



WINDSOR POLICE SERVICE BOARD

POLICY

Policy Name: Adequate and Effective Policing		Policy Number: P-001
Responsible Manager: Administrative Director	Review Schedule: As CSPA amended	Effective Date: September 1, 2024
Repeals: NEW	Reporting: Chief Annual Report to Board – Section 5	Next Review Date:

1. PREAMBLE:

1.1 AS subsection 37 (1) of the Community Safety and Policing Act, 2019, S.O. 2019, c. 1, Sched. 1, (“CSPA”) provides that a Board shall provide adequate and effective policing in the area for which it has policing responsibility as required by Section 10 of the CSPA;

1.2 AND AS subsection 38 (2) of the CSPA provides that a Police Service Board may establish policies respecting matters related to the Police Service or the provision of policing;

1.3 AND AS O. Reg. 392/23: Adequacy and Effective Policing (General) (“the Adequacy Regulation”) prescribes standards for adequacy and effectiveness of police services;

1.4 AND AS the Board deems it expedient to enact this Policy to ensure that the delivery of policing services by the Windsor Police Service complies with the said Act, and Regulations.

THE WINDSOR POLICE SERVICE BOARD ADOPTS AS FOLLOWS:

2. DEFINITIONS:

2.1 “Act” or “CSPA” means the Community Safety and Policing Act, 2019, S.O. 2019, c. 1, Sched. 1, and amendments;

2.2 “Board” means the Windsor Police Service Board;

2.3 “Chief” means the Windsor Police Service;

2.4 “Member” means a member of the Windsor Police Service;

2.5 “Ministry” means the Ministry of the Solicitor General;

2.6 “Municipality” means the City of Windsor; and

2.7 “Service” means the Windsor Police Service.

3. POLICY:

3.1 The Board is dedicated to upholding a standard of excellence in the delivery of policing services by the Windsor Police Service. By implementing robust processes and mechanisms for adherence, review, and continuous enhancement, we strive to achieve improved policing outcomes and foster a safer community. The Board is committed to ensuring that all provisions outlined in Ontario Regulation 392/23 - Adequate and Effective Policing (General) are adhered to, to promote accountability, enhance public confidence, provide superior policing, and to meet the evolving needs of our community.

4. DIRECTION TO THE CHIEF:

4.1 The Chief of Police shall ensure that the Service complies with all provisions of Ontario Regulation 392/23: Adequate and Effective Policing (General), and will establish, communicate, and operate within the scope of the procedures in the areas described below. These procedures shall be reviewed and updated consistently and regularly to ensure that they are effective and efficient, reflect current best practices and incorporate improvements where it is determined that changes are required.

(a) Crime prevention, including:

- i. community-based crime prevention initiatives that seek to address the root causes of crime and involve stakeholders, consistent with the Strategic Plan and the policing needs of the community.

(b) Law enforcement, including:

- i. community patrol that addresses when and where directed patrol is considered necessary or appropriate, based on the policing needs of the community;
- ii. traffic direction and enforcement, including traffic patrol;
- iii. situations when more than one police officer must respond to an occurrence or call for service;
- iv. internal task forces;
- v. joint forces operations;
- vi. undercover operations;
- vii. criminal intelligence, addressing the collection, use, disclosure, retention, disposal, correction and dissemination of, and access to, criminal intelligence information, as well as related audit procedures;
- viii. crime, call for service and public disorder analyses;
- ix. informants and agents;

- x. witness protection and security;
- xi. police response to persons who are in crisis, regardless of whether those persons appear to have a mental illness or a neurodevelopmental disability;
- xii. search of the person;
- xiii. search of premises;
- xiv. arrest;
- xv. bail and violent crime;
- xvi. detainee care and control;
- xvii. detainee transportation;
- xviii. property and evidence control;
- xix. investigative supports;
- xx. the provision of law enforcement in respect of all navigable bodies and courses of water within the Service's area of responsibility.

(c) Maintaining the public peace, including:

- i. functions, responsibilities and reporting relationships of a public order unit and its members, including in relation to the role of a public order commander and, if any, to a police liaison team;
- ii. the deployment of a public order unit for planned and unplanned public order incidents, and debriefing following deployment, including the preparation of a summary and analysis of the outcome and recommendations for improvement;
- iii. police action in respect of labour disputes;
- iv. police action in respect of protests, demonstrations, and occupations.

(d) Emergency response, including:

- i. the functions and deployment of any tactical unit, hostage rescue team, incident commander, crisis negotiator, explosives disposal, and containment team;
- ii. preliminary perimeter control and containment;
- iii. extreme incidents that are consistent with the Extreme Incident Response Plan;
- iv. the functions and provisions of any mobile mental health and addictions crisis team;
- v. explosive forced entry and explosive disposal;
- vi. responses to a chemical, biological, radiological, nuclear or explosive incident;
- vii. emergency ground search, rescue and recovery;
- viii. emergency waterways search, rescue and recovery, including underwater search and recovery;
- ix. canine units.

(e) Providing assistance to victims of crime, including

- i. referrals to, as appropriate in the circumstances, emergency services, health care professionals, victim support agencies, social service agencies and other appropriate governmental, non-governmental or community organizations;
- ii. responsibilities of members of the Police Service in providing assistance to victims

(f) Additional policing functions, including:

- i. communications and dispatch services
- ii. supervision in accordance with Ontario Regulation 392/23.

4.2. The Chief of Police shall prepare an emergency plan for the Service setting out the roles and responsibilities of the Service during an emergency and the procedures to be followed during an emergency. In developing the emergency plan, the Chief of Police shall consult with the City of Windsor and any other applicable emergency service providers.

4.3 The Chief of Police shall ensure that members of the Service, or persons performing a policing function under the direction of a member, are capable of performing the functions assigned to them.

4.4 The Chief of Police shall ensure that the equipment and other resources provided to members of the Service for the purpose of providing a policing function shall include at least the equipment and resources set out in Schedule 1 of the Adequate and Effective Policing (General) Regulation.

4.5 (a) The Chief of Police shall develop an Operational Plan for the following incidents:

- i. an incident that requires multiple members of a Chief of Police's Service to provide emergency response or maintain the public peace policing functions outside of the Service's area of policing responsibility; and
- ii. the provision of policing functions by the Service in relation to the incident is anticipated to continuously last, or has already continuously lasted, longer than the duration of a normal shift for the involved members of the Service.

(b) The Operational Plan shall have regard to the collective agreements with members, and address, without limitation, breaks and meals for members of the Police Service who are deployed in relation to the incident.

(c) The Chief of Police shall comply with the requirements in the Operational Plan.

4.6 The Chief of Police shall implement a quality assurance process relating to the provision of adequate and effective policing in accordance with the Act and Regulations and any Board policies in respect of quality assurance.

4.7 The Chief of Police shall ensure that members have the necessary training, knowledge, skills, and abilities to perform the duties required by the Act and its Regulations.

5. REPORTING REQUIREMENTS :

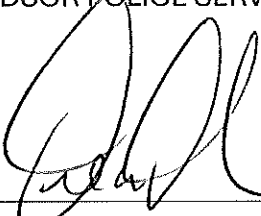
5.1 The Chief of Police shall provide the Board with an annual report on crime analysis, call analysis and public disorder analysis data, and of information on crime trends, and shall ensure that the report is published on the Internet.

6. IMPLEMENTATION

6.1 This Policy shall come into force on September 1, 2024.

ADOPTED AND PASSED THIS 29th day of August 2024

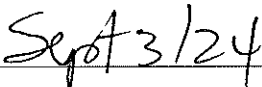
WINDSOR POLICE SERVICE BOARD



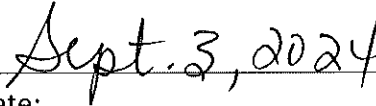
Drew Birkens, Chair



Norma Coleman, Administrative Director



Date:



Date:



WINDSOR POLICE SERVICE BOARD POLICY

Policy Name: Disclosure of Personal Information About Individuals		Policy Number: P-002
Responsible Manager: Administrative Director	Review Schedule: As required under the CSPA	Effective Date: September 1, 2024
Repeals: NEW	Reporting: Chief to WPSB the need arises (Section 5)	Next Review Date:

1. PREAMBLE:

1.1 AS subsection 37 (1) of the *Community Safety and Policing Act*, 2019, S.O. 2019, c. 1, Sched. 1, ("CSPA") provides that a Board shall provide adequate and effective policing in the area for which it has policing responsibility as required by Section 10 of the CSPA;

1.2 AND AS subsection 38 (2) of the *CSPA* provides that a Police Service Board may establish policies respecting matters related to the Police Service or the provision of policing;

1.3 AND AS subsection 80 (1) of the *CSPA* provides that a chief of police, or a person designated by him or her for the purpose of this subsection, may disclose personal information about an individual in accordance with the regulations;

1.4 AND AS O. Reg. 412/23: establishes to whom and in what circumstances personal information may be disclosed by a chief of police or a designate for the purposes of subsection (80) (1) of the Act;;

1.5 AND AS the Board has deemed it appropriate that it establish a policy that provides clear criteria and conditions for the disclosure of personal information;

THE WINDSOR POLICE SERVICE BOARD ADOPTS AS FOLLOWS:

2. DEFINITIONS:

2.1 "Act" or "CSPA" means the *Community Safety and Policing Act*, 2019, S.O. 2019, c. 1, Sched. 1, and amendments.

2.3 "Board" means the Windsor Police Service Board.

2.4 "Chief" means the Chief of the Windsor Police Service;

2.5 "Designate" means a member of the Windsor Police Service designated by the Chief of Police.

2.7 "Service" means the Windsor Police Service.

3. POLICY:

3.1 The Board recognizes that when releasing personal information about an individual, numerous factors must be carefully considered within the parameters of legislative frameworks that seek to respect the balance between the right to privacy and the public interest.

4 DIRECTION TO THE CHIEF:

4.1 PROCEDURES

4.1.1 The Chief of Police shall develop processes and procedures consistent with subsection 80 of the *CSPA* and with relevant regulation O. Reg. 412/23 Disclosure of Personal Information.

4.1.2 The Chief of Police or a designate shall consider the availability of resources and information, what is reasonable in the circumstances of the case, what is consistent with the law and public interest, what is necessary to ensure that the resolution of criminal proceedings is not delayed, and whether the disclosure is for one or more of the following purposes:

- (a) Protection of the public.
- (b) Protection of victims of crime.
- (c) Keeping victims of crime informed of the law enforcement, judicial or correctional processes relevant to the crime that affected them.
- (d) Law enforcement.
- (e) Correctional purposes.
- (f) Administration of justice, including the conduct of civil proceedings.
- (g) Enforcement of and compliance with any federal or provincial Act, regulation or government program.
- (h) Keeping the public informed of the law enforcement, judicial or correctional processes respecting any individual.

4.2 The Chief of Police or a designate may disclose any personal information about any person if:

- (a) The individual has been convicted or found guilty of an offence under any federal or provincial Act.
- (b) The Chief of Police or designate reasonably believes that the individual poses a significant risk to other persons or to property; and
- (c) The Chief of Police or designate reasonably believes that the disclosure of the personal information is necessary to reduce the risk described in clause (b).

4.3 The Chief of Police or designate may disclose to any person the following personal information about an individual who has been charged with, convicted of, or found guilty of an offence under any federal or provincial Act:

- (a) The individual's name, age, date of birth, and address.
- (b) The offence in question and, if the individual has been convicted or found guilty of the offence, any sentence imposed.
- (c) The outcome of all judicial proceedings relevant to the offence.
- (d) The procedural stage of the criminal justice process to which the prosecution of the offence has progressed and the status of the individual in that process as it relates to the individual's location or custody, including whether the individual is in custody, or the terms, if any, upon which the individual has been released from custody.
- (e) The date of the release or impending release of the individual from custody for the offence, including any release on parole or temporary absence.

4.4 If requested by a victim of crime, any of the following information about an individual who is accused of committing the offence in question may be disclosed by the Chief of Police or designate, to the victim:

- (a) The progress of investigations that relate to the offence.
- (b) The charges laid with respect to the offence or, if no charges were laid, the reasons why no charges were laid.
- (c) The dates and places of all proceedings that relate to the prosecution of the offence.
- (d) The outcome of all proceedings, including the outcome of any proceedings on appeal.
- (e) Any pretrial arrangements that are made that relate to a plea that may be entered at the trial by the individual.
- (f) The interim release and, in the event of conviction, the sentencing of the individual.
- (g) If the individual is convicted of the offence, any application for release or any impending release of the individual, including release in accordance with a program of temporary absence, on parole or an unescorted temporary absence.

- (h) If the individual is charged with or convicted of the offence, any escape from custody of the individual.
- (i) If the individual is found unfit to stand trial or is found not criminally responsible on account of mental disorder:
 - (1) Any disposition provided for under the *Criminal Code* (Canada) that is made in respect of the individual, and
 - (2) Any hearing held with respect to the individual by the Review Board established or designated for Ontario under the *Criminal Code* (Canada).

4.5 Subject to sections 8(2) and 8(3) of Ontario Regulation 412/23, the Chief of Police or designate may disclose personal information about an individual who is under investigation for having committed an offence under any federal or provincial Act, or is charged with, convicted of, or found guilty of such an offence to:

- (a) Any police service in Canada.
- (b) Any correctional or parole authority in Canada.
- (c) Any person or agency engaged in the protection of the public or the administration of justice; or
- (d) Any person or agency engaged in the enforcement of, or compliance with, any federal or provincial Act, regulation, or government program.

5. REPORT TO THE BOARD

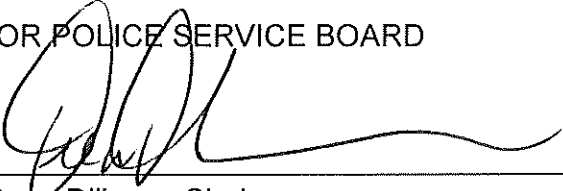
5.1 The Chief shall report to the Board any matters of significance to the public interest as the need arises.

6. IMPLEMENTATION

6.1 This Policy shall come into force on September 1, 2024.

ADOPTED AND PASSED this 29th day of August 2024

WINDSOR POLICE SERVICE BOARD



Drew Dilkens, Chair

Sept 3/24

Date



Norma Coleman, Administrative Director

Sept. 3, 2024

Date



WINDSOR POLICE SERVICE BOARD POLICY

Policy Name: The Administration of the Disclosure of Secondary Activities to the Chief of Police		Policy Number: P-003
Responsible Manager: Administrative Director	Review Schedule: As required by CSPA/Regulations	Effective Date: September 1, 2024
Repeals: NEW	Reporting: Chief – Annual Reports – Section 4	Next Review Date:

1. PREAMBLE:

1.1 AS subsection 37 (1) of the Community Safety and Policing Act, 2019, S.O. 2019, c. 1, Sched. 1, (“CSPA”) provides that a Board shall provide adequate and effective policing in the area for which it has policing responsibility as required by Section 10 of the CSPA;

1.2 AND AS subsection 38 (1) (d) of the CSPA provides a Police Service Board shall establish policies respecting disclosure of secondary activities under Section 89 and decisions under that section;

1.3 AND AS subsection 39 (1) (h) provides that a Police Service Board shall monitor the Chief of Police’s decisions regarding the restrictions on secondary activities set out in Section 89 and review the reports from the Chief of Police on those decisions;

1.4 AND AS the Board deems it expedient to pass a Policy to establish guidelines relating to secondary activities to the Chief of Police.

NOW THEREFORE THE WINDSOR POLICE SERVICE BOARD ADOPTS AS FOLLOWS:

2. DEFINITIONS:

2.1 “Act” or “CSPA” means the Community Safety and Policing Act, 2019, S.O. 2019, c. 1, Sched. 1, and amendments;

2.2 “Board” means the Windsor Police Service Board;

2.3 “Chief” means the Chief of Police of the Windsor Police Service;

2.4 “Member” means a Member of the Windsor Service as defined in the CSPA;

2.5 "Secondary Activities" means off-duty employment/activities other than the duties performed for the Service;

2.6 "Service" means the Windsor Police Service.

3. DIRECTION TO THE CHIEF:

3.1 The Chief shall develop and implement a procedure requiring full disclosure of the details on any secondary activity in which a Member is engaged.

3.2 When a Member has disclosed full particulars of an activity to the Chief, the Chief shall first determine whether the provisions of Section 89 of the CSPA prohibits the activity.

3.3 Where the Chief determines the activity is prohibited by subsection 89 (1) of the CSPA, the Member shall not be permitted to engage in that activity.

3.4 The Chief shall take such steps as are necessary to determine that his or her decision has been complied with.

4. REPORT TO THE BOARD:

4.1 The Chief shall submit to the Board annual reports on disclosures and decisions made pursuant to Section 89 of the CSPA and the provisions of this Policy, which shall appear on the public agenda.

4.2 The annual report shall be divided into two sections entitled "Uniform" and "Civilian" and shall contain the following information:

- (a) the total number of applications or disclosures of secondary activities made to the Chief of Police;
- (b) the nature or type of each of the secondary activities applied for or disclosed;
- (c) the total number of secondary activities approved by the Chief of Police;
- (d) the nature or type of each of the secondary activities approved by the Chief of Police;
- (e) the total number of secondary activities denied by the Chief of Police;
- (f) the nature or type of each of the secondary activities denied by the Chief of Police;
- (g) the reasons for each of the denials referred to in subparagraph (f) above;
- (h) the total number of applications or disclosures of secondary activities presently pending.

5. IMPLEMENTATION :

5.1 This Policy shall come into force on September 1, 2024.

ADOPTED AND PASSED this 29th day of August 2024

WINDSOR POLICE SERVICE BOARD



Drew Dilkens, Chair



Norma Coleman, Administrative Director

Date: Sept 3/24

Date: Sept. 3, 2024



WINDSOR POLICE SERVICE BOARD

POLICY

Policy Name: POLICE RESPONSE TO PERSONS IN CRISIS – MENTAL ILLNESS – NEURODEVELOPMENTAL DISABILITY		Policy Number: P-004
Responsible Manager: Administrative Director WPSB	Review Schedule: 3 Years	Effective Date: September 1, 2024
Repeals: Number: AR-LE013, March 23, 2000	Reporting: Chief annual report to the Board as per Section 5	Next Review Date: September 2027

1. PREAMBLE

1.1 AS subsection 37 (1) of the Community Safety and Policing Act, 2019, S.O. 2019, c. 1, Sched. 1, (“CSPA”) provides that a Board shall provide adequate and effective policing in the area for which it has policing responsibility as required by Section 10 of the CSPA;

1.2 AND AS subsection 38 (2) of the CSPA provides that a Police Service Board may establish policies respecting matters related to the Police Service or the provision of policing;

1.3 AND AS subsection 39 (1) of the CSPA requires the Board’s Strategic Plan include quantitative and qualitative performance objectives and indicators of outcomes relating to, inter alia, interactions with persons who appear to have a mental health condition;

1.4 AND AS subsection 6 (1) 4. viii O. Reg. 392/23: Adequate and Effective Policing (General) requires the Chief of Police to establish written procedures respecting police response to persons who are in crisis, including those persons who appear to have a mental illness or a neurodevelopmental disability,

1.5 AND AS subsection 39 (1) 4 of the CSPA requires that the Strategic Plan of the Police Service Board address, inter alia, police interactions with persons who appear to have a mental illness or a neurodevelopmental disability;

1.6 AND AS Part LE-013 of the Policing Standards Manual (2000), a copy of which is attached hereto as Appendix “A”, contains guidelines directing the Chief and the police

service relative to police response to persons who are emotionally disturbed or who have a mental illness or a developmental disability.

THE WINDSOR POLICE SERVICE BOARD ADOPTS AS FOLLOWS:

2. DEFINITIONS

2.1 “Act” or “CSPA” means the Community Safety and Policing Act, 2019, S.O. 2019, c. 1, Sched. 1, and amendments;

2.2 “Board” means the Windsor Police Service Board;

2.3 “Chief” means the Chief of the Windsor Police Service;

2.4 “Manual” means the Policing Standards Manual published by the Ministry of the Solicitor General;

2.5 “Member” means a member of the Windsor Police Service;

2.6 “Service” means the Windsor Police Service.

3. POLICY

3.1 It is the policy of this Board that investigations involving persons who are in crisis, including those persons appear to have a mental illness or a neurodevelopmental disability be conducted professionally and thoroughly, and in accordance with procedures established by the Chief as directed in this Policy.

3.2 The Board is committed to working in partnership with community mental health agencies to provide prompt coordinated service delivery.

3.3 The Board is committed to working with community agencies, persons with mental illnesses and their families to reduce the stigma of mental illness and to share the responsibility for improving the quality of life for persons who suffer from mental illnesses and disorders.

4. DIRECTION TO THE CHIEF

4.1 PROCEDURES

4.1.1 The Chief shall develop and maintain written procedures that address the police response to persons who are in crisis, including those persons who appear to have a mental illness or a neurodevelopmental disability.

4.1.2 The procedures referred to in Section 4.1.1 shall be in accordance with Appendix “A” and subsection 6 (1) 4. viii of O. Reg. O. Reg. 392/23: Adequate and Effective Policing (General).

4.2 COMMUNITY PARTNERSHIP

4.2.1 The Chief shall, where possible, work with appropriate community members and agencies, healthcare providers, government agencies, municipal officials, other criminal justice agencies, and the local Crown Attorney to address Service issues relating to persons who are in crisis, including those persons who appear to have a mental illness or a neurodevelopmental disability.

4.3 TRAINING

4.3.1 The Chief shall ensure that all Members have the requisite knowledge, skills, and abilities to deal with persons who are in crisis, including those persons who appear to have a mental illness or a neurodevelopmental disability.

4.3.2 The Chief shall ensure that the Service's skills development and learning plan addresses training of Members, on:

(a) local protocols;

(b) conflict resolution and use of force in situations involving persons who are in crisis, including those persons appear to have a mental illness or a neurodevelopmental disability; and

(c) the provisions of the Mental Health Act.

5. REPORT TO THE BOARD

5.1 The Chief shall make a written report to the Board on or before August 30 of each year in respect of police response to persons who are in crisis, including those persons appear to have a mental illness or a neurodevelopmental disability. The report shall include:

(a) a summary of the written procedures concerning police response to persons who are in crisis, including those persons who appear to have a mental illness or a neurodevelopmental disability;

(b) the status of Service compliance with the said procedures;

(c) a summary of the training given to Members with respect to police response to persons who are in crisis, including those persons who appear to have a mental illness or a neurodevelopmental disability;

(d) a summary of issues raised and/or discussed with community partners relating to police response to persons who are in crisis, including those persons who appear to have a mental illness or a neurodevelopmental disability.

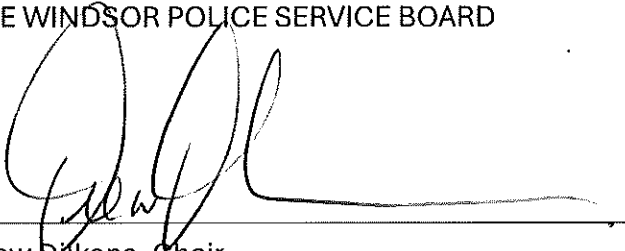
6. IMPLEMENTATION

6.1 Windsor Police Service Board Policy – Adequacy O.REG. 3/99 Number AR-LE013, March 23, 2000, and any other policy, sections of policies of the Board inconsistent with the provisions of this Policy are hereby repealed effective August 29, 2024.

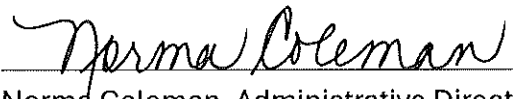
6.2 This Policy shall come into force on September 1, 2024.

ADOPTED AND PASSED this 29th day of August, 2024.

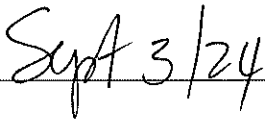
THE WINDSOR POLICE SERVICE BOARD



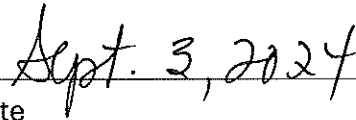
Drew Dikens, Chair



Norma Coleman, Administrative Director



Date



Date

Attachment (1)

Legislative/Regulatory Requirements

Section 29 of the Adequacy Standards Regulation requires a police services board to have a policy on the police response to persons who are emotionally disturbed or have a mental illness or a developmental disability. In addition, section 13(1)(g) requires the Chief of Police to establish procedures and processes in respect of the police response to persons who are emotionally disturbed or have a mental illness or a developmental disability.

Sample Board Policy

Board Policy # _____

It is the policy of the _____ Police Services Board with respect to the police response to persons who are emotionally disturbed or have a mental illness or a developmental disability that the Chief of Police will:

- a) work, where possible, with appropriate community members and agencies, health care providers, government agencies, municipal officials, other criminal justice agencies, and the local Crown to address service issues relating to persons who have a mental illness or developmental disability;
- b) establish procedures and processes that address the police response to persons who are emotionally disturbed or have a mental illness or a developmental disability; and
- c) ensure that the police service's skills development and learning plan addresses the training and sharing of information with officers, communications operators /dispatchers and supervisors on:
 - i) local protocols; and
 - ii) conflict resolution and use of force in situations involving persons who may be emotionally disturbed, or may have a mental illness or developmental disability.

Police Service Guidelines

Local Service Coordination

1. Every Chief of Police, or designate, should work, where possible, with appropriate community members and agencies, health care providers, government agencies, municipal officials, other criminal justice agencies, and the local Crown to address service issues relating to persons who have a mental illness or developmental disability in that community.

Protocol

2. Every Chief of Police should work, where possible, with local hospitals and psychiatric facilities, where ones exist, towards developing a protocol that should address:



- a) the admission of a person who is emotionally disturbed or has a mental illness who has been arrested or transported by the police;
- b) criminal offences by a person who is emotionally disturbed or has a mental illness within that facility/hospital; and
- c) unauthorized absences by persons who are emotionally disturbed or have a mental illness from that facility/hospital.

Procedures 3. Every police service's procedures and processes on the police response to persons who may be emotionally disturbed, or may have a mental illness or developmental disability should:

- a) require communications operators/dispatchers to provide information to officers, if known, on:
 - i) any medications being taken by the person or that are prescribed;
 - ii) whether the individual is under the influence of illicit drugs and/or alcohol;
 - iii) whether the individual has a history of violence;
 - iv) whether the individual is presently armed or may have access to a firearm;
 - v) whether the individual is in a public/open area or is barricaded;
 - vi) whether there are any reported injuries;
 - vii) whether the individual is involved with any community agencies or local health care providers; and
 - viii) whether the police have previously attended the same address or had prior contacts with the same individual(s) involved;
- b) address the steps for a police officer, or communications operator/dispatcher to obtain assistance from, or refer a call/situation to, another agency;
- c) set out the circumstances in which more than one officer should be dispatched to a call, where practical, or where containment or tactical support should be provided;
- d) set out the steps to be taken by a police officer when invoking the provisions under the *Mental Health Act*;
- e) require that, where an officer has reasonable grounds to believe that the individual has committed a violent crime, the officer should consider charging the individual and not consider voluntary or involuntary hospitalization as a substitute to laying a charge, absent compelling circumstances;
- f) require that in those circumstances where the suspect is taken to a hospital, the police officer shall advise the hospital as to the circumstances of the occurrence, the background of the person, whether he or she may be suicidal, and other such information as may be provided;
- g) address the transportation of persons who may be emotionally disturbed, or may have a mental illness to a psychiatric facility or hospital; and
- h) set out the procedures for responding to calls for service at a local psychiatric facility, where one exists, or hospital, including where the call relates to an



unauthorized absence of an individual who is emotionally disturbed or has a mental illness from the facility.

Training

4. Every Chief of Police should ensure that the police service's skills development and learning plan addresses the training and sharing of information with officers, communications operators/dispatchers and supervisors on:
 - a) local protocols;
 - b) conflict resolution and use of force in situations involving persons who may be emotionally disturbed, or may have a mental illness or developmental disability;
 - c) the relevant provisions of the *Mental Health Act*, *Substitute Decisions Act* and *Health Care Consent Act*;
 - d) the recognition of common mental illnesses; and
 - e) providing assistance to families of persons who have a mental illness.