

Policy Type: **EXECUTIVE LIMITATIONS**

Policy Title: **TREATMENT OF
RESIDENTS AND VISITORS**



With respect to interactions with residents and visitors to Durham Region, the Chief of Police will not cause or allow conditions, procedures, or decisions that are unnecessarily unsafe, undignified or intrusive for anyone.

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

1. Elicit information for which there is no clear necessity.
2. Use methods of collecting, reviewing, transmitting, or storing information that fail to protect against improper access to the material elicited.
3. Fail to operate facilities with appropriate accessibility, privacy and safety for residents and visitors to Durham Region.
4. Fail to establish with residents and visitors to Durham Region a clear understanding of what may be expected and what may not be expected from the services provided.
5. Fail to provide for the effective handling of calls for service by residents and visitors to Durham Region.
6. Fail to ensure compliance with all requirements of the *Accessibility for Ontarians with Disabilities Act*, Customer Service Regulation, including the development and implementation of procedures in the following areas:
 - a. use of service animals and support persons;
 - b. notice of temporary disruptions
 - c. training for staff;
 - d. feedback process
 - e. notice of availability of documents
 - f. format of documents.

7. Fail to service Criminal Information Requests in accordance with police-sector best practices, in a timely manner.
8. Fail to ensure that citizen volunteers involved in approved police activities are appropriately selected, trained, equipped, supervised and indemnified.
9. Fail to report to the Board, on an annual basis, all claims or actions filed against the Board including how many have been filed, how many are outstanding, how many have been settled, the nature of them (categorized by type), and the cost of settlements.