

Community Safety Officer Program	Policy	PS2
	Effective Date	April 2003
	Revision Date	January 2019
	Page Number	Page 1 of 4

What is the policy?

This policy outlines uniform and equipment requirements (see Appendix PS2-A Uniform and Equipment Requirements) as well as the reporting requirements of the community safety officer regarding their activities. The reissuance of uniform or equipment, where stolen or damaged through the performance of duties, shall be reported to the council for replacement consideration. It also outlines the process for elevating any complaints regarding the community safety officer (CSO).

The *Employee Management Guide* contains the CSO job description (including modified one), sample interview questions and a performance appraisal template. The council and community safety officer are bound by the operating agreement signed between the province and the council for the community safety officer program. The department will monitor this closely and take action in accordance with this policy where the reporting requirements are not being fulfilled. The CSO must complete a work plan (see Appendix PS2-B) annually and submit it to council and the department.

Community Safety Officer Monthly Report

At the beginning of each month, the CSO shall submit a monthly report (see Appendix PS2-C) to council and the department, which include the following details:

- programs/presentations completed in the previous month
- programs/presentations planned for the next month
- vandalism calls categorized by vehicle, building, property and other
- calls the CSO had been requested to attend to
- times the CSO has been required to assist another agency
- times the baton or spray was used

Other Reporting Requirements

The council can request CSOs to fill out daily/weekly activity logs or other reports as they see fit. Council does not have to submit these reports to the department, however if a CSO experiences a significant situation they may want to submit the report to the department.

Failure to Comply with Reporting Requirements

If a CSO does not fulfill the reporting requirements outlined in the operating agreement, the following steps will be taken by the department:

- two consecutive months of no reports or communication - send letter to council
- three consecutive months of no reports or communication - visit council and the CSO

- four consecutive months of no reports or communication - write letter to council advising that the CSO program funds will be removed from the community, if the problem is not immediately rectified
- five consecutive months - the CSO program funds will be removed and the council will have to bring forth a business case to the department in order to reinstate this program and how they plan to ensure it is maintained

The department may eliminate the CSO program in a community, if a CSO repeatedly fails to adhere to reporting timelines and requirements.

Complaints

If a complainant has difficulty writing their complaint they may contact the department who can provide assistance. The complainant will be responsible for signing and submitting the complaint per the process outlined in the operating agreement. When a written complaint is received by the council or council's representative, it must immediately be forwarded to the department. The council can request the department to participate in the complaint process.

Restricted Weapons (baton and spray)

The use and storage of pepper spray as defined by the Pest Control Products Act of Canada as it pertains to the Pest Control Products Regulations subsection 34(2) and baton used in conjunction with the Community Safety Officers Regulation and the CSO training approved by Manitoba Justice are strictly monitored by the council and the department. If a theft or loss of the baton or spray occurs, the CSO must immediately report it to the council and the RCMP. If the baton or spray needs to be reissued it must be reported to the council.

When the CSO successfully completes training and receives spray and baton use certification, the CSO will be provided with a spray and baton which they may be required to be used in the course of the job. The CSO should make every reasonable and practicable effort to avoid and diffuse situations before making use of the baton or spray.

When the CSO uses the baton or spray, a supplemental report (see Appendix PS2-D) must be sent to the council within 24 hours of the incident (unless a justifiable explanation is provided). More than one page can be used, if necessary. The CSO would report:

- the events leading up to the use of the spray or baton
- any injuries sustained by the CSO or any other person by use of the spray or baton
- what the CSO did after the spray or baton was used
- whether the RCMP were notified (situation based)
- all other pertinent information

If the CSO uses the baton or spray and does not submit a supplemental report within 24 hours of the incident (unless a justifiable explanation is provided) or a supplemental report is not received and the department can verify a spray or baton use occurrence, the department may suspend the program pending further investigation.

Within 14 days of the incident, the CSO will debrief with the council. Multiple baton/spray usage situations may warrant further investigation and/or actions by the department, Manitoba Justice or the RCMP.

When on duty, the CSO will not allow any other person to touch or handle the baton or spray. When not on duty, the CSO will ensure the baton and spray are locked away in a secure area not accessible by the public.

Community responsibilities

- The council will supply all new CSOs with the uniform issue and equipment requirements and ensure an annual review of the equipment inventory.
- The council will ensure the CSO completes and submits a work plan annually (see Appendix PS2-B). A copy of the work plan must be sent to the department.
- The council will ensure receipt at the beginning of each month of the CSO monthly report (see Appendix PS2-C). A copy of the monthly report must be sent to the department each month.
- The council will ensure that any investigation conducted as a result of a complaint received is fair and transparent and that the department is made aware of all complaints.
- The council will ensure the CSO is provided with a safe, lock box or other secure means of storing the baton and spray.
- The council will ensure the storage area of the baton and spray is private and not accessible by the public.
- The council will ensure only a fully trained CSO may possess the baton and spray at any time. Where use of the baton/spray has occurred, the council will ensure the supplemental report received by the CSO is forwarded to the department.
- The council will assume full responsibility for the secure storage of the baton and spray if the CSO is operating in a modified role or the position is vacant.
- The council will ensure a CSO working in a modified capacity does not work later than 10 p.m.
- The council will develop a check-in system for the CSO.
- The council will ensure emergency provisions are available in the CSO vehicle (emergency preparedness kit).

Other information

- Appendix PS2-A Uniform and Equipment Requirements
- Appendix PS2-B Community Safety Officer Work Plan
- Appendix PS2-C Community Safety Officer Monthly Report
- Appendix PS2-D Supplemental Report