

**Report to / Rapport au:**

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

**24 February 2021 / Choisir la date de la reunion.**

**Submitted by / Soumis par:**

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

**Contact Person / Personne ressource:**

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**SUBJECT: QUALITY ASSURANCE 2020 ANNUAL REPORT (COMPLIANCE WITH  
MINISTRY STANDARDS)**

**OBJET: RAPPORT ANNUEL DE 2020 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 offers 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**

Core policing practices are maintained through internal controls such as oversight and supervision, and the provision of mandated training and equipment, which are supported through plans, protocols and partnerships defined by policies and procedures as recommended by the Standards.

A risk-based approach combined with input from senior management, determines the selection of quality assurance activities to be undertaken each year. Audits and reviews can also be triggered by unplanned events. In 2020, internal audit engagements and process review activities assessed the following core services to identify compliance risks and recommend improvements to internal controls. All recommendations are communicated to the Chief and Senior Leadership Team through the service’s Enterprise Risk Management (ERM) reporting process.

The audit activities, compliance reviews, and process improvements, together with evolving requirements from legislative changes and court decisions resulted in one or more improvements to the following internal controls: clarify roles and responsibilities through the revision of service policies and procedures; adjustments to existing training or the introduction of new training; the deployment or redistribution of equipment.

### **Internal Audit**

The 2020 Internal Audit (AI) Plan tabled at the December 2019 Ottawa Police Services Board (the Board) meeting committed to three engagements over the 12-month period. The objective and scope of these engagements are refined through the business area

review completed in the planning phase. A summary of the Standards assessed last year is provided below.

### **Property and Evidence Control**

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

The objective of the Audit of the Property and Evidence Control Facility (PECF) was to provide assurance that currency items are collected, preserved and/or disposed of in accordance with regulatory standards and established Ottawa Police Service (OPS) policies and procedures. monitoring controls and processes over drugs that come into the PECF. Management responses to the recommendations will support improved operational effectiveness and efficiency, while ensuring compliance with regulatory requirements.

### **Workplace Harassment Audit**

Associated Standard(s): AI-003 Equal Opportunity, Discrimination and Harassment and AI-016 Workplace Violence Prevention

The Audit examined the effectiveness of the controls for the Respectful Workplace Program (RWP) and its compliance with regulatory requirements. Recommendations from this engagement will be incorporated into the six-month pilot project implementation managed by the Rubin Thomlinson LLP, an independent third-party agency hired by OPS to oversee workplace harassment investigations.

### **Sworn Promotions**

Budgeted time for this audit was applied to evolving operational priorities that required the internal audit function to provide assurance and consulting services. This engagement was reassessed in developing the 2021 Audit Plan and has been reprioritized.

### **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.

### **Process Improvement Reviews**

A summary of process improvement reviews completed in 2020

#### **Ontario Naloxone Program**

Associated Standard: CP-001 Problem-Oriented Policing

In 2017 the OPS enrolled in the Ministry of Health and Long-Term Care Naloxone Program in response to the increase in victims of overdose. A review was undertaken to assess compliance with the program's funding requirements. Acquisition, distribution, management and reporting of the opioid blocking medication Narcan were assessed, improvements identified, and an implementation plan developed and accepted by management.

#### **Acceptable Use of Information and Technology**

Associated Standard: AI-007 Management of Police Records

In response to concerns expressed by the Information and Privacy Commissioner of Ontario regarding the piloted use of the Clearview AI facial recognition software by OPS investigators, a review of the services IT governance documents was undertaken at the request of the Chief. Improvements to the IT and data governance, and the associated Acceptable Use policy and procedures were recommended, particularly in relation to the disclosure and sharing of police records.

#### **Mandated Reporting on Police Powers under the Missing Persons Act, 2018**

Associated Standard: LE-026 Missing Persons

Ontario Regulation 182/19 under the Missing Persons Act, 2018, came into effect on July 1, 2019. It provides police clarity around acquiring a missing person's records and the related reporting obligations. When conducting a missing person investigation, police services across the Province of Ontario must report all occurrences whereby personal records of missing persons were obtained through court order, search warrant, or by making an urgent demand for records.

In 2020, the OPS had 1 urgent demand for records. Details of the request was reported as prescribed by the Missing Persons Act, 2018, and can be found on Document 1 attached.

### **CONSULTATION**

Not applicable

### **FINANCIAL IMPLICATIONS**

There are no financial implications associated with this report.

### **SUPPORTING DOCUMENTATION**

Document 1: Annual Report Template Form 7, Missing Persons Act, 2018.

### **CONCLUSION**

The global pandemic and its proliferation of legislation and regulation intended to safeguard communities across the province, made 2020 a busy and challenging year in policing. Despite the increase in demand, the OPS remained committed to providing members of our community with quality core policing services that conform to provincial regulations and Standards.