

Report to / Rapport au:

**OTTAWA POLICE SERVICES BOARD
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA**

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Submitted by / Soumis par:

Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa

Contact Person / Personne ressource:

**Mark Ford, Superintendent, Planning, Performance & Analytics / Superintendent,
planification du rendement et de l'analyse
*fordm@ottawapolice.ca***

SUBJECT: COMPLIANCE WITH MINISTRY STANDARDS: 2015 ANNUAL REPORT

**OBJET: CONFORMITÉ AUX NORMES MINISTÉRIELLES : RAPPORT ANNUEL
2015**

REPORT RECOMMENDATIONS

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

RECOMMANDATIONS DU RAPPORT

Que la Commission de services policiers d'Ottawa prenne connaissance du présent rapport à titre d'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 establish a system of controls required to ensure the effective delivery of policing services. The Planning, Performance and Analytics (PPA) Section administers the compliance and quality assurance activities such as

Control Self Assessment, Risk Management, Policy Development, and Internal Audit. PPA provides the framework for establishing and maintaining corporate policies and procedures; monitoring 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 2015.

EXTERNAL AUDITS

There were no external audits undertaken by the OPS in 2015.

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. The objective was to assess the monitoring controls and processes employed by the Property and Evidence Control Section to ensure safekeeping measures are sufficient, firearms are fully accounted, and to provide assurance of conformity to legislative and policy requirements.

Compliance Review of O. Reg. 354/04 Major Case Management

The Ministry of Community Safety and Correctional Services has communicated its plan to conduct a comprehensive inspection of the Major Case Management process. In order to be proactive and prepared for the inspection, OPS engaged in a compliance review.

Time and Attendance Audit

A comprehensive audit engagement was conducted to assess the level of compliance to established policies and guidelines, and to evaluate the efficiency and effectiveness of controls and monitoring practices related to time and attendance.

RISK MANAGEMENT

Control Self-Assessment (CSA) is a risk management process that enables the organization to proactively assess compliance with Ministry Standards. The process supports the alignment of OPS policies, procedures, and operations with Standards.

Last year 16 Standards were assessed, including a review of over 350 guidelines. The assessment confirmed that the OPS operations are compliant with these Standards, and has identified opportunities to further enhance communication, training, supervision practices.

To capitalize on these opportunities, Directorates have established management action plans (MAP) and incorporated them into Directorate Operational Plans. Progress on the MAP will be monitored through the Risk Management Committee (RMC). The following is a list of the Standards that were assessed in 2015.

AI-007	Management of Police Records
AI-016	Workplace Violence Prevention
CT-001	Terrorism Mitigation
ER-009	Underwater Search and Recovery
LE-013	Police Response to Persons who are Emotionally Disturbed
LE-015	Paid Informants
LE-022	Officer Note Taking
LE-025	Supervision
LE-028	Criminal Harassment
LE-035	Waterways Policing
LE-037	Sudden Death/Found Human Remains
LE-039	Homicide
LE-040	Parental/Non Parental Abduction
LE-042	Robbery
LE-046	Ontario Sex Offender Registry
VA-001	Victim Assistance

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 2015.

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 2015.

SERVICE POLICIES (CHIEF'S PROCEDURES)

Service policies are a requirement of the Police Services Act (PSA), developed to direct members performing their duties when executing core services. The OPS Policy Management Framework provides the process to ensure service policies are compliant with current legislative and operational requirements. During the past year 10 service policies were revised and three were created. This included review by the Policy Development Committee, endorsement by Senior Management Committee and approval by the Chief of Police.

3.23 Accessibility

2.21 Scanning and Attaching Documents to the Records Management System

3.28 Civilian Job Competition

In 2016 an Audit of the Policy Management Framework has been included in the Audit Plan to support the continuous improvement of the OPS control environment.

FINANCIAL IMPLICATIONS

There is no financial impact from this report.

SUPPORTING DOCUMENTATION

Document 1 - Annex A: Compliance with legislative requirements contained in the Provincial Adequacy Standards

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.

Document 1

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	√
CT-004	TERRORISM RECOVERY	√
ER-001	PRELIMINARY PERIMETER CONTROL AND CONTAINMENT	√
ER-002	TACTICAL UNITS	√
ER-003	HOSTAGE RESCUE TEAMS	√

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
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	√
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	√

STD #	STANDARD TITLE	COMPLIANT ¹
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	√
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	√