

Report to / Rapport au:

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

28 March 2022 / 28 mars 2022

Submitted by / Soumis par:

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

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**SUBJECT: QUALITY ASSURANCE ANNUAL REPORT, 2021 (COMPLIANCE WITH
MINISTRY STANDARDS)**

**OBJET: RAPPORT ANNUEL DE 2021 SUR L'ASSURANCE DE LA QUALITÉ
(RESPECT DE LA CONFORMITÉ AUX NORMES DU MINISTÈRE)**

REPORT RECOMMENDATIONS

That the Ottawa Police Services Board receives 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

Ontario Regulation 3/99 provides police services boards and police services with a framework to support the delivery of adequate and effective policing to the community. The Regulation is supported by the Policing Standards Manual (Standards) that offer guidance on the administration and infrastructure, and the following core services:

crime prevention; law enforcement; assistance to victims of crime; public order maintenance; emergency response; and counter terrorism.

Section 35 of the Regulation requires that “Every board and Chief of Police shall implement a quality assurance process relating to the delivery of adequate and effective police services, and compliance with the Act and its Regulations”. The service provides assurance of compliance by assessing internal controls through its risk-based internal audit engagements, compliance reviews and process improvement activities.

DISCUSSION

Quality assurance processes are primarily administered by Strategy and Communications Branch. This includes a variety of governance, risk, and compliance (GRC) activities that focus on continuous improvement of core policing operations.

Enterprise Risk Management (ERM) is the foundation that supports the organization’s commitment to a risk-informed management culture. Through integrated workshops and discussions, risk management practices are leveraged to identify, assess, and mitigate legal and regulatory, human resource, financial, governance, community policing, intelligence and investigation, strategic, information, and technological risks. Results from the ERM process are key inputs into the Strategic Direction, the budget, Internal Audit Plan, compliance reviews, process improvement activities, and the administration of policy. The program helps support proactive identification and assessment of risk exposures, informs prioritization of mitigation activities, and helps the organizations achieve its strategic priorities.

A risk-based approach, combined with input from senior management, identified the following quality assurance activities to be undertaken in 2021. These activities assessed existing controls, identify deficiencies in compliance, and recommend improvements to process or policy.

Internal Audit

The 2021 Internal Audit (AI) Plan tabled at the February 2021 Ottawa Police Services Board meeting included two engagements. The objective and scope of these engagements were refined through a business area review completed during the planning phase. A summary including the Standards assessed last year is provided below.

Property and Evidence Control

Associated Standard: LE-020 Collection, Preservation and Control of Evidence and Property

The audit reviewed the sufficiency of controls over firearms and compliance with regulatory requirements. The management action plans in response to the audit recommendations will support compliance to regulatory reporting responsibilities, help enhance public and member safety and streamline operations.

Disability Case Management Audit

Associated Standard: AI-003 Equal Opportunity, Discrimination and Harassment

The engagement evaluated the effectiveness of the case management process. This include a review of the roles and responsibilities, oversight and monitoring controls, and regulatory reporting requirements. Management responses to the recommendations will support members through streamlined operations and communications, help improve overall monitoring and reporting, and manage the organization's growing operational and financial challenges.

Follow-up Activities

In accordance with the generally accepted auditing standards, Internal Audit monitors the completion of the committed Management Action Plans (MAPs) through follow-up. The objective of the follow-up activities is to ensure MAPs are completed and have addressed the business risks identified in the audit.

Service Policy

Policy management is a critical component of good governance, helping to promote regulatory compliance, control risks, establish accountability, and drive strategic goals and objectives. The OPS has established a Policy Management Framework (PMF) to provide guidance on the development and administration of the Services' governing documents such as policies, procedures, and guidance materials. In 2021 the following policies were developed or amended to support members with the delivery of core policing services:

- Covid-19 and Safe Workplace Policy - – Rapid Antigen Testing Procedure
- Covid-19 and Safe Workplace Policy
- Employee Dress Code and Uniform & Equipment Requirements
- Releasing Adults on Scene Procedures
- Duty Books/Note Taking
- Acceptable Use of Information and Technology Policy

- Partner Assault/Partner Conflict Policy
- Early Intervention Program
- Communications/Dispatch Policy
- Policy and Procedure Development and Approval
- Radar-Lidar Enforcement Policy
- Search Warrants Policy
- Workplace Death and Critical Injury Policy

CONSULTATION

Not applicable

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

SUPPORTING DOCUMENTATION

Document 1 – Missing Person form 7 2021

CONCLUSION

The Ottawa Police continues to fulfil its regulatory obligations and maintain compliance with Adequacy Standards through quality assurance, risk management, policy development, and internal audit functions. The Service is committed to ensuring quality policing services that conforms to regulation and meets the expectations of the community it serves.