

Classification **PUBLIC**

Meeting **June 13th, 2016**

Agenda Item **Monitoring Report:
Adequacy and Effectiveness of Police Services**



Recommended Motion:

THAT the Board receive the Executive Limitations Policy: Adequacy and Effectiveness of Police Services monitoring report.

I hereby submit my monitoring report on your Executive Limitations Policy: Adequacy and Effectiveness of Police Services according to the schedule set out. I certify that the information contained in this report is true.

I report compliance to all provisions of this policy.

Signed: _____ Date: _____
Chief of Police

BROADEST POLICY PROVISION:

The Chief of Police shall not fail to comply with all requirements of the Adequacy and Effectiveness of Police Services Regulation.

Further, without limiting the scope of the foregoing, the Chief of Police will not:

1. *Fail to establish, communicate and operate with procedures that ensure adherence in the following areas:*
 - a. *Crime prevention*
 - b. *Law enforcement*
 - c. *Victims assistance*
 - d. *Public order*
 - e. *Emergency services*
 - f. *Administration and infrastructure*

2. *Fail to ensure that the policies and procedures in place meet the standard of adequate and effective, have regard to the Policing Standards Manual (2000) issued by the Ministry of the Solicitor General, and successor guidelines, are reviewed regularly, and, where possible, reflect a commitment to partnership*
3. *Fail to ensure that members have the necessary training, knowledge, skills and abilities to perform the duties as set out in the policies and procedures.*

INTERPRETATION OF THE CHIEF OF POLICE

This executive limitation focuses on all of the Adequacy and Effectiveness provisions within Regulation 3/99 of the *Police Services Act* and the minimum provisions referenced in sec 4 (2) of the *Police Services Act*.

It is therefore my interpretation that the Durham Regional Police Service shall have, as our fundamental priorities, the provision of services that deal with the six noted areas: Crime Prevention, Law Enforcement, Victims Assistance, Public Order Maintenance, Emergency Response Services, and Administration and Infrastructure.

It is my further interpretation that adherence to Provincial Adequacy Standards is also demonstrated throughout the year based on compliance with Board Monitoring Reports and reference to these reports is made throughout this document where appropriate.

DATA SUPPORT

The policies and procedures mandated in Ontario Regulation 3/99 Adequacy and Effectiveness of Police Services are implemented within the DRPS through the directive system. Directives are the written orders of the Chief of Police, and serve as guiding documents that outline the policies and procedures to be followed by members in order to ensure adequate and effective police service delivery. Each directive lists the person or persons responsible for that directive's re-evaluation and all directives are subject to annual review.

The Quality Assurance – Directives Forms and Audits Directive AO-01-001 outlines how new and amended directives are to be developed and communicated throughout the police service, including notification to the Durham Regional Police Association. All new and amended directives are to be posted internally on MediaOne and E-parade.

The report that follows includes an item by item account of each regulation specified in the Durham Regional Police Services Board policy on adequacy and effectiveness of police services and a corresponding narrative that conveys the DRPS policies, procedures, or status in support of our compliance with this policy.

To supplement this information, an appendix has been added containing a table (Table 1) that documents for each regulation a corresponding statement of compliance or non-compliance, a statement verifying whether a policy is in place, a list of the related directives that contain the policies and procedures specific to that regulation, and a list of related monitoring reports along with a reference to the Durham Regional Police Services Board minutes corresponding to the most recent related report.

CRIME PREVENTION

The DRPS community policing philosophy aligns its Crime Prevention activities with the Province of Ontario's Mobilization and Engagement Model of Community Policing.

Community-Based Crime Prevention Initiatives

Crime prevention is a key component of community policing and strong partnerships are an essential element of any crime reduction strategy. Community-based crime prevention initiatives are coordinated through the Community Safety Branch in cooperation with members working out of community policing divisions. Our crime prevention procedures stipulate that members will work with municipalities, school boards, businesses, community organizations, and members of the public to address crime, disorder, and traffic concerns. Furthermore, our Community Safety Branch is mandated to coordinate community-based programs.

The Kids Safety Village ushers in approximately 8,000 students each year and runs educational programs for Grades 1, 3, and 5. They are taught Railway safety, Traffic safety as well as pedestrian safety. In 2015 four main events were held at the village that were open to the public, these included;

- Easter Eggstravaganza in which over 500 people attended
- Bike rodeo event in May which was attended by almost 200 people, there were 7 different stations which promoted bicycle safety, helmet inspection and education and all bikes that were entered were given a mechanical inspection courtesy of Impala cycles.
- Annual Halloween Haunt and Christmas open house which are free events open to the public.
- A new Internet Safety program for Grade 5 students was also introduced this year.

The Neighbourhood Watch Program currently exists in all communities throughout the region. There are currently 110 active watches throughout the region. There have been a total of 205 watches endorsed since the program began and 28 are currently in developmental stages. In 2016, a pilot project was undertaken in Brooklin that would allow a 'Facebook' version of Neighbourhood Watch to be developed. Part of this pilot allowed potential members to watch a series of 4 videos relating to Neighbourhood Watch to be completed online, thus making it much more convenient for the public to become involved in the program.

The program has also expanded and is developing partnerships with the community policing divisions to undertake crime prevention seminars that are tied into the existing Neighbourhood Watch. There were several Fraud awareness seminars that took place this year in Uxbridge, Ajax, and Oshawa that were attended by the public. The Cannington Neighbourhood Watch also partnered with the DRPS to undertake an educational outreach to residents of North Durham, which is typically a challenge due to the rural nature of the communities.

Constable Paul Hawyrchuk is primarily responsible for providing regional support to the community policing divisions and external organizations relating to crime prevention. Approximately 25 lectures were provided to various community stakeholders within the region, including OPG, RBC and local municipalities. Topics ranged from target hardening, crime trends, and crime prevention through environmental design (CPTED). The Crime Prevention Unit also dedicates time to other regional events, such as the Ontario Special Olympics, Torch Run, Annual Food and Toy Drive, Racing Against Drugs (approximately 7,000 grade 5 students participated during the 2015/2016 school year), and the Lock it or Lose it Program.

The DRPS Volunteer Program now has over 50 volunteers and two team leaders. These volunteers provide support to over 100 events taking place throughout the region each year.

DRPS has focused a lot of attention on the 'Big 4 Killers' (impaired driving, distracted driving, aggressive driving and a failure to wear seatbelts) in an effort to improve roadway safety.

Presentations and information sessions with our senior citizen population have been conducted throughout the region in an effort to reduce victimization for crimes such as scams, frauds, theft and elder abuse.

Members of the Major Crime Fraud Unit have conducted fraud presentations and information sessions throughout the region in an effort to educate members of the public as a crime prevention strategy.

Crime prevention strategies are also captured in the annual Community Safety Plan for each community policing division.

Problem-Oriented Policing

Our problem-oriented policing directive lays out a framework that members should follow in order to identify and solve problems in their respective work areas. This framework consists of the following steps: problem identification, analysis, development of a plan, implementation of the plan, and evaluation of the outcome.

The concept of problem-oriented policing, while employed on a daily basis by patrol officers, is also engrained in the development of each annual divisional Community Safety Plan.

LAW ENFORCEMENT

Community Patrol

The DRPS policy on community patrol is to provide excellent service delivery with 24-hour response to calls for service, while maintaining officer and community safety. In support of this policy, community patrol procedures state that members shall ensure that they are aware of factors such as crime and disorder trends and other public safety issues within their respective work areas. In an effort to ensure that such knowledge is developed, frontline members are assigned to the same work area (patrol zone) for a period of three years, subject to the needs of the service.

When a crime or disorder issue is identified as having characteristics that may warrant focused police attention, directed patrols may be assigned to supplement general patrol. Directed patrols are short, pre-planned assignments, usually carried out by frontline members, designed to address a specific problem in the community. Directed patrols are based on crime analysis, citizen input and police information. All of the proactive duties performed on assigned directed patrols are recorded within Versadex by using the follow-up call types within the Computer Aided Dispatch (CAD) system.

Dispatch Services

Policies and procedures related to dispatch services are outlined in two directives, the Communications and Dispatch Directive, and the recently developed Regional Interoperable Radio Communications System Directive, which was written to accommodate the NextGen communications system that went operational in September of 2014.

In addition to the two directives, the *Communications/911 Unit Standard Operating Procedures and Training Manual* contains detailed procedures for communications and dispatch.

Communicators, dispatchers, and their supervisors receive monthly training to ensure that they can perform their duties effectively.

In order to ensure compliance with procedures, members of the Communications/911 Unit perform audits of 911 calls. These calls are compared against a call-taking rubric that evaluates each call on a

number of factors (*e.g.* call-handling technique, call-card adequacy, *etc.*). In addition to individual call review, the DRPS Quality Assurance Unit performs an annual audit of the Communications/911 Unit.

Traffic Management and Road Safety

The service has seven directives which relate to traffic management, traffic law enforcement, and road safety. These directives outline the procedures for the investigation of motor vehicle collisions, unsafe vehicles, impaired driving offences, and suspended drivers. Although roadway safety is provided by all frontline members, the DRPS maintains a Traffic Services Branch (TSB) which is a regional support unit dedicated to roadway safety. Members within the TSB have the expertise to conduct specialized collision investigations, particularly in those cases involving serious injury or death.

Criminal Investigators

The DRPS employs criminal investigators in each of the five community policing divisions, as well as in specialty investigative units such as Homicide, Sexual Assault, Major Fraud, *etc.* Members assigned as criminal investigators have successfully completed the General Investigative Techniques course offered by the Ontario Police College. Additional training is offered to investigators in order to complement their knowledge in such specialties as investigative interviewing, death investigations, search warrant writing, specialized investigations, *etc.*

Supervision

The Supervision Directive states that supervision will be available to all members twenty-four hours per day. Furthermore, members may request the assistance of their supervisor at any time for support. The directive further states that supervisors shall monitor the performance of members and ensure that the activities they carry out are in compliance with the Police Services Act, the Occupational Health and Safety Act, DRPS directives, as well as all other relevant federal and provincial legislation.

In addition to the Supervision directive, various directives contain procedures that state when a supervisor must be contacted, and when a supervisor must be present at an incident.

All newly appointed DRPS supervisors must attend training appropriate to their position. Specifically, newly appointed sworn supervisors must attend, as soon as practicable, the Frontline Supervisor Training course, Ontario Police College Supervisor and Leadership course, and the Leadership, Excellence, Action and Development for Exceptional Results (L.E.A.D.E.R) course or equivalent. All supervisors also attend the annual 3-day Supervisor Training module at the Police Education and Innovation Centre.

Criminal Investigation Management

The Criminal Investigation Management Plan Directive specifies those incidents for which a member must contact their supervisor as soon as practicable and clearly identifies the method by which all criminal investigations shall be conducted. In addition, it outlines the procedures for the assignment of investigative responsibilities to either a uniform member, a criminal investigator, or a member of a specialized investigative unit. This is based on assessing geography, expertise and time.

Assistance of Other Police Forces

The Criminal Investigation Management Plan Directive contains procedures for obtaining the services of the Ontario Provincial Police Behavioural Sciences and Analysis Services. These services include criminal profiling, forensic psychiatry, polygraph, Violent Crime Linkage Analysis System (ViCLAS), and threat assessment.

General and Specific Criminal Investigations

General criminal investigation procedures are outlined in the Criminal Investigations Management Plan Directive.

As listed in Table 1, the DRPS has directives containing policies and procedures related to each type of criminal investigation specified in section 12(1) of the Adequacy Standard Regulation.

Multi-Officer Response

The procedures for multi-officer response are contained in various directives (*e.g.* Robbery Directive, Domestic Violence Occurrences Directive, Emergency [10-33] Procedure Directive), as well as in the *Communications/911 Unit Standard Operating Procedures and Training Manual* which specifies the criteria for the assignment of the number of officers to respond to an incident.

Operational Matters

As listed in Table 1, the DRPS has directives that contain policies and procedures for each of the operational matters referred to in section 13(1) of the Adequacy Standard Regulation.

Investigative Supports

As listed in Table 1, the DRPS has directives that contain policies and procedures for each of the investigative supports referred to in clause 5(1)(d) of the Adequacy Standard Regulation.

Collection, Handling, Preservation, Documentation, and Analysis of Physical Evidence

The Major Crime Scene Management Directive outlines the policies and procedures for the collection, control, documentation, and preservation of crime scene evidence.

Specialized Assistance

As related above, the Criminal Investigation Management Plan Directive contains procedures for obtaining the services of the Ontario Provincial Police Behavioural Sciences and Analysis Services. Other directives speak to the procedures to obtain specialized assistance depending on the context of the investigation (*e.g.* Fire Investigations Directive, Drug Investigations Directive, *etc.*).

In addition to specialized assistance in the areas of criminal investigations, the DRPS currently has a Memorandum of Understanding with York Regional Police Service for the assistance of their Underwater Recovery Team, Tactical Support Unit and Incident Command Team. Although DRPS has a Tactical Support Unit, the contract with York Regional Police is in place to engage the services of their tactical team in the event of a prolonged incident, or in the event that the DRPS TSU is unavailable.

The DRPS has Memorandums of Understanding with five police services to provide tactical services upon request.

Provision of Police Services in Respect of All Navigable Bodies and Courses of Water

The Waterways Policing Directive outlines the required training, equipment, and procedures for policing the waterways of Durham Region. In addition, the *Communications/911 Unit Standard Operating Procedures and Training Manual* outlines the procedures for call-takers and dispatchers for water/ice rescue and recovery. The Joint Rescue Coordination Centre (JRCC), also known as Trenton Air Sea Rescue, is to be immediately notified of all available information relating to the incident as required by them.

The Pickering Auxiliary Rescue Association (PARU) provides additional assistance on Lake Ontario and is a valued partner of DRPS. PARU recently purchased 3 portable radios, cellular telephone with the BeOn App and has a fixed radio system on their boat to assist in effectively communicating with our Marine Unit and both the Ajax and Pickering Fire Services.

Court Security

Court Services provides security to courthouse justices, courthouse staff, persons in custody, and all persons who attend courthouse proceedings. They also provide general security for the courthouse premises.

The Court Security Directive outlines procedures for courthouse and courtroom security at both the Durham Region Courthouse and the Provincial Offences Court. The directive also provides details on the training required by Court Services members; and on the responsibilities of Court Services supervisors. The Prisoner Care and Control – Court Services Branch Directive contains the procedures for ensuring the secure transport of prisoners from one lockup facility to another lockup facility, and between a lockup facility and a courthouse or courtroom.

In addition to the procedures outlined in the Court Security Directive, a separate lockdown protocol was developed in March 2015 which provides detailed procedures for Durham Region Courthouse personnel when responding to a serious threat that necessitates a lockdown of the building.

VICTIMS ASSISTANCE

Victim Services of Durham Region

The Victim Assistance Procedure Directive addresses the need to assist victims of crime and tragic circumstances by providing information, referrals to services, and short-term emotional support while ensuring that these victims are treated with courtesy, compassion and respect.

Working in partnership with the DRPS since 1998, Victim Services of Durham Region (VSDR) has a memorandum of understanding (MOU) with DRPS. The MOU allows for victim support workers, hired under VSDR, to fulfill obligations under the Ontario Police Services Act to provide a prompt, supportive follow up phone call or letter to all victims of incidents itemized in the Victim Assistance Procedure directive. These occurrences include violent and serious non-violent offences, family crises, elder and vulnerable adult abuse and any case referred at the discretion of a member.

VSDR is currently operating the Victim Crisis Response Program throughout Durham Region. The program consists of 80 trained volunteers who respond in pairs to provide short term, immediate emotional and practical support to victims of crime and tragic circumstances, thus freeing the attending member(s) to perform other duties.

In 2015, VSDR provided support to over 8,151 victims and 7,349 crime related victims in Durham Region. The greatest victim assistance category (by call type) is domestic violence.

The Board receives an Annual Report from Victim Services of Durham Region in February (M042-15 refers), as well as a monitoring report on Assistance to Victims of Crime in March (M083-16 refers).

PUBLIC ORDER MAINTENANCE

Deployment

The Public Safety Unit (formerly Public Order Unit) consists of sworn members who, in addition to their regular duties, receive crowd management and search training. The Public Safety Unit is called out to deal with various search situations including searches for missing emotionally disturbed persons, Alzheimer's patients, young children, and evidence searches; as well to provide a safe environment for the community at large while respecting the rights and freedoms of individuals to lawfully assemble and peacefully protest. The circumstances in which the Public Safety Unit may be called out are contained in the Public Safety Unit directive.

The Public Safety Unit maintains a manual containing its procedures, which is available to all members of the unit in accordance with section 19(2) of the Adequacy Standards Regulation.

Labour Disputes

The actions of DRPS members in respect of labour disputes are contained in the Labour Disputes Directive. The DRPS maintains a Labour Liaison Unit whose purpose is to meet with management and organized labour during a labour dispute in order to ensure that all parties understand their legal rights and obligations, and to assist in maintaining a peaceful dispute.

EMERGENCY SERVICES

Preliminary Perimeter Control and Containment

When the DRPS is required to intervene in a crisis situation, it does so with the fundamental philosophy of "contain and negotiate". This seeks to ensure that high-risk incidents are resolved using the least amount of force as necessary, while also protecting our members and the community. The Preliminary Perimeter Control and Containment directive outlines the DRPS' procedures with respect to first responders, assisting officers and patrol supervisors to a crisis situation. These members are usually frontline officers who are not members of the Tactical Support Unit.

Tactical Support Unit

The Tactical Support Unit and Hostage Rescue Team (TSU) is made up of subject matter experts in the field of firearms and tactics. The unit is highly disciplined, well trained and equipped to deal with high risk and dangerous situations, particularly those involving firearms and other weapons.

TSU members are deployed during incidents that involve hostages or forcibly confined persons, as well as armed or barricaded persons.

TSU members have received training in dynamic entry and hostage rescue that meet the Ministry's accreditation standards. Section 25(3) requires the Chief of Police to ensure that the police service's procedures for a hostage rescue team are contained in a manual that is available to each member providing that service. The TSU currently has a draft manual in place. It is anticipated the draft manual will receive final approval later this month.

The policy of the TSU is to de-escalate an incident with carefully planned actions and through the tactical concept of "contain and talk out, negotiate, crisis intervention", which successfully concludes

most situations involving the TSU. Peaceful resolution of an incident is the TSU's ultimate goal. The TSU is trained and equipped to respond to a range of critical incidents, including situations involving emotionally disturbed persons. The TSU has been successful in apprehending emotionally disturbed individuals without incident or injury by utilizing specialized less lethal equipment which is unavailable to front line officers.

Crisis Negotiators

The DRPS is committed to resolving critical incidents using the minimum amount of force possible. Accordingly, the DRPS continues to embrace the concept of "contain and negotiate" as the primary means of dealing with potentially violent situations, using specially trained crisis negotiators. The use of crisis negotiators is a step in the Ontario Policing Use of Force Continuum model. Crisis negotiators also provide effective crisis intervention for citizens who have temporarily lost their mental or emotional perspective and problem solving abilities.

The Crisis Negotiators directive specifies the procedures for the deployment and training of DRPS crisis negotiators. Training includes completion of the Canadian Police College Crisis Negotiators course or provincial equivalent, with a refresher course to be attended at minimum once every three years. Each negotiator has access to the Crisis Negotiators Field Guide, 2nd Edition, as a manual reference. Additional training includes a minimum of two training sessions each year. The DRPS currently has nine crisis negotiators.

Major Incident Commanders

The safe and effective deployment of police personnel during major incidents requires exceptional leadership, coordination and discipline. A unity of command is required during any major incident to reduce confusion and to ensure that people receive orders from one leader. The Service currently has six trained critical incident commanders who can assume control of a scene and coordinate the activities of all personnel and resources involved. These critical incident commanders are members of the National Incident Command Working Group Association, and participate at the Canadian Police College Critical Incident Commanders course.

The Incident Command directive outlines the requirements for selection and training for DRPS incident commanders. The successful completion of the Ministry of Community Safety and Correctional Services accredited Critical Incident Command course, followed by annual scenario and refresher training, is mandatory for those members that wish to become and/or remain active major incident commanders. The directive also provides general guidelines that should be used to identify the circumstances in which an incident command callout should occur.

Emergency Plan

The Disaster Response Directive contains the policies and procedures related to emergency planning. The DRPS has an Emergency Measures Officer whose role is to coordinate the long-term planning efforts of the police in situations of emergencies and disasters. This is done in conjunction with the Durham Emergency Management Office, and other emergency response agencies.

The Emergency Measures Officer is responsible for planning for natural disasters such as floods and severe weather conditions, as well as potential human-caused emergencies such as hazardous spills, nuclear incidents, train derailments or aircraft crashes that would necessitate a quick and effective response by emergency services.

The Incident Management System (IMS) is a standardized approach to emergency management encompassing personnel, facilities, equipment, procedures, and communications operating within a common organizational structure. All incident commanders have received IMS training and, in 2014, all frontline supervisors received IMS 100-level training. The DRPS has members trained at each of IMS-100, -200, and -300 levels; as well as one member who is a certified IMS instructor.

Ground Search

The Missing Persons Directive establishes the procedure for conducting missing person searches. The roles and responsibilities of members involved in a missing person incident are set out in this directive, including those of the Search Manager. An appendix to the directive provides a comprehensive procedure for requesting ground search resources, including Public Safety Unit.

Counter-Terrorism

The Terrorism Directive provides members with direction in dealing with terrorist incidents. The directive clearly states that it is not meant to replace the Provincial Counter-Terrorism Plan (PCTP) or the National Counter-Terrorism Plan (NCTP).

If an event takes place, which falls within the parameters of the NCTP, the Integrated National Security Enforcement Team and the Royal Canadian Mounted Police (RCMP) shall be notified.

ADMINISTRATION AND INFRASTRUCTURE

Business Planning

Section 30(1) of the Adequacy Standards Regulation stipulates that every police services board will prepare a business plan for its police force at least once every three years.

The current DRPS business plan is the 2014-2016 business plan entitled “Our Community Safety Commitment”. This plan identifies four priorities for the police service, specifically:

- Community Presence - enforcing the law and being more visible
- Community Engagement - leveraging our diversity to provide education, problem solve and reduce crime and the fear of crime
- The Community of our Youth - doing our part to help youth succeed to become our future leaders
- Our Commitment to Professionalism and Accountability by our members and our Service

The 2014-2016 business plan also places an emphasis on the need to “Measure Our Effect” in order to ensure that we are accountable for meeting our commitments.

Business Plan updates are provided to the Police Services Board semi-annually. The most recent update was presented to the Board in December 2015 (M409-15 refers). The next update report is scheduled for the July 2016 Police Services Board meeting.

The development of the 2017-2019 Business Plan began in the spring of 2015 and has continued to the present day. The business plan development process included: consultation with the public in the form of one-on-one interviews with citizens and through a public opinion survey; a survey of the business community in Durham Region; deputations to municipal and regional councils; consultation with our membership in the form of interviews, focus groups, and surveys; and consultation with our community partners, including school boards and community organizations. These efforts ensure that the service has undertaken appropriate consultation during the development of the business plan in accordance with section 32(2) of the Adequacy Standards Regulation.

A draft version of the business plan is presented to the board in June of the year prior to the year in which the plan comes into effect. Accordingly, the draft 2017-2019 Business Plan is on the agenda for the June 2016 meeting.

Annual Reporting

Each year, in accordance with section 31 of the Adequacy Standards, the police service produces an Annual Report that relates the activities of the service during the previous fiscal year. The Annual Report is presented to the board in June of each year (M207-15 refers).

Skills Development and Learning

In 2015, the Police Education and Innovation Centre (PEIC) provided 532 members with external (off-site) developmental opportunities totalling more than 15,665 of hours of learning and 1442 seats were provided to members for internal educational opportunities totalling 21,788 hours. Use of Force training including annual use of force requalification in all use of force options amounted to 25,148 hours of training time. With seminars, symposiums and pre/post OPC recruits, the PEIC delivered and facilitated more than 65,000 educational hours. A variety of e-learning modules were also supported and provided.

Consistent with the operational plan, the PEIC continued to thread problem-based learning, evidence-based decision making, professionalism, ethics and mental health awareness through all curriculums where appropriate. Opportunities for feedback were provided for all educational opportunities, with responses evaluated to ensure relevant and effective programming.

Module 2 of Morneau Shepell's 'Leading a Mentally Healthy Workplace Certification Program' through Queens University was delivered as part of the annual 3-day Supervisor Training module. Module 3 of the program was provided via e-learning. To date, over 90% of supervisors have completed their certification.

PEIC personnel were actively involved in the provincial Training Managers Group Committee, Canadian Association of Police Educators (CAPE), Ontario Association of Police Educators (OAPE), and the OACP Training, Education and Professional Development Committee. Relationships with the Canadian Police Knowledge Network, Ontario Police Video Training Alliance (OPVTA), OPC, CPC and other relevant police educational organizations were maintained.

Quality Assurance

The DRPS Quality Assurance Unit is responsible for the maintenance of the DRPS directive system. In addition to ensuring that directives are adequate, up-to-date, and reviewed regularly, the Quality Assurance Unit also conducts compliance audits against the directive system to ensure that the service is providing adequate and effective police services to Durham Region. The Audit Function monitoring report was provided to the board in May of this year. This quality assurance process satisfies the requirement stipulated in section 35 of the Adequacy Standards Regulation.