




**THE CORPORATION OF THE TOWN OF LASALLE
POLICE SERVICES BOARD**

POLICY NAME: LE-002LPSB Communications and Dispatch	DATE APPROVED: January 1, 2001
REVISION DATES: December 2, 2003 March 17, 2025	REVIEW DATE:
RESCINDS: 202 Communications & Dispatch	EXPIRES: Indefinite

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

- a) The police service will provide the services of a communications centre to operate 24 hours a day with one or more communications operators/dispatchers to answer emergency calls for service, and maintain constant two-way voice communication capability with police officers who are on patrol or responding to emergency calls; 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 a police service is available to supervise police 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 the *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 written procedures on communications and dispatch services;
- VIII. 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;
- IX. Ensure that occurrences involving 911 calls for emergency or occurrences of an emergency nature shall be attended by a minimum of two officers. Supervisors shall be immediately notified by Central Communication Centre of occurrences involving 911 calls for emergency or call of an emergent nature and Supervisors shall ensure a minimum of two officers attend; and
- X. Ensure that Communicators and those supervising them have successfully completed the prescribed training by the Minister.



Chair

March 17, 2025

Date