

THE REGIONAL MUNICIPALITY OF YORK  
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

25 FEBRUARY 2009

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**Report on 2008 Quality Assurance Process**

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**RECOMMENDATION**

1. That the Board receives this report pursuant to Quality Assurance Process Board Policy 01/08.

**SYNOPSIS**

On January 23, 2008, Board Policy 01/08, Quality Assurance Process, was approved after consultation with the Office of the Chief of Police, the Board Chairman and the Board Executive Director. This policy outlined a requirement for an annual schedule of internal audits and program reviews to be presented to the Board.

The Quality Assurance Bureau audits procedures and conducts program reviews to ensure York Regional Police is in compliance with the requirements of the Adequacy Standard Guidelines made under the Adequacy and Effectiveness Regulation 3/99. In addition to conducting audits and program reviews to ensure compliance, the Quality Assurance Bureau is committed to identifying opportunities to strengthen our procedures and improve the overall functioning of York Regional Police.

The York Regional Police Quality Assurance Bureau conducted a series of internal audits and program reviews throughout 2008 and this report will summarize the findings and any actions taken to ensure compliance with the Adequacy Standard Guidelines.

**FINANCIAL IMPLICATIONS**

No financial implications.

## **BACKGROUND**

Section 35 of the Adequacy and Effectiveness of Police Services Regulation 3/99 made under the *Police Services Act* requires that every Board and Chief of Police implement a quality assurance process relating to the delivery of adequate and effective police services and compliance with the Act and its regulations.

On November 7, 2007, the Ministry of Community Safety and Correctional Services issued a memorandum to all Chiefs of Police informing them of the Adequacy Standard Guidelines the Police Quality Assurance Unit would be inspecting in the next cycle (2008 - 2012). The four Standards they identified are:

- Framework for Business Planning (AI-001);
- Prisoner Care and Control (LE-016);
- Traffic Management, Enforcement and Road Safety (LE-017); and
- Use of Force (AI-012).

On January 23, 2008, the Board was informed the above four Adequacy Standard Guidelines would be subject to an internal audit or program review by the Quality Assurance Bureau as well as the following two Standards:

- Property Management and Evidence Control (LE-020); and
- Waterways Policing (LE-035).

The results of the annual Property Management and Evidence Control audit were presented to the Board at the January 28, 2009, meeting. Contained below, are the findings of the internal audit or program review by the Quality Assurance Bureau on the remaining five Adequacy Standard Guidelines.

### **Framework for Business Planning (AI-001)**

This Adequacy Standard Guideline is primarily directed to Police Services Boards with some reporting requirements of the Chief of Police. The York Regional Police 2008 – 2010 Business Plan was approved for release to the community by the Board on February 27, 2008.

The Quality Assurance Bureau, in conjunction with Planning and Research, conducted a line by line comparison of the Business Plan with the Adequacy Standard Guideline. The Business Plan is compliant with the Standard, however, there is need for clarity regarding the inclusion of the Facilities and Technology Plans in the Business Plan. The Executive Director is following up with the Ministry of Community Safety and Correctional Services Zone Advisor on this matter.

### **Prisoner Care and Control (LE-016)**

The Quality Assurance Bureau and Court Services have completed a line by line comparison of York Regional Police Procedure LE-016 Prisoner Care and Control to the Adequacy Standard Guideline. York Regional Police Procedure LE-016 is compliant with the Standard, however, the Quality Assurance Bureau identified an opportunity to strengthen the procedure by including

methods of dealing with persons in York Regional Police custody who appear to be exhibiting signs of Excited Delirium.

Excited Delirium has been described as a state of extreme agitation and delirium, often consisting of: an acute confused state; bizarre behaviour; hallucinations; disorganized thought patterns; intense paranoia; and disturbances in speech. This condition has received significant exposure in the media usually connected to incidents involving the deployment of Conducted Energy Devices.

In addition, York Regional Police Procedure LE-016 was strengthened to include the requirement that footwear be provided to persons who come into our custody who do not have suitable footwear or, their footwear is seized for evidentiary purposes. All prisoners being transported by the Ontario Provincial Police Prisoner Transportation Unit to a detention centre are required to have suitable footwear during transport and if they do not, the Prisoner Transportation Unit will not accept these prisoners. The appropriate footwear has been purchased and shall be provided to prisoners when needed.

The Quality Assurance Bureau updated York Regional Police Procedure LE-016 Prisoner Care and Control on August 28, 2007. This revised procedure included the definition of a high risk prisoner and the frequency which these prisoners should be physically checked by the Officer in Charge of the police facility.

A Prisoner and Officer Safety Committee was created to review the manner in which High Risk and other prisoners are handled while in the custody of York Regional Police. Members of the committee have researched best practices used by other police services, reviewed Coroners Inquest recommendations, reviewed Special Investigations Unit investigations and liaised with York Region Emergency Medical Services. Their research is being compiled and recommendations will be forthcoming regarding Prisoner Care and Control.

### **Traffic Management, Enforcement and Road Safety (LE-017)**

The Quality Assurance and Traffic Bureaus have completed a line by line comparison of York Regional Police Procedure LE-017 Traffic Management, Enforcement and Road Safety to the Adequacy Standard Guideline. It was identified during this process that all functions and program requirements of the Standard were in place as required, however, the Quality Assurance Bureau identified an opportunity to strengthen the procedure by including reference to the functions currently performed in relation to Traffic Management, Enforcement and Road Safety. The procedure has been amended to reflect these different functions as is required by the Standard. These functions include providing clear direction to members regarding Road Safety Plans and Impaired Countermeasures Programs such as R.I.D.E. and the "Safe Roads...Your Call Program". Also added were responsibilities for members coordinating traffic safety and plans for events such as walkathons, rideathons and charity runs that will cause disruptions to the flow of traffic in our community.

In addition, the investigation of police vehicle collisions was removed from Procedure LE-017 and has now become a stand alone Procedure titled LE-380 Departmental Collisions. This new Procedure, which is not an Adequacy Standard requirement, clearly identifies roles and responsibilities for all members. Procedure LE-380 also incorporates a Departmental Collision Reduction Program that will be managed by members of the Training and Education Unit who

will monitor Departmental Collisions for trend analysis, problem identification, quality assurance and training issues.

### **Use of Force (AI-012)**

The Quality Assurance Bureau and Training and Education Unit completed a line by line comparison of York Regional Police Procedure AI-012 Use of Force to the Adequacy Standard Guideline. It was identified during this process that all functions and program requirements of the Standard were in place as required, however, the Quality Assurance Bureau identified opportunities to strengthen the procedure by including enhanced information and responsibilities and reporting requirements for officers issued Conducted Energy Devices as well as additional processes for the procurement, maintenance and destruction of Use of Force Equipment. These processes are required by the new Federal Firearms Regulations.

On February 9, 2009, the Assistant Deputy Minister of the Ministry of Community Safety and Correctional Services issued a memo advising of amendments to Regulation 926/90 of the *Police Services Act* and Adequacy Standard Guideline AI-012 Use of Force. York Regional Police Procedure AI-012 has been updated to include the new requirements of the Standard. This includes the requirement of officers to submit a Use of Force Report if they point a long gun, or rifle, regardless if a shot is fired, at a member of the public. This new requirement which was a recommendation from the Ipperwash Inquiry.

### **Waterways Policing (LE-035)**

The Quality Assurance Bureau and Marine Unit completed a line by line comparison of York Regional Police Procedure LE-035 Waterways Policing to the Adequacy Standard Guideline. Procedure LE-035 is compliant with the Standard, however, the Quality Assurance Bureau identified an opportunity to strengthen the procedure by assigning the investigation of incidents involving non-York Regional Police vessels to the Marine Unit.

In addition, the Marine Unit will develop an equipment checklist for each of the five York Regional Police vessels as well as a Standard Operating Procedures Manual for the members of the Marine Unit which will be reviewed by the Quality Assurance Bureau. Officers assigned to the Marine Unit will be required to complete the equipment checklist at the start of each shift. The Standard Operating Procedures Manual will be an excellent resource to ensure all Marine Unit officers consistently use the same techniques when performing their Waterways Policing duties.

To ensure the Marine Unit provides the highest quality of service to the members of the community, Planning and Research will conduct a review of the shifts and the deployment of members assigned to the Marine Unit. This review will determine the minimum staffing levels required to provide Waterways Policing in a safe and effective manner and it will include a comparison with other police services that provide Waterways Policing.

The Quality Assurance Bureau audits of the pre-determined areas found York Regional Police is in compliance with almost all the requirements of the Adequacy Standard Guidelines made under the Adequacy and Effectiveness Regulation 3/99. Where non-compliance or an

opportunity to strengthen our procedures and improve the overall functioning of York Regional Police was recognized, changes have been or undertaken.

Armand P. La Barge, O.O.M.  
Chief of Police

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