



NORTH BAY POLICE SERVICE

2010 Annual Report Quality Assurance

**Report Date: 2011/02/15
Author: Sgt D. Webber**

A. Mandate of the Unit

The Quality Assurance Officer (QAO) 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 reports for the Chief of Police in relation to public complaints and policing in North Bay and Callander.
8. Liaison Officer between North Bay Police Service (NBPS) and the Office of the Independent Police Review Director (OIPRD).

B. Executive Summary

The Quality Assurance Office fulfilled its mandate in 2010 in relation to the above primary functions. Validating and evaluating information in current standard operating procedures, memorandums of understanding and protocols is a time consuming but vital component of the function of the Quality Assurance Officer. Maintaining accurate and up to date information in these documents ensures compliance with Ministry Standards and identifies operational issues that provide guidance in our day to day duties.

Auditing a public business has two primary principles. First, auditing should be conducted in a way that makes the best possible use of public funds and second, those who conduct public business should be accountable for the prudent and effective management of the resources entrusted to them. Both of these principles are achieved by means of providing unbiased assessments of findings. In 2010 the Quality Assurance Officer was responsible for conducting audits on general property, drugs, firearms and alcohol in the possession of the NBPS.

An equally vital component of the duties of the Quality Assurance Officer is to conduct thorough investigations into Public and Chief's Complaints. In 2009 the Office of the Independent Review Director (OIPRD) was created. Its mandate

was to receive and review public complaints as well as direct them to the Office of the Chief of Police for investigation. It is predominantly the duty of the Quality Assurance Officer to investigate such complaints and report findings to the Chief.

C. Activities

In 2010 eight (8) Public Complaints were received by the North Bay Police Service, a decrease of thirteen (13) from the year previous. None of these complaints were related to the Service or the policies of the NBPS.

A total of eight (8) Chief's Complaints were investigated by the QAO. This was an increase from five (5) the year previous.

In each of these instances the Quality Assurance Officer fully investigated the complaints and provided the Chief of Police a comprehensive report detailing the circumstances along with recommendations.

One of the duties of the QAO is that of an auditor. In 2010 mandated audits were conducted on articles seized as evidence in relation to drugs, alcohol and firearms. An annual General Property Audit was conducted on all other material goods 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. In 2010 forty six (46) standard operating procedures (SOP) were the subject of revision and re-release and nine (9) North Bay Police Services Board By-Laws were amended in 2010. Our service currently has one hundred and sixty one (161) SOPs and a combination of fifty seven (57) protocols and memorandums of understanding.

The Quality Assurance Officer liaised with a number of community partners and as a result two (2) memorandums of understanding and two (2) protocols were revised. Revisions to all documents that directly impact the performance and operational aspect of the police service become the subject of a Routine Order and are posted on our 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 2010 the QAO represented the Service and was an active member on the following committees: Clothing; Strategic and Business Planning, Summer in the Park, Discipline and Autism.

In March of 2010 the QAO completed the final draft version of the 2010-2015 Strategic Plan. The Plan was delivered to personnel by the Chief and Deputy Chief of Police.

In May of 2009 the QAO along with representatives from various agencies in the area, whose primary mandate concerned assisting persons with Autism, formed a committee with a view to improving awareness. In April 2010, with the assistance of the North Bay and Area Chapter of Autism Ontario and Donna Cunningham, a School Support Program Consultant with Hands the Family Help Network, training was delivered to all our sworn personnel on how to effectively interact with autistic individuals.

In May 2010, the QAO in liaison with the OIPRD held a workshop at police headquarters that addressed in-take of public complaints, investigations, resolutions and withdrawals. Three members from the OIPRD, including its Director, Gerry McNeilly provided information on the complaints process. North Bay Police Service supervisors (sworn) and invitees from police services across northern Ontario attended this session.

The position of Quality Assurance requires knowledge of federal, provincial and municipal legislative changes along with changes in current policing trends. One of the recent and significant legislative changes affecting police officers was a Supreme Court of Canada ruling that a 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 Stinchcombe disclosure. This occurs where the police misconduct is either related to the investigation or a finding of misconduct may reasonably impact the case against the accused. This change resulted in every sworn officer having to disclose all instances of serious misconduct by means of completing a form known as a "McNeil Report" and submitting it with each Crown Brief.

The QAO conducted McNeil Report training with all sworn personnel in June of 2011.

D. Performance Indicators

- Standard Operating Procedures – 46 of 155 were reviewed and updated, an increase of 26 over the 2009 figure.
- Liaisons with community partners resulted in revised protocol and memorandums of understanding.
- Public Complaints – Eight (8) Investigations.
- Chief's Complaints – Eight (8) investigations.
- Audits – four (4) conducted dealing with property in the possession of the North Bay Police Service.
- Annual Reports – North Bay and Callander.
- Background investigation for the position of police constable – one conducted.

E. Anticipated Issues for the Future

Sources that provide or facilitate change come to the attention of the QAO in various forms or mediums. Ensuring information is received and implemented into policy, procedure, protocol or memorandum of understanding in a proficient manner will always be anticipated issues for this position.

Members from the Ministry Community Safety and Correctional Services, Police Quality Assurance Unit, will be conducting their audit on our Service in April 2011. The areas specific to that inspection have been identified as Prisoner Care and Control and Use of Force. The QAO will be facilitating their inspection.

With the creation of the OIPRD and its relative short tenure, many changes and clarifications to the process have been made. Ensuring compliance and disseminating information to Command Staff and other sworn personnel will be conducted through memorandums, e-mail, changes to standard operating procedures, internal dialogue and/or presentations.

In early April 2011 our Service will become the third police service in Canada to formally have an "Autism Registry". The purpose of this on-line registry is to identify better methods of communication and gives police quick access to critical information about a registered person with autism in a police emergency. This will be accomplished by capturing information such as a full description, photograph, routine/favorite attractions, communication and other special needs as well as emergency contact information that will be submitted on-line to our Service by parents and care providers of autistic individuals.

The QAO will provide a Power Point presentation to all sworn and communications personnel on this topic. It is anticipated that in the evening of April 7, 2011, our Service along with partners from the North Bay and Area

Chapter of Autism Ontario and Hands the Family Help Network will invite parents and care providers attend police headquarters for the same presentation.

In 2011 the QAO will be receiving training on a Crime Analysis Program and its capabilities as they relate to extracting statistical data from our current record management system. The type of information collected is anticipated to impact the performance of the QAO and the reports that are created by the officer.

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. Continue to liaise with existing community partners.
6. Identify opportunities to develop new partnerships with different entities from within North Bay and Callander.
7. Finalize the 2011-2013 Business Plan.