



Do you have a concern about the Toronto Police Service's Vulnerable Persons Registry?

We're here to listen to you.

What We Do

At Ombudsman Toronto, we make sure the City of Toronto government is treating people fairly. We listen to people's concerns about the City, investigate the issues they tell us about, and work to resolve the problem without taking sides. Our services are free for everyone. More information about our work is available at ombudsmantoronto.ca.

Our Police Oversight

Ombudsman Toronto entered into a [Memorandum of Understanding](#) (MOU) with the Toronto Police Service (TPS) and Toronto Police Services Board (TPSB) to grant the Ombudsman the authority to review the fairness of the TPS and TPSB's procedures, processes, and practices.

Ombudsman Toronto's authority to investigate TPS and TPSB does not come from the same law that authorizes our other investigations. Instead, our investigations are authorized by the MOU agreement. Under the MOU, Ombudsman Toronto has the authority to investigate any matter where we believe that the quality of service to the public has/may be unfairly affected by the implementation of TPSB policies, TPS procedures, or the administration of TPS services.

Our office does not have the authority to review complaints about the TPS or TPSB. However, we decide what areas within our authority to investigate based on the public interest and where there is the potential to improve fairness in the services the TPS provides to the public. Examples of potential investigative subjects may be found in Schedule A of our MOU, but we are not limited to those potential subjects.

What We Are Looking Into

We are looking into the Toronto Police Service's Vulnerable Persons Registry (VPR) to determine if its communication to the public about the registry is adequate, clear, and meaningful. This includes its communication about:

- The purpose of the VPR
- The VPR's registration, verification, and engagement process
- Toronto Police Service's use of the individual's information.



The Vulnerable Persons Registry

The VPR was created in 2019 in response to a recommendation by former Supreme Court Justice Iacobucci in his 2014 report on Toronto Police encounters with people in crisis. It is a voluntary database that contains information about a vulnerable person—defined by the Toronto Police Service as a person who, due to medical, cognitive, mental health, or physical conditions, may exhibit patterns of behaviour that pose a danger to themselves.

The information in the registry—which is voluntarily provided by the person or someone with legal authority over them—includes specific behaviours Toronto Police may encounter when interacting with the person as well as recommended de-escalation strategies, providing frontline officers with context about any behaviours they may observe when assisting them.

Why We Are Investigating

The TPS responded to more than 30,000 calls involving individuals experiencing mental health challenges and emotional distress. The VPR was a tool created to provide TPS with information to better understand how to de-escalate these encounters. The TPS has a responsibility to serve all people fairly – especially when serving individuals who are in crisis and experiencing emotional distress. The Ombudsman decided to launch an investigation to ensure the VPR is meeting that vital fairness standard.

What We Will Be Doing

While we cannot review complaints from the public, we are inviting anyone who is registered on, has had experience with, or has been impacted by the VPR to contact our office. We are also interested in speaking with service providers who support individuals who may fit the VPR's intended audience.

We will also be conducting formal interviews with the Toronto Police Service and will be completing an extensive review of its documents pertaining to the VPR.

Contact Information

If you would like to share your concerns or experiences with us, you can contact us by email at ombudsman@toronto.ca or by phone at **(416) 392-7062**.