



NORTH BAY POLICE SERVICE

2010 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; human resource records.

B. Executive Summary

The Human Resources Section provides assistance to employees, managers and the organization as a whole. Human Resources' activities are driven by organizational business plans, strategic goals and objectives and legislation changes.

C. Activities

Recruitment

During 2010 there were a total of seven civilian job bulletins for both full and part-time positions. These bulletins were to fill eight positions, which were vacant due to resignations; retirement; lateral reassignment, part-time employees moving to full-time; and increases to part-time complement. These job bulletins resulted in the hiring of three part-time employees and one part-time employee moving to full-time. One employee will be laterally reassigned in the spring of 2011. There were three part-time hires in 2010 that related to positions bulletined in 2010.

In 2010 there was one retirement and one resignation of sworn officers. An additional sworn position was authorized to compensate for a number of officers who are off on long term disability. As one of those who retired was a Staff Sergeant, a Sergeant was promoted to the rank of Staff Sergeant and a Constable was promoted to the rank of Sergeant.

New constable recruitment is conducted utilizing the Constable Selection System (CSS). This system is licensed through the Ontario Association of Chiefs of Police (OACP). During 2010 a total of fifteen candidates were interviewed using this system, which resulted in three hires as a result of the vacancies outlined above. Two attended the Ontario Police College in 2010 and one is currently at the Police College.

A new professionally designed recruitment brochure was developed in 2010. This brochure will now be distributed to local secondary and post secondary institutions, community groups and distributed at job fairs to assist with raising the profile of policing as a profession and the North Bay Police Service in particular as an employer of choice.

The Mentorship Program with Canadore College entered its third year in 2010. This program helps inform students about the work environment of the policing profession and builds a relationship between the student and the police service. This year a committee of interested officers proposed a number of changes to the selection of the mentees. They conducted interviews with the mentees to assess the mentee's interest and suitability for the program. The launch of this year's program was held at Canadore College and provided mentee's with an opportunity to meet their mentor. This was followed by an orientation session. A tour was also held at the Service to foster a better understanding of

the goals of the program and the roles of the participants.

We again participated in the Youth in Policing Initiative (YIPI) by providing summer employment to two students for an eight week period. The YIPI program provides an innovative summer employment opportunity for youth to work with their local police organization to 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.

This year the two students spent the majority of their time distributing and collecting community satisfaction surveys in support of the business planning process. They attended various community events in order to increase the number of respondents.

They were supervised for the most part by the Human Resources Generalist, which resulted in her being away from her regular duties for a significant amount of time while supervising the students at various community events.

The Human Resources Generalist attended the annual Nipissing / Canadore Job Fair to promote policing as a career and provide information on the recruitment process.

Performance Evaluations

As part of the ongoing review of the performance evaluation forms and process, training was developed in conjunction with a Human resources Specialist on how to evaluate performance effectively and complete the evaluation form. Twenty supervisors received this training in the fall of 2010.

Health and Safety / Employee Wellness

Bill 168 Violence and Harassment in the Workplace - *Occupational Health and Safety Act* came in effect on June 15, 2010.

The Standard Operating Procedure AI-NBPS-034 Workplace Violence was developed and released in keeping with this legislation.

Employees completed mandatory Workplace Violence and Harassment training through an E-learning program in the fall of 2010. The E-learning module was developed by the Durham Regional Police and modified to meet the needs of the North Bay Police Service.

The last part of the legislative requirement is to complete a risk assessment at the organization based on a number of factors which may increase the risk of workplace violence. This is currently in progress.

A separate annual report on work related injuries and illness was submitted which outlined WSIB statistics for 2010 in comparison to previous years.

Based on annual usage statistics provided by EFAP/North, the services of EFAP/North are being used by employees and their families. Monthly EFAP Newsletters are posted for the information of all employees. The Human Resources Coordinator now sits on the Board of Directors of EFAP/North.

Employee wellness was identified as a strategic issue for the 2010 to 2015 Strategic Plan.

As part of the ongoing process to address this identified objective a group benefits information session was held in the fall of 2010. The session provided employees with general information on their benefits and gathered feedback in relation to customer service, claims processing turnaround time, etc.

An Employee Workplace Health Interest Survey was distributed to gather information on employee interest in health education initiatives. The results of which will be used to develop a plan to address wellness issues. The first session will include information on cholesterol management in the spring of 2011.

A flu shot clinic was held on site in November to facilitate access to the flu shot for employees. Twenty-two employees took advantage of the on-site clinic.

Accessible Customer Service

To ensure that the North Bay Police Service is compliant with the *Accessibility for Ontarians with Disabilities Act, 2005*, during 2010 all employees completed an E-learning program in relation to Accessible Customer Service. An Accessibility Training Resource Guide was posted to the intranet to accompany the E-learning program.

Human Resources Information System

In order to facilitate employees being able to access their own Time Bank Balance, information guidelines were posted to the intranet providing step by step instructions for employees to query their bank balances. This ensures employees have the most up to date information as to the time in their banks.

D. Performance Indicators

Recruitment

Activity	Sworn	Civilian	Total
Hires	3	6	9
Separations	2	4	6
Interviews	15	20	35
Job Fairs / Career Days	1		1

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 of Police Human Resource Committee Meetings
- Constable Selection System Conference
- OMERS Employer Administration Workshop
- OMERS Retirement Planning General Information Session
- OMERS Additional Voluntary Contributions Information Session
- Group Benefits Information Session

E. Anticipated Issues for the Future

- The use of technology to communicate with employees and potential employees.
- The use of e-learning to efficiently and cost effectively address training and development needs.
- The expanded use of technology to facilitate employees and supervisors to perform transactional functions in relation to time and attendance.
- On-going legislative changes impacting on human resource activities.

F. Performance Objectives for the Next Year

There are a number of areas that this Section will be concentrating on in 2011 including:

1. Completion of Workplace Violence Risk Assessments;
2. Wellness Plan development;
3. Ongoing development of recruitment strategy and supporting materials;
4. Expansion of the use of OSL, in particular time card entry and electronic approval for time worked and time off requests;
5. Accessibility for *Ontarians with Disabilities Act* Integrated Accessibility Regulation; and
6. Implementation of an attendance support program.