



Compassion Honesty Professionalism Integrity Respect Accountability
Compassion Honnêteté Professionnalisme Intégrité Respect Responsabilité

Chair Lindell Smith
Board of Police Commissioners

Insp. Jeremie Landry
Acting OIC Management & Admin Services
Halifax District
711 Old Sackville Road,
Lower Sackville, Nova Scotia
B4C 3H6

June 17, 2022

Dear Chair Smith,

RE: Communications Matrix - Royal Canadian Mounted Police - "H" Division

The attached Communications Matrix serves as a guide for use by communications units in RCMP divisions when communicating in relation to instances where the actions of an RCMP member(s) may violate policy or conduct, or are deemed outstanding. When determining when, how and what to communicate, the circumstances of the incident, the available and verified information, transparency and accountability, and the matrix are taken into account, in addition to federal legislation, namely the Privacy Act.

Despite its full title, the Communications Policy Matrix is not RCMP policy. Kind regards,

- Original Signed -

Insp. Jeremie Landry
acting OIC Management and Admin Services
Halifax District RCMP

RCMP National Communications Policy Matrix

Incident	Method	Internal Notifications	External Comms	Spokesperson	Comments
On duty - integrity issue (eg. theft, drugs)	Proactive press conference *Immediately after charge approved	<ul style="list-style-type: none"> Notify Div Comms Notify District Mgt Notify implicated employee & SRR Notify RCMP unit/det employees Notify stakeholders (eg. Mayor) 	<ul style="list-style-type: none"> Press Conference Release details of allegations - name member ***Release duty status Provide proactive updates if more charges approved Provide reactive updates on suspension/code details If dismissed, announced proactively 	C/Supt level (or acting) who has the implicated employee under his/her command. In exceptional circumstances, officer level Detachment Commander, may be delegated with CO approval.	Demonstrate transparency and accountability. Provide context, perspective and process information. *Note that after the initial release it is up to the media to follow up with Crown and the Courts. We do not issue updates unless a commitment was made to do so. eg high profile incidents.
On duty - not integrity issue (not 54.1)	Proactive press release *Immediately after charge approved	<ul style="list-style-type: none"> Notify Div Comms Notify District Mgt Notify implicated employee & SRR Notify RCMP unit/det employees Notify stakeholders (eg. Mayor) 	<ul style="list-style-type: none"> Release details of allegations - name member ***Release duty status Provide reactive updates on suspension details 	Officer level in unit/det or higher rank.	Demonstrate transparency and accountability. Provide context and perspective and process information. *Note that after the initial release it is up to the media to follow up with Crown and the Courts. We do not issue updates unless a commitment was made to do so. eg high profile incidents.
On duty (54.1) - referred to independent investigation	Proactive press release naming investigating agency	<ul style="list-style-type: none"> Notify Div Comms Notify implicated employee & SRR Notify RCMP unit/det employees Notify stakeholders (eg. Mayor) 	<ul style="list-style-type: none"> Release name of investigating agency ***Release duty status of member(s) 	TBD (in consultation with Div comms). After the initial release it is up to the media to follow up with the investigating agency who will issue any updates	Demonstrate transparency and full cooperation with investigating agency Provide detail in initial release, however, only non- contestable points.
Off duty - could impact duties (eg. impaired)	Proactive press release *Immediately after charge approved	<ul style="list-style-type: none"> Notify Div Comms Notify implicated employee & SRR Notify RCMP unit/det employees 	<ul style="list-style-type: none"> Release details of allegations - name member ***Release duty status 	Officer level in unit/det or Div Comms	Demonstrate transparency and accountability. Provide context and perspective. *Note that after the initial release it is up to the media to follow up with Crown and the Courts. We

* If there is reason to believe that the incident is one which will be in the media before charges are approved, we must proactively release the information without naming the member but commit to name as soon as information is sworn.

** When offence involves a Municipal police officer in an RCMP jurisdiction, we must notify their Department. Public disclosure rests with them regardless of whether our guidelines mandate it for our RCMP members.

*** [Prior to releasing duty status, National Communication Services will notify the Privacy Commissioner, via ATIP, of the impending release.](#)

Incident	Method	Internal Notifications	External Comms	Spokesperson	Comments
		<ul style="list-style-type: none"> Notify stakeholders (eg. Mayor) 	<ul style="list-style-type: none"> Provide reactive updates on duty status changes 		do not issue updates unless a commitment was made to do so. eg high profile incidents
Off duty (further victimization could occur)** (eg. domestic)	Reactive lines	<ul style="list-style-type: none"> Notify Div Comms Notify implicated member Advise SRR 	<ul style="list-style-type: none"> Direct them to court 	Officer level in unit/det Or Div Comms	Articulate why it is inappropriate for us to speak (ie. Privacy Act and further victimization, publication ban, etc).
Public Complaint	Reactive lines	<ul style="list-style-type: none"> Notify Div Comms 	<ul style="list-style-type: none"> Confirm public complaint received - do not name member Provide status of complaint and when LoD has been sent. Subject to Privacy Act. 	Div Comms	If CPC is involved direct media to to CPC.
Code of Conduct	Reactive lines	<ul style="list-style-type: none"> Notify Div Comms Notify SRR if member is named publicly 	<p>Informal - "Privacy Act prohibits discussing this, however, I can tell you that any member who..."</p> <p>Formal - Advise hearing date/location and sanction</p> <ul style="list-style-type: none"> ***Advise Duty Status Reactively update if SWOP commences: "...can confirm that Cst X is suspended without pay." "Gun and Badge" 	TBD in consultation with Div Comms. Generally, line officer responsible for member.	Where possible, direct media to publicly available process information on RCMP website.
Civil Suit	Reactive lines	<ul style="list-style-type: none"> Notify Div Comms Notify SRR if member is named publicly 	<ul style="list-style-type: none"> Reactive - direct them to court. If applicable, direct them to Statement of Defense. Consider: "...we're aware and we look forward to all parties testifying under oath and before a judge." 	Div Comms	Discuss with Legal. Provide some detail, however, only non-contestable points.
Misc. Anticipated Negative Media Coverage	To be determined	<ul style="list-style-type: none"> Notify Div Comms immediately to develop strategy 	<ul style="list-style-type: none"> To be determined in consultation with Div Comms 	To be determined	Strategy must demonstrate transparency and accountability. Consider Proactive approach to mitigate.

RCMP National Communications Policy Matrix

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Acts of bravery, high community involvement, outstanding investigation, etc.	Proactive	<ul style="list-style-type: none"> Notify Div Comms Consider internal message of recognition 	<ul style="list-style-type: none"> Media availability Use of third parties, props, photos, access to members, victims, etc. 	To be determined	Showcase members' actions to widest audience possible <ul style="list-style-type: none"> media, social media, internal message, etc.

* If there is reason to believe that the incident is one which will be in the media before charges are approved, we must proactively release the information without naming the member but commit to name as soon as information is sworn.

** When offence involves a Municipal police officer in an RCMP jurisdiction, we must notify their Department. Public disclosure rests with them regardless of whether our guidelines mandate it for our RCMP members.

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