



### ***Internal Messaging – Next Generation-911 (NG-911)***

Much like technology, the ways and means in which people communicate continues to evolve. It is therefore imperative – and legally required – that first responders keep up to date with new technologies that meet the public's expectations on accessible, barrier-free ways to engage our 9-1-1 system that move beyond voice services and will include Voice over Internet Protocol (VoIP) and text messaging.

Transitioning from the traditional 9-1-1 voice services to Next Generation-911 (NG-911) is complex and will impact every emergency service in the Province of Ontario. It is in this vein that on June 18, 2019, representatives from the following organizations met to form the Next Generation-911 Interagency Advisory Panel (NG-911 IAP):

- Association of Municipalities of Ontario (AMO)
- Ontario Association of Chiefs of Police (OACP)
- Ontario Association of Fire Chiefs (OAFCE)
- Ontario Association of Paramedic Chiefs (OAPC)
- Ontario Association of Police Services Board (OAPSB), including the Toronto Police Services Board

The purpose of the NG-911 IAP is to provide expert analysis, advice and recommendations to the Government of Ontario, which has formed the "Inter-Ministerial Task Force on 9-1-1 Emergency Response". The IAP will give advice concerning the Canadian Radio-Television and Telecommunications Commission's mandated NG-911 services. NG-911 IAP will focus its work on issues concerning the structure, delivery and funding of NG-911 to ensure that the Ontario Government is fully informed about the needs of all emergency service providers as the Government makes policy decisions with respect to NG-911 and its implementation. NG-911 IAP has met and drafted the attached Terms of Reference, which were provided to the Ministry of the Solicitor General. Already, the Ministry has advised that it looks forward to the NG-911 IAP's involvement and will be involving the NG-911 IAP in government discussions on the subject.

NG-911 IAP will confine its work to the areas directly related to NG-911 and its implementation, fully cognizant of the upcoming key implementation dates. The NG-911 IAP is consulting with our respective organizations, and will be starting the process of drafting recommendations to the "Inter-Ministerial Task Force on 9-1-1 Emergency Response" for consideration.



# **Next Generation 911 Interagency Advisory Panel (NG-911 IAP)**

## **Terms of Reference**



## 1. Purpose/Mandate

The purpose of the Next Generation 911 Interagency Advisory Panel (NG-911 IAP) is to provide expert analysis, advice and recommendations to the Government of Ontario on issues concerning the implementation and funding for the Canadian Radio-Television and Telecommunications Commission (CRTC) mandated Next Generation 911 (NG-911) services, and to ensure that the needs of all emergency service providers in Ontario are met with respect to NG-911.

The NG-911 IAP has been formed on the basis that its members agree with the following key principles: (1) Ontario has certain financial and legal obligations with respect to NG-911; (2) networks will be required to provide NG-911 voice services by June 30, 2020; and, (3) networks will be required to provide NG-911 text messaging services by December 31, 2020. Public Safety Answering Points (PSAPS) will no longer be able to receive and manage 911 calls after June 30, 2023 without the required NG-911 technological and updated call processes.

## 2. Composition

Membership in NG-911 IAP is restricted to representation from the following organizations:

- Association of Municipalities of Ontario (AMO)
- Ontario Association of Chiefs of Police (OACP)
- Ontario Association of Fire Chiefs (O AFC)
- Ontario Association of Paramedic Chiefs (OAPC)
- Ontario Association of Police Services Board (OAPSB), including the Toronto Police Services Board.

Individuals who attend NG-911 IAP meetings must be in good standing with their provincial organization, are required to have knowledge on the subject matter, and the ability to speak or take positions on behalf of their organization. Additional organizations, or individuals, may become members of the NG-911 IAP at the discretion of a majority of the original NG-911 IAP membership. Provincial Government officials may attend meetings, by invitation of the NG-911 IAP to observe and provide information that will assist in furthering the work of the NG-911 IAP. However, no Provincial Government officials will be members of the NG-911 IAP.

NG-911 IAP will not provide any compensation for meeting costs, travel, or any other expenses incurred by its members to participate in the NG-911 IAP's processes.

## 3. Scope of the NG-911 IAP

NG-911 IAP will confine its work to the areas directly related to NG-911 and its implementation. NG-911 IAP will provide analysis, *advice and recommendations* to the Government of Ontario that focuses on the structure, delivery, and funding of NG-911 prior to key NG-911 implementation dates.

The organizations that take part in NG-911 IAP agree to speak with a unified voice when communicating with their individual organizations, the Government of Ontario, and members of the public. The communications protocol is outlined in section 4.4 of the Terms of Reference.



As the Public Safety Broadband Network (PSBN) is a separate entity and not affiliated with NG-911, it remains outside of NG-911 IAP's mandate at this time.

### 4. Structure of NG-911 IAP

The NG-911 IAP will have no defined roles for members, outside of a Facilitator. The Facilitator's responsibilities are administrative in nature and will be selected by a majority of the NG- 911 IAP membership.

#### 4.1 Role of the Facilitator

The Facilitator's role is that of a non-voting, neutral panel member. The Facilitator will be in a quasi-leadership position, responsible for: chairing meetings, disseminating meeting minutes, sharing relevant information with panel members, updating panel members of any key changes or developments, organize all aspects of meetings, and assign tasks to panel members as needed to ensure fairness and equity in the distribution of work. The Facilitator will take, or can designate a panel member to take meeting minutes and agendas.

#### 4.2 Decision Making Requirements

Decision making is based on consensus. Where consensus cannot be reached, a vote will be conducted. Each NG-911 IAP member can cast a single vote that vote to be case by a representative of the member organization. The result of the vote will be determined by majority rule.

#### 4.3 Dispute resolution

In the event that a majority has not resulted from a vote, the Facilitator will cast the deciding vote.

#### 4.4 Communications

NG-911 IAP members are expected to communicate amongst each other as needed. The appointed staff representatives must be copied on all NG-911 IAP communications and will ensure relevant communications are forwarded to their respective associations/organizations once approved by NG-911 IAP.

Any communications outside NG-911 IAP that concerns NG-911 IAP business (i.e. to other associations, organizations, general public, etc.) must be approved by the majority of NG-911 IAP prior to dissemination.

Meeting minutes are to be kept confidential and not shared with the general public.

### 5. Confidentiality

Respect for confidentiality is the cornerstone of trust and confidence. Members of the NG-911 IAP must at all times respect the confidentiality of any member, sponsor, staff, volunteer, government officials, and all matters relating to those organization(s) and/or individual(s). Members of the NG-911 IAP will respect and maintain the confidentiality of information gained as a volunteer member including, but not limited to, all computer software and files, meeting minutes, all NG-911 IAP business documents and information.



Confidentiality means you may not relate such matters to anyone including immediate family members. The duty of confidentiality continues indefinitely after the NG-911 IAP ceases to function.

## 6. Code of Conduct

The following Code of Conduct (“the Code”) is designed to allow members of the NG-911 IAP to preserve its integrity and credibility within and amongst the membership, affiliated organizations, Ontario Government, and the public. This Code applies to all representatives of the NG-911 IAP.

1. Always act with fairness, honesty, integrity and openness; respect the opinions of others and treat all with equality and dignity without regard to gender, race, colour, creed, and ancestry, place of origin, political beliefs, religion, marital status, disability, age, or sexual orientation.
2. Promote and support the objectives, the mission and mandate of NG-911 IAP in all dealings with individual organizations, members, the provincial government, and the public on behalf of the NG-911 IAP. Serve the overall best interests of the NG-911 IAP rather than any particular constituency.
3. Respects principles of fair play and due process. Respect and give fair consideration to diverse and opposing viewpoints.
4. Demonstrate due diligence and dedication in preparation for an attendance at meetings, special events, and in all other activities on behalf of the NG-911 IAP.
5. Demonstrate good faith, prudent judgment, honesty, transparency and openness in activities on behalf of the NG-911 IAP.
6. Avoid real or perceived conflicts of interest.
7. Act with honesty and integrity and in accordance with any professional standards and/or governing laws and legislation that have application to the responsibilities you perform for or on behalf of your representative organization.
8. Take responsibility for your actions and decisions. Follow reporting lines to facilitate the effective resolution of problems. Ensure that you do not exceed the authority of your position. Publicly demonstrate acceptance, respect, and support of decisions legitimately taken in transaction of the organization’s business.

### 6.1 Personal or Sexual Harassment

**Sexual harassment** is any conduct, comment, gesture or contact of a sexual nature that one would find to be unwanted or unwelcome by any individual, or that might, on reasonable grounds, be perceived by that individual as placing a condition of sexual nature on an employment or career development.

**Personal harassment** means any conduct whether verbal or physical that is discriminating in nature, based upon another person’s race, colour, ancestry, place of origin, political beliefs, religion, marital status, physical or mental disability, sex, age or sexual orientation. It is discriminatory behaviour, directed at an individual that is unwanted or unwelcome and causes substantial distress in that person and serves no legitimate work-related purpose.

The NG-911 IAP has a zero-tolerance policy with respect to personal and/or sexual harassment.



Personal/sexual harassment in any form is strictly prohibited and may be grounds for termination as a representative on the NG-911 IAP. If a representative on the NG-911 IAP believes they have been the subject of sexual and/or personal harassment, they should report such conduct to the Facilitator. Should a representative of the NG-911 IAP become aware of behaviour that may constitute personal and/or sexual harassment, they should immediately report such conduct to the Facilitator.

### 7. Conflicts of Interest

In general, a conflict of interest exists where any members and/or volunteers who use their position on the NG-911 IAP to benefit themselves, friends, family, or relatives.

Upon appointment to the NG-911 IAP, members (including their individual representatives) shall arrange their private affairs in a manner that will prevent any conflict of interest from arising. Members (including their individual representatives) should not compromise or undermine our members or public's trust in the NG-911 IAP.

Members (including their individual representatives) should not place themselves in a position where they are, or appear to be, under personal obligation to any person who might benefit or seek to gain special consideration or favour resulting from the relationship.

Members (including their individual representatives) shall avoid any situation in which there is, or may appear to be, a potential conflict which could appear to interfere with their judgment in making decisions in the best interest of the NG-911 IAP. Members (including their individual representatives) shall exercise care in the management of their private affairs so as not to benefit, or be perceived to benefit from:

- a. The use of information acquired solely by reason of their involvement in the NG-911 IAP; or
- b. Any NG-911 IAP transaction over which they can influence decisions through their involvement in the NG-911 IAP (e.g. investment, borrowing, purchases, sales, contracts, grants, and appointments).

There are a variety of situations that could give rise to a conflict of interest. Members (including their individual representatives) should make it known to the association, or delegated authority, if they believe they may be in conflict of interest. These include but are not limited to: accepting gifts, entertainment, favours or "kickbacks" from suppliers or other organizations, personal gain from relationships established through the NG-911 IAP, close or family relationships with outside suppliers or other organizations, passing confidential information to competitors or other interested parties, or using confidential information inappropriately.

### 8. Definitions/Glossary

- PSAP – Public Safety Answering Points - a call centre responsible for answering calls to an emergency telephone number for police, firefighting, and ambulance services.
- NG-911 – Next Generation 911 - An initiative aimed at updating the 911 service infrastructure to improve public emergency communications services in a growingly wireless mobile society. In addition to calling 9-1-1 from a phone, it intends to enable the public to transmit text, images, video, and data to the 911 centre.
- NG-911 IAP – Next Generation 911 Interagency Advisory Panel – A panel comprise of the following Ontario based Association's:



- i. Association of Municipalities of Ontario (AMO)
  - ii. Ontario Association of Chiefs of Police (OACP)
  - iii. Ontario Association of Fire Chiefs (OAFC)
  - iv. Ontario Association of Paramedic Chiefs (OAPC)
  - v. Ontario Association of Police Services Board (OAPSB)
- CRTC – Canadian Radio-Television and Telecommunications Commission - An administrative tribunal that regulates and supervises broadcasting and telecommunications in Canada.
- PBSN – Public Broadband Safety Network - A secure high-speed wireless data communications network.
- Association of Municipalities of Ontario (AMO) – An organization to support and enhance strong and effective municipal government in Ontario.
- Ontario Association of Chiefs of Police (OACP) - Professional police leaders who provide and develop leadership to enhance community safety in Ontario.
- Ontario Association of Fire Chiefs (OAFC) – An organization that strives to lead innovation and excellence on matters relating to public and firefighter safety.
- Ontario Association of Paramedic Chiefs (OAPC) – An organization to develop common strategies for optimizing the transition to municipal control of ambulance service within the province.
- Ontario Association of Police Services Board (OAPSB) – An organization that provides training, advocacy, networking and leadership services to police boards in Ontario.
- Toronto Police Services Board (TPSB) – A municipal police services board, as defined under Ontario's *Police Services Act*, which is responsible for ensuring adequate and effective policing in the City of Toronto.