



Kingston Police

Public Agenda Information Report

To: Kingston Police Service Board
From: Scott Fraser, Chief of Police
Subject: Notifications Procedure Report
Date: September 17, 2025

Recommendation:

That the Notifications Procedure Report, Report Number 25-64 is for information only.

Background:

At the June meeting of the Kingston Police Service Board a motion was passed:

Moved by Gregory Ridge, seconded by Bryan Paterson

Whereas the Kingston Police Service Board is committed to ensuring that the Kingston Police provide timely, compassionate, and transparent communication to family members and loved ones following any incident resulting in serious injury or death; and

Whereas such communications are critical to maintaining public trust, upholding community safety and well-being, and complying with the principles of procedural fairness, dignity, and respect for affected persons; and

Whereas the Community Safety and Policing Act, 2019 and related regulations emphasize community-oriented policing, professional conduct, and accountability;

Therefore Be It Resolved That the Kingston Police Service Board direct the Chief of Police to undertake a review of the current policies, procedures, and operational orders related to communication with loved ones, victims, and next of kin in incidents that result in serious injury or death, including but not limited to:

1. Notification protocols, including roles and responsibilities for delivering such communications;
2. Timeliness and methods of communication with affected individuals;
3. Coordination with other emergency services or partner agencies in delivering information;
4. Support services and resources provided or made available to loved ones, victims and next of kin;
5. Training provided to members of the service on trauma-informed and culturally appropriate communication practices;
6. Identification of any gaps, risks, or opportunities for improvement in existing protocols;
7. Relevant best practices from other jurisdictions and recommendations from oversight bodies such as the Office of the Inspectorate General of Policing or the Special Investigations Unit, as appropriate.

Be It Further Resolved That the Chief of Police report back to the Board with findings and any recommended policy amendments, operational improvements, or additional training initiatives no later than three (3) months from the date of this motion

Overview

A review of our procedures and processes has been completed, and the following has been identified:

- A review of comparator sized departments was undertaken with regard to procedures involving communications with loved ones, victims, and next of kin in incidents involving serious injury and death. It was found that procedures aligned from service to service;
- A review of the Inspectorate of Policing website and resource section identifies that Board policies guide the Chiefs procedures. As discussed, we will continue to update procedures as the Board updates Policies;
- The Canadian Framework for Trauma Informed response by Police has also been reviewed and consideration given towards an increase in training to staff;
- The Special Investigations Unit website was consulted but did not yield any new material for consideration within this report;
- A partnering agency was consulted and offered to assist in reviewing procedures related to this report. This process is frequently done for many different procedures; and

- Legislative changes, Coroners Inquests, and best practices are considered by staff when assessing relevant practices.

A review of the Kingston Police procedures found the procedures compliant with legislation. Further, procedures addressed communications with loved ones, victims, and next of kin in incidents involving serious injury or death. It should be noted that many procedures are allied to one another, therefore duplication is minimal. One procedure may direct a member to several other procedures. This is done intentionally to ensure procedures are manageable.

Kingston Police sworn members take part in annual training as regulated and legislated. Members have undertaken Trauma Informed training, and this training was based on the Canadian Framework for Trauma Informed Response in Policing.

In 2024, all sworn members received Active Bystandership in Law Enforcement (ABLE) training. A component of this training covered the trauma stewardship approach to employee wellness which is also outlined in the Canadian Framework for Trauma Informed Response in Policing.

The Kingston Police introduced Trauma Informed training several years ago and a recent example would include Intimate Partner Violence incidents. It is highlighted at all training how the trauma informed approach can be introduced into daily policing. Police agencies should ensure that trauma informed delivery in all areas of the service be considered, and training provided as required. It must be consistent and sustainable to overcome resistance. This is something we need to get right all the time!

Opportunities for Improvement

There were several areas identified which would improve the manner in which the Kingston Police respond to matters involving death notifications. These areas include:

- Staffing
- Training
- Quality Assurance

Conclusion

Notifying next of kin regarding the death or serious injury of a family member or friend is not an easy task. This requires experience. There can be no script for notifications as it is a human interaction and not robotic. If we can provide training and ensure our procedures remain up to date, we can ensure we provide a consistent response (compassion and empathy) in every interaction which involves serious injury or death.

Contact:

Scott Fraser, Chief of Police

613-549-4660 ext. 2213