04-08 Vulnerable Person Registry

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Rationale

The Toronto Police Service Vulnerable Person Registry (VPR) allows for an enhanced police response to vulnerable people who may require emergency assistance. The purpose of this Procedure is to provide clear direction on the use and administration of the VPR.

Procedure

The VPR is a voluntary database that allows citizens to provide important information to the Service about vulnerable members of our community, who by nature of an emotional, medical, psychological or other physical condition may exhibit patterns of behaviour that pose an increased risk of danger to themselves or others.

These patterns of behaviour may include:
- a tendency to wander;
- an inability to communicate;
- fascinations or attractions (body of water, construction sites, landmarks, etc.); or
- social responses (fear of strangers, aggressions).

This database allows for an enhanced police response to vulnerable people who may require emergency assistance by ensuring that this vital information is readily available to members reducing the potential that critical information may be overlooked in any emergency response by:
- facilitating a rapid response;
- enhancing problem identification;
- de-escalation of an immediate threat;
- identifying safety issues; and
- providing emergency contact numbers.

The VPR information **may** include:
- name, physical identifiers, and a photograph (if provided);
- caregiver's contact information;
- nature of the vulnerable person's difficulty or special need;
- behaviours that may be exhibited by the vulnerable person;
- phrases or subjects that may help the vulnerable person remain calm;
- triggers that may upset the vulnerable person; and
- destinations they may go, if they are reported missing

The information contained in the VPR shall only be used for the purpose of locating or interacting with the vulnerable person. The information contained in the VPR shall **NOT** be:

- used for court purposes, including a show cause or charge synopsis;
- shared with anyone other than a health care professional;
- released through existing records release processes; or
- used for the purpose of creating a wanted person bulletin.

The Primary Report Intake Management and Entry Unit (PRIME) is a dedicated unit that provides members of the public with telephone and online response to non-emergency and administrative calls for service, as outlined in Procedure 04–42. All VPR entries received by the Service that were submitted from members of the public via the Citizen Online Report Entry (CORE) will be initially received and processed by members of the PRIME.

Police Officer – Division

1. When a member of the public who is a parent, legal guardian, person with power of attorney or similar authority attends a division to request assistance in adding a vulnerable person to the VPR shall
   - ensure the reportee has the required authority over the vulnerable person by determining that the nature of the relationship with the vulnerable person is
     - parent;
     - legal guardian; or
     - power of attorney or similar authority
   - assist with the completion of the VPR entry as required
   - create the required eReport in a timely manner

2. When a member of the public attends a division to request assistance in modifying or deleting a record in the VPR shall
   - ensure the reportee has the required authority to make the change
   - assist with the completion of the supplementary VPR entry as required

Police Officer – PRIME

3. Police officers assigned to PRIME shall
   - review the VPR entry submitted via the CORE when it appears in the CopLogic queue
   - create the required eReport in a timely manner
   - be responsible for the quality of all CORE and VPR eReports submitted and processed by PRIME

Supervisory Officer – PRIME

4. The Supervisory Officer assigned to PRIME shall ensure
   - compliance with Procedure 04–42
   - unless otherwise directed, PRIME members submit their VPR eReports for transcription prior to the completion of their tour of duty
   - VPR eReports submitted by PRIME members are reviewed in a timely manner to ensure compliance with Service Governance and the VPR Protocol

Vulnerable Person Liaison Officer – Division

5. When assigned as the Vulnerable Person Liaison Officer shall
   - review all assigned VPR eReports to ensure that they are complete and accurate

- ensure the reportee has the required authority over the vulnerable person by determining that the nature of the relationship with the vulnerable person is
  - parent;
  - legal guardian; or
  - power of attorney or similar authority
- contact the reportee and arrange a meeting in person within 7 days to
  - review supporting documents, which may include
    - birth certificate;
    - family court documents;
    - power of attorney; or
    - similar documents
  - determine what follow-up is required, on a case by case basis
  - address any issues or concerns, as required
  - provide support and information on community resources that are available

    ➔ *In circumstances where a meeting can not be arranged within 7 days ensure the Detective Sergeant is advised accordingly.*

- if the supporting documents confirm that the reportee has the required authority, complete a supplementary report outlining the details
- contact Records Management Services – Operations (RMS – Ops) and request the removal of the record if
  - the reportee does not provide the required supporting documents within 7 calendar days; or
  - it is determined that the reportee does not have the required authority outlined above
- record all relevant information in the memorandum book in compliance with Procedure 13–17
- scan and attach all notes to the original eReport prior to the completion of the tour of duty
- liaise with the Community Partnership and Engagement Unit (CPEU) – Vulnerable Person Coordinator, as required
- inform local organizations within the division of the existence of the Service VPR

Detective Sergeant – Division

6. The Detective Sergeant shall ensure
   - all VPR eReports are assigned to the Vulnerable Person Liaison Officer
   - the Vulnerable Person Liaison Officer complies with item 5

Unit Commander

7. The Unit Commander shall ensure
   - when in charge of a division, that a Vulnerable Person Liaison Officer is assigned
   - all members under their command successfully complete the required training in accordance with this Procedure

Supervisor – Records Management Services – Operations

8. The Supervisor shall ensure
   - all VPR eReports are reviewed to ensure completeness and accuracy in compliance with Service Governance and the VPR Protocol
   - all VPR eReports that are complete and accurate are approved in a timely manner

➔ *A Special Address System entry is generated for all approved VPR eReports.*

- all VPR eReports that are incomplete or require amendment are returned to the submitting officer for amendment

Vulnerable Person Coordinator – Community Partnerships and Engagement Unit (CPEU)

9. When assigned as the Vulnerable Person Coordinator is responsible for managing the VPR and shall
   - maintain ongoing contact with
     - Autism Ontario,
     - Alzheimer's Society of Canada,
     - Child Find Ontario and
     - MedicAlert
   - liaise with the Ministry of Children and Youth Services
   - review and revise the process as required
   - coordinate training and awareness of the VPR for Service members

Unit Commander – Toronto Police College

10. The Unit Commander – Toronto Police College shall ensure
    - all required training is developed and conducted for members acting in accordance with this procedure and the VPR Protocol established by the Service

Supplementary Information

Governing Authorities

Federal:
- Constitution Act, Part I, Charter of Rights and Freedoms

Provincial:
- Child and Youth Family Services Act
- Human Rights Code
- Mental Health Act
- Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)
- Community Safety and Policing Act (Ontario Regulations)
  - O. Reg. 392/23, Adequate and Effective Policing (General)

Municipal:
- Toronto Municipal Code, Chapter 219, Records, Corporate (Local Boards), Article 1

Other:
- Mental Health Statement of Commitment
- Mental Health & Addictions Strategy

Associated Governance

Toronto Police Service Board:

- Adequacy Standards Compliance Policy
  - Part 5 XL LE-013 Police Response to Persons In Crisis

Toronto Police Service Procedures:

- 04–05 Missing Persons
- 04–42 Non-Emergency Primary Report Intake
- 06–04 Persons In Crisis
- 13–17 Notes and Reports
- 17–08 Use of Special Address System

Forms:

- Citizen Online Report Entry (CORE)
- eReports

Definitions

For the purposes of this Procedure, the following definitions will apply:

Citizen Online Report Entry (CORE) means the Toronto Police Service's online reporting system accessible to the public at torontopolice.on.ca.

eReport means any Service authorized report completed in electronic format including, but not limited to: a record/report completed in a computerized application; a Versadex text template; a Service form; a legislative report or a report required by another agency, completed in the TPS Forms application.

Person in Crisis means a member of the public whose behaviour brings them into contact with emergency services, either because of an apparent need for urgent care within the mental health system, or because they are otherwise experiencing a mental, emotional or substance use crisis involving behaviour that is sufficiently erratic, threatening or dangerous that emergency services are called in order to protect the person or those around them. This includes persons who may require assessment under the *Mental Health Act*.

Primary Report Intake, Management and Entry (PRIME) Unit means the unit which provides telephone and online response to Service–wide non–emergency calls for service.

Vulnerable Person means a person who by nature of an emotional, medical, psychological or other physical condition may exhibit patterns of behaviour that pose an increased risk of danger to themselves or others, who may require assistance from emergency services.

Vulnerable Person Caregiver / Legal Guardian for the purposes of the Vulnerable Person Registry, means any person who is the parent, guardian or has power of attorney over a vulnerable person.

We are dedicated to delivering police services, in partnership with our communities, to keep Toronto the best and safest place to be.

Learn more about our Service **Core Values** and **Competencies** here

DO THE RIGHT THING
SERVICE AT OUR CORE
CONNECT WITH COMPASSION
REFLECT AND GROW