



STRATFORD POLICE SERVICE

BOARD POLICY

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Rescinds: LE-002-2000 Communications and Dispatch

LE-002SPSB Communications and Dispatch

It is the policy of the Stratford Police Service Board (the Board) with respect to communications and dispatch services that:

- a) The Police Service will provide the services of communications centre by using its own members; and
- b) The Chief of Police will:
 - I. Ensure a communication centre that operates 24 hours a day with one or more communication personnel to answer emergency calls for service and that maintains constant two-way voice communication capability with police officers who are on patrol or responding to emergency calls must be used for the purposes of dispatching members of a police service;
 - II. Ensure that 24 hours a day a member of the police service is available to supervise communications and dispatch services;
 - III. Ensure that police officers on patrol have a portable two-way voice communication capability that allows the police officers to be in contact with the communications centre when away from their vehicle or on foot patrol;
 - IV. Establish and maintain written procedures and processes on communications and dispatch services;
 - V. Ensure that members who provide communication and dispatch services meet the requirements of section 15 of *Ontario Regulation 392/23 - Adequate and Effective Policing (General)*;
 - VI. Regularly monitor and evaluate the management and effectiveness of the communications/dispatch centre;

- VII. Establish and maintain a written procedure that sets out when more than one officer will respond to an occurrence or call for service and ensure the Communication Centre are provided with a copy of the procedure; and
- VIII. Ensure that Communicators and those supervising them have successfully completed the prescribed training by the Minister.

"Steve Cousins"

Chair

Approved January 15, 2025

Date