Public Information Index

Waterloo Regional Police Service

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## Waterloo Regional Police Service

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### TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization of the Waterloo Regional Police Service</td>
<td>3</td>
</tr>
<tr>
<td>Responsibilities of the Institution</td>
<td>4</td>
</tr>
<tr>
<td>Head of the Institution</td>
<td>4</td>
</tr>
<tr>
<td>Institution Locations</td>
<td>4</td>
</tr>
<tr>
<td>General Records</td>
<td>5</td>
</tr>
<tr>
<td>Personal Information Banks</td>
<td>6</td>
</tr>
<tr>
<td>Court Packages</td>
<td>6</td>
</tr>
<tr>
<td>Investigative Case Files</td>
<td>6</td>
</tr>
<tr>
<td>Discipline Files</td>
<td>7</td>
</tr>
<tr>
<td>Driver Training Records</td>
<td>7</td>
</tr>
<tr>
<td>Employment Applicant Files</td>
<td>8</td>
</tr>
<tr>
<td>Firearms &amp; Evidence Management</td>
<td>8</td>
</tr>
<tr>
<td>Master Name Index</td>
<td>8</td>
</tr>
<tr>
<td>Motor Vehicle Files</td>
<td>9</td>
</tr>
<tr>
<td>Officer Notebooks</td>
<td>9</td>
</tr>
<tr>
<td>Personnel Files</td>
<td>10</td>
</tr>
<tr>
<td>Public Complaints</td>
<td>10</td>
</tr>
<tr>
<td>Records Management</td>
<td>11</td>
</tr>
<tr>
<td>Return to Work Memorandums and Records</td>
<td>11</td>
</tr>
<tr>
<td>Risk Management and Litigation</td>
<td>12</td>
</tr>
<tr>
<td>Use of Force Qualification Records</td>
<td>12</td>
</tr>
<tr>
<td>Use of Force Weapon Inventory</td>
<td>12</td>
</tr>
</tbody>
</table>
Responsibilities of the Institution

At the Waterloo Regional Police Service, we believe strongly in community policing and are committed to making a difference in the many diverse and vibrant neighbourhoods of Waterloo Region. We are the seventh largest police service in the province of Ontario and under the governance of the Police Services Board and the leadership of the Chief of Police. Waterloo Regional Police serve the municipalities of Kitchener, Waterloo and Cambridge and the Townships of Wellesley, Wilmot, Woolwich and North Dumfries.

The Waterloo Regional Police Service is committed to strengthening public safety and quality of life by working in partnership with the community in crime prevention, law enforcement, and providing assistance to all those who need our help.

Officers provide operational police service to the community consisting of frontline patrol, detectives, school resource, and special response. Officers undergo ongoing training - both mandated and developmental - in order to keep their knowledge and skills up to date. We provide professional service to the community and our members offer specialized skills and expertise. Civilian members are hired to work in areas such as; Communications, Records, Court Services, Information Technology, Human Resources and Forensic Identification.

Head of the Institution

Chair of the Board, Waterloo Regional Police Services Board
P.O. Box 3070
200 Maple Grove Road
Cambridge, Ontario
Telephone: (519-570-9777)

Institution Locations

<table>
<thead>
<tr>
<th>Headquarters</th>
<th>Central Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>200 Maple Grove Road</td>
<td>134 Frederick Street</td>
</tr>
<tr>
<td>Cambridge, Ontario</td>
<td>Kitchener, Ontario</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>North Division</th>
<th>North Rural Division</th>
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<tbody>
<tr>
<td>45 Columbia Street East</td>
<td>13 Industrial Drive</td>
</tr>
<tr>
<td>Waterloo, Ontario</td>
<td>Elmira, Ontario</td>
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</tbody>
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<table>
<thead>
<tr>
<th>South Division</th>
<th>South Rural Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>176 Hespeler Road</td>
<td>34 Peel Street</td>
</tr>
<tr>
<td>Cambridge, Ontario</td>
<td>New Hamburg, Ontario</td>
</tr>
</tbody>
</table>
General Records

A general record is information that is not considered a personal information bank or publicly available record and may include but is not limited to:

- Administrative records
- Agreements/Contracts
- Correspondence and statistics relating to police pursuits
- Crime prevention and neighbourhood watch methods
- Emergency Services/Plans
- Enforcement of Federal / Provincial Statutes & Municipal By-Laws
- Equipment / Building Studies & Requirements
- Finance records
- Firearms
- Fleet Management
- General correspondence, news releases, audio/visual, film packages, annual reports
- Police Week Programs
- Property Management
- Public Awareness Programs
- Public Relations Programs
- Statistics
- Statutes & Municipal By-Laws
- Training Programs
Personal Information Banks

A personal information bank is information held by the Waterloo Regional Police Service (WRPS) relating to individuals including employees and prospective employees, individuals subject to regulatory authority and/or associated with law enforcement investigations, and individuals having contact with the Service.

Court Packages

Location: Court Services, Divisions, Digital
Types of Information Maintained: Criminal history and background information, names and contact information for Defendant(s) and all other involved parties, release documents, recordings, memos, arrest reports, charge information, and all supporting documentation held by police regarding the Defendant(s)
Uses: Provided to Crown Attorney/Prosecutor to aid in conviction of Defendant(s)
Internal Access By: WRPS Court Services members, Officers, Administrative Support at all Divisions
Category of Individuals in Bank: All involved parties, Officers
Retention and Disposal: Based on severity of occurrence to a maximum of 75 years

Investigative Case Files

Location: Divisions, Investigative Services, Headquarters, Digital
Legal Authority: Police Services Act, R.S.O. 1990
Types of Information Maintained: Information relating to any persons, suspects, arrested or wanted parties currently under investigation by WRPS members
Uses: Collect data and evidence to lay charges against an offender for the prosecutor
Internal Access By: WRPS members assigned to complete investigation
Category of Individuals in Bank: All parties related to the investigation including suspects, arrested or wanted parties, witnesses, complainants, etc.
Retention and Disposal: Based on severity of occurrence to a maximum of 75 years
**Discipline Files**

**Location:** Professional Standards Branch, Digital  
**Legal Authority:** Police Services Act, R.S.O. 1990  
**Types of Information Maintained:** Written records and recordings relating to investigation of member  
**Uses:** Create a record of the investigation and determine disciplinary action where necessary  
**Internal Access By:** Professional Standards  
**Category of Individuals in Bank:** WRPS members under investigation, witnesses  
**Retention and Disposal:** Per Police Services Act, Collective Agreement and Complaints/Civilian Discipline Policy

**Driver Training Records**

**Location:** Training and Education Unit  
**Authority:** Police Services Act, R.S.O. 1990, Municipal Freedom of Information and Protection of Privacy Act, 1989  
**Types of Information Maintained:** Information relating to driving ability of service personnel  
**Uses:** To record the results of driver training and/or evaluations, statistical analysis to identify trends for development of training and education as well as reporting to the Police Services Board, record required additional training needs of individual Officers to track progress and/or the need for ongoing/additional training, risk management – reduce/prevent risk through analysis of statistics/trends  
**Internal Access By:** Police Vehicle Operations Coordinator, Officer in Charge of the Training and Education Unit, Divisional Commander(s), direct supervisor(s), Deputy Chief of Operations  
**Categories of Individuals in Bank:** WRPS members who have received training and/or evaluations in the operation of service motor vehicles  
**Retention & Disposal:** Duration of employment


**Employment Applicant Files**

**Location:** Human Resources, Digital  
**Legal Authority:** Police Services Act, R.S.O. 1990  
**Types of Information Maintained:** Name, date of birth, contact information, resume, application, address history, references, security background check information, interview notes, progress records through hiring process  
**Uses:** Track and record information pertaining to potential and successful hires, monitor return applicants  
**Internal Access By:** Human Resources members  
**Category of Individuals in Bank:** All individuals applying for employment with WRPS  
**Retention and Disposal:** Once hired, indefinite. Unsuccessful applications are kept for six months

**Firearms & Evidence Management**

**Location:** Divisions, Headquarters, Digital  
**Legal Authority:** Police Services Act, R.S.O. 1990, Criminal Code of Canada, R.S.C. 1991  
**Types of Information Maintained:** Seized property, evidentiary items, documentation relating to storage and maintenance of all items  
**Uses:** Track and monitor location of all property recovered by WRPS  
**Internal Access By:** Evidence Management/Materials Management members, Officers  
**Category of Individuals in Bank:** Owners of seized property  
**Retention and Disposal:** Based on severity of occurrence to a maximum of 75 years

**Master Name Index**

**Location:** Information Technology, Digital  
**Legal Authority:** Police Services Act, R.S.O. 1990  
**Types of Information Maintained:** Name, date of birth, address, identified gender, race, identification numbers and reports on all individuals involved with WRPS  
**Uses:** For reference and query purposes to categorize members of the public when they require assistance  
**Internal Access By:** All members of WRPS  
**Category of Individuals in Bank:** Any individual that has contacted WRPS  
**Retention and Disposal:** Records updated or modified as required
Motor Vehicle Files

**Location:** Police Reporting Centre, Offsite Storage, Digital  
**Legal Authority:** Police Services Act, R.S.O. 1990, Highway Traffic Act, R.S.O. 1990  
**Types of Information Maintained:** Involved individuals information including witness, passenger and pedestrian data for collisions. Motor vehicle purchases, maintenance, damages and repairs sourced by WRPS. Automated Licence Place Recognition vehicle and software  
**Uses:** Gather driver information for investigation into collision. Track and maintain data on all vehicles owned by WRPS. Digitally identify subject drivers to increase response time and community safety  
**Internal Access By:** Collision Report Specialist, Records/Access to Information Branch members, Officers  
**Category of Individuals in Bank:** Individuals investigated by police, WRPS members  
**Retention and Disposal:** Current + 6 years

Officer Notebooks

**Location:** Divisions, Offsite Storage, Digital  
**Legal Authority:** Police Services Act, R.S.O. 1990  
**Types of Information Maintained:** Handwritten data completed by Officers while on duty with information pertaining to daily calls and responsibilities including name and contact information for all involved parties.  
**Uses:** Reference past work days to create reports, attend court, and account for time spent while on duty  
**Internal Access By:** WRPS members  
**Category of Individuals in Bank:** Individuals in contact with WRPS  
**Retention and Disposal:** Duration of employment, after termination of employment + 75 years
Personnel Files

Location: Human Resources
Legal Authority: Police Services Act, R.S.O. 1990
Types of Information Maintained: Name, address, telephone number, education certificates, evaluations, oath of secrecy, grievances, long-term leave documentation, licences/credentials, promotional considerations, medical notes, benefits data, physical fitness test results, emergency contacts
Uses: Maintain up to date records regarding member progress through the service
Internal Access By: Human Resources members
Category of Individuals in Bank: All WRPS members
Retention and Disposal: Service duration + 10 years

Public Complaints

Location: Professional Standards Branch, Digital
Legal Authority: Police Services Act, R.S.O. 1990
Types of Information Maintained: Personal information relating to complaints against the police internally or externally, including statements, recordings, forms, and court documents
Uses: To assist in the investigation of complaints against WRPS or Officers. To assist the Office of the Independent Police Review Director with investigations. To assist prosecution or defence as required
Internal Access By: WRPS Professional Standards members, Waterloo Regional Police Services Board
Category of Individuals in Bank: Complainants, witnesses, WRPS members
Retention and Disposal: 7 years after completion of investigation
Records Management

Location: Records/Access to Information Branch, Digital
Types of Information Maintained: Alarm files, warrants, court dockets, historic criminal files, access to information requests, peace bonds, restraining orders, firearms prohibitions, release documents
Uses: Original documents entered into master name index database, produce original documents for court purposes, maintain keyholder information for response to alarm calls
Internal Access By: Records/Access to Information Branch members, Officers
Category of Individuals in Bank: Individuals investigated by the WRPS, individuals requiring alarm services and individuals requesting police records
Categories of Individuals in Bank: Any individuals involved in WRPS occurrence
Retention and Disposal: Criminal files vary by statute, access to information requests are current + 2 years, alarm information is maintain while the record is valid. Records updated, sealed, made inaccessible or destroyed as required.

Return to Work Memorandums and Records

Location: Training and Education Unit, Digital
Authority: Police Services Act, R.S.O. 1990. and R.R.O. 1990, Regulation 926
Types of Information Maintained: Records of Use of Force training and requalification
Uses: To ensure that Officers remain qualified to carry their Use of Force options
Categories of Users: Administrative and Training staff
Categories of Individuals in Bank: All WRPS police Officers, Special Constables and Auxiliary volunteers required to use force in the course of their duties
Retention and Disposal: Duration of service
**Risk Management and Litigation**

**Location:** Legal Services Branch, Digital  
**Legal Authority:** Police Services Act, R.S.O. 1990  
**Types of Information Maintained:** Information regarding individuals involved in civil actions including all court documents and correspondence  
**Uses:** Required to prosecute or defend all civil and criminal matters commenced against WRPS  
**Internal Access By:** Legal Services Branch members, Office of the Chief of Police  
**Category of Individuals in Bank:** All individuals including WRPS members  
**Retention and Disposal:** Current + 6 years

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**Use of Force Qualification Records**

**Location:** Training and Education Unit  
**Authority:** Police Services Act, RSO 1990. and R.R.O. 1990, Regulation 926 Equipment and Use of Force  
**Types of Information Maintained:** Annual Use of Force qualification records  
**Uses:** To ensure that Officers remain qualified to carry their Use of Force options  
**Categories of Users:** Administrative and Training staff  
**Categories of Individuals in Bank:** All WRPS police Officers, Special Constables, Auxiliary volunteers required to use force in the course of their duties  
**Retention and Disposal:** Duration of service

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**Use of Force Weapon Inventory**

**Location:** Training and Education Unit  
**Authority:** Police Services Act, R.S.O.  
**Types of Information Maintained:** This database documents and tracks all weapons in possession of the WRPS, specifically who they are issued to, their location and maintenance records  
**Uses:** To maintain and accurately track all legislated weapons issued by the service (inventory control) and to ensure they are being maintained to the manufacturers guidelines  
**Categories of Users:** Training and Education Unit members  
**Categories of Individuals in Bank:** All WRPS police Officers, Special Constables, Auxiliary volunteers required to use force in the course of their duties  
**Retention and Disposal:** Duration of service