



Township of Wellington North

P.O. Box 125 • 7490 Sideroad 7 W • Kenilworth • ON • N0G 2E0

Regular Meeting of Council

Monday, January 23, 2012

Following Public Meeting

Municipal Office Council Chambers, Kenilworth

AGENDA

Page 1 of 4

| AGENDA ITEM | PAGE NO. |
|--|----------|
| <u>CALLING THE MEETING TO ORDER</u> | |
| - Mayor Tout | |
| <u>O' CANADA</u> | |
| <u>PASSING AND ACCEPTANCE OF AGENDA</u> | |
| <u>DECLARATION OF PECUNIARY INTEREST</u> | |
| <u>APPOINTMENT OF ACTING CLERK</u> | |
| <u>MINUTES</u> | |
| 1. Regular Meeting of Council, January 9, 2012 | 01 |
| <u>DELEGATIONS, DEPUTATIONS, PETITIONS</u> | |
| 1. Natalia Welniak, Regional Outreach and Education Advisor Re: Office of the Independent Police Review Director Presentation | 14 |
| 2. Councillor Andy Lennox Re: Pre-Budget Presentation | 51 |

| AGENDA ITEM | PAGE NO. |
|---|----------|
| <u>STANDING COMMITTEE, STAFF REPORTS, MINUTES AND RECOMMENDATIONS</u> | |
| 1. Wellington North Fire Services | |
| - Arthur Station | |
| - 2011 Annual Report | 52 |
| - 2011 Fire Prevention Officer's Annual Report | 55 |
| - Mount Forest Station | |
| - 2011 Annual Report | 56 |
| - 2011 Fire Prevention Officer's Annual Report | 58 |
| 2. Recreation & Culture Committee | |
| - Minutes, January 10, 2012 | 59 |
| 3. Water/Sewer Committee | |
| - Minutes, January 17, 2012 | 62 |
| - DWQMS Financial Plan | 76 |
| 4. Works Committee | |
| - Minutes, January 17, 2012 | 88 |
| 5. Fire Committee | |
| - Extract from December 20, 2011 Fire Committee Minutes and Quotes for Generator and Installation at the Arthur Fire Station | 91 |
| <u>CORRESPONDENCE FOR COUNCIL'S INFORMATION AND DIRECTION</u> | |
| 1. Arthur Lions Club | 97 |
| Re: Request for Temporary Road Closure for Annual Duck Race | |
| 2. County of Huron | 98 |
| Re: Request for Support of Resolution Regarding Finding and Recommendations of the Low Frequency Noise (LFN) Committee | |
| 3. Maitland Valley Conservation Authority | 101 |
| Re: Directors' Attendance at Authority Meetings | |
| 4. Randy Pettapiece, MPP | 104 |
| Re: Copy of Correspondence to The Hon. Deb Matthews, MPP, Minister of Health and Long-Term Care Re: Louise Marshall Hospital (Mount Forest) Redevelopment Project | |

| AGENDA ITEM | PAGE NO. |
|---|-----------------|
| <u>CORRESPONDENCE FOR COUNCIL'S INFORMATION AND DIRECTION</u> (continued) | |
| 5. Grand River Conservation Authority Re: 2012 Budget and Levy Meeting | 106 |
| 6. Gordon Ough, County Engineer, County of Wellington Re: Canadian Guidelines for Establishing Posted Speed Limits | 160 |
| <u>BY-LAWS</u> | |
| 1. 3-12 Being a By-law to Amend Zoning By-law Number 66-01 being the Zoning By-law for the Township of Wellington North (Part of Lot 9, Concession 6, former Township of West Luther – Pritty) | 164 |
| 2. 4-12 Being a By-law to Authorize an application by the Corporation of the Township of Wellington North (the "Applicant Municipality") to the Corporation of the County of Wellington requesting the Corporation of the County of Wellington to incur debt and issue debentures in respect of the capital works of the Applicant Municipality | 168 |
| <u>ITEMS FOR COUNCIL'S INFORMATION</u> (copies available for review in Clerk's Office and at Council Meeting) | |
| Cheque Distribution Report dated January 19, 2012 | 172 |
| Maitland Valley Conservation Authority - Minutes, Board of Directors Meeting #9/11, November 16, 2011 | |
| Ben Wildeman - Thank You for Scholarship | |
| Town of Gravenhurst - Resolution of Support for Resolution Passed by Township of Carling Regarding Paved Shoulders on Provincially Owned Highways | |

| AGENDA ITEM | PAGE NO. |
|---|----------|
| <p><u>NOTICE OF MOTION</u></p> <p>1. Councillor Andy Lennox Re: Resolution Abolishing Administration Committee</p> | 184 |
| <p><u>ANNOUNCEMENTS</u></p> | |
| <p><u>CLOSED MEETING SESSION</u></p> <p>1. "Legal" matters</p> | |
| <p><u>CONFIRMING BY-LAW NO. 5-12 BEING A BY-LAW TO CONFIRM THE PROCEEDINGS OF COUNCIL</u></p> | 185 |
| <p><u>ADJOURNMENT</u></p> <p>Lorraine Heinbuch, Chief Administrative Officer/Clerk</p> | |

**THE CORPORATION OF THE
TOWNSHIP OF WELLINGTON NORTH**

REGULAR MEETING OF COUNCIL

Monday, January 9, 2012

7:00 p.m.

Members Present:

Mayor: Raymond Tout
Councillors: Sherry Burke
Mark Goetz
Andy Lennox
Dan Yake

Also Present: Chief Administrative Officer/Clerk: Lorraine Heinbuch
Executive Assistant: Cathy Conrad
Treasurer: John Jeffery

The meeting was held in the Municipal Office Council Chambers, Kenilworth.

A. CALLING THE MEETING TO ORDER

Mayor Tout called the meeting to order.

B. O' CANADA

C. PASSING AND ACCEPTANCE OF AGENDA

Moved by: Councillor Lennox
Seconded by: Councillor Yake

THAT the Agenda for the January 9, 2012 Regular Meeting of Council be accepted and passed.

Resolution Number: 1

Carried

**THE CORPORATION OF THE
TOWNSHIP OF WELLINGTON NORTH**

REGULAR MEETING OF COUNCIL

Monday, January 9, 2012

Page Two

**D. DECLARATION OF PECUNIARY INTEREST AND GENERAL NATURE
THEREOF**

None declared.

E. MINUTES

1. Public Meeting, December 12, 2011
2. Regular Meeting of Council, December 12, 2011

Moved by: Councillor Yake

Seconded by: Councillor Lennox

THAT the minutes of the Public Meeting and the Regular Meeting of Council held on December 12, 2011 be adopted as circulated.

Resolution Number: 2

Carried

F. DELEGATIONS, DEPUTATIONS, PETITIONS

1. Al Hodgson, North Wellington Health Care Board Chair
Jerome Quenneville, President and CEO, North Wellington Health Care
Re: "Hospital 101" Presentation

Mr. Hodgson and Mr. Quenneville appeared before Council to present North Wellington Health Care – "Hospital 101". The purpose of the presentation was to provide an opportunity for Council to get to know more about the services offered by North Wellington Health Care and their plans for the future.

North Wellington Health Care was formed in 2001 with the amalgamation of the Palmerston & District Hospital and Louise Marshall Hospital. It is a dynamic organization dedicated to quality and passionate about improving the health status of the community, working to build a centre of excellence in rural health and contribute toward creating a friendly and positive place to work and receive care.

**THE CORPORATION OF THE
TOWNSHIP OF WELLINGTON NORTH**

REGULAR MEETING OF COUNCIL

Monday, January 9, 2012

Page Three

F. DELEGATIONS, DEPUTATIONS, PETITIONS (continued)

1. Al Hodgson, North Wellington Health Care Board Chair
Jerome Quenneville, President and CEO, North Wellington Health Care
Re: "Hospital 101" Presentation (continued)

North Wellington Health Care has one Board of Directors with 18 members (including 14 volunteers); one Medical Staff Association with 14 active MD's and also works with the Family Health Teams, Two Foundations (PDH and MFLMH) and two Auxiliaries (Volunteer Associations).

The Wellington Health Care Alliance is an Administrative Alliance formed with Groves Memorial Community Hospital in 2005. As a member of the Waterloo Wellington Local Health Integration Network the Alliance is the only rural member.

North Wellington Health Care is fiscally responsible. Mr. Hodgson explained that the largest portion of their budget is for staff and salaries and medical staff payment. Last year there was a surplus and it appears they will have a surplus at their yearend in March. Operating funding is received from the Ministry of Health and Long Term Care, patient billings and fees for service work. Capital funding comes from the Ministry, the Foundation and fundraising. Ministry funding is also used for building maintenance (mechanical and health and safety).

Key Statistics for 2010/11 include 1,537 patient admissions; average length of stay was 4.3 days; 144 births; 1,800 surgical procedures; 20,357 emergency department visits; 15,360 clinic visits; 18,849 diagnostic imaging exams. There are 204 employees and over 200 volunteers

Between the Family Health Teams and Hospital sites over 50 different clinics are offered locally through staff and visiting specialists.

The North Wellington Health Care Board of Directors remain committed to 2 vibrant Hospital sites, providing a full range of outpatient and acute care services, including Emergency 24/7; and Campus Model – partnerships with other organizations. North Wellington Health Care has many strengths for the future.

**THE CORPORATION OF THE
TOWNSHIP OF WELLINGTON NORTH**

REGULAR MEETING OF COUNCIL

Monday, January 9, 2012

Page Four

F. DELEGATIONS, DEPUTATIONS, PETITIONS (continued)

1. Al Hodgson, North Wellington Health Care Board Chair
Jerome Quenneville, President and CEO, North Wellington Health Care
Re: "Hospital 101" Presentation (continued)

North Wellington Health Care has adopted strategic directions within four key areas as an organization committed to innovation – the best patient care, the best system, the best organization and the best financial position.

The Emergency Department at the Louise Marshall Hospital is going to be expanded. North Wellington Health Care is in the process of organizing. The next step will be to hire a project manager for Louise Marshall and the new hospital in Fergus. It will take a couple of years to work through the approvals. The tenders have been given approval for 2014 – 2015. Having facilities and equipment is an important aid in recruitment.

G. STANDING COMMITTEE, STAFF REPORTS, MINUTES AND RECOMMENDATIONS

1. Economic Development Committee
- Minutes, December 21, 2011

Moved by: Councillor Lennox
Seconded by: Councillor Yake

THAT the Council of The Corporation of the Township of Wellington North receive the minutes of the Economic Development Committee meeting held on December 21, 2011.

Resolution Number: 3

Carried

**THE CORPORATION OF THE
TOWNSHIP OF WELLINGTON NORTH**

REGULAR MEETING OF COUNCIL

Monday, January 9, 2012

Page Five

**G. STANDING COMMITTEE, STAFF REPORTS, MINUTES AND
RECOMMENDATIONS (continued)**

1. Economic Development Committee
- Minutes, December 21, 2011 (continued)

Moved by: Councillor Lennox

Seconded by: Councillor Yake

THAT the Council of The Corporation of the Township of Wellington North adopt in principle the Community Improvement Plan and Programs as outlined in the final report from Stempski Kelly and Associates dated December 21, 2011, as recommended by the Economic Development Committee, and that the necessary by-law adopting the Community Improvement Plan be drafted for the next Regular Council Meeting.

Resolution Number: 4

Carried

2. Fire Committee
- Minutes, December 20, 2011

Moved by: Councillor Burke

Seconded by: Councillor Goetz

THAT the Council of The Corporation of the Township of Wellington North receive the minutes of the Fire Committee meeting held on December 20, 2011.

Resolution Number: 5

Carried

Moved by: Councillor Burke

Seconded by: Councillor Goetz

THAT the Council of The Corporation of the Township of Wellington North agree to utilize the Fire Services Resource Program offered by the Township of Puslinch, at no cost, for both Fire Halls and the Township Municipal Office as recommended by the Fire Committee.

Resolution Number: 6

Carried

**THE CORPORATION OF THE
TOWNSHIP OF WELLINGTON NORTH**

REGULAR MEETING OF COUNCIL

Monday, January 9, 2012

Page Six

**G. STANDING COMMITTEE, STAFF REPORTS, MINUTES AND
RECOMMENDATIONS (continued)**

3. Wellington North Fire Services
- Arthur Station
 - December 2011 Report
 - December 2011 Fire Prevention Officer's Report
 - Mount Forest Station
 - December 2011 Report
 - December 2011 Fire Prevention Officer's Report

Moved by: Councillor Burke

Seconded by: Councillor Goetz

THAT the Council of The Corporation of the Township of Wellington North receive the Wellington North Fire Services December 2011 Reports and the December 2011 Fire Prevention Officer's Reports for the Arthur and Mount Forest Fire Stations.

Resolution Number: 7

Carried

**H. CORRESPONDENCE FOR COUNCIL'S INFORMATION AND
DIRECTION**

1. The Township of Carling
Re: Request for Support of Resolution Regarding Ontario MPP
Introduces Private Members Bill to Pave Highway Shoulders

Moved by: Councillor Burke

Seconded by: Councillor Goetz

THAT the Council of The Corporation of the Township of Wellington North support the resolution of The Township of Carling regarding Ontario MPP introduces Private Members Bill to Pave Highway Shoulders.

Resolution Number: 8

Carried

**THE CORPORATION OF THE
TOWNSHIP OF WELLINGTON NORTH**

REGULAR MEETING OF COUNCIL

Monday, January 9, 2012

Page Seven

H. **CORRESPONDENCE FOR COUNCIL'S INFORMATION AND
DIRECTION** (continued)

2. Martin Keller, Source Protection Program Manager
Lake Erie Source Protection Region
Re: Committee Member Renewal Confirmation

Moved by: Councillor Burke

Seconded by: Councillor Goetz

THAT the Council of The Corporation of the Township of Wellington North agree with the renewal of the appointment of Dale Murray as a member of the Lake Erie Region Source Protection Committee representing the Township of Wellington North until the approval of the first source protection plan, anticipated at the end of 2012 or early 2013.

Resolution Number: 9

Carried

3. Lori Arsenault, Executive Director, Career Education Council
Re: Request for Waiver of Facility Fee for Half Day Student Workshop
– Careers in Agriculture on March 26, 2012 at the Mount Forest Sports Complex

Moved by: Councillor Burke

Seconded by: Councillor Goetz

THAT the Council of The Corporation of the Township of Wellington North agree to waive the rental fees of \$305.10 including H.S.T. for the half day Student Workshop – Careers in Agriculture on March 26, 2012 at the Mount Forest Sports Complex by the Career Education Council. The costs for this waiver of rental fees to be charged to Assistance to Groups Rental Fees Waivers Administration Budget.

Resolution Number: 10

Carried

**THE CORPORATION OF THE
TOWNSHIP OF WELLINGTON NORTH**

REGULAR MEETING OF COUNCIL

Monday, January 9, 2012

Page Eight

H. **CORRESPONDENCE FOR COUNCIL'S INFORMATION AND
DIRECTION** (continued)

4. The Municipality of Clarington
Re: Request for Support of Resolution Regarding Special Provincial
Funding to Cover Municipal Deficits

**Moved by: Councillor Yake
Seconded by: Councillor Lennox**

THAT the Council of The Corporation of the Township of Wellington North support the resolution of The Municipality of Clarington regarding Special Provincial Funding to cover municipal deficits.

Resolution Number: 11

Carried

5. The Municipality of Clarington
Re: Request for Support of Resolution Regarding Provincial
Regulations Regarding Commercial Fill Operations

**Moved by: Councillor Lennox
Seconded by: Councillor Yake**

THAT the Council of The Corporation of the Township of Wellington North support the resolution of The Municipality of Clarington regarding Provincial regulations regarding commercial fill operations.

Resolution Number: 12

Carried

6. Saugeen Conservation
Re: Draft Budget 2012

**Moved by: Councillor Lennox
Seconded by: Councillor Yake**

THAT the Council of The Corporation of the Township of Wellington North forward the Saugeen Conservation Draft Budget 2012 to the Finance Committee for review.

Resolution Number: 13

Carried

**THE CORPORATION OF THE
TOWNSHIP OF WELLINGTON NORTH**

REGULAR MEETING OF COUNCIL

Monday, January 9, 2012

Page Nine

I. BY-LAWS

1. 1-12 Being a By-law to Provide for an Interim Tax Levy on All Assessment within Specific Tax Classes and to Provide a Penalty and Interest Rate for Current Taxes in Default and Tax Arrears.

Moved by: Councillor Lennox

Seconded by: Councillor Yake

THAT By-law Number 1-12 being a by-law to provide for an interim tax levy on all assessment within specific tax classes and to provide a penalty and interest rate for current taxes in default and tax arrears be read a First, Second and Third time and finally passed.

Resolution Number: 14

Carried

J. OTHER/NEW BUSINESS

1. Wellington County Planning and Land Division Committee
Re: Comments for Consent Applications B166/11 and B161/11

Application B166/11

Council supported the application along with County comments and the following conditions:

- the owner satisfy the requirements of the local municipality in reference to parkland dedication
- that the applicant abide by the Township entrance policy
- that the owner satisfy the requirements of the local municipality in reference to the issuance of a clearance letter

**THE CORPORATION OF THE
TOWNSHIP OF WELLINGTON NORTH**

REGULAR MEETING OF COUNCIL

Monday, January 9, 2012

Page Ten

J. OTHER/NEW BUSINESS (continued)

1. Wellington County Planning and Land Division Committee
Re: Comments for Consent Applications B166/11 and B161/11
(continued)

Application B161/11

Council supported the application along with County comments and the following conditions:

- that the owner satisfy the requirements of the local municipality in reference to the issuance of a clearance letter

K. ITEMS FOR COUNCIL'S INFORMATION

Cheque Distribution Report dated January 5, 2012

Maitland Valley Source Protection Area

- Source Protection Plan – Pre-Consultation Draft for Discussion, December 2011

Municipality of West Grey

- Notice of Passing of Zoning By-law

Saugeen Conservation

- Reporting of Remuneration & Expenses Paid During the Year 2011 to Mark MacKenzie, Director

County of Grey

- Notice of Public Meeting and Notice of Public Open Houses Regarding Proposed Official Plan Amendment #110

Robyn Barnes

- Thank You for Scholarship

**THE CORPORATION OF THE
TOWNSHIP OF WELLINGTON NORTH**

REGULAR MEETING OF COUNCIL

Monday, January 9, 2012

Page Eleven

L. CULTURAL MOMENT

**MOUNT FOREST HOCKEY CLUB
CHAMPIONS NORTHERN LEAGUE 1909-10**

This LeWarne photo displays individual photos of team members and Executive of the Mount Forest Hockey Club Champions Northern League 1909-10. The photo was previously hung in the Ellis Arena/Curling Club located on Elgin Street between Wellington Street and Birmingham Streets. The wooden structure burned down about 1953. George Landon of Lindsay, Ontario then acquired the photo, who was an uncle to Mount Forest resident George Woods, whom he later passed the photo on to.

The photo can now be viewed at the Mount Forest Heritage Society Archives after it had been generously donated by the Woods family in 2003.

The Mount Forest Heritage Society Archives are open Wed 1pm - 5pm or by appointment; a true local museum and archive where your heritage is on display. Genealogists and visitors will find cemetery records, family histories, photographs and historic memorabilia from schools, service clubs and sports teams. Volunteers provide support through on-line searches, photocopying and assisting in requests. Located in a beautiful architectural landmark on the Main Street, the Mount Forest Museum & Archives is where we are preserving the past for the future.

M. ANNOUNCEMENTS

Councillor Burke advised that the Recreation and Culture Meeting to be held on Tuesday, January 10, 2012 will be at 9:30 a.m.

**THE CORPORATION OF THE
TOWNSHIP OF WELLINGTON NORTH**

REGULAR MEETING OF COUNCIL

Monday, January 9, 2012

Page Twelve

N. CLOSED MEETING SESSION

1. "Personnel and Legal" matters

Moved by: Councillor Lennox

Seconded by: Councillor Yake

THAT Council go into a meeting at 8:09 p.m. that is closed to the public under subsections 239 (2) (d) (f) of the Municipal Act, 2001

- *to consider labour relations or employee negotiations (one item only, other item deleted from closed meeting agenda)*
- *to consider advice that is subject to solicitor-client privilege, including communications necessary for that purpose.*

Resolution Number: 15

Carried

Moved by: Councillor Goetz

Seconded by: Councillor Burke

THAT Council rise from a closed meeting session at 9:22 p.m.

Resolution Number: 16

Carried

O. CONFIRMING BY-LAW

Moved by: Councillor Goetz

Seconded by: Councillor Burke

THAT By-law Number 2-12 being a By-law to Confirm the Proceedings of the Council of the Corporation of the Township of Wellington North at its Regular Meeting held on January 9, 2012 be read a First, Second and Third time and finally passed.

Resolution Number: 17

Carried

**THE CORPORATION OF THE
TOWNSHIP OF WELLINGTON NORTH**

REGULAR MEETING OF COUNCIL

Monday, January 9, 2012

Page Thirteen

P. **ADJOURNMENT**

Moved by: Councillor Goetz

Seconded by: Councillor Burke

*THAT the Regular Council meeting of January 9, 2012 be adjourned at 9:25
p.m.*

Resolution Number: 18

Carried

C.A.O./CLERK

MAYOR

November 17, 2011

Township of Wellington North
7490 Sideroad 7 West, PO Box 125
Kenilworth, Ontario
N0G 2E0

The OIPRD began operations on October 19, 2009, and is an arms-length agency of the Ministry of the Attorney General. We provide independent civilian oversight over complaints about police services and officers in Ontario.

The independence of the OIPRD, as it carries out its role, is of great importance in ensuring the integrity of the public complaints system. Our goal is to make certain that all stakeholders can rely on the public complaints system to be fair, transparent, efficient and effective.

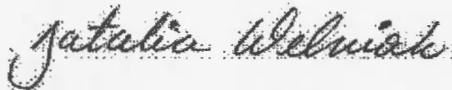
The OIPRD has a mandate to educate stakeholders about the public complaints system. One of the ways in which we fulfill this is by facilitating information sessions about the OIPRD. We hope that awareness about the public complaints system will help to increase confidence in the system and enhance police/community relations.

This is a formal request for delegation in front of the *Township of Wellington North Council* for a date in January 2012.

If you require further information or have any questions, I may be reached at Natalia.welniak@ontario.ca or at 416-314-4462.

Thank you in advance for your consideration.

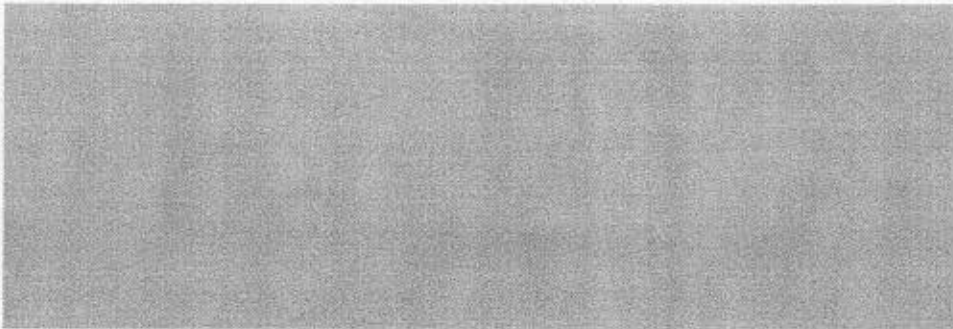
Kindest Regards,



Natalia Welniak
Regional Outreach and Education Advisor
Office of the Independent Police Review Director



OIPRD
 OFFICE OF THE INDEPENDENT
 POLICE REVIEW DIRECTOR



OIPRD

OFFICE OF THE INDEPENDENT
 POLICE REVIEW DIRECTOR


Township of Wellington North Council


BDEP
 BUREAU DU DIRECTEUR INDEPENDANT
 DE L'EXAMEN DE LA POLICE


January 23, 2012




Agenda

-  Background (*Oversight and History*)

-  Overview of complaints process
Including policy, service and conduct complaints

-  Outreach and Education Program

-  Questions



The Office of the Independent Police Review Director

OIPRD The OIPRD is a civilian agency responsible for receiving, overseeing and dealing with all public complaints against the police in Ontario. This includes municipal and regional police services and the Ontario Provincial Police.

OIPRD The OIPRD ensures that public complaints against police in Ontario are dealt with in a way that is *transparent*, *efficient* and *fair* to both the public and the police.




**The objective of the OIPRD is to
provide effective oversight of public
complaints, promote accountability
of police services across Ontario and
increase public confidence in the
complaints system**

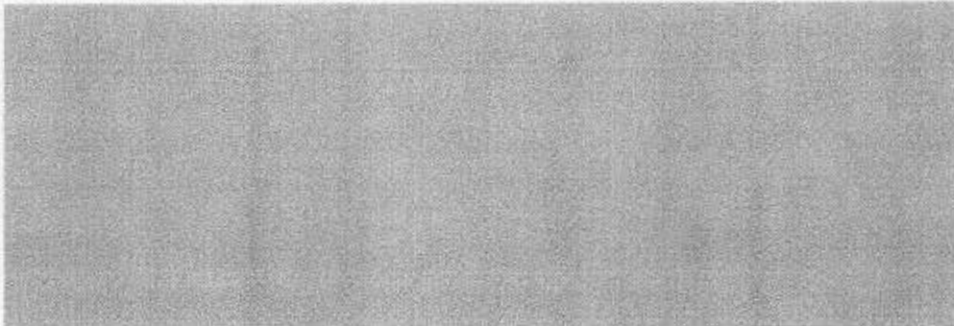




 Oversight of public complaints through to their conclusion

 Education and outreach to both police and the public

 Director's Resource Committees





History

2007

The *Independent
Police Review Act*,
2007 was passed

2008




The **Director, Gerry
McNeilly** was appointed
and established a
transition team

2009

The **OIPRD** officially
opened its doors
(*October*)

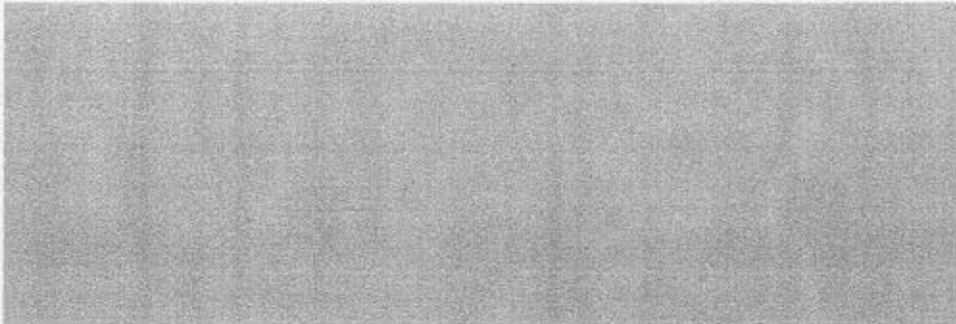


Background

-  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
-  The OIPRD may only investigate **municipal police** and **Ontario Provincial Police** officers. This does not include: RCMP officers, First Nations police officers, court officers, campus polices, special constables and TTC Special Constables



OIPRD
OFFICE OF THE INDEPENDENT
POLICE REVIEW DIRECTOR




BDEP
BUREAU DU DIRECTEUR INDÉPENDANT
DE L'EXAMEN DE LA POLICE

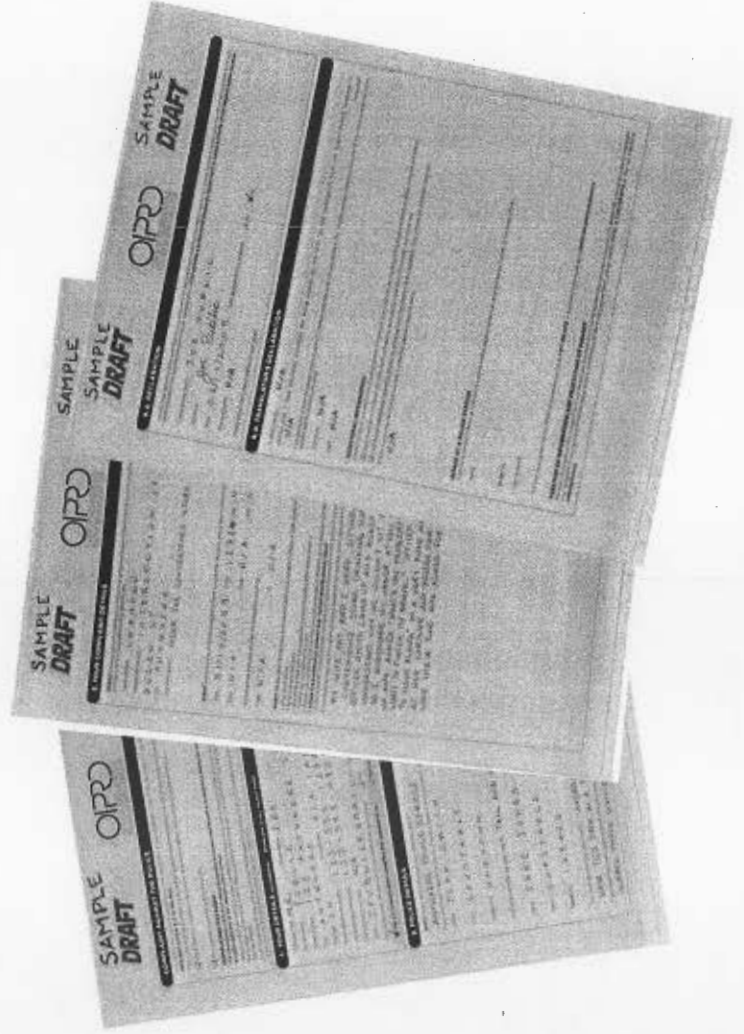
Public Complaints



Public Complaints

 Local Resolution

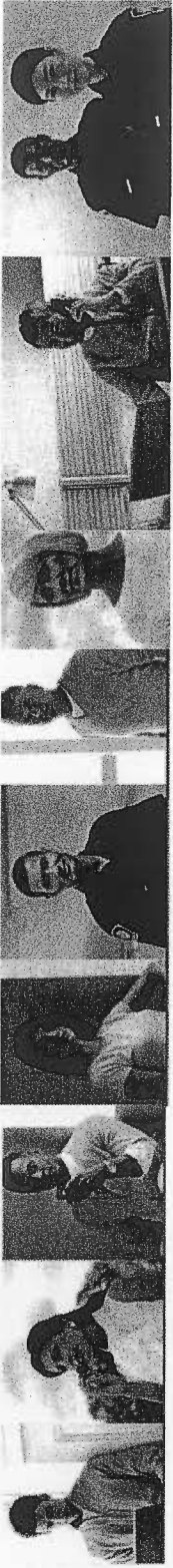
 Filing a complaint with the OIPRD



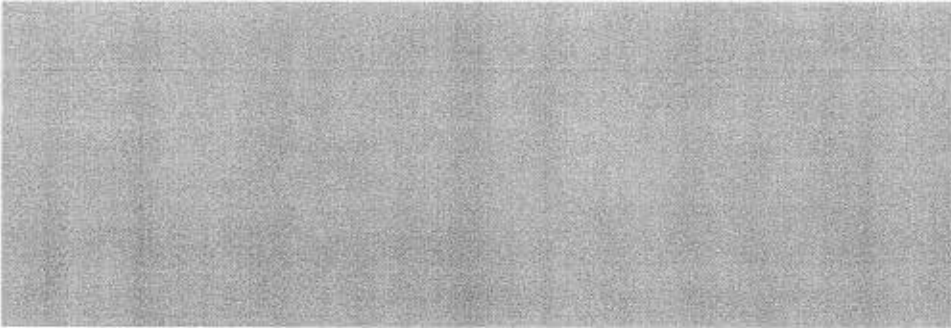


Local Resolution

- Local Resolution (Local Complaints) matters may relate to:
 - The conduct of a police officer
 - The policies of a police department
 - The services of a police department



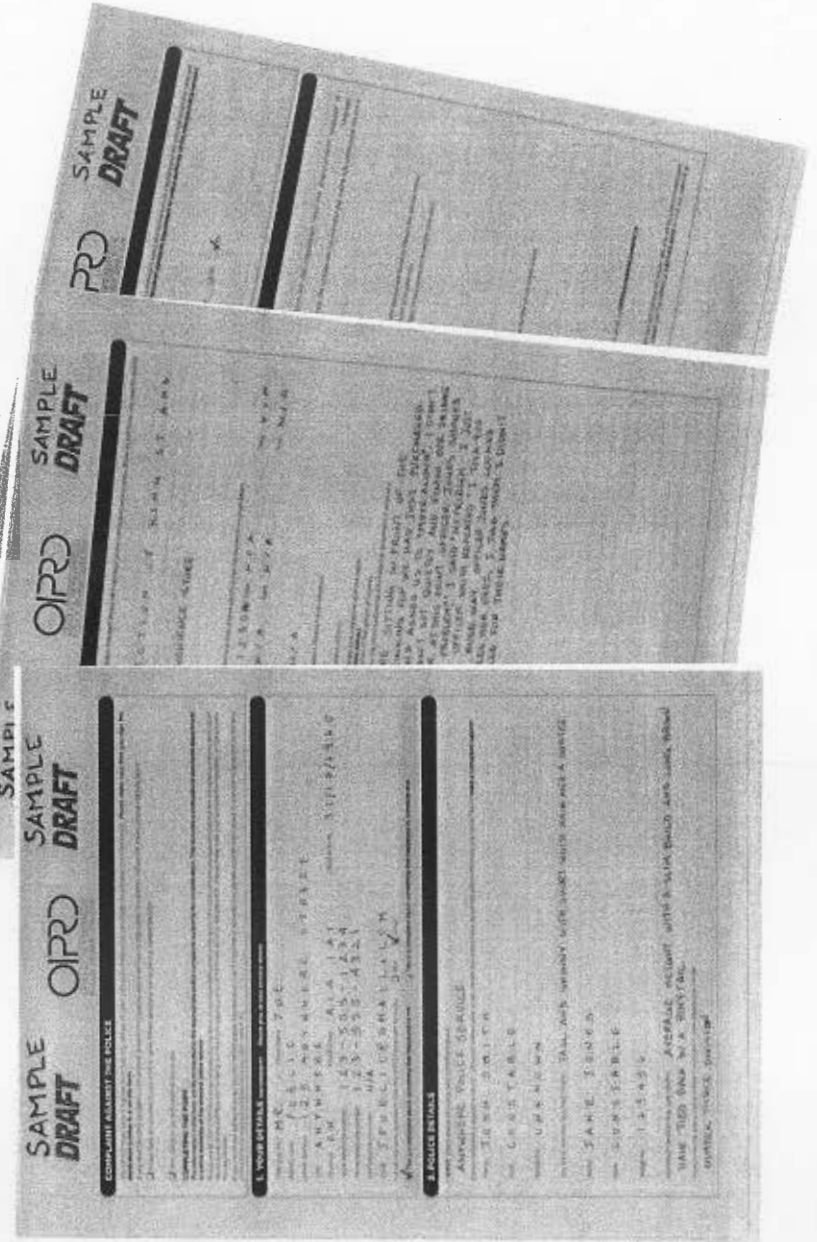
Filing a Complaint with the OIPRD





The Complaint Form

The OIPRD uses standardized forms throughout the province to make sure information is gathered that will assist in ensuring a fair, transparent, efficient and effective process





Getting the Complaint Form

- Complaints must be submitted on the OIPRD complaint form
- **Forms are available:**
 - On the OIPRD website
 - At the OIPRD office
 - At all municipal, regional and provincial police stations
 - At over 70 ServiceOntario locations throughout Ontario, and
 - In many community centres and legal clinics



Filing a Complaint

- Complaints must be filed within **six months** of the incident the complaint is about
- You can file a complaint directly with the OIPRD:
 - At www.oiprd.on.ca
 - By fax
 - By mail, or
 - In person at the Office of the Independent Police Review Director
- You can also file a complaint at any municipal, regional or provincial police service in Ontario
- The police will then forward the complaint form to the OIPRD within **three business days**



E-Filing on OIPRD Web Site

WELCOME
Welcome to the Office of the Independent Police Review (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 within police oversight in Ontario.
[click here](#)

INVESTIGATIONS
Learn about complaint types and different types of investigations.
[click here](#)

FILE A COMPLAINT
For members of the public who are interested in 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 FAQs 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 about 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? Click here to request a session or for more information 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](#)



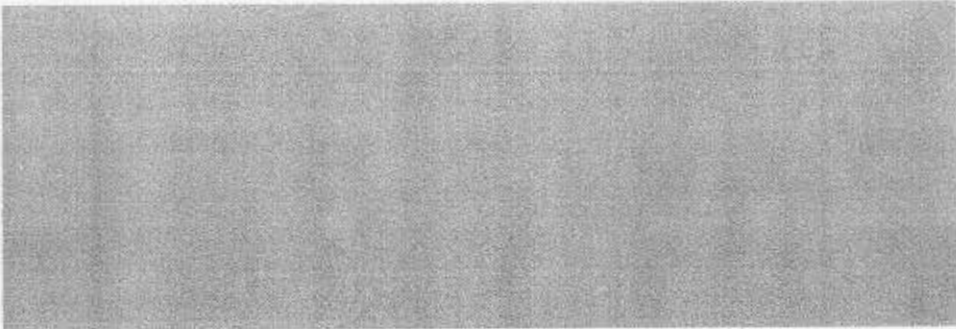
Case Management

- If your complaint is screened out the OIPRD:
 - Will document the reasons
 - Send you a letter indicating why your complaint was not accepted
- If your complaint is screened in the OIPRD:
 - Will determine who will investigate your complaint – the OIPRD, the police service in question, or another service
 - Send you a letter informing you:
 - How your complaint was classified (policy, service, conduct)
 - Who will investigate your complaint



Public Complaints




- A complaint may be dismissed if the complainant **is not** one of the following:
 - The person directly affected
 - A witness
 - Someone in a personal relationship with the person directly affected AND suffered loss, damage, distress, danger or inconvenience
 - A person who has knowledge of the conduct, or has possession of something that the Director feels is compelling evidence establishing misconduct or unsatisfactory work performance



Policy and Service Complaints



Policy and Service Complaints

-  The OIPRD must refer policy and service complaints back to the police
-  Complainants will have the right to ask the appropriate police services board for a review
-  All policy/service complaints will be the subject of a written report and complainants and the OIPRD will always be notified of disposition