

Safety Officer Program Policy Manual

Approved by:
Director of Policing Services & Public Safety on April 8, 2025

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Part 1: Introduction

Manitoba Justice's Safety Officer Program (SOP) provides municipalities, First Nation communities, and designated employers the option to enhance public safety. Through the employment of community safety officers (CSO), First Nation safety officers (FNSO), and institutional safety officers (ISO), the SOP delivers low risk community safety services and an increased uniformed presence. Its intention is to address community safety concerns and support local police agencies. Overall, the program supports a community-driven approach to improving community well-being.

The SOP is an alternative service to mainstream policing developed by Manitoba Justice's Policing Services and Public Safety Branch, the Association of Manitoba Municipalities, the Royal Canadian Mounted Police, and Manitoba Association of Chiefs of Police. The program forms part of a continuum of policing that adds a flexible, layered approach to enforcement. Given that some situations do not require police officers, layered policing engages individuals with diverse levels of training and authority allowing law enforcement to focus their expertise on more complex policing and investigations.

Within Manitoba's Public Safety Model, safety officers enforce applicable legislation and often work collaboratively with local police as required (see Appendix 'F' – Letter of Understanding). Under the Manitoba Police Services Act, safety officers are appointed as peace officers, which grants them the authority necessary to conduct their duties.

This Policy Acts as a guide to the SOP. It contains the authorities and responsibilities to ensure compliance with applicable legislation and to maintain consistent program standards, integrity, and accreditation. Municipalities, First Nation communities, designated employers, and safety officers must all be familiar and comply with the Policy's content.

NOTE: Manitoba Justice's Policing Services and Public Safety would like to provide credit to the Government of Saskatchewan for sharing safety officer, policy information that has been included within this document.

Part 2: Program Overview

Manitoba's Safety Officer Program (SOP) is a community-driven approach to improving community safety and well-being. By employing community safety officers (CSO), First Nation safety officers (FNSO), and institutional safety officers (ISO), Manitoba communities and designated employers have the option to address community safety concerns and enhance public safety.

Safety officers fall within Manitoba's Public Safety Model. The model demonstrates a flexible approach to enforcement where individuals provide diverse levels of training and authority. Safety officers work to deliver low risk community safety services by enforcing applicable legislation. They often work with local police and offer an increased uniformed presence within the community.

Table 1 Manitoba's Public Safety Model

| SERVICE LEVEL | PUBLIC SAFETY RESPONSIBILITIES |
|---|---|
| POLICE OFFICERS | Specialized policing includes full police service, delivery capacity as well as higher order police and investigative functions that meet all provincial policing standards. |
| POLICE OFFICERS | Basic policing includes general uniform policing responsibilities as well as patrol and general investigative functions. Provincial standards may be achieved through contracts or mutual agreements with other policing services. |
| SAFETY OFFICERS | Various types of safety officers deliver diverse public services including low risk community safety services and an increased uniformed presence. Other services involve maintaining and promoting public peace, protecting the health and safety of citizens as well as protecting the environment. |
| SECURITY/ BYLAW PRIVATE INVESTIGATORS | Increased uniformed presence in the community to maintain and promote community safety as well as protect the public and investigate complaints about alleged violations. |

2.1 Safety Officers

In Manitoba's Public Safety Model, safety officers refer to various types of safety officers, including CSOs, FNSOs, and ISOs. These specific safety officers are employed by municipalities, First Nations communities, and designated institutions to fulfill a range of roles. Roles include enforcement of some provincial statutes and attending some designated Criminal Code of Canada (Criminal Code) offences for the purposes of receiving and evaluating information as well as liaising with the police agency of jurisdiction, as required. Through their peace officer appointment, safety officers are granted the authority to enforce applicable Acts and Regulations listed in Part 4 of this Policy.

2.2 Peace Officer Status

Manitoba's Police Services Act (PSA) grants peace officers with powers and protections not available to ordinary citizens - such as enhanced powers of arrest. In Canada, the Criminal Code affords the legal definition of a peace officer including the following:

(c) a police officer, police constable, bailiff, constable, or other person employed for the preservation and maintenance of the public peace or for the service or execution of civil process

By virtue of being a CSO, FNSO, and/or ISO, they fall within Canada's legal definition of a peace officer, authorized by the province of Manitoba and appointed by the Employer.

Manitoba's PSA states that police officers and members of the RCMP "have all the powers, duties, privileges and protections of a peace officer . . . at common law or under any enactment or application by-law" (sec 18(2) and sec 24(1)). Safety officers, as designated by the PSA, states that peace officers "have all the powers, duties, privileges and protections of a peace officer ... at common law and under the enactments as designated within the Operating Agreement between the Province of Manitoba and the respective Municipality, First Nation Community, and designated employer."

In Manitoba, Parts 7.1, 7.2, and 7.3 of the PSA provides the authority for CSOs, FNSOs, and ISOs respectively, to be granted limited peace officer status in Manitoba. The Act states as follows:

2.2.1 Appointing Community Safety Officers (CSO)

77.4(1) A municipality may appoint community safety officers in accordance with this section.

2.2.1.1 Peace officer status

77.5(2) A community safety officer has the powers and protections of a peace officer while exercising the additional powers referred to in subsection (1).

2.2.2 Appointing First Nation Safety Officers (FNSO)

77.14(1) The operator of a First Nation safety officer program may appoint First Nation safety officers in accordance with this section.

2.2.2.1 Peace officer status

77.15(2) A First Nation safety officer has the powers and protections of a peace officer while exercising the additional powers referred to in subsection (1).

Appointing institutional safety officers

2.2.3 Appointing Institutional Safety Officers (ISO)

77.27(1) An institution may appoint institutional safety officers in accordance with this section.

2.2.3.1 Peace officer status

77.28 An institutional safety officer has the powers and protections of a peace officer while exercising powers and performing duties under section 77.24.

In accordance with Parts 7.1, 7.2, and 7.3 of the PSA, and as specified in the Operating Agreement with the Province of Manitoba, safety officers may only Act as peace officers while conducting prescribed enactments and perform the duties or exercise the powers under the prescribed enactments, subject to any restrictions specified in that Regulation.

Any Action taken by a safety officer that is not specifically covered by their peace officer appointment would be as a private citizen.

2.3 Additional Authorities

Safety officers may perform additional duties based on the needs of communities / institutions and/or the police agency of jurisdiction. Manitoba Justice's Policing Services and Public Safety Branch (PSPS) may assist in facilitating a Safety Officer response to specific community requirements, on a case-by-case basis, and after safety officers have successfully completed specified/approved training programs. Part 5 of this Policy lists a number of additional functions that the PSPS branch may grant safety officers through the process of obtaining a peace officer appointment or modification of an existing peace officer appointment.

For example, in response to community demand for roadway and infrastructure protection, PSD liaised with the Minister of Transportation and Infrastructure to provide an 'Inspector' designation to a Safety Officer under the under section 323(1.1) of the Highway Traffic Act, providing the powers and authorities required for duties identified in these sections of the Act.

Enforcement authorities are outlined in the Police Services Act Regulations: CSO 107.15, FNSO 229.15, and ISO 092.21. These regulatory provisions, along with the underlying statutory framework, can be viewed on the Manitoba Laws webpage at [C.C.S.M. c. P94.5](#)

Part 3: Governing Principles

3.1 General

- a. An individual must have peace officer appointment to work as a safety officer in the Province of Manitoba.
- b. A safety officer's peace officer appointment shall be governed by Manitoba's Police Services Act (PSA).
- c. The Minister of Justice, under the authority of the Police Services Act, Parts 7.1, 7.2 and 7.3, may grant the employer community a Safety Officer Program under contract of an Operating Agreement, which allows the employer to appoint Safety Officers.
- d. Upon review of safety officer program applications, the Public Safety Division shall assess the community's safety and wellbeing plan to determine if it is in the public

interest to authorize the Safety Officers to enforce the statutes within the Safety Officer Regulations.

- e. It is expected that individuals having peace officer status will conduct themselves in a manner reflective of this responsible position in society.
- f. A safety officer's peace officer appointment expires upon their termination of employment or as otherwise specified in the terms and conditions of the peace officer appointment.

3.2 Employers of Safety Officer Programs

- a. Peace officer appointments for selected individuals may be granted, in accordance with Manitoba's PSA, where municipalities, First Nations communities, or designated employers have requested and obtained approval to employ safety officers.
- b. Approved safety officer employers will establish and maintain liaison(s) with the police agency of jurisdiction. (see appendix 'F' Letter of Understanding).
- c. An Operating Agreement provides the program guidelines as outlined in the Act and Regulation to assist employers in managing the program and to facilitate collaboration in enhancing adequate and effective policing, addressing public safety issues.
- d. Safety officer employers will familiarize themselves with this Policy.
- e. Safety officer employers will establish policy and procedures for public accountability in compliance with Parts 7.1, 7.2, and 7.3 of Manitoba's PSA.
- f. Safety officer employers will be subject to regular and specific reporting requirements regarding Manitoba's Safety Officer Program and safety officer Activities in accordance with Parts 7.1, 7.2, and 7.3 of the PSA and Part 1 of this Policy.
- g. Safety officer assigned duties will be restricted to those contained in their individual peace officer appointments.

- h. Safety officer employers must ensure that safety officers are made aware of the rights, responsibilities, and restrictions conferred by their peace officer appointment.

3.3 Jurisdiction and Duties of Peace Officers

- a. The duties and territorial jurisdiction(s) for which peace officer appointments will be granted will be determined by the Minister of Justice.
- b. A safety officer may only engage in duties requiring peace officer status so long as said duties are specified in their peace officer appointment while on duty with the approved employer.
- c. Position descriptions and employer policy must not purport to extend the authority or jurisdiction granted by a peace officer appointment.

3.4 Peace Officer Appointments

Upon peace officer appointment, safety officers shall take the Oath of Office as prescribed by Manitoba's PSA and Regulations, attached to this Policy as Appendix B.

3.5 Liability

Safety officers are employees of the municipality, First Nations community, or designated employer and not as employees or agents of the Government of Manitoba or the police agency of jurisdiction. This Policy requires safety officer employers to maintain adequate liability insurance for the employ of safety officers. It is strongly recommended that safety officer employers seek legal advice to determine what constitutes "adequate" insurance.

3.6 Supervision, Discipline and Public Accountability

- a. Functional supervision and discipline of safety officers will be the responsibility of the employer.
- b. Safety officers will be subject to public accountability standards and procedures set out in Parts 7.1, 7.2, and 7.3 of Manitoba's PSA and Regulations.

- c. Safety officers and their employers must comply with all applicable provincial and federal privacy and access to information legislation.

3.7 Public Image of Safety Officers

- a. Safety officers shall not be identified or identifiable to the public or otherwise as being the "police."
- b. The design of safety officer's uniforms, accoutrements, and forms of identification must be such that members of the public can readily distinguish between safety officers and the police.
- c. Safety officers are required to wear their peace officer photo identification visibly at all times while performing their duties.

3.8 Use of Force, Firearms, and Other Weapons

- a. Peace officer appointments grant the authority to carry only those weapons and equipment explicitly specified in the appointment. Approved items include:
 - Body armour
 - Handcuffs,
 - Batons,
 - OC Spray (pepper spray)
- b. Safety officers will be subject to such Regulations, policies, and training standards regarding the use of force and/or the use of weapons as may be determined by the Minister of Justice.
- c. Safety officers are not permitted to carry or use firearms of conducted energy weapons (Tasers) when performing safety officer duties.

3.9.1 Safety Officer Candidates

The qualities expected of a safety officer are those consistent with other peace officers. In general terms, candidates must be of good character, mature, and have an exemplary background.

Part 4: Applicable Acts, Regulations, Functions Overview

This Policy is governed by and shall be construed in accordance with Manitoba's Police Services Act (PSA). Specifically:

- Part 6 Policing Standards
- Part 7 Investigations into Police Officer Conduct
- Part 7.1 Community Safety Officers
- Part 7.2 First Nation Safety Officers
- Part 7.3 Institutional Safety Officers

Pursuant to peace officer appointments, and notwithstanding Part 5 of this Policy, safety officers may be granted limited authority to enforce specific provincial statutes under the authority of the Minister of Justice granted through an Operating Agreement with the employer. Peace officer enforcement authorities may be designated for any of the following Acts of Manitoba.

- The Police Services Act, 2009.
- The Highway Traffic Act, 1985 and associated Regulations.
- The Provincial Offences Act and Municipal Bylaw Enforcement Act, 2013 and associated Regulations.
- The Child and Family Services Act, 1985.
- The Intoxicated Persons Detention Act, 1987.
- The Liquor, Gaming and Cannabis Control Act, 2013.
- The Public Health Act, 2006.
- The Mental Health Act, 1998.
- The Minors Intoxicating Substances Control Act, 1993.
- Off-Road Vehicles Act, 1987.
- Smoking and Vapour Products Control Act, 1990.
- The Transportation Infrastructure Act, 2018.
- The Trespass Act.

Under section 323 (1.1) of The Highway Traffic Act, the Minister of Transportation and Infrastructure may appoint persons or classes of persons as “inspectors”, or otherwise known as

“safety officers”, for the purpose of enforcing this Act and the Regulations pertaining to Road Weight Restriction enactment enforcement (see Appendix G).

The provincial Acts and Regulations identified in this section, as well as other provincial Acts and Regulations, can be accessed on the Manitoba government’s website at: <https://web2.gov.mb.ca/laws/index.php>.

Part 5: Additional Functions

Depending on the needs and priorities of a community, First Nations community, designated employer, and/or the local police agency of jurisdiction, safety officers may be required to perform additional functions. Where peace officer status is required, additional functions must be included in a safety officer’s peace officer appointment. Manitoba Justice’s Policing Services and Public Safety Branch (PSPS) may grant additional functions on a case-by-case basis and only after safety officers have successfully completed specified and approved training programs.

Additional functions may include:

- See Bill 34 The Police Services Amendment Act (2023)

Part 6: Approval to Employ Safety Officers

The Operating Agreement provides Safety Officer employers with the authority to employ and appoint safety officers. All employers will be approved under the signature of the Minister of Justice.

6.1 Requirements to Apply for Safety Officer Services

- a. A legitimate need for safety officer services; and
- b. Be a municipality; or
- c. Be an institution; or
- d. Be a First Nations community; or
- e. Be a designated employer under agreement between the employer and the minister as defined in Part 7, sections 77.25(1) and (2) of Manitoba’s Police Services Act (PSA).

Private agencies, corporations, and individuals are NOT eligible.

6.2 Business Case Submissions

- a. A business case to employ or engage the services of safety officers must be forwarded to Manitoba Justice's executive director of Policing Services and Public Safety Branch (PSPS) and must:
 - i. Include a community safety and wellness plan.
 - ii. Specify the duties and responsibilities proposed for the safety officer(s).
 - iii. Specify the enforcement authority requested for the safety officer(s); and
 - iv. Describe the geographic area where the safety officer(s) are proposed to have jurisdiction.
 - v. Employers who have opted to enforce by-laws by way of The Provincial Offences Act, may apply to the Provincial Court to set up access to the database to allow the courts to enter and prosecute violations. Employers must confirm that all the required processes have been completed so that new agencies are set up with government databases to issue, enter, and prosecute violation tickets.
 - vi. Have a records management system and an operational records system that meet the requirements for safety officers as deemed satisfactory by the Minister of Justice.
 - vii. Include the name of a contact person, other than a safety officer, who is a person in a senior management position with the approved employer and will be responsible for the Safety Officer Program in that municipality, First Nation, or designated employment; and
 - viii. Confirmation of liability insurance.

6.3 Approval of Business Case

- a. PSPS will review completed business cases upon receipt and, if satisfied that a legitimate need for the provision of safety officer services exists, they may be approved. Approvals are subject to the executive director of PSPSs discretion to recommend peace officer appointment by the Employer and may be subject to terms and conditions as the Director of Policing considers appropriate.
- b. If a business case is found to be incomplete, PSPS will contact the applying municipality, First Nations community, or designated employer to clarify information or request additional information and/or supporting documentation.
- c. The written approval shall be signed by the Director of Policing authorizing the Program Manager to commence the process of developing an Operating Agreement.
- d. If an application/business case is denied, PSPS shall advise the applicant employer, in writing, outlining the reasons for the decision.
- e. Manitoba Public Safety Branch will retain a registry of all approved safety officer programs. The registry shall be audited annually for program and reporting compliance.

6.4 Approval of Operating Agreement Between Employer and Manitoba

- a. Upon authorization to employ safety officers, each municipality, First Nations community, or designated employer will develop an Operating Agreement. The Operating Agreement specifies the following:
 - i. Authorities under the Act to employ safety officers.
 - ii. Purpose of the safety officer employment within the respective jurisdiction.
 - iii. Enforcement powers.
 - iv. Financing the Safety Officer Program.
 - v. Relationship between safety officers and police service of jurisdiction.
 - vi. Complaint process requirements.

- vii. Term and termination clause.
- viii. Financing the Safety Officer Program.
- ix. Relationship between safety officers and police service of jurisdiction.
- x. Complaint process requirements; and
- xi. Term and termination clause.

Part 7: Applying for Safety Officer Appointment

Safety officers must be employed by a municipality, a First Nations community, and/or an institution to fulfill a range of roles, appointment of Safety Officers for the enforcement of some provincial statutes and designated Criminal Code offences.

The appointment of a Safety Officer is provided by the employer subject to:

- A. The employer community having an approved Operating Agreement with Manitoba
- B. The employee having completed the designated training as required in Regulation
 - a. Candidates applying for training are required to submit to the Safety Officer Program Manager:
 - i. Proof of grade 12 or equivalent qualification, has obtained a high school diploma or completed equivalent academic training
 - ii. Proof of a Manitoba class 5 driver's license
 - iii. Must be at least 18 years of age
 - iv. Be of sound mind and good character.
 - v. Registration Form Completed
 - vi. Police Criminal Record Check (PCRC) results
 - vii. Police Vulnerable Sector Check (PVSC) results
 - viii. Adult Abuse Registry (AAR) results
 - ix. Child Abuse Registry (CAR) results

Employer communities will be requested to provide the Safety Officer Program Director with the Criminal Record Check (CRC), Vulnerable Sector Check (VSC), Adult Abuse Registry (AAR), and Child Abuse Registry (CAR) results prior to training commencement and as requirement for registration and allocating to saving a spot in the training class, and at any time during employment, should there arise a reason for verification. Note: all these checks take from 6 to 8 weeks after the submission form with the request for these checks.

Prior graduating from Safety Officer Program Induction Training (Level I), the candidate will provide a photograph of themselves to the Program Manager. This photograph is embedded in a Safety Officer ID card created by Manitoba. The photo identification card provides the means for a Safety Officer to:

- identify themselves to the public
- identify themselves to the local police authority
- provide verification that they meet all the 'peace officer' appointment criteria
- allow Manitoba to conduct audit and accreditation of all Safety Officers across Manitoba employer communities

This card will only be provided to the Safety Officer if all the above criteria have been met.

7.1 Safety Officer Applicant Requirements

- a. Proof of grade 12 or equivalent qualification.
- b. Proof of a Manitoba class 5 driver's license.
- c. Minimum age of 18 years old.
- d. Be of sound mind and good character; and
- e. Completion of a Police Criminal Record Check (PCRC), Police Vulnerable Sector check (PVSC), Adult Abuse Registry (AAR), Child Abuse Registry (CAR), and be free from criminal involvement in a period of years preceding their application. Where an applicant has a criminal record, the Director of Policing shall decide as to whether the candidate may continue with their application based on the following criteria.

- i. The nature and severity of the convictions
 - ii. The length of time the candidate has been uninvolved in the criminal justice system.
 - iii. The candidate's character and reputation within the community as referenced by community leaders and/or the local policing authority.
- f. No outstanding criminal charges and not subject of a criminal investigation.
- g. Successful completion of the required provincial Safety Officer Induction Training Level I (see below) or equivalent training as determined by the Director of Policing, Manitoba Justice's Public Safety Division
- h. If traffic enforcement duties are included in the Safety Officer Program Operating Agreement, a safety officer will need to obtain a Class 4 Drivers Licence in order to operate a vehicle. This is not a hiring prerequisite.

NOTE: Criminal Record and Vulnerable Sector checks will only be recognized as valid for thirty (30) days after the law enforcement agency has completed the check.

Police Criminal Record Check (PCRC), Police Vulnerable Sector check (PVSC), must be obtained by the candidate with a Police Service only, and be submitted along with the safety officer employer's application. Police Criminal Record Check (PCRC), Police Vulnerable Sector check (PVSC), Adult Abuse Registry (AAR), Child Abuse Registry (CAR) applications may be obtained through:

The Police Criminal Record Check (PCRC), and Police Vulnerable Sector check (PVSC) can be obtained with:

- Local RCMP detachment
- Winnipeg Police Services (WPS) Electronic Record Checks
[Online record checks | City of Winnipeg](#)
- Manitoba First Nations Police Service (MFNPS)
[Police Record Checks Canada :: Manitoba First Nations Police Service :: Consumer :: Home](#)
Sainte-Anne Police Service
[Police Record Checks - Sainte-Anne Police Service](#)

- Brandon Police Service
[City of Brandon - Criminal Record Checks](#)
- Winkler Police Service
[Police Records Check - Winkler Police Service](#)
- Altona Police Service
[Altona Police Service - Police Records Check Information](#)

Adult Abuse Registry (AAR), Child Abuse Registry (CAR) can be obtained at:

- Adult and Child Abuse Registry
[Province of Manitoba | Families | Adult and Child Abuse Registry](#)

The processing time for these checks can take from 4 to 6 weeks to be received after the submission of your application request.

- Government Issued Photo Identification (drivers' licence, passport, Indian Status Card).

7.2 Safety Officer Introduction Training

The Manitoba Safety Officer Induction Training, as approved by the executive director of PSPS, is the minimum training requirement for issuance of a peace officer appointment for safety officers.

Additional training may be required to support additional functions (requiring peace officer status) as requested by safety officer employers. This training must be completed before an additional authority may be included under a safety officer's peace officer appointment.

Equivalent training must be approved by the executive director of PSPS.

7.2.1 Induction Training Outline and Course Details:

A four (4) week safety officer course will provide training including, but not limited to, the following criteria:

- Arrests and detention • understanding the system flow of laid charges
- Aboriginal awareness and community diversity
- Charter of Rights and Freedoms

- Court testimony
- Criminal Code
- Criminal investigation
- Duty to Act and Duty of Care
- Elements of a crime
- Exhibit handling
- Interviewing
- Introduction to law
- Manitoba's Intoxicated Persons Detention Act
- Legislation – governing peace officers
- Manitoba's Mental Health Act • authorities, forms, etc.
- Child and Family Services – missing persons matters
- Note taking and report writing
- Provincial Acts, statutes, and municipal bylaws
- Radio procedures
- Restorative justice
- Search and seizure • authority to search (vehicles, persons, dwellings)
- Tactical communications
- Traffic enforcement training
- Use of force and officer safety
- Victims' Services and Social Services

7.3 Level II Training

The course will provide candidates with the enhanced knowledge and skills to perform the role of a First Nations/Community/Institutional Safety Officer.

This course provides practical enforcement application of laws and enactments using skills-based training. The Public Safety Division continues to develop strategic training partnerships with law enforcement agencies to accommodate these objectives.

7.3.1 Level II Training application pre-requisites

Level II training requires completion of Induction Training, Level I, encompassing essential skills such as de-escalation techniques and safe traffic stops. Completion documentation is required to verify officer competency, compliance, and readiness for advanced roles within the Safety Officer Program.

Candidates must meet enhanced criteria to be considered for enrollment in Level II training.

- Community must have an Active Operating Agreement with MB
- Candidates must have successfully completed Level I Induction training
- Minimum of one (1) year of experience as a Safety Officer
- Actively employed as a Safety Officer
- Up to date Criminal Record Checks / Security Clearance
- Class 4 Drivers Licence
- Letter of reference from the OIC of the police agency of jurisdiction

7.3.2 Level II Outline and Course Details:

- a) Recall and apply learnings from Induction Training
- b) Understand MHA legislation and Demonstrated proficiency in managing clients experiencing Mental Health symptoms
- c) Issue By-Law and Provincial Offence Notices in accordance with the MBEA & POA
- d) Process violations listed in the Highway Traffic Act / Drivers & Vehicles Act / etc.
- e) Conduct safe Traffic Stops
- f) MPI: HTA 265.2 Administrative Suspension – Handheld Electronic Device – enforcement and administration
- g) Assist the police agency of jurisdiction in Enhanced Road-safety Enforcement projects.

- h) Use the MPI Drivers Licencing System & Automated Licence Plate Reader system
- i) Understand and Apply Radio procedures
- j) Conduct ink Fingerprinting as required
- k) Assist the police agency of jurisdiction in Approved Screening Device (ASD) enforcement
- l) Have a working knowledge of Road Weight Restriction enactments.
 - a. Understand the Transportation & Infrastructure Inspector designation
- m) Effectively apply de-escalation and disengagement techniques
- n) Process Warrants and Breach offences (Powers of Arrest review / Part V of POA)
- o) Issue Provincial Offence Notices including HTA, LCA and Trespass Act violation tickets

7.3.3 Course Outcomes and Evaluation

Upon successful completion of the Induction course, candidates will receive certification of achievement from an approved Manitoba Training Center. Peace Officer appointment is authorized at the discretion of the Executive Director PSPS branch on behalf of the Minister of Justice.

7.3.4 Approved Training Providers

Training may be provided by one or more of the following:

- Royal Canadian Mounted Police
- Winnipeg Police Service
- Brandon Police Service
- Manitoba Department of Justice
- Any other service provider that has been prescribed in the safety officer Regulations.

7.4 Exemptions from Safety Officer Introduction Training

This Policy recognizes that a safety officer's prior learning, formal learning, and job-related experience may meet or exceed the learning objectives of the Safety Officer Induction Training.

7.4.1 Prior and Formal Learning

This includes credit courses and certificate programs offered at post-secondary institutions, police colleges, and institutions.

7.4.2 Work Experience

Typically, work experience is assessed by the years of service in policing or a similar field. In the case of prior learning, formal learning, or work experience, exemptions from a portion or the entire Induction Training may be sought. Exemptions will be considered on a case-by-case basis and must be approved in writing by the Safety Officer Program Director.

Safety officer employers will be expected to demonstrate how a safety officer's prior learning, formal learning, and/or job-related experience meet the learning objectives of the Induction Training. This may include submitting the following documentation to Manitoba Justice's PSPS branch for consideration:

- Copies of certificates
- Proof of prior employment status
- Transcripts
- Any other documentation deemed necessary by the Safety Officer Director of the PSD

Part 8: Approval and Modifications to Approvals for Peace Officer Appointments

All safety officer program approvals shall be authorized by signature of the Minister of Justice as recommended by the Director of the Policing Services and Public Safety Branch (PSPS).

8.1 Peace Officer appointments registry

- a. A provincial registry of peace officer appointments for safety officers shall be maintained by the PSPS branch.
- b. The employer shall report changes to safety officer appointments.

8.2 Requests to modify approvals to employ peace officer appointments

Modifications to approved Safety Officer Operating Agreements may be requested by Safety Officer Program (SOP) employers as needed.

- a. Requests must be in writing from the contact person of the SOP employer and can be made for the following reason(s):
 - i. Adding or deleting legislation/authorities.
 - ii. Adding or deleting jurisdictional areas.
 - iii. Adding or deleting weapons, tools, or equipment.
 - iv. Modifying working titles.
 - v. Adding or deleting terms and conditions; and/or
 - vi. Any other reason not stipulated above that would impact the approval or appointment.

8.3 PSPS Branch's review and decision of the modification request(s) for approvals to employ officers

- a. Upon review of the modification request(s), the executive director of PSPS branch may:
 - i. Require the requesting SOP employer provide additional information in support of the request(s).
 - ii. Require the requesting SOP employer to implement new policies and/or procedures, or modify existing policies and procedures to ensure compliance with this Policy and applicable legislation; and/or

- iii. Impose new terms or conditions in accordance with the requested modification(s).

8.4 Modification Request(s)

- i. If the modification request(s) is not granted, the PSPS Branch will advise the SOP employer, in writing, outlining the reasons for the decision.
- ii. Minister's review of the modification request(s) for peace officer appointments
 - a. Upon review of the modification request(s), the executive director of PSPS branch may:
 - 1. Require the requesting SOP employer provide additional information in support of the request(s).
 - 2. Require the requesting SOP employer to implement new policies and/or procedures, or modify existing policies and procedures to ensure compliance with this Policy and applicable legislation; and/or
 - 3. Impose new terms or conditions in accordance with the requested modification(s).
- iii. Should the modification request(s) be approved the executive director of PSPS Branch shall ensure the new terms and/or conditions are recorded in the provincial registry.
- iv. If the modification request(s) is not granted, the executive director of PSPS branch will advise the SOP employer, in writing, outlining the reasons for the decision.

Part 9: Shared or Contracted Service Agreements

In situations where a municipality, First Nations community, or designated employer may prefer to obtain safety officer services for a limited number of hours but is not willing or able to become a Safety Officer Program (SOP) employer, it may enter into a written agreement for exchange of

services with an approved SOP employer, which is a municipality, First Nations community, or designated employer for the delivery of safety officer services.

Manitoba Justice's Policing Services and Public Safety Branch (PSPS) may consider cases where such agreements are entered into. In such cases, a copy of the agreement shall be provided by the SOP employer to the PSPS branch for review and, if approved, be used to inform the resulting approval and appointment(s).

At a minimum, the agreement shall address the following:

- a. That all parties involved have the necessary insurance coverage to enter into the agreement.
- b. A plan detailing how public complaints will be handled. This includes identifying the person or category of persons who, for disciplinary purposes (Part IV of Manitoba's Police Services Act) shall adjudicate the complaint.
- c. How the visual identity of a safety officer will promote, and not obscure, the public's ability to ascertain the safety officer's employer at any given time.
- d. A plan detailing how the SOP supervisory oversight requirements pursuant to this Policy will be handled.
- e. Clearly indicate which jurisdictions are covered in the agreement.
- f. For municipalities and First Nation communities, clearly indicate which highways are covered in the agreement.
- g. Delineation of liability; and
- h. Any other issues of concern to the parties involved.

Part 10: Uniform and Equipment Compliance

The uniform and equipment standards for the Safety Officer Program (SOP) are designed to ensure clarity in role identification and compliance with Manitoba's legislative framework. In accordance with Section 77.2(2) of The Police Services Act and Section 9 of The Police Services

Amendment Act, all uniforms must be distinct from those worn by police officers. This distinction is crucial in maintaining the integrity of the Safety Officer role.

10.1 Visual Identity Standards:

Uniforms must prominently display the designation 'Safety Officer' in a visible manner on both the front and back of the uniform. All patches must include terms like 'Community Safety Officer,' 'First Nation Safety Officer,' or 'Institutional Safety Officer,' along with community-specific identifiers to ensure clear public recognition. This standard prevents potential confusion with police uniforms and helps distinguish the distinct role of safety officers.

- a. Safety officers must adhere to the visual identity standards outlined in Part 3, Section 7 of this policy, ensuring consistency across all roles, including Community Safety Officers, First Nation Safety Officers, and Institutional Safety Officers.
- b. Uniforms must feature shoulder flashes with locally designed logos positioned above the words "Safety Officer." These logos should, at a minimum, clearly display the name of the community.
- c. The term 'Safety Officer' must be prominently visible to the public on the uniform. All locally designed logos require approval from the Director of the Safety Officer Program. Design proposals should be submitted to SafetyOfficerProgram@gov.mb.ca.
- d. Safety officers are prohibited from displaying rank insignia on epaulettes, and all uniform elements must comply with Section 9 of The Police Services Amendment Act.

10.2 Issuance of Uniforms and Equipment:

Uniforms and equipment may be issued once:

- An authorized Operating Agreement with Manitoba is in place.
- Officers have completed the certified Safety Officer Training Program.

For more details, refer to Appendix A: Community Safety Officer Kit List.

10.2.1 Uniform Components:

Uniform Components are designed to ensure clear visibility, compliance, and functional consistency across various Safety Officer roles:

- a. **Shirt:** Dark gray with community logos on each sleeve.
- b. **Pant:** Dark blue with a gray stripe (excludes any red, blue, or yellow striping to prevent police association).

Safety Officer Program: Approved Uniform Standards

Dark Blue Uniform Pants with Grey Striped Slacks



Grey Uniform Shirt



- c. **Epaulettes/Slip-Ons:** Below is an example of acceptable designs that can be used, as the Safety Officer Program does not permit ranks in accordance with legislation.

Epaulettes/Slip-Ons Guidelines



- d. **Arm Patches:** Must include the wording “Community Safety Officer,” “First Nation Safety Officer,” or “Institutional Safety Officer” without resembling police insignia.



- e. **Body armor:** Soft body armor/ballistic vest.
- Must include a “SAFETY OFFICER” Velcro patch with a black background and white /or grey reflective letters.

- Optional high-visibility armour carrier: “SAFETY OFFICER” Velcro patch with a black background and white or grey reflective letters.

SAFETY OFFICER PROGRAM

Body Armor



- f. **Duty belt:** equipped with handcuffs, baton, and Oleoresin Capsicum (OC) spray.
- g. **Jacket:** Dark blue patrol jacket with epaulettes/slip-ons on the shoulders, and arm patches; optional ‘SAFETY OFFICER’ printed, or high visibility markings on the back area.



- h. **Headgear:** a ball cap or forage cap with grey or blue banding.
- i. **Footwear:** Black duty boots or shoes.
- j. **Provincial Issued ID:** Must be visible at all times while on duty.

This section includes safety officers employed by a Community Safety Officer, First Nation Safety Officer, and/or Institutional Safety Officer.

1. Safety officers shall not wear any part of the uniform when off duty.
2. Safety officers are required to keep their uniform kit in good, clean condition, and correct damaged articles as soon as practicable.
3. Safety officers shall maintain a high level of personal hygiene when on duty.

Part 11: Manitoba Department of Justice Responsibilities

This Policy is designed to establish accountability in the Safety Officer Program (SOP) by clarifying the roles and responsibilities of SOP employers, safety officers, and Manitoba Justice. To promote accountability of SOP employers and their safety officer's, the Policing Services and Public Safety Division (PSPS), acting under the authority of the Minister of Justice, retains the authority to conduct SOP management reviews or request investigations. The minister retains the authority to grant, suspend, and cancel Safety Officer Operating Agreements.

11.1 Safety Officer Program Management Reviews

- a. SOP management reviews occur in accordance with a risk assessment protocol established by the Director of Policing. The Director or delegate may conduct SOP management reviews to:
 - i. Ensure that safety officers and their employers are in compliance with Parts 7.1, 7.2, and 7.3 of Manitoba's Police Services Act (PSA) and this Policy.
 - ii. Ensure that safety officers and their employers are in compliance with all aspects of the peace officer appointment.
 - iii. Assess the adequacy and compliance of operational files with applicable legislation, policies, procedures, and other guidelines as may be applicable.
 - iv. Assess the adequacy and compliance of exhibit procedures and equipment with applicable legislation, policies, procedures, and other guidelines as may be applicable; and

- v. Assess the adequacy and effectiveness of the monitoring procedures in use by SOP managers and supervisors.

11.2 Licence Registry

- a. A provincial registry of all safety officer appointments shall be maintained by the PSPS branch; and
- b. The PSPS branch shall audit the provincial registry annually to:
 - Ensure compliance with Operating Agreements.
 - Conduct reviews of employment status; and
 - Renew, modify, or terminate licencing/accreditation.

11.3 Safety Officer Program management review process

- a. The SOP program manager of Policy and Governance (the program manager) will notify the SOP employer in writing, when practical, a date and time for the review that will be suitable to both parties involved.
- b. The SOP employer will facilitate this process by providing a private working space and photocopier if possible.
- c. In the event books, records, reports, documents, or other items need to be removed a receipt for those items will be issued and they shall be returned within a reasonable period.
- d. Access to all records pertaining to program operations shall be made available upon request. This includes access to all data recorded in electronic format.
- e. Photographs of equipment or any other relevant items may be taken.
- f. Interviews with safety officers or other staff may be conducted.
- g. Upon completion, a letter detailing what immediate steps must be taken to deal with detected issues, if any, will be sent to the SOP employer; and

- h. Within 120 days from completion of a review, a formal report of the findings will be sent to the SOP employer and may include recommendations or directions to assist in complying with the Act, Regulations, and policy.

11.4 Materials Subject to SOP Management Reviews may include, but are not limited to the following:

- Operational files
- Exhibits and exhibit logs
- Dispatch logs
- Safety officer notebooks (past and present)
- Personnel files (relating to training, qualifications, discipline issues related to the legislation and policy)
- Details and files on public complaints made against safety officers (past five years)
- Vehicles and equipment
- Duty equipment
- Training completions and certifications/recertification
- Violation tickets
- Safety officer interviews
- Annual Report
- Other material as required

NOTE: Materials subject to SOP management reviews may date back to two years prior to the conduct of reviews. This time frame may change depending on the volume and complexity of files held by the SOP employer.

11.5 Request for Investigations

- a. Investigations may be requested to prevent injury, death, high profile media attention, or a circumstance which may call into question the creditability of the SOP. The executive director of PSPS Branch may request investigations.
 - i. A SOP employer is not following up on a written public complaint in a manner consistent with established procedures.

- ii. A SOP employer is not following up on circumstances where safety officers may be Acting outside the scope of the approval to employ a safety officer(s) and/or appointment(s) in a manner consistent with established procedures and/or 'best practices'; and/or
 - iii. The executive director of the PSPS branch has reason to believe that the SOP employer is Acting outside the scope of, or not in compliance with, their approval to employ a safety officer.
- b. Any matters relating to public complaints will, at the discretion of the Director of Policing
 - c. The Director of Policing may seek the services of a contract investigator for the purposes of this section.

11.6 Investigation Process

- a. Once the Director of Policing commences an investigation, written updates of the investigation to the SOP employer and safety officer(s) involved will occur every forty-five (45) days. A disposition letter will be sent to same upon conclusion of the investigation by the Director.
- b. An investigation may include, but is not limited to the following:
 - Interview(s) with safety officer(s) involved
 - Interviews with witnesses or complainants (if applicable)
 - Reviews of any internal investigations that may have already been conducted
 - Reviews of any reports created relating to the incident
 - Any other information deemed to be relevant to the investigation
- c. Any criminal matters arising from the investigation will be reported to the police agency of jurisdiction by the Director of Policing.

11.7 Conclusion of Investigation

The executive director of PSPS branch will work with the SOP employer to correct any detected issues unless there are opposing circumstances concerning the public interest, a legal matter, or considerations pertaining to serious or sensitive issues.

Where concerns exist about the public interest, a legal matter, a serious or sensitive issue, or where an employer is unable to implement changes to the executive director's satisfaction, the executive director may:

1. Add terms or conditions to an approval to employ safety officer(s); or
2. Suspend or withdraw an approval to employ safety officer(s).

11.8 Suspend or Withdraw Approvals to Employ Safety Officers

The Director of Policing is vested with the authority to penalize employers who do not respond adequately to identified contraventions of the Public Safety Act or related regulations. Should an employer neglect to take action on known issues or fail to adhere to the terms outlined in their operating agreement, the Director may impose additional terms, conditions, or sanctions, up to and including suspension or withdrawal of the approval to employ safety officers. This measure ensures accountability and supports the integrity of the Safety Officer Program.

- a. The Director of Policing may take Action to suspend or withdraw any approval to employ safety officers if the SOP employer has:
 - i. Contravened Parts 7.1, 7.2, and 7.3 of Manitoba's PSA.
 - ii. Provided false or misleading information under the Act or the Regulations.
 - iii. Failed to Act in accordance with the terms and conditions of the approval to employ safety officer(s).
 - iv. Required or permitted their employed safety officers to contravene the terms of the peace officer appointment.

- v. Taken no Action when the SOP employer knows or reasonably ought to have known that the safety officer has contravened the terms of the peace officer appointment.
- vi. Failed to follow up a complaint made under Parts 7.1, 7.2, and 7.3 of Manitoba's PSA where required to do so.
- vii. Acted in a manner that could bring the SOP into disrepute; or
- viii. Failed to comply with a direction of the ADM of the PSD under this Policy.

b. Procedures to suspend or withdraw approvals to employ safety officers

- i. Any recommendation to suspend or withdraw an approval to employ a safety officer shall be made, in writing, by the SOP program manager for review by the Director of Policing.
- ii. The Director of Policing will review the recommendation and if a decision is made to suspend or withdraw, will notify the SOP employer, in writing, of the suspension or withdrawal.
- iii. Upon receiving notice of suspension or withdrawal of approval to employ a safety officer, SOP employers must return the original written approval to employ a safety officer and the peace officer appointment(s) to the PSPS Branch.
- iv. The Director of Policing shall immediately notify the police agency of jurisdiction of the suspension or withdrawal; and
- v. A suspension or withdrawal of an approval to employ a safety officer may be lifted at such time as the Director of Policing is satisfied that the cause of the violation has been remedied.

11.9 Request for Reconsideration

A SOP employer may submit a request for reconsideration to the Director of Policing in the event its approval to employ safety officers has been suspended or withdrawn. The

request must contain any representation that the SOP employer wishes to make in support of its continued approval to employ safety officers.

11.10 Suspending or Cancelling Safety Officer Programs

Holding a safety officer position requires adherence to terms and conditions of the peace officer appointment. The Minister of Justice may suspend or cancel an employer's safety officer program by cancelling the Operating Agreement should terms and conditions be breached, or a safety officer resigns or is terminated from his/her position.

- a. Procedures on suspension or cancellation of peace officer appointments
 - i. Manitoba Justice shall, as soon as the peace officer appointment is suspended or cancelled, authorize the Director of Policing to inform the safety officer's employer of the decision in writing.
 - ii. The Director of Policing shall notify the police agencies in the geographical area of all decisions relating to a safety officer's appointment.
- b. An employer community may submit a request for reconsideration to the Minister of Justice in the event that their program has been suspended or cancelled. The request must contain representation of facts and actions taken by the employer in support of their continued operation as a safety officer program.

Part 12: Safety Officer Program Parameters

12.1 Administrative requirements

a) Record keeping

The Safety Officer Program (SOP) establishes minimum requirements in accordance with best practices and standard record keeping expectations.

Employers must maintain comprehensive records of all officer training, disciplinary actions, and operational logs, supporting program oversight and legislative compliance. Periodic supervisory reviews will ensure that all safety officers meet internal quality standards and regulatory expectations.

To ensure that these goals are met, SOP employers are required to keep at a minimum, the following records related to safety officer duties:

- i. Safety officer employee files showing (at a minimum):
 - All training certificates (must be kept indefinitely).
 - Copies of complaints, investigation results, and disposition (all copies to be kept a minimum of five years, including any discipline resulting from complaints).
 - Commencement and termination date of employment, and reason for cessation (must be kept a minimum of seven years).
 - Oath of Office; and
 - Copy of safety officer's peace officer appointments or other records related to their appointment (must be kept indefinitely).
- ii. Exhibit seizure forms that include:
 - Associated file number.
 - Name of owner(s) if known.
 - Name of suspect or accused, if applicable.
 - Bag or label numbers to identify individual exhibits; and
 - An exhibit log for recording the seizure, movement, and disposition of seized items, including the transfer of seized items to the care and control of the local police agency of jurisdiction.
- iii. Record system capable of documenting calls for service, operational files, and complaints that are made to the SOP employer (complaints must be kept a minimum of five years).
- iv. Record system capable of documenting all publicly sensitive occurrences involving the SOP employer and safety officers (must be kept a minimum of 20 years).

- v. Use of force reports (must be kept a minimum of five years).
- vi. Standard Operating Procedures (or equivalent) in effect with police agencies, including those that are expired (must be kept indefinitely).

12.2 Physical storage of exhibits

- i. Agency size and nature of duties will dictate the type of exhibit storage required. A separate room with an exhibit custodian may be appropriate for one agency while a secure cabinet accessible only by safety officers will be appropriate at another.
- ii. Exhibits that are documentary in nature will not be stored with a safety officer's occurrence report. Documents will be labeled and stored in an envelope or folder separate from the occurrence report; and
- iii. Supervisors may access exhibit storage facilities for the purposes of quality control, but access must be recorded on an exhibit log.

12.3 Safety officer supervisory oversight requirements

1. To ensure safety officers provide appropriate community safety services in accordance with existing legislative and policy frameworks, this Policy requires SOP employers to exercise adequate oversight over their safety officers. SOP employers must therefore conduct periodic supervisory reviews of SOP generated files and develop other procedures for internal quality assurance.

In accordance with this section, SOP employers must meet the following SOP supervisory oversight requirements:

- i. Where a safety officer(s) has a direct reporting relationship to another safety officer, all reports submitted by the junior safety officer(s) must be reviewed and signed by the senior safety officer to indicate approval.
- ii. Thirty percent of files generated by a supervising safety officer must be reviewed and signed off by the person's direct supervisor, or other delegated superior.

*NOTE: Upon request, a safety officer employer will have to demonstrate to the satisfaction of the assistant deputy minister of the Public Safety Division that **internal quality assurance processes are in place to assess if paperless files are sufficient in providing adequate and effective oversight for safety officers.***

12.4 Assistance to police agencies

- a. Subsection 77.6 of Manitoba's PSA provides that this Policy may authorize the safety officers to provide general assistance to the local police authority when requested to do so by a member of the local police authority as long as the assistance does not involve any criminal law enforcement activities.
- b. Schedule 'A' of the Operating Agreement designates the willingness of the SOP to provide general assistance to the local police authority. If the community has authorized its safety officers to provide assistance, the local police authority it may request general assistance from a safety officer as long as the assistance does not involve the enforcement of any criminal law.

12.5 Letter of Understanding (or equivalent) between SOP employer/manager and police agencies

- a. Relationship between safety officers and the local police authority.
 - i. The local police authority acknowledges that the community intends to establish and operate the SOP pursuant to Manitoba's Police Services Act, the safety officer Regulations, and this agreement.
 - ii. A Letter of Understanding does not affect the powers, duties, and responsibilities of the local police authority in the community.
 - iii. The parties to this agreement recognize that a collaborative approach to community safety enhances adequate and effective police service delivery.
 - iv. In accordance with the principles of community policing, and in effort to address the priorities of the community safety and wellbeing plan, the parties are

encouraged to work collaboratively in a relationship to address community-based crime prevention initiatives.

- v. Parties are encouraged to develop a “Letter of Understanding” (see Appendix ‘F’) to facilitate.
- Mutual understanding of community safety well-being priorities and community-based crime prevention initiatives.
 - Supportive roles in identifying and achieving priorities; and
 - Clarifying shared and/or individual roles and tasks.

NOTE: It is acknowledged that this relationship will be unique to each community based on environment and objectives.

12.6 Weapons

Safety officers are authorized to carry specific equipment in line with their peace officer appointments under The Police Services Act (C.C.S.M. c. P94.5) and the associated Regulations. This section details the requirements for weapons use, training, and supervision, in compliance with the Community Safety Officers Regulation (M.R. 107/2015), First Nation Safety Officers Regulation (M.R. 229/2015), and Institutional Safety Officers Regulation (M.R. 92/2021).

12.6.1 Employer Responsibilities: Weapons Authorization

12.6.1.1 Weapons Permitted for Use

Safety officers may be authorized to carry the following:

- **Handcuffs**
- **Collapsible baton**
- **Oleoresin Capsicum (OC) spray**, with a capsaicinoid concentration not exceeding 1.33%.

Safety officers **are not** authorized to carry firearms or conducted energy weapons (Tasers).

12.6.2 Major Capsaicinoids (OC Spray):

12.6.2 Use of Weapons & De-escalation

- Weapons may only be used when absolutely necessary and in compliance with use of force policies outlined in **The Police Services Act** and individual **Operating Agreements**.
- **Employers must ensure** that safety officers prioritize **de-escalation** before resorting to force.
- **OC spray decontamination procedures** must align with manufacturer recommendations, and officers must be trained accordingly.

12.6.3 Incident Reporting & Record-Keeping

- **All use of force incidents** must be documented and reported within **24 hours** to:
 - The **employer** for internal record-keeping.
 - The **local police agency** and **Manitoba Justice's Policing Services and Public Safety (PSPS) Branch**, as required under M.R. 107/2015 and M.R. 229/2015.
- Employers must **retain records** for a minimum of **five years** for audit and compliance purposes.

12.6.4 Annual Use of Force Statistical Reporting

To promote accountability and oversight, employers must submit an **Annual Use of Force Statistical Report (Appendix C)** summarizing all incidents from the previous year. This report must be:

- Categorized by **type, frequency, and outcome**.
- Submitted **annually** to **SafetyOfficerProgram@gov.mb.ca**.

12.7 Training & Requalification

Before being issued weapons, safety officers must complete certified training in accordance with:

- **M.R. 107/2015 (Community Safety Officers)**
- **M.R. 229/2015 (First Nation Safety Officers)**
- **M.R. 92/2021 (Institutional Safety Officers)**

Training must cover:

- **Proper handling and use of weapons**
- **De-escalation techniques**

- **Incident reporting procedures**
- **OC spray decontamination protocols**

Requalification is required every 24 months, though employers are encouraged to adopt annual recertification policies. Proof of requalification must be submitted to the **PSPS Branch within 30 days of completion**.

12.8 Loss or Theft of Weapons & Body Armour

In the event of lost or stolen equipment, the following steps must be taken:

1. **Report immediately** to local police and obtain a police report number.
2. Notify the Safety Officer Program (SafetyOfficerProgram@gov.mb.ca) within 24 hours, including the police report details.
3. **Employers are responsible** for replacing the equipment in compliance with program standards.
4. Employers must conduct an internal investigation and implement corrective measures to prevent future occurrences. All records must be retained for compliance audits.

12.9 Employer Responsibilities for Weapons Management

Employers must establish **detailed policies** covering:

- Conditions for use, storage, and reporting of weapons.
- Ongoing training and recertification processes.
- Protocols for reporting lost/stolen weapons to law enforcement and PSPS.
- Procedures for officers who fail to recertify on time.

12.12 Weapons Carried by Safety Officers (By Category)

| Weapon | Description | Legislation Reference |
|--------------------------|---|------------------------------|
| Handcuffs | Used for detaining individuals. | M.R. 107/2015, M.R. 229/2015 |
| Collapsible Baton | Defensive tool for protection. | M.R. 107/2015, M.R. 229/2015 |
| OC Spray | Non-lethal spray with a max 1.33% concentration | M.R. 107/2015, M.R. 229/2015 |

| Weapon | Description | Legislation Reference |
|---------------------------------------|---|------------------------------|
| Major Capsaicinoids (OC Spray) | Must not be solvent-based, and follow decontamination protocols | M.R. 107/2015, M.R. 229/2015 |

12.13 Requalification and Reporting Requirements

| Requirement | Details | Reporting Timeframe |
|---------------------------------|--|---|
| Weapons Requalification | Must be completed every 36 months. | Submitted within 30 days of completion. |
| Loss or Theft of Weapons | Immediate reporting to local police and PSPS. | Within 24 hours of the incident. |
| Use of Force Incidents | Must be reported in detail to the PSPS Branch. | Report within 24 hours of the incident. |

Part 13: Photo Requirements and Identification Card Procedures

13.1 Photo Requirements

The application must include a digital photograph meeting the following specifications:

- **Format:** JPEG, passport-quality, and taken within the last six months
- **Appearance:** Clear, unaltered, plain light-colored background, with neutral expression and no shadows
- **Restrictions:** No “selfies,” hats, or uniforms; prescription glasses are permitted if no glare is present

13.2 Report Lost, Stolen, or Damaged Safety Officer's ID Cards

In cases where an ID card is lost, stolen, or damaged, please follow these steps:

- **Lost or Stolen Cards:**
 - First, report the incident to local police and then email SafetyOfficerProgram@gov.mb.ca with the police report number and relevant identification details.
- **Damaged or Faded Cards:**
 - Email SafetyOfficerProgram@gov.mb.ca to report the damage, including badge number and identification details.
 - Damaged cards must be returned by mail to the Safety Officer Program at **1801-155 Carlton Street, Winnipeg, MB R3C 3H8** upon receiving the new card. Failure to comply may result in suspension of peace officer status.

13.3 Legal Change of Name Documents

If there has been a legal name change, safety officers must submit documentation such as a marriage certificate or certificate of name change. This must be provided with the new application form and submitted to the Safety Officer Program email with all supporting documentation at SafetyOfficerProgram@gov.mb.ca.

Part 14: Vehicles and Emergency Lighting

This section addresses the regulations and policies governing the use of vehicles by Safety Officers, focusing on vehicle markings, emergency lighting, and compliance with all relevant legislation, including The Police Services Amendment Act, The Highway Traffic Act (C.C.S.M. c. H60), The Off-Road Vehicles Act (ORVA), and Manitoba's Vehicles, Equipment, Safety, and Inspections Regulation (M.R. 31/2019). It is important to clarify that Safety Officers are not classified as emergency responders.

14.1 Markings and Decals:

Safety Officer vehicles must display blue reflective lettering indicating the officer's role (e.g., 'Community Safety Officer') on all sides. Light bars are limited to blue and white for visibility

during non-emergency operations, compliant with standards outlined in the Highway Traffic Act and Police Services Amendment Act.

Identification Requirements:

- **Vehicle Color:** The vehicle must be white, to ensure high visibility and public recognition, while clearly distinguishing it from police vehicles.
- **Label:** The words 'COMMUNITY SAFETY OFFICER', 'FIRST NATION SAFETY OFFICER', and/or 'INSTITUTIONAL SAFETY OFFICER' must be prominently displayed on all sides of the vehicle in blue, reflective lettering, at least 4 inches in height. This ensures the public can easily identify the vehicle's role and purpose, especially in low-light conditions.
 - To maintain a clear distinction between Safety Officer vehicles and those operated by police services, the use of the terms "POLICE," "PEACE OFFICER," or any similar designation is not permitted on Safety Officer vehicles. This policy is intended to ensure that the roles and responsibilities of Safety Officers are not misinterpreted by the public. While there is no legislative or regulatory requirement prohibiting such designations, this directive aligns with the operational objectives of the Safety Officer Program and supports clear public understanding of the program's mandate.
- **Striping:** The vehicle should feature blue reflective striping along the sides. The total width of the striping should not exceed 10 inches, and no single stripe should be narrower than 25% of the total width.
- **Reflective Elements:** Blue reflective striping must be applied to the rear of the vehicle to enhance visibility during nighttime operations. This reflective striping should run along the lower part of the rear bumper.
- **Emergency Contact Information:** The number "9.1.1." must be displayed in red on both sides and at the rear of the vehicle to clearly indicate emergency contact information.

- **Agency Logos:** The vehicle must display the employer's crest or logo (e.g., City of Selkirk) and the Canadian flag.
- **Unit Number:** A vehicle identification number (e.g., "03") should be clearly marked on the rear of the vehicle, typically on the bumper or rear panel.
- **Light Bars:** Vehicles may be equipped with a low-profile, roof-mounted light bar. The light bar is intended for visibility during non-emergency operations such as roadside assistance or traffic monitoring. The use of red or blue emergency lights is prohibited unless a permit is obtained directly from Manitoba Public Insurance (MPI) in accordance with Section 14.3(b).
- **Roof Markings:** The vehicle's license plate number (e.g., 'ABC 123') may be displayed on the roof, along with the words "Safety Officer" in blue reflective lettering at least 4 inches in height. These markings are optional and are intended for identification from aerial or long-distance views. If implemented, similar markings should also appear on the hood of the vehicle for enhanced visibility.
- **Prohibited Markings:** No part of the vehicle should include markings or features that too closely resemble those of a police vehicle. This includes avoiding the use of insignia or other symbols that may confuse the public about the vehicle's purpose.



14.2 Distinguishing from Police Vehicles:

- Safety Officer vehicles must be designed and outfitted to avoid any resemblance to police vehicles, in compliance with The Highway Traffic Act (C.C.S.M. c. H60) and The Police Services Amendment Act. The primary goal is to prevent any public confusion regarding the vehicle's role and purpose. Under no circumstances should Safety Officer vehicles resemble police vehicles or emergency service vehicles.

14.3 Emergency Lighting

a. General Regulation on Emergency Lighting:

- Safety Officer vehicles are not authorized to use red and blue emergency lights, as outlined in Manitoba's Vehicles, Equipment, Safety, and Inspections Regulation (M.R. 31/2019) and The Highway Traffic Act (C.C.S.M. c. H60). These colors are strictly reserved for emergency vehicles such as those used by police, fire, and ambulance services.
- Safety Officer vehicles are permitted to use blue and white lights for visibility purposes only. These lights are to be used during non-emergency operations, such

as traffic control or inspections, but must not be used in a manner that could be interpreted as emergency response activity.

- Red and blue lights are restricted to specific vehicles, such as those used by police, fire, and ambulance services, as per The Highway Traffic Act (C.C.S.M. c. H60), Section 1(1).

b. Special Permit for Prohibited Lighting:

Under specific circumstances where emergency lighting is deemed necessary for public safety, Safety Officer vehicles, CSOs and FNSOs, may be equipped with red and blue lights if a special permit is issued by the Registrar of Motor Vehicles. This provision is governed by Section 3.4 of M.R. 31/2019, which permits the use of otherwise prohibited lighting under the following conditions:

1. **Public Interest Determination:**

The use of red and blue emergency lighting must be demonstrated to serve the public interest.

2. **Safety Assurance:**

The vehicle must be operated in a manner that prioritizes and protects public safety.

Application Process:

Employer communities wishing to equip Safety Officer vehicles with emergency lighting must submit an application to the Registrar of Motor Vehicles through Manitoba Public Insurance (MPI). The application process includes:

- Completing the **Special Lighting Permit Application Form**, available at: [Special Lighting Permit Application Form](#).
- Providing a detailed justification outlining the necessity of the emergency lights and how their use aligns with public safety requirements, in compliance with M.R. 31/2019.
- Submitting supporting documentation that demonstrates the operational and safety measures in place for the vehicle.

Legislative Compliance:

All applications and subsequent use of red and blue lighting must adhere to the standards and provisions outlined in M.R. 31/2019. Unauthorized use or failure to comply with these guidelines may result in revocation of the permit or other regulatory actions.

14.4 Traffic Enforcement Limitations

Safety Officers have limited traffic enforcement powers. The following key points outline these limitations:

- **No Pursuits:** Safety Officers are **not authorized** to engage in vehicle pursuits under any circumstances, in alignment with Section 238(4) of the HTA. Safety Officers may conduct routine traffic stops but are prohibited from initiating or continuing high-speed pursuits.
- **Enforcement Powers:** Safety Officers are permitted to conduct traffic stops for the purposes of verifying weight, licenses, insurance, and vehicle registration, but must comply with all traffic control protocols and limitations. They cannot initiate stops for criminal investigations or impaired driving unless supporting the local police.
- **Weight and License Checks:** While Safety Officers may enforce weight limits and inspect vehicles under the **Manitoba Motor Carrier Enforcement (MMCE)** guidelines, they must hand over any criminal matters or impaired driving incidents to the police.
- **Non-Emergency Vehicles:** Safety Officer vehicles are classified as **non-emergency vehicles** and must be operated within the bounds of standard traffic laws when conducting inspections and routine traffic stops.

Part 15: Public Safety Communication (I.E.: Radio Communication)

Effective communication systems are critical for the safety of the public and Safety Officers. This section outlines the procedures for ensuring access to appropriate communication networks.

Table 1 Local Radio vs. Public Safety Network Access

| Local Radio Dispatch | Public Safety Network Radio Access |
|--|---|
| Basic communication: Officers communicate on a radio-to-radio basis. | Advanced communication: Officers are connected to a central 911 dispatch system. |
| Limited access: Information relayed through local dispatchers. | 24/7 dispatch availability: Officers have continuous access to dispatch services. |
| Manual coordination: Dispatchers manually coordinate officer activities. | Computer Aided Dispatch (CAD): Automated system for resource coordination. |
| Limited location tracking: No automatic tracking of officer locations. | Location tracking: Officer locations are tracked via GPS. |
| No external system access: Officers cannot access other databases. | Integrated database access: Officers have access to CPIC (Canadian Police Information Centre) and DLS (Drivers Licencing System) queries. |

15.1 Application Process for Public Safety Communications System (PSCS) Network Access

1. Initial Contact:

- The applicant must first contact the Manitoba Public Safety Division (PSD) to begin the request process. Contact details are as follows:

**Manitoba Justice Policing Services and Public Safety Branch
Safety Officer Programs**

Address: 1801-155 Carlton Street, Winnipeg, MB, R3C 3H8

Email: SafetyOfficerProgram@gov.mb.ca

2. Eligibility criteria:

- The PSD will evaluate the request to determine whether the applicant community meets the eligibility requirements for accessing the PSCS network. The following criteria must be met:
 - Active Operating Agreement:** The community must have an operational agreement in place with Manitoba.
 - Completion of Level I Training:** All Safety Officers must have successfully completed the mandatory Level I training course.
 - Criminal Record Check Verification:** Officers who will access CPIC must have undergone and passed a criminal record check verification.

Public Safety Radio access is subject to Category 2 public safety criteria. Access procedures must outline communication protocols, ensuring officers' coordination aligns with local police agency standards and community safety needs.

3. Eligibility Outcome:

- If Eligible: The PSD will issue a certification to the PSCS, confirming that the applicant community meets Category 2 public safety entity requirements.
- If Ineligible: The PSD will notify the applicant of the reasons for ineligibility, providing guidance on next steps, if applicable.

4. Certification Record Maintenance:

- The PSD is responsible for maintaining detailed records of all certification notices provided to the PSCS for future reference and auditing.

5. Next Steps for Certified Applicants:

- Once certification is obtained, the certified applicant must contact Manitoba via PSCSSupport@gov.mb.ca to formally request access to the PSCS network.

6. PSCS Application Form:

- The PSCS will provide the applicant with the New Application for Access to the PSCS form. The form is included in the appendix for reference.

7. Form Submission:

- The applicant must complete the PSCS Access Form and submit it via email to PSCSSupport@gov.mb.ca, ensuring the certification from the PSD is attached, confirming the community's status as a **bona fide public safety entity**.

8. Application Review and Approval:

- Upon receiving the completed application, Manitoba will review it. If approved, Manitoba will send the applicant:
 - A copy of the PSCS Network Application and Billing Information Form (Appendix J).
 - The PSCS Services Offering and Participation Agreement for signature.
- If the application is **declined**, Manitoba will inform the applicant of the reasons for the denial. The PSD will also be informed of the decision.

9. Finalizing the Agreement:

- Once the applicant signs and returns the Participation Agreement and Billing Information Form, Manitoba will notify Bell of the approved request by submitting the completed forms to BMRadioCC@bell.ca.
- The submission will include details regarding category/tier and priority level, as specified in the comments section.

10. Customer Account Creation:

- Bell will create the customer account in its SBT system and will contact the Public Safety Communications Service (PSCS)

15.2 Standards / Guidelines / Criteria

The Public Safety Communications System (PSCS) assesses eligibility for network access based on the following comprehensive standards, guidelines, and criteria:

15.3 Eligibility Criteria:

15.3.1 Active Operating Agreement:

- The community must have an Active Operating Agreement (O.A.) with the Province of Manitoba, ensuring that the community is authorized to participate in the PSCS and is operating in full compliance with established provincial Regulations.

15.3.2 Completion of Level I SOP Training:

- All Safety Officers must have successfully completed the Level I Standard Operating Procedure (SOP) Training. This training is essential for equipping officers with the necessary skills, knowledge, and procedural understanding to perform their duties safely and in accordance with the law.

15.4 Detailed Justification for Radio Access:

- The application must include a detailed justification for radio access, covering the following aspects:
 - List of Provincial enactments: Provide a comprehensive list of the provincial statutes and enactments under which the Safety Officers are authorized to operate, as stipulated in their Operating Agreement.
 - Primary Reason for Radio Access: Clearly articulate the primary reason for requiring access to the PSCS network, whether for enforcement purposes, officer safety, or public safety.
 - Compliance with Category 2 Criteria: Demonstrate how the Safety Officer Program (SOP) meets the Category 2 criteria, thereby qualifying as “an agency contributing to public safety”.

- [System Access Method](#): Detail how Safety Officers will access the PSCS system, including the use of in-vehicle equipment, portable devices, phones, or Voice over Internet Protocol (VoIP) systems.
- [User and Airtime Requirements](#): Estimate the number of daily users and the expected volume of airtime needed for operational communication.
- [Interoperability and Jurisdiction](#): Provide information on interoperability agreements with the police agency of jurisdiction, ensuring the ability to engage in cross-channel emergency communication when necessary.
- [Dispatch Center Coordination](#): Identify the dispatch center responsible for coordinating communication, such as Brandon 911, MMCE, or a municipal office.
- [Officer Information](#): Include the names and dates of birth (DOB) of each Safety Officer employed by the community to ensure accurate tracking and authorization.

15.5 Additional Information:

- More detailed information regarding PSCS eligibility, application procedures, and ongoing requirements can be accessed via the Public Safety Communications System (PSCS) and Public Safety Division (PSD) websites:
 - [PSCS Website](#)
 - [Public Safety Division](#)

15.6 Community Responsibilities:

- Communities are responsible for the procurement, maintenance, and financial obligations related to their own radio equipment and network fees. They must ensure all equipment meets PSCS standards and that their communication systems remain compliant with Manitoba's public safety requirements.

Table 2 Standards / Guidelines / Criteria

| Criteria | Details |
|--|---|
| Active Operating Agreement | Community must have an active O.A. with Manitoba, authorizing participation in the PSCS and ensuring compliance with provincial regulations. |
| Level I SOP Training Completion | All Safety Officers must complete Level I SOP Training, equipping them with essential skills for safe and lawful operations. |
| Radio Access Justification | <p>The application must include:</p> <ul style="list-style-type: none"> - List of Provincial Enactments relevant to the O.A. - Primary reason for radio access (e.g., enforcement, safety, public safety). - Explanation of compliance with Category 2 public safety criteria. - Detailed access method (e.g., in-vehicle, portable, VoIP). - Estimate of daily users and airtime volume. - Information on interoperability with police agencies and dispatch center coordination. - Names and DOBs of all Safety Officers in the community. |
| Ongoing Compliance | Communities must maintain and regularly update their radio equipment and communication systems, ensuring continuous compliance with PSCS standards. |

Part 16: Media Releases

The Safety Officer Program (SOP) functions as an oversight authority, providing a framework and guidance for Community Safety Officer (CSO), First Nation Safety Officer (FNSO), and Institutional Safety Officer (ISO) programs operating under its umbrella. While the SOP establishes provincial standards and protocols, the officers are employees of their respective communities or organizations, not the provincial government. Media releases related to the

program as a whole, or provincial policies governing it, must align with the communication standards of the Government of Manitoba and require prior authorization from the SOP's overseeing body.

For media releases addressing operational matters, incidents, or program-specific updates, the employing community or organization bears primary responsibility. These statements must clearly indicate that the community or organization manages the program and its officers, with the province providing oversight to ensure compliance with legislation and established standards. This distinction helps maintain transparency, assigning accountability appropriately while reinforcing the SOP's role as a regulatory and advisory body.

Part 17: Manitoba Public Insurance (MPI) Access: Driver Licensing System (DLS)

A Standard Operating Protocol (SOP) has been developed between PSD and MPI to guide SOP coordinators in application for access to MPI DLS. It is recognized that the expanded provincial enactment authorities (Bill 34) broaden the enforcement scope pertaining to the HTA and ARV Act. As such, Safety Officers require driver's licencing information to properly conduct their duties.

17.1 Application Process for MPI DLS Access:

Safety Officer Program coordinators interested in applying for MPI DLS access shall first contact the Public Safety Division – SOP Director to commence the application process.

Contact Information:

Manitoba Justice Policing Services and Public Safety Branch
Safety Officer Programs
1801-155 Carlton Street, Winnipeg, R3C 3H8
Email: SafetyOfficerProgram@gov.mb.ca

17.1.1 Application Process:

1. The PSD assesses requests based on the following standards:

- a. The Community shall provide PSD/MPI with an assessment of need as it pertains to SO duties and authorities listed in the O.A. with the Province of Manitoba.
- b. List the relevant Act(s) and specific provincial enactments for which Driver and Vehicle Information is required
- c. Will specify how their SOs will access this information.
 - a. i.e.: in car laptop, telephone, radio communication
- d. List the anticipated volume of queries expected to be completed daily.
- e. Provide MPI with the names and date of birth of each SO employed by the community.
- f. Be prepared to outline administrative, technical and physical safeguards to protect personal information from unauthorized access, use, disclosure and reproduction.

17.1.2 Required Information:

- Applicants must detail how Safety Officers will access DLS information, expected query volumes, and safeguards to protect personal information from unauthorized access.

17.1.3 Certification & Application:

- If the community meets the criteria, the PSD will provide certification to MPI, allowing the community to formally request access to DLS.

17.2 DLS Access Options:

DLS access options include hardware and system access which is the responsibility of the municipality to procure and manage. The following is an overview of potential options for DLS access.

- a. MPI Request for Driver and Vehicle Information form
 - a. By email

- b. by mail
- c. MPI request to MPI service desk – phone #

- b. Access via contract with MPI (certified Safety Officer Program)
 - a. Access agreement with police agency of jurisdiction
 - b. Portable / mobile radio – if on PSCS/911 system
 - c. In car laptop
 - d. In station laptop
 - e. automated licence plate reader system (in car)

Employer Program Coordinators may direct enquiries to MPI via the following email address: APL@mpi.mb.ca .

Part 18: Complaints Against Safety Officers

It is the employer's responsibility to manage public complaints and disciplinary matters involving safety officers. Employers must ensure that any public complaint against a safety officer is submitted in writing to the Safety Officer Program. The Safety Officer Program will then report these complaints to the Manitoba Police Commission and Manitoba Justice's Policing Services and Public Service Branch, in accordance with Part 11.5 of this Policy Manual and as specified in each employer's Operating Agreement.

General discipline or policy related complaints can be dealt by the Human Resources Department of the SOP employer i.e. things of nature that are not a public complaint.

Every complaint involving safety officers must be documented thoroughly, with follow-up actions detailed and reviewed periodically. This approach ensures adherence to established complaint management standards and supports program accountability.

Table 3 Safety Officer Report to the SOP Employer

| Incident Type | Timeframe for Reporting |
|---|-------------------------|
| Investigation, arrest, or charge under the Criminal Code or any federal statute | Within 24 hours |
| Investigation, arrest, or charge under a Manitoba provincial statute | Within 24 hours |
| Loss or theft of a collapsible baton or OC spray | Within 24 hours |

Table 4 SOP Employer Reports to the Executive Director of Policing Services and Public Safety

| Incident Type | Timeframe for Reporting |
|--|---|
| Any incident involving serious injury or death of any person | As soon as the SOP employer becomes aware |
| Complaint against a Safety Officer, including public complaints | As soon as the SOP employer becomes aware |
| Incidents where a weapon was used by a Safety Officer | As soon as the SOP employer becomes aware |
| Any matter deemed sensitive or serious, including code of conduct violations | As soon as the SOP employer becomes aware |
| Loss or theft of a collapsible baton or OC spray | As soon as the SOP employer becomes aware |

Refer to Appendix K: Peace Officer Acknowledgement of Restrictions Respecting the Handling of CPIC Material, Records and Information.

Part 19: Liabilities

Safety officers are employees of the Safety Officer Program (SOP) employer and not as employees of the Government of Manitoba. SOP employers will be required to obtain and

maintain adequate insurance against potential liability resulting from employment of safety officers.

Should SOP employers not have or maintain liability insurance in effect, the Director of Policing may take such Action as is necessary to rectify the situation, which may include the withdrawal of approval to employ safety officers or requesting the Minister of Justice revoke all peace officer appointments for the employer's safety officers.

Part 20: Reporting Requirements

There are a number of reporting components designed to strengthen program integrity and provide for a volume of information about authorities exercised by safety officers who carry peace officer appointment. Information collected can be used to determine trends or patterns and in turn be used to build a solid business case for change should issues be identified.

Some examples that may potentially lead to updates to the Safety Officer Program (SOP) are as follows:

- Deployment/use problems with a particular weapon.
- Identified training deficiencies.
- Legal precedents or decisions; or,
- Systematic safety issues.

The following tables summarize all reporting requirements that apply to a safety officer and a SOP employer.

Table 5 Safety Officer Report to the SOP Employer

| INCIDENT REPORTING TIMELINES | INCIDENT TYPE |
|------------------------------|---|
| WITHIN 24 HOURS | Any event, in which the safety officer has been investigated, arrested, or charged for an offence under the Criminal Code, Controlled Drugs and Substances Act, or any other enactment of Canada. |
| WITHIN 24 HOURS | Any event in which the safety officer has been investigated, arrested, or charged for an offence under any provincial statute of Manitoba. |
| WITHIN 24 HOURS | Loss or theft of a safety officer's collapsible baton, body armour, peace officer identification, and/or Oleoresin Capsicum (OC) spray. |

Table 6 SOP Employer Reports to the Executive Director of Policing Services and Public Safety

| INCIDENT REPORTING TIMELINES | INCIDENT TYPE |
|---|---|
| As soon as the SOP employer becomes aware | Any incident with a safety officer involving serious injury or the death of any person. <i>This does not include circumstances where the safety officer provided traffic control for the police at a fatal or serious motor vehicle collision.</i> |
| As soon as the SOP employer becomes aware | Any complaint against a safety officer identified through an internal reporting process or public complaint. |
| As soon as the SOP employer becomes aware | Any incident where a weapon was used that involved a safety officer. |
| As soon as the SOP employer becomes aware | Any matter of a serious or sensitive situation related to the actions of a safety officer. <i>If a SOP employer is uncertain if a situation is sensitive or serious, the SOP program manager should be contacted.</i> |
| As soon as the SOP employer becomes aware | Incidents in which a safety officer has violated the employer's code of conduct. |

| | |
|--|--|
| As soon as the SOP employer becomes aware | If the safety officer employer suspends or terminates employment or engagement for services of a safety officer, a brief explanation of the rationale for this action must be included. |
| As soon as the SOP employer becomes aware | If a safety officer provides notice of resignation to the SOP employer, the SOP employer shall provide the effective date of the safety officer's employment or service termination. |
| As soon as the SOP employer becomes aware | Any event in which the safety officer has reported to the SOP employer that he/she has been investigated, arrested, or charged for an offence under the Criminal Code, Controlled Drugs and Substances Act, or any other enactment of Canada. |
| As soon as the SOP employer becomes aware | Any allegations or identified Canadian Police Information Centre (CPIC) breaches, or SGI Auto Fund breaches. |
| As soon as the SOP employer becomes aware | Any changes to a safety officer's employment mandate, including discontinuance of provincial statute enforcement as part of the safety officer's job function. |
| As soon as the SOP employer becomes aware | Loss or theft of a safety officer's collapsible baton, body armour, peace officer identification, and/or Oleoresin Capsicum (OC) spray. |
| Monthly | Completed Use of Force Report (template attached herein as Appendix C). |
| Monthly | Each complaint made about a safety officer, unless earlier reporting was required due to incident type and the complaint has been reported. |
| Monthly | Each investigation initiated by a SOP employer. |
| Monthly | Each public complaint dismissed as frivolous, vexatious, or made in bad faith. |
| Monthly | Each public complaint otherwise not investigated or in which the investigation is discontinued prior to a finding. |
| Monthly | The dispositions of completed public complaints or SOP employer-initiated investigations. This obligation can be discharged by copying the executive director of Policing Services and Public Safety on the letters of 'findings' sent to the complainant or safety officer. |
| Monthly | Statistics showing safety officer-generated files, including number and type of tickets issued, revenue generated (post-conviction), and community presentations conducted (if applicable). |
| Annually | An annual report showing at a minimum: <ul style="list-style-type: none"> Name and position of the program contact person. |

| | |
|--|--|
| | <ul style="list-style-type: none">• An updated list of safety officers employed and their positions within the agency.• A short summary describing the general nature of the community safety services provided by the safety officer's, the operational practices of safety officers employed, and a list showing enforcement and enforcement related activities that took place. <p>Submission dates for annual reports can be set by the SOP employer to coincide with any internal reporting systems. If the authorized employer indicates no date preference, then these reports are due annually at the end of the calendar year.</p> |
|--|--|

Part 21: Pursuits

21.1 Pursuits

Under the operational guidelines established by the Community Safety Officers Regulation (M.R. 107/2015), the First Nations Safety Officers Regulation (M.R. 229/2015), and The Police Services Act, all Community Safety Officers (CSOs) and First Nations Safety Officers (FNSOs) are strictly prohibited from engaging in the pursuit of a vehicle under any circumstances.

A pursuit is defined as follows:

1. When an officer attempts to stop a vehicle and the driver refuses to obey, after which the officer pursues the suspect for the purpose of stopping or identifying the vehicle or its driver/occupants.
2. When the suspect vehicle attempts to evade or elude the officer (for example, by speeding, failing to comply with traffic control devices such as red lights or stop signs, or in any circumstance where the officer cannot abide by the Highway Traffic Act), and the officer then pursues the suspect vehicle for the purpose of stopping the vehicle or its driver/occupants.

Part 22: Body Worn-Camera

The Safety Officer Program Regulations under Manitoba's legislative framework, including the Community Safety Officers Regulation (M.R. 107/2015), First Nations Safety Officers Regulation (M.R. 229/2015), and Institutional Safety Officers Regulation (M.R. 92/2021), do not specifically

mandate or prohibit the use of body-worn cameras (BWCs). While these regulations outline the roles, responsibilities, and training requirements for Community Safety Officers (CSOs), First Nations Safety Officers (FNSOs), and Institutional Safety Officers (ISOs), they do not provide explicit policies or guidelines for implementing BWCs.

Guidance for Implementing Body-Worn Cameras

Although not legally mandated, the Manitoba Ombudsman, in collaboration with privacy oversight offices, has provided detailed guidance on the use of BWCs by law enforcement. These recommendations are pertinent to any safety officer program considering the adoption of BWCs and focus on critical operational and privacy aspects, including:

1. Privacy Impact Assessments (PIAs)

- Conduct comprehensive PIAs to evaluate the potential impact of BWC usage on individuals' privacy rights. PIAs should align with Manitoba's privacy legislation to ensure the ethical and lawful use of video recordings.

2. Data Management Protocols

- Develop robust policies for the secure collection, storage, access, and retention of BWC footage. These policies must meet the requirements of The Freedom of Information and Protection of Privacy Act (FIPPA) and other applicable legislation.

3. Transparency and Public Communication

- Clearly inform the public about the deployment of BWCs, including their intended use and the circumstances under which recordings will be made. Transparency promotes accountability and community trust.

4. Operational Standards for BWC Use

- Ensure BWCs are used only in situations relevant to public safety and within the officer's designated authority. Officers must receive comprehensive training on the appropriate use and operational procedures for BWCs.

5. Balancing Public Safety and Privacy

- Safety officer programs must balance the benefits of BWCs for enhancing public safety with the necessity of protecting individual privacy rights. This balance is vital to maintaining compliance with ethical standards and public trust.

Recommendations and Compliance

For programs considering BWCs, it is essential to:

- Refer to the Manitoba Ombudsman's document, *Guidance for the Use of Body-Worn Cameras by Law Enforcement Authorities*, for comprehensive recommendations.
- Ensure that policies and procedures align with the Community Safety Officers Regulation (M.R. 107/2015), First Nations Safety Officers Regulation (M.R. 229/2015), and Institutional Safety Officers Regulation (M.R. 92/2021).
- Engage legal counsel or a privacy officer during the development of BWC protocols to ensure alignment with provincial laws and privacy standards.

The *Guidance for the Use of Body-Worn Cameras by Law Enforcement Authorities* is available for reference on the Manitoba Ombudsman's website. This comprehensive document provides valuable insights and recommendations regarding the appropriate and effective use of body-worn cameras in law enforcement. You can access it directly via the following link: [Guidance Document - Body-Worn Cameras](#).

Appendix A: Community Safety Officer Kit List

The following list is the “kit list” available to Safety Officers. Vendors contact information and order process may be obtained by contacting the Safety Officer Program Director.

| SAFETY OFFICER UNIFORM KIT LIST | | | | |
|---------------------------------|-----------------|-------------------------------------|---|------------------|
| OFFICER'S NAME: COMMUNITY: | | | | |
| SERIAL # | NUMBER OF ITEMS | NAME OF ITEM | RE-ISSUE PROVISIONS | MEMBER'S INITIAL |
| | 1 | PEPPER SPRAY HOLDER | EVERY FOUR (4) YEARS AS REQUIRED | |
| | 1 | AEROSOL PROJECTOR (PEPPER SPRAY) | UPON MARKED EXPIRY or EVERY TWO YEARS AS REQUIRED | |
| | 1 | HANDCUFF CASE | EVERY FOUR (4) YEARS AS REQUIRED | |
| | 1 | HANDCUFFS / HANDCUFF KEY X2 | NONE | |
| | 1 | BATON HOLDER | EVERY FOUR (4) YEARS AS REQUIRED | |
| | 1 | BATON | NONE | |
| | 1 | BODY ARMOUR | UPON MARKED EXPIRY and RETURN OF EXPIRED ARMOUR | |
| | 1 | FLASHLIGHT HOLDER | EVERY FOUR (4) YEARS AS REQUIRED | |
| | 1 | FLASHLIGHT | EVERY FOUR (4) YEARS AS REQUIRED | |
| | 1 | BELT KEEPERS SET | EVERY FOUR (4) YEARS AS REQUIRED | |
| | 1 | MED POUCH | EVERY FOUR (4) YEARS AS REQUIRED | |
| | 1 | NOTEBOOK HOLDER | EVERY ONE (1) YEAR AS REQUIRED | |
| | 1 | NOTEBOOK | EVERY ONE (1) YEAR AS REQUIRED | |
| | 1 | HORIZONTAL ID CARD HOLDER | EVERY ONE (1) YEAR AS REQUIRED | |
| | 1 | RETRACTABLE TACTICAL ID CARD HOLDER | EVERY ONE (1) YEAR AS REQUIRED | |
| | 1 | TACTICAL BOOTS | EVERY TWO (2) YEARS AS REQUIRED | |
| | 1 | WINTER BOOTS | EVERY TWO (2) YEARS AS REQUIRED | |
| | 3 | LONG SLEEVE SHIRT | EVERY THREE (3) YEARS AS REQUIRED | |
| | 3 | SHORT SLEEVE SHIRTS | EVERY THREE (3) YEARS AS REQUIRED | |
| | 1 | 5 IN 1 JACKET | EVERY FOUR (4) YEARS AS REQUIRED | |
| | 3 | PANTS | EVERY THREE (3) YEARS AS REQUIRED | |
| | 1 | TOUQUE | EVERY THREE (3) YEARS AS REQUIRED | |
| | 1 | BALL CAP | EVERY THREE (3) YEARS AS REQUIRED | |
| | 1 | SEARCH GLOVES | EVERY THREE (3) YEARS AS REQUIRED | |
| | 1 | WINTER GLOVES | EVERY TWO (2) YEARS AS REQUIRED | |
| | 1 | DUTY BELT | EVERY FOUR (4) YEARS AS REQUIRED | |
| | 1 | INNER BELT | EVERY FOUR (4) YEARS AS REQUIRED | |

(rev. 11.2024)

SOP Signature: _____

SOP Issued Photo ID Number: _____

Appendix B: Oath Of Peace Officer

I, _____, do swear (or solemnly affirm) upon my appointment as a peace officer, and while employed by _____, that I will, without favour or affection, malice or ill-will, to the best of my ability and knowledge, well and truly serve His Majesty the King, uphold the principles in the Charter of Rights and Freedoms, preserve the peace, enforce the law and otherwise discharge the duties of my office faithfully and according to law. So, help me God.

NOTE: Manitoba's Police Services Act (PSA) specifically states that police officers and members of the RCMP "have all the powers, duties, privileges and protections of a peace officer . . . at common law and under any enactment or application by-law" (sec 18(2) and sec 24(1)).

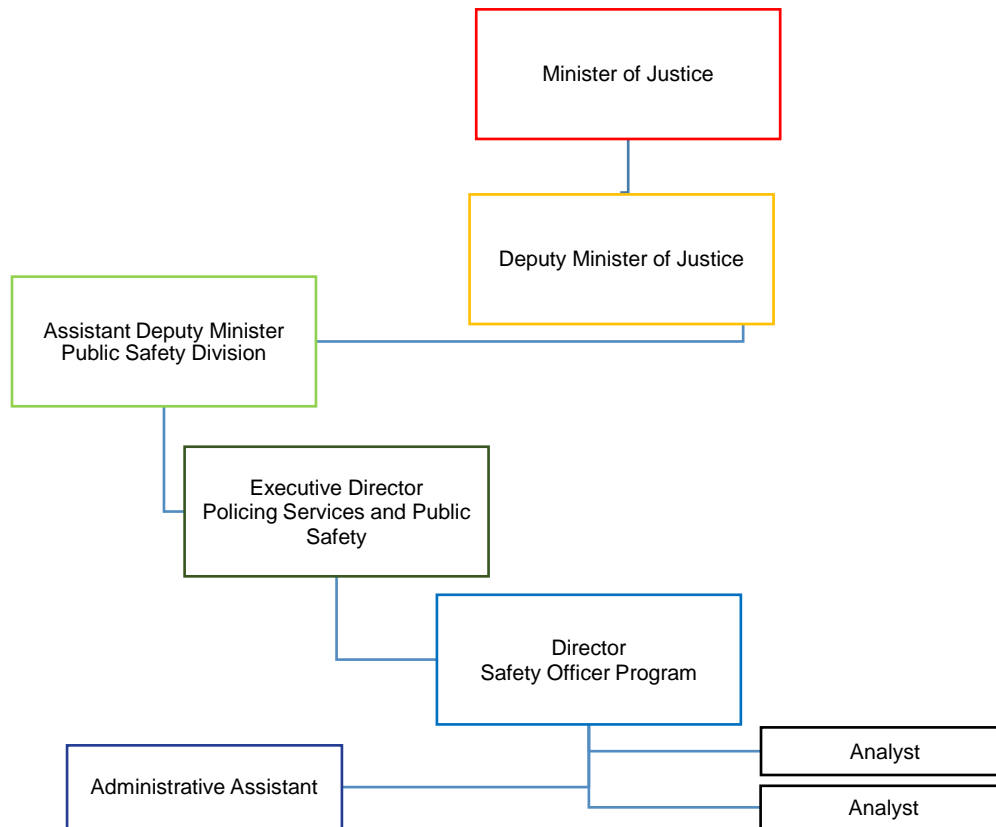
Peace officer authority as designated by the PSA to safety officers, First Nations safety officers, and institutional safety officers "have all the powers, duties, privileges and protections of a peace officer, at common law and under the enactments as designated within the Operating Agreement between the Province of Manitoba and the respective Municipality."

Appendix C: Use Of Force Annual Statistical Report

| | | | | |
|---|---|-----------|-----------|-----------|
| Name of Employer | Reporting Period Month ending _____, 20_____ | | | |
| Incident Category | Legend | | | |
| Level I: | Use of force appropriate and fully compliant with policy | | | |
| Level II: | Use of force appropriate but less than fully compliant with policy – coaching/training provided | | | |
| Level III: | Use of force inappropriate but no criminal charges laid – remedial action undertaken | | | |
| Level IV: | Use of force inappropriate and criminal charges laid | | | |
| REPORTABLE USE OF FORCE INCIDENTS | | | | |
| | Q1 | Q2 | Q3 | Q4 |
| Baton | | | | |
| Joint Lock Causing Injury | | | | |
| OC Spray | | | | |
| Physical Strike Causing Injury | | | | |
| Physical Strick Not Causing Injury | | | | |
| Takedown /Throw Causing Injury | | | | |
| Other | | | | |
| TOTAL NUMBER BY CATEGORY | | | | |
| LEVEL II INCIDENTS | | | | |
| Training Issues Identified | Number of Incidents | | | |
| | | | | |
| | | | | |
| | | | | |
| LEVEL III INCIDENTS | | | | |

| Remedial/Disciplinary Action Taken | | Number of Incidents | |
|------------------------------------|-------------|---------------------|-------------|
| | | | |
| | | | |
| | | | |
| | | | |
| LEVEL IV INCIDENTS | | | |
| Charge Laid | # Convicted | # Discharged | # Acquitted |
| | | | |
| | | | |
| | | | |

Appendix D: Administrative Structure (Under Development)



1. Minister of Justice
2. Deputy Minister of Justice
3. Assistant Deputy Minister, Public Safety Division
4. Executive Director, Policing Services and Public Safety
5. Director, Safety Officer Program, Policy and Governance
6. Administrative Assistant
7. Analyst
8. Analyst

Appendix E: Enactment Authorities

A safety officer may perform the duties and exercise the powers as stipulated in the Police Services Act, Parts 7.1, 7.2 and 7.3, and Regulations.

- #229/2015 • First Nations Safety Officer
- #107/2019 – Community Safety Officer
- #90/2021 • Institutional Safety Officer

Specific enforcement authorities are drawn from the following Acts.

- Highway Traffic Act
- Off Road Vehicle Act
- Liquor, Gaming and Cannabis Control Act
- Smoking Vapour Products Control Act
- Minors Intoxicating Substances Act
- Public Health Act
- The Mental Health Act
- Intoxicated Persons Detention Act
- The Child and Family Services Act
- The Trespass Act

A list of enactment authorities is available via the Safety Officer webpage at

Appendix F: Letter Of Understanding
(template: modify as required)

Letter of Understanding

Facilitating the Safety Officer Program and Police Agency of Jurisdiction Operating Agreement RELATIONSHIP

WHEREAS The Police Services Act provides a layered policing model in which Safety Officer may support local policing authorities in implementing crime prevention strategies and initiatives, connecting social service providers with persons in need and maintaining a visible presence within the community.

WHEREAS the interests of public safety and community wellbeing are best served through policing agency collaborative problem solving and mutual collaboration.

WHEREAS every community, in conjunction with their police agency, is encouraged to develop community-based crime prevention initiatives.

WHEREAS the Safety Officer Program Operating Agreement between MANITOBA and the MUNICIPALITY/FIRST NATIONS COMMUNITY/DESIGNATED EMPLOYER encourages a collaborative working REALTIONSHIP with the police agency of jurisdiction and its safety officers.

As Such the Parties Agree

The MUNICIPALITY/FIRST NATIONS COMMUNITY/DESIGNATED EMPLOYER and the POLICING AGENCY OF JURISDICTON shall be encouraged to develop a written **Letter/Memorandum of Understanding** which supports community safety objectives and includes general principles of cooperation.

The MUNICIPALITY/FIRST NATIONS COMMUNITY/DESIGNATED EMPLOYER and the POLICING AGENCY OF JURISDICTION be encouraged to set guidelines, expectations and priorities to identify and address community issues listed but not limited to those below.

1. Identified community safety “priority areas”
2. Addictions, mental health, homelessness issues

3. Demand on police resources and potential for task sharing & support
4. Community inclusion, systematic inequalities
5. Youth involved crime and harm
6. Social infrastructure, community inclusion, inequities, demographic, economic crimes
7. Road safety and transportation infrastructure integrity/preservation
8. Priority and prolific offenders
9. Housing/Cottage/Rental/Livability Issues (including short term rental, medicinal licencing, etc.)
10. Other areas of concern (including ongoing bylaw challenges)

To ensure that adequate and effective policing is provided throughout Manitoba, the MUNICIPALITY/FIRST NATIONS COMMUNITY/DESIGNATED EMPLOYER and the POLICE AGENCY OF JURISDICTION are encouraged to regularly communicate to clarify respective roles, areas of ownership and areas where support may be provided.

Roles and Expectations

- Conducting community patrols and maintaining a visible presence
- Facilitating the response of members of the local policing authority to situations that require police involvement
- Providing information to the local policing authority on ongoing emerging public safety issues
- Providing initial response to situations that pose a safety threat that are encountered while performing duties as peace officers, until members of the local policing authority can respond
- Setting expectations regarding detention of persons posing a safety threat until:
 - They are satisfied that the person no longer poses a threat to safety of themselves or others
 - A member of the local policing authority arrives to deal with the person or advises that the person should no longer be detained
- Radio Communications – interagency channel access
- Intelligence sharing protocols
- Officer safety considerations/guidelines
- Administrative access to Drivers Licencing and Motor Vehicle Information

- Providing assistance to police with:
 - Traffic enforcement projects
 - Search warrant support
 - Crime and accident scene management
 - Prisoner bail hearings and transport
 - MHA client management and hospital admission
 - Witness identification
 - Assisting with arrest warrants
 - Serving subpoenas
 - Receiving reports from the public respecting criminal incidents or matters under The Highway Traffic Act
- Performing municipal public safety programs such as transit security, etc.

Signed by:

Date:

Appendix G: Safety Officer Inspector Appointment

Pursuant to The Highway Traffic Act, C.C.S.M. C. H60

WHEREAS Section 323(1.1) of The Highway Traffic Act, C.C.S.M. c. H60 (the “Act”) enables the Minister of Transportation and Infrastructure (or designate), in writing, to appoint persons or classes of persons as “Inspectors”, or otherwise known as “Safety Officers”, for the purpose of enforcing this Act and the Regulations, and for any other purposes of this Act or the Regulations; and,

WHEREAS safety officers are provincially appointed thorough Manitoba Justice, and as partners of Manitoba Motor Carrier Enforcement, promote safe roads within their respective municipalities within the province of Manitoba, through the enforcement of provisions in *The Highway Traffic Act* related to commercial vehicles and drivers.

I, **NAME**, Deputy Minister of Transportation and Infrastructure, pursuant to the above referenced legislation, do hereby appoint **_NAME _** (the “Appointee”), a safety officer, the powers and authorities granted, conferred or imposed by the Act, for all purposes related to the Act, including, but not limited to the Inspector powers and duties identified in sections of the Act (reproduced in Appendix “A” hereto) and in any Regulations made under the Act;

THIS APPOINTMENT is made effective as of and shall remain in force until such time as revoked or amended in writing or in the event that _ vacates their position as a safety officer, or otherwise leaves their employment with their respective municipality.

IT IS FURTHER UNDERSTOOD that this appointment cannot be transferred or further appointed. THIS APPOINTMENT is provided for the purposes as contemplated in the aforesaid legislation in order to enable _ to carry out all “Inspector” duties, powers and functions which are otherwise required of a safety officer in relation to commercial vehicle enforcement within their respective municipality.

THIS APPOINTMENT does not revoke or derogate any prior appointments.

Safety Officer
Municipality

Deputy Minister of Transportation and Infrastructure
Province of Manitoba

Date

Date

Appendix H: Safety Officer Inspector Appointment (MMCE)

Pursuant to The Highway Traffic Act, Manitoba Motor Carrier Enforcement

MANDATE:

The mandate of safety officers in relation to this appointment, are to protect the infrastructure of their respective municipalities through road-safety enforcement and industry engagement.

BACKGROUND:

As a partner-agency to Manitoba Motor Carrier Enforcement, (MMCE), provincially appointed safety officers work to promote safe and sustainable truck operations on the roadways of their respective municipalities. This is accomplished through the efforts of safety officers protecting their respective municipality's investment in infrastructure, such as roads and bridges, by monitoring industry compliance with weights and dimensions and promoting commercial vehicle road-safety.

MMCE is the lead agency in Manitoba responsible for monitoring industry compliance with weights and dimensions and conducting Commercial Vehicle Safety Alliance (CVSA) roadside inspections, which places unsafe regulated vehicles and drivers out-of-service until the dangerous conditions are remedied. As such, MMCE has provided the aforementioned safety officer with the required training to perform the duties required to enforce compliance with applicable weights and dimensions in relation to regulated vehicles.

APPOINTEE'S ENFORCEMENT POWERS

Without limiting the generality of the scope of the appointee's authority, in performing his/her duties, the appointee is specifically authorized to use the following powers, enacted under the Act.

Peace Officer

The Act defines Peace Officer as:

"any person lawfully authorized to direct or regulate traffic, or to enforce this Act or traffic by-laws or Regulations".

Given the provided definition, it is understood that safety officers are deemed to be "Peace Officers" pursuant to the Act.

Inspection by peace officer

65(1) A peace officer may at any time stop and inspect or cause to be inspected any equipment on a vehicle or bicycle on a highway, and may, if the equipment or any part thereof does not comply with this Act or with the Regulations, require that the driver or operator thereof have, and the driver or operator shall proceed forthwith to have, the equipment made to comply therewith.

Removal of unsafe vehicle on order of peace officer

- 66(1)** Where a vehicle is, in the opinion of a peace officer, in such a condition that it cannot safely be driven on a highway, the peace officer may require the owner or the driver to remove it, or cause it to be removed, from the highway, either under its own power or by being towed or carried or otherwise removed, as the peace officer may direct; and the owner or driver, as the case may be, shall comply with the requisition of the peace officer.

Removal by peace officer of unsafe vehicle

- 66(2)** Where the owner or driver of a vehicle does not, within a reasonable time, comply with the requisition of a peace officer made under subsection (1), the peace officer may cause the vehicle to be removed from the highway and to be taken to, and stored in, a suitable place; and all costs and charges for the removal, care, or storage, of the vehicle shall be a lien thereon and may be enforced in the manner provided in The Garage Keepers Act.

Weighing of vehicles

- 72(1)** A peace officer may at any time stop and weigh, or cause to be weighed, any vehicle or any vehicle and load, on a highway; and, for that purpose, he may require that the vehicle be driven to any scale capable of weighing the vehicle and its load and which is available for use at the time of the demand made by the peace officer.

Peace officer may stop vehicles

- 76.1(1)** A peace officer, in the lawful execution of his or her duties and responsibilities, may require the driver of a vehicle to stop, and the driver of the vehicle, when signalled or requested to stop by a peace officer who is readily identifiable as such, shall immediately come to a safe stop and remain stopped until permitted by the peace officer to depart.

Peace officer's authority - driver information

- 76.1(4)** Without limiting the generality of subsection (1), a peace officer may, at any time when a driver is stopped,
- (b) require the driver to produce his or her licence, and the vehicle's insurance certificate and registration card and any other document respecting the vehicle that the peace officer considers necessary.

Peace officer's authority - passenger information

- 76.1(5)** For the purpose of enforcing any provision of this Act or the Regulations, a peace officer may require a vehicle's passenger to give his or her name, date of birth and address to the officer.

Right to counsel

- 76.1(6) A peace officer is not required to inform a driver or passenger of his or her right to counsel, or to give the driver or passenger the opportunity to consult counsel, before doing anything subsection (4) or (5) authorizes.

Peace officer's authority unaffected

- 76.1(7) Nothing in this section limits or negates a peace officer's authority to request information from a driver or passenger or to make any observations of a driver or passenger that are necessary for the purposes of road safety enforcement.

Direct traffic on a roadway

- 76 (2) Peace officer or firefighter may direct traffic. A peace officer or firefighter may exercise a power set out in subsection (1) when the peace officer or firefighter considers it reasonably necessary.

Enter on Private land

- 124.8 A peace officer may enter on private land for the purpose of enforcing this Act and the Regulations, and while so engaged is not liable for trespass.

Production of proof of insurance

- 226(3) The owner, driver or operator of a vehicle that is being operated on a highway, or who is making, or is required to make, a report under section 155 shall, on request of a peace officer, produce to the peace officer
- (a) a motor vehicle liability insurance card that was issued in respect of, or that relates to, the vehicle; and
 - (b) where the driver holds, or is required to hold, a licence issued under The Drivers and Vehicles Act, a certificate of insurance issued in respect of that licence.

Powers of an inspector and peace officer

- 312.3(1) An inspector or other peace officer may
- (a) enter any place where a regulated vehicle is kept, stored or repaired.
 - (b) inspect any regulated vehicle or its cargo; and
 - (c) order a regulated vehicle out of service if they reasonably believe that the regulated vehicle
 - (i) is unsafe for use on a highway, or

- (ii) does not comply with this Act or the Regulations.

Appendix I: Safety Officer Inspector Appointment (POA)

Pursuant to The Provincial Offences Act (POA)

- 2(1) This Act applies to every case in which a person commits or is suspected of having committed an offence, unless another Act provides otherwise.

Given the above, safety officers may utilize provisions of the POA to enforce The Highway Traffic Act and the Regulations.

As it pertains to safety officers, the POA defines “enforcement officer” as

(c) subject to the Regulations, a person appointed or designated under an Act to enforce that act.

(e) any other person or class of persons designated in the Regulations.

Given the above, safety officers shall be deemed enforcement officers pursuant to the POA for the purpose of enforcing the Act and Regulations.

Appendix J : BMR Customer Account Request Form

| BMR Customer Account Request Form Formulaire de demande de compte client BMR | |
|--|---|
| Account Name / Nom du compte | |
| Registered Business or Trade Name in Full / Nom enregistré d'entreprise | |
| Name2 / Nom2 | |
| Name3 or Attn Information / Nom3 ou attention | |
| Account Information / Information du compte | |
| Business Street address / Adresse d'affaire | |
| City / Ville | |
| Postal code / Code postal | |
| Province | |
| Country / Pays | |
| Telephone | |
| Email / Courriel | |
| Fax (if required / si nécessaire) | |
| Preferred Language / Langue de préférence | |
| Contact Information / Information de contact | |
| Primary Contact / Contact Principal | Contact Name / Nom du contact |
| | Contact Department or Function / Département ou fonction du contact |
| | Telephone |
| | Email / Courriel |
| Alternate Contact (if applicable) / Contact secondaire (si nécessaire) | Contact Name / Nom du contact |
| | Contact Department or Function / Département ou fonction du contact |
| | Telephone |
| | Email / Courriel |
| Billing Details / Détails de facturation | |
| Account statement / État de compte | |
| Tax Exemption (please include Exemption Form if applicable) / Exemption de taxe (svp inclure le formulaire d'exemption si applicable) | |
| Billing Information / Information de facturation | |

Please note our system allows a maximum of **40 characters** for each line - Name2 and Name3 fields can be used if needed / Svp noter que notre système permet un maximum de **40 caractères** par ligne - utiliser les champs Nom2 et Nom3 si nécessaire

