

TABLE OF CONTENTS

	<u>Page</u>
REPORT RESPECTING THE DEATH OF DOREEN LECLAIR & CORRINE MCKEOWN	3 - 8
• Mandate	3
• The Fatality Inquiries Act	3-4
• Introduction to Communication Centre	4-5
• Summary of Inquest	5-6
• Recommendation	7
• Reports Filed in Evidence	8
JOB DESCRIPTIONS	9-15
• Inspector	9-10
• Management Team	10-15
• Manager	10-11
• Staffing & Procedures Co-ordinator	11-12
• Training Co-ordinator	12
• Senior Police Communications Operator	12
• Police Communications Operator	12-14
• Dispatcher	15
• Recommendation	15
THE “MANAGEMENT TEAM”	16-19
• Recommendations	19
DUTY INSPECTOR	20-24
• Training	22-24
• Recommendation	24
STAFFING IN THE COMMUNICATION CENTRE	25-34
• Staffing levels	25-27
• 911 Position	27-28
• Casual Call Takers	28
• “Wish List”	28
• Third Dispatcher	29
• SPCO	29-32
• Duty Inspector	33
• Conclusion	33-34
• Recommendations	34

		<u>Page</u>
TRAINING		35-52
• Initial training	35-39	
• Recommendations	40	
• Ongoing training	40-42	
• Need for ongoing standardized training	40-42	
• Training outside the Communication Centre	42	
• Communication Centre training: 1996-2000	42-43	
• Part-time or casual staff	44-45	
• Training needs assessment	45-46	
• Employee responsibility	46-48	
• Conflict resolution	49-50	
• Training in the law	50-51	
• Recommendations	51-52	
COMMUNICATION		53-62
• Manuals, memos, PARCS mail	53-55	
• The memo binder	55-57	
• Domestic violence	55-57	
• Communication by the “management team”	57	
• Staff perception	57	
• Within the “management team”	57-59	
• Improvement team	59-60	
• Shift briefings	61	
• Recommendations	61-62	
WORKPLACE AND EXTERNAL INFLUENCES		63-94
• Other Communication Centre staff	63-78	
• A Side/B Side	63-78	
• Junior:Senior	78-81	
• The Responsibility of Individual Staff Members	81-83	
• Recommendation	83-84	
• Morale	85-89	
• Recommendations	89-90	
• External Influences	91-92	
• Within the Winnipeg Police Service	91-92	
• Recommendations	92	
• The Public	93-94	
• Recommendations	94	

		<u>Page</u>
POLICE RESPONSE		95-106
• 1992-1999	95	
• Exhibit 25	95	
• February 15-16, 2000		95-98
• Cross-Divisional Dispatching		98-101
• Resources		101-105
• Recommendations		106
 POLICY AND PROCEDURE: DOMESTIC VIOLENCE		 107-112
• All domestic calls priority 1		110-111
• Breach of Court Order		111-112
• Recommendations		112
 CALL TYPES		 113-124
• OSTAT		113-118
• Recommendations	118	
• Domestic		118-124
• Recommendations	124	
 PRIORITY 2P		 125-126
• Recommendations		126
 FAMILY VIOLENCE POLICY		 127-133
• Introduction		127
• Exhibit 45: Winnipeg Police Service Family Violence Policy		127-131
• Zero Tolerance Policy		131
• Domestic Violence Coordinator		132
• Recommendations		133
 TECHNOLOGY		 134-140
• Equipment		134-137
• Recommendations	137	
• PINS (Prohibition Information Name Search) and CPIC (Canadian Police Information Centre)		138-139
• Recommendations	140	
 SCHEDULE A: Exhibits and Sealing Order		 141-148

		<u>Page</u>
SCHEDULE B:	Proceedings	149-151
SCHEDULE C:	Glossary	152-154
SCHEDULE D:	Summary of Recommendations	155-163
SCHEDULE E:	Acknowledgements	164