

Ottawa Police Services Board

Communication Protocols

The below protocols are intended to provide clarity around internal communication channels and procedures for Board members.

This is intended to be a living document which can be revised by the Board as needed to ensure efficient, effective, and clear communications within the Board and with the Service.

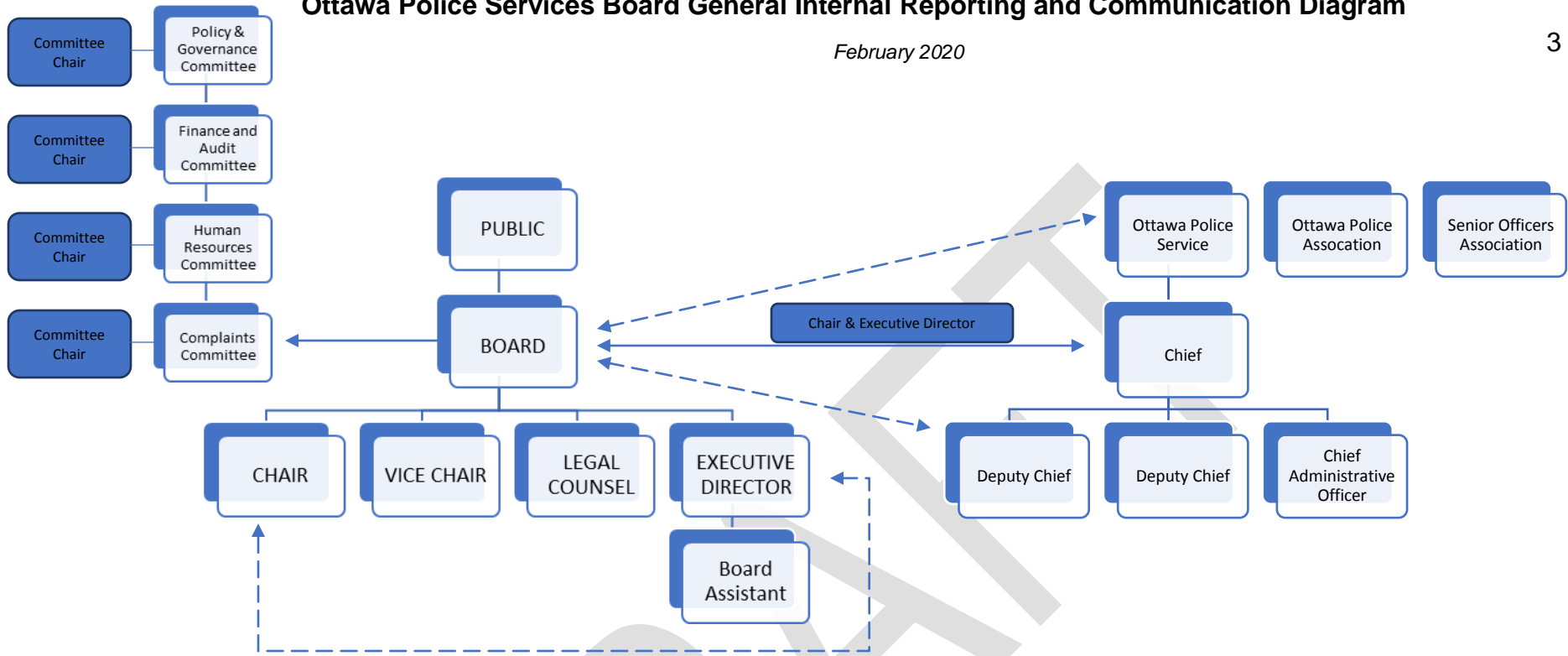
A diagram also follows which is intended to further depict the Board's structure and internal communication channels, as well as how it communicates with the Police Service.

- 1) The Chair is the official spokesperson of the Board.
- 2) The Chair and Executive Director (ED) are the main conduits through which information, questions, and requests should pass through, whether they are originating at the Board or with the Chief. **The Chair and ED should therefore be copied on all emails pertaining to Board business.**
 - a. Example: Board member has a question for the Service. Board member emails the ED, copies the Chair. The ED will email the Chief who will delegate the inquiry as required. The Chief will respond to the ED, who will then share the response with the Board member, copying the Chair.
 - b. Example: Board member has a question for Legal Counsel. Board member emails the ED, copies the Chair. The ED will email Legal Counsel, who will respond to the ED. The ED will then share the response with the Board member, copying the Chair.
 - c. Example: Board member has a question for a sub-contractor of the Board. Board member emails the ED, copies the Chair. The ED will email the subcontractor, who will respond to the ED. The ED will then share the response with the Board member, copying the Chair.
 - d. Example: The Chief's Office wishes to share information with the Board. The Chief's office will email the Chair and the ED. The ED or Chair will share the information with the Board.
**The ED may at times direct the Board Assistant to share routine information with the Board as well (i.e. upcoming events; etc).*
- 3) The ED is responsible for supporting the full Board however it is recognized that the ED works under the general direction of the Chair.
- 4) The Chair, in carrying out his/her duties, should rely on the Board's Executive Director as their primary resource.
- 5) If a Board member has a basic administrative or procedure question for the ED, there is no need to copy the Chair (i.e. When is our next meeting? Do we have a policy on XX? Etc.)

- 6) As the initial point of contact for information coming to the Board, the Chair and ED will exercise their discretion in how information is best brought forward to the Board (i.e. via email, through Committee, at a Board meeting, etc.) Should the Chair and ED have irreconcilable differences on the handling of a matter, the Vice Chair will be consulted. It is also acknowledged that routine matters can escalate over time and necessitates changes in how the Board is notified and/or how information on that matter is shared.
- 7) The ED, when contacted by members of the public, may respond directly or redirect the correspondence if it is not within the jurisdiction of the Board.
- 8) If a Board member would like an item raised at a Committee, the Board member will contact the Committee Chair and copy the Board Chair and ED.
- 9) When looking to engage with internal stakeholders, such as the Associations, the Board will consult first with the Chief.

Ottawa Police Services Board General Internal Reporting and Communication Diagram

February 2020



Overview of Diagram

The Police Board exists to represent community interests therefore the public is depicted above the Board.

The Board is supported by the Chair and Vice Chair it elects, as well as its Legal Counsel and Board staff – an Executive Director and Board Assistant.

The overall role of the Executive Director (ED) is to support the Board as a whole however this is done under the general direction of the Chair, which is depicted by a broken line linking the two together.

The Board Assistant works under the direction of the Executive Director however through the course of their duties, may communicate directly with Board members.

The Board also has four Committees which consist of three Board members each, one of whom acts as the Committee Chair.

The Board communicates with the Service formally through the Chief, and practically-speaking through the Chair and Executive Director. However it is recognized that Board members also have informal communications and connections with others members of the Service, including the other members of the Executive Command. This is depicted by a broken line between the Service and the Board, as well as broken line between the Board and the Deputy Chiefs and Chief Administrative Officer, with whom the Board has individual employment contracts. Through the course of their informal interactions with members of the Service, Board members must be mindful of the primary responsibility for public safety and the expectations set out in the Code of Conduct.

The Service is further represented by two Associations – the Ottawa Police Association and the Senior Officer Association.