

MEMORANDUM TO HALDIMAND COUNTY POLICE SERVICES BOARD & COUNCIL

September 23, 2023

As part of the communication strategy for both the Haldimand County Police Service Board (PSB) and the Haldimand County OPP (OPP), this memo serves to set out paths for information sharing between the PSB, the OPP and County Council members. This is intended to serve the citizens of Haldimand County and all involved stakeholders while ensuring timely responses to operational policing matters and respecting the confidentiality of involved citizens.

When a member of the community contacts a member of either the PSB or County Council directly in relation to policing matters, that are operational in nature, that require police intervention, consideration should always be given to directing the community members to contact 1-888-310-1122 for a police response.

This suggestion is made for several reasons:

- generating a call for service allows for an officer to be dispatched to attend the scene and avoids unnecessary delays in addressing an issue.
- generating a call for service raises awareness of community concerns for not only the officer responding but for any of the other officers that hear/read the incident.
- the call for service may support a bigger ongoing investigation that we track through our records management system.
- the call for service supports the data keeping and the workload analysis of our Haldimand officers.
- a cruiser being dispatched to area may serve as a deterrent for the problematic event/behavior.

This is not intended to be an exhaustive list of the many reasons to utilize our Provincial Communication Centre, rather to share an understanding of some of the impacts when citizens do not contact the OPP directly for operational matters.

If a citizen is calling to complain about policing service they have received, there are two (2) alternatives in keeping with the expectations of the Office of the Independent Police Review Director (OIPRD). Attending the Haldimand Detachment or calling during our hours of operations will provide the member of the public an opportunity to speak with the Sergeant, S/Sgt or Inspector who may be able to resolve the complaint locally if the citizen is willing. Alternatively, the citizen can engage with the OIPRD directly to file a complaint.

General Inquiries:

oiprd@ontario.ca

Request for Review Inquiries:

oiprdreviews@ontario.ca

Accommodation Requests

under the AODA: oiprd.accommodation@ontario.ca

Toll-free phone: 1-877-411-4773

Local phone: 416-246-7071

TTY: 1-877-414-4773

Toll-free fax: 1-877-415-4773

Local fax: 416-327-8332

These responses to citizens also serve to reenforce the division between policing operations and municipal government. This strategy will contribute to improved community satisfaction with policing services and increased community stewardship.

Non-operational policing matters should be routed through the PSB Chair to be shared with the Inspector at the Chair's discretion.