



**OTTAWA POLICE SERVICE
SERVICE DE POLICE D'OTTAWA**

*The Trusted Leader in Policing
Le chef de file de confiance dans la police*

**REPORT
RAPPORT**

DATE: 27 April 2015

TO/DEST: Executive Director, Ottawa Police Services Board

FROM/EXP: Chief of Police, Ottawa Police Service

SUBJECT/OBJET: **COMPLIANCE WITH MINISTRY STANDARDS:
2014 ANNUAL REPORT**

RECOMMENDATION

That the Ottawa Police Services Board receive this report for information.

BACKGROUND

In 2001, the Provincial Government enacted Ontario Regulation 3/99 under the *Police Services Act of Ontario (PSA)*. The regulation, named *Adequacy and Effectiveness of Police Services*, is intended to ensure police services boards and police services implement the mechanisms required to provide effective delivery of policing services to the community.

DISCUSSION

The Ottawa Police Service (OPS) has developed service policies and procedures that establish a system of controls required to ensure the effective delivery of policing services. The compliance function is administered by the Planning, Performance, and Analytics Section (PPA). Their role is to oversee compliance and quality assurance activities such as Control Self Assessment, Risk Management, Policy Development, and Internal Audit. PPA is required to provide the framework for establishing and maintaining corporate policies and procedures; monitor compliance through risk assessments and internal audits; and, reporting annually on compliance matters to the Board.

COMPLIANCE WITH MINISTRY STANDARDS

Internal audits, management reviews and risk assessments are used to provide assurance to the Board that the OPS is proactive in monitoring compliance with Ministry Standards. This includes providing assurance that internal controls are effective and operational procedures and practices align. Information presented herein summarizes compliance related activities for 2014.

External Audits

There were no external audits undertaken by the OPS in 2014.

The consolidated year-end financial statements of the City of Ottawa are subject to external audit by Ernst and Young. As a consolidated entity, the OPS is also subject to an annual financial audit which is reported to Council, and subsequently provided to the OPSB. In 2013 there were no recommendations specific to the OPS.

Internal Audit

LE-020 Collection, Preservation, and Control of Evidence and Property

Ministry Standards, Board Policy and OPS Procedure requires the police service to conduct an audit of all property and evidence in its custody.

A compliance audit will be completed on the property and evidence control function in April 2015. The objective of the engagement was to assess OPS compliance with Provincial Adequacy Standard LE-020 Collection, Preservation and Control of Evidence and Property, and the related Board policy. The audit also evaluated the effectiveness of controls in place to safeguard evidence and property items; the effectiveness of compliance monitoring activities including accuracy of reports; and, opportunities to improve process efficiency.

Control Self Assessment

Control Self-Assessment (CSA) is a risk management process that enables the organization to proactively assess compliance with Ministry Standards. CSA was formally launched in April 2014 with the mandate to review compliance with Ministry Standards. Last year 16 Standards were assessed, including a review of over 600 guidelines. The assessment has confirmed that OPS operations are compliant, with opportunities to improve efficiency of communication, training, supervision and documented procedures.

In response to the findings, Directorates have established management action plans (MAP) that have been incorporated into Directorate Operational Plans. Progress on the MAPs will be monitored through the Professional Accountability and Corporate Excellence Committee (PACE). The following is a list of the Standards that were assessed in 2014.

AI-002	Skills, Development & Learning
AI-012	Use of Force
LE-001	Community Patrol
LE-002	Communications and Dispatch
LE-003	Crime, Call and Public Disorder Analysis

LE-004	Criminal Intelligence
LE-006	Criminal Investigation Management & Procedure
LE-012	Search of Persons
LE-016	Prisoner Care & Control
LE-020	Collection, Preservation, Control of Property and Evidence
LE-021	Elder & Vulnerable Adult Abuse
LE-024	Domestic Violence Occurrences
LE-027	Child Abuse and Neglect
LE-033	Prisoner Transportation
LE-034	Sexual Assault Investigation
LE-036	Child Pornography (ICE).

The CSA process is cyclical and will continue to assess the Standards to ensure compliance and find efficiencies that can be leveraged to enhance service delivery.

Other Regulations

Ontario Regulation 354/04 Major Case Management

Pursuant to S. 2(1) (a) of Ontario Regulation 354/04, a report was prepared and submitted to the Ministry of Community Safety and Correctional Services, setting out the number of major cases our Police Service investigated in 2014.

Ontario Regulation 550/96 Violent Crime Linkage Analysis System Reports

Pursuant to S. 3 (1) of Ontario Regulation 550/96 a report has been prepared and submitted to the Minister of Community Safety and Correctional Services setting out the number of major cases the Service investigated in 2014.

Service Policies (Chief's Procedures)

Service Policy reviews incorporate legislative changes, current practice, training or a recognized opportunity to build on the services and response provided by the organization. During the past year, a total of 16 service policies were revised or created through the Policy Committee, endorsed by Senior Management Committee and approved by the Chief. Four new service policies were developed to meet operational requirements or address legislative amendments, including:

- 3.28 Asbestos Management
- 3.30 Mould Management
- 3.29 Reporting Critical Injuries & Fatalities
- 2.20 Wireless Devices.

The remaining 12 policies were revised in accordance with Provincial Adequacy Standards.

A policy management framework was implemented to improve the efficiency and effectiveness of the policy intake, assessment, review, and approval processes. The framework also addresses the retention, purging, and stabilization of the 179 existing OPS service policies.

FINANCIAL STATEMENT

There is no financial impact from this report.

CONCLUSION

The Ottawa Police Service continues to fulfil its regulatory obligations and maintain compliance with Adequacy Standards through quality assurance, risk management, policy development, and internal audit functions.

(Original signed by)

Charles Bordeleau
Chief of Police

Attachment: (1)

Responsible for report: Superintendent Terry Cheslock

Compliance with legislative requirements contained in the Provincial Adequacy Standards

STD #	STANDARD TITLE	COMPLIANT ¹
AI-001	FRAMEWORK FOR BUSINESS PLANNING	✓
AI-002	SKILLS DEVELOPMENT AND LEARNING	✓
AI-003	WORKPLACE HARASSMENT PREVENTION	✓
AI-004	COMMUNICABLE DISEASES	✓
AI-005	USE OF AUXILIARIES	✓
AI-006	USE OF VOLUNTEERS	✓
AI-007	MANAGEMENT OF POLICE RECORDS	✓
AI-008	MARKED GENERAL PATROL VEHICLES	✓
AI-009	SAFE STORAGE OF POLICE SERVICE FIREARMS	✓
AI-010	POLICE UNIFORMS	✓
AI-011	FRAMEWORK FOR ANNUAL REPORTING	✓
AI-012	USE OF FORCE	✓
AI-013	SPEED MEASURING DEVICES	✓
AI-014	SECURE HOLSTER	✓
AI-015	EQUIPMENT - BODY ARMOUR	✓
AI-016	WORKPLACE VIOLENCE PREVENTION	✓
AI-017	ACOUSTIC HAILING DEVICES	✓
CP-001	PROBLEM-ORIENTED POLICING	✓
CP-002	CRIME PREVENTION	✓
CT-001	TERRORISM MITIGATION	✓
CT-002	PREPAREDNESS/ PLANNING	✓
CT-003	TERRORISM RESPONSE AND NOTIFICATIONS	✓

¹ Compliance is defined as "the conformity and adherence to policies, plans, procedures, laws, regulations, contracts, or other requirements" (Institute of Internal Auditors, 2013).

STD #	STANDARD TITLE	COMPLIANT ¹		
CT-004	TERRORISM RECOVERY		✓	
ER-001	PRELIMINARY PERIMETER CONTROL AND CONTAINMENT		✓	
ER-002	TACTICAL UNITS		✓	
ER-003	HOSTAGE RESCUE TEAMS		✓	
ER-004	MAJOR INCIDENT COMMAND		✓	
ER-005	CRISIS NEGOTIATION		✓	
ER-006	EXPLOSIVES		✓	
ER-007	GROUND SEARCH FOR LOST OR MISSING PERSONS		✓	
ER-008	EMERGENCY PLANNING		✓	
ER-009	UNDERWATER SEARCH AND RECOVERY UNITS		✓	
ER-010	CANINE UNITS		✓	
LE-001	COMMUNITY PATROL		✓	
LE-002	COMMUNICATIONS AND DISPATCH		✓	
LE-003	CRIME, CALL AND PUBLIC DISORDER ANALYSIS		✓	
LE-004	CRIMINAL INTELLIGENCE		✓	
LE-005	ARREST		✓	
LE-006	CRIMINAL INVESTIGATION MANAGEMENT & PROCEDURES (CIMP)		✓	
LE-007	HATE/BIAS MOTIVATED CRIME		✓	
LE-008	HATE PROPAGANDA		✓	
LE-009	JOINT FORCES OPERATIONS		✓	
LE-010	INTERNAL TASK FORCES		✓	
LE-011	SEARCH OF PREMISES		✓	
LE-012	SEARCH OF PERSONS		✓	
LE-013	POLICE RESPONSE TO PERSONS WITH MENTAL ILLNESS		✓	
LE-014	COURT SECURITY		✓	
LE-015	PAID INFORMANTS AND AGENTS		✓	

STD #	STANDARD TITLE	COMPLIANT ¹		
LE-016	PRISONER CARE AND CONTROL		✓	
LE-017	TRAFFIC MANAGEMENT, ENFORCEMENT AND ROAD SAFETY		✓	
LE-018	WITNESS PROTECTION		✓	
LE-019	STOLEN OR SMUGGLED FIREARMS		✓	
LE-020	CONTROL OF EVIDENCE AND PROPERTY		✓	
LE-021	ELDER AND VULNERABLE ADULT ABUSE		✓	
LE-022	OFFICER NOTE TAKING		✓	
LE-023	BAIL AND VIOLENT CRIME		✓	
LE-024	DOMESTIC VIOLENCE OCCURRENCES		✓	
LE-025	SUPERVISION		✓	
LE-026	MISSING PERSONS		✓	
LE-027	CHILD ABUSE AND NEGLECT		✓	
LE-028	CRIMINAL HARASSMENT		✓	
LE-029	RESPONDING TO OCCURRENCES INVOLVING FIREARMS		✓	
LE-030	PROPERTY OFFENCES (INCLUDING BREAK AND ENTER)		✓	
LE-031	DRUG INVESTIGATION		✓	
LE-032	ILLEGAL GAMING		✓	
LE-033	PRISONER TRANSPORTATION		✓	
LE-034	SEXUAL ASSAULT INVESTIGATION		✓	
LE-035	WATERWAYS POLICING		✓	
LE-036	CHILD PORNOGRAPHY (INTERNET CHILD EXPLOITATION)		✓	
LE-037	SUDDEN DEATH AND FOUND HUMAN REMAINS		✓	
LE-038	FRAUD AND FALSE PRETENCE INVESTIGATION		✓	
LE-039	HOMICIDE		✓	
LE-040	PARENTAL OR NON-PARENTAL ABDUCTIONS		✓	
LE-041	PROCEEDS OF CRIME		✓	

STD #	STANDARD TITLE	COMPLIANT ¹		
LE-042	ROBBERY		✓	
LE-043	VEHICLE THEFT		✓	
LE-044	YOUTH CRIME		✓	
LE-045	SUSPECT APPREHENSION PURSUITS		✓	
LE-046	ONTARIO SEX OFFENDER REGISTRY		✓	
LE-047	POLICE RESPONSE TO HIGH RISK INDIVIDUALS		✓	
PO-001	PUBLIC ORDER UNITS		✓	
PO-002	POLICE ACTION AT LABOUR DISPUTES		✓	
PO-003	POLICING ABORIGINAL OCCUPATIONS & PROTESTS		✓	
VA-001	VICTIMS' ASSISTANCE		✓	