



**Guard**     **First Aid & CPR Certification**

An applicant for each unclassified guard position must possess valid First Aid and CPR certification as a condition of employment.

**Re-qualification**

An unclassified guard shall re-qualify for First Aid and CPR certification annually. Each regional commander shall determine the most cost-effective method of providing this training, which shall be paid for from regional funds and attended on the employee's time, with no reimbursement of costs for travel or other expenses.



**Notification**

A copy of the certification document shall be retained in the employee's detachment file and a notation made on each contract renewal verifying that the employee possesses valid First Aid and CPR certification.

**Security**

**Responsibilities**

**Commander, CDB**

The Commander, CDB shall be responsible for forwarding employment documents to the necessary bureau and government ministry.

**Records/Graphics Services Unit**

The Manager—Records/Graphics Services Unit, on receipt of Form C 216 C—RCMP Fingerprint Form (non-criminal), shall be responsible for:

- obtaining the required record check;
- forwarding the form to the RCMP in Ottawa; and on return of the form from the RCMP; and
- returning it to the Commander, CDB.

**Commander, CDB**

The Commander, CDB, on receipt of LE024—Personal History, shall be responsible for forwarding both units of the form to the Manager, Security Section, ISB.

**Security Section**

The Manager, Security Section, ISB shall, on receipt of Form LE024—Personal History, be responsible for completing the required security checks and informing the bureau/regional commander when security clearance cannot be obtained.

**Filing**

The Manager, Security Section, ISB shall be responsible for the filing of all confidential correspondence pertaining to security checks.

## 6.4.10: MANAGEMENT

**Introduction**

The Manpower Management and Control System within government is based on the management of manpower costs and each ministry is responsible for ensuring that it operates effectively. Accordingly, a process has been developed within the OPP which promotes the efficient utilization of human resources through control of manpower costs. Each OPP unit has been identified and assigned an authorized complement. Changes to this complement can only be made with proper approvals.



## Status Change

**Uniform** Form PCS071—Human Resource Personnel Action, shall be submitted for each request to:

- fill a vacant position;
- appoint to a position;
- appoint to an acting position and subsequent reversion;
- establish a new position;
- increase complement; or
- review the classification of an existing position.



### Field

For each transaction relating to a field uniform position, except requests to establish a new position or increase complement, a regional commander shall prepare the applicable areas of Form PCS071—Human Resource Personnel Action, and forward to OPP CDB. Requests to establish a new position or increase complement shall be prepared by OPP CDB.

### GHQ

For each transaction relating to a GHQ uniform position, a bureau/regional commander shall prepare the applicable areas of Form PCS071—Human Resource Personnel Action.

### Form PCS071

The purpose of area one of Form PCS071—Human Resource Personnel Action is to identify:

- the position which is the subject of the transaction by using the descriptors shown in the CORPAY Position Management Report; and
- the centre code.

**Vacant Position** To request the filling of a vacant position:

- complete areas one, two and six of Form PCS071—Human Resource Personnel Action;
- if a nominee is available, also complete area three;
- check off all relevant appointment conditions;
- obtain approval from the bureau/regional commander releasing the nominee;



- indicate transfer costs; and
- forward unit one for processing.

**Approval**

Upon review and approval, in conjunction with the Complement Control Officer and the Budget Co-ordinator, the bureau commander shall table a request before OPP Executive Council. Copies of the finalized form shall be distributed by the Budget Co-ordinator.



When a member has been appointed to an acting position:

- complete areas one, two and three of Form PCS071—Human Resource Personnel Action, checking off relevant appointment conditions;
- complete area six of unit one and forward for processing; and
- retain units two and three.

When a uniform acting appointment terminates:

- complete the reversion portion of area three on units two and three of Form PCS071—Human Resource Personnel Action;
- complete area six; and
- forward unit two for processing.

*Reversion date is the date that an acting member resumes previously assigned duties.*

**Review**

Upon review of a submission of a member's appointment or termination of an acting appointment, the bureau commander shall notify the Executive Assistant, CDB.

**New Position/Increase Complement**

To request the establishment of a new position or an increase in complement to an existing position:

- complete areas one, four and six of Form PCS071—Human Resource Personnel Action;
- obtain approval from the region or bureau releasing the complement;
- indicate the source of salary dollars by cost centre;
- complete the Budget Transfer Request form, if applicable; and
- forward unit one for processing.

**Change in Rank**

To request a change in rank to an existing position:

- complete areas one, five and six of Form PCS071—Human Resource Personnel Action; and
- forward unit one for processing.

**Bureau/Regional Commander**

The bureau/regional commander shall review a request to establish a new position, increase complement, or change the rank of an existing position, and, if warranted, forward it to OPP CDB for the development of a job description and rank level recommendation. This job description and rank level recommendation will be tabled, with the request, before OPP Executive Council for decision. Copies of the finalized form shall be distributed by the Budget Co-ordinator.



After OPP Executive Council has made a final decision, the Budget Co-ordinator shall:

- distribute a photocopy of Form PCS071—Human Resource Personnel Action to:
  - OPP CDB; and
  - Complement Control Officer; and
- return the original to the bureau/regional commander for distribution to the originator.

**Filing** Form PCS071—Human Resource Personnel Action shall be filed in accordance with the Records Maintenance Manual.

**6.4.11: TRANSFER**

**Introduction** The mandate, nature and operations of the OPP require that a member be posted throughout the province. It is inevitable—therefore—that a member may expect to be transferred during their career in order that the OPP may meet its responsibilities.

**Fairness & Equity** While functioning within constraints placed upon it, the OPP, in meeting its responsibilities, is committed to providing a fair and equitable method of staffing all locations.

**Eligibility** At any time a member may submit—in writing—personal reasons they believe may affect their eligibility for transfer. These reasons will be considered in assessing a member's transfer. The member is responsible for ensuring that any such submission is updated as required.

**Posting Preference** In order to assist the OPP in meeting its responsibilities, OPP CDB will maintain a list of preferred postings for each member. This list will be updated on a regular basis and at any time at the request of a member.

A member may, at any time and in writing through channels, request a transfer to any OPP location, outlining any personal or other pertinent considerations.

**Promotion** Upon promotion, a member is subject to transfer to any OPP location as ordered by the Commissioner, in accordance with the provisions of the Promotional Process Manual.

**Lateral Transfer** Where a vacancy is to be filled by a lateral transfer, a candidate for transfer will be chosen through:



- member preference or request, in which case OPP CDB will, where preferences or requests are on file for a transfer to that location or general area:
  - identify the member(s) qualified to fill the vacancy by virtue of present or eligible rank;
  - as appropriate, compare member profiles to that of the community where the vacancy exists; and
  - select the most appropriate member(s) for further consideration.
- response to an advertised vacancy, in which case OPP CDB will, where no expressed preference is on file for transfer to that location or general area or where a requesting member is not eligible for the vacant position:
  - advertise the vacancy in the most expedient manner to ensure that each eligible member is aware of the vacancy; and
  - review the applications received.
- an administrative selection; or
- management prerogative; in which case, the Commissioner may transfer a member to any OPP location at any time where such action is necessary to meet the needs of the OPP.

### **Administrative Selection**

Where a vacancy is not filled by member preference or request, or in response to an advertised vacancy, and at other times when a candidate for transfer must be selected, the Commander, CDB in concert with the bureau/regional commander having the existing vacancy, shall be responsible to identify an appropriate candidate. In doing so, the following will be considered:

- qualifications, eligibility, skills, in order to match a candidate with the vacant position;
- career experience, including, as appropriate:
  - seniority on the OPP;
  - seniority in present rank;
  - length of service at present location;
  - number of transfers;
  - length of time since last transfer;
  - duration posting service;
  - isolation posting service;
  - any other pertinent career information;
- personal considerations; and
- community profile where the vacancy exists.

A list of candidates will be submitted to the appropriate regional commander who shall:



- review the list;
- comment on each candidate's suitability and eligibility for transfer, or lack thereof; and
- return the list and comments to the respective bureau commander.

### **Member Seniority**



Where a member is identified as a candidate for transfer under the provisions of lateral transfer at management prerogative or administrative selection and they has completed 11 or more years service with the OPP, the OPP CDB will consult with this member on their preferred postings and consider those preferences.

These provisions are intended to assist OPP members and shall not interfere with the operational needs of the OPP.

Any member who has completed 20 or more years service with the OPP will not be subject to transfer under administrative selection.

### **Transfer Incentive**

Except in the case of a duration posting, where a candidate for transfer is selected by way of administrative selection, the Commissioner or a person authorized by the Commissioner may offer a non-monetary incentive to the selected member where such action is deemed appropriate under prevailing circumstances.

Where a member has completed a term of service at a duration posting and has expressed preferred areas of posting, the Commander, CDB will endeavour to transfer the member to a preferred area to the extent that the transfer does not interfere with the operational requirements of the OPP.

### **Transfer Approval**

The name of each candidate for transfer will be submitted to the Executive Council for final decision and approval.

### **Application Letter**

#### **Employee**

Where an employee wishes to make application by way of a memorandum, e.g. for transfer, promotion; the application shall be forwarded to the intended recipient through normal channels.

#### **Supervisor**

Where a supervisor(s) appends a comment to a memorandum of application, a copy of that comment(s) shall be forwarded forthwith to the employee making the application, by the intended recipient.

#### **Dispute**

Where the employee making the application does not agree with any comment appended to the memorandum, the employee may choose to:

- allow the comment to stand unchallenged;
- withdraw the application; or
- prepare a statement of disagreement for attachment to the original application.



## 6.4.12: STAFF RECORD (PERSONNEL FILE 291-00)

### **Introduction**

The OPP CDB maintains a system, titled The Computerized Personnel Inventory, of gathering and storing personnel, career and educational histories on each member. Input to the system is compiled during orientation and is updated automatically during the member's career as changes occur.

### **Inquiry/Reference Request**



Except as otherwise provided in this policy, where an inquiry or request is received for a reference or recommendation in respect to an employee or former employee, such inquiry or request shall be forwarded, together with any recommendation, to the Commander, CDB, for response direct to requester.

A response prepared as the result of an inquiry shall be in accordance with the Freedom Of Information And Protection Of Privacy Act (FIPPA) and shall include such information as deemed appropriate by the Commander, CDB.

### **Alternative Response**

As an alternative to the above, an employee or former employee may authorize a current or former manager or supervisor to provide a perspective employer(s) with work performance information provided this authorization is in writing and contains the following:

- name(s) the prospective employer(s);
- the duration of the authorization;
- authorization for the current or former manager or supervisor to speak freely on any matter relating to the employee's or former employee's work performance.

### **Filing**

Upon receipt, the current or former manager or supervisor shall place the written authorization in the employee's personnel file 291-00 or in the case of a former employee, forward the document to OPP CDB for inclusion in the former employee's personnel file 291-00 corporate file.

### **Fingerprint Destruction**

Fingerprints of a former employee shall be destroyed when a written request is received from the individual concerned or their solicitor.

#### **Request**

A detachment commander in receipt of a written request for the destruction of fingerprints shall forward a memorandum to CDB and regional—Forensic Identification (FI), requesting the return of the employee's fingerprints.

#### **Information**

The memorandum referred to in the above policy shall contain the following information:

- name of the employee;
- date of birth;
- position/rank;
- location;
- date of appointment; and
- termination date.



**Notice**

A detachment commander upon receipt of fingerprints and palm prints, and where applicable, photocopies, shall advise the requester of the time and date of destruction of the material and invite the requester to attend.

**Restriction**

Fingerprints, palm prints or photocopies shall not be given to the employee.

A file termed a personnel file 291-00 shall be maintained for each OPP employee at the following locations:

- CDB for each OPP employee;
- RHQ for each employee within that region; and
- employee's bureau/detachment.



**Correspondence**

Except as otherwise provided, an employee's personnel file 291-00 shall contain only correspondence pertaining to that employee's career.

**Photograph**

A member's personnel file 291-00 shall contain a 3 cm x 4.3 cm colour head and shoulder pose photograph of the member that adequately depicts the member's present appearance. When significant change in the member's appearance occurs, a new photograph shall be obtained.

**Transfer**

Where a member is transferred, the member's personnel file 291-00, together with the latest personal photograph and negative held at RHQ, shall be forwarded to the pertinent levels at the new location.

**LTIP**

The staff personnel record of a member granted long-term income protector (LTIP) shall be transferred to the regional inactive payroll using the regional control number.

**GHQ**

OPP CDB shall maintain the staff personnel record of each GHQ member and in special circumstances the record of a regional or detachment member granted LTIP and transferred to the inactive payroll.

**Detachment/Region**

The staff personnel record or file of a member granted LTIP shall be retained at the detachment or regional level.

**Reassignment**

Where reassignment occurs of an employee from LTIP, the staff personnel record will be forwarded to the location of reassignment.

**Notification**

A regional commander receiving notification that a member has been transferred from the region, shall inform the regional in-service training (IST) co-ordinator of the transfer.

**Separation Review**

Where an employee terminates service with the OPP, the personnel file 291-00 maintained at a bureau or detachment shall be forwarded to the respective bureau or RHQ for review in conjunction with the personnel file 291-00 maintained at that location.

**Purging**

A review of a personnel file 291-00 received in accordance with the above policy shall be conducted for the removal and destruction of all material except:





- any document which has not passed through CDB and therefore will not be duplicated at that location; and
- any document which, in the opinion of the reviewing member, has historical value.

#### ***Benefit of Doubt***

Where, in the review of an personnel file 291-00, doubt exists that a specific document should be destroyed, such document shall be retained.

#### ***Archive***

On completion of the review as provided by OPP CDB, the material remaining shall be forwarded to the Commander, CDB for final analysis and retention of career or historical documents not present in the CDB file.

#### ***Advice***

When such a review—in accordance with the above policy—leaves no material to be forwarded, the Commander, CDB shall be advised accordingly by memorandum.

### ***Security***

Except as otherwise provided, a personnel file 291-00 maintained at CDB, a bureau, RHQ or detachment shall be confidential, and all reasonable steps shall be taken to protect their security. Access to these files shall be restricted to:

- commissioner ranks;
- respective regional commander;
- Commander, Professional Standards Bureau (PSB);
- Commander, CDB; and
- an employee specifically designated in writing by one of the above.

### ***Informal Release of Information***

#### ***Detachment***

Where an employee seeks access to their individual staff file held at a detachment or bureau, the respective detachment commander or bureau commander may grant access provided the following information is removed prior to disclosure:

- any personal information about any individual other than the employee;
- any medical information which—if disclosed—may prejudice the mental or physical health of the employee;
- any employment references where the source's identity was to remain confidential;
- information of police investigations or the names of individuals being investigated.

#### ***RHQ/GHQ***

Where an employee seeks access to their individual staff file maintained at GHQ or RHQ they shall submit a memorandum through normal channels to:



- the Commander, CDB, where access to their individual staff file maintained at GHQ is sought; or
- the regional commander, where access to their personnel file 291-00 maintained at RHQ is sought.

**Viewing**

Upon receipt of such a memorandum, the Commander, CDB, regional commander, or their designate, will arrange a viewing of the personnel file 291-00 at the location where it is maintained, at a time and date convenient to all persons concerned, provided the information set out in the above policy is removed prior to disclosure.



Where an individual other than the employee requests information contained in an employee's personnel file 291-00, care shall be taken to ensure that any disclosure is consistent with the provisions of the Freedom Of Information And Protection Of Privacy Act. Access to, or a photocopy of, the requested information may be provided, subject to the following conditions:

- the request must set out the specific information or document sought, normally, the entire file shall not be provided;
- the individual to whom the information relates has identified that information in particular and consented to its disclosure;
- any information making reference to:
  - any individual other than the employee;
  - a police investigation or the name of an individual being investigated;
  - any medical information which, if disclosed, may prejudice the mental or physical health of the employee; and
  - any employment reference where the source's identity was to remain confidential shall be removed prior to disclosure.

**Advice**

A record may be severed where it is practical to do so, however, where doubt exists, seek advice from the Ministry's FOI co-ordinator.

**Denial**

Where requested information is not provided pursuant to this policy, the requester shall be advised and provided with the reason.

**Change—Personal Status**

Form FB006—Notification of Change of Personal Status, shall be completed in the following circumstances:

- marriage;
- divorce;
- separation;
- childbirth, adoption or death;
- death of spouse; or
- name change by court action.



**Distribution** Form FB006—Notification of Change of Personal Status, shall—with supporting documents where applicable—be submitted within 15 days of a change in personal status, and distributed as follows:

Unit 1	Benefits Section Human Resources— <u>MCSCS</u>
Unit 2	section or <u>detachment</u> file
Units 3 & 4	destroy



**Work Location  
Address**

An OPP employee may use an OPP work location address for mailing, shipping, or receiving items only for purposes directly related to their employment responsibilities.

**Restriction** An OPP employee shall not use an OPP work location to conduct personal business transactions, e.g. secondary employment or transactions that do not relate directly to the employee's employment responsibilities.

**MTO Documents**

In renewing/revising a driver's licence/vehicle permit, a member shall not;

- use the assigned OPP location as the required address of record—unless as a participant in the Address Suppression Program (ASP); or
- have a personal business address containing any reference to the OPP.

**Exception**

A member residing in quarters forming part of the detachment premises shall use such address for the purposes of the above policy, indicating where possible only the street name and number of the post office box.

### 6.4.13: REGULAR PART-TIME

**Introduction** The purpose of this policy is to govern the application and approval of a member to work regular part-time without an established regular part-time position vacancy. This opportunity exists to accommodate the needs of a member to better address personal requirements, with primary consideration being given to family issues, including child care and care of elderly family members. The policy permits a member to perform full policing duties on a part-time basis to address an immediate need for a specific duration and to assess each and every situation on its own merit.

**Approval** It must be understood that the approval of such working conditions will be at the discretion of the bureau/regional commander, having due regard for the known or anticipated workload for the time period in question and the circumstances of the request.

**Request** Any member who wishes consideration for a regular part-time working arrangement shall apply by memorandum through normal channels setting out the following:



- reason(s) for the request;
- proposed total weekly hours worked;
- duration of the requirement for regular part-time;
- anticipated scheduling limitations;
- variables to be addressed; and
- alternatives to be considered.



A detachment commander in receipt of an application, shall, within 10 days of receipt, forward it to their bureau/regional commander with their comments addressing the feasibility of the working arrangement. The comments shall take into account:

- the reason for the request;
- what impact, approval of the request, will have on service delivery at the applicant's work location; and
- any alternatives that should be explored.

**Decision** A bureau/regional commander in receipt of an application shall, within 10 days of receipt, review all documentation submitted, having regard for the personal needs of the member and the operational requirements of the detachment, and bureau or region. The decision of the bureau/regional commander shall be forwarded to the applicant, by memorandum, within 30 days of the initial application.

**Specific Information/Alternative**

At any stage of the application process, a detachment commander may discuss the request with the applicant with respect to developing more specific information or alternatives to accommodate the needs of the member and the operational requirements of the detachment, region or bureau.

**Agreement** If a regular part-time working arrangement is approved, the detachment commander shall develop an agreement of working conditions with the assistance of OPP CDB. The agreement shall contain all of the agreed upon items required to be included in the application.

**Review** Should a regular part-time working agreement be approved for a period in excess of nine months, a detachment commander shall conduct a review of the requirement for the working arrangement at each six month interval.

**Other Arrangement** If a determination is made at a six month review that the requirement for the member to remain on regular part-time is significantly diminished or outweighed by the known or anticipated workload requirements of that location, other arrangements shall be explored to address the needs of both the member and the OPP, prior to considering ending the working arrangement.

**Notice** Should the employer or employee wish to end the working arrangement, the requester shall give 30 days written notice.

**Diminished Need** Consideration shall be given to all existing requirements for regular part-time working arrangements. If a determination is made at a six month review that



the need for the member to remain on regular part-time is significantly diminished, and another member has a greater need, the member with the diminished need may be given 30 days notice to return to full-time duty. The member with the greater need may then be approved.

#### 6.4.14: ACTING APPOINTMENT



##### **Introduction**

To meet human resource requirements it is sometimes necessary to temporarily appoint a member to a position in an acting capacity. Ideally the use of each acting appointment should enhance the development of a member who has demonstrated the ability, and interest in achieving a higher rank. In order to promote uniformity within the OPP and to comply with the provisions of the Manual of Administration and the MOU the following policy has been developed.

##### **Member**

A member in external developmental secondment or contract situation cannot, upon their return to the OPP, expect to be promoted to a rank at which they are acting. An appointment is intended to compensate individual commitment and personal sacrifice.

##### **Civilian**

A civilian employee and their manager should refer to the CDB and specific collective agreements available on the OPS HR Open Web for information regarding acting appointments.

##### **Authority**

Where it is necessary to **temporarily** fill a position, a bureau/regional commander may appoint a member to perform the full duties of another position in an acting capacity, subject to the following conditions:

- the member has demonstrated the ability, through work performance, of fulfilling the position requirements;
- the member has demonstrated an interest in achieving a higher rank;
- the member would be recommended to enter a promotional competition; and
- the member agrees to participate in the promotional process, if eligible, or is prepared to relinquish the acting rank.

##### **Review**

A position filled by an acting appointment should be reviewed regularly with consideration given to filling the position with a rank qualified candidate.

##### **Promotional Credit**

Where a member's name appears on a promotional eligibility list and a vacancy exists at that member's location in a position for which the member has qualified, that member shall have the opportunity to be placed in the acting position, in order to gain additional experience.

##### **Rotation**

Pursuant to a member's name appearing on a promotional eligibility list, and subject to the conditions set out in the heading Authority, where more than one member in a location is qualified for a vacant position, consideration shall be given to rotating the position among each qualified member. The duration of each rotation shall be determined by considering factors such as:

- the anticipated duration of the vacancy;
- desirability to maintain continuity in the position;



- consultation with each member involved; and
- special qualifications or skills required to fulfil the position requirements.

**Long-term** A long-term acting appointment on secondment or contract should be developed in consultation with a member of CDB.

**Incumbent** With the exception of a member, only an employee having the qualifications required by that position shall be designated to act in the position of an incumbent.



*The Public Service of Ontario Act, the MOU and the Collective Agreement should be read in conjunction with this policy.*

**Notification** Where an employee is designated to act in the position of an incumbent, the bureau/regional commander shall advise the employee to this effect by memorandum.

**Reversion to Confirmed Rank** A member who has performed the full duties of a position in an acting capacity for a period of 18 months or more, shall be given written notice, at least one month prior to being reverted to the former rank.

**Exception** A member who is filling a position in an acting capacity shall not be reverted to the former rank, where a temporary absence is necessary to attend a training course, court, or vacation, except where a prior agreement has been made.

#### 6.4.15: ALTERNATE SELECTION PROCESS

**Introduction** In fulfilling its mandate to provide a policing service, the OPP is required to move human resources to various locations to meet its needs. Traditionally, there have been two methods used to accomplish this task:

- the advertising of a vacant position to elicit a volunteer; or when no volunteer has been identified; and
- the Administrative Selection Process.

Due to the impact that the Administrative Selection Process may have on the selected member and family, it has been decided to implement an alternative.

The following policy outlines a procedure that will reduce the need for utilization of the Administrative Selection Process for each uniform position above the rank of constable and yet permit the OPP to continue to meet the mandate of providing policing services to the people of Ontario. This policy will be known as the Alternate Selection Process.

**Management Tool** The Alternate Selection Process is not intended to supersede or replace the regular promotional system. This process will only be used as a management tool in lieu of Administrative Selection, subject to the following limitations:

- it will not be used between the announcement of a promotional process for the rank level required for a position and the publishing of the Promotion Eligibility List; and
- it shall not be used to avoid a paid transfer for rank qualified candidate.



**Commissioner's Prerogative**

Nothing in the Alternate Selection Process should be viewed as negating the Commissioner's right to either transfer laterally or promote in accordance with the Commissioner's prerogative.

**Promotional Competition**

In the event that a promotional competition is announced during the acting period for which the appointed member is eligible to compete, that member shall not be required to enter the competition to remain in the Alternate Selection Process.



**Utilization Criteria**

The Alternate Selection Process may be initiated only after the following procedures have been utilized unsuccessfully, and Alternative Selection is considered more expedient and practical than Administrative Selection:

- the vacant uniform position above the rank of constable was advertised and no applications were received or no suitable candidate was identified;
- the bureau/regional commander may contact, through channels, any rank qualified candidate for the position who have not applied; and
- the only means left available to fill the position are Administrative Selection or the Alternate Selection Process.

**Area of Search**

The bureau/regional commander shall consult with the Commander, CDB, to determine the area of search for a candidate.

**Selection of Candidate**

Where there has not been an applicant for a position, a bureau/regional commander may initiate the Alternate Selection Process, having consideration for the following criteria:

- the successful candidate must be confirmed in the rank one level below the rank of the vacant position;
- the successful candidate must not be on a current Promotion Eligibility List for the rank of the vacant position;
- the successful candidate must meet the eligibility requirements for a promotional competition;
- there should be documented evidence of noteworthy performance and suitability for a supervisory role; and
- the successful candidate agrees to be appointed to the position in an acting capacity for a period of one year:
  - upon being confirmed in the rank, to remain in the position for an additional four years; or
  - for a period which when combined with the one year in the acting rank, does not exceed the maximum duration at that location.

**Initiating the Process**

Where a bureau/regional commander (requester) has a vacant uniform position above the rank of constable that could not be filled through the required (see Utilization Criteria) process set out in the heading Selection, a request may be made through channels to their respective provincial commander to utilize the Alternate Selection Process.



**Approval**

**Candidate List**

**Selection**

**Executive Council**

**Commencement**

**Appointment**

**Rank Insignia**

**Acting  
Appointment**

**Performance  
Evaluation**

**Documentation**

The request shall contain information such as:

- the background of the position;
- qualifications;
- area of search;
- selection panel (if any); and
- proposed minimum duration that the successful candidate must commit to.

Upon approval of the request by their respective provincial commander, the requester shall commence the advertising and selection procedures.

The requester, upon completing the selection of a nominee(s), shall forward a candidate list and comments to the appropriate bureau/regional commander.

The bureau/regional commander in consultation with the Commander, CDB, shall choose a member from the list of nominees for appointment to the vacant position.

Upon making a selection from the list of nominees, the bureau/regional commander responsible for the location in which the vacancy is situated shall instruct the requester to prepare the necessary documentation for presentation and approval at Executive Council.

When Executive Council has approved a candidate for the position in question, the successful member shall be advised in writing of the date the acting appointment commences and of any conditions that may be applied to the appointment. A copy will be placed in the member's personnel file 291-00 at all locations.

The selected member shall be appointed to the vacant position in an acting capacity for a period of one year.

A member appointed to the Alternate Selection Process shall wear the rank insignia for the position in which they are acting.

The one-year acting appointment is equated to on-the-job development. For that purpose a developmental plan shall be prepared. Documentation of performance is necessary for the purpose of either recommending confirmation in the rank or reversion to the previous confirmed rank should performance be inadequate.

The documentation shall be in the form of quarterly special performance evaluation, utilizing Form PCS065—Personnel Evaluation Report.

**Completion**

Each evaluation report shall be completed by the appointee's immediate supervisor and forwarded through normal channels to the bureau/regional commander responsible for the area in which the appointee is located.





- Rank Advancement** A member appointed to an acting position through this process shall only be advanced one rank level at a time.
- Confirmation** Upon the member's successful completion of one year's service in an acting capacity, the respective bureau/regional commander shall submit a recommendation to the appropriate provincial commander that the member be confirmed in the rank in which the member was acting.
- Approval**  
Confirmation in the rank shall be by means of Executive Council approval.



### 6.4.16: SHIFT SCHEDULING

#### *Member*

- General System** Where a detachment or RHQ unit provides 24-hour coverage, a platoon shift system may be used and where a platoon shift system is not employed, a general shift system shall be used.
- Platoon System** Where a platoon shift system is used, the detachment commander shall:
- assign the required eight rest day within that scheduled 28-day period; and
  - where possible, assign each employee a weekend off immediately following the shift referred to as the midnight shift.
- Posting** A shift schedule shall be posted no later than 16:00 hours, 15 days prior to the beginning of the scheduled period.
- Change of Shift** An employee shall not be required to change a shift between a rest period while on a platoon schedule or between a shift change on a general shift schedule except:
- in circumstances beyond the detachment commander's control;
  - in a situation of emergency where an unusual or unexpected situation occurs;
  - where the employee agrees to such a change; or
  - where the employee has been notified before 16:00 hours, six days prior to the change and all scheduled shifts between rest days in that period are changed.
- Pay Rate** Where an employee's shift schedule is changed for any reason other than that set out above, the employee shall be paid an amount equal to one and one-half times the hourly rate of salary for the first day worked on the amended schedule.
- Exception**  
Except in circumstances beyond control, a detachment commander shall not schedule the commencement of a shift within eight hours of the completion of the member's previous shift. A member required to work before eight hours



have elapsed shall be paid time and one-half the hourly rate for those hours that fall within the eight hour period.

#### **Extended Absence**

Where a notice is received or it can be foreseen that a member will be absent for an extended period of time, e.g. illness, work injury, the member's rest days shall be shown on the shift schedule as Sunday and Saturday of each week. This includes a member on the 4-10 Plan, who shall revert to the five-day week for the duration of the absence. In this latter circumstance, regardless of when a member returns to work, care must be taken to ensure that the 4-10 Plan is resumed only at the beginning of a full week, so as to ensure that the proper number of rest days are received.



#### **Schedule Revision**

Any revision required as a result of an extended foreseeable absence to a schedule already in effect shall be made beginning with the week first following the date that the notice is received or it is foreseen that the member will be absent for an extended period of time, and the member making the revisions shall initial it. It is the responsibility of the member, while on sick leave, to report to the appropriate supervisor at the earliest opportunity, any change in the medical situation that would permit a full return to duties or to return to work in a limited capacity.

#### **Civilian Employee**

**Posting** A shift schedule shall be posted not later than 15 days in advance of the scheduled period.

**Change** A change to the shift schedule shall not be made unless the employee concerned is notified 120 hours in advance of the starting time of the originally scheduled shift. However, except where the change is caused by events beyond the control of the OPP, an employee required to change shift without proper notice shall be paid one and one-half times the hourly rate for the first eight hours of the change.

#### **Exception**

Except in circumstances beyond control, a detachment commander shall not schedule the commencement of a shift within 12 hours of the completion of the employee's previous shift. An employee required to work before 12 hours have elapsed shall be paid one and one-half times the hourly rate for those hours that fall within the 12-hour period.

**Completion** The following procedures apply in the completion of a shift schedule:

- to form the first group, enter the surname of the detachment commander, followed by the surname of each employee normally assigned to administration or relief duties;
- where an employee is assigned to support service duty for the entire period scheduled, enter the letter code representing that duty in the duty code column;
- where an employee is assigned to a duty which is deemed to be a support service for which a code has not been provided, enter an appropriate letter code in the space provided at the bottom of the support service duty box;



- the 24-hour clock system as modified shall be used for recording the shift hours subject to the following procedures:
  - a shift commencing at any hour between 00:01 to 24:00 hours inclusive shall be shown by using the corresponding number from 1 to 24;
  - a shift indicated as commencing between 20:01 to 24:00 hours on a given date means the shift actually commences on the day prior, e.g.:

S	M	T	W	T	F	S
7		R	R	21		

*In this example, 21 means the employee's Friday shift starts on Thursday evening at 21:00 hours.*

- the midnight to 08:00 hours shift shall be indicated by the use of the number 24, e.g.:

S	M	T	W	T	F	S
R	R	24				

*In this example, 24 means the employee will be required to report for duty on Monday evening prior to midnight to commence the Tuesday tour of duty.*

- the shift starting time for each employee shall be entered on the first scheduled working day, and continue in effect for each scheduled working day thereafter until a new shift starting time appears; and
- where practicable, a supervisor shall post in advance the meal period and, if applicable, zone of assignment for each member being supervised.

**Alteration** An alteration to a posted schedule shall be noted on unit one initialled by the authorizing member.

**Major Alteration**

Where a major alteration to a posted schedule is required, the detachment commander shall forthwith advise the regional commander.

**Distribution** Upon completion of the schedule, a detachment commander shall sign and distribute the schedule in the detachment and Provincial Communication Centre.

**Separate Shift Schedule**

The following provisions apply to each member of the OPPA bargaining unit:

- notwithstanding all other requirements of this policy, a separate shift schedule covering the Christmas Day, Boxing Day and New Year's Day holiday period shall be arranged which provides that one-half, or as close to one-half as is practicable, of each member in each work



location shall receive seven consecutive days off, including Christmas Eve, Christmas Day and Boxing Day, and the other one-half or the remainder of the members in each work location, shall receive seven consecutive days off, including New Year's Eve and New Year's Day. The seven consecutive days off shall consist of four weekly days of rest and three statutory holidays, Christmas Day, Boxing Day and New Year's Day;



- except with the mutual agreement of a member and supervisor, the separate shift schedule covering the period shall be rotated annually to ensure that a member receiving the Christmas Day and Boxing Day period off in one year receives the New Year's Day period off in the following year;
- where, due to a transfer or assignment, a majority of detachment members are entitled, through rotation, to the same holiday, the member with the least seniority on the OPP shall change their rotation; and
- it is not the intention to change any arrangement, presently acceptable to both the member and management where the member receives both Christmas and New Year's statutory holidays off, but does not take seven consecutive days off. An example of such an arrangement would be an employee who normally works a steady day shift, Monday through Friday, and who would normally take the statutory holiday on the day it fell.



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## 6.10: PROFESSIONALISM IN THE OPP

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### 6.10.1: INTRODUCTION

**CONFIDENTIAL**  
For review exclusively by the intended recipient.  
This document is highly confidential and is not  
intended for circulation or external distribution.



The conduct of an employee, both on and off duty, is scrutinized and applied to the OPP as a whole. The more professional the conduct, the higher the public's confidence and co-operation. Similarly, this generates greater personal pride in the employee and the OPP.

Positive relationships are essential to our business. Such relationships depend on mutual respect and understanding, appropriate attitudes and behaviours.

This policy outlines employee's and manager's responsibilities as they pertain to our conduct, our relationships with one another and the public, and the means by which we shall resolve complaints.

### 6.10.2: CONTEXT

#### *Legal Context*

An employee upholds public trust and provides the highest level of quality service consistent with their oath of allegiance and oath of secrecy as stated in the Public Service of Ontario Act (PSOA) and the Police Services Act (PSA), as applicable. The highest standard of professionalism in policing enhances our opportunity to maintain a positive workplace, protect human rights, prevent discrimination and harassment.

The right of every person to equal rights and opportunities, as a beneficiary of policing services and as an employee, is enshrined in federal and provincial law. The PSA directs police to safeguard rights guaranteed by both the Canadian Charter of Rights and Freedoms (Charter) and the Ontario Human Rights Code (Code).

More specifically, the Charter declares:

*"Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law..."*

The Code affirms:

*"... it is public policy in Ontario to recognize the dignity and worth of every person and to provide equal rights and opportunities without discrimination".*

Regulations made under the PSA define a code of conduct for every police officer.

#### *Policy Context*

Professionalism in policing is also supported by Ontario Public Service (OPS) policies which apply to every OPP employee and with which every OPP employee shall be familiar. These policies aim to:

- avoid situations where an employee's private interests may be incompatible or in conflict with their public service responsibilities (Conflict of Interest and Post-Service Directive);
- prevent workplace discrimination and harassment (Workplace Discrimination and Harassment Prevention (WDHP) Policy);



- make human resource decisions based on merit (Equal Opportunity Operating Policy);
- identify, eliminate and prevent every employment barrier (Equal Opportunity Operating Policy); and
- provide employment accommodation for people with disabilities (Employment Accommodation for People with Disabilities Operating Policy).

### 6.10.3: ACCOUNTABILITY

#### *Employee*

Each employee should regard the discharge of duties as a public trust and recognize their responsibilities as a public servant (refer to the OPS Accountability Directive for more information). In carrying out duties, an employee is accountable for:

#### *Professional Ethics*

- promoting a positive professional image;
- serving with honesty and integrity, in a manner that places public interest above personal interests;
- behaving above reproach both on and off duty and not bringing discredit upon the reputation of the OPP;
- maintaining their composure in a trying situation, and refraining from using profane, abusive or insulting language;
- respecting the dignity of the OPP and its uniform;
- treating the public and employees in an impartial manner, in administering a program and service and responding to a problem;
- refraining from discrimination and harassment, including an offensive remark or any other action, both in the workplace and during service delivery;
- refraining from illegal profiling;
- demonstrating courage in confronting others when behaviour, policies or practices are inconsistent with human rights laws and the OPP's espoused ethics, values and policies;

#### *FIPPA*

- providing full disclosure of publicly accessible information while respecting statutory, e.g. Freedom of Information and Protection of Privacy Act (FIPPA), regulatory or administrative rules governing confidentiality and the protection of privacy;

#### *Conflict Of Interest*

- promptly bringing to the attention of their manager/supervisor any real, perceived or potential conflict of interest as described in the Code of Conduct in the OPP.

#### *Manager/ Supervisor*

A manager/supervisor is accountable for promoting the highest standards of conduct possible within the OPP by:

#### *Positive Workplace*

- being a leader who creates and maintains a positive working environment free of discrimination and harassment and prevents unacceptable behaviour from occurring;
- ensuring each employee knows that discrimination and harassment are not tolerated;



**Performance Management**

- ensuring each employee knows that illegal profiling is not tolerated;
- creating a forum for staff to discuss ethical issues and dilemmas, encouraging people to bring issues forward and acting on those issues;
- helping each employee recognize and speak out appropriately against inappropriate behaviour;
- proactively monitoring the workplace to identify and address any potential issue;
- acting quickly, appropriately and objectively to resolve conflict and stop unacceptable behaviour as soon as possible upon becoming aware of it, i.e. not waiting to receive a complaint, so unacceptable behaviour will not escalate or be perceived to be condoned;
- restoring or improving a positive workplace relationship when an allegation, policy violation and/or their investigation have disrupted these relationships;
- treating people fairly, with dignity and respect, and ensuring all workplace practices allow each employee an equal opportunity to participate;
- clarifying expectations regarding performance and behaviour in the workplace and holding each employee accountable for both;
- developing the knowledge and skills of every employee;
- providing ongoing, honest and constructive performance feedback;
- recognizing noteworthy performance;

**Conflict Of Interest**

- taking the appropriate action on a real, perceived or potential conflict of interest as described in the Code of Conduct for the OPP;

**More Information**

- contacting the WDHP Information and Referral Service; and
- referring to Workplace Discrimination and Harassment Prevention in the OPS: A Manager's Guide and to the OPP Focus on Professionalism web site for more information.

#### 6.10.4: PREVENTING DISCRIMINATION & HARASSMENT

**Provider of Policing Service**

As a provider of a policing service to the public, the OPP strives to:

- provide the best possible service in a fair and equitable manner to every community and individual within its jurisdiction; and
- maintain a respectful and co-operative relationship with all communities, valuing their diversity, and thereby fostering the kind of community support that is essential to effective policing.

**Employer**

As an employer, the OPP strives to:

- implement fair and equitable employment practices for everyone's benefit;



- support a positive and respectful workplace that is free from discrimination and harassment;
- undertake a range of preventative measures, especially communicating with every employee about this policy and the general effect of discrimination and harassment; and
- prevent, identify and correct actions of one employee towards another that, left unchecked, would result in employment-related discrimination and harassment.

*Note: for definitions and prohibited conduct and grounds of employment-related discrimination and harassment, refer to [Workplace Discrimination and Harassment Prevention \(WDHP\) Policy](#) or [Workplace Discrimination and Harassment Prevention in the OPS: A Manager's Guide](#).*

**Commitment**

As both a provider of a policing service and as an employer, the OPP is committed to:

- zero tolerance of discrimination and harassment, i.e. appropriate action will be taken to address any incidence of discrimination or harassment;
- appropriate proactive, prevention-oriented and cost-effective service;
- alternate dispute resolution process; and
- resolution of discrimination and harassment, as soon as possible, and in a way that least disrupts ongoing working relationships.

### 6.10.5: COMPLAINT PROCESS

The Commander, Professional Standards Bureau (PSB) shall be responsible for the administration and monitoring of the complaint process. The process is now a single system incorporating both public complaint and internal complaint investigations. The change results from the 1997 amendments to the [PSA](#), eliminating a separate public complaints system.

The Investigation Section of [PSB](#) is responsible for conducting and overseeing complaint investigations to ensure fairness and consistency of treatment to the public, our employees and the OPP. In addition, the Section conducts or oversees investigations into complaints of "workplace harassment" and violations of the Ontario [Human Rights Code](#).

The Commander, PSB, shall conduct a yearly analytical review of all complaints to identify areas of concern to the Commissioner.

#### **Internal Complaint**

**Application**

This policy concerning an [internal complaint](#) applies to all employment-related complaints, including a [WDHP](#) complaint and a complaint involving an auxiliary member or volunteer. All employees are encouraged to determine the nature of the concern and to answer any questions or resolve the concern if appropriate.

**Former Employee**

This policy also applies to a complainant who is a former employee, auxiliary member or volunteer, generally within six months of separation from the OPP.





**Resolution Process**      **Time Frame**

A complaint should be raised immediately but not later than six months of an alleged offence. Any situation older than six months that comes to a supervisor's attention may be addressed if there is a strong reason for the complainant not acting sooner and if an appropriate resolution is feasible given the passage of time.

**Multiple Redress**

Resolution processes under this policy do not preclude, where applicable, a complainant making use of other collectively bargained (grievance) and statutory rights, e.g. anyone may file a complaint under the Ontario Human Rights Code and, where the respondent is a police officer, under the PSA.

**Goals**

The goals of the resolution process are to:

- determine the problem, complaint, or issue;
- meet the interests of the parties to the complaint and the organization, in the most effective and least adversarial way possible and in a way that least disrupts ongoing relationships;
- stop the conflict or inappropriate behaviour and/or correct the problem;
- restore or improve positive workplace relationships, as soon as possible; and
- prevent recurrences of the conflict or inappropriate conduct.

**Process Characteristics**

The resolution process shall be:

- fair;
- responsive;
- timely;
- confidential;
- professional;
- impartial;
- consistently applied; and
- shall aim to preserve the dignity, self-respect and rights of all parties.

**Options**

The four resolution options are:

- direct management action;
- alternative dispute resolution (ADR);
- investigation; and
- police referral.





## Responsibilities

**Employee** An employee shall:

- know and discharge their rights and responsibilities under this policy, legislation and OPS policies and directives including, but not limited to, the following:
  - Ontario Human Rights Code;
  - PSA and regulations;
  - Accountability Directive;
  - Equal Opportunity Operating Policy;
  - (Workplace Discrimination and Harassment Prevention (WDHP) Policy);
  - Employment Accommodation for People with Disabilities Operating Policy;
  - Conflict of Interest and Post-Service Directive; and



In addition to the above, an employee, auxiliary member or volunteer is encouraged to:

- let the alleged offender know about the unwelcome conduct or action and its impact;
- quickly notify the first level of management not involved in the complaint, i.e. free of bias and conflict of interest, about allegations; and
- make use of resources which provide neutral and confidential information about this policy and resolution options, e.g. the WDHP Information and Referral Services.

**Manager/Supervisor** A manager/supervisor shall:

- ensure that the workplace is free from discrimination and harassment, including clarifying the types of workplace behaviour expected under this policy;
- ensure that everyone under their command:
  - knows and discharges their rights and responsibilities under this policy, legislation and OPS policies and directives; and
  - knows about resources which provide neutral and confidential information about this policy and resolution options;
- upon becoming aware of a potential inappropriate workplace behaviour, engage in preliminary fact-finding and assessment about the nature of the issue in order to determine next steps;
- declare a potential conflict of interest where the manager is, or may be perceived to be, either condoning or directly involved with an allegation (in such a case, another manager must take over responsibilities associated with a resolution);



- determine which resolution option is best suited to effectively resolve the complaint/issue by considering the needs, interests and goals of the parties and the nature, severity and complexity of the issue;
- initiate the appropriate resolution option, in consultation with the appropriate resources as needed;
- advise everyone under their command not to threaten or retaliate against any complainant, respondent or witness to a complaint; and
- for a WDHP complaint resolved at any stage:
  - complete the WDHP Incident/Complaint Tracking Form; and
  - forward the form in a confidential envelope to the Commander, Career Development Bureau (CDB) who shall forward quarterly reports to the Ministry of Public Safety and Security, Human Resources Branch, Attention: Policy/Program Advisor, WDHP.

**Employer**

The OPP will make available resources that can provide neutral and confidential information about this policy and resolution options, e.g. the WDHP Information and Referral Service.

**Employees Lodging Complaints**

Where any OPP employee wishes to lodge a complaint concerning the conduct of another OPP employee they shall submit a memorandum outlining the specifics of the complaint through their immediate supervisor. Upon receipt, the supervisor shall consult with the detachment commander and the detachment commander shall forward the complaint to the Commander, PSB as an internal complaint.

If circumstances are such that this process is not appropriate for the employee, particularly in cases where the respondent of the complaint is the complainant's immediate supervisor or detachment commander, the complaint may be forwarded directly to the respective sergeant major.

**Professional Standards Bureau Notification**

A manager/supervisor shall immediately notify the Professional Standards Bureau (PSB) sergeant major where an allegation:

- involves comments or conduct that may constitute a criminal act; or
- could lead to discipline if substantiated.

**Manager/Supervisor**

A manager/supervisor shall ensure that:

- a criminal allegation is dealt with in the normal manner;
- duty reports are not requested until PSB has been contacted;
- witness(es) are not interviewed, except as necessary regarding short-lived evidence, or after discussion with PSB;
- every reasonable step is taken to secure and preserve evidence that might otherwise be lost;
- every reasonable step is taken to gather background information and evidence that the complainant can provide, for example, copies of photographs and witness statements;



- any OPP record that relates to the event is collected including: copies of notebook entries, occurrence reports, traffic reports, PCC tapes, in-car video tapes, and any other relevant information;
- the complainant and respondent are advised that PSB is being consulted; and
- once PSB has been notified, the complaint investigation will not be continued without the approval of PSB.



A manager/supervisor shall:

- address issues personally and directly by:
  - calling attention to the event, indicating it is unacceptable behaviour;
  - taking action to ensure unacceptable behaviour is modified;
  - following-up to ensure unacceptable behaviour is not repeated; and
  - informing and educating employees about unacceptable behaviour;
- if at all unclear about how to proceed, consult resources that can provide neutral and confidential information about this policy and resolution options, in order to avoid prejudging a situation or inadvertently making things worse;
- ensure that all employees know the ways in which workplace complaints can be resolved and of their right to be accompanied by another person when attending a discussion related to this policy (any costs incurred in exercising this right will be at the employee's own expense);
- practice progressive discipline, as required; and
- document the incident, including the resolution action taken.

**Time frame**

Unless the situation warrants immediate referral for formal alternate dispute resolution or investigation, a manager/supervisor shall attempt to resolve complaints within **four** weeks of becoming aware of an issue. While every effort must be made to comply with this time frame, failure to do so does not void the process.

**Alternative Dispute Resolution**

When applying the alternative dispute resolution option, a manager/supervisor shall:

- encourage and support parties to resolve issues and conflict co-operatively, voluntarily and on their own, if possible, but shall still follow up and reinforce positive resolutions/behaviour; or
- mediate a resolution with the parties, where the issue is not of a complex or serious nature.

**Manager, Alternative Dispute Resolution, HRB**

A manager/supervisor considering mediation may consult with the Manager, Alternative Dispute Resolution–HRB or refer to Workplace Discrimination and Harassment Prevention in the OPS: A Manager's Guide.



**Time Frame** Mediation shall be completed within three weeks of a manager/supervisor assigning a complaint to a provider of alternate dispute resolution services, unless extenuating circumstances exist, such as one person being ill. While every effort must be made to comply with this time frame, failure to do so does not void the process.

### Investigation



**Consult** A manager/supervisor shall consult with PSB to determine if an investigation is required where:

- one or both parties are unwilling to participate in ADR;
- management needs to determine the facts of an allegation;
- there is a significant power imbalance between respondent and complainant;
- an attempt to resolve the complaint/issue through the ADR process has been unsuccessful; or
- the allegation is serious enough that, if proven, could result in management taking disciplinary/corrective action.

**Cooperation** A manager/supervisor shall cooperate with the PSB investigator by sharing information, discussing issues and providing their opinion on issues that arise during the investigation.

**Confidentiality** A manager/supervisor shall ensure the confidentiality of information.

**ADR** Where an investigation is initially chosen as the option for resolving conflict, PSB and the manager/supervisor may refer the complaint/issue for ADR, where appropriate.

**Time Frame** An investigation shall be:

- assigned to an investigator no later than two weeks after deciding that a complaint/issue will be investigated; and
- completed and a final report submitted within 12 weeks of assigning an issue or complaint to an investigator, unless there are extenuating circumstances.

**Notification** Parties to an investigation and their managers/supervisors shall be notified of the outcome of an investigation within six weeks of an investigation report being finalized and, where the allegation has been upheld, the notification should indicate that discipline has been imposed and/or other appropriate action has been taken.

While every effort must be made to comply with these time frames, failure to do so does not void the process.

**Police Referral** A manager/supervisor shall refer a complaint to the police agency with jurisdiction where a comment or conduct may constitute a criminal act. One or more of the other resolution options may be used concurrently with a police referral.



**Documentation** There must be no reference to an issue or complaint under this policy in an employee's personnel file 291-00 file, unless disciplinary action was taken against the employee. All other related documentation shall be securely maintained separately from an employee's personnel file, in the employee's personnel evaluation file—233 10 file, or AP 66 file for an auxiliary member, with access restricted to those persons who need the record to perform necessary and appropriate functions. Documentation maintained in the 233 10 or AP 66 file shall be retained and disposed of in accordance with the Records Maintenance Manual.

### 6.10.6: PUBLIC COMPLAINT

#### *Complaint Categories*

Complaints by members of the public are categorized as follows:

- provincial policy;
- services;
- local policies of a contract location; or
- the conduct of an employee of the OPP.

#### *Accepting a Complaint*

An employee at an OPP location shall accept any written and signed complaint from a member of the public and the matter shall be referred to the officer-in-charge. Complaints received electronically are not acceptable and the complainant shall be directed to submit the complaint in person or by mail.

#### *Verbal Complaints*

A member of the public making a verbal complaint shall be advised that the PSA requires the complaint to be in writing and signed by the complainant.

#### *Other Police Service*

The legislation directs the OPP to accept complaints only about the OPP.

An employee receiving a complaint about another police service or their employees shall direct the complainant to forward the complaint to the applicable station or detachment of the police service to which the complaint relates or to the Commission either:

- personally;
- by mail;
- by telephone; or
- fax or e-mail.

#### *Non-Members of the Public*

An employee who receives a complaint from an individual who is not a "member of the public", and the complaint is about:

- OPP policy;
- the service provided; or
- misconduct/inappropriate behaviour that may bring discredit to either the employee or the OPP

shall request that the complaint be in writing outlining the specifics of the complaint and submitted to the respondent's detachment commander.



**Employee Charged  
HTA Violation**

In cases where a HTA charge is laid as a result of a MVC, the submission of Form TP022—Vehicle Damage Report, must include:

- a copy of the traffic collision report;
- driver or witness statements; and
- any other documentary evidence.



**Anticipating a  
Complaint**

A Complaint Intake Form is not required with the submission of the TP022.

An employee who anticipates that they may be subject of a complaint or contemplates initiating a complaint shall:

- record as completely as possible, the circumstances surrounding the incident including any statements made; and
- notify their supervisor of the circumstances as soon as possible.

**Anonymous  
Complaints**

Anonymous complaints, regardless of subject, received in writing shall be forwarded to the Commander, PSB for consideration.

Anonymous complaints made verbally, where the subject of the complaint constitutes "misconduct of a serious nature", shall be recorded on the OPP Complaint Intake Form and forwarded to the Commander, PSB.

**Resolution Of A  
Complaint—Public**

If the complaint allegation(s) does not constitute "misconduct of a serious nature," a supervisor shall ensure an attempt is made to resolve the issues prior to accepting any formal complaint.

A resolution may only be completed if the respondent and the complainant both agree to it.

A resolution may include:

- an explanation of policy or law;
- a face-to-face meeting between the parties;
- an apology;
- identification of a training need;
- informal discipline; or
- any other action(s) that will satisfy the involved parties.

In deciding whether a resolution is appropriate, the officer-in-charge should consider whether the action is in accordance with the principles set out in the Performance Management Manual concerning performance improvement.

The parties involved in the complaint shall be made aware by the coordinating supervisor, that no statement made by a respondent or a complainant, in the course of an attempt to resolve a complaint informally, shall be admitted in evidence at a discipline hearing, except with the consent of the person who made the statement.



**Complaint Resolved**

Where a resolution is successful, the employee resolving the issue should make detailed notes of the process and notify the detachment commander.

**Unsuccessful Attempt to Resolve**

If the supervisor is unable to resolve the matter at this time, the supervisor may suggest to the complainant that the matter will be reviewed by the detachment commander. The detachment commander may attempt to resolve the matter prior to forwarding the complaint to PSB.



The written complaint and Complaint Intake Form concerning any matter not resolved informally by a supervisor shall be forwarded to PSB and to the sergeant major by fax within five business days. All additional information, including OPP records relating to the complaint, shall be forwarded to PSB by regular mail with a copy retained at detachment.

**6.10.7: RESPONSIBILITIES OF PROFESSIONAL STANDARDS BUREAU**

**Classification of a Complaint**

Upon receipt of a complaint, PSB will review and classify the complaint in one of the following areas:

- provincial policy;
- services;
- local policy of a contract location; or
- the conduct of an employee of the OPP.

The Commander, PSB shall determine if the complaint is:

- frivolous;
- vexatious;
- made in bad faith;
- over six months; or
- whether the complainant was not directly affected by the:
  - policy;
  - service; or
  - conduct that is the subject of the complaint.

**Further Information**

The Commander, PSB may request the detachment commander collect additional preliminary information to assist with the classification or review of the complaint.

Involved employees will be provided with the substance of the complaint and asked to respond in an effort to assist with the classification and review.

**Notifications Upon Classification**

Notifications pertaining to the classification of the complaint, will be forwarded to the:

- complainant (within 30 days after the complaint was made unless the Commander, PSB notifies the complainant in writing before the expiry of the 30 day period that they are extending the 30 day period);





- respondent (providing the classification decision does not inhibit the investigation);
- sergeant major;
- detachment commander; and
- bureau/regional commander (in the event of a complaint against a detachment commander).



### **Review Request**

A public complainant may request a review by the Commission of the classification decision within 30 days of receiving their classification notice, and no investigation will be done during this period on a public complaint unless the complainant has stated in writing or signed a waiver that they will not appeal the classification.

### **Classification Review Waiver**

PSB will forward a waiver to each public complainant, so that they may request that the investigation proceed prior to the end of the 30-day appeal period.

### **Withdrawal Of A Complaint**

When a complainant wishes to withdraw a complaint because the matter has been resolved or the allegations against the respondent are totally unfounded, the withdrawal shall be in writing and signed by the complainant, expressing the reason for the withdrawal.

The investigating member shall provide the complainant and the respondent with a copy of the withdrawal, and shall submit the original directly to the appropriate sergeant major who will review and forward the withdrawal to the Commander, PSB.

Withdrawal of a complaint does not automatically preclude further investigation or any subsequent discipline by PSB.

### **Complaints Proceeding To Investigation**

A conduct issue shall be assigned to the respective sergeant major for their action and assignment as appropriate. The sergeant major shall, where appropriate, ensure that an attempt is made to resolve the complaint.

OPP provincial policy or service issues shall be dealt with by PSB in concert with the appropriate bureau/region.

### **Local Policy Issues**

A local policy issue shall be forwarded to the detachment commander, in the jurisdiction concerned, for the appropriate action.

## **6.10.8: COMPLAINT OF MISCONDUCT OF A SERIOUS NATURE**

### **Responsibilities**

#### **Employee**

When a charge under any statute has been laid against an employee, the employee shall apprise their immediate supervisor of the circumstances of the incident. Should the matter adversely affect the reputation of the OPP or the morale of its employees, the supervisor shall report the matter on a Complaint Intake Form and forward it to the Commander, PSB.

Where an employee is alleged to have been involved in a matter that may constitute "misconduct of a serious nature", that employee shall apprise their immediate supervisor, if available, or detachment commander of the circumstances of the event at the earliest opportunity.



An employee becoming aware of an allegation(s) of misconduct of a serious nature involving another employee, shall report the matter forthwith to their immediate supervisor, or if appropriate, directly to their bureau/regional commander.

**Supervisor**

Where an alleged misconduct of a serious nature is reported, the supervisor shall ensure their bureau/regional commander has been notified of the allegation(s) made against an employee.



A bureau/regional commander receiving such notification shall immediately notify:

- the appropriate provincial commander;
- the Commander, PSB;
- if applicable, the bureau/regional commander of the employee involved; and
- the bureau commander in charge of any specific program involved, e.g. First Nations Program.

Where appropriate, the bureau/regional commander will also advise:

- the First Nations policing committee; or
- the First Nations Government; or
- the municipal police services board or committee.

**Commander, PSB**

The Commander, PSB, upon notification of the above, shall be responsible for:

- advising the Commissioner, initially and on an ongoing basis, of the progress of any subsequent investigation; and
- liaising with Media Relations.

**Sergeant Major Consult**

Any employee may contact the sergeant major for advice and guidance on the process and procedure regarding a complaint.

**SIU Investigation**

Where the SIU has initiated an investigation and an incident gives rise to both a complaint being lodged and an SIU investigation being conducted, investigation of the complaint may be delayed until the SIU Director has made a decision regarding criminal charges.

**Initial Response**

**Supervisor/  
Detachment  
Commander's  
Responsibilities**

A supervisor or detachment commander responding to an allegation of misconduct of a serious nature shall ensure that:

- the complainant is advised that the complaint will be forwarded to PSB for processing and appropriate action;
- all criminal allegations are dealt with in the normal manner;
- the OPP "Complaint Intake Form" is completed and attached to the letter of complaint as a covering document;



- the Complaint Intake Form and letter of complaint are forwarded immediately to PSB and the sergeant major by fax or e-mail. The remainder of the file shall be forwarded by regular mail to PSB, once compiled;
- all reasonable steps are taken to secure and preserve evidence that might otherwise be lost;
- all reasonable steps are taken to gather background information and evidence that the complainant can provide such as: photographs, witness statement, offence notice;
- OPP records that relate to the event are collected including: copies of notebook entries, occurrence reports, traffic reports, provincial communication center (PCC) recorded audio tapes, in-car video tapes, and any other information relevant to the complaint; and
- once PSB has been notified, the complaint investigation will not be continued without the approval of PSB.

#### **Restrictions**

*Duty reports are not requested until PSB has been contacted and witness(es) are not interviewed except as necessary re short-lived evidence, or after discussion with PSB.*

## **SUSPENSION**

A bureau/regional commander or designee of superintendent rank or above, may suspend an employee from duty where such suspension is justified and it is in the best interests of the OPP/public where circumstances indicate that:

- it is unacceptable to the OPP/public to allow the member to continue to act as a police officer;
- there is a potential of danger to the public, other members or the member personally by allowing that member to continue duties; or
- the member is in custody.

**Consultation** Where it is determined that a member is to be suspended from duty, the bureau/regional commander or designee of superintendent rank, shall consult with the Commander, PSB, prior to suspending the individual.

#### **Professional Standards Bureau**

The Commander, PSB, upon receipt of notification, is responsible to prepare and present to the Commissioner the appropriate documentation for confirmation.

#### **Commissioner**

The Commissioner may confirm the suspension/reinstate the member to duty.

#### **Notice**

Where a member has been suspended from duty, the bureau/regional commander or designee of superintendent rank will ensure that:

- the member is notified in writing, including the date and time effective; and



- the member's issued firearm(s), oleoresin capsicum spray canister, ASP baton, handcuffs, warrant card and badge are retrieved and securely stored.

**Other Police Service**

**Member's Responsibilities**

When a police investigation is being conducted, and it is determined that an employee of the OPP or a police officer of another police service is involved and the substance of the investigation may indicate a misconduct, the investigating member shall notify their supervisor.



**Supervisor's Responsibilities**

When the supervisor has been notified regarding an allegation of misconduct of a police officer of another police service, the supervisor shall submit a memo with the attached report(s) to the Chief of Police of the involved officer's police service with an information only copy forwarded to the Commander, PSB. If the matter involves an allegation of a misconduct of a serious nature, the supervisor shall immediately notify the respective Chief of Police and forward any documentation as soon as practicable with an information copy forwarded to the Commander, PSB.

**Crown Consultation**

Upon completing a complaint investigation which directly or indirectly involves an allegation of "misconduct of a serious nature," the investigator shall approach the Regional Director of Crown Attorneys for a legal opinion, unless a decision has already been made to lay a criminal charge or the allegation does not constitute criminal conduct.

A crown brief pertaining to the investigation must be provided to the Regional Crown Attorney at the time the opinion is requested.

**Employee Statements**

A respondent must be given the opportunity to give an explanation regarding a complaint prior to the submission of the investigative report.

At the request of a superior, an employee shall provide a duty report in writing or appear in person to answer question from the superior. More than one written duty report or interview may be necessary at the discretion of the superior.

Statements made by the employee in writing in a duty report or made orally to a superior in answer to questions of a superior as part of the duty report are admissible against the officer at any discipline hearing that may occur as result of the PSB investigation.

**SIU**

The Commissioner will, upon request, supply copies of all statements or duty reports made by an employee, except a respondent(s) who has withheld consent, to the Director, SIU.

All statements or accounts reduced to writing are subject to judicial order by any judicial body.

**Investigative Report**

An investigative report shall contain:

- a summary of the complaint, including a description of the respondent(s) alleged misconduct;
- a brief description of the investigative steps taken;



- summaries of statements from the complainant and/or witnesses, or duty reports from the respondent(s) and any witness officers;
- investigative "findings and conclusions" with regard to each allegation; and
- a description and analysis of any physical evidence obtained.



In order to avoid reinvestigation for clarification purposes, it is imperative that the investigative report depict the true circumstances of the complaint in clear and concise terminology. To ensure a fair disposition is reached, the investigative report shall not contain any personal opinion or unsubstantiated remarks.

OPP complaint files are periodically required to be released for civil and/or criminal proceedings. Therefore, comments made by the investigator must be supported by fact.

***Investigative Report Submission***

Copies of all documentary evidence (statements, medical reports, daily journals/notebooks, photographs) shall be submitted together with the investigative report directly to the sergeant major.

The sergeant major shall obtain the bureau/regional commander's assessment and recommendations where any of the allegations have been substantiated in whole or in part or where the investigative findings require comment.

The investigative report, with the appropriate regional command staff recommendations or comments, shall be forwarded to the Commander, PSB within four months of receipt of the complaint. The Commander, PSB may grant an extension of time to complete the investigation.

***Retention of the Investigative Report***

The investigator shall retain custody of all original documents and any physical evidence obtained during the investigation for a period of one year after submission of the final investigative report; or

- until the conclusion of the outstanding appeal process period; or
- until advised otherwise by the Commander, PSB.

***Distribution of Investigative Report***

The Commander, PSB shall provide the complainant and the respondent(s) with a copy of the investigative report for the public complaint.

### 6.10.9: COMMISSIONER'S DECISION

Upon receipt and review of a investigative report regarding an employee, the Commissioner shall decide one or more of the following:

- that no further action is necessary;
- that a non-disciplinary discussion be held with the member;
- that a bureau/regional representative contact the complainant and respondent and attempt an informal resolution;
- to informally discipline the respondent(s);
- to hold a disciplinary hearing;



- to cause an information to be laid against the employee and refer the matter to the Crown Attorney for prosecution; or
- to refer the matter to Discipline Committee if deemed appropriate.

Substantiated allegations concerning employees who are not members of the OPPA or COA will be addressed pursuant to the OPP Auxiliary Program Standard Operating Procedure Manual, the PSOA and any other appropriate Collective Agreement.



**Notice of Decision**

The Commander, PSB will give notice of the decision reached on a complaint to all concerned persons, including the investigator, within six months of receipt of the complaint, unless an extension is granted in accordance with the PSA.

**Advising Disposition**

The Commissioner, through the Commander, PSB, will ensure that all affected persons are apprised, in writing, of the disposition of complaints.

A bureau/regional commander may personally apprise those concerned, of the disposition of a complaint.

**Complaint Filing**

A complaint report is filed in accordance with the Records Maintenance Manual.

### 6.10.10: RESOLUTION OF A COMPLAINT

**Introduction**

Self-discipline is an integral and necessary ingredient in a member's ability to perform duties in the manner expected by the public and prescribed by the OPP. Where self-discipline is lacking, discipline must be applied in order to maintain acceptable levels of police service. Discipline is initiated as an educational and correctional process of ensuring member awareness of the type of behaviour that is deemed detrimental to the OPP and through this awareness, ensure future adherence to orderly prescribed conduct.

The Commissioner is responsible to maintain the highest level of discipline within the OPP. To this end the Commissioner has charged the Commander, PSB and the Discipline Committee with the responsibility to ensure consistent and just disciplinary decisions are made based upon the evidence placed before them.

Normally, a member's self-esteem and positive association with supervisors and peers sufficiently keeps that member within the bounds of good conduct. However, instances of "substantiated" complaints of misconduct or unsatisfactory work performance are clear indicators that corrective action is required.

**Discipline Process**

Where a complaint investigation determines the alleged member's misconduct is "substantiated" and corrective action is recommended, the Commander, PSB shall conduct a review of each file, and:

- decide whether corrective action is required;
- determine what corrective action is required to address the issue; and
- ensure the corrective action is carried out.



Where a PSA charge is indicated, refer the matter to the Manager, Prosecution Section, PSB for processing.

**Discipline Committee**

The Commander, PSB, may refer an investigative file to the Discipline Committee or the investigative file may also be referred to discipline committee at the request of a bureau/regional commander.

The Discipline Committee when reviewing an investigative file shall exercise the authority of the Commander, PSB.

The Commander, PSB is responsible to ensure that the decision of the Discipline Committee is carried out.



**Dress Code**

The following dress code for attendance at a PSA hearing is:

- Dress Order #2, for commissioned officer or sergeant major; and
- Dress Order #1, for non-commissioned member.

A member seeking an exemption to the order of dress shall contact the Manager, Prosecution Section, PSB.

The member shall be accompanied by a supervisor to a PSA hearing.

**Informal Discipline**

Informal discipline is offered in those circumstances where corrective action is appropriate and the respondent agrees. It should be noted that informal discipline is generally offered as an alternative to a PSA charge. Therefore, on all complaints in which informal discipline is being considered, the sergeant major shall review the file to ensure there is sufficient evidence to support a PSA charge. The Commander, PSB will then be consulted on the recommended amount of informal discipline to ensure organizational consistency.

**Application**

When the complaint does not involve allegations of misconduct of a serious nature, the provisions of this section may be applied, at the following intervals:

- attempting an informal resolution when the involved respondent and complainant both agree;
- during the course of the investigation of the complaint; or
- following the completion of the complaint investigation.

In dealing with an allegation not involving misconduct of a serious nature or unsatisfactory work performance, the officer-in-charge/investigator shall ensure an attempt is made to resolve the issue as indicated in topic area entitled Resolution of a Complaint.

**Restrictions**

Informal discipline at this stage usually will not be appropriate where circumstances include any of the following:

- the allegation indicates the use of force, including the use or threatened use of firearms;
- the allegation involves all other allegations of misconduct of a serious nature;



- the member has been found guilty under the PSA within the previous five years; or
- the member has been subject to corrective action under the informal discipline program twice within the previous two years.

**Responsibilities**



**Supervisor or PSB Investigator**

Where it appears that informal discipline would be an appropriate part of an informal resolution, the supervisor or PSB investigator shall not proceed with the informal resolution, but shall refer the matter to the respective detachment commander or sergeant major.

**Detachment Commander**

The detachment commander shall review the matter, and if they agree that informal discipline would be appropriate as part of an informal resolution, either alone or in combination with other elements, then the detachment commander shall forward the complaint and a copy of the background information forthwith, together with the detachment commander's appended comments as to the applicability of informal discipline, to the sergeant major.

**Sergeant Major**

The sergeant major shall review the investigative file submitted from the detachment commander or investigator and shall forward their recommendations to the respective bureau/regional commander concerning the informal discipline.

**Bureau/Regional Commander**

Where the bureau/regional commander, in consultation with the Commander, PSB, determines that informal discipline is applicable to the case, they may approve one of the following corrective actions:

- a reprimand;
- undergo specific counselling, treatment or training;
- participate in a specific program or activity;
- any remedial action in conjunction with any of the above; or
- a deduction of up to a maximum of 24 hours from the member's overtime bank or statutory holiday bank.

The bureau/regional commander shall advise the detachment commander or sergeant major of the approved level of informal discipline, and request that an appropriate attempt be made at an informal resolution.

**Notice For Meeting**

The detachment commander or sergeant major shall serve the member involved with notice, either verbal or written, advising the time, date and location of the meeting pertaining to the offer of informal discipline. The notice shall be served upon the member a least three clear days prior to the meeting.

**Member's Option**

A member has the option of being accompanied by a representative during this meeting. The representative may only offer the member assistance in making a decision.



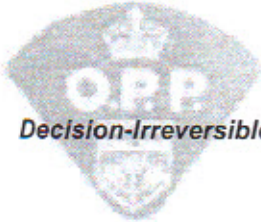


**Member Advised of  
Corrective Action  
Offered**

The bureau/regional commander shall advise the member of the corrective action which has been selected and offer the member the option of either accepting the corrective action or proceeding with a PSA charge. The member has three clear days to notify the bureau/regional commander of their decision.

**Form X005**

Form X005 shall be utilized to record the corrective action offered and the member's response to the offer. This form will be generated by the sergeant major or bureau/regional staff, once completed it shall be forwarded to PSB.



**Decision-Irreversible**

Upon receipt of a completed Form X005, the Commander, PSB shall review the corrective action taken and ensure proper filing.

A decision to proceed by way of PSA charge shall be considered irreversible and no appeal of the informal discipline process by the member will be considered.

**Record Retention**

The member shall be advised that the informal discipline, if accepted, will be processed and subject to all the retention provisions as set out in topic area Record of Informal Discipline.

**Informal Resolution  
Post-Acceptance**

Where at the conclusion of the meeting the detachment commander or sergeant major is still of the opinion that the informal resolution would be appropriate after the acceptance of the informal discipline, and the involved parties all agree to it, they may secure the parties agreement and confirm the informal resolution.

**Record Of Informal  
Discipline**

A record of informal discipline shall be kept on a member's personnel file 291-00 at all administrative levels for two clear years from the date of disposition.

Where there is a further occurrence of a similar nature and the allegation is sustained, the original record shall remain on file for an additional two clear years from the date of disposition.

A record of informal discipline may be utilized at subsequent informal discipline proceedings as well as PSA proceedings for a sustained allegation of similar behaviour.

It shall be the responsibility of the Commander, PSB to notify all administrative levels when a record of informal discipline is to be purged.

**Corrective Action**

Where a member is required to work as a corrective action, that work shall be completed at a time mutually agreed upon by the detachment commander and the member.

Time worked as a corrective action shall be completed within 45 days from the date the corrective action is offered and shall not be in conjunction with any scheduled shift.

Where a member is required to work as a corrective action, no overtime shall be allowed unless the overtime hours worked were at the completion of the corrective action time worked.

**Distribution**

Where informal discipline is accepted, the employee who arranges for the member's signature shall provide one copy to the member, and shall forward:



- one copy to the member's detachment commander with written instruction to monitor the corrective action;
- one copy to the sergeant major; and
- the original to PSB.

When the corrective action is completed, the detachment commander shall complete the pertinent section of the form and return one copy to the sergeant major, and one copy to PSB.

Where the corrective action is not accepted within three clear days, the employee who arranges for the member's signature shall forward the original investigative file to the Commander, PSB with written direction that a PSA charge is to be initiated; or

Where a member wishes to exercise the three day option, the member will be provided with a copy of Form X005 and the original shall be forwarded to the member's detachment commander with written instructions concerning:

- where corrective action is accepted:
  - obtain the member's signature on the form;
  - monitor the corrective action; and
  - forward a copy to the sergeant major and the original to PSB; or
- where the corrective action is not accepted or no response is received:
  - complete the pertinent areas of the form; and
  - forward a copy to the sergeant major and the original to PSB.

Upon final distribution of the investigation, copies of Form X005 shall be distributed to:

- Commander, PSB;
- RHQ or Bureau;
- Detachment/Unit; and
- Member.

**Filing** Documentation concerning this program shall be filed in accordance with the provisions of the Records Maintenance Manual. Documentation placed in a member's personnel file as described in the Memorandum of Understanding, Article 28.02 shall remain within the file until the provisions of Article 28.02 and section 64(16) of the PSA have been satisfied.

#### 6.10.11: OPP AWARDS SOP MANUAL

**Commander, CCB** The Commander, CCB shall be responsible for:

- maintaining the OPP Awards Standard Operating Procedure (SOP) Manual; and



- auditing the content for relevancy on an annual basis.

## 6.10.12: PUBLIC APPRECIATION TRIBUTE

### **Introduction**

A tribute is an expression of appreciation pertaining to an OPP employee's meritorious conduct and service. It is a valuable indicator of our success in working with our partners/stakeholders. Measured in conjunction with other evaluators, a tribute demonstrates that organizationally we are adhering to The Promise of the OPP.



### **Acknowledgement**

Each tribute received shall be acknowledged to the sender by the detachment commander, at point of receipt as follows:

- verbal tribute:
  - verbal acknowledgement; or
- written tribute:
  - written acknowledgement.

*A verbal tribute is to be processed in the same manner as a written tribute.*

### **Processing**

In cases where a tribute is received personally by an employee it shall be forwarded to their immediate supervisor for comments.

### **Supervisor**

The immediate supervisor shall review each tribute, provide comments and forward it to the respective detachment commander.

### **Detachment Commander**

The detachment commander shall review each tribute submitted, provide comments and forward it to the respective bureau/regional commander.

### **Bureau/Regional Commander**

The bureau/regional commander shall:

- review each tribute submitted;
- provide comments; and
- ensure each tribute, and a copy of any written acknowledgement or a notation that a verbal acknowledgement was given, is forwarded to:
  - HRB, GHQ Files Room; and
  - Awards and Recognition Unit, Corporate Communications Bureau (CCB).

### **Filing**

The tribute shall be placed in the employee's personnel file 291-00 at HRB.

### **Distribution**

A copy of a tribute forwarded in accordance with this policy, shall also be distributed as follows:

- where it refers to a member—filed in the respective personnel file 291-00 at the individual's OPP work location; or
- where it pertains to OPP Service—file in RHQ and detachment file.

### **Posting**

An OPP service tribute should be posted at detachment for a reasonable period prior to filing.



- Monthly Report** An e-mail or fax message, shall be sent from each detachment commander and bureau commander to the Commander, CCB, advising of the number of tribute(s) on a monthly basis.
- Publication** The Awards and Recognition Unit Co-ordinator may select a written tribute to be forwarded to the editor of the OPP Review for publication.

#### 6.10.13: HONORARY TRIBUTE



- OPP Asset** Occasionally, a request is made to name an OPP asset in honour of an individual. An employee generating/receiving a request to name an OPP asset that is not already guided by another policy/procedure shall submit the request through normal channels to the bureau/regional commander in charge of the asset.
- Approval** Only approved names may be displayed on any OPP asset.
- Building Name** The naming of OPP buildings and real property is governed by the Management Board Secretariat, Realty Group policy.
- Vessel Name** At the discretion of Commissioner's Committee, the naming of OPP vessels is co-ordinated by the Commander, Highway Safety Division (HSD).
- Eligibility Criteria** Names must have a direct relationship to the OPP, past or present.
- Process** A request submitted to Marine Programs Coordinator, HSD shall include:
- biographical information in relation to the proposed person named;
  - background information sufficient to demonstrate that the proposed name has been selected on a properly informed basis;
  - an analysis of any fiscal implications;
  - documentation of community consultation/support for the name, if appropriate; and
  - alternative name(s) with supporting details as Transport Canada requires the name to be unique from other registered vessels in Canada.
- Approval** Where a request is approved by the Commander, HSD, the Marine Programs Coordinator, HSD shall forward the request to Commissioner's Committee for final approval.
- After Approval** Upon approval by Commissioner's Committee, the Marine Programs Coordinator, HSD in conjunction with Fleet & Asset Services Section, Business and Financial Services Bureau (BFSB), shall:
- submit the Application for Registry to Transport Canada;
  - complete the registration process; and
  - prepare the vessel for christening.
- Vessel Christening** Upon notification of the completed registration, the respective region shall be



responsible for coordinating the official Christening Ceremony.

#### 6.10.14: AWARDS & RECOGNITION

##### **Awards & Recognition Program**

There shall be an Awards and Recognition Program administered by CCB.

*OPP Awards Manual*



Procedures related to awards and recognition are found in the OPP Awards SOP Manual and shall include information concerning—but not be restricted to—the following:

- the types of awards available through the Awards and Recognition Program;
- the Awards Advisory Committee;
- the criteria for awards; and
- procedures at an awards ceremony.

##### **Auxiliary**

Direction relating to Auxiliary Awards may be found in the OPP Auxiliary Program Standard Operating Procedure Manual.

##### **Accolade**

The OPP Accolade Awards is an initiative supporting a culture of recognition within the OPP; a culture that reinforces the OPP's Vision, Mission, the Commissioner's Annual Directional Statement and The Promise of the OPP. The goal of the Awards and Recognition Program is to make recognition an even more prominent and widespread practice within the organization.

##### **Incentive Program**

The Incentive Program was implemented to recognize a uniform member's efforts at the local level for proficiency, professionalism and dedication to duty. A uniform member shall have the option of accepting the incentive as pay or as a credit to the member's overtime bank.

##### **Responsibility**

###### **Commander, CCB**

The Commander, CCB, shall track the Incentive Program as administered by each bureau/region.

##### **Recommendation**

###### **Supervisor**

Where an employee has exhibited an outstanding contribution to policing services a supervisor may recommend on Form COM7—Request for Recognition, that the employee be appropriately rewarded.

###### **Detachment Commander**

A detachment commander shall append written comments to Form COM7 and forward it to the bureau/regional commander, provincial commander, or Commissioner, where applicable, for consideration.

###### **Bureau/Regional/ Provincial Commander/ Commissioner**

On receipt of Form COM7, a bureau/regional commander, provincial commander, or Commissioner, where applicable, shall:

- evaluate the submission and where appropriate;



- authorize a credit of up to a maximum of 24 hours to be granted to the employee; and
- provide written authorization to the Commander, CCB and to the respective detachment commander to effect the incentive.

***Non-approval***

In the event that an award is not approved, Form COM7 shall be returned to the detachment commander and placed in the employee's personnel file 291-00.



***Acceptance***

Whether an award is accepted as pay or as time off, it shall be entered on the Employee's Report of Regular and Premium Payment Hours, Single Employee, Form 7540-3002.

***Recording***

HRB shall record the information contained on Form COM7 for statistical purposes and forward to HRB, for placement in the employee's personnel file 291-00.

***Filing***

A record of an authorized award shall be retained on the employee's personnel file 291-00 at all administrative levels.



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## 0.1: INTRODUCTION TO POLICE ORDERS

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### 0.1.2: THE PROMISE OF THE OPP (VALUES AND ETHICS)

#### *The Promise*

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intended for circulation or external distribution.

As an organization, the OPP commits to working continually to earn the confidence of the citizens of and visitors to Ontario—a confidence that will not be taken for granted. The OPP fulfils this commitment by providing the best and most professional service possible, and by striving to build a culture of trust, and open and honest dialogue, with the communities it serves and among the people it employs. The organization commits to creating and sustaining a positive working environment in which every employee has equal opportunity to fulfil their potential within the profession.

As an OPP employee and volunteer, I appreciate the vital role I play in protecting the fundamental rights of all people in Ontario. I therefore commit to always putting the interests of the public and the OPP's Vision and Mission before any personal and private interest. And I promise that I will always demonstrate pride in my profession and the OPP through personal conduct that reflects my belief in the value of:

- accountability;
- respectful relationships;
- fairness, courage and caring;
- continuous learning; and
- diversity.

#### *Diversity (In Society & My Workplace)*

I will:

- seek to understand different perspectives, cultures, lifestyles, creeds and apply that understanding to effect quality policing;
- identify candidates for recruitment to enhance the diversity of the OPP workforce reflective of the communities we serve;
- adjust the way I work (behave and communicate) by appropriately accommodating others' basic human rights; and
- respect the individual dignity and strengths of all people.

**2.51: SUPERVISION—MEMBER**

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**2.51.1: PERFORMANCE MANAGEMENT PROGRAM****Probationary Constable Performance Evaluation**

A coach officer shall complete all monthly performance reviews for a probationary constable assigned to them using information gathered during the evaluation month.

**Evaluation Form**

Form PCS066P—Probationary Constable Performance Evaluation is available on the OPP CDB intranet website.

**Multiple Supervisors**

Where a member was supervised by more than one supervisor/coach officer during the evaluation period, the current supervisor, commenting on Form PCS066P—Probationary Constable Performance Evaluation, shall confer with such other supervisors/coaching members to ensure maximum evaluation input.

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**Evaluation Report Months**

Form PCS066P—Probationary Constable Performance Evaluation has a drop down box for report month. This indicates the number of months since the recruit's date of appointment. The first evaluation report (following Ontario Police College (OPC) Basic Constable Training) will therefore be the fifth month, second evaluation the sixth month, etc. The dates for the evaluations should correspond with the OPP date of appointment for the recruit, e.g., if the date of appointment is August 30th, then the fifth month evaluation will be due January 30th, the sixth month will be due February 28th, etc.

**Disclosure of Evaluation**

The immediate supervisor shall meet with the probationary constable to review each evaluation prior to submission to the detachment commander. At the discretion of the supervisor, the coach officer shall also be present at the meeting.

**Recommending Permanent Status**

All sub-categories in Form PCS066P—Probationary Constable Performance Evaluation, when recommending permanent status (usually the tenth month), shall have a specific example of work performance. It is important that there be sufficient documentation supporting the recommendation for permanency.

*Examples for the Form PCS066P may be taken from any of the previous monthly evaluations.*

**Minimum Achievement**

Probationary constables shall achieve Meets Requirements in all sub-categories of the Form PCS066P—Probationary Constable Performance Evaluation, in order to be recommended for permanent status.

**Review of Evaluation by Regional Commander**

The completed Form PCS066P—Probationary Constable Performance Evaluation shall be forwarded to the regional commander, where it shall be reviewed and appropriate comments added.

**Member's Comments**

Where the contents of the evaluation causes concern, the member who is the subject of the review may outline such concern by commenting on Form PCS066P—Probationary Constable Performance Evaluation.

**Filing**

A completed Form PCS066P—Probationary Constable Performance Evaluation shall be considered confidential and placed in the employee's personnel file 291-00.





***Annual Inquiry*** An annual inquiry of the most appropriate police information systems including Canadian Police Information Centre (CPIC), Niche Records Management System (Niche RMS), or Provincial Automated Registration Information System (PARIS) shall be conducted on all members. The specifics obtained shall not be referenced on the member's personnel file 291-00, including Form PCS066P—Probationary Constable Performance Evaluation.



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## 6.4: HUMAN RESOURCES

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### 6.4.8: PROBATIONARY CONSTABLE

#### **Probationary Period**

Pursuant to the PSA, each new probationary constable is appointed to the probationary staff by Management Board Secretariat (MBS) for a period not to exceed one year.

#### **Failure to Meet Requirements of Position**

Where a probationary constable fails to meet the requirements of their position during the probationary period, they may be released from employment by their bureau/regional commander for failure to demonstrate the required competence.

#### **Posting**

A probationary constable shall be posted only to a detachment or RHQ unit commanded by a member of at least sergeant rank. The following table sets out ratio guidelines for probationary constables to provincial constables:

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intended for circulation or external distribution.

PROVINCIAL CONSTABLES	PROBATIONARY CONSTABLES	PROVINCIAL CONSTABLES	PROBATIONARY CONSTABLES
6-9	1	37-43	6
10-16	2	44-49	7
17-23	3	50-56	8
24-29	4	57-63	9
30-36	5	64-70	10

*The Provincial Commander, Field Operations may vary the guidelines where circumstances require.*

#### **Assignment**

##### **Daylight**

Upon completion of eight weeks service at a detachment, a probationary constable may, subject to meeting requirements on the Form PCS066P—Probationary Constable Performance Evaluation, be permitted to work alone on patrol during daylight hours provided the member's coach officer or another member on duty is readily available in the same patrol area.

##### **Night Time**

Upon completion of four months service at a detachment, a probationary constable may, subject to meeting requirements on the Form PCS066P—Probationary Constable Performance Evaluation (and cognizant of two member scheduling, in Police Orders, Chapter 2, Community Patrol) be permitted to work alone during hours of darkness provided the member's coach officer or another member on duty is readily available in the same patrol area.

##### **Variance**

The detachment commander, on the advice of the coach officer and accountable supervisor, may waive the above requirements, where previous police experience is involved. Such approval shall be considered only on an



individual basis. The regional commander shall be notified of this decision on a Form PCS066P—Probationary Constable Performance Evaluation.

**Recruit Field  
Training  
Program—Detach  
ment**

The detachment commander is responsible for the success of the Recruit Field Training Program at the detachment. The accountable supervisor and coach officer have further responsibilities associated with the day-to-day coaching, development, and supervision of the probationary constable.

**Responsibilities**

**Supervisor**

An immediate supervisor shall:

- be responsible for the supervision of the Recruit Field Training Program and monitoring the coach officer and probationary constable as they progress through the Recruit Field Training Manual;
- ensure that a probationary constable is offered every opportunity to participate actively with their coach officer in all phases of detachment work;
- confer with the respective coach officer when commenting on the probationary constable's Form PCS066P—Probationary Constable Performance Evaluation; and
- ensure the continuing compatibility between the probationary constable and their coach officer. In instances where it becomes clear that an irresolvable conflict exists, the supervisor shall recommend to the detachment commander that the probationary constable be re-assigned to another coach officer forthwith.

**Detachment  
Commander**

A detachment commander is responsible for the overall development of each probationary constable and shall:

- select a coach officer utilizing the coach officer competency model;
- assign each probationary constable to a coach officer;
- where advised by an accountable supervisor that an irresolvable conflict exists between the probationary constable and their coach officer, re-assign the probationary constable to another coach officer forthwith;
- ensure that duty schedules are arranged so the coach officer and probationary constable work corresponding shifts, where practical;
- ensure that the Form PCS066P—Probationary Constable Performance Evaluation is completed in accordance with the Probationary Constable Guidelines; and
- review, comment and forward Form PCS066P—Probationary Constable Performance Evaluation to the regional commander each month.

**Supplemental Training**

An employee in the detachment possessing specific skills/knowledge may be detailed to supplement the training given to a probationary constable, duty schedule permitting.

**Review by Region**

The regional commander, or designate, shall review/comment/distribute Form PCS066P—Probationary Constable Performance Evaluation. The original



copies shall be forwarded to GHQ to the attention of the Commander, CDB. Copies shall be retained at the detachment and region in a secure location.

**Diversity Awareness**

Once a probationary constable is posted to a detachment, the detachment commander, the accountable supervisor and coach officer shall ensure that the probationary constable is made aware of the diverse make-up of the community, including, but not limited to First Nations and other diverse groups within a detachment's boundaries. Arrangements shall be considered for the probationary constable to meet and work with as many diverse groups as practicable. This will enable the probationary constable to foster awareness, increase understanding and build relationships of mutual understanding and respect.

**Duration**

The duration of these assignments shall be for a reasonable period as determined by the detachment commander in consultation with the coach officer and must be completed before the probationary constable's ten-month evaluation.

**Noted on PCS066**

The coach officer shall indicate on Form PCS066P—Probationary Constable Performance Evaluation that this assignment has been completed.

**Orientation to Provincial Communication Centre**

Once a probationary constable is posted to a detachment, the detachment commander and coach officer shall ensure that the probationary constable attends an orientation day at their respective Provincial Communication Centre (PCC). This will enable the probationary constable to gain first-hand experience in understanding the operations of the PCC and enhance their awareness of the complexity of the operator role and responsibilities.

**Duration**

The duration of this assignment shall be one shift and shall be completed before the probationary constable is recommended for permanency.

**Noted on PCS066**

The coach officer shall indicate on Form PCS066P—Probationary Constable Performance Evaluation that this assignment has been completed.

**Guidelines**

Guidelines for completing Form PCS066P—Probationary Constable Performance Evaluation can be found on the Career Development Bureau Intranet Website.

**Coach Officer**

**Selection**

A regional/detachment commander shall, when recommending a member to perform the role of coach officer, consider whether that member:

- demonstrates the desire/willingness/ability to accept the responsibilities of a coach officer as listed in the Recruit Field Training Program and meets the required level for a coach officer in the competency model;
- possesses the desire/ability to transmit their knowledge to others;
- has an awareness of detachment objectives;
- understands OPP policy and relevant statute law;
- has a good reputation with other detachment members and within the community; and
- displays loyalty to the OPP and superior officers.



- Responsibility** The coach officer shall be responsible for:
- developing a plan of training suited to the probationary constable's needs, and detachment priorities, in accordance with the Recruit Field Training Program;
  - completing a monthly Performance Evaluation Report on Form PCS066P—Probationary Constable Performance Evaluation for submission to the probationary constable's immediate supervisor and detachment commander at the end of each month; and
  - ensuring the probationary constable is familiar with the OPP Mission Statement contained in Police Orders.
- Probationary Officer Suitability** To qualify for certification of suitability, a probationary constable shall meet the following conditions:
- completion of not less than one year of meeting requirements as determined by Form PCS066P—Probationary Constable Performance Evaluation; and
  - completion of the Ontario Police College's Constable Training Program with an average mark of 75 per cent or higher in each subject and awarded a certificate.
- Appointment—Regular Staff** The appointment of a member to regular staff becomes effective one year from the date of appointment to probationary staff. This is effected through an order-in-council which is issued upon the submission of a certificate of qualification, which in turn is contingent upon a certification of suitability issued by the Commissioner.

**2.51: SUPERVISION—MEMBER**

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**2.51.1: PERFORMANCE MANAGEMENT PROGRAM****Probationary Constable Performance Evaluation**

A coach officer shall complete all monthly performance reviews for a probationary constable assigned to them using information gathered during the evaluation month.

**Evaluation Form**

Form PCS066P—Probationary Constable Performance Evaluation is available on the OPP CDB intranet website.

**Multiple Supervisors**

Where a member was supervised by more than one supervisor/coach officer during the evaluation period, the current supervisor commenting on Form PCS066P—Probationary Constable Performance Evaluation, shall confer with such other supervisors/coaching members to ensure maximum evaluation input.

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intended for circulation or external distribution.

**Evaluation Report Months**

Form PCS066P—Probationary Constable Performance Evaluation has a drop down box for report month. This indicates the number of months since the recruit's date of appointment. The first evaluation report (following Ontario Police College (OPC) Basic Constable Training) will therefore be the fifth month, second evaluation the sixth month, etc. The dates for the evaluations should correspond with the OPP date of appointment for the recruit, e.g., if the date of appointment is August 30th, then the fifth month evaluation will be due January 30th, the sixth month will be due February 28th, etc.

**Disclosure of Evaluation**

The immediate supervisor shall meet with the probationary constable to review each evaluation prior to submission to the detachment commander. At the discretion of the supervisor, the coach officer shall also be present at the meeting.

**Recommending Permanent Status**

All sub-categories in Form PCS066P—Probationary Constable Performance Evaluation, when recommending permanent status (usually the tenth month), shall have a specific example of work performance. It is important that there be sufficient documentation supporting the recommendation for permanency.

*Examples for the Form PCS066P may be taken from any of the previous monthly evaluations.*

**Minimum Achievement**

Probationary constables shall achieve Meets Requirements in all sub-categories of the Form PCS066P—Probationary Constable Performance Evaluation, in order to be recommended for permanent status.

**Review of Evaluation by Regional Commander**

The completed Form PCS066P—Probationary Constable Performance Evaluation shall be forwarded to the regional commander, where it shall be reviewed and appropriate comments added.

**Member's Comments**

Where the contents of the evaluation causes concern, the member who is the subject of the review may outline such concern by commenting on Form PCS066P—Probationary Constable Performance Evaluation.

**Filing**

A completed Form PCS066P—Probationary Constable Performance Evaluation shall be considered confidential and placed in the employee's personnel file 291-00.



***Annual Inquiry*** An annual inquiry of the most appropriate police information systems shall be conducted on all members including:

- Canadian Police Information Centre (CPIC);
- Niche Records Management System (Niche RMS); and
- Provincial Automated Registration Information System (PARIS).

The specifics obtained shall not be referenced on the member's personnel file 291-00, including Form PCS066P—Probationary Constable Performance Evaluation.



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## 0.1: INTRODUCTION TO POLICE ORDERS

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### 0.1.2: THE PROMISE OF THE OPP (VALUES AND ETHICS)

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intended for circulation or external distribution.

As an organization, the OPP commits to working continually to earn the confidence of the citizens of and visitors to Ontario—a confidence that will not be taken for granted. The OPP fulfils this commitment by providing the best and most professional service possible, and by striving to build a culture of trust, and open and honest dialogue, with the communities it serves and among the people it employs. The organization commits to creating and sustaining a positive working environment in which every employee has equal opportunity to fulfil his/her potential within the profession.

Each OPP employee and volunteer appreciates the vital role he/she plays in protecting the fundamental rights of all people in Ontario. As such, each commits to always putting the interests of the public and the OPP's Vision and Mission before any personal and private interest, and to demonstrate pride in his/her profession and the OPP through personal conduct that reflects a belief in the following OPP values and ethics:

- professionalism;
- accountability;
- diversity;
- respect; and
- excellence.

**Diversity** Each employee shall:

- seek to understand different perspectives, cultures, lifestyles, creeds and apply that understanding to effect quality policing;
- identify candidates for recruitment to enhance the diversity of the OPP workforce reflective of the communities we serve;
- protect the rights of all people in an equitable and consistent manner;
- maintain an open mind; be impartial and non-judgmental; be aware of and manage his/her personal biases or attitudes, e.g. stereotypes;
- treat others as they would want to be treated: victims and accused (their families and communities), colleagues and staff, regardless of gender, race, ethnicity, ability, age, etc.; enable others to maintain his/her dignity even in the face of adversity;
- adjust the way he/she works (behave and communicate) by appropriately accommodating others' basic human rights; and
- respect the individual dignity and strengths of all people.