



# *Quality Assurance Review Report - 2017*

Policing Standards and Contract Management  
Public Safety



## ***Bathurst Police Force***

### **Overview**

Pursuant to paragraph 1.1(2)(c) of the New Brunswick *Police Act*, the Minister of the Department of Public Safety (DPS) may establish a system of inspection and review of police forces. The *Policing Standards – New Brunswick* are issued as ministerial directives pursuant to subsection 1.1(3) of the *Police Act*. The Standards set out the police force Quality Assurance (QA) program in ORG 5 with the current QA Program in place since 2013. The system of inspection and review of police forces is conducted by policing consultants Jennifer Smith and Rick Votour of the Policing Standards and Contract Management (PSCM) branch of the Department of Public Safety (DPS).

While the QA program follows a cyclical process, it is flexible enough to respond to any newly identified risk activities facing municipal police forces. The program examines facts and realities facing modern day law enforcement agencies to identify gaps as well as best practices.

### **Objective**

The purpose of the QA review is to assess adequacy and effectiveness of the policing services provided by the police force by examining common risks to police agencies on behalf of the Minister.

The report is intended to summarize the data collected from the police force, analyze the findings, identify gaps, and present any recommendations and observations that could improve police service to the Director of Policing Standards and Contract Management.

### **Scope**

The QA Program operates on an annual cycle beginning in the fall when the PSCM Director announces to the New Brunswick Association of Chiefs of Police (NBACP) those activities that are mandatory to risk. The 2017 risk activities announced were:

- Sex crimes investigations;
- UCR scoring (data integrity); and
- Community policing.

Members of the police force in collaboration with the PSCM review team conduct a fall risking exercise that examines the mandatory risk activities and any police force specific risks that could benefit from an examination.

In January police forces begin their reviews using either review guides created by the PSCM review team or developed by the police force. The police force can also employ any other review technique they deem appropriate. All documentation is submitted to the PSCM

review team.

In the spring of 2018, the PSCM review team conducted an internal risking exercise to identify municipal police forces that will be scheduled for an on-site review.

This report serves as an overview of the police force QA program performance for the 2017 cycle to ensure the management of selected risk activities is in compliance with the *Policing Standards – New Brunswick*, the Municipal/Regional Police Forces Operational and Administrative Manuals (Operational Manual and Administrative Manual, respectively) and legal requirements. The PSCM review team monitors recommendations to completion.

A snapshot of the reviewed activities is summarized in this report (see table 2) and includes a rating based on the following scale (table 1).

TABLE 1	
Rating	Description
<b>Needs Improvement (NI)</b>	Practices and controls are not adequate to ensure the objectives are achieved effectively in this activity.
<b>Meets Expectations (ME)</b>	The activity's management meets current provincial policing requirements. Any issues/opportunities for improvement noted are not major in that they do not affect the ability to achieve its objectives.

Findings		
TABLE 2 – Summary of findings		
Review by police force		
NI	ME	Comments
<b>UCR scoring (data integrity)</b>		
		The Deputy Chief of operations is responsible for records management. The Deputy Chief also validates files and manages the CCJS. All sergeants are trained in RMS and assist the head reader in clearing files. <i>See recommendations - #1 and #2</i>
<b>Approved Screening Devices</b>		
		Approved screening devices have a coordinator identified as well as an alternate. The calibrations are done on a monthly basis or when required using the calibration check sheet. The annual maintenance schedule is followed. Policy changes are recommended reflecting the present devices and documents in use and identifying the alternate member for the coordinator position. <i>See recommendation - #3</i>
<b>Approved Breath Analysis Instruments</b>		
		BPF has identified a coordinator to oversee all requirements associated to the approved breath analysis instrument. The coordinator duties are identified in BPF policy. The annual maintenance schedule is followed. Policy changes recommended reflecting the requirement for qualified technicians to perform an actual or simulated breath test every 6 months. <i>See recommendations - #4 and #5</i>
<b>Holding Facilities and Monitoring of Detainees</b>		
		BPF has identified a holding facilities coordinator to oversee all requirements for the holding facilities and the monitoring of detainees. Policy is in place and guards are required to read and initial the policy. Guards receive training pertinent to their duties and responsibilities. Cells are well maintained. <b>See recommendation - #6</b>

**Sex Crimes**

	<p>In all cases BPF investigators obtained or attempted to obtain a statement from the victim. In all cases victims were notified and advised of any release conditions on the accused. Files were submitted for crown review where appropriate. The BPF reviewer noticed a gap in their ViCLAS submission process.  <b>See recommendation - #7</b></p>
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**ViCLAS**

	<p>BPF has appointed a ViCLAS liaison to review all ViCLAS booklets before submission to the provincial coordinator. Policies and guidelines are in place regarding the completion and submission of the ViCLAS booklets. The readers/supervisors checklist is not always used when reviewing the booklets. Gap in submitting the booklets within 30 days.  <b>See recommendation - #7</b></p>
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**Findings of the BPF self-review**

**UCR Soring / Data Integrity**

**Objective:**

To ensure that data entered into the Records Management System (RMS) is complete, consistent, accurate and void of duplication while conforming to policies, legislation and the Uniform Crime Reporting (UCR) Incident Based Survey reporting to Statistics Canada.

**Findings:**

The Deputy Chief of Operations is responsible for CCJS validation and completed this self-review using the PSCM review guide. The BPF succession plan consists of RMS training for all the sergeants so they can assist the head reader in clearing files and charges. The reviewer recommended that changes to policy be made to conform to provincial policy and policing standards.

**Recommendation - #1:**

The Chief or delegate will ensure that the policy on the generation of a new GO / IR be modified to reflect the requirement to have it done within 24 hours.

**Recommendation - #2:**

The Chief or delegate will ensure that the policy on RMS detail pages be implemented once their operations analyst is trained.

**Approved Screening Devices**

**Objective:**

To ensure the use and maintenance of these instruments comply with the statutes, New Brunswick Policing Standards and the applicable policies contained in the Municipal / Regional Police Force Operational Manual.

**Findings:**

A coordinator is named for the oversight of the BPF approved screening devices and associated requirements. BPF operational policy exists that explains the duties of the coordinator position. CAD reports are generated to record approved screening device test records. Accuracy checks are performed as and when required. Calibration sheets are



used during the monthly calibration. The devices are serviced yearly.

**Recommendation - #3:**

The Chief or delegate will ensure that operational policy updates are made reflecting the approved screening devices presently in service and all associated documents in use by BPF.

### Approved Breath Analysis Instruments

**Objective:**

To ensure the use and maintenance of these instruments comply with the statutes, New Brunswick Policing Standards and the applicable policies contained in the Municipal / Regional Police Force Operational Manual.

**Findings:**

A coordinator is named for the oversight of the BPF breath testing instrument and associated requirements. BPF operational policy exists that explains the duties of the coordinator position. The instruments are serviced when required. Logbooks are maintained by all qualified technicians. All qualified technicians are performing at least one actual or simulated breath test every 6 months. It was noted that the requirement for a technician to perform a test every 6 months is not in operational policy. BPF has a sufficient number of qualified technicians.

**Recommendation - #4:**

The Chief or delegate will ensure that policy be revised to note the requirement for a breath test technician to perform an actual or simulated breath test every 6 months.

**Recommendation - #5:**

The Chief or delegate will ensure a process is put in place to verify that each qualified technician log book is kept up to date.

### Holding Facilities and Monitoring of Detainees

**Objective:**

To ensure that persons held in police custody are treated with decency and provided with all of the rights accorded by law and to provide for the secure and appropriate incarceration of detainees while ensuring the safety and well-being of all persons involved.

**Findings:**

BPF has a holding facilities coordinator identified in policy. Separate cells are available for males, females and youth. The cells are well maintained. BPF has policy outlining the duties and responsibilities of the guards. Each guard must acknowledge the policy by reviewing and signing it. The reviewer identified that the guards have appropriate training to perform their duties. The guards' check the detainees every 15 minutes by observing closed circuit TV and observation through the cell door window. The cell checks are documented on the RMS. Operational Policy is being updated to reflect changes noted by the reviewer.

**Recommendation - #6:**

The Chief or delegate will ensure the any chair or bench in the cell area, that detainees have access to, is secured so it cannot be moved.

**Sex Crimes****Objective:**

To ensure that appropriate investigative procedures and established protocols are followed, documented and that where appropriate, charges laid in cases surrounding sexual crime incidents.

**Findings:**

A BPF member examined all 2017 sex crime investigations from the 1300 UCR series. In every case investigating officers obtained or attempted to obtain a victim statement. BPF officers ensure victim service referrals are made and that victims are kept apprised of the status of the investigation.

In all cases BPF investigators obtained or attempted to obtain a statement from the victim. In specific cases, victims were notified and advised of any release conditions placed on the accused. Files were submitted for crown review where appropriate. The BPF reviewer noticed a gap in their ViCLAS submission process. There is a requirement that a ViCLAS booklet on incidents of reported sexual assault be submitted within 30 days from the start of an investigation. ViCLAS booklets are required to be submitted on complaints involving false allegations.

**Recommendation - #7:**

The Chief or delegate will ensure that ViCLAS booklets are submitted to the provincial coordinator within 30 days and ensure criteria mentioned in the provincial ViCLAS policy is met.

**ViCLAS****Objective:**

To ensure the policy and procedures governing submissions to ViCLAS are being strictly applied and responsibly monitored.

**Findings:**

BPF has appointed a member as their ViCLAS liaison. Policies and guidelines are in place regarding the completion and submission of the ViCLAS booklets. The readers/supervisors checklist is not used consistently when completing the booklets. A gap in submitting the booklets within 30 days from the commencement of the investigation was noted. No booklets were submitted for files that were determined to be false accusations. The ViCLAS field was checked off in RMS for all files. All booklets were submitted to the BPF ViCLAS liaison before submission to the provincial coordinator. **See recommendation #7 above.**

**Review by PSCM**

PSCM risking did not identify BPF as requiring an on-site review.

**Concluding Summary**

The PSCM review team would like to thank the Bathurst Police Force for their contribution during the 2017 QA review process. As a result of the review, BPF has created an action plan to track recommendations to completion. The PSCM review team remains available to BPF for assistance and looks forward to continued collaboration for the fall 2018 risking process.

**Policing Standards and Contract Management (PSCM)**

**Quality Assurance (QA) Review Team**

Rick Votour, Policing Consultant  
Jennifer Smith, Policing Consultant

Date report submitted to Director: October 15, 2018

**Approved by:**

  
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Connie Courcy  
Director  
Policing Standards and Contract Management, JPS

Date report reviewed and approved by Director: Oct. 18/18

**Distribution**

**Chief of Police**

Ernie Boudreau

**Civic Authority**

Todd Pettigrew, City Manager, City of Bathurst

**New Brunswick Police Commission**

Lynn Chaplin, Acting Chair  
Jill Whalen, Acting Executive Director