

**OTTAWA POLICE SERVICE
SERVICE DE POLICE D'OTTAWA**

*Working together for a safer community
La sécurité de notre communauté, un travail d'équipe*

**REPORT
RAPPORT**

DATE: 12 April 2005
TO: Executive Director, Ottawa Police Services Board
FROM: Chief of Police, Ottawa Police Service
SUBJECT: PROFESSIONAL STANDARDS SECTION – 2004 ANNUAL REPORT

RECOMMENDATION

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

HIGHLIGHTS 2004

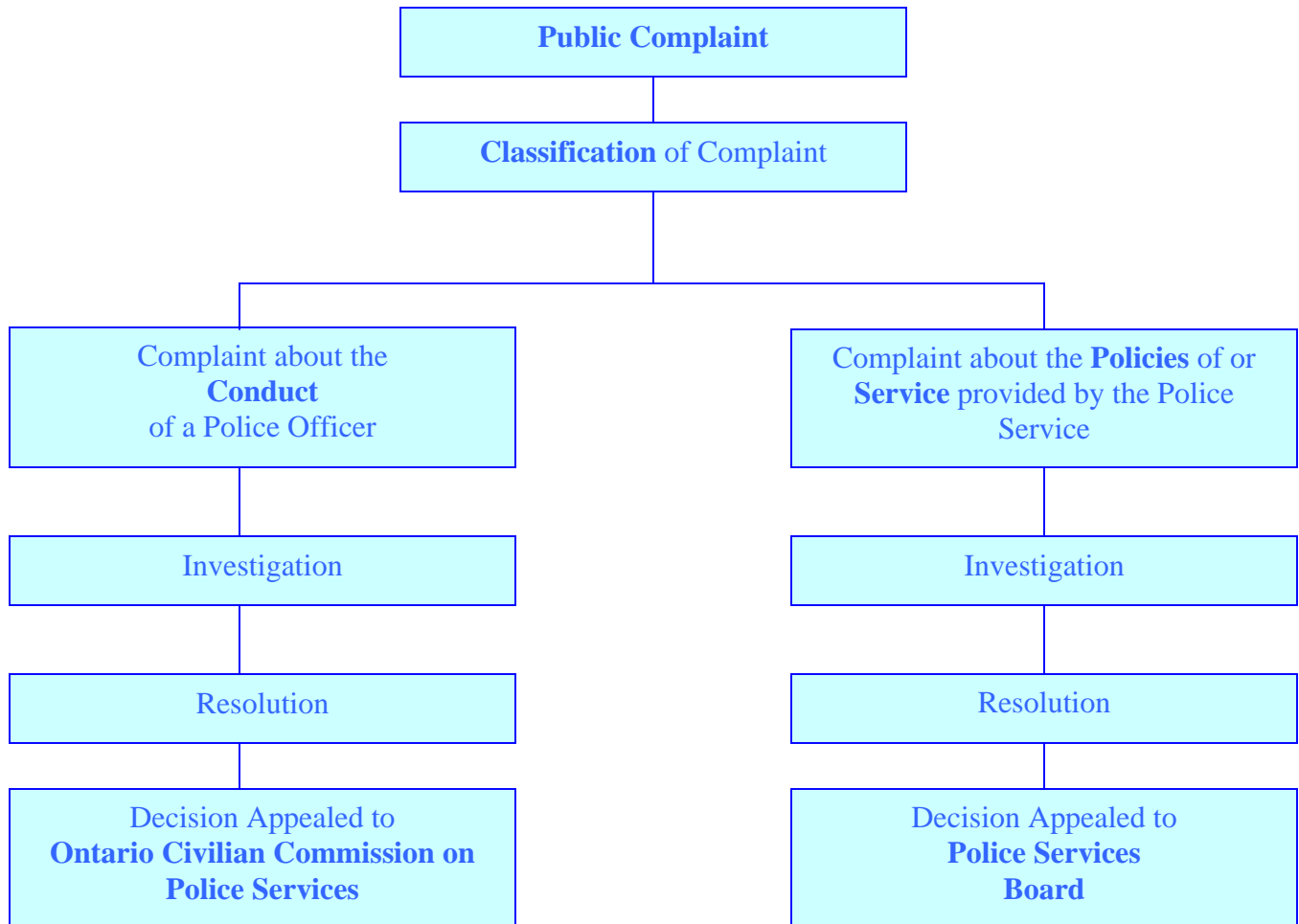
- Number of Public Complaints remains consistent;
- Number of Chief's Complaints (Internal) is reduced;
- Mediation of Police Complaints is expanding;
- Ontario Police Complaints Review by Justice Lesage completed and results are expected soon;
- Workplace Harassment Prevention Project is underway.

MANAGEMENT OF COMPLAINTS IN ONTARIO

Under the *Police Services Act*, complaints are classified into separate categories:

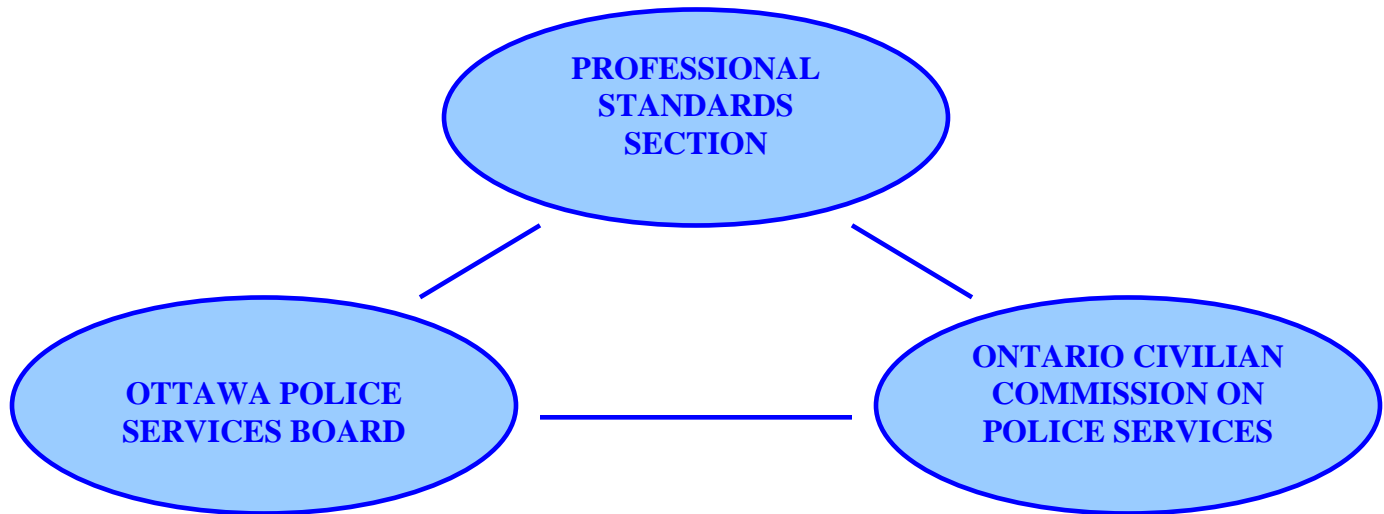
- conduct of a police officer;
- policies of the police service;
- services provided by the police service;
- any or all of the above.

The following chart outlines the process steps for types of public complaints.



The same investigative steps are taken in each type of complaint, although each has a different appeal body and slightly different reporting processes.

The process is multi-faceted in respect of the procedures and those that manage the process. There are three main agencies that are intricately involved, each with its own duties, jurisdiction and commitments to the public interest.



The Police Services Board performs an important role in relation to the public complaints process. Firstly, it has an overall oversight responsibility with respect to the Chief’s administration of the complaints process. This means the Board must ensure the necessary resources and processes are dedicated to this work.

The second responsibility is in relation to policy and service complaints. Consistent with its statutory responsibility for policy (under section 31 of the *Police Services Act*), the Police Services Board has a “hands-on” role in relation to management of policy and service complaints. Our website has recently been updated to better inform the community of the Board’s role and responsibility.

The Board meets its obligations in this respect through the Ottawa Police Services Board Complaints Committee, which meets and conducts thorough reviews of policy and service complaints. The Police Services Board is the final review body for policy and service complaints. In 2004, the Police Services Board conducted one policy complaint review.

Further information concerning the Ottawa Police Services Board can be found at http://www.ottawapolice.ca/en/serving_ottawa/services_board/index.cfm.

Role of Professional Standards Section

The Professional Standards Section (PSS) is responsible for the investigation of all complaints related to the Ottawa Police Service. The Section must comply with the directions from the Ontario Civilian Commission on Police Services with respect to investigations and, of course, is subject to its formal rulings on reviews and appeals. With respect to policy and services complaints, the Professional Standards Section provides the results of investigations to the Ottawa Police Services Board Complaints Committee and follows the directions which are then given by the Board. Further information can be found at <http://www.ottawapolice.ca/>.

Role of Ontario Civilian Commission on Police Services

The third arm of the complaint management triangle is the Ontario Civilian Commission on Police Services. The Ontario Civilian Commission on Police Services performs several functions with respect to province-wide civilian oversight of the entire process. In addition to hearing appeals of

disciplinary actions, the Ontario Civilian Commission on Police Services is the review body for individual conduct complaints. While it functions largely as a review body, the Commission also has broad discretion to exercise original jurisdiction, where it is in the public interest to initiate an investigation. Based in Toronto, the Ontario Civilian Commission on Police Services members are civilians appointed by the Lieutenant Governor in Council on a full-time and part-time basis. Further information can be found at <http://www.occps.ca/>.

Ontario Police Complaints Review

On 10 June 2004, Attorney General Michael Bryant announced that the Ontario Government was launching a review of the police complaints system. In a press release, Mr. Bryant stated that:

The Ontario government is committed to finding ways to improve the province's police complaints system and has appointed Patrick J. LeSage, former Chief Justice of the Superior Court of Ontario, to lead a formal review, Attorney General Michael Bryant said today.

"In November of last year, the Premier asked me to conduct a review that would ensure we have a complaints system that has the confidence of both police and the community," said Bryant. "I welcome Mr. LeSage's insightful leadership and his enthusiasm to communicate with people. I look forward to his advice on how to achieve real, positive change within the system."

LeSage was on the bench for 28 years and presided over some of Ontario's most notable criminal and civil cases. He recently re-entered private practice with a Toronto law firm.

"This review is aimed at identifying ways to improve the police complaints system and I am looking forward to exploring the range of perspectives and ideas that can help us do that," said LeSage.

LeSage will meet personally with a variety of police professionals, community groups and concerned citizens. He is expected to provide his advice to the Attorney General later this year.

"The McGuinty government is committed to a fair, effective and transparent police complaints system. This review will help us build strong, safe communities and ensure we get it right," said Bryant.

Mr. LeSage's mandate was to review the current system of dealing with public complaints regarding police conduct in Ontario. He was to advise on the development of a model of resolving public complaints regarding the police, to ensure that the system is fair, effective and transparent. He consulted interested parties to determine their views and take into account the historical context of civilian oversight and policing in Ontario and any initiatives and reforms in other jurisdictions that may be of assistance.

Mr. LeSage undertook a series of private and public meetings across the province. On 20 and 21 July 2004, he held private meetings in Ottawa and on 18 October 2004, he held a public meeting at Ottawa City Hall.

The Ottawa Police Service submission was related to the use of mediation as a technique for resolving police complaints. Justice LeSage was very receptive to the submission and has encouraged the Ottawa Police Service to continue their efforts in the use of mediation.

The results of the review by Mr. LeSage are expected in the spring 2005.

Further information can be found at <http://www.policecomplaintsreview.on.ca/>.

TRENDS IN PUBLIC COMPLAINTS

How police conduct themselves is a matter of importance in every community. Throughout North America, there is constant pressure to review and reconsider the approaches that are taken to address police complaints. In the United States, there is increased emphasis on anti-corruption. In Canada, much attention has been focused on the Report of Justice Ferguson looking into issues with the Toronto Police Service.

It is significant that one of the initial acts of the new Government, in November 2003, was to initiate the Review of the Complaints Process by Justice LeSage. Justice LeSage is expected to make recommendations to improve the process and to introduce new elements to enhance the transparency of the system.

The Ottawa Police Service has been carefully monitoring the events and reassessing its own approach. Over the last few years, the Ottawa Police Service has been increasing its use of mediation as a technique to resolve police complaints. While it is still early, the results to date have been most positive. Mediation allows the parties, both police and complainants, to put forward their issues, address concerns that they have and to fashion a resolution that suits the situation. In many cases that involves the exchange of information and the gaining of a better understanding of police procedures by the complainant and better appreciation of the impact of police actions by officers. Efforts are underway to continue to expand the use of mediation, and the Ottawa Police Service is currently finalizing a community partnership in this regard that will advance the mediation approach.

The role of ethics within the public sector at large has been the subject of extensive debate within the last year. Mr. Vincent Westwick, who oversees the Professional Standards Section, has undertaken extensive research in the area of police ethics and will soon be making recommendations to the Chief and Executive in respect of an enhanced ethics framework for the Ottawa Police Service.

PROFESSIONAL STANDARDS SECTION

PSS: Mandate

Legislation dealing with complaints and the operation of Professional Standards Section has not changed significantly since the major changes which occurred in 1998. However, the Professional Standards Section continues to expand its scope, incorporating a risk management approach where possible.

The Professional Standards Section investigates and facilitates the resolution of all complaints involving the Ottawa Police Service. This mandate includes those matters arising through the statutory process set out in Part V of the *Police Services Act* and also includes all other conduct or policy related issues requiring investigation.

The Professional Standards Section conducts each and every investigation in a thorough and fair manner, having due regard to the rights of the parties and the often sensitive nature of the investigation. Members of the Professional Standards Section recognize that the manner in which a complaint is handled not only impacts on the complainants and members involved, but also reflects directly on the integrity of the Police Service and its position of trust within the community.

The Professional Standards Section investigates the following complaints:

- Complaints received from members of the public about the policies of the Police Service, the service provided by the Police Service and/or the conduct of a police officer(s) - Part V of the *Police Services Act*;
- Discharge of a Firearm - Regulation 926, Section 12;
- Unsatisfactory work performance under Part V of the *Police Services Act*;
- Complaints and discipline issues concerning civilian members;
- Investigations which deal with the conduct of a police officer or the policies and procedures of the Police Service pursuant to Section 11 of the S.I.U. Regulation, O.Reg. 673/98;
- The circumstances of police motor vehicle collisions;
- Requests by other police services to investigate internal matters relative to their service;
- Any other internal matter that may arise and require investigation.

PSS: Background

Professional Standards Section is co-located, and works closely with the Policy Development Section and Legal Services. The three sections work in an integrated manner, focusing on overall risk management. While the complaint process is incident driven, there is continual analysis to identify trends, patterns or policy-related issues. In this way, the Police Service strives to achieve a positive outcome for the involved officers, the community and the Service at large. While the resolution of individual complaints is important, so too is a commitment to learning and improving. Through case conferences (for personnel issues) or risk management meetings (for policy issues), processes are in place to implement positive and responsive changes to improve the delivery of service to our community. It is often the case that policy enhancements flow from the investigative process.

Part V of the *Police Services Act*, entitled “Complaints”, outlines the process for responding to all complaints made to a police service in Ontario. Within the Ottawa Police Service, the Professional Standards Section exercises authority as delegated by the Chief of Police, and administers the Ottawa Police Service complaints process. Professional Standards is charged with the responsibility of investigating and responding to complaints which arise both from members of the public and those which are internally generated, commonly referred to as Chief’s Complaints. While the mandate for Professional Standards continues to expand, its primary objective is to ensure a fair and transparent process.

Investigations of public complaints continue to be completed in the first instance by the police service that is the subject of the complaint. This is set out in the *Police Services Act* and continues to be controversial. However, it is noteworthy that there are significant checks and balances within the legislation that trigger the involvement of the Ontario Civilian Commission on Police Services and, in the case of complaints of policy and service, the Police Services Board.

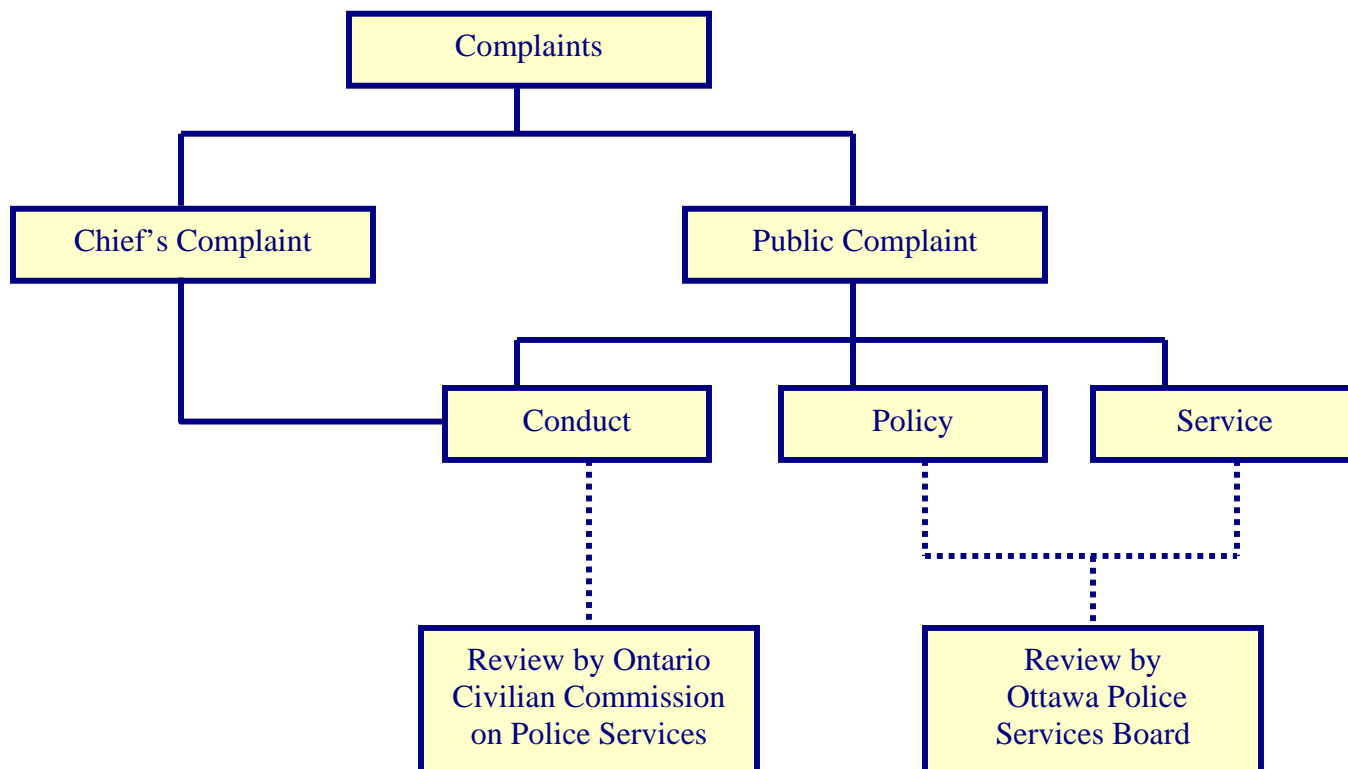
In addition to the ability of those bodies to review the final decision made by the police service, there are several points within the conduct complaint process where the Ontario Civilian Commission on Police Services can intervene. For example, the Ontario Civilian Commission on Police Services can review decisions made by the police service in relation to:

- the classification of the complaint;
- whether the complaint exceeds the time limits;
- whether the complaint is frivolous or vexatious;
- whether the complaint is of a serious nature;
- whether the complaint is a third party complaint.

Correspondingly, the Police Services Board has broad discretion to review complaints about the policy or the service of the police service.

The following chart outlines the different types of complaints that are investigated by the Professional Standards Section.

TYPES OF COMPLAINTS



The Ottawa Police Service Professional Standards Section aims at addressing and dealing with concerns so that members of the public and the police can, at the conclusion of an investigation, understand a bit more about each other.

Timelines are critical because all parties involved often want the matter resolved quickly because these investigations often impact on them professionally and personally. The dedicated group of staff working in Professional Standards are very sensitive to timelines and do their best to resolve matters quickly.

The investigation of complaints against police officers is a specialized area that, from time to time, relies on its partnership with the other specialty units, such as, Major Crime, Partner Assault, Sexual Assault/Child Abuse, Forensic Identification, Traffic, Corporate Communications and Community Development. In this way, the investigation benefits from the considerable expertise and resources available within the Ottawa Police Service and ensures compliance with the Provincial Adequacy Standards.

PSS: Personnel

An identified investigative position through the Strategic Staffing Initiative (SSI) was added to the Professional Standards Section in the fourth quarter of 2004. As a result, the Section is now comprised of eight senior, experienced investigators and one administrative support person, who also functions as a claims analyst and co-ordinates the disciplinary hearings. The Section provides services to the public and internally in both official languages. Members of the Section come from diverse investigative fields, such as Patrol Division, Partner Assault, Sexual Assault, Major Crime, Drugs, etc.

Professional Standards Section investigations are always sensitive, controversial and often emotional. It is, therefore, imperative that investigators maintain their integrity, as well as the respect of the community and the Police Service. While excellent investigative skills are needed, it is equally important that the Professional Standards investigators have the interpersonal skills to enable them to deal with police officers and members of the public in situations that often become emotionally charged. Professional Standards Section investigators employ, on an increasing basis, the use of mediation and alternate dispute resolution mechanisms.

Staff Sergeant Gerard Sabourin is the operational manager of the Professional Standards Section.

There have been several staffing changes as a result of transfers and promotions. These changes were used as an opportunity to broaden the scope of experience of the Professional Standards Section. In the past, the Professional Standards Section has drawn heavily from Criminal Investigative Services. While solid investigative experience is critical, the Professional Standards Section has brought in officers with experience in drug investigations, airport services and front line experience.

In June 2004, Sergeant Mark Houldsworth was transferred to Youth Section-Criminal Investigations after four years in the Professional Standards Section. As a result of this transfer, Sergeant Mark Myers was assigned to the Section. He has also worked in many areas of the Police Service, including the Airport, Criminal Investigative Services and Patrol Services.

The Professional Standards Section is always seeking opportunities to develop its staff and mentoring investigators coming into the Section. In October 2004, Sergeant Sheila Maloney assumed an acting Staff Sergeant's position in Criminal Investigative Services where she assumed the duties of

Administrative Staff Sergeant. As a result, recently promoted Sergeant Steve Bell was identified through the staffing procedure process and has been assigned to the Section. Sergeant Bell, an experienced investigator with the Drug Section, was first introduced into the Professional Standards Section as an acting Sergeant.

In November 2004, Sergeant Lori Lumley was identified as the new investigator to fulfill the SSI position. Sergeant Lumley came highly recommended by her supervisors as a patrol supervisor who would have the skills and abilities to perform well in Professional Standards.

The Section went through another busy year, and investigators handled a number of sensitive and high profile investigations. The Section mandate continues to address police vehicle collisions, where there may be a conduct issue related to the incident. This function is performed in partnership with the Collision Investigation Unit and Collision Prevention Team. Employee accountability is just one aspect of a program designed to enhance officer and public safety in relation to the usage of the Ottawa Police Service fleet of vehicles. The Section processed one hundred and twenty five (125) investigations involving Police Service vehicle collisions in 2004. There were one hundred and fifty-eight (158) the previous year. It is too early to identify a trend, but the decrease could be due to the new policy and in-service training on this specific issue. This entire program is an example of a risk management strategy being applied by the Professional Standards Section.

PSS: Training Opportunities

The Section recognizes the need for a sufficient number of highly trained investigators, so that investigations can be done promptly, thoroughly and professionally.

The Section has been able to develop its investigators through courses and conferences, such as the Police Complaints Resolution Human Resources Management Course, Interviewing Course, Statement Analysis Course, Professional Standards Investigators Conference, Police Association of Ontario Conference, Toronto Police Service Internal Affairs Seminar, etc.

Members of the Section have been directly involved with the Professional Development Centre in recruit training, supervisor training, patrol training days, and speaking to community groups and local schools.

The need for ongoing development is important, due to the fact that, on a daily basis, Professional Standards Section investigators have to deal with sensitive, confidential investigations that often impact on the members of the Police Service and members of the community.

PSS: Organizational Review of Legal, Professional Standards and Policy Sections

Since 2000, the Professional Standards Section, Legal Services and Policy Development have reported to Mr. Vincent Westwick, General Counsel. Strategically, the sections have been co-located and have been working closely together. This has brought to the surface important opportunities in relation to risk management and policy implementation. For example, often an issue of policy or practice may arise from a public or chief's complaint in the course of the Professional Standards Section investigation. The objective of Organizational Review of the Legal, Professional Standards and Policy Sections is designed to implement a coordinated and cooperative approach and infrastructure to the professional development of Ottawa Police Service employees that would concentrate on prevention and learning through a risk management and quality assurance philosophy.

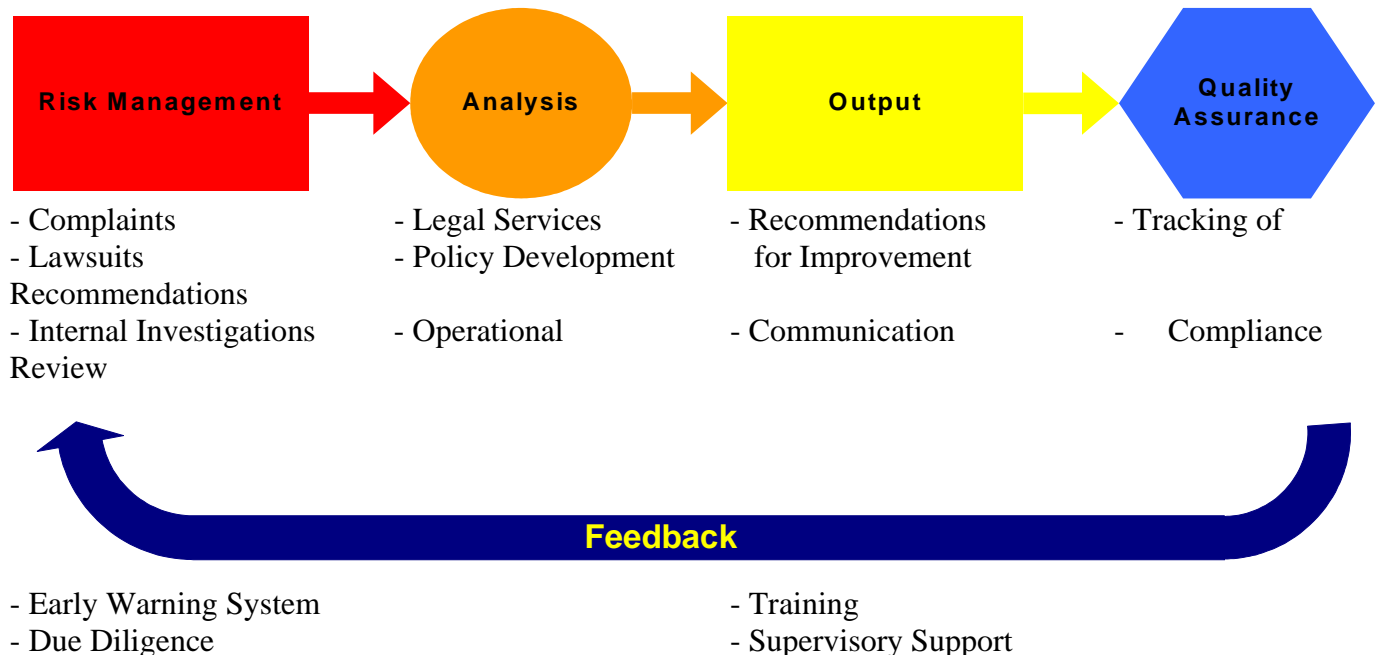
Since the project has commenced, several other events have overtaken the process. During 2004, the Review and Recommendations Concerning Various Aspects of Police Misconduct Report prepared by the Honourable George Ferguson, Q.C. into several incidents in the Toronto Police Service was released. This Report made several recommendations that are being carefully studied. The entire Report (volume 1 and 2) can be viewed at:

<http://www.torontopolice.on.ca/publications/files/reports/ferguson1.pdf> and <http://www.torontopolice.on.ca/publications/files/reports/ferguson2.pdf>.

The project will also want to incorporate any recommendations or suggestions from the Provincial Adequacy Inspection conducted in late 2004. The Project is also looking for ways to incorporate Risk Management and Quality Assurance with other Ottawa Police Service major ongoing projects within the organization such as Harassment Prevention, Mediation Pilot, Outreach Recruitment and Service Excellence Projects as well as the Performance Management and Measurement issues.

The project is in the final stages of planning with presentations scheduled before the Ottawa Police Service Executive Board in April of 2005. The following chart captures the model that is being studied.

Risk Management / Quality Assurance Process Flow

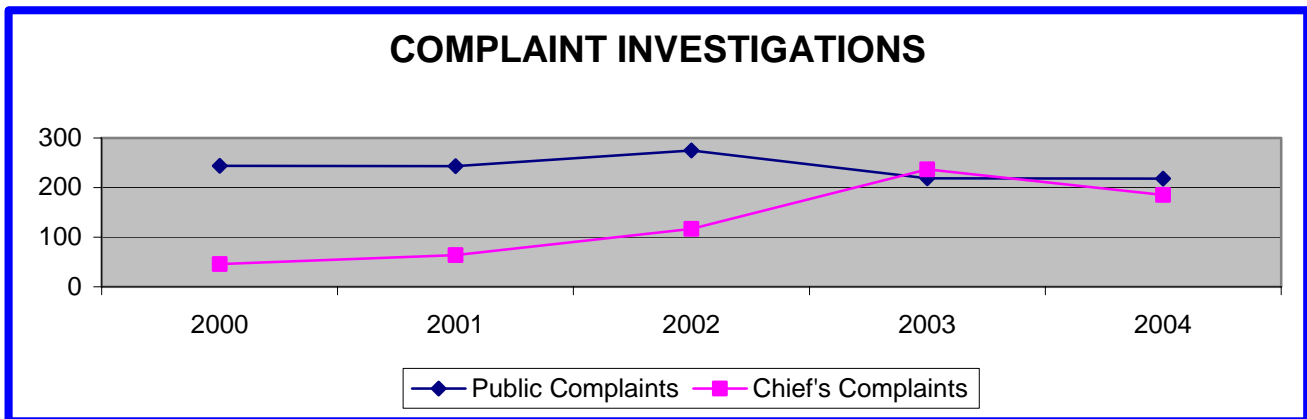


TRENDS 2004

The following depicts the total number of public complaints and chief's complaints received during the years 2000 through to 2004:

Type of Complaint	2000	2001	2002	2003	2004
Public Complaint*	244	243	275	219	218
Chief's Complaint	46	64	117	237	185
Totals	290	307	392	456	403

*includes policy/service complaints



With respect to chief's complaints, there was a decrease of fifty-two investigations from the total for 2003. A review of the files has revealed that the reason for the decrease was a reduction in force vehicle accident investigations.

With respect to public complaints, there was a decrease of one investigation from the total for 2003. The Professional Standards Section, over the last two years, has implemented a risk management strategy. This is the second year that we have maintained a reduction from previous years. In 2002, there were 275 public complaints. The increase was attributed to the G8 Summit that was held in Ottawa. By implementing a risk management strategy with high profile events as well as day-to-day activities in 2004, the number of public complaints was on par with the 2003 complaints. We are pushing ahead with our risk management strategies and anticipate a further reduction in the number of complaints.

Classification of Complaints

The Ottawa Police Service classifies each complaint based on the type of allegation. The classification gives some idea of the types of situations that are subject to investigation. A breakdown of the types of allegations is found in the following chart. The decrease in improper conduct complaints is due in part to the number of at fault police vehicle collisions being referred to the Professional Standards Section.

**COMPARISON OF THE CLASSIFICATION OF COMPLAINTS
RECEIVED FOR 2000, 2001, 2002, 2003 AND 2004**

CLASSIFICATION	2000	2001	2002	2003	2004
Excessive Force	41	39	45	49	46
Improper Conduct	142	204	244	352	305
Neglect of Duty	79	45	86	34	38
Harassment	11	8	1	13	6
Firearms Discharge	9	3	4	3	1
Policy and/or Service Complaints	4	8	12	5	7
Complaints about Policy and/or Service and Conduct	4	0	0	0	0
TOTALS	290	307	392	456	403

Complaint Dispositions

There is a broad range of alternatives for the resolution of complaints. This is due in part to the types of allegations, the evidence determined in the investigation and the wishes of the complainant.

The following table denotes the type of resolutions available under the *Act*.

RESOLUTION DEFINITIONS

Complaints Not Proceeded With	Complaints Not Resulting in Discipline	Complaints Resulting in Discipline
<ul style="list-style-type: none"> • Not Directly Affected 	<ul style="list-style-type: none"> • Unsubstantiated 	<ul style="list-style-type: none"> • Informal Discipline s.64(15)
<ul style="list-style-type: none"> • Over Six Months 	<ul style="list-style-type: none"> • Withdrawn by Complainant 	<ul style="list-style-type: none"> • Disciplinary Hearing s.64(7)
<ul style="list-style-type: none"> • Vexatious/Frivolous/Bad Faith 	<ul style="list-style-type: none"> • Informal Resolution s.58 or 64(10) 	<ul style="list-style-type: none"> • Criminal Offence Conviction
	<ul style="list-style-type: none"> • No Further Action 	

During 2004, investigators maintained their personal contact with both complainants and police officers and often included the front line supervisors. Informal resolutions and withdrawals are considered in less serious situations.

In 2004, complainants withdrew a total of seventy complaints (70) and twenty-five complaints (25) were informally resolved. As reported in 2003, interviews between the complainant and the Professional Standards Section investigator were instrumental in effective complaint resolution.

Professional Standards Section investigators communicated with complainants, providing them with information and explanations about police practices, policies and police authority. The results are very encouraging. The fact that seventy complaints were withdrawn and twenty-five complaints were

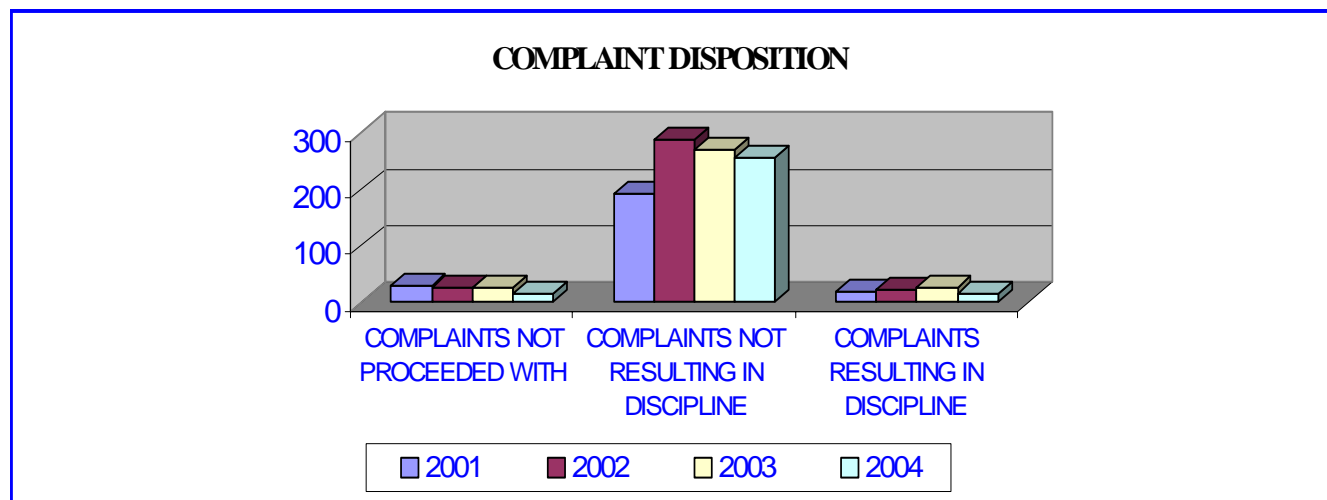
informally resolved can only be attributed to the quality and dedication of the officers that are selected to work in the Professional Standards Section. It is important to note that the Chief has the discretion to proceed with an investigation in spite of a withdrawal, thereby ensuring that all matters are appropriately dealt with.

The following chart depicts the disposition of Professional Standards Section investigations conducted in 2001, 2002, 2003 and 2004.

COMPLAINT DISPOSITION

DISPOSITION	2001	2002	2003	2004
COMPLAINTS NOT PROCEEDED WITH	28	25	24	15
COMPLAINTS NOT RESULTING IN DISCIPLINE	193	288	272	256
COMPLAINTS RESULTING IN DISCIPLINE	17	22	25	15
TOTAL	238	335	321	286

This chart compares the disposition of complaints over the last four years and demonstrates a relatively consistent pattern.



ACTIVITIES 2004

Expanded Use of Mediation

Over the past few years, the Ottawa Police Service has been continually expanding the use of mediation in the resolution of public and chief's complaints. While not appropriate in every case, mediation often leaves both the complainant and the officer with a sense of resolution and a closure not always seen in the Part V process. The results have been very encouraging.

As a result, the Ottawa Police Service is now working with the Centre for Conflict Education and Research (Carleton University) to develop a broader application of mediation within the Ottawa Police Service. This approach is consistent with the expected results from the LeSage review.

There are currently several public complaint cases in the process of mediation. The project will be evaluated on an ongoing basis and a favourable response is anticipated from both the community and the police participants.

Workplace Harassment Prevention Project

The Ottawa Police Service has a positive duty to provide a harassment-free workplace for all its members and is committed to the principle that every member (sworn officer and civilian employee), volunteer and student has the right to be treated fairly and respectfully in the workplace.

The Ottawa Police Service collaborated with the Eric Sprott School of Business at Carleton University to conduct a joint research on Managing Change and Increasing Diversity as part of the Outreach Recruitment Project. The research has indicated that there are opportunities to improve the workplace within the Ottawa Police Service for its employees and at the same time create an environment that is welcoming to new employees.

During 2004, extensive preparatory work was undertaken to create the Harassment Prevention Project.

As a result, Deputy Chief Sue O'Sullivan became the Executive Sponsor of the Workplace Harassment Prevention Project and Mr. Vincent Westwick of the Professional Standards and Legal Section and Ms. Christine Roy of Human Resources were named as Co-Business Owners. Deputy Chief O'Sullivan stated:

The establishment of the Workplace Harassment Prevention Program, with full project status, is a mission critical priority for the organization. Feedback from members indicates that this is a crucial next step to ensure we are a welcoming organization. Workplace harassment prevention is an essential component and support mechanism for the success of a number of organizational objectives, including objectives of Supervision, Performance Management and Outreach Recruitment projects.

The work of the Project will continue throughout 2005.

Case Conferences and Risk Management

As reported in the 2003 Annual Report, Performance Management Case Conferences are an important aspect of Ottawa Police Service response to employees who may be facing personal or professional challenges.

In 2004, the Professional Standards Section participated in 26 case conferences relating to ongoing investigations. In addition, members of the Professional Standards Section were invited to attend other case conferences involving employees involved in incidents or situations not related to Professional Standards files.

The concept of Performance Management Case Conferences has been adopted throughout the organization and proven itself to be an effective tool in dealing with employee issues. The ongoing supervision training dealing with performance management and progressive discipline now includes a component of Performance Management Case Conferences. As well, supervisors are encouraged to participate in the process.

Training Days

As part of an expanded communication strategy, the Professional Standards Section has been seeking ways to send a positive and preventative message to employees and continues to meet and lecture to all new recruits and civilian staff. As a result of the positive response from these lectures, it was decided to develop a training session for front line officers to be delivered on patrol training days. In the Spring of 2005, members of the Professional Standards Section, along with members of the Ottawa Police Association and Legal Services, will be doing joint presentations to all front line officers. The main theme of the presentation is to highlight issues encountered by the Professional Standards Section and to reinforce the quality of service expected to be provided by all members of the Ottawa Police Service.

Criminal Offence Cases

During 2004, six members were facing criminal charges. Five cases are still before the courts. The Professional Standards Section is investigating two of the cases and other units are investigating the remaining three cases which are non-work related incidents. The sixth case was finalized in 2004, resulting in the officer resigning from the police service.

Suspension Cases

The *Police Services Act* provides that a chief of police can suspend a police officer. The Ottawa Police Service approach is to keep its employees working in a meaningful way even when the employee may be under investigation or facing serious discipline. Suspensions are treated very seriously and only occur after careful assessment of the case. In 2004, three officers were suspended from duty. Prior ongoing suspensions brought the total number of suspended officers to seven. In addition, two civilians were suspended as a result of a Professional Standards Section investigation.

One officer, who was charged criminally, resigned upon the completion of the criminal case. A second suspended officer, a recruit, resigned after an investigation by the Professional Standards Section into her conduct prior to becoming an officer.

The two civilians, who were suspended from duty, were reinstated after the conclusion of the Professional Standards Section investigation.

Ottawa Police Service Website

In May 2000, a “*compliment or complaint*” title was launched on the Ottawa Police website, at <http://www.ottawapolice.ca/>. The site was created as a means of communication between the Police Service and the community. The site encourages members of the public to send a message to info@ottawapolice.ca, if they witness a member of the Ottawa Police going above and beyond the call of duty, as we value our members’ efforts and like to recognize their personal actions and contributions.

As the Ottawa Police Service believes that all people have the right to be treated in a courteous and professional manner, the site also informs the community on the public complaint system in

Ontario. Also contained on the site are the public complaint form and the first appearance date for disciplinary hearings.

The operational manager of the Professional Standards Section receives messages on a daily basis, and ascertains that all *compliments* or *complaints* received on the info-website are dealt with and responded to in a timely manner.

Ontario Association of Chiefs of Police Complaints Sub-Committee

The Ontario Association of Chiefs of Police Complaints Sub-Committee meets to discuss and evaluate new issues, trends and problems, as well as co-ordinate training and new initiatives. The committee is comprised of members from complaints bureaus across Ontario and a member of the Ontario Civilian Commission on Police Services. The Ottawa Police Service Professional Standards Section continues to be actively involved as a member. The committee is anxiously awaiting the results of the review of the public complaint process being conducted by Justice LeSage.

GOALS AND OBJECTIVES FOR 2005

The goals and objectives are:

- Proceed with Organizational Review of Legal, Professional Standards and Policy Sections including the implementation of recommendations.
- Continue to implement mediation as a process to resolve public complaints.
- Present recommendations related to an ethics framework for the Ottawa Police Service.
- Respond to recommendations from the LeSage Review.
- Deliver training day presentations commencing March 2005.
- Participate in the Workplace Harassment Project.
- Enhance comprehensive training for Professional Standards Section investigators.

CONCLUSION

The Professional Standards Section has had another busy year handling a number of sensitive, complex and high profile investigations. The Section strives at dealing with every complaint in a timely, confidential, fair, effective and transparent manner for all parties involved. Investigators carefully monitor and reassess situations as risk management strategies are being applied.

Through Provincial legislative guidelines all of the Section's investigations and decisions can be reviewed by an independent overseeing body such as the Ontario Civilian Commission on Police Services (OCCPS) or the Ottawa Police Services Board (OPSB).

In 2004, the Ontario Government launched a review of the *Police Services Act* to ensure a complaint process that has the confidence of both police and the community. A large number of community and police members are anxiously awaiting the results of this review. The Professional Standards Section is very optimistic about the initiatives for change that are currently underway.

The Ottawa Police Service has always and continues to expect nothing but the highest level of professionalism from its members and every Professional Standards Section investigation reinforces this value as they respond to employees dealing with personal and professional challenges.

As Chief, I am confident that the mandate of the Professional Standards Section is effectively being met.

A handwritten signature in black ink, appearing to read "Vince Bevan". The signature is fluid and cursive, with a large initial "V" and "B".

Vince Bevan
Chief of Police