



Police Service Inspection Program Major Case Management

2018/2019

Structure and Preparation

This document is provided to assist boards and police services in preparation for an upcoming inspection by the Ministry of Community Safety and Correctional Services. Please contact your assigned Police Services Advisor if there are any additional questions about the inspection program.

Ministry of Community Safety and Correctional Services

The statutory responsibilities of the Minister of Community Safety and Correctional Services (the Minister) in relation to policing are set out in section 3 of the *Police Services Act (PSA)*. Included are requirements that the Minister shall:

- monitor police forces to ensure that adequate and effective police services are provided at the municipal and provincial levels;
- develop and promote programs to enhance professional police practices, standards and training;
- conduct a system of inspection and review of police forces across Ontario;
- assist in the co-ordination of police services;
- provide information and advice respecting the management and operation of police forces;
- issue directives and guidelines on policy matters; and
- develop and promote programs for community-oriented police services.

Public Safety Division

Within the Ministry of Community Safety and Correctional Services (the ministry), the Public Safety Division provides leadership and collaborates with stakeholders to:

- promote community safety and crime prevention;
- provide and support training, education, and professional development;
- develop and monitor professional standards and policies in support of legislation;
- ensure compliance through monitoring, advice, and inspections;
- regulate and support the private investigation and security industry;
- provide scientific laboratory services in support of the administration of justice and public safety programs; and
- enhance and support provincial intelligence operations.

Ontario Major Case Management Manual (OMCM)

The OMCM Manual and the standards contained within, is one of the mechanisms by which the Minister meets the statutory requirements set in section 3(2) of the *Act*. In particular, the standards:

- set out the ministry's position in relation to policy matters;
- provide information and advice regarding the management and operation of major case investigations by police forces;

- promote the inter-disciplinary approach to major case investigations; and,
- promote professional police practices, standards and training.

The standards are also one of the primary tools to assist police services boards and chiefs of police with their understanding and implementation of the *Regulation* of the Major Case Management system.

Inspection Program and Standards

The Police Service Inspection Program, carried out by the Operations Unit, is another mechanism used by the ministry to meet the statutory requirements set out in the *PSA*.

Inspections are conducted to determine compliance with the requirements set out in the *PSA* and its regulations. Inspections are also conducted to determine the extent to which police services boards and chiefs of police have adopted the policies, procedures and practices recommended by the Ministry. Lastly, practices required by local policy and procedure are examined to verify actual service delivery.

Inspection standards relevant to the current scope are derived from:

1. legislation, such as the *Police Services Act* and the *Criminal Code*;
2. *PSA* regulations, such as the *Major Case Management* and *Adequacy and Effectiveness of Police Services*;
3. the Ontario Major Case Management Manual; and
4. generally accepted good practices and management principles, directions relating to new initiatives, and other relevant criteria.

Inspection Scope

The Ministry will be conducting a focused inspection on the Major Case Management (MCM) Regulation, O.R. 354/04.

The MCM Regulation requires that police services undertake and manage investigations into major cases in accordance with the Ontario Major Case Management Manual (OMCM) and that every police service use the ministry-approved software, PowerCase. The inspection scope is limited to investigations of the following criteria offences (Appendices A - C):

- homicides within the meaning of subsection 222 (4) of the *Criminal Code* (Canada) and attempted homicides,
- sexual assaults, including sexual interference, and attempted sexual assaults, sexual exploitation and invitation to sexual touching,
- criminal harassment where the harasser is not known to the victim.

The scope is further limited to events that occurred and were closed in 2016.

Inspection Phase 1 – Assessment and Planning

An initial step in the inspection process is the review of closed occurrences within the local Records Management System (RMS) and the investigative data entered into the ministry approved software, PowerCase for 2016. In order to leverage technology to create efficiencies and limit disruptions for police services during the inspection process, the ministry will be requesting remote access to police services' RMS to conduct the initial data query and analysis. To facilitate this, the ministry will consult with your Service to determine the most appropriate method to provide remote access while ensuring your security requirements are met.

The preliminary data review and analysis by the Inspection Team will assist with the development of work plans and occur prior to the examination of practices during the on-site phase. Policy and procedure documents and relevant reports should be provided by March 29, 2018.

The Inspection Team will provide the Board and Chief with an overview of the proposed work plan prior to the on-site work.

The included inspection tools will assist boards and chiefs of police in a review of policy, procedure and practices within the inspection scope. The Operations Unit requests that the Service submit the requested information to further assist with inspection planning prior to the on-site phase.

Inspection Phase 2 - On-Site Examination

Inspection scheduling is arranged after consultation with chiefs of police. Ministry priorities, local circumstances and inspection intervals are considered. The ministry will provide written notification of a scheduled inspection.

The Operations Unit highly recommends the designation of an appropriate staff member as the Inspection Liaison. The Inspection Liaison will be expected to ensure that relevant information, records and data are provided and that staff are available to the Inspection Team. Appendix D describes information and sources to be examined during the inspection and outlines a schedule for provision – advance, on arrival or by request only. Access to original documents when on-site may be required.

Practices are examined through observations, record reviews, data analysis and staff interviews. Regular updates are provided to the Chief and appropriate staff. The Inspection Team will make findings and, where required, provide recommendations to the Board and Chief with the goal of improving the delivery of police services. An oral briefing will be provided to the Board and Chief at the conclusion of the on-site phase.

The Inspection Team will need the following administrative support:

- unrestricted access to police buildings and offices relevant to the inspection;
- dedicated office space;
- access to a copier and paper shredder; and
- parking.

It is strongly recommended that the Chief distribute a notice informing all members that ministry Police Services Advisors are on-site for the purpose of conducting an inspection in accordance with the *Police Services Act*.

Inspection Phase 3 - Reporting and Response

Inspection findings and recommendations are set out in a written report. The Chief will receive a draft report for the purpose of identifying and responding to factual errors. The final report will be completed approximately eight weeks after the conclusion of the on-site phase. A service improvement plan will also be provided to assist with managing the implementation of any recommendations.

The inspection report will be provided to the Chief of Police with a copy to the Board. The ministry considers inspection reports to be confidential documents and would leave further distribution to the discretion of the Chief. Requests received by the ministry for a copy of a completed inspection report will be directed to the Board.

The Board and Chief will be requested to provide the ministry with a coordinated response to inspection recommendations within **90 days** of report delivery. The Police Services Advisor will be available to the Board and Chief for any required clarification. The Police Services Advisor is prepared to assist with the development of a response and will monitor the implementation of the recommendations.

Media Inquiries

From time to time, the local media expresses interest in the Inspection Program. At its discretion, the Board may issue a news release to the local media. If so, the ministry suggests the following messaging:

- Inspections are conducted by the ministry of Community Safety and Correctional Services to determine compliance with legislative and regulatory requirements set out in the Police Services Act.
- This inspection is part of a regular program conducted by the ministry. All Ontario police services will be inspected.
- When completed, inspection reports are provided to the Board with a copy to the Chief of Police.
- Requests for copies of the completed inspection report should be directed to the Board.
- Inspection reports are subject to applicable freedom of information and protection of privacy legislation.

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Appendices

- Appendix A – Major Case Investigative Functions and Responsibilities Standard
- Appendix B – Information Management Standard
- Appendix C – Data Entry Standard
- Appendix D – Information Provision Schedule
- Appendix E – RMS & PowerCase Data Access Form