

Report to Council

Report Title: Significant Delays in OPP Record Checks

Prepared By: Sonya Watson, CAO and Julie Farrell, Human Resources Generalist

Department: Human Resources

Date: July 15, 2025

Report Number: HR2025-02 **File Number:** C11HR

Attachments: Ontario Provincial Police – West Region Post
Town of Essex Resolution- Response to Criminal Record Check Processing Times

Recommendation:

That the Council of the Municipality of Brockton hereby receives Report HR2025-02 – Significant Delays in OPP Record Checks, prepared by Sonya Watson, Chief Administrative Officer and Julie Farrell, Human Resources Generalist and further supports the following motion:

Whereas residents of the Municipality of Brockton have had significant delays in receiving Ontario Provincial Police (OPP) criminal record checks;

And whereas these delays have led to the loss or delay in employment offers, and impacted volunteer opportunities;

And whereas the Council of the Municipality of Brockton is increasingly concerned about the negative impact on the community, particularly on youth, seniors, and non-profit organizations;

Now therefore be it resolved that the Corporation of the Municipality of Brockton formally request that:

- The OPP review the prioritization and response times of the criminal record check application process; and
- That the OPP take immediate steps to resolve processing delays and improve service delivery timelines in response to citizen and Council concerns;

And further that this resolution be forwarded to OPP Commissioner Thomas Carrique, South Bruce OPP Detachment Board, MPP Lisa Thompson, and Premier Doug Ford for their review and support.

Report:

Background:

Until recently, police record checks in OPP-policed communities were conducted locally through detachments. However, as of June 13, 2022, the Ontario Provincial Police transitioned to a centralized, online system for processing all record check requests. This change was intended to streamline the process and improve

efficiency. Applications and payments are submitted electronically, with results delivered through a secure online portal. While the system offers convenience, it has also created challenges.

Police record checks are required for a variety of purposes including employment, adoption, international travel, volunteer work, citizenship, name change, student placement or to obtain a record suspension (formerly pardon).

Analysis:

The Municipality of Brockton requires various record checks as part of the employment process and ensuring safe services are provided to the community. The Ontario Provincial Police – West Region recently posted that the online record checks are currently experiencing significant delays and that processing times may take up to three months to complete.

These delays have had an impact on:

- Child Care employment
- Summer student and seasonal job placements
- Volunteer roles within schools, senior programs, and local organizations

The shift to a centralized record check system by the OPP has, while intended to streamline processing, led to unforeseen backlogs that are now affecting citizens across Ontario, including Brockton residents and potential employees of the Municipality of Brockton. Essex Township (including the nearby communities of Lakeshore and Tecumseh under the Essex County OPP Detachment Board–North) has publicly expressed concern about prolonged delays in OPP criminal record checks. The inability to obtain a timely record check has resulted in:

- Lost job opportunities or delays in hiring, especially for child care, long term care, students and entry-level applicants
- Withdrawal or delay of volunteer offers for community programs due to pending clearances

This has a tangible and negative impact on individual livelihoods, organizational operations, and community engagement. Further, it disproportionately affects those seeking to contribute positively to the community, especially youth and vulnerable populations.

The backlog in processing police record checks has significantly impacted the Municipality's ability to hire critical staff at the Brockton Child Care Centre. Record checks are a legal requirement for ministry licencing for individuals working with vulnerable populations, including young children, and delays of up to three months have made it difficult to bring new staff on board in a timely manner. This has led to staffing shortages, reduced capacity, and increased strain on existing employees. In some cases, qualified candidates have been unable to start work due to the extended wait times, directly affecting the Municipality's ability to meet service demands and maintain appropriate staff-to-child ratios required under provincial regulations.

New employees who live outside of the OPP detachment area are obtaining their record checks by their local police station and are not experiencing the same delays.

Given the detrimental community impact, we are recommending that Council advocate directly for improved service levels and prioritization strategies at the provincial level.

The Municipality of Brockton supports a safe and efficient background check process, however, the current backlog has created barriers to employment, and volunteerism for our residents. Council's request for a

review and improvement of processing timelines reflects our commitment to serving residents effectively and removing unnecessary obstacles to their opportunities.

Strategic Action Plan Checklist:

What aspect of the Brockton Strategic Action Plan does the content/recommendations in this report help advance?

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| • Recommendations help move the Municipality closer to its Vision | N/A |
| • Recommendations contribute to achieving Heritage, Culture, and Community | N/A |
| • Recommendations contribute to achieving Quality of Life | Yes |
| • Recommendations contribute to achieving Land Use Planning and the Natural Environment | N/A |
| • Recommendations contribute to achieving Economic Development | N/A |
| • Recommendations contribute to achieving Municipal Governance | N/A |

Financial Impacts/Source of Funding:

- Do the recommendations represent a sound financial investment from a sustainability perspective? Yes

There is no financial impact to the municipality

Reviewed By:



Trish Serratore, Chief Financial Officer

Respectfully Submitted by:



Sonya Watson, Chief Administrative Officer



Julie Farrell, Human Resources Generalist