enforcement Planners (which has representatives from over thirty different police services throughout Ontario), the Quality Assurance Officer participates in bi-annual meetings. Group discussions and presentations take place that identify policing issues facing police services throughout Ontario. This provides valuable information that can be incorporated into the Service's Standard Operating Procedures and policies. This multi-jurisdictional membership facilitates transfer of information concerning policies/procedures and trends between all members of the Association and is an invaluable resource.

In 2009 a new Memorandum of Understanding was created between our Service and the the Ministry of the Attorney General Court Services Division. With this new M.O.U. the Service is now responsible for opening and closing the Court House daily. The Q.A.O. was responsible for meeting with the representative from Court Services and represented the interests of the Service, which culminated in the document.

One of the duties associated to the Section is to amend and enter into new protocols and agreements with various community groups, agencies and partners. The Service currently has fifty-four protocols and agreements with these entities. In 2009 seven existing protocols were amended and re-signed. Seven more were being reviewed. It is anticipated these will be re-signed in early 2010.

In 2009 the Q.A.O. represented the Service and was an active member on the following committees: Clothing; Strategic Planning; Pandemic Planning and Summer in the Park.

In May of 2009 the Q.A.O. along with representatives of various agencies in the area, whose primary mandate concerned assisting persons with Autism, formed a committee with a view to creating a new protocol. The committee first chose to create a learning approach to promote awareness of the disorder with first response personnel (police, fire and ambulance). With the assistance of the North Bay Chapter of Autism Ontario, two special awareness seminars addressing strategies to help officers and other first responders interact with children and adults were held at the N.B.P.S. in October.

The guest speaker was Dennis Debbaudt, an expert in the field of autism, who has provided seminars on the topic world wide. Persons invited to these training sessions consisted of first response personnel (police, fire and ambulance) from across Northern Ontario, members of the judiciary, including the Crown Attorney, parents, educators and caregivers of those with autism. With a frame work in place agency representatives will be providing in-service training to all personnel in 2010.

In 2009 the Q.A.O. received training in the following areas: Professional Standards Conference, Business Planning for Middle Managers, Constable Selection Interviewing Course, Incident Commander, O.I.P.R.D. seminar and Industrial Accident Prevention Association (I.A.P.A.) training.

The position of Quality Assurance requires knowledge of federal, provincial and municipal legislative changes along with changes in current policing trends. One of the significant legislative changes affecting the Section occurred with changes to Part V (complaints) of the *Police Services Act* and the creation of the Office of the Independent Police Review Director. This overhaul of the *Act* was implemented on October 19, 2009. The Q.A.O. is a liaison officer between our Service and the O.I.P.R.D. The creation and mandate of the O.I.P.R.D has radically changed the public complaints system in Ontario. In 2009 it was incumbent for the Q.A.O. was to become fluent in the changes and provide training to all sworn personnel within the Service on the new legislation and its processes.

D. Performance Indicators

- Standard Operating Procedures – 20 of 155 were reviewed and updated - two new procedures were developed.
- Commenced a review of all procedures with a focus to ensuring all are current.
- Protocols - Seven of the fifty-four protocols with community partners have been the subject of review and seven more are in the amendment phase.
- Public Complaints – 19 Investigations.
- Audits – 7 conducted dealing with property in the possession of the North Bay Police Service.
- Annual Reports – North Bay and Callander.
- Assistance to another Service regarding an internal complaint.

- Background investigation for the position of police constable – one conducted.

E. Anticipated Issues for the Future

The Ministry's Quality Assurance Section will be conducting their audit on our Service in September of 2010. The areas specific to that inspection have been identified as Business Planning, Prisoner Care and Control, Traffic management, Enforcement and Road Safety and Use of Force.

With the creation of the O.I.P.R.D. and its relative short tenure, many changes and clarifications to the process have been made and delivered to all sworn members. As with any new sweeping changes to legislation a period of time may be required in order that all that come under this scope are aware of how process changes will become standardized.

In 2009 the Supreme Court of Canada rendered a decision in the matter of R. v. McNeil (2009). As a result of its ruling any record relating to findings of serious misconduct by police officers involved in the investigation of an accused properly fall within the scope of first party disclosure. This occurs where the police misconduct is either related to the investigation or the finding of misconduct may reasonably impact the case against the accused.

The Q.A.O. has conducted some research into this new change and will be training all sworn personnel in 2010 on their obligations to meet the disclosure requirements.

F. Performance Objectives for the Next Year

1. Review and update scheduled standard operating procedures/protocols.
2. Conduct compliance audits in the areas identified for Ministry Inspection.
3. Maintain the current audit functions pursuant to standard operating procedures.
4. Continue with in-service training as it pertains to legislative changes.
5. Finalize Strategic Plan.
6. Form a Business Planning Committee to develop a new plan for the three year period of 2010-2013.