



St. Thomas Police Service

BOARD POLICY

Subject:	Communications and Dispatch
Policy Number:	LE – 002
Effective Date:	April 1, 2024
Reviewed:	April 22, 2026
Authorized:	Police Services Board

AUTHORITY/LEGISLATIVE REFERENCE

- *Community Safety and Policing Act, 2019 S.O. 2019, c. 1, Sched. 1*
- *Ontario Regulation 392/23 – Adequate and Effective Policing (General)*

POLICY STATEMENT

The St. Thomas Police Services Board (the “Board”) acknowledges the vital role that effective communications and dispatch play in policing. This policy ensures that all communications and dispatch matters are managed professionally and comprehensively, following the procedures set forth by the Chief of Police (the “Chief”) as directed in this policy.

POLICY APPLICATION

1. It is the policy of the Board with respect to communications and dispatch services that the Chief shall:
 - a. ensure that 24-hours a day a member of the police service is available to supervise the St. Thomas Police communications and dispatch centre;
 - b. ensure that police officers on patrol have a portable two-way voice communication capability that allows officers to maintain contact with the communications and dispatch centre when away from their vehicle or on foot patrol;
 - c. establish procedures and processes governing communications and dispatch services, including ensuring that persons providing these services meet the requirements of Ontario Regulation 392/23 – Adequate and Effective Policing (General); and
 - d. regularly monitor and evaluate the management and effectiveness of the communications and dispatch centre.