



Outreach and Education

Canadian Association for Civilian
Oversight of Law Enforcement



Overview

- The *Independent Police Review Act, 2007* (formerly Bill 103) was passed in May 2007
- Legislation was based on the LeSage Report which reviewed complaints system and made a series of recommendations
- The act amended the *Police Services Act* (PSA) to provide a new public complaints system for Ontario
- The new legislation is the product of consultation process that balances the interests of the community and the police



The Office of the Independent Police Review Director

- Director is appointed by the Lieutenant Governor in Council on recommendation of the Attorney General
- Director cannot be a police officer or former police officer
- Employees of the OIPRD are appointed under the *Public Service Act* and cannot be serving police officers
- Creates a mandatory police liaison officer position
- The Chief of Police retains the responsibility for disciplinary hearings and imposition of discipline



LeSage Report



LeSage Recommendations

- Terms of reference for recommendations:
 - The police are ultimately accountable to civilian authority
 - The public complaints system must be, and must be seen to be, fair, effective and transparent
 - Any model of resolving public complaints about police should have the confidence of the public and the respect of the police
 - The Province's responsibility for ensuring police accountability in matters of public safety and public trust must be preserved



LeSage Recommendations

○ Access:

- Community groups and individual complainants indicated there were many difficulties in filing a complaint
- Lack of understanding of how the system operates and where to find information about the system
- Public education on the complaints system has been virtually non-existent for many years



LeSage Recommendations

- Facilitating access:
 - Should include providing the necessary assistance to complainants to articulate their complaint
 - Potential complainants should be given an explanation of what the complaints system can and cannot do
 - Complainants must be treated in a manner that allows them to be able to come to an informed understanding of how their complaint was dealt with



LeSage Recommendations

- Keep police involvement:
 - Police officers should still have a role in providing education on the complaints system and working with people who have complaints
 - Police should be able to direct complainants to the proper resources
 - Police should be able to attempt to resolve public concerns informally where appropriate



LeSage Recommendations

- Resource Groups:
 - Form committees for each region with community and police representatives
 - Groups would meet with the head of the new body to discuss systemic concerns, but would not direct the new body



LeSage Recommendations

- New Oversight Body will:
 - Engage in educating the public about the complaints system
 - Be responsible for the intake of complaints in as many forms as possible including complaints from agents of complainants
 - Provide appropriate access to the system recognizing the linguistic, cultural and geographic diversity of the province
 - Provide appropriate assistance to complainants in the filing of a complaint
 - Review complaints to determine whether they should be pursued further and screen out those that do not reveal a reasonable basis for the complaint, those that may be more suitably addressed through another process or those that should otherwise not be subject to further action
 - Review complaints to determine whether the complaint is in regard to policy, service, conduct or any combination thereof



OIPRD Outreach and Education



Website

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HOME ABOUT OIPRD COMPLAINTS INVESTIGATIONS FAQs INFORMATION FOR THE POLICE MEDIA ROOM OUTREACH & EDUCATION PUBLICATIONS

talk to us.

WELCOME

Welcome to the Office of the Independent Police Review Director (OIPRD). The OIPRD's role is to make sure that public complaints against police in Ontario are dealt with fairly, efficiently and effectively.

ABOUT THE OIPRD

Find what you need to know about our office and civilian police oversight in Ontario.

[click here](#)

INVESTIGATIONS

Learn about complaint categories and different types of investigations.

[click here](#)

FILE A COMPLAINT

For members of the public who wish to learn about the complaint process. All the information you need about making a complaint against the police, including online complaint forms.

[START HERE](#)

FAQS

Do you have questions? Check out our FAQ pages to find answers to the most commonly asked questions.

[click here](#)

INFORMATION FOR THE POLICE

For members of police services who need information about the complaint process. All the information you need to deal with public complaints and what to do if you are responding to a complaint.

[click here](#)

OUTREACH AND EDUCATION

Want to know more about our outreach and education programs? Look here to request a session and to find out more about other oversight agencies.

[click here](#)

PUBLICATIONS

Our publications section includes all of our brochures and forms online in a downloadable PDF format.

[click here](#)

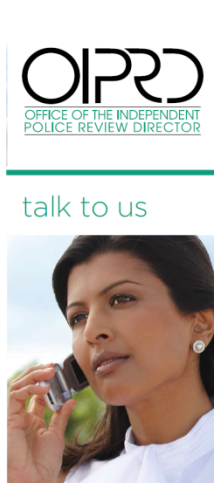


Website

- Our website was designed to provide comprehensive information on the public complaints process
- Meets government accessibility standards
- Provides information for community and police
- New pages will provide information for boards
- All disciplinary hearings resulting from a public complaint will be posted
- OIPRD audits, systemic reviews and annual reports available
- Easy e-filing of complaints
- Allows for complainant and respondent officer to check status of complaint
- All printed materials available (including access to large print brochures)
- Sections outlining all OIPRD functions
- In both English and French



Brochures



Four brochures available in English and French:

- step-by-step how to make a complaint against the police
- dealing with your complaint by local resolution
- how to request a review
- talk to us



Brochures

- Talk to Us brochure available in eight additional languages
- All brochures available in large print or audio versions upon request
- Any required forms are included in removable format in the brochure
- Brochures explain the process and what to expect in simple language
- Special in-custody formats of complaint brochures printed with coded inter-office envelopes



Brochure Availability

- Over 70 ServiceOntario locations throughout the province
- All provincial, regional and municipal police stations
- Many community centres and legal clinics



Outreach and Education Program

- Province is divided into seven regions:
 - Central east
 - Central west
 - East
 - Northeast
 - Northwest
 - Toronto
 - West
- Outreach and Education Advisors are responsible for a designated region
- OIPRD has three Outreach and Education Advisors and two positions to be filled
- New advisors received training beginning in February 2010



Outreach and Education Program

- Created an initial outreach and education plan for the province
- Advisors identified community and police groups, political representatives (city, provincial and federal) to target and created a resource list
- Creating an advisor handbook and complaints process training presentation to ensure consistent messaging throughout the province
- Advisors attended presentations by Director and senior management



Community Presentations

- Identified primary list of groups to call, focussing on accessibility issues
- Prepared introductory packages for target list
- Scheduled meetings and offered to make presentations
- Requests for outreach were also received through investigations, case management, legal and the OIPRD website



Police Education and Training

- Police play an active role in the complaints process
- OIPRD is responsible for educating and training:
 - Professional standards and investigators
 - Police Services Boards
 - Front-line supervisors
 - Respondent Officers
 - Chief's of police
- OIPRD has provided numerous training sessions throughout the province to PSBs, front line supervisors and at police college
- Attends meetings and presents to the Ontario Association of Chiefs of Police, Ontario Association of Police Services Boards, Ontario Police Association, etc.
- Advisors meet with community police representatives, liaison officers and association members during regional outreach sessions
- Advisor arranges presentations with community and police, where appropriate



Director's Resource Committees

- Have one Director's Resource Committee (DRC) shared with SIU in Toronto
- Will have a DRC for every region in Ontario
- DRCs will meet 2-3 times a year
- Director will attend one meeting a year
- Members will include community and police
- Have created a "Job Description" to provide to prospective members
- Advisors will provide information about the DRCs during outreach sessions and invite people to submit applications
- First DRC meetings will be held before end of year



Outreach and Education Sessions

- Outreach and education sessions are made to both community groups and police groups
- Sessions focussed on the role of the OIPRD and the complaints process
- Presentations and training sessions are designed to provide the most valuable information to the group
- In 2009, OIPRD conducted over 40 presentations to community and police groups throughout Ontario
- In 2010, OIPRD has participated in over 60 outreach sessions to date



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