

Police Services

Ontario Provincial Police (OPP) Dufferin

Address: 506312 Hwy 89, RR#4
Shelburne, ON L0N 1S8

Area served: County of Dufferin, excluding Orangeville and Shelburne

Accessibility: Walk-in service provided.

Hours: 24 hours/day, 365 days/year

Telephone: (519) 925-3838 and toll-free 1-888-310-1122

Ontario Provincial Police (OPP) Caledon

Address: 6211 Old Church Road
Caledon East, ON L7C 1J7

Area served: Town of Caledon

Accessibility: Walk-in service provided.

Hours: 24 hours/day, 365 days/year

Telephone: (905) 584-2241 and toll-free 1-888-310-1122

Orangeville Police Service

Address: 390 C Line
Orangeville, ON L9W 3Z8

Area served: Orangeville

Accessibility: Walk-in service provided.

Hours: 24 hours/day, 365 days/year

Telephone: (519) 941-2522; Emergency 911

Shelburne Police Service

Address: 203 Main Street East
Shelburne, ON L0N 1S0

Area served: Shelburne

Accessibility: Walk-in service provided.

Hours: 24 hours/day, 365 days/year

Telephone: (519) 925-3312; Emergency 911

Police Services Domestic Violence Occurrences

Police Services are required to have policies regarding the investigation of domestic violence occurrences that fulfill the Adequacy Standards Regulations and ensure compliance with provisions of the Police Services Act.¹ These policies:

1. Work to maintain the Protocol, Strength in Collaboration: A Protocol for the Dufferin/Caledon Domestic Assault Review Team in partnership with the local Crown, Probation and Parole Services, Caledon\Dufferin Victim Services, Children's Aid Societies, municipalities, community service providers and shelters.
2. Implement the Ministry-sponsored integrated model for the investigation of domestic violence occurrences and ensure that the Police Service has access to trained domestic violence investigators.
3. Develop, monitor and evaluate procedures that enhance the process of investigation, including the Domestic Violence Supplementary Report.
4. Ensure the participation of appropriate personnel in accredited domestic violence trainings.
5. Implement proven safety measures to protect Police Officers responding to domestic violence occurrences.

Responsibilities²

Investigating Officer

1. In attending the scene, Officers shall:
 - Conduct a thorough investigation with the purpose of determining if reasonable grounds exist for laying criminal charges.
 - Due to the high risk inherent in domestic situations, use extreme caution and proven safety procedures. Secure back-up assistance whenever possible prior to entering the premises.
 - Promote the safety of all parties by, for example, quickly separating individuals, assisting them in accessing needed medical care and ensuring child support or protection services as necessary.
2. In gathering and documenting evidence, Officers shall:
 - Ask the victim if he/she was physically assaulted and if internal/external injuries have occurred. They shall record the victim's response and use an injury diagram if possible.
 - With the victim's consent, photograph the injuries at that time and within 12-48 hours if the injuries (for example, bruises) become more apparent in time.
 - Gather any evidence that would indicate a suspect's pattern of hate and bias against the victim.

¹ Police Service policies take precedence over any procedures involving Police documented in the Protocol.

² Adapted from the Police Service policies and procedures document, Domestic Violence Occurrences.

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- When practical and appropriate, ensure that the scene - showing, for example, overturned furniture or destroyed property - is photographed and videotaped.
 - Collect answering machine tapes, torn and bloodstained clothing, fingerprint evidence, etc.
 - With the written consent of the victim, gather hospital records and any evidence obtained by the Headwaters Health Care Centre Sexual Assault/Domestic Violence Team or other health care facility.
 - Ask the names and dates of birth of all children present or normally residing in the household.
3. When interviewing the victim, suspect or witness, Officers shall:
- Utilize the Sunrise Centre as an interview site, if appropriate.
 - Make every effort to audio or videotape statements in accordance with R. v. KGB guidelines.
 - Take a written statement if an audio or videotaped statement cannot be obtained. In this case, the victim shall review and sign his/her statement.
 - Ask the victim and witnesses direct questions regarding the suspect including the history of abuse, threats, harassment, violence, alcohol/drug abuse, mental health issues, fears for safety and use/availability of weapons.
4. To promote safety, Officers shall consider seizing firearms, offensive weapons and Firearms Acquisition Certificates, even if the firearms are safely stored. Officers shall consider a “Firearms Interest Police” entry on CPIC (Canadian Police Information Centre).
5. Officers shall lay a charge when there are reasonable grounds, including:
- Assault, threats and criminal harassment.
 - Breaches of conditions of bail, parole or probation orders or of a peace bond.
 - Any offence committed under the Criminal Code, for example, obstructing justice (by dissuading the victim from testifying).
 - Contravention of an order under the Family Law Act or Children’s Law Reform Act.
6. Officers shall not be influenced in laying charges by:
- Marital or other status in an intimate relationship.
 - Disposition of previous Police calls with the same victim and suspect.
 - A victim’s unwillingness to attend court proceedings or seeming lack of cooperation in other aspects of the process.
 - Likelihood of obtaining a conviction in court.
 - Denial by either party that the violence occurred.
 - Assurances by either party that the violence will cease.
 - A fear of reprisal against the victim.
 - Gender, race, ethnicity, disability, socio-economic status or occupation of the victim or suspect.
7. Officers shall attempt to determine the dominant aggressor in order to distinguish assault from defensive self-protection. There must be reasonable grounds to lay a counter charge against the victim.

8. Officers shall explain to the victim and suspect that it is the duty of the Police to lay charges when there are reasonable grounds and only the Crown can withdraw them.
9. If the suspect has left before Police arrive and there are reasonable grounds to lay a charge, Officers shall immediately attempt to locate the suspect and make an arrest. If he/she cannot be found, Officers shall obtain a warrant and enter it into CPIC.
10. In accordance with the Child and Family Services Act, Officers must report a child in need of protection. The Officer, who has a duty to report, shall make the report directly to a Children's Aid Society and shall not rely on any other person to report on his or her behalf.
 - Where there is an immediate risk to a child, Officers shall make direct contact with a worker of Dufferin Child and Family Services, Child Protection, or appropriate Children's Aid Society – depending on where the child normally resides - and forward the requested information.
 - In situations where there is no immediate risk
 - But where charges are laid and the accused is held/not held for a show cause hearing
 - Or where charges are not laid but the involved parties have access to children or are in a care-giving roleOfficers shall fax the report, if available, or incident history to Dufferin Child and Family Services, Child Protection, or appropriate Children's Aid Society and confirm its receipt.
11. Officers shall ensure that the victim is fully informed of:
 - The Officer's name, badge number and identification number.
 - The nature of the proceedings following charges or arrest.
 - The results of a bail hearing and any conditions of release on the accused.
 - Any change in conditions.
 - The ongoing status of the case.
12. If language is a barrier or immigration status an issue, Officers shall:
 - Utilize an interpreter, who is not a family member, relative or neighbour.
 - Reassure the victim that his/her legal status in Canada will not change as a result of participation in the judicial process.
 - Reassure the victim that the accused does not have the authority to seize his/her identification papers or force deportation. If necessary, Officers shall assist the victim in collecting identification documents (immigration, passport, health card, etc.) from within the residence.
13. If the victim is disabled and communication is affected, Officers shall make all reasonable efforts to access community resources that provide assistance, transportation, care or shelter. If the accused is the only caregiver and arrest and removal will put the victim at risk, Officers shall contact appropriate resources such as family or community services to provide care.
14. Officers shall complete a detailed occurrence report regardless of whether an offence was alleged or charges laid. In instances where no charges were laid, Officers shall document the reasons for not doing so.

15. If charges are not laid, Officers shall explain the reasons to the victim and suggest alternative options.
16. Where charges are laid, Officers shall work with the victim/others to complete:
 - The Victim/Witness Notification Form.
 - The Victim Impact Statement (VIS). In the case of serious crimes, it is recommended to delay the completion of the VIS until after conviction and with assistance of the Victim Witness Assistance Program.
 - The Domestic Violence Risk Assessment. The risk indicators checklist should be completed prior to any decision to release or detain the suspect for a bail hearing and should be included with the Crown brief and show cause report.
17. Where charges are laid, Officers shall attempt to include copies of Record Management Systems (RMS) and criminal record checks regarding other domestic related occurrences for the show cause hearing.
18. Officers shall provide assistance, information and referral:
 - Regarding safety planning.
 - Transporting a victim to a place of safety.
 - Explaining the services of and referring to Caledon\Dufferin Victim Services or the Victim Witness Assistance Program.
19. Officers shall ask a Supervisor to attend the scene, if a Police Officer is involved in the dispute.

Supervisor

1. Regarding domestic occurrences, the Supervisor shall:
 - Monitor all relevant calls.
 - Attend the scene, whenever possible, for safety/monitoring purposes and to ensure that proper investigative procedures are followed.
 - Ensure appropriate charges are laid.
 - Ensure appropriate call back and follow-up of incidents, whether or not charges are laid.
 - Review all reports to evaluate the effectiveness of Officers' responses and to determine whether appropriate service was given and policy followed.
 - Assess any incident where a Police Officer is involved and, if further investigation is required, assign an Officer of a confirmed rank and notify the Chief of Police or Detachment Commander.
 - On a regular basis, reinforce the policies of domestic incident investigation with Officers.
2. If the type of incident is a threshold major case as defined in the Ontario Major Case Management Manual, the Supervisor shall ensure that the investigation is conducted in accordance with the Criminal Investigation Management Plan.

Domestic Violence Coordinator

1. The Coordinator shall report to the Chief of Police or Detachment Commander. His/her role shall be to monitor Officer response to/ investigation with/ and compliance with the procedures of Domestic Violence Occurrences and to recommend improvements.
2. The Coordinator shall review, evaluate and recommend the Police Service response to domestic violence by:
 - Determining its effectiveness.
 - Measuring community response.
 - Identifying additional training needs.
 - Monitoring changes in law and court rulings.
3. The Coordinator shall monitor and evaluate the follow-up to domestic violence cases.
4. The Coordinator shall liaise with DART agencies, local service providers and community representatives responsible for dealing with issues of domestic violence.
5. The Coordinator shall ensure that all Officers have business cards, which list relevant community services to assist victims.
6. The Coordinator shall maintain standards by:
 - Conducting audits to ensure that the Domestic Violence Occurrence procedure is followed and that occurrence reports are written on all incidents.
 - Monitoring legislative and case law changes to ensure that the Domestic Violence Occurrence procedure is current. The Coordinator shall report any changes to the Chief of Police or Detachment Commander.
 - Ensuring statistical data is entered and reported to the Ministry of the Attorney General in the designated form.
7. The Coordinator shall liaise with the Police Services Media Relations Officer to inform the public and media about the Police Services Domestic Violence Occurrence Procedure.

Personnel of the Records Branch

1. Personnel of the Records Branch shall:
 - Ensure that in cases involving high risk or a repeat offender, the name of the offender shall be entered into the SIP (Special Interest Police) category of CPIC as soon as possible and within 24 hours.
 - Ensure that release conditions and arrest warrants are entered into CPIC as soon as possible and within 24 hours.

Communications Operator

1. The Communications Operator shall ensure that:
 - Officers respond to all calls relating to domestic violence including those that are received from third parties who may or may not identify themselves.
 - Officers respond if the call is disconnected or the caller indicates that the Police are no longer required.
 - Domestic violence calls receive the same priority as any other life-threatening call.
 - Officers responding to a domestic violence call are provided with the following information, if available:
 - About the suspect (e.g., relation to victim, whereabouts, description).
 - Whether the suspect is under the influence of drugs or alcohol.
 - Whether children are present in the household and their status.
 - Whether there are known to be firearms in the residence.
 - Whether anyone in the household has been issued or refused a Firearms Acquisition Certificate.
 - Whether there have been previous violent incidents at the address and, if so, the nature of the incidents and whether firearms have been involved.
 - Whether a current peace bond, restraining order, probation or parole order exists against the suspect.
 - The source of this information.
2. Due to the high risk inherent in domestic occurrences, the Communications Operator shall ensure that two Officers attend at the scene.

The Chief of Police or Detachment Commander

1. The Chief of Police or Detachment Commander shall:
 - Ensure that Domestic Violence Occurrences policy is adhered to in all incidents of domestic violence.
 - Prepare, maintain and analyse statistics on domestic incidents with a view to establishing victimization trends, victim needs, critical information and the availability of community services.

Police Services shall provide the following accountability measure in regard to complaints resolution:

Complaints concerning the policy, service or conduct of a Police Service can be made by members of the public by following the reporting procedure as set out by the Office of the Independent Police Review Director (OIPRD).

The complaint shall be investigated as outlined in the Ontario Police Services Act.

**We are committed to collaboration within the
Domestic Assault Review Team.**