



Canada Border
Services Agency

Agence des services
frontaliers du Canada

OCT 05 2018

Mr. Dennis R. Young
1330 Ravenswood Drive SE
Airdrie, Alberta
T4A 0P8

Received
October 18, 2018
[Signature]

Dear Mr. Young:

This letter is in response to your *Access to Information Act* request.

The Canada Border Services Agency (CBSA) is committed to providing the highest level of client service and we would be pleased to assist you with any questions or concerns you may have regarding the handling of your request. You may contact Sylvie Gosselin at 343-291-7002 or by email at Sylvie.Gosselin2@cbsa-asfc.gc.ca, using our file number as a reference.

Please note that additional records may be forthcoming, depending on the results of outstanding retrievals. You will be notified of the outcome of these retrievals, whether additional records are released or not.

Please refer to the following page for information on the processing of your request.

Yours truly,

Siobhan Neilson

Siobhan Neilson
Team Leader

Enclosure

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| CBSA Request Number | A-2017-19475 / SGOSS | | | | | | |
| Your Request Number | | | | | | | |
| Request Summary | <i>Please provide copies of records containing the most current information and statistics available in reports, correspondence. Memos, evaluations, spreadsheets, presentations, meeting minutes, briefing notes, Advice to the Minister, talking points, orders, policies and procedures with: (1) the policies and procedures for firearms training/reclassifying customs officers and civilian personnel in the proficient, safe use and storage of their firearms; (2) the number of prohibited firearms, restricted firearms and non-restricted firearms held by the CBSA; (3) the total number of customs officers/civilian personnel authorized to carry firearms while on duty; (4) the total number of customs officers/civilian personnel authorized to carry firearms while off duty; (5) the total number of customs officers/civilian personnel that have passed their firearms requalification proficiency and safety testing in accordance with government legislation, orders, policies and procedures; (6) the total number of customs officers/civilian personnel that have failed to pass their firearms requalification proficiency and safety testing; (7) the total the total number of accidental discharges, unsafe acts, careless storage and unauthorized use of firearms by customs officers/civilian personnel; and finally; (8) the total number of the CBSA prohibited firearm, restricted firearms and non-restricted firearms that have been lost or stolen.</i> | | | | | | |
| Request Disposition | Disclosed in part | | | | | | |
| The following line indicates which sections of the <i>Act</i> were invoked by the Agency if the information was not all disclosed to you. | | | | | | | |
| Summary of the Exemption(s)/Exclusion(s) | 16(2) Security 16(2)(c) Security - vulnerability of buildings, structures, systems, and methods to protect them | | | | | | |
| Link to the Access to Information Act | http://laws-lois.justice.gc.ca/eng/acts/A-1/ | | | | | | |
| Comments | <p>Please find below responses for item 7 and 8 :</p> <table border="1"> <tr> <td>(7)</td> <td><i>Total number of accidental discharges, unsafe acts, careless storage and unauthorized use of firearms by customs officers/civilian personnel</i></td> <td>28 incidents</td> </tr> <tr> <td>(8)</td> <td><i>Total number of the CBSA prohibited firearms, restricted firearms and non-restricted firearms that have been lost or stolen</i></td> <td>1 incident</td> </tr> </table> | (7) | <i>Total number of accidental discharges, unsafe acts, careless storage and unauthorized use of firearms by customs officers/civilian personnel</i> | 28 incidents | (8) | <i>Total number of the CBSA prohibited firearms, restricted firearms and non-restricted firearms that have been lost or stolen</i> | 1 incident |
| (7) | <i>Total number of accidental discharges, unsafe acts, careless storage and unauthorized use of firearms by customs officers/civilian personnel</i> | 28 incidents | | | | | |
| (8) | <i>Total number of the CBSA prohibited firearms, restricted firearms and non-restricted firearms that have been lost or stolen</i> | 1 incident | | | | | |
| Address | Access to Information and Privacy Division Place Vanier Tower A 333 North River Road, 14th floor Ottawa, ON K1A 0L8 | | | | | | |
| <p>Should you be dissatisfied with the processing of this request, you may file a complaint within sixty days of receipt of this notice to the Information Commissioner of Canada by submitting an online complaint link (E-Form) at: http://www.oic-ci.gc.ca/eng/lc-cj-lodge-complaint-deposer-plainte.aspx or by writing to:</p> <p style="text-align: center;">Office of the Information Commissioner of Canada 30 Victoria Street Gatineau, Québec K1A 1H3</p> | | | | | | | |



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CBSA Directive on Agency Firearms and Defensive Equipment

Last Updated: 2014-04-10

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1. Effective Date

1.1 This directive takes effect on April 10, 2014.

2. Application

2.1 This Directive applies to employees and to recruits undergoing training and must be read in conjunction with the CBSA Policy on Use of Force and Defensive Equipment, the CBSA Directive on Use of Force and Reporting and the related standard operating procedures.

3. Objective

3.1 The Canada Border Services Agency (CBSA) will ensure that, in the course of or for the purposes of their employment related duties, its employees and recruits are provided with and trained to safely store, handle, wear and use defensive and protective equipment, in accordance with all applicable laws, policies, directives and standard operating procedures.

4. Authorities

- Criminal Code
- Public Agents Firearms Regulations
- Canada Labour Code

5. Cross-References

- CBSA Code of Conduct
- CBSA Policy on Use of Force and Defensive Equipment
- CBSA Directive on Use of Force and Reporting
- CBSA Standard Operating Procedures on Use of Force and Reporting
- CBSA Standard Operating Procedures on Agency Firearms and Defensive Equipment

6. Definitions

Agency

The Canada Border Services Agency (CBSA).

Agency Firearm

A firearm that is the property of the Agency and issued to an employee for use in the course of their duties or for the purpose of employment in accordance with Agency policies, directives, standard operating procedures, and applicable laws.

Anniversary Date

The last day of an officer's successfully completed Duty Firearm Course (DFC) or Control and Defensive Tactics Course (CDT).

Certified Instructor

An instructor certified to deliver the Agency's CDT and/or firearms training.

Defensive Equipment

Equipment and devices issued to employees by the Agency including OC spray, batons, handcuffs and duty firearms, which may be used by authorized employees in compliance with Agency policies, directives, and standard operating procedures.



Detained Firearm

A firearm that is detained by the Agency from an individual or business that is not seized, abandoned or otherwise forfeit to the Crown.

Duty Ammunition

ammunition that is issued to officers by the Agency for carry and use in the course of or for the purpose of the officers' duties or employment.

Duty Firearm

A firearm issued by the Agency as part of the defensive equipment for an officer.

Employee

A person hired by the Agency.

Firearm

For the purposes of this directive, the term firearm has the same meaning as the definition of that term in the *Criminal Code*, and includes Agency firearms, protected firearms and detained firearms.

Handle

To touch, manipulate, control or otherwise engage in the handling of a firearm.

Health Canada Category III Medical Assessment

The assessment criteria that Health Canada medical practitioners will use when conducting medical assessments of employees.

Locking Device

An apparatus such as a cable lock or trigger lock that when properly applied and locked ensures that a firearm is rendered inoperable and cannot be fired. In the case of the Duty Firearm, only the issued cable locks are permitted to be used.

Minnesota Multiphasic Personality Inventory (MMPI-2) and the Sixteen Personality Factor (16PF)

Psychological and behavioural tests that are used to evaluate the readiness of recruits and officers to carry an Agency firearm. The testing process also includes a structured stress assessment and a clinical interview that are conducted by a clinical psychologist to further investigate any specific areas of concern identified by the tests.

Officer

Any employee of the Agency involved in the administration or enforcement of acts and regulations known as "program legislation" as defined in section 2 of the [Canada Border Services Agency Act](#).

On Duty

Means the hours of scheduled work and overtime.

Protected Firearm

A firearm that has come into the possession of the Agency through seizure, abandonment or forfeiture.

Protective Equipment

Protective vests and communication devices issued to employees by the Agency.

Recruit

An individual who has been selected by the Agency and placed in training to become an officer.



7. Responsibilities

7.1 The Director General, Training and Development, Human Resources Branch shall:

- a. Ensure that this directive is updated to comply with the evolution of the law and jurisprudence and any, applicable government policies;
- b. Ensure that firearm and defensive equipment training is developed that is appropriate to the CBSA environment for the conduct of activities within its mandate; and
- c. Ensure protocols are in place so that officers, employees and recruits receive firearm and/or defensive equipment training that is consistent with their duties and allows them to carry out those duties in a safe manner.

7.2 The Director General, Security and Professional Standards, Comptrollership Branch shall:

- a. Ensure that annual audits are performed pertaining to the inventory, storage and disposition of all Agency firearms and other defensive equipment (e.g. OC Spray, batons, and handcuffs).

7.3 The Regional Directors General shall:

- a. Ensure that regional operations involving Agency firearms and other defensive equipment comply with this directive;
- b. Allocate necessary resources to permit the safe handling, secure storage, and as required, transportation of defensive equipment by employees; and
- c. Maintain liaison with Arming Division and other headquarters stakeholders on all matters related to the issuance, maintenance, handling, transportation and storage of defensive equipment.

7.4 Supervisors and Managers shall:

- a. Ensure that all officers or employees are not issued firearms or defensive equipment to use in their duties without having successfully completed prerequisite training and certification/re-certification for their use;
- b. Ensure that all officers and employees use CBSA issued equipment to safely handle and securely store firearms and defensive equipment; and
- c. Ensure skills learned in formal course training are maintained and reinforced through the use of formal practices and annual/3 year re-certification as well as on the job training sessions and ongoing refresher training and exercises (e.g. lectures and drills during quiet operational periods).

7.5 Officers, employees and recruits shall:

- a. Adhere to the principles for safe handling of defensive equipment and firearms (ACTS and PROVE), at all times;
- b. Ensure that firearms and other defensive equipment is properly maintained, transported, and securely stored when it is not in use;
- c. Ensure that protective and defensive equipment is worn and used in accordance with this directive, standard operating procedures and all applicable laws; and
- d. Report to their immediate supervisor any actual or suspected non-compliance with this directive.



8. Requirements

General

- 8.1 No officer, employee or recruit shall be permitted to touch, manipulate, control or otherwise engage in the handling of a firearm until they have been trained to safely handle firearms in accordance with the Canadian Firearms Safety Course and/or the Canadian Restricted Firearms Safety Course and then only in compliance with this directive and associated standard operating procedures.
- 8.2 When a supervisor/manager has knowledge of or reason to suspect a psychological condition exists that may affect an officer's capacity to possess, wear or use defensive equipment, a demand for a psychological assessment can be made.

Defensive Equipment Training, Practice, and Re-certification

- 8.3 An officer must successfully complete the Control and Defensive Tactics (CDT) course in order to be issued with and permitted to carry OC spray and baton. To attend CDT training, all participants must possess or have successfully completed the Health Canada Category III Medical Assessment¹ and have been deemed suitable to proceed to the CDT course.
- 8.4 An officer must successfully complete the Duty Firearms Course (DFC) in order to be issued with and permitted to carry a duty firearm. To attend DFC training, all participants must possess or have successfully completed the following:
- a. Completion of the Canadian Firearms Safety Course and/or the Canadian Restricted Firearms Safety Course;
 - a. The MMPI-2 and 16PF tests and the structured stress assessment and clinical interview and have been deemed suitable to proceed to the DFC²; and
 - b. A valid Health Canada Category III Medical Assessment and have been deemed suitable to proceed to the DFC.
- 8.5 An officer to whom OC spray and baton but no duty firearm has been issued must maintain his/her skills in the use of such equipment and must be re-certified every three years, no earlier than 90 days in advance of the anniversary date of their most recent certification.
- 8.6 An officer to whom a duty firearm has been issued must maintain his/her skills in the use of the duty firearm and must be re-certified annually, no earlier than 90 days in advance of the anniversary date of their certification. Officers must attend their training session in its entirety, and as prescribed by the approved syllabus to be considered successful in re-certification.
- 8.7 Officers for whom certification to carry defensive equipment has expired will not be permitted to carry defensive equipment for purposes other than training. An officer's certification expires on the anniversary date. Any requests for a temporary exemption of this requirement due to operational exigencies must be directed to the Director, Arming Division for consideration.

¹ On November 30, 2009, the implementation of this initiative commenced with those officers attending the DFC. Medical assessments will be phased in for the remainder of existing employees that require CDT training and/or re-certification.

² In order to become an armed officer, individuals may be permitted two opportunities to be deemed suitable through the psychological assessment process (i.e. MMPI-2, 16PF, structured stress assessment and clinical interview). A minimum period of two years must elapse before an individual may be psychologically re-assessed.



- 8.8 Officers trained and equipped to carry a duty firearm are required to annually attend supervised live-fire practice sessions as directed, in which they are to expend at a minimum 150 rounds of approved ammunition.
- 8.9 Certified officers on temporary assignment to an unarmed position within the Agency and returning to an armed position may be permitted by their manager to attend practice and re-certification exercises during their absence from their armed position. Where any level of certification has expired during this absence, this level of certification must be re-obtained before permitting the officer to return to duties with defensive equipment.
- 8.10 Certified officers who are returning to an armed position after an extended absence where any level of certification has expired during this absence, this level of certification must be re-obtained before permitting the officer to return to duties with defensive equipment.

Firearms Safety and Security

- 8.11 Firearm clearing devices must be installed at any Agency facility in which firearms are stored.
- 8.12 Firearms in the possession of the Agency must be stored and transported in accordance with the *Storage, Display, Transportation and Handling of Firearms by Individuals Regulations*.
- 8.13 When not in use, Agency firearms must be rendered inoperable with an Agency approved locking device and stored in an Agency approved firearms storage container or cabinet.
- 8.14 Agency vehicles used to transport firearms must have provision to securely fasten any firearms storage container so that it cannot be removed from the vehicle by unauthorized persons.

Acquisition, Issue and Maintenance

- 8.15 The acquisition of an Agency firearm must be approved by the Vice President, Human Resources Branch or by his or her delegate.
- 8.16 Officers, employees and recruits will not wear or use a firearm and other defensive equipment that is not provided to them by the Agency.
- 8.17 Only Agency approved ammunition may be used in Agency firearms.
- 8.18 Officers carrying a duty firearm in the performance of their duties must carry that firearm loaded with duty ammunition at all times and must carry _____ magazines of duty ammunition loaded to magazine capacity.
- 8.19 Officers are not permitted to alter or modify a duty firearm without the express permission of their immediate supervisor in consultation with a certified instructor.
- 8.20 Officers, employees and recruits are to maintain their defensive equipment in proper working order at all times.
- 8.21 The loss or theft of any piece of defensive equipment must be reported immediately to an immediate supervisor and to Regional Security.
- 8.22 Officers will comply with all lawful instructions given to them by management with respect to the firearms and defensive equipment issued to them.



8.23 Requests for the approval of any new defensive equipment or for approval to locally purchase handcuffs, defensive batons and/or OC spray must be obtained from the manager of the Use of Force Instructor Recruitment and Development Unit, Arming Division, Training and Development Directorate.

Storage of Defensive Equipment

- 8.24** Defensive equipment is to be stored at an Agency facility when it is not in use and stored in a container, receptacle, vault, safe or room that is kept securely locked and has been approved by Regional Security.
- 8.25** A manager may provide written authorization (BSF390) for an officer to remove his or her equipment from an Agency facility and store it at home or other place of residence provided the following conditions are met:
 - a. Agency Firearm – it is unloaded and rendered inoperable by means of a secure locking device (e.g. cable lock). The firearm must be stored in a container or receptacle that is kept securely locked and has been approved by Regional Security;
 - b. Ammunition – must be stored, together with or separately from the firearm in a container or receptacle that is kept securely locked and has been approved by Regional Security; and
 - c. Other defensive equipment – must be stored in a container or receptacle that is kept securely locked and has been approved by Regional Security.
- 8.26** Positive access control must be maintained for all keys, combinations, door and alarm codes which give access to defensive equipment stored both at Agency facilities and when authorized for storage at a home or other place of residence.
- 8.27** CBSA Security must ensure that standards for storage of Agency firearms and defensive equipment meet or exceed the requirements of Storage, Display, Transportation and Handling of Firearms by Individuals Regulations and the Public Agents Firearms Regulations as applicable.

Transportation of Firearms

8.28 Unless otherwise authorized by management, defensive equipment must be transported in an approved storage container or be shipped using a carrier approved by the Canadian Firearms Program (refer to the List of approved carriers).

Wearing of Defensive Equipment

- 8.29** Protective and defensive equipment issued to officers is to be worn when they are on duty engaged in the administration of program legislation and there is the requirement to enforce that legislation. Protective equipment may be worn without defensive equipment but defensive equipment must not be worn without protective equipment.
- 8.30** Nothing in these directives shall be construed as permitting or mandating the wearing of defensive equipment outside the territorial limits of Canada. Exceptions may be approved by management where officers are in compliance with the laws of foreign jurisdiction with respect to the wearing of defensive equipment.



- 8.31** Officers required to enter or transit the United States or other foreign territory will ensure that, prior to entrance or transit through the foreign territory, the U.S. or other foreign authorities are advised that they are wearing or in possession of defensive equipment and confirm they are in compliance with the laws of foreign jurisdiction with respect to the possession and/or wearing of defensive equipment.
- 8.32** Officers are not permitted to wear defensive equipment while:
- c. Attending to personal business for which there are leave provisions (i.e. appointments for medical or dental reasons, Health Canada Category III Medical Assessments, as well as other such events/activities);
 - d. Working within or attending to a place or facility where the wearing of defensive equipment (particularly firearms) is not permitted by law or by the policy of the office responsible for that place or facility (e.g. a jail or detention facility or a courthouse that restricts entry of law enforcement officials with firearms and/or other defensive equipment);
 - e. Attending training except where the training itself involves use of the duty firearm (e.g. firearms practice, re-certification, training assistance);
 - f. Participating in any internal mediation process (refer to the *Informal Conflict Management System (ICMS) - Policy and Program Framework*);
 - g. Performing any duty or assignment outside a port of entry or CBSA office that does not unequivocally involve the administration or enforcement of CBSA program legislation or an expectation to administer or enforce CBSA program legislation (e.g. giving a lecture or a demonstration at a trade show or school, recruitment related activities); or
 - h. Participating in civilian or law enforcement shooting competitions (e.g. World Police and Fire Games, etc.).
- 8.33** Officers may be permitted to wear defensive equipment while they are not directly engaged in the administration or enforcement of program legislation when:
- a. Leaving an Agency facility for a short period (e.g. meal or rest break) and it is deemed by the officer's supervisor or manager not to be practicable to remove and store defensive equipment; or
 - b. Working outside of an Agency office and stopping for rest or meal breaks.
- 8.34** Employees (officers and instructors) and recruits engaged in training in the use of firearms and other defensive equipment may wear defensive equipment for purposes related to the training but when not actively involved in the training must follow the rules of the campus or training facility concerning the wearing, transportation, storage or handling of defensive equipment. Nothing in the foregoing statement shall be construed as permitting or mandating the wearing of defensive equipment outside the physical territory of the campus or training facility, except for authorized practice or recertification. Any request for authorized exemption shall be made in writing to the Director, Arming Division.



Replacement or Removal of Agency Firearms and Defensive Equipment

- 8.35** Agency firearms or defensive equipment issued to an officer, employee or recruit is the property of the Agency and may be replaced or removed at the discretion of management. When Agency firearms or defensive equipment is removed by management, the employee shall be informed of the reason(s) for the removal except in circumstances where there is a legitimate justification not to (e.g. confidential or sensitive information that cannot be disclosed).
- 8.36** Agency firearms and defensive equipment shall be replaced when damaged, defective or expired. Officers, employees and recruits shall regularly clean and inspect their Agency firearms and defensive equipment and ensure it is in proper working order.

Removal of Agency Firearms and Defensive Equipment for Administrative Reasons

- 8.37** Agency firearms and defensive equipment is to be returned to the Agency when:
- a. The firearm or defensive equipment is replaced by the Agency;
 - b. The officer ceases to be an employee of the Agency;
 - c. The officer is deployed to a position in the Agency that does not require the carrying and use of a firearm or defensive equipment; or
 - d. The officer fails to maintain his or her proficiency in the use of force /control and defensive tactics (CDT) or in the use of duty firearms by the expiry date of his/her certification (refer to 8.1.2 in the CBSA Standard Operating Procedures on Agency Firearms and Defensive Equipment).
- 8.38** Officers on leave or on temporary assignment to another position in the Agency or to another department, agency or government may have the Agency firearm and/or defensive equipment placed in storage if the following applies:
- a. Management determines that the period of leave/assignment is reasonable and that it will not lead to operational pressures, resource shortfalls or safety concerns; and
 - b. The Agency firearm and/or defensive equipment is securely stored at another Agency location as approved by management.

Removal of Agency Firearms and Defensive Equipment for Non-Administrative Reasons

- 8.39** Management shall remove Agency firearm(s) and/or defensive equipment from any officer, employee or recruit for the following reasons:
- a. Criminal charge or conviction for any offence involving violence or threat of violence;
 - b. Threats or actual violent behaviour towards others or threats to do harm to themselves;
 - c. Alcohol or substance abuse;
 - d. The discovery of a medical condition (physical condition or serious psychiatric condition or serious emotional instability), whether medicated or not which may negatively influence the ability of the individual to possess, wear, or use defensive equipment; or
 - e. The officer is under investigation for a matter involving the use of excessive force or assault (e.g. striking a compliant individual); or
 - f. In the opinion of the Agency, it is not in the best interests of the Agency that an officer continues to carry or possess an Agency firearm or defensive equipment.



- 8.40 Officers, employees, or recruits must inform their immediate supervisor or manager when they have knowledge of or reason to suspect a condition exists that may affect a co-worker's, a supervisor's or their own capacity or ability to possess, wear or use Agency firearms and/or defensive equipment.
- 8.41 The Arming Division, Training and Development Directorate, Human Resources Branch must be informed in writing of the decision to remove an Agency firearm and/or defensive equipment for non-administrative reasons within 24 hours of the action.

Review and Return of Agency Firearms and Defensive Equipment

- 8.42 The decision to remove an Agency firearm and/or defensive equipment from any officer must be reviewed within 72 hours³ of the action by that employee's director.
- 8.43 All requests for an extension of the 72 hour review must be submitted in writing to the Arming Division inbox, Training and Development Directorate, Human Resources Branch.
- 8.44 Following the review, the employee's director may then authorize the return of the Agency firearm and/or defensive equipment or the continued removal of the Agency firearm and/or defensive equipment. The employee's director may only approve the return of the Agency firearm and/or defensive equipment where it is determined that the continued removal of the Agency firearm and/or defensive equipment is not in accordance with section 8.39 of this directive.
- 8.45 Where the continued removal of the Agency firearm and/or defensive equipment is required, the director shall create and implement an action plan for the potential return of the firearm and/or defensive equipment. Upon the employee's completion of the action plan, the employee's director will make a written recommendation to the Regional Review Committee with supporting evidence, as required, for the return or permanent removal of the Agency firearm and/or defensive equipment.
- 8.46 At the same time as the director's written recommendation is presented to the Regional Review committee, a copy will also be provided to the employee. The employee then has the opportunity to prepare and deliver a written submission to the Regional Review Committee for them to consider during their review of the matter.
- 8.47 Once the Regional Review Committee confirms that the director's recommendation is appropriate, the Regional Review Committee shall send the recommendation to the Director General, Training and Development Directorate via the Arming Division inbox. However, if the committee is not in agreement, it shall refer the matter back to the employee's director along with its reasons, any outstanding concerns and provide possible suggestions for the director to address prior to resubmitting a recommendation to the Regional Review Committee.
- 8.48 The Arming Division, Training and Development Directorate, will complete an analysis of the recommendation to determine whether it is in accordance with the law and CBSA policies, directives and standard operating procedures. The result of this analysis and a copy of the regional recommendation will then be forwarded to the Director General, Training and Development Directorate for decision.

³ The employee's director can make the decision in less than 72 hours, however once the decision has been rendered, it cannot be rescinded and will have to be referred to the Arming Division.



- 8.49** The Director General, Training and Development Directorate, shall consider the recommendation and any other relevant submissions and will then direct the return of the firearm(s) and/or defensive equipment, continuation with the temporary removal of the firearm(s) and/or defensive equipment until certain conditions are met, or direct that the firearms(s) and/or defensive equipment be removed permanently. The decision of the Director General, Training and Development Directorate will then be communicated to the affected officer's Regional Director General.
- 8.50** Subsequent to approval for return of the Agency firearm and/or defensive equipment under this directive, the Arming Division, Training and Development Directorate, Human Resources Branch must be notified in writing within 24 hours of the return of any firearm and/or defensive equipment. This notice shall also include confirmation that all activities contained in the conditions of the return of the firearm or other defensive equipment have been met.

9. Enquiries

- 9.1** Enquiries regarding this directive or recommendations for amendments are to be directed to:

Director, Arming Division
Training and Development Directorate
Human Resources Branch
100 Metcalfe Street
17th floor, 1745
Ottawa, ON, K1A 0L8

10. Amendments

- 10.1** Amendments to this directive shall be approved by the Director General, Training and Development Directorate, Human Resources Branch.



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CBSA Standard Operating Procedures on Agency Firearms and Defensive Equipment

Last Updated: 2014-04-10

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Part 1: Introduction

1.0 – General

1.0.1 These Standard Operating Procedures (SOPs) apply to all employees and recruits and must be read in conjunction with the CBSA Policy on Use of Force and Defensive Equipment, the CBSA Directive on Agency Firearms and Defensive Equipment, the CBSA Directive on Use of Force and Reporting, and the CBSA Standard Operating Procedures on Use of Force and Reporting.

1.1 – The Arming Program

1.1.1 Certain officers are authorized by the Customs Act and the Immigration and Refugee Protection Act to make arrests. Consistent with the practices of police and other law enforcement agencies within Canada, the Canada Border Services Agency (CBSA) has instituted an Arming Program to ensure that its enforcement personnel are equipped with the tools, skills and required competencies to enforce program legislation. Essential to the success of the Arming Program is the requirement for officers and managers to safely handle, wear, transport, store and utilize defensive equipment.

1.1.2 The purpose of this Standard Operating Procedure (SOP) is to ensure that managers and officers have necessary information for the administration and handling of defensive equipment. This document complements and references the policies, directives and training that is delivered to officers and management.



Part 2: Use of Force Training, Re-certification and Practice

2.0 – General

- 2.0.1 Officers must maintain skills and certifications as required by the Agency.
- 2.0.2 Officers will be scheduled for periodic skills maintenance and re-certification training in control and defensive tactics (CDT), scenario based training (SBT) and the duty firearm.
- 2.0.3 Officers who have been unsuccessful in a component of a Duty Firearm Course (DFC), Annual Re-certification or Three Year Re-certification and Skills Maintenance will be scheduled to participate in a Skills Enhancement Course.

2.1 – Prerequisites

- 2.1.1 Managers must ensure that officers' prerequisites are current prior to employees being scheduled for re-certification testing or refresher training.

Psychological Testing (MMPI-2, 16PF, Structured Stress Assessment and Clinical Interview)

- 2.1.2 In order to become certified in the use of firearms, individuals will be permitted two opportunities to be deemed suitable through the psychological assessment process (i.e. MMPI-2, 16PF, structured stress assessment and clinical interview).
- 2.1.3 When an individual is deemed suitable based on the psychological testing, the results remain valid indefinitely. The CBSA has the right to require an officer be re-tested at any time where there are reasonable grounds to suspect that the individual may be a threat to himself/herself or others. The firearms and other defensive equipment will be removed from that officer until an assessment with a suitable result is achieved.
- 2.1.4 When an individual is deemed unsuitable to attend the DFC based on the psychological testing, the results remain valid for a period of two years, following which time the individual may be re-tested in accordance with paragraph 2.1.2 of this SOP.

Documentation - Use of Force Participation Form (CBSA103)

- 2.1.5 It is the responsibility of local management to ensure that officers attending any use of force training have completed the CBSA103 Use of Force Participation Form, are fully able to participate in training and that any limitations identified on the form are addressed and discussed a minimum of two weeks prior to the officer arriving on site for training. The Pre-Course Information Guide on Atlas provides information on what to expect during use of force training.
- 2.1.6 If medical limitations are identified which could impact the officer's performance or ability to complete the training, local management should contact the respective Training and Learning Manager for guidance and to notify them that an adaptation may be required.



- 2.1.7** Once a decision has been made, local management will complete the applicable sections on the form and place a signed copy in the officer's training file.
- 2.1.8** For officers deemed unable to attend nationally coordinated use of force training, local management must notify the National Registrar via email at [CBSA-ASFC National Registrar - Registraire national](#) at least two weeks prior to the start of the course and the Registrar will choose an alternate officer to attend.

Use of Force Training – Control and Defensive Tactics (CDT)

- 2.1.9** To attend CDT training, all participants must possess or have successfully completed the [Health Canada Category III Medical Assessment](#)¹ and have been deemed suitable to proceed to the CDT course.
- 2.1.10** Officers attending CDT must complete and present to local management a [CBSA103 Use of Force Participation Form](#) a minimum of two weeks prior to the start of the training. Once received, local management is to review the document, and complete the applicable fields. If the officer has identified any medical conditions or injuries, these should be discussed in order to determine next steps (e.g. medical certificate requested, officer referred to Health Canada, etc.) that must be taken to have the officer deemed ready to attend training in order that all concerns identified on the CBSA103 are addressed prior to the officer arriving on site for training. The completed CBSA103 should remain in the officer's training file at the local office.

Use of Force Training - Duty Firearm Course (DFC)

- 2.1.11** To attend DFC training, all participants must possess or have successfully completed the following:
- Completion of the [Canadian Firearms Safety Course](#) and/or the [Canadian Restricted Firearms Safety Course](#);
 - The [MMPI-2 and 16PF tests and the structured stress assessment and clinical interview](#) and have been deemed suitable to proceed to the DFC; and
 - A valid [Health Canada Category III Medical Assessment](#) and have been deemed suitable to proceed to the DFC.
- 2.1.12** Officers attending a DFC must complete and present to local management a [CBSA103 Use of Force Participation Form](#) a minimum of two weeks prior to the start of the training. Once received, local management is to review the document, and complete the applicable fields. If the officer has identified any medical conditions or injuries, these should be discussed in order to determine next steps (e.g. medical certificate requested, officer referred to Health Canada, etc.) that must be taken to have the officer deemed ready to attend training in order that all concerns identified on the CBSA103 are addressed prior to the officer arriving on site for training. The completed CBSA103 should remain in the officer's training file at the local office.

Mandatory Firearm Practice

- 2.1.13** To attend mandatory firearm practice, participants must have successfully completed a DFC.

¹ On November 30, 2009, the implementation of this initiative commenced with those officers attending the DFC. Medical assessments will be phased in for the remainder of existing employees that require CDT training and/or re-certification.



2.1.14 Officers attending mandatory firearm practice must complete and present to local management a CBSA103 Use of Force Participation Form a minimum of two weeks prior to the start of the training. Once received, local management is to review the document, and complete the applicable fields. If the officer has identified any medical conditions or injuries, these should be discussed in order to determine next steps (e.g. medical certificate requested, officer referred to Health Canada, etc.) that must be taken to have the officer deemed ready to attend training in order that all concerns identified on the CBSA103 are addressed prior to the officer arriving on site for training. The completed CBSA103 should remain in the officer's training file at the local office.

Off-Duty Firearm Practice

2.1.15 All officers wishing to participate in off duty firearm practice must have current CBSA certification in the use of the duty firearm.

2.2 – Skills Maintenance

2.2.1 Skills maintenance includes re-certification sessions, mandatory firearm practice and off-duty firearm practice.

2.3 – Re-certification

General

2.3.1 Officers that are CDT certified must maintain CDT skills and successfully re-certify in CDT every three years.

2.3.2 Officers that are duty firearm certified are required to re-certify on the duty firearm every twelve months prior to the anniversary date of their last day of their DFC.

2.3.3 In addition to the annual firearm re-certification, every third year, a duty firearm certified officer is required to re-certify in SBT.

Officers

2.3.4 Advise your manager when you are required to attend CDT or duty firearm re-certification. A BSF390 will be required to store a duty firearm at another location other than an Agency office.

2.3.5 Ensure you read, understand and comply with any pre-course requirements, reading materials and joining instructions (e.g. strength training for firearms, standard of dress, dates and times of training, etc.). Atlas has material on arming training and other pre-course information.

2.3.6 Complete a CBSA103 Use of Force Participation Form and ensure it is presented to, reviewed and signed off by local management a minimum of two weeks prior to the start of the training.

2.3.7 Ensure you inform management and/or training staff, as soon as possible, of the reason why you cannot participate in or attend the training event or practice session.

2.3.8 Comply with directions given by a certified instructor during training.

CDT Re-certification

2.3.9 Attend CDT training as directed.



Duty Firearm Re-certification

- 2.3.10 Attend duty firearm re-certification as directed.
- 2.3.11 When attending re-certification, bring your _____ of issued duty ammunition (for use during the session only if the range permits the discharge of this type of ammunition).
- 2.3.12 Follow safe handling procedures at all times.
- 2.3.13 At the end of the training session, clean your duty firearm, perform the function test and load for duty with issued duty ammunition or store/transport the duty firearm as may be required.
- 2.3.14 Prior to returning to duty, ensure you are loaded for duty with _____ of issued duty ammunition.

Managers

- 2.3.15 Ensure that a local process is in place to notify officers and managers when they are required to attend re-certification sessions.
- 2.3.16 Ensure officers scheduled for training have read, understood and are prepared to comply with any pre-course requirements, reading materials and joining instructions (e.g. strength training for firearms, standard of dress, dates and times of training, etc.). Atlas has material on arming training and other pre-course information.
- 2.3.17 Ensure the officer's prerequisites are current and valid.
- 2.3.18 Ensure that required equipment and authorizations are provided to the officer for transportation and storage (e.g. Agency approved storage container, locking devices and form BSF390).
- 2.3.19 Ensure that a local process is in place to notify appropriate managers when an officer or other reporting manager fails to attend a scheduled training, practice or re-certification session.
- 2.3.20 Ensure that officers attending any use of force training events have completed and presented to local management a CBSA103 Use of Force Participation Form a minimum of two weeks prior to the start of the training. Once received, local management is to review the document, and complete the applicable fields. If the officer has identified any medical conditions or injuries, these should be discussed in order to determine next steps (e.g. medical certificate requested, officer referred to Health Canada, etc.) that must be taken to have the officer deemed ready to attend training in order that all concerns identified on the CBSA103 are addressed prior to the officer arriving on site for training. The completed CBSA103 should remain in the officer's training file at the local office.
- 2.3.21 Investigate the reasons for missed attendance. If the reason for missing the training or re-certification session is justified, ensure the employee is rescheduled for the session.
- 2.3.22 Take appropriate corrective action and then ensure the session is rescheduled if it is confirmed that the officer or manager has inappropriately avoided the training, practice or re-certification session.
- 2.3.23 Initiate a training action plan for the officer in coordination with the regional training coordinator to address an employee's negative result in re-certification.



- 2.3.24 Where an officer has exhausted all attempts to re-certify in CDT, SBT and/or duty firearm, retrieve the defensive equipment from the officer (refer to [Part 8](#) of this SOP, Removal and Return of Agency Firearms and Defensive Equipment).
- 2.3.25 Where an officer has exhausted all attempts to re-certify in CDT, SBT and/or duty firearm, consult with a regional Labour Relations Advisor to explore options.
- 2.3.26 Advise the officer of his or her right to contact an Employee Assistance Program (EAP) coordinator for assistance.
- 2.3.27 Ensure that officers are issued with _____ of duty ammunition after successful annual re-certification of the duty firearm.

2.4 – Firearm Practice

Dry Fire Practice in a CBSA Campus Environment

- 2.4.1 To accommodate a candidate's ability to conduct dry fire exercises when lodging at a location away from a CBSA training facility (e.g. at a hotel, personal residence or elsewhere), an officer may be issued a modified (non-functional) firearm to conduct the exercises². In such instances, form [BSF390 Authorization to Transport and Store Firearms at a Place Other Than a CBSA Office](#) is to be completed by the campus manager/supervisor authorizing the transportation and storage of the modified firearm to a location away from the training facility. The officer is to ensure care and control of the modified firearm while performing training related activities away from the training facility, conduct practice exercises in an appropriate area away from other persons, and when not in use ensure the modified firearm is transported and stored in accordance with arming procedures.

Mandatory Firearm Practice

- 2.4.2 Officers trained and equipped to carry duty firearms are required to annually attend one mandatory live-fire practice session at which they are expected to expend, at a minimum, 150 rounds of practice ammunition. Time at this practice session is paid duty and officers will be provided with practice ammunition for such purposes.

Officers

- 2.4.3 Attend mandatory firearm practice as directed.
- 2.4.4 Complete a [CBSA103 Use of Force Participation Form](#) and ensure it is presented to, reviewed and signed off by local management.
- 2.4.5 Only ammunition approved for the training event is to be used. Ensure your _____ of issued duty ammunition are not used during practice sessions.
- 2.4.6 Ensure that safe handling procedures are followed at all times.
- 2.4.7 Discuss with your manager if any deficiencies are noted by yourself and/or your trainer. Review possible options that may be available to you.
- 2.4.8 At the end of the practice, clean your duty firearm, perform a function test and load for duty with issued duty ammunition or store/transport the duty firearm as may be required.



- 2.4.9 Return any unused practice ammunition to your manager or issuing office.
- 2.4.10 Prior to returning to duty, ensure you are loaded for duty with : of issued duty ammunition.

Managers

- 2.4.11 Ensure officers are scheduled for their mandatory firearm practice approximately six months following their last certification or re-certification.
- 2.4.12 Ensure that a local process is in place to notify officers and managers when they are required to attend mandatory firearm practice.³
- 2.4.13 Ensure officers scheduled for mandatory firearm practice have read, understood and are prepared to comply with any pre-course requirements, reading materials and joining instructions (e.g. strength training for firearms, standard of dress, dates and times of training, etc.).
- 2.4.14 Ensure the officer's prerequisites are current and valid.
- 2.4.15 Ensure that required equipment and authorizations are provided to the officer for transportation and storage (e.g. Agency approved storage container, locking devices and form BSF390).
- 2.4.16 Ensure that a local process is in place to notify appropriate managers when an officer or other reporting manager fails to attend a scheduled mandatory firearm practice session.
- 2.4.17 Ensure that officers attending any use of force training events have completed and presented to local management a CBSA103 Use of Force Participation Form a minimum of two weeks prior to the start of the training. Once received, local management is to review the document, and complete the applicable fields. If the officer has identified any medical conditions or injuries, these should be discussed in order to determine next steps (e.g. medical certificate requested, officer referred to Health Canada, etc.) that must be taken to have the officer deemed ready to attend training in order that all concerns identified on the CBSA103 are addressed prior to the officer arriving on site for training. The completed CBSA103 should remain in the officer's training file at the local office.
- 2.4.18 Investigate the reasons for missed attendance. If the reason for missing the mandatory firearm practice is justified, ensure the employee is rescheduled for the session.
- 2.4.19 Take appropriate corrective action and then ensure the session is rescheduled if it is confirmed that the officer or manager has inappropriately avoided the mandatory firearm practice session.
- 2.4.20 Ensure that officers have reloaded their duty firearm with of duty ammunition after completing their mandatory firearms practice.

Off-Duty Firearm Practice

- 2.4.21 Officers certified in the use of the duty firearm may be permitted by management to use their issued duty firearm to participate in off-duty firearm practice where the following criteria are met:
 - a. range facility is CBSA-approved;
 - b. CBSA policies and procedures as well as range protocols are respected at all times;

³ CAS records training requirements and the training coordinator must notify individuals and management when a particular officer requires training, practice or re-certification.



- c. CBSA approved ammunition and targets are used;
- d. CBSA issued protective vest is worn;
- e. eye and ear protection provided/approved by the CBSA is worn;
- f. a brimmed baseball cap is worn; and
- g. a form BSF390 has been issued.

2.4.22 All officers certified in the use of the duty firearm are entitled to an allotment of 1000 rounds of CBSA approved practice ammunition per calendar year. The distribution of off-duty practice ammunition will be in allotments of 200 rounds per day of practice.

2.4.23 The completion of a CBSA103 is not required for off-duty practice.

Officers

2.4.24 Officers must ensure they are duty firearm certified.

2.4.25 Officers must ensure they only use CBSA approved ammunition, targets and other required equipment.

2.4.26 Only approved practice ammunition is to be used. Ensure your _____ of issued duty ammunition are not used during practice sessions.

2.4.27 Officers must wear the following protective equipment:

- a. CBSA issued protective vest;
- b. CBSA approved eye protection;
- c. CBSA approved ear protection; and
- d. brimmed ball cap.

2.4.28 Officers are permitted (subject to range rules) to wear their duty belt during off-duty firearm practice.

2.4.29 Ensure that safe handling procedures are followed at all times.

2.4.30 Officers must ensure they receive a completed form BSF390 prior to practicing.

2.4.31 Officers must return any unused practice ammunition and targets.

2.4.32 After practicing, officers must clean the duty firearm and perform a function test.

2.4.33 Officers must return the duty firearm to their office after off-duty firearm practice.

Managers

2.4.34 Ensure officers are duty firearm certified in order to participate in off-duty practice or in instances where an officer did not successfully complete annual re-certification and therefore requires a Skills Enhancement Course (SEC):

- a. The officer is permitted to possess and wear their duty firearm for off-duty practice provided the officer's certification has not expired and there were no firearm safe issues identified during the re-certification that would prevent the officer from carrying the duty firearm prior to their next SEC, or



- b. If the officer's certification in the use of a duty firearm is invalid, expired or safe handling issues were identified at re-certification, no unaccompanied possession or wearing of the duty firearm for off-duty practice is permitted. In such cases, the uncertified officer may only possess, transport or wear a duty firearm in order to participate in off-duty practice when in the company of a certified armed officer or certified instructor.

2.4.35 Ensure officer is not suspended from carrying a duty firearm.

2.4.36 Ensure CBSA approved practice ammunition, targets and other required equipment is supplied.

2.4.37 Complete form BSF390 for the officer or in instances that meet the criteria listed in 2.4.32(b), comments must be added within the form to indicate this process.

2.4.38 Ensure officers return any unused practice ammunition and targets.

2.4.39 Ensure officers return the duty firearm to their office within a reasonably fair, practical and responsible timeframe following their off-duty practice.

2.4.40 Ensure that all practice ammunition issued and consumed is recorded in the Corporate Administrative System (CAS).

2.4.41 Ensure CAS is updated with the number of practice rounds fired per duty firearm for pistol maintenance purposes.



Part 3: Administrative Duties

3.0 – Issuing Defensive Equipment

Officers

- 3.0.1 Ensure all of the defensive equipment and ammunition that you are issued is always accounted for.
- 3.0.2 Record serial numbers and date of issue in your notebook.
- 3.0.3 Complete a function test upon receiving a newly issued or spare duty firearm.

Managers

Duty Firearms

- 3.0.4 After receiving certification on a DFC, officers must be issued their firearms upon return to work in an armed position.
- 3.0.5 Retrieve the shipped duty firearm from authorized receiving personnel.
- 3.0.6 Verify the presence of magazines and a firearm locking device.
- 3.0.7 Ensure that the officer receives the same duty firearm that was issued to him or her on the successful completion of his or her training by verifying the serial number and grip size of the firearm against the data on the Corporate Administrative System (CAS) record.
- 3.0.8 Provide the officer with an Agency approved locking storage box or locker and locking devices for the box or locker.
- 3.0.9 Provide instructions on site-specific storage and safe handling procedures to officers.
- 3.0.10 Ensure that the duty firearm is secured in the lock box or in the officer's holster.
- 3.0.11 Have the officer sign for receipt of the duty firearm on an E689 Equipment Issuance and Removal Document.
- 3.0.12 Return the signed receipt to authorized personnel for processing once completed.
- 3.0.13 Provide the officer with _____ of duty ammunition and have the officer sign a receipt.
- 3.0.14 Should an officer in possession of a duty firearm be transferred to your office, you must ensure that CAS is updated and that the officer receives instructions regarding safe handling and storage of firearms specific to your work location.



Handcuffs, Defensive Baton and Oleoresin Capsicum (OC) Spray

- 3.0.15 Ensure approval for local purchase of handcuffs, defensive batons and OC spray has been obtained from the Use of Force Instructor Recruitment and Development Unit, Arming Division.
- 3.0.16 Issue this equipment and document with an E689 Equipment Issuance and Removal Document.
- 3.0.17 Verify that the disposition of the defensive equipment is updated in CAS. Confirm expiry date of OC spray is valid and record CAS.

3.1 – Maintenance

Officers

- 3.1.1 Maintain your issued protective and defensive equipment in a clean and fully working condition at all times. This will be done in an area designated by management and outside of public view.
- 3.1.2 Upon request by management, present your defensive equipment for inspection.
- 3.1.3 Record time and date of all maintenance to equipment in your notebook.

Duty Firearm

- 3.1.4 After use and as part of regular maintenance you must clean, lubricate and perform a function test of the duty firearm in accordance with manufacturer specifications and your training. Do not remove any components that have not been part of your approved training. Always ensure the firearm is unloaded and proven safe in the proving area/container before performing any maintenance.
- 3.1.5 Inform your supervisor/manager when you are notified that scheduled maintenance of your duty firearm is required.
- 3.1.6 Inform your supervisor/manager when a stoppage or a malfunction occurs with your duty firearm that you cannot correct or have not been trained for and request a replacement duty firearm. Ensure that all ammunition is removed from your duty firearm. If a stoppage or malfunction occurs that results in a live round remaining in the duty firearm that cannot be safely removed you must ensure that the armourer is notified of the situation and follow any direction recommended by the armourer prior to shipping.
- 3.1.7 When a duty firearm has been damaged, provide a report detailing the incident to your supervisor.

Oleoresin Capsicum (OC) Spray

- 3.1.8 Verify expiry date and request replacement of OC spray prior to expiry.
- 3.1.9 Inspect the nozzle daily to ensure it is free from debris.
- 3.1.10 Test once every 30 days to ensure canister function by spraying a ¼ second burst in an area designated or appropriate (e.g. outside, downwind and out of the view of the public).
- 3.1.11 Weigh the canister regularly. Replace when canister is less than



Defensive Baton

- 3.1.12** If the baton is exposed to moisture, open it and dry it with a non-abrasive cloth.
- 3.1.13** Check the threaded butt cap to ensure it is tight.
- 3.1.14** Check the blades for hairline fractures or excessive wear.
- 3.1.15** Check the tip for looseness. If the tip is loose an approved fixative (such as Loctite) can be applied to the threads to secure it in place.
- 3.1.16** Ensure the retaining spring contained in the butt cap is adjusted for proper resistance for opening. The spring can be spread for greater resistance or pushed together for less resistance.
- 3.1.17** Extend/close the baton occasionally to test the function (out of the view of the public).

Handcuffs

- 3.1.18** Keep handcuffs in the supplied pouch to prevent exposure to environmental factors (e.g. dust, condensation, rain, etc.).
- 3.1.19** Remove handcuffs from pouch and cycle the single bar to ensure smooth operation at start of shift.
- 3.1.20** Rust can be prevented with the application of a small amount of oil appropriate for this purpose.

Protective Vest

- 3.1.21** Protective vests must be stored in a dry and dust-free area. They should be laid flat to retain integrity and prevent curling.
- 3.1.22** Clean by removing ballistic panels from the carrier and sponging with warm water and mild detergent. The protective vest should be cleaned 10 times per year. Follow the directions on the cover. The carrier may be washed in the washing machine.
- 3.1.23** Ensure that the protective vest is dry before wearing it.
- 3.1.24**
- 3.1.25** Ensure that the protective vest is replaced if it is fired on or damaged.
- 3.1.26** Ballistic panels should not be exposed to ultraviolet rays. Do not dry your ballistic panels in the sun.

Managers

Duty Firearms

- 3.1.27** Each duty firearm is inspected and test fired by the RCMP Armoury when received from the manufacturer/supplier. All firearms undergo regular maintenance as outlined at the RCMP Armoury where they are again fully inspected and tested in accordance with manufacturer specifications/schedule and the RCMP Armoury protocols prior to being returned to service.
- 3.1.28** When a duty firearm has been damaged, ensure the officer responsible provide a written report detailing the incident.



- 3.1.29 Review the report and take appropriate action in accordance with the circumstances reported.
- 3.1.30 If a malfunction occurs that cannot be remedied according to training or the duty firearm is damaged; return the duty firearm to the armourer in accordance with [Part 6.3, Shipping Firearms](#) (note: duty firearms being sent to the armourer must be secured using the issued
- 3.1.31 If applicable, upon return of the assigned firearm, the temporary replacement firearm should be shipped to the armourer with a note included indicating that it requires maintenance. Upon completion of any required maintenance, the armourer is to ship the firearm to the National Warehouse for storage; the firearm will be returned to stock and available for future use.
- 3.1.32 Officers may only perform maintenance on a duty firearm, including the removal of any component, in accordance with Agency training.

3.2 – *Inspecting Duty Firearms*

Managers

- 3.2.1 Managers are to ensure that all duty firearms issued to officers are inspected annually and the results shall be documented on the *Manager's Duty Firearm Inspection Checklist* (refer to the [Appendix D](#)).
- 3.2.2 Use the designated safe area within the operational facility where duties such as inspection or cleaning of the duty firearm are performed.
- 3.2.3 Request that the officer PROVE his or her duty firearm safe.
- 3.2.4
- 3.2.5
- 3.2.6 Verify that the officer's duty firearm is stored and locked in accordance with [Part 5: Storage of Agency Firearms and Defensive Equipment](#).
- 3.2.7 Inspect the duty firearm for cleanliness and have the officer perform a function test to demonstrate basic operability (refer to the [Appendix A](#)). The duty firearm, including the interior of the chamber and barrel, should be free of dust, grit, excess oil or any other material that might adversely affect the safe operation of the firearm. The moving parts (slide, trigger, magazine release) of the duty firearm should all operate freely without the need to force them:
 - a. If the duty firearm meets the cleanliness and operational requirements, it can be returned to the officer who should immediately re-load and holster the duty firearm; or
 - b. If the duty firearm is not clean, instruct the officer to immediately clean the duty firearm and then arrange to re-inspect it; or
 - c. If the duty firearm fails to meet any of the operability requirements, retrieve the duty firearm from the officer and have it returned to the Armourer for repair. Issue a spare replacement firearm as per the SOPs outlined in [Part 3.3, Replacing Defensive Equipment](#) and update the disposition of both the retrieved and replacement duty firearm in CAS.
- 3.2.8 Verify that the serial number (located on the frame) matches the serial number recorded in CAS.



3.3 – Replacing Defensive Equipment

Managers

Duty Firearm (Spare)

3.3.1

3.3.2 Spare firearms should be used as temporary replacement of the duty firearm. If a longer-term replacement is required that may deplete your local supply, the replacement firearm must be ordered from the National Warehouse. Regional management may request that a spare or replacement firearm be assigned to an officer permanently. Requests should be placed via email to [CBSA-ASFC Arming documents Armement](#).

3.3.3 Issue a spare firearm to an officer where required (e.g. a breakage of the duty firearm occurs) and ensure CAS is updated to reflect this firearm as issued to the officer.

3.3.4 Record the issuance of the spare duty firearm with an *E689 Equipment Issuance and Removal Document* and provide the officer with a copy.⁴

3.3.5 If the replacement is not urgent (e.g. scheduled maintenance), request a replacement firearm from the National Warehouse specifying the hand (left/right).

3.3.6 If applicable, when the duty firearm is returned from the National Warehouse or armourer, return it to the officer and ensure the officer returns the temporary replacement firearm.

3.3.7 Verify that the grip size is the same as, or changed to, the size (may include hogue grip) that the officer qualified with during firearms training (available in CAS).

3.3.8 Ensure that the disposition of the replacement firearm is recorded in CAS and the reason why it was issued is recorded on the E689.

Handcuffs, Defensive Baton and Oleoresin Capsicum (OC) Spray

3.3.9 Replace any other defensive equipment as necessary and record in CAS.

3.3.10 Issue this equipment and document with an *E689 Equipment Issuance and Removal Document*.

3.3.11 OC Spray should be replaced before expiry date or if weight of canister is less

3.3.12 Approval for the local purchase of use of force equipment must be obtained from the Arming Asset Management and Implementation Unit, Arming Division, Training and Development Directorate.

3.4 – Lost or Stolen Defensive Equipment

Officers

3.4.1 Immediately notify management when a duty firearm, magazines, ammunition or other defensive or related equipment has been lost or stolen.

3.4.2 Provide a [BSF152 Security Incident Report](#) detailing the loss or theft. Take appropriate action in accordance with the circumstances reported ([Security Manual](#)).

⁴ Use form E689 to document issuance and return of Agency firearms and/or defensive equipment.



Managers

- 3.4.3 Notify senior management and the local security officer when a duty firearm, ammunition or other defensive or related equipment has been lost or stolen.
- 3.4.4 Notify the police of jurisdiction when the lost or stolen item is a duty firearm, magazine, ammunition or OC spray.
- 3.4.5 The Arming Division is to be notified of any lost or stolen firearms, magazines, ammunition or OC spray. Notification can be sent by email to: [CBSA-ASFC, RC-CR Arming Division/Division de l'armement](mailto:CBSA-ASFC_RC-CR_Arming_Division/Division_de_l'armement).
- 3.4.6 Ensure that a [BSF152 Security Incident Report](#) is completed.
- 3.4.7 Have the officer to whom the duty firearm was issued provide a report detailing the loss or theft. Take appropriate action in accordance with the circumstances reported.
- 3.4.8 Ensure the disposition of the lost or stolen firearm, ammunition or defensive equipment is updated accordingly in the Corporate Administrative System (CAS).

3.5 – Acquisition of Agency Firearms

Managers

- 3.5.1 A Public Agency Identification Number (PAIN) must be used to acquire Agency firearms. Use of the PAIN is tightly controlled and must be authorized by the Vice-President, Human Resources Branch or delegate.
- 3.5.2 Before acquiring Agency firearms, ensure that authorization to purchase or otherwise acquire the firearms is received from senior management (Director General or Regional Director General) and that this authorization is approved by the Vice President, Human Resources Branch.
- 3.5.3 To obtain authorization and approval, complete a letter of *Approval for the Purchase, Transfer or Acquisition of Firearms by the Canada Border Services Agency (CBSA) for Use as Agency Firearms* ([Appendix C - Sample Letter for Acquisition of Agency Firearms](#)).
- 3.5.4 Include the following details in the letter:
 - a. Make, model and number of firearms to be acquired; and
 - b. Reason for the acquisition of the firearm(s) and the intended use.
- 3.5.5 Ensure that the Regional Director General or the Director General of the Branch responsible for the program acquiring the firearms signs the letter authorizing the purchase or acquisition.
- 3.5.6 Forward the signed letter to the Vice President, Human Resources Branch and ensure that the approval of the Vice President is received.
- 3.5.7 Attach a copy of the signed and approved letter to the purchase order or transfer agreement made for the firearm(s).
- 3.5.8 Ensure that a copy of the invoice or transfer document received for the firearm, along with a copy of the letter of authorization is forwarded to:
 - a. Regional Security;
 - b. Regional program responsible for asset management; and
 - c. Human Resources Branch, Arming Division.



3.5.9 Human Resources Branch, Arming Division will report Agency firearms to the Registrar of Firearms in accordance with the provisions of the Firearms Act and the Public Agents Firearms Regulations.

3.5.10 Any program area maintaining an inventory of firearms will provide a list of these firearms by email to the Arming Division (CBSA-ASFC Arming documents Armement) on January 1st of each year containing the following details pertaining to the firearm(s):

- a. Serial number;
- b. Make;
- c. Manufacturer (if different from Make);
- d. Model number;
- e. Type;
- f. Action;
- g. Calibre or gauge;
- h. Barrel length if it is shorter than 470 mm; and
- i. Quantity of ammunition that the magazine can contain.

3.5.11 After Vice-President, Human Resources Branch approval, ensure that the above-noted details are provided immediately to the Arming Division upon acquisition of any new firearm(s) to regional or program inventory.

3.5.12 Requests for the acquisition of duty firearms should be sent to the Director, Arming Division, Human Resources Branch.

3.6 – Disposal of Agency Firearms

Managers

3.6.1 Before any Agency firearm is disposed of, it must be offered to the Chief Firearms Officer of the province in which the firearm is stored or to the RCMP Commissioner for destruction or for any scientific, research or educational purpose, or for preservation as a historical firearm.

3.6.2 Disposal, other than by transfer to the provincial Chief Firearms Officer or the RCMP, must be by destruction of the firearm and witnessed by an employee.

3.6.3 Destruction must be in accordance with the Firearms Act.

3.6.4 Ensure that the disposal of any Agency firearm (other than duty firearms) is reported to:

- a. Regional Security;
- b. Regional program responsible for asset management; and
- c. Human Resources Branch, Arming Division.

3.6.5 The disposal of duty firearms is to be reported to:

- a. Regional Security; and
- b. Human Resources Branch, Arming Division.



3.7 – Ammunition

Officers

- 3.7.1 Only Agency approved ammunition is permitted to be used in an Agency firearm. The use of reloaded or modified ammunition is strictly prohibited.
- 3.7.2 Inspect ammunition for signs of damage prior to loading it into the magazine. If any ammunition is suspected to be faulty, report it to your supervisor, return the ammunition and request replacement ammunition.
- 3.7.3 Duty ammunition will be issued for use while on duty. Annually, duty ammunition shall be expended during training events (normally this will occur during the annual re-certification session), provided a certified instructor is present and the shooting range has approved the use of this type of ammunition. Duty ammunition is not permitted for use during off-duty practice or any other unsupervised training events (i.e. when there are no certified instructors present).
- 3.7.4 Approved ammunition is to be used during the duty firearm course, for mandatory or off-duty practice and for qualifications during recertification.

Managers

- 3.7.5 Ensure that Agency approved ammunition is used in an Agency firearm. The use of reloaded or modified ammunition is strictly prohibited.
- 3.7.6 Ensure that only duty ammunition is issued for duty purposes.
- 3.7.7 Duty ammunition is not to be used during off-duty practice or any other unsupervised training events (i.e. when there are no certified instructors present).
- 3.7.8 Only practice ammunition is to be used during off-duty practice or any other unsupervised training events (i.e. when there are no certified instructors present).
- 3.7.9 If approval is received from the Arming Division, management may permit the use of specialized commercially manufactured practice ammunition to meet specific range requirements (e.g. frangible).
- 3.7.10 Ensure that ammunition inventory is periodically verified. This should occur at least quarterly. Unexplained discrepancies shall be reported to Regional Security.
- 3.7.11 An E657 Transfer of Ammunition Receipt for Vendor must be completed and provided to the vendor for any local acquisition of ammunition. Authorization for the purchase of ammunition shall be made at the Chief of Operations/Director level.
- 3.7.12 If faulty ammunition is suspected, collect all remaining ammunition of that lot number (may have been issued to several officers) and provide written notification to CBSA-ASFC Arming documents Armement.



Part 4: Handling of Firearms

4.0 – General

- 4.0.1** Maintain the principles of firearms safety at all times.
- a. Assume every firearm is loaded;
 - b. Control the muzzle direction at all times;
 - c. Trigger finger must be kept off the trigger and out of the trigger guard; and
 - d. See that the firearm is unloaded.
- 4.0.2** Inform your immediate supervisor/manager if you have knowledge of, or reason to suspect that, an officer or employee has handled or may handle a firearm in an unsafe, unprofessional, irresponsible or unlawful manner.

4.1 – Clearing Devices

Officers

- 4.1.1** Load, unload and prove safe firearms in an area designated for such purposes and use a clearing device or ballistic panel.
- 4.1.2** A safety check must be performed when the condition of a duty firearm is unknown, when first received/handled, before dry firing and before cleaning. To complete a safety check of a duty firearm:
- a. Point the pistol in a safe direction. Point it down range or at the floor (when no safe area available).
 - b. Release and remove the magazine from the pistol. Push the magazine release button with the thumb of your pistol hand or the index finger of your support hand. Allow the magazine to fall on the floor. You may have to assist by pulling it.
 - c. Pull the slide to the rear (locked open) using the over hand grip method.
 - d. Visually and physically check the pistol. When slide is locked open:
 - i. Visually look for a cartridge in the chamber area.
 - ii. Physically check, using your little finger, to ensure there is no cartridge in the chamber area.
- 4.1.3** Where a clearing device or ballistic panel is not available, firearms must be unloaded and proven safe in accordance with your training on firearms safety.

Managers

- 4.1.4** Ensure that Agency approved clearing devices are available at all Agency offices where firearms are handled or stored.
- 4.1.5** Ensure that clearing devices are used in accordance with training received.
- 4.1.6** Ensure that instructions specific to the clearing device in place are available to employees.



Part 5: Storage of Agency Firearms and Defensive Equipment

5.0 – General

- 5.0.1** When not in use, store all firearms with an Agency approved locking device that prevents the operation of the firearm.
- 5.0.2** In accordance with *Public Agents Firearms Regulations*, ensure that Agency firearms are safe and securely stored:
 - a.** with a locking device; and
 - b.** in a metal storage container issued by the Agency; or
 - c.** in an assigned storage compartment of a firearms storage locker at an Agency office.
- 5.0.3** Store the magazines and ammunition only in an Agency issued metal storage container or in storage compartment of a firearms storage locker assigned to you.
- 5.0.4** Store OC spray and baton in an approved container, locker, vault, safe or room, controlled by a public service Agency, that is kept securely locked and is constructed so that it cannot readily be broken open or into.

Managers

- 5.0.5** Ensure that there are sufficient quantities of Agency approved locking devices available at all Agency officers where firearms are handled or stored to meet the needs of that office for the number of firearms that are likely to be encountered.
- 5.0.6** Ensure that all locking devices, when in use, are properly fastened and keep the keys or combinations to the locking devices separate from the firearm and not accessible to others.

5.1 – Storage at a Location Other Than an Agency Office

- 5.1.1** When storage of an Agency firearm is requires at a location other than an agency office, officers must obtain and possess a completed form [BSF390](#). This document demonstrates that the officer is authorized by CBSA to possess, transport and store his or her duty firearm at a place other than at an office of the CBSA. The form also confirms his or her employment and duties as a public officer of the CBSA.

Officers

- 5.1.2** All Agency firearms are to be stored at an Agency office unless written authorization (BSF 390) from your supervisor is obtained prior to being stored at another location.
- 5.1.3** Retain a copy of the completed BSF390 and keep it with the Agency firearm when storing it.



- 5.1.4 Ensure that the Agency firearm is properly stored in accordance with training (note: a plastic shipping container shall not be used to store an Agency firearm).
- 5.1.5 Ensure that the Agency issued metal storage container is secured to an object or fixture that is not readily moved.
- 5.1.6 Ensure that the keys or combinations to locking devices are separate from the firearm and not accessible to others.

Managers

- 5.1.7 Ensure that written authorization (BSF390) is provided to an officer to store an Agency firearm at a location other than an Agency office.
- 5.1.8 Permit officers to temporarily store their Agency firearm at a location other than an Agency office when:
 - 5.1.9 Ensure that the address of the primary dwelling location where the Agency firearm will be stored is indicated on the BSF390 and include any conditions applicable to the situation.
- 5.1.10 Disseminate copies of form BSF390 as follows:
 - a. Officer (to remain with the Agency firearm);
 - b. Office Copy; and
 - c. Regional Security.

5.2 – Storage of Removed Firearms

Managers

- 5.2.1 **Stored for 30 days or less** - Determine if the Agency firearm should be stored on site or at the local/regional storage facility.
- 5.2.2 **Stored for more than 30 days** - Determine if the Agency firearm can be stored on site or shipped to the National Warehouse.



Part 6: Transporting and Shipping Agency Firearms and Defensive Equipment

6.0 – General

- 6.0.1 In certain circumstances, defensive equipment may be transported offsite (e.g. to other work locations, firearm training events, off-duty practice, residence, etc.) on approval from management.
- 6.0.2 The transportation of defensive equipment may be by hand or by shipping.
- 6.0.3 When firearms are transported by hand the transportation must be authorized (BSF390) and in accordance with Storage, Display, Transportation and Handling of Firearms by Individuals Regulations; or be worn in accordance with the policies, directives and standard operating procedures.
- 6.0.4 Agency vehicles used by officers transporting Agency firearms shall be equipped with plates allowing for a secure or "hard mount" of a storage container in the vehicle. Exceptions may be granted at the discretion of management.
- 6.0.5 All employees handling firearms must have successfully completed firearms safety training (i.e. Canadian Firearms Safety Course and Canadian Restricted Firearms Safety Course).

6.1 – Transporting Agency Firearms

Officers

- 6.1.1 Employees who are not authorized to wear a duty firearm must have a completed form BSF390 to transport Agency firearms.
- 6.1.2 Agency Firearms used for training must be transported unloaded and locked in a secure storage container at all times.
- 6.1.3 Obtain written authorization (BSF390) from your supervisor/manager to possess and transport firearms.
- 6.1.4 When transporting an Agency firearm in a locked secure storage container, ensure that it is out of public view while in the vehicle. When possible, the hard mount must be used. The vehicle must also be locked when unattended.



Managers

- 6.1.5 Review circumstances in which employees are required to transport firearms in order to ensure that it is necessary.
- 6.1.6 Ensure that employees who are not authorized to wear a duty firearm have obtained written authorization ([BSF390](#)) to transport firearms. This includes both Agency and protected firearms (e.g. seized or forfeited firearms).
- 6.1.7 Retain a copy of the BSF390 on file for six (6) years + current year after the last time it was used for an administrative purpose.

6.2 – Officers Transporting Agency Firearms by Commercial Aircraft

Officers

- 6.2.1 In exceptional circumstances Agency firearms and ammunition may be transported by commercial aircraft with prior management approval and must comply with [Transport Canada Regulations](#) and the airline's policy with respect to the transportation of these items.
- 6.2.2 Ensure that the firearm is safe and securely stored in a storage container issued by the Agency. Ammunition must be kept in a separate container from the firearm.
- 6.2.3 Complete the airline's firearm and/or ammunition declaration forms as required.

6.3 – Shipping Agency Firearms

Officers

- 6.3.1 Advise management of the requirement to ship a firearm.
- 6.3.2
- 6.3.3
- 6.3.4
- 6.3.5
- 6.3.6
- 6.3.7 Submit packaged firearm to your supervisor/manager for shipping.



Managers

- 6.3.8 Verify the reason why the firearm is being shipped.
- 6.3.9 If the firearm cannot be unloaded due to a malfunction, contact the Armourer Section for shipping instructions.
- 6.3.10 Authorize the shipment of the firearm from the office to its final destination.
- 6.3.11 Ensure that the firearm has been prepared for shipping and is in approved case used for shipping firearms.
- 6.3.12
- 6.3.13
- 6.3.14
- 6.3.15 Ensure that all shipping of firearms is tracked in CAS (i.e. this is to include updating the disposition of the firearm and inputting the strap seal number) and that all documentation (e.g. copies of shipping receipt) is completed and kept on file for six years + current year after the last time the document was used for an administrative purpose.
- 6.3.16 Only ship firearms using the List of Licenced Carriers approved by the Canada Firearms Program.



Part 7: Wearing of Protective and Defensive Equipment

7.0 – General

Officers

7.0.1 Officers must wear the protective and defensive equipment issued to them when they are on duty and working at an Agency office or other place in Canada while engaged in the administration of program legislation and there is the requirement to enforce that legislation.

7.0.2

7.0.3

7.0.4 Officers who have been issued protective and defensive equipment must wear their equipment in accordance with Agency policies, directives and standard operating procedures including the Uniform Policy and Standards of Appearance and the Code of Conduct.

7.0.5 Equipment will be worn on the duty belt as per the instructions provided in training and this SOP.

7.0.6 Officers must inspect their duty belt, protective vest and other equipment to ensure that they are free from damage. Request replacement equipment if it is damaged or severely worn.

7.0.7 Officers must inform their immediate supervisor/manager when they have knowledge of or reason to suspect a condition exists that may affect a co-worker's, a supervisor's or their own capacity or ability to possess, wear or use defensive equipment.

7.0.8

7.0.9 Nothing in these standard operating procedures shall be construed as permitting or mandating the wearing of defensive equipment outside the territorial limits of Canada. Exceptions may be approved by management where officers are in compliance with the laws of foreign jurisdiction with respect to the wearing of defensive equipment.



7.0.10 Officers required to enter or transit the United States or other foreign territory will ensure that, prior to entrance or transit through the foreign territory, the U.S. or other foreign authorities are advised that they are wearing or in possession of defensive equipment and confirm they are in compliance with the laws of foreign jurisdiction with respect to the wearing of defensive equipment.

7.0.11 Officers are **not** permitted to wear defensive equipment while:

- c. Attending to personal business for which there are leave provisions (i.e. appointments for medical or dental reasons, Health Canada Category III Medical Assessments, as well as other such events/activities);
- d. Working within or attending to a place or facility where the wearing of defensive equipment (particularly firearms) is not permitted by law or by the policy of the office responsible for that place or facility (e.g. a jail or detention facility or a courthouse that restricts entry of law enforcement officials with firearms and/or other defensive equipment);
- e. Attending training except where the training itself involves use of the duty firearm (e.g. firearms practice, re-certification, training assistance);
- f. Participating in any internal mediation process (refer to the [ICMS Policy and Program Framework](#));
- g. Performing any duty or assignment outside a port of entry or CBSA office that does not unequivocally involve the administration or enforcement of CBSA program legislation or an expectation to administer or enforce CBSA program legislation (e.g. giving a lecture or a demonstration at a trade show or school, recruitment related activities); or
- h. Participating in civilian or law enforcement shooting competitions (e.g. World Police and Fire Games, etc.).

7.0.12 Officers may be permitted to wear defensive equipment while they are not directly engaged in the administration or enforcement of program legislation when:

- a. Leaving an Agency facility for a short period (e.g. meal or rest break) and it is deemed by the officer's supervisor or manager not to be practicable to remove and store defensive equipment; or
- b. Working outside of an Agency office and stopping for rest or meal breaks.

7.0.13 Employees (officers and instructors) and recruits engaged in training in the use of firearms and other defensive equipment may wear defensive equipment for purposes related to the training but when not actively involved in the training must follow the rules of the campus or training facility concerning the wearing, transportation, storage or handling of defensive equipment. Nothing in the foregoing statement shall be construed as permitting or mandating the wearing of defensive equipment outside the physical territory of the campus or training facility, except for authorized practice or recertification. Any request for authorized exemption shall be made in writing to the Director, Arming Division.

Managers

7.0.14 Management has the right to require or order the removal of defensive equipment at any time and officers are required to comply with any such direction.



7.1 – Priority List of Equipment for the Duty Belt

- 7.1.1** The number and type of equipment to be worn on the duty belt are established in the equipment priority lists found at sections 7.1.2, 7.1.3, and 7.1.4 below.
- 7.1.2** Required equipment — equipment that must be carried on the belt as per the training and certifications of the officer:
- 7.1.3** Optional equipment — equipment that may be carried on the belt provided it does not interfere with access to required equipment. If space is an issue, optional equipment must be carried in a pocket. While optional equipment is not necessarily supplied by the Agency, it is permitted:
- a.** One compact flashlight;
 - b.** One folding knife or multi-purpose tool;
 - c.** Keys to areas, vehicles or equipment occupied by or belonging to the Agency; and/or
 - d.** Compact mouth-to-mouth resuscitation kit, including mouth guard and latex gloves.
- 7.1.4** Other equipment — equipment approved by management that does not interfere with access to required equipment and that may be required to perform special tasks:
- 7.1.5** Management, in consultation with a certified instructor, will make the final approval regarding the addition or placement of equipment listed in sections 7.1.3 and 7.1.4.



Part 8: Removal and Return of Agency Firearms and Defensive Equipment

8.0 – General

8.0.1 Agency firearms and defensive equipment are the property of the Agency.

8.1 – Removing Agency Firearms and Defensive Equipment: Administrative Reasons

Managers

- 8.1.1 Ensure that firearm(s) and/or other defensive equipment are removed from an officer, employee or recruit when any of the following administrative reasons exist:
- a. the firearm or defensive equipment is replaced by the Agency;
 - b. the officer ceases to be an employee of the Agency;
 - c. the officer is deployed to a position in the Agency that does not require the carrying and use of a firearm or defensive equipment; or
 - d. the officer fails to maintain his or her proficiency in the use of force/control and defensive tactics (CDT) or in the use of duty firearms by the expiry date of his/her certification (refer to paragraph 8.1.2).
- 8.1.2 When an officer fails to maintain their proficiency, remove defensive equipment in the following circumstances:
- a. In the case that the officer fails to re-certify on the duty firearm during an annual re-certification by the expiry date, the duty firearm will be removed. The officer remains certified in other defensive equipment (OC, baton) and it should not be removed;
 - b. In the case of a triennial re-certification, the officer fails to re-certify on the duty firearm by the expiry date, the firearm will be removed; or
 - c. In the case of a triennial re-certification, the officer fails to re-certify in CDT or SBT by the expiry date, all defensive equipment will be removed.
- 8.1.3 Secure defensive equipment being removed in a lockable cabinet or area designed for that purpose (e.g. designated Firearm Storage Room).
- 8.1.4 Ensure that the firearm is proved safe, made inoperable by way of an approved locking device and locked in an approved storage container with related equipment (e.g. magazines).



- 8.1.5 Document the removal of this equipment with an E689 *Equipment Issuance and Removal Document* and provide the officer with a copy as a receipt.⁶
- 8.1.6 Ensure that the disposition of all defensive equipment is updated in CAS.
- 8.1.7 Notify the training coordinator to discontinue practice and/or re-certification sessions for the officer until such time as the defensive equipment is returned, if applicable.

8.2 – Removing Agency Firearms and Defensive Equipment: Non-Administrative Reasons

Managers

- 8.2.1 Ensure that firearm(s) and all other defensive equipment are removed from an officer, employee or recruit when any of the following non-administrative reasons exist:
 - a. Criminal charge or conviction for any offence involving violence or threat of violence;
 - b. Threats or actual violent behaviour towards others or threats to do harm to themselves;
 - c. Alcohol or substance abuse;
 - d. The discovery of a medical condition (physical condition or serious psychiatric condition or serious emotional instability), whether medicated or not which may negatively influence the ability of the individual to possess, wear, or use defensive equipment; or
 - e. The officer is under investigation for a matter involving the use of excessive force or assault (e.g. striking a compliant individual); or
 - f. In the opinion of the Agency, it is not in the best interests of the Agency that an officer continues to carry or possess an Agency firearm or defensive equipment.
- 8.2.2 Regional Human Resources Advisors and/or Arming Division Psychological Support Professional services are available to provide advice on how best to proceed when removing Agency firearms and/or defensive equipment. The employee should also be offered the services of the Employee Assistance Program (EAP).
- 8.2.3 When a supervisor/manager has knowledge of or reason to suspect a psychological condition exists that may affect an officer's capacity to possess, wear or use defensive equipment, a demand for a psychological assessment can be made.
- 8.2.4 It is not necessary for the officer to be present for the removal of the defensive equipment issued to him or her. It is appropriate to remove the equipment directly from its locker. If appropriate, a note should be left inside the secure locker advising the employee of the removal with instructions to consult management for clarification.
- 8.2.5 If it is believed that the officer may be resistant or combative during the attempt to remove Agency firearm(s) and/or other defensive equipment, take appropriate precautions.
- 8.2.6 Secure handcuffs, OC spray and baton(s) in a lockable cabinet or area.
- 8.2.7 Ensure that any firearm is proved safe, made inoperable by way of an approved locking device and locked in an approved lockbox with related equipment (e.g. magazines). Ensure the officer does not have access or keys.

⁶ Use form E689 to document issuance and return/removal of defensive equipment.



- 8.2.8 Document the removal of any Agency firearm(s) and/or defensive equipment with an E689 Equipment Issuance and Removal Document and provide the officer with a copy as a receipt.⁷
- 8.2.9 Ensure that the disposition of all Agency firearms and/or defensive equipment is updated in CAS.
- 8.2.10 Notify the training coordinator to discontinue practice and/or re-certification sessions for the officer until such time as the defensive equipment is returned, if applicable.

Notifications

- 8.2.11 Immediately notify the employee's director of the removal and reasons thereof (Appendix E).
- 8.2.12 Within 24 hours of the removal, notify the Arming Division in writing (CBSA-ASFC Arming Firearm Removals-Retraits Arme a feu Armement) including the following details:
 - a. Employee name;
 - b. Serial number(s) of any firearm(s) or other defensive equipment removed (e.g. baton, OC spray);
 - c. Date the defensive equipment was removed;
 - d. Reason(s) for the removal;
 - e. The name and position of the member of management who authorized the removal; and
 - f. Details of any previous removals.
- 8.2.13 Ensure that the local security officer is notified when defensive equipment has been removed.

8.3 – Review Process: Non-Administrative Reasons

Managers

Review of Decision to Remove

- 8.3.1 The decision to remove firearm(s) or defensive equipment from an officer will be reviewed within 72 hours⁸ by the employee's director to determine whether the firearm(s) and/or defensive equipment should be returned.
- 8.3.2 To extend the 72 hour review process, the employee's director must make a request to the Director, Arming Division via the inbox. The request must include:
 - a. the name of the officer involved;
 - b. the reason for the request of an extension; and
 - c. the length of time requested.
- 8.3.3 Ensure the review of the decision to remove includes an analysis of the reason(s) for the removal and any new information pertinent to the matter.

⁷ Use form E689 to document issuance and return/removal of defensive equipment.

⁸ The employee's director can make the decision in less than 72 hours, however once the decision has been rendered, it cannot be rescinded and will have to be referred to the Arming Division as required under 8.3.4.



- 8.3.4** The director upon completion of the analysis may immediately authorize the return of the defensive equipment removed if warranted. Details of this review should be documented and relayed to the Arming Division, within 24 hours of the decision in accordance with the SOPs on Returning Defensive Equipment: Non Administrative Reasons.
- 8.3.5** Where the removal is continued for any period of time, the director will take steps to assess what is required in order for the removed defensive equipment to be returned to the officer. As a part of this assessment, management may consult any of the following:
- a. Psychological Support Professional⁹;
 - b. Labour Relations;
 - c. Occupational Health and Safety;
 - d. Training and Development; and
 - e. Other (as required).
- 8.3.6** Following consultation, an action plan will be implemented by the employee's director that may include:
- a. An interim accommodation strategy;
 - b. A "fitness to return to work assessment";
 - c. Retraining;
 - d. Counseling;
 - e. Rehabilitation;
 - f. Medical treatment;
 - g. Therapy; or
 - h. Other (as required).
- 8.3.7** At the completion of the action plan, the employee's director will prepare a written recommendation (including supporting documents) for or against the return of the defensive equipment removed. This recommendation will be brought forward to the Regional Review Committee. A copy will also be simultaneously provided to the employee from whom the firearm(s) and/or defensive equipment was removed.
- 8.3.8** The employee may prepare and submit a submission to the Regional Review Committee at any time for consideration. These submissions will only be accepted in a written format.

⁹ The Psychological Support Professionals are available to:

- a) Provide specialized support for regional managers who need to consult with a professional when faced with the decision of removing and/or returning firearm(s) or other defensive equipment, as well as providing advice and assisting with regional and headquarters coordination once the decision to remove defensive equipment is made.
- b) Provide support to management on how to better assist officers who have been found to be unsuitable to carry/posses a duty firearm during the psychological testing. Liaise with the external services provider who administered the testing.
- c) Assist in the coordination of the mandatory assessment of any officer or employee involved in an incident resulting in serious injury or death.
- d) Advise senior management on any contentious issues that may arise.



Regional Review Committee

8.3.9 The Regional Review Committee will consist of:

- a. Regional Director General (or delegate);
- b. Employee's Director;
- c. Regional Human Resources Director; and
- d. Another regional director (colleague).

8.3.10 The Regional Review Committee will confirm whether the recommendations put forward by the employee's director are appropriate and recommend a course of action including:

- a. The return of the firearm(s) and/or defensive equipment, continuation with the temporary removal of the firearm(s) and/or defensive equipment until certain conditions are met, or direct that the firearm(s) and/or defensive equipment be removed permanently;
- b. The duration of any continued removal;
- c. Any further action plan required to return the firearm(s) and/or defensive equipment; and/or
- d. Any other course of action deemed appropriate.

8.3.11 The region's written recommendation(s) are to be forwarded to the Director General, Training and Development Directorate, Human Resources Branch for review via the Arming Division [inbox](#) and must include information on the consultations conducted as per the previous paragraph, as well as names of persons consulted and any submission(s) made by the employee.

8.3.12 The Director General's review will include an analysis by the Arming Division of the regional recommendation(s) to determine whether they are in accordance with the law and CBSA policies, directives and standard operating procedures. The results of this analysis will then be forwarded to the Director General, Training and Development Directorate for decision.

8.3.13 The Director General, Training and Development Directorate, shall direct the return of the firearm(s) and/or defensive equipment, continuation with the temporary removal of the firearm(s) and/or defensive equipment until certain conditions are met, or direct that the firearm(s) and/or defensive equipment be removed permanently. The decision of the Director General, Training and Development Directorate will then be communicated to the affected officer's Regional Director General.

8.4 – Returning Agency Firearms and Defensive Equipment: Administrative Reasons

Managers

8.4.1 When returning Agency firearm(s) and/or defensive equipment removed or replaced for [administrative reasons](#), ensure the officer's prerequisites for carrying/possessing a duty firearm, Agency firearm and/or defensive equipment including re-certification or practice sessions are valid and current before allowing the officer to wear or use the firearm(s) or defensive equipment on duty.

8.4.2 Follow the SOPs in [Part 3.0, Issuing Defensive Equipment](#).



8.5 – Returning Agency Firearms and Defensive Equipment: Non-Administrative Reasons

Managers

- 8.5.1** Prior to returning the defensive equipment removed ([Appendix E](#)), ensure that all recommendations made by the regional committee and conditions of return identified by the Director General of Training and Development Directorate, Human Resources Branch have been completed by the relevant individual(s).
- 8.5.2** Prior to returning firearm(s) or defensive equipment, notify the Arming Division in writing ([CBSA-ASFC Arming Firearm Removals-Retraits Arme a feu Armement](#)) including the following details:
- a. Employee name;
 - b. Serial number(s) of any firearm(s) or other defensive equipment removed (e.g. baton, OC spray);
 - c. Date the defensive equipment was removed and subsequently will be returned;
 - d. Reason(s) for the removal;
 - e. The name and position of the member of management who authorized the return; and
 - f. Details of the decision to return the defensive equipment.
- 8.5.3** Subsequent to approval for return of the Agency firearm and/or defensive equipment under this SOP, the Arming Division, Training and Development Directorate, Human Resources Branch must be notified in writing ([CBSA-ASFC Arming Firearm Removals-Retraits Arme a feu Armement](#)) within 24 hours of the return of any firearm and/or defensive equipment.
- 8.5.4** Ensure the officers' prerequisites for carrying/possessing a duty firearm, the defensive equipment removed, including re-certification or practice sessions are valid and current before allowing the officer to wear or use the firearm(s) or defensive equipment on duty.
- 8.5.5** Follow the SOPs in [Part 3.0 Issuing Defensive Equipment](#).



Part 9: Definitions

Agency

The Canada Border Services Agency (CBSA).

Agency Firearm

A firearm that is the property of the Agency and issued to an employee for use in the course of their duties or for the purpose of employment in accordance with Agency policies, directives, standard operating procedures, and applicable laws.

Anniversary Date

The last day of an officer's successfully completed Duty Firearm Course or Control and Defensive Tactics Course.

Certified Instructor

An instructor certified to deliver the Agency's CDT and/or firearms training.

Control and Defensive Tactics (CDT)

A training program used by the Agency to teach officers how to defend themselves and take control of situations and individuals. The core elements of this program are classroom instruction related to authorities and the Incident Management Intervention Model (IMIM); practical instruction and the application of control, self-defence and handcuffing techniques; and the introduction of defensive equipment.

Defensive Equipment

Equipment and devices issued to employees by the Agency including OC spray, batons, handcuffs and duty firearms, which may be used by authorized employees in compliance with Agency policies, directives, and standard operating procedures.

Detained Firearm

A firearm that is detained by the Agency from an individual or business but is not seized, abandoned or otherwise forfeit to the Crown.

Duty Ammunition

ammunition that is issued to officers by the Agency for carry and use in the course of or for the purpose of the officers' duties or employment.

Duty Firearm

A firearm issued by the Agency as part of the defensive equipment for an officer.

Employee

A person hired by the Agency.



Handle

To touch, manipulate, control or otherwise engage in the handling of a firearm.

Health Canada Category III Medical Assessment

The assessment criteria that Health Canada medical practitioners will use when conducting medical assessments of employees.

Locking Device

An apparatus such as a cable lock or trigger lock that when properly applied and locked ensures that a firearm is rendered inoperable and cannot be fired. In the case of the duty firearm, only the issued cable locks are permitted to be used.

Minnesota Multiphasic Personality Inventory (MMPI-2) and the Sixteen Personality Factor (16PF)

These are psychological and behavioural tests that are used to evaluate the readiness of recruits and officers to carry an Agency firearm. The testing process also includes a structured stress assessment and a clinical interview that are conducted by a clinical psychologist to further investigate any specific areas of concern identified by the tests.

Officer

Any employee of the Agency involved in the administration or enforcement of acts and regulations known as "program legislation" as defined in section 2 of the Canada Border Services Agency Act.

On Duty

Means the hours of scheduled work and overtime.

Practice Ammunition

ammunition that is issued to officers for training purposes.

Prerequisite

A qualification or precondition that must be fulfilled before another event or action (such as training) can occur.

Protected Firearm

A firearm that has come into the possession of the Agency through seizure, abandonment or forfeiture.

Protective Equipment

Protective vests and communication devices issued to employees by the Agency.

Recruit

An individual who has been selected by the Agency and placed in training to become an officer.

Scenario Based Training (SBT)

Training in a realistic environment using a situation the officer may encounter in their normal duties to test risk assessment skills, recognition of categories of resistance, and appropriate responses to both. This training tests the officer's judgement and skill.



Appendix A - Function Test

1. Complete a Safety Check, remove all live ammunition from the immediate area and only have empty magazines in your possession.

Note: Always prove the firearm safe and point the pistol in a safe direction before pulling the trigger in any portion of the Function Test.

2. Fieldstrip the pistol; check the overall cleanliness of the pistol and for the correct amount of lubrication.
3. Inspect the frame for damage, deformities and cracks.
4. Inspect the trigger and trigger spring.
5. Visually inspect the trigger bar spring, making sure it is in place.
6. Inspect the ejector for damage.
7. Ensure the back-strap retaining spring is in place. If a Hogue Grip is used, check that it is centered, in good condition and that it doesn't interfere with the magazine release button.
8. Firing pin and firing pin block check:
 - a. With moderate force (2-3 kg) push on the rear of firing pin. It should not protrude past the breech face.
 - b. Check for free movement of the firing pin block by depressing and releasing the firing block.
 - c. Depress the firing pin block and push on the rear of the firing pin until the firing pin tip protrudes from the breech face. It should protrude approximately 1.5mm (equals the distance from the breech face to the extractor).
 - d. Check the tip of the firing pin and firing pin channel for dirt and/or damage.
 - e. Release the firing pin, which should return immediately. Check for a "sluggish firing pin". Large rounded end of the firing pin should protrude from the rear of the slide approximately 1 mm.
9. Check the extractor for dirt, damage and spring tension.
10. The breech face, chamber and barrel should be clean. Check the barrel for damage and/or deformities.
11. Inspect the central block, recoil spring and guide rod assembly for damage and/or deformities.
- 12.
13. Attach the slide assembly to the frame. Cycle slide fully to the rear and release. The slide should snap forward when released, showing the recoil spring has sufficient tension.



14. Check that the slide stop has spring tension.
15. Magazines and Magazine Disconnect:
 - a. Inspect the magazines for damage, deformities and/or cracks.
 - b. Verify and ensure the chamber is empty. Without a magazine in the pistol, pull the trigger. The hammer should not function.
 - c. Insert an empty magazine into the pistol. Verify and ensure the chamber is empty. Pull the trigger (the hammer should function).
16. Trigger and Firing Pin Block:
 - a. Verify and ensure the chamber is empty. Pull and release the trigger.
 - b. The firing pin block should move up and down (visible at top of the slide) as the hammer moves back and then falls.
 - c. The trigger should return to the forward position when released without sticking (reset).
17. Trigger Bar Disconnect – Verify and ensure the chamber is empty. With an empty magazine in the pistol, retract the slide 2 cm. Pull the trigger. The hammer should not function.
18. Rack the slide fully to the rear and the slide should lock open with the empty magazine. Depress the magazine release button. The magazine should fall freely from the pistol.
19. Repeat steps 15 – 18, with each magazine.
20. When your magazines are loaded, the cartridges should not stand up between the feed lips of the magazine.



Appendix B – User Level Maintenance and Cleaning

The pistol should be cleaned as soon as possible after firing, after exposure to moisture/inclement weather and/or once a month.

You should inspect the pistol approximately once a month to see if routine cleaning is necessary.

1. Complete a safety check.
2. Cleaning Equipment:
 - a. Cleaning Rod
 - b. Bore Brush
 - c. Nylon Brush
 - d. Patches and Cloth (lint free)
 - e. Approved Solvent
 - f. Approved Lubricant (oil)
 - g. Disposable Rubber Gloves
3. Approved oil and solvent:
 - a. Gun Oil (some examples)
 - Shooter's Choice FP10
 - G-96
 - MC2500 Synthetic oil
 - b. Solvent (some examples)
 - Hoppes Elite
 - MPRO 7
 - Mil-Comm MC 25
4. Unload your magazines.
5. Remove all ammunition from the cleaning area for safety reasons.
6. Field strip the pistol (refer to [Appendix A](#)).

Cleaning

Barrel

7. Clean the inside of the barrel using a patch soaked in approved solvent. The patch is secured on a cleaning rod (two complete passes, starting from chamber).
8. Remove patch and use the bore brush, pushing the brush completely through the barrel (10-20 times). Follow with a patch soaked in solvent.
9. Clean the exterior of the barrel scrubbing with a nylon brush and solvent. Pay attention to the area where the central block contacts the barrel (locking lugs) and the end of the barrel (chamber end).



10. Dry the chamber and barrel by pushing a cotton patch through the barrel. Repeat until clean. Inspect the chamber with a flashlight to ensure there isn't any build of carbon fouling.
11. Dry the exterior of the barrel with a patch/cloth. Keep the area of locking lugs clean.

Central Block

12. Clean the central block with a nylon brush and solvent. Pay attention to the raised tooth of the central block as the barrel rotates on the central block.
13. Carefully dry with a clean cloth.

Slide

14. Avoid any excess oil/solvent to the rear of the slide that may contaminate the firing pin. When cleaning this area, including the breech face you may use a dry brush and then a patch slightly moistened in solvent. When brushing the breech face and extractor, hold the slide, muzzle down to keep debris from entering the firing pin opening.
15. Clean the slide forward of the breech face with a cloth moistened in solvent and with a nylon brush. Pay attention to the areas where the locking lugs of the barrel engage the slide.
16. Ensure the slide rails are cleaned.
17. Dry the slide surfaces with a clean cloth.

Recoil Spring and Recoil Spring Guide Assembly

18. After extensive use it may be necessary to first clean these parts using a nylon brush, patch and solvent.

Frame

19. Using a cloth moistened with solvent, clean the areas of the hammer, the ejector, the area where the magazine is seated (inside the grip – "Magazine Well") and the 4 frame rails. If necessary, use a nylon brush. Keep area around trigger bar clean. Take care not to dislodge the trigger bar spring or the slide stop spring. Ensure the feed ramp and magazine well is kept clean.
20. Carefully dry the frame with a cloth.

Magazine

21. Field strip the magazine for cleaning.
22. If necessary, to remove firing residue, use solvent on a cloth to clean the inside of the magazine tube. Also clean the magazine follower and other components. Do not use alcohol to clean the magazine.
23. Dry the internal walls of the magazine tube and magazine components with a clean cloth and reassemble.
24. Make sure the follower moves freely when depressed.
25. Use a very small amount of oil (several drops) on a cloth and spread a thin film of oil on the exterior of the magazine tube for corrosion protection. Do not oil inside the magazine tube.



Oiling

Slide

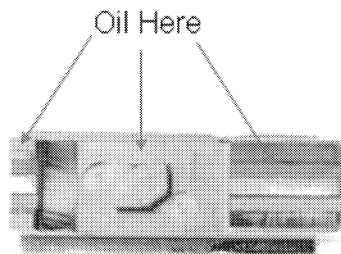
26. Lightly oil the inside of the slide forward of the breech face. Apply a drop of oil and rub in with your finger, including the opening for the barrel.
27. Using a patch with several small drops of oil; wipe the remaining surfaces of the slide for corrosion protection (only need to apply a very thin film of oil). Do not allow solvent or oil to enter the firing pin channel.

Barrel

28. Oil the exterior surface of the barrel using the approved oil.
 - a. Apply a drop of oil to the locking lugs.
 - b. Apply a light film of oil to the exterior of the barrel with another drop of oil.

Central Block

29. Use one drop of oil to oil the following locations. Ensure the exterior of the central block has a light film of oil.



Recoil Spring

30. Apply one drop of oil applied to the recoil spring.

Frame Assembly

31. Using a drop of oil on your fingertip, oil each of the 4 frame rails.
32. The metal parts in the frame can be wiped down with a patch and several drops of oil for corrosion protection.
33. The pistol can be reassembled after a function test. If there is excess oil on the rear of the slide after cycling the action, it can be wiped off.

3 Year Maintenance

- a. The CBSA has established a service schedule of 3 years or 5000 rounds.
- b. The armourer will perform the following:
 - Full cleaning;
 - Parts upgrade;
 - Beretta maintenance pack;
 - Inspect the magazines (spring, follower, etc.); and
 - Sight adjustment, if required.



Appendix C – Sample Letter for Acquisition of Agency Firearms

Date

MEMORANDUM FOR (NAME OF VICE PRESIDENT – Human Resources)

SUBJECT: APPROVAL FOR THE PURCHASE, TRANSFER OR ACQUISITION OF AGENCY FIREARMS BY THE CANADA BORDER SERVICES AGENCY

In accordance with the Canada Border Services Agency (CBSA) *Directive on Firearms and Defensive Equipment*, I recommend that you approve the purchase of (specify number and indicate if the firearms are disabled) firearms from (specify name of vendor/transferor and address):

- (Indicate make, model and type of firearm)
- (Indicate make, model and type of firearm)

Once acquired, these firearms will become the property of the Agency. The intended use of these firearms is (specify purpose, e.g., in the firearms safety training of officers.)

Should you require additional information, please do not hesitate to contact me.

(Name)

(Regional) Director General

Approved
(Name of Vice President – Human Resources)



Appendix D – Manager’s Duty Firearm Inspection Checklist

| Manager’s Duty Firearm Inspection Checklist (Section 3.2 - CBSA Standard Operating Procedures on Agency Firearms and Defensive Equipment) | | |
|---|--|--|
| INSTRUCTIONS FOR COMPLETION All Parts must be completed (when applicable) | DIRECTIVES À SUIVRE POUR REMPLIR Toutes les parties doivent être complétées (selon le cas) | |
| PART A – PARTIE A ADMINISTRATIVE INFORMATION – RENSEIGNEMENTS ADMINISTRATIFS | | |
| Employee Name: Substantive Position: PRI: Region: District: Work Location: Date of Inspection: | | |
| PART B – PARTIE B INSPECTION INFORMATION – Use the designated safe area within the operational facility where duties such as inspection or cleaning of the duty firearm are performed. | | |
| INSPECTION | INSTRUCTIONS | RESULTS |
| 3.2.2 - PROVE duty firearm safe. | Request that the officer PROVE his or her duty firearm safe. | <input type="checkbox"/> Officer demonstrated the correct duty firearm handling skills in accordance with the <u>Canadian Firearms Safety Course</u> . <input type="checkbox"/> Officer did not demonstrate the correct duty firearm handling skills in accordance with the <u>Canadian Firearms Safety Course</u> . Provide action plan if checked |
| 3.2.3 – Duty firearm is loaded for duty. | | <input type="checkbox"/> Officer demonstrated that their firearm was loaded for duty in accordance with CBSA training. <input type="checkbox"/> Officer did not demonstrate their firearm was loaded for duty as per CBSA training. Provide action plan if checked |
| 3.2.4 – Duty firearm spare magazines. | | Provide action plan if checked |
| 3.2.5 - Storage of duty issued firearm. | Verify that the officer's duty firearm is stored and locked in accordance with <u>Part 5: Storage of Agency Firearms and Defensive Equipment</u> . | <input type="checkbox"/> Officer's duty firearm is stored and locked in accordance with Agency procedures. <input type="checkbox"/> Officer's duty firearm is not stored and locked in accordance with Agency procedures. Provide action plan if checked |



| | | |
|---|---|---|
| <p>3.2.6 - Duty Firearm cleanliness.</p> | <p>Inspect the duty firearm for cleanliness and have the officer perform a function test to demonstrate basic operability (refer to the <u>Appendix A</u>).</p> | <p><input type="checkbox"/> The duty firearm is clean and the moving parts (slide, trigger, magazine release) operate freely without the need to force them.</p> <p><input type="checkbox"/> The duty firearm is not clean and the moving parts (slide, trigger, magazine release) do not operate freely without the need to force them.</p> <p>Provide action plan if checked</p> |
| <p>3.2.7 - Serial number verification.</p> | <p>Verify that the serial number (located on the frame of the officer's duty firearm) matches the serial number recorded in CAS.</p> | <p><input type="checkbox"/> Serial number (located on the frame of the officer's duty firearm) does match the serial number recorded in CAS.</p> <p><input type="checkbox"/> Serial number (located on the frame of the officer's duty firearm) does not match the serial number recorded in CAS.</p> <p>Provide action plan if checked</p> |

PART C – PARTIE C | COMMENTS/ACTION PLAN

PART D – PARTIE D | SIGNOFF

| | |
|--|---|
| <p>Manager Name: Position: Date:</p> | <p>Officer Name: Date:</p> |
| <p>_____ Signature</p> | <p>_____ Signature</p> |

When completed, file and retain locally.



Appendix E – Removal and Return of Agency Firearms and Defensive Equipment

Removal

Return

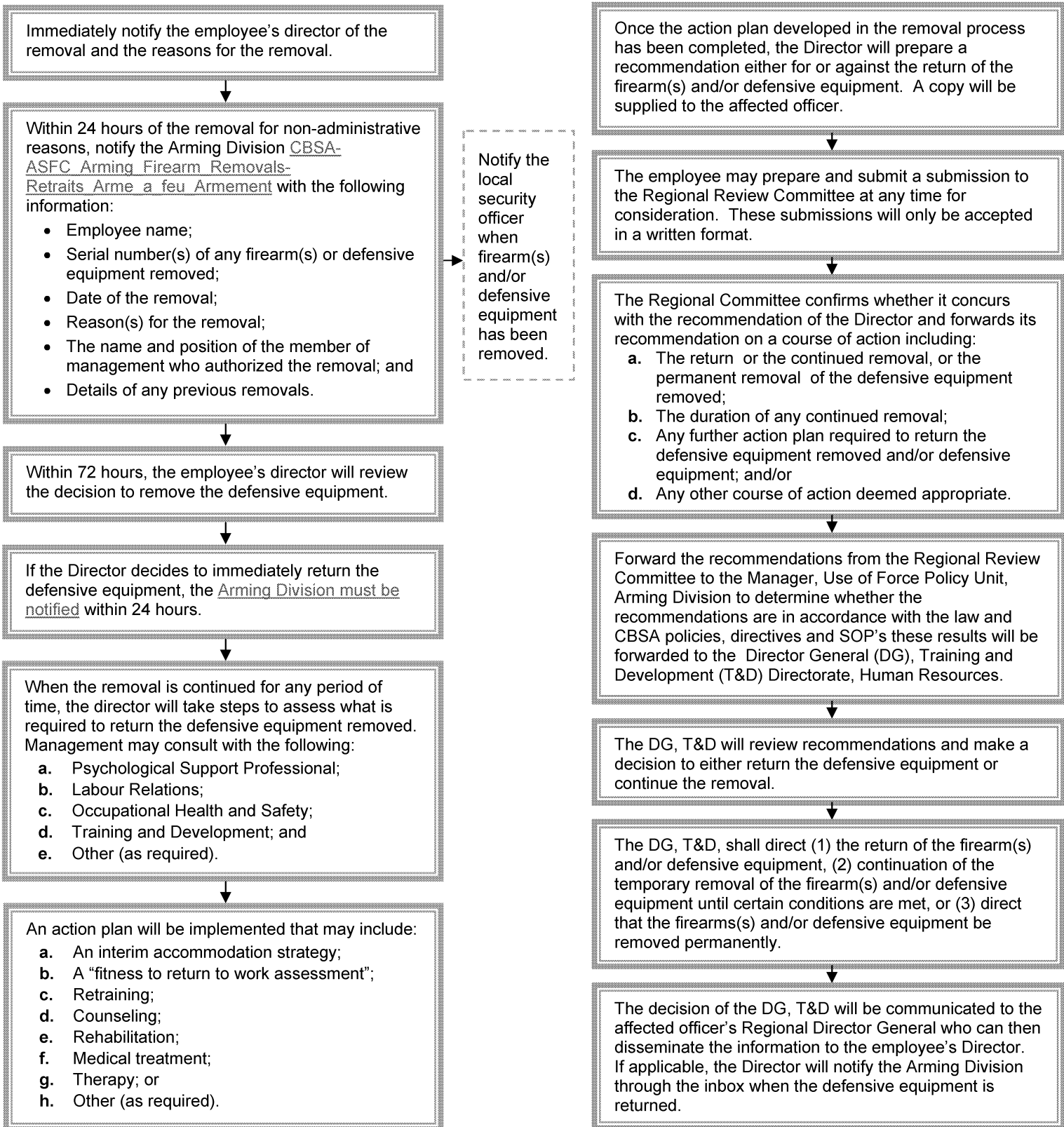




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1. Effective Date

- 1.1 This directive takes effect on April 10, 2014

2. Application

- 2.1 This Directive applies to employees attending the Duty Firearm Course (DFC), Duty Firearm Annual Re-certification, Three Year Re-certification and Skills Maintenance, and Regional Control and Defense Tactics Training (CDT). This directive should be read in conjunction with the [CBSA Policy on Use of Force and Defensive Equipment](#), the [CBSA Directive on Agency Firearms and Defensive Equipment](#), the [CBSA Standard Operating Procedures on Agency Firearms and Defensive Equipment](#), and the [CBSA Directive on Progress Review, Use of Force Training](#).

3. Objective

- 3.1 This directive outlines the responsibilities, requirements and training outcomes in relation to the DFC, Annual Re-certification and Three Year Re-certification and Skills Maintenance.

4. Authorities

- *Cabinet Decision # 1-0091-06CR(01) (Arming Canada Border Services Agency Officers at the Border and Addressing Work Alone Situations) – Budget 2006*

5. Cross-References

- [CBSA Policy on Use of Force and Defensive Equipment](#)
- [CBSA Directive on Agency Firearms and Defensive Equipment](#)
- [CBSA Standard Operating Procedures on Agency Firearms and Defensive Equipment](#)
- [CBSA Directive on Progress Review, Use of Force Training](#)

6. Definitions

Agency – the Canada Border Services Agency.

Annual Re-certification – session that officers are required to complete successfully annually in order to retain their duty firearm.

Control and Defensive Tactics Training (CDT) – A training program used by the Agency to teach officers how to defend themselves and take control of situations and individuals. The core elements of this program are classroom instruction related to authorities and the Incident Management Intervention Model (IMIM); practical instruction and the application of control, self-defence and handcuffing techniques; and the introduction of defensive equipment.

Control and Defensive Tactics Re-certification – five day course which officers are required to complete successfully every three years in order to retain defensive equipment, but not including a duty firearm.



Defensive Equipment – equipment and devices issued to employees by the Agency including OC spray, batons, handcuffs and duty firearms, which may be used by authorized employees in compliance with Agency policies, directives, and standard operating procedures.

Duty Firearm – a firearm issued by the Agency as part of the defensive equipment for an officer.

Duty Firearm Skills Enhancement Course – training session delivered to officers who have been unsuccessful in the firearm proficiency component of the DFC or Re-certification.

Duty Firearm Course (DFC) – an 18 day course that is required prior to being issued a duty firearm.

Note: Inland officers attend a 20 day course.

Employee – a person hired by the Agency.

Family – means father, mother (or alternatively stepfather, stepmother, or foster parent), brother, sister, spouse (including common-law partner resident with the employee), child (including child of common-law partner), stepchild or ward of the employee, grandchild, father-in-law, mother-in-law, the employee's grandparents and relative permanently residing in the employee's household or with whom the employee permanently resides.

Officer – any employee of the Agency involved in the administration or enforcement of acts and regulations known as "program legislation" as defined in section 2 of the [Canada Border Services Agency Act](#).

Practical Pistol Course of Fire – the standard for firearms proficiency evaluation for the CBSA. Officers must achieve a minimum passing score of 200/250 and a minimum of 66% for each stage of the Practical Pistol Course (PPC). The PPC is included in the *Introduction to the Arming Initiative* online course accessible via *My Learning*.

Scenario Based Training (SBT) – training in a realistic environment using a situation the officer may encounter in their normal duties to test risk assessment skills, recognition of categories of resistance, and appropriate responses to both. This training tests the officer's judgement and skill.

Skills Enhancement Course (SEC) – training session delivered to officers who have been unsuccessful in a component of the DFC, Annual Re-certification, Three Year Re-certification and Skills Maintenance or CDT.

Three Year Re-certification and Skills Maintenance - session that officers are required to complete successfully every three years to retain their defensive equipment including the duty firearm.

Use of Force Skills Enhancement Course – training session delivered to officers who have been unsuccessful in the scenario-based training component of the DFC or Re-certification.

7. General

- 7.1 All CBSA officers who are responsible for carrying out enforcement activities must successfully maintain skills and certifications as required by the Agency.
- 7.2 Officers will be scheduled for periodic skills maintenance and re-certification training in control and defensive tactics (CDT), scenario based training (SBT) and the duty firearm.
- 7.3 Officers who have been unsuccessful or do not meet a component of a Duty Firearm Course (DFC), Annual Re-certification, Three Year Re-certification and Skills Maintenance, or Control and Defensive Tactics (CDT) will be scheduled to participate in a Skills Enhancement Course.
- 7.4 Any officer who is unsuccessful or has ongoing deficiencies during any use of force course shall participate in the applicable review processes as outlined in the [CBSA Directive on Progress Review, Use of Force Training](#).



8. Prerequisites

- 8.1 Managers must ensure that officers' prerequisites are current prior to scheduling re-certification testing or refresher training.

Control and Defensive Tactics (CDT)

- 8.2 To attend CDT training, ensure all participants have completed the following:
- CBSA103 Use of Force Participation Form that has been reviewed and signed off by local management; and
 - Health Canada Category III Medical Assessment¹ and have been deemed suitable to proceed to the CDT course.

Duty Firearm Course (DFC)

- 8.3 To attend DFC training, ensure all participants possess or have successfully completed the following:
- Completion of the Canadian Firearms Safety Course and/or the Canadian Restricted Firearms Safety Course;
 - The MMPI-2 and 16PF tests and the structured stress assessment and clinical interview and have been deemed suitable to proceed to the DFC;
 - A valid Health Canada Category III Medical Assessment and have been deemed suitable to proceed to the DFC; and
 - CBSA103 Use of Force Participation Form that has been reviewed and signed off by local management

Mandatory Firearm Practice

- 8.4 To attend mandatory firearm practice, all participants must have successfully completed a DFC.

Off-Duty Firearm Practice

- 8.5 All officers wishing to participate in Off-duty Firearm Practice must have current CBSA certification in the use of the duty firearm.

9. Training Requirements

Control and Defense Tactics (CDT)

- 9.1 Officers must successfully complete CDT to be issued with and permitted to carry defensive equipment (OC spray, batons and handcuffs), but not including a duty firearm.
- 9.2 Officers must complete and be evaluated on CDT which provides theoretical and practical application components that will allow the participant to assess risk and apply the necessary intervention to ensure officer and public safety. They must be successful in both components to be awarded the course certification.

¹On November 30, 2009, the implementation of this initiative commenced with those officers attending the DFC. Medical assessments will be phased in for the remainder of existing employees that require CDT training and/or recertification.



- 9.3 The three year re-certification date for officers will be based on the date that the officer successfully completed their core Control and Defensive Tactics (CDT) training; the anniversary date is the final day of their core CDT training.
- 9.4 Officers who are unsuccessful at the completion of CDT re-certification shall participate in a Level I PR as outlined in the [CBSA Directive on Progress Review, Use of Force Training](#), and then be scheduled to attend another CDT re-certification or Skills Enhancement Course (SEC) as soon as possible but within six months of their CDT Re-certification.

Duty Firearm Course

- 9.5 All frontline officers (i.e. land and marine ports of entry), those carrying out enforcement activities away from the port (i.e. inland officers), and officers at other locations conducting offsite verifications where the risk to officer/public safety is considered to be high, have been identified as requiring to successfully complete the DFC. An officer must successfully complete the DFC² to be issued with and permitted to carry a duty firearm.
- 9.6 Officers must complete and be evaluated on both the firearm proficiency and scenario based training (Use of Force) components of the [DFC](#). Officers who are unsuccessful in the firearm proficiency component will continue in the course and be evaluated on the Use of Force component. They must be successful in both components to be awarded the course certification.
- 9.7 Officers must obtain a minimum score of 200/250 and a minimum percentage of 66% in each stage of the Practical Pistol Course of Fire.
- 9.8 Officers must obtain a mark of at least 70% on the written exam on knowledge of legislation, policies, procedures and firearm nomenclature.
- 9.9 Officers must demonstrate proficiency in assessing risk, using the appropriate intervention option and making the right decision in the use of force during scenario-based training. They must receive two competent ratings to be deemed qualified.
- 9.10 Non-uniformed officers must attend the two days of additional training for the non-uniformed cadre which includes vehicle blocks and building entries.

Officers who are unsuccessful in both components of the DFC

- 9.11 Officers who are unsuccessful in both the scenario-based assessment and the firearm qualifications at the completion of the DFC shall participate in a Level I Progress Review (PR) with a Border Services Instructor (BSI) as outlined in the [CBSA Directive on Progress Review, Use of Force Training](#), and then be scheduled for a Skills Enhancement Course, or be provided with a second attempt at the DFC.
- 9.12 Officers will be required to attend their Skills Enhancement Course or second DFC as soon as possible but within six months of their first attempt.

² Any officer who attended the DFC or firearms re-certification prior to April 1, 2012 and who were unsuccessful in meeting the course requirements will be considered a new trainee under this directive (e.g. officers will be considered as having no previous training history for DFC as it relates to the number of opportunities to complete the DFC.)



- 9.13 Officers who are unsuccessful in both the scenario-based assessment and the firearm qualifications at the completion of their second DFC shall participate in a Level III Progress Review Board (PRB) as outlined in the [CBSA Directive on Progress Review, Use of Force Training](#) prior to attending any further Use of Force training.

Officers who are unsuccessful in the firearm component of the DFC

- 9.14 Officers who are unsuccessful at the completion of the firearm component of the DFC shall participate in a Level I Progress Review (PR) as outlined in the [CBSA Directive on Progress Review, Use of Force Training](#), and then scheduled for a Duty Firearm Skills Enhancement Course.
- 9.15 Officers will be required to attend a Duty Firearm Skills Enhancement Course as soon as possible but within six months of their DFC.
- 9.16 Officers who are unsuccessful at the completion of their first Duty Firearm Skills Enhancement Course shall participate in a Level II Independent Review Board (IRB) with BSI(s) and Campus Manager as outlined in the [CBSA Directive on Progress Review, Use of Force Training](#), and then scheduled for a second Duty Firearm Skills Enhancement Course.
- 9.17 Officers will be required to attend a second Duty Firearm Skills Enhancement Course as soon as possible but within six months of their first session.
- 9.18 Officers who are unsuccessful at the completion of their second Duty Firearm Skills Enhancement Course shall participate in a Level III Progress Review Board (PRB) as outlined in the [CBSA Directive on Progress Review, Use of Force Training](#) prior to attending any further Use of Force training.
- 9.19 Officers must obtain a minimum score of 200/250 and a minimum percentage of 66% in each stage of the Practical Pistol Course of Fire during a qualification with a duty firearm in order to be deemed qualified.

Officers who are unsuccessful in the Scenario Based Training component (Use of Force) of the DFC

- 9.20 Officers who are unsuccessful at the completion of the Scenario Based Training component of the DFC shall participate in a Level I PR as outlined in the [CBSA Directive on Progress Review, Use of Force Training](#), and then scheduled for a Duty Firearm Skills Enhancement Course.
- 9.21 Officers will be required to attend a Scenario Based Training Skills Enhancement Course as soon as possible but within six months of their DFC.
- 9.22 Officers who are unsuccessful at the completion of their first Scenario Based Training Skills Enhancement Course shall participate in a Level II IRB as outlined in the [CBSA Directive on Progress Review, Use of Force Training](#), and then scheduled for a second Scenario Based Training Skills Enhancement Course.
- 9.23 Officers will be required to attend a second Scenario Based Training Skills Enhancement Course as soon as possible but within six months of their first session.
- 9.24 Officers who are unsuccessful at the completion of their second Scenario Based Training Skills Enhancement Course shall participate in a Level III PRB comprised of the Arming Director, Campus Manager, BSI(s) and Assessment Representatives as outlined in the [CBSA Directive on Progress Review, Use of Force Training](#) prior to attending any further Use of Force training.



- 9.25 Officers must demonstrate proficiency in assessing risk, using the appropriate intervention option and making the right decision in the use of force during scenarios. They must receive two competent ratings to be deemed qualified.

Duty Firearm Annual Re-certification

- 9.26 Officers who have been issued a duty firearm must maintain their skills in the use of the duty firearm and must be recertified annually. The recertification date will be based on the date that the officer successfully completed the DFC i.e. the anniversary date is the 18th day of the DFC).
- 9.27 Following completion of Three Year Re-certification and Skills Maintenance, the officer's new annual Duty Firearm Re-certification anniversary date will thereafter be based upon the last day of the Three Year Re-certification and Skills Maintenance ([Appendix D](#)).
- 9.28 Officers must obtain a score of 200/250 and a minimum percentage of 66% in each stage of the Practical Pistol Course of Fire on a qualification with a duty firearm.
- 9.29 Officers who are unsuccessful at the completion of their annual re-certification shall participate in a Level I PR as outlined in the [CBSA Directive on Progress Review, Use of Force Training](#), and then scheduled for a Duty Firearm Skills Enhancement Course.
- 9.30 Officers will be required to attend a Duty Firearm Skills Enhancement Course as soon as possible but within six months of their DFC.
- 9.31 Officers who are unsuccessful at the completion of their first Duty Firearm Skills Enhancement Course shall participate in a Level II IRB as outlined in the [CBSA Directive on Progress Review, Use of Force Training](#), and then scheduled for a second Duty Firearm Skills Enhancement Course.
- 9.32 Officers will be required to attend a second Duty Firearm Skills Enhancement Course as soon as possible but within six months of their first Skills Enhancement Course.
- 9.33 Officers who are unsuccessful at the completion of their second Duty Firearm Skills Enhancement Course shall participate in a Level III PRB with as outlined in the [CBSA Directive on Progress Review, Use of Force Training](#) prior to attending any further Use of Force training.
- 9.34 Officers who obtain the required score on the Practical Pistol Course of Fire but demonstrate unsafe pistol handling skills will be deemed unsuccessful and be required to attend a Duty Firearm Skills Enhancement Course as soon as possible but within six months. The officer's score will not be recognized.
- 9.35 Officers will be required to attend a Duty Firearm Skills Enhancement Course prior to the expiration of their certification.
- 9.36 If officers are unable to attend a Duty Firearm Skills Enhancement Course prior to the expiration of their certification, they will not be permitted to carry the duty firearm for purposes other than training.



Three Year Re-certification and Skills Maintenance

- 9.37 Officers who have been issued defensive equipment including the duty firearm must maintain their skills in the use of such equipment and the appropriate intervention option and must be re-certified every three years. The re-certification date will be based on the date that the officer successfully completed the DFC; the anniversary date is the 18th day of the DFC.
- 9.38 Following completion of Three Year Re-certification and Skills Maintenance, the officer's new anniversary date will thereafter be based upon the last day for the Three Year Re-certification and Skills Maintenance.
- 9.39 Officers must complete and be evaluated on both the firearm proficiency and scenario based training (Use of Force) components.
- 9.40 Officers must obtain a minimum score of 200/250 and a minimum percentage of 66% in each stage of the Practical Pistol Course of Fire on a qualification with a duty firearm.
- 9.41 Officers who obtain the required score on the Practical Pistol Course of Fire but demonstrate unsafe pistol handling skills will be deemed unsuccessful and be required to attend a Duty Firearm Skills Enhancement Course as soon as possible but within six months. The officer's score will not be recognized.
- 9.42 Officers must demonstrate proficiency in assessing risk, using the appropriate intervention option and making the right decision in the use of force during scenario-based training. They must receive one competent rating to be deemed qualified.

Officers who are unsuccessful in both components of the Three Year Re-certification and Skills Maintenance

- 9.43 Officers who are unsuccessful in both the scenario-based assessment and the firearm qualifications at the completion of the Three Year Re-certification and Skills Maintenance shall participate in a Level I PR as outlined in the CBSA Directive on Progress Review, Use of Force Training, and provided with Skills Enhancement Courses.
- 9.44 Officers will be required to attend their Skills Enhancement Courses as soon as possible but within six months of their first attempt.
- 9.45 Officers who are unsuccessful in both the scenario-based assessment and the firearm qualifications at the completion of their second Skills Enhancement Courses shall participate in a Level II IRB as outlined in the CBSA Directive on Progress Review, Use of Force Training prior to attending any further Use of Force training.

Officers who are unsuccessful in the firearm component of the Three Year Re-certification and Skills Maintenance

- 9.46 Officers who are unsuccessful at the completion of the firearm component of the Three Year Re-certification and Skills Maintenance shall participate in a Level I Progress Review (PR) as outlined in the CBSA Directive on Progress Review, Use of Force Training, and then scheduled for a Duty Firearm Skills Enhancement Course.
- 9.47 Officers will be required to attend a Duty Firearm Skills Enhancement Course as soon as possible but within six months of their Three Year Re-certification and Skills Maintenance.



- 9.48 Officers who are unsuccessful at the completion of their first Duty Firearm Skills Enhancement Course shall participate in a Level II Independent Review Board (IRB) as outlined in the CBSA Directive on Progress Review, Use of Force Training, and then scheduled for a second Duty Firearm Skills Enhancement Course.
- 9.49 Officers will be required to attend a second Duty Firearm Skills Enhancement Course as soon as possible but within six months of their first session.
- 9.50 Officers who are unsuccessful at the completion of their second Duty Firearm Skills Enhancement Course shall participate in a Level III Progress Review Board (PRB) as outlined in the CBSA Directive on Progress Review, Use of Force Training prior to attending any further Use of Force training.

Officers who are unsuccessful in the scenario-based training (Use of Force) component of the Three Year Re-certification and Skills Maintenance

- 9.51 Officers who are unsuccessful at the completion of the Scenario Based Training component of the Three Year Re-certification and Skills Maintenance shall participate in a Level I PR as outlined in the CBSA Directive on Progress Review, Use of Force Training, and then scheduled for a Duty Firearm Skills Enhancement Course.
- 9.52 Officers will be required to attend a Scenario Based Training Skills Enhancement Course as soon as possible but within six months of their Three Year Re-certification and Skills Maintenance.
- 9.53 Officers who are unsuccessful at the completion of their first Scenario Based Training Skills Enhancement Course shall participate in a Level II IRB as outlined in the CBSA Directive on Progress Review, Use of Force Training, and then scheduled for a second Scenario Based Training Skills Enhancement Course.
- 9.54 Officers will be required to attend a second Scenario Based Training Skills Enhancement Course as soon as possible but within six months of their first session.
- 9.55 Officers who are unsuccessful at the completion of their second Scenario Based Training Skills Enhancement Course shall participate in a Level III PRB as outlined in the CBSA Directive on Progress Review, Use of Force Training prior to attending any further Use of Force training.
- 9.56 Officers must demonstrate proficiency in assessing risk, using the appropriate intervention option and making the right decision in the use of force during scenarios. They must receive two competent ratings to be deemed qualified.
- 9.57 If officers are unable to attend a Use of Force Skills Enhancement Course prior to the expiration of their certification, they will not be permitted to carry their defensive equipment including the duty firearm for purposes other than training.

Withdrawals from use of force training and re-certification

- 9.58 Officers must provide, in writing, specific acceptable reasons for withdrawal from any use of force training. These are: serious family emergency, death in the family, injury/medical reasons with doctor's certificate, and emergency operational requirements.
- 9.59 The Manager, CBSA Campus where the training is occurring will make a recommendation to the Arming Director who will authorize any withdrawal from training.



- 9.60 Requests for authorized withdrawals for medical reasons without proper supporting documentation (i.e. a doctor's note), will be referred to the officer's regional management for additional follow-up and potential disciplinary action.
- 9.61 Unauthorized withdrawals from any use of force training will be considered as being unsuccessful on that training.
- 9.62 Unauthorized withdrawals from any use of force training may result in disciplinary action.

Removals from training and re-certification

- 9.63 Officers in violation of the CBSA Code of Conduct, Campus or Training Centre policy and instructions and/or related directives will be subject to removal from any use of force training. Officers who by their conduct or other activities disrupt the training environment will also be subject to removal from any use of force training and may face disciplinary action.
- 9.64 Officers who do not adhere to all range and safety rules will be subject to removal from the training event.

10. Responsibilities

- 10.1 The Director General, Training and Development, Human Resources Branch shall:
 - a. Ensure that this directive is updated to comply with the evolution of the law and jurisprudence and any, applicable government policies;
 - b. Ensure that firearm and use of force training is developed that is appropriate to the CBSA environment for the conduct of activities within its mandate; and
 - c. Ensure protocols are in place so that officers and employees receive firearm and/or defensive equipment training and re-certification that are consistent with their duties and allow them to carry out those duties in a safe manner.
- 10.2 The Director, Arming, Training and Development, Human Resources Branch shall:
 - a. Ensure the delivery of use of force and firearms training and re-certification is in accordance with Agency standards; and
 - b. Participate in the Progress Review Board as identified in the CBSA Directive on Progress Review, Use of Force Training.
- 10.3 The Regional Director General shall:
 - a. Ensure that officers requiring firearm/use of force training in accordance with their assigned duties attend initial and re-certification training as directed and all records are updated; and
 - b. Ensure that officers are provided with the training and re-certification required to carry out their duties as it relates to the use of force and use of defensive equipment.
- 10.4 Regional Supervisors and Managers shall:
 - a. Ensure that officers are trained to use force and that they maintain their skills and proficiencies;
 - b. Ensure that officers are not issued firearms or defensive equipment to use in their duties without having successfully completed prerequisite training;



- c. Ensure that officers meet course prerequisites and maintain these qualifications;
- d. Ensure that officers are informed of the consequences in consultation with Labour Relations of being unsuccessful on any use of force training;
- e. Ensure that officers are advised that an unauthorized withdrawal from training may result in disciplinary action;
- f. Ensure officers will attend initial training, practice and re-certification as scheduled and approve leave with respect to the training requirements and schedule; and
- g. Ensure the CBSA103 is completed in full by the officer, is reviewed, and signed-off prior to the training.

10.5 Campus Managers shall:

- a. Review pertinent documentation relating to the officer's training;
- b. Interview standards personnel who have been involved in the training;
- c. Consult course standards personnel to obtain advice and clarification regarding possible training issues; and
- d. Participate in the Progress Review Board as identified in the CBSA Directive on Progress Review, Use of Force Training.

10.6 Border Services Instructor shall:

- a. Review pertinent documentation relating to the officer's training;
- b. Interview standards personnel who have been involved in the training;
- c. Consult course standards personnel to obtain advice and clarification regarding possible training issues;
- d. Determine areas of the officer's weaknesses and recommend a course of action; and
- e. Participate in the Progress Review Board as identified in the CBSA Directive on Progress Review, Use of Force Training.

10.7 Officers and employees shall:

- a. Complete the required prerequisites prior to attending the DFC, Annual Re-certification and Three Year Re-certification and Skills Maintenance; and
- b. Complete the Strength Training Exercises and the evaluation of their hand strength which will allow them to fully participate in the DFC and reduce the likelihood of injury during training;
- c. Identify to their supervisor/manager any issues that may affect their ability to successfully complete any use of force training; and
- d. Attend and complete the training required to carry out their duties.

11. Enquiries

11.1 Enquiries regarding this directive or recommendations for amendments are to be directed to:

Director, Arming Division
Human Resources Branch
Training and Development Directorate
100 Metcalfe Street
17th floor, 1745
Ottawa, ON, K1A 0L8
Email:

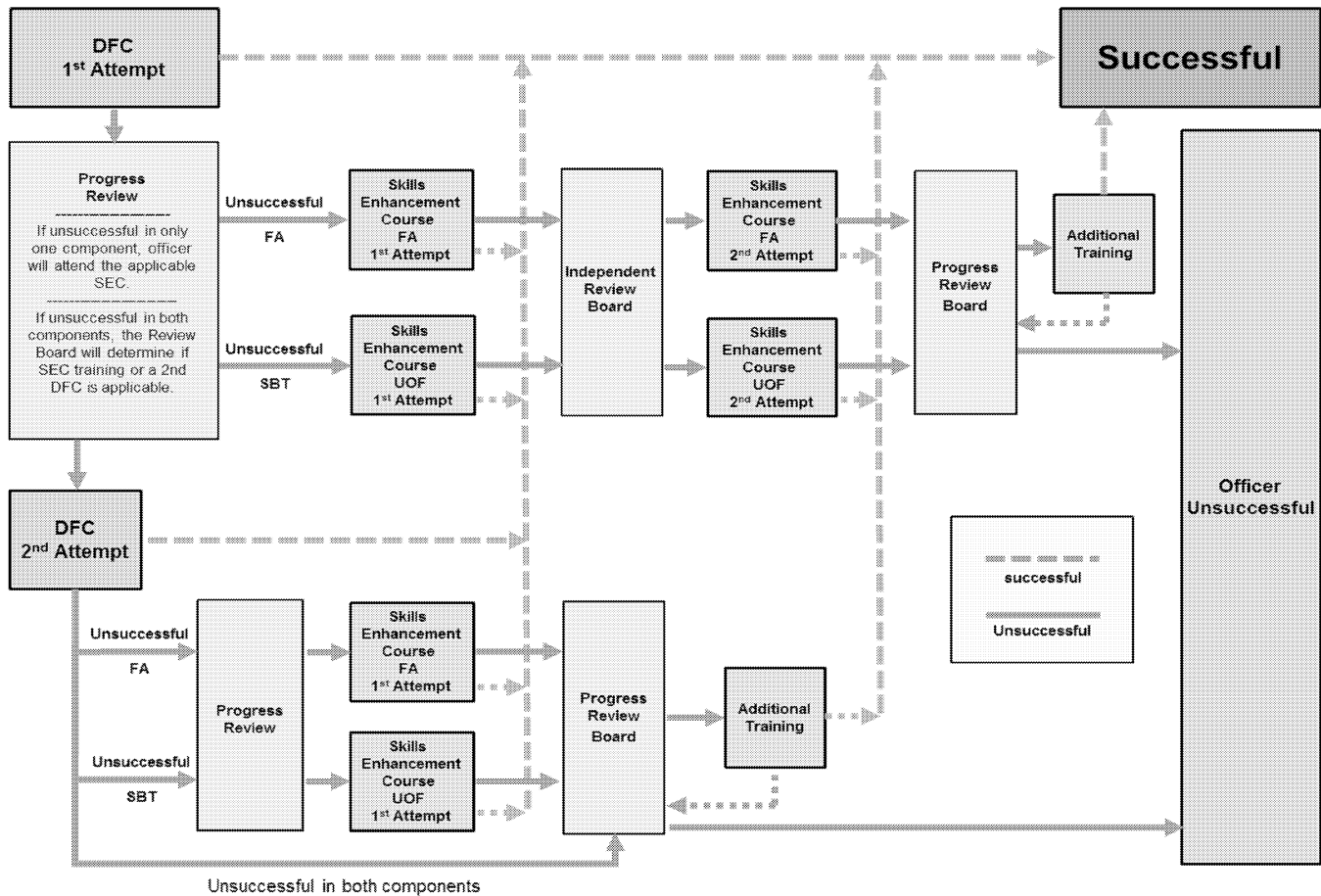


12. Amendments

- 12.1** Amendments to this directive shall be approved by the Director General, Training and Development Directorate, Human Resources Branch.

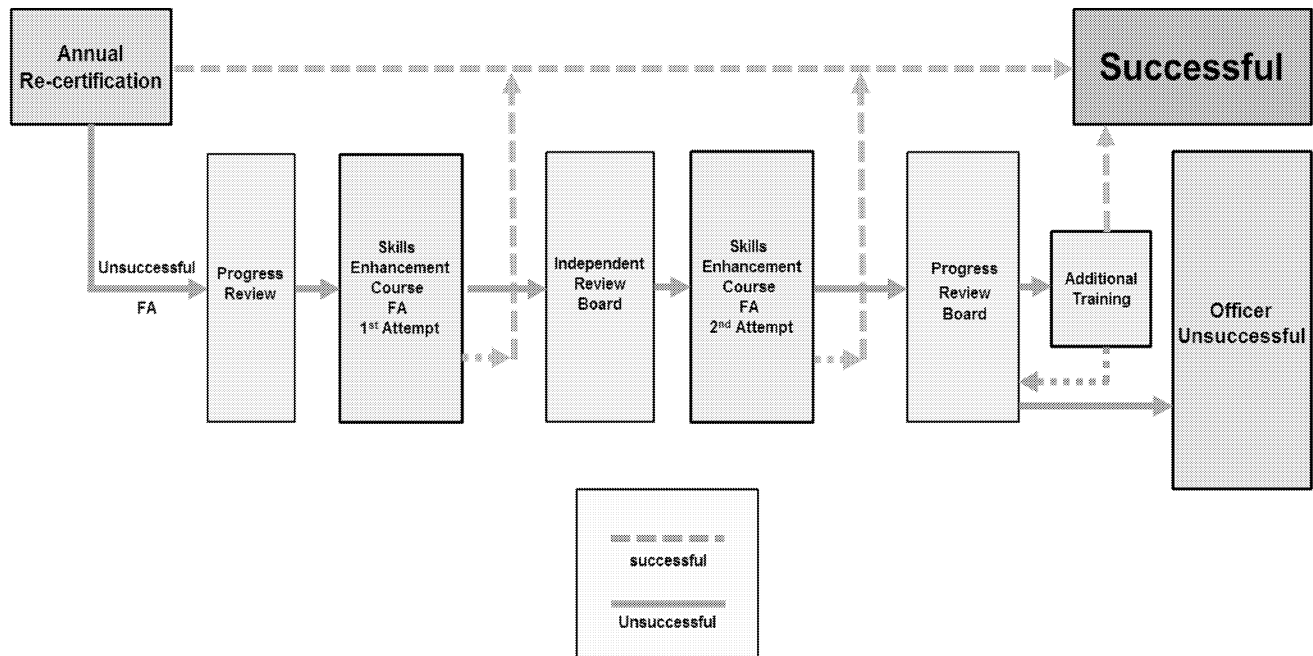


Appendix A – Duty Firearm Course Flowchart



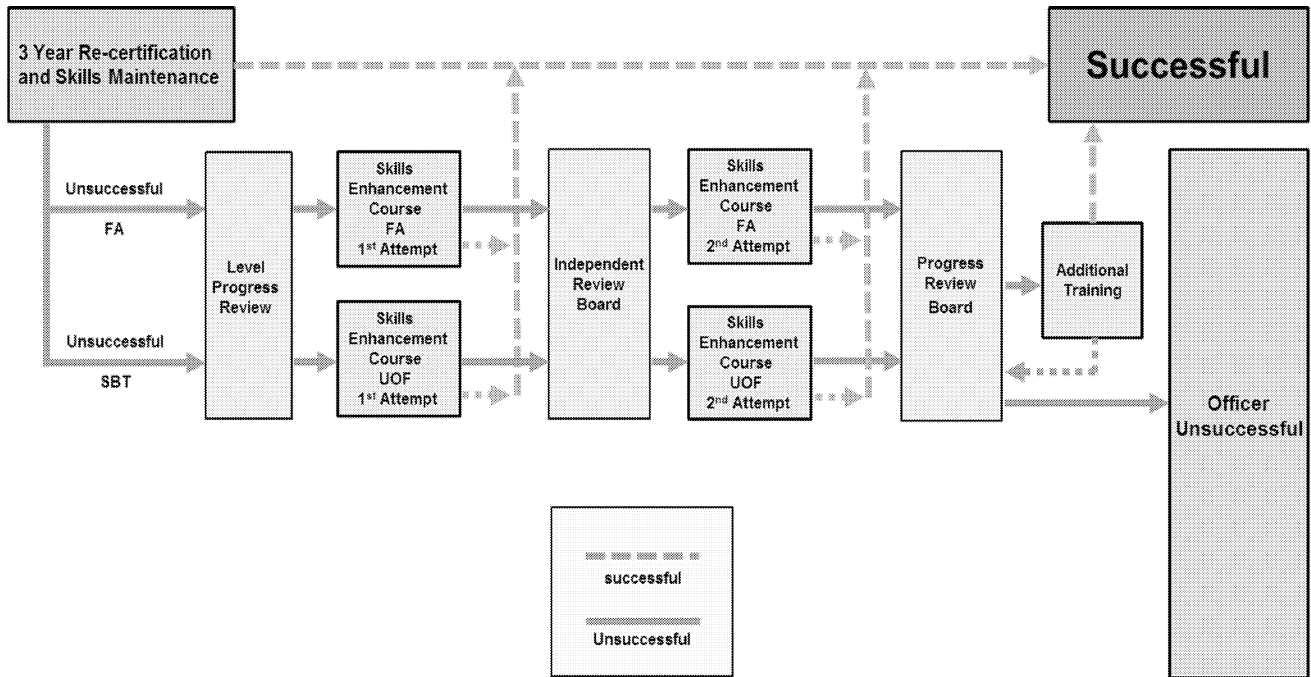


Appendix B – Annual Firearm Re-certification Flowchart





Appendix C – Three-Year Re-certification and Skills Maintenance Flowchart





Appendix D – Arming Use of Force Training Cycle (Duty Firearm)

| | | | | | |
|--|---|---|--|--|--|
| Duty Firearm Course (DFC) | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
| | Annual Firearm Re-certification Based on DFC Anniversary | Annual Firearm Re-certification Based on DFC Anniversary | 3 Year Re-certification and Skills Maintenance Based on DFC Anniversary | Annual Firearm Re-certification Based on 3 Year Re-certification and Skills Maintenance Anniversary | Annual Firearm Re-certification Based on 3 Year Re-certification and Skills Maintenance Anniversary |
| | Year 6 | Year 7 | Year 8 | Year 9 | Year 10 |
| | 3 Year Re-certification and Skills Maintenance | Annual Firearm Re-certification | Annual Firearm Re-certification | 3 Year Re-certification and Skills Maintenance | Annual Firearm Re-certification |

Note: Officers who fail to qualify during annual re-certification or SBT (year 3 skills maintenance) should be sent to SEC as soon as possible.



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1. Effective Date

1.1 This directive takes effect on April 10, 2014.

2. Application

2.1 This Directive applies to employees¹ undergoing use of force training and must be read in conjunction with the [CBSA Directive on Firearm and Use of Force Training](#), [CBSA Policy on Use of Force and Defensive Equipment](#), the [CBSA Directive on Use of Force and Reporting](#) and the related standard operating procedures.

3. Objective

3.1 The objective of this directive is to outline the responsibilities and requirements as it relates to training outcomes for the Canada Border Services Agency (CBSA) Use of Force Program.

4. Authorities

- [Public Agents Firearms Regulations](#)
- [Canada Labour Code](#)

5. Cross-References

- [CBSA Code of Conduct](#)
- [CBSA Policy on Use of Force and Defensive Equipment](#)
- [CBSA Directive on Firearm and Use of Force Training](#)
- [CBSA Directive on Use of Force and Reporting](#)
- [CBSA Directive on Agency Firearms and Defensive Equipment](#)
- [CBSA Standard Operating Procedures on Use of Force and Reporting](#)
- [CBSA Standard Operating Procedures on Agency Firearms and Defensive Equipment](#)

6. Definitions

Agency – the Canada Border Services Agency (CBSA).

Agency Firearm — a firearm that is the property of the Agency and issued to an employee for use in the course of their duties or for the purpose of employment in accordance with Agency policies, directives, standard operating procedures, and applicable laws.

Control and Defensive Tactics (CDT) – A training program used by the Agency to teach officers how to defend themselves and take control of situations and individuals. The core elements of this program are classroom instruction related to authorities and the Incident Management Intervention Model (IMIM); practical instruction and the application of control, self-defence and handcuffing techniques; and the introduction of defensive equipment.

Certified Instructor – an instructor certified to deliver the Agency's CDT and/or firearms training.

¹ This Directive does not apply to new recruits.



Defensive Equipment – equipment and devices issued to employees by the Agency including OC spray, batons, handcuffs and duty firearms, which may be used by authorized employees in compliance with Agency policies, directives, and standard operating procedures.

Duty Firearm – a firearm issued by the Agency as part of the defensive equipment for an officer.

Employee – a person hired by the Agency.

Firearm – for the purposes of this directive, the term firearm has the same meaning as the definition of that term in the *Criminal Code*, and includes Agency firearms, protected firearms and detained firearms.

Independent Review Board (IRB) Level II – occurs when a learner's progress is considered unsatisfactory. The IRB is meant to be a rapid and objective process that identifies learner and/or instructional deficiencies, and recommends remedial training, or further investigative action be taken.

Officer – any employee of the Agency involved in the administration or enforcement of acts and regulations known as "program legislation" as defined in Section 2 of the *Canada Border Services Agency Act*.

Progress Review (PR) Level I – the PR is a review process that is initiated to solve training problems. It is meant to be a rapid process to address deficiencies in an objective manner.

Progress Review Board (PRB) Level III – the PRB is a formal and intensive process which will review all circumstances considered at previous levels of review and will deal with those issues that will have a significant impact on the learner's future training and potentially their career.

Training Review Record Sheet (TRRS) – a formal record sheet/form which tracks an Officers deficiencies, progress or unsuccessful outcome during Use of Force training.

7. Responsibilities

7.1 The Director General, Training and Development, Human Resources Branch shall:

- a. Ensure that this directive is updated to comply with the evolution of the law and jurisprudence and any, applicable government policies;
- b. Ensure that firearm and defensive equipment training is developed that is appropriate to the CBSA environment for the conduct of activities within its mandate; and
- c. Ensure protocols are in place so that officers receive firearm and/or defensive equipment training that is consistent with their duties and allow them to carry out those duties in a safe manner.

7.2 The Regional Directors General shall:

- a. Ensure that regional operations involving Agency firearms and other defensive equipment comply with this directive; and
- b. Maintain liaison with Arming Division and other headquarters stakeholders on all matters related to the training of defensive equipment.

7.3 Director, Arming Division shall:

- a. Ensure the delivery of use of force training and re-certification is in accordance with Agency standards.



- b. Consider all previous levels of review and will deal with those issues that will have a significant impact on the learner's future training and potentially their career;
- c. Participate in Progress Review Boards as identified in the review composition; and
- d. Document use of force training decisions on officer's Training Review Record Sheet (TRRS).

7.4 Regional Supervisors and Managers shall:

- a. Ensure that officers are trained to use force and that they maintain their skills and proficiencies;
- b. Ensure that officers are not issued firearms or defensive equipment to use in their duties without having successfully completed prerequisite training;
- c. Ensure that officers meet course prerequisites and maintain these qualifications;
- d. Ensure that officers are informed of the consequences in consultation with Labour Relations of being unsuccessful on any use of force training;
- e. Ensure that officers are advised that an unauthorized withdrawal from training may result in disciplinary action;
- f. Ensure officers will attend initial training, practice and re-certification as scheduled and approve leave with respect to the training requirements and schedule; and
- g. Ensure the CBSA103 is completed in full by the officer, is reviewed, and signed-off prior to the training.

7.5 Campus Managers shall:

- a. Review pertinent documentation relating to the officer's training;
- b. Interview employees who have been involved in the training;
- c. Consult course personnel to obtain advice and clarification regarding possible training issues;
- d. Participate in Progress Review Boards as identified in the review composition; and
- e. Document arming training decisions on Officers Training Review Record Sheet (TRRS).

7.6 Border Services Instructor shall:

- a. Review pertinent documentation relating to the officer's training;
- b. Interview employees who have been involved in the training;
- c. Consult course personnel to obtain advice and clarification regarding possible training issues;
- d. Determine areas of the officer's weaknesses and recommend a course of action;
- e. Participate in Progress Review Boards as identified in the review composition; and
- f. Document arming training decisions on Officers Training Review Record Sheet (TRRS).

7.7 Officers, employees shall:

- a. Attend and complete use of force training required to carry out their duties;
- b. Identify to their supervisor/manager any issues that may affect their ability to successfully complete any use of force training;
- c. Report all use of force training results to supervisor/manager; and
- d. Participate in Independent and Progress Review Board(s) when deemed necessary.

8. Requirements

General



- 8.1 All CBSA officers who are responsible for carrying out enforcement activities must successfully maintain skills and certifications as required by the Agency.
- 8.2 Officers will be scheduled for periodic skills maintenance and re-certification training in control and defensive tactics (CDT), scenario based training (SBT) and the duty firearm.
- 8.3 The purpose of this Directive is to outline the administrative procedures to be followed when dealing with officers' deficiencies or an unsuccessful outcome while undergoing use of force training.

Training Progress Review Levels

- 8.4 CBSA Officer(s) lack of success related to Use of Force training may be the result of a number of problems such as: lack of application, poor study habits, lack of ability, or personal issues. Each case must be judged on its own merits and Campus Managers must investigate unsuccessful outcomes to determine the cause and take corrective action. Investigations can take the form of, Progress Review (PR), Independent Review Board (IRB) and Progress Review Board (PRB).
- 8.5 Progress review procedures shall utilize a three-tiered process as follows:
 1. Level I Progress Review (PR): The PR is a review process that is initiated by a Border Services Instructor to rapidly address a Learners Use of Force training deficiencies in an objective manner;
 2. Level II Independent Review Board (IRB): An IRB is convened when there is a recurring problem and a learner's performance continues to be unsatisfactory and substandard. The IRB involves a training Supervisor/Manager level review of the learner's file and progress to date. The IRB is meant to be a rapid and objective process that identifies learner and/or instructional deficiencies, and recommends remedial training, or further investigative action be taken; and
 3. Level III Progress Review Board (PRB): The PRB leads a formal and intensive process which will review all circumstances considered at previous levels of review and will deal with those issues that will have a significant impact on the learner's future training and potentially their career. A PRB will not normally be the first course of action. A PRB is only to be convened when there is a serious or prolonged problem and/or a possibility that a learner may be removed from training.
- 8.6 All instances of progress review intervention shall be recorded in the officers, or the IRB/PRB Training Review Record Sheet depending on the action taken.

Unsuccessful attempts at Use of Force Training

- 8.7 An officer who is unsuccessful or does not meet any assessed component of a CBSA use of force course shall adhere to the applicable training progressions found in the CBSA Directive on Firearm and Use of Force Training.

9. Learning Alternatives

- 9.1 The CBSA College and other training campuses/establishments will be required to make use of alternative strategies for progress review levels; specifically for the conduct of PRBs via distance. This may include options such as teleconferencing, videoconferencing to accomplish the aim.



10. Administration

- 10.1 Initial Course Briefing** – The campus manager or lead instructor for each course shall provide an appropriate briefing to all learners. The briefing shall consist of:
- a. The progress review levels that may occur;
 - b. The reasons for convening a PR, IRB or PRB; and
 - c. The outcomes of unsatisfactory training progress.
- 10.2 Progress Monitoring** - Instructors are to monitor remedial instruction if PRB so recommends in accordance with the PRB Training Review Record Sheet.
- 10.3** Select the appropriate administrative action in accordance with the PRB Training Review Record Sheet.

| PRB Decision and Region | Administrative Action |
|---|--|
| <ol style="list-style-type: none"> a. Continue training with or without remedial instruction; b. Continue training with reassessment; | The PRB Record Sheet is placed on the learner's file. If a subsequent PRB is required, then the original PRB Record Sheet will be used for information only. Each PRB (if necessary) must have a separate PRB sheet. |
| <ol style="list-style-type: none"> c. Re-course; | The PRB Record Sheet is placed on the learner's file. If a subsequent PRB is required, then the original PRB Record Sheet will be used for information only. Initiate Re-course admin activity |
| <ol style="list-style-type: none"> d. Cease Training and return to home "work location". | Initiate process for return to home "work location". Advise learner's supervisor/manager of the PRB decision to cease training. |
| <ol style="list-style-type: none"> e. Home "work location". | Learner's supervisor/manager to initiate discussions with Labour Relations to determine the officer's next work duties. |

11. Enquiries

- 11.1** Enquiries regarding this directive or recommendations for amendments are to be directed to:

Director, Arming Division
 Training and Development Directorate
 Human Resources Branch
 100 Metcalfe Street
 17th floor, 1745
 Ottawa, ON, K1A 0L8
 Email:

12. Amendments

- 12.1** Amendments to this directive shall be approved by the Director General, Training and Development Directorate, Human Resources Branch.



Appendix A - Progress Review (PR) Terms of Reference

Progress Review (PR) Terms of Reference

Application

The PR is a review process that is initiated by a Border Services Instructor to rapidly address a Learners Use of Force training deficiencies in an objective manner. The PR shall take place at any time during any use of force training to address or correct a learner's strengths and weaknesses or to determine the corrective actions that are necessary to overcome deficiencies and restore normal progression.

Responsibility

The PR is usually the only required review action in those cases where the learner has shown no previous difficulty and it is deemed to be a training issue that can easily be rectified through remedial training. During a PR, the learner meets with an instructor to examine performance deficiencies. The deficiencies are discussed with the learner to determine if remedial training can solve the problem. If there are other factors and it is not certain that remedial training can address the problem, and then the file should proceed to an IRB. All PRs shall be documented on the learner's file.

PR Composition

The PR shall consist of the following:

- Border Services Instructor; and
- Learner.

The PR shall:

- a. Review pertinent documentation relating to the officer's training;
- b. Interview instructors who have been involved in the training;
- c. Consult course personnel to obtain advice and clarification regarding possible training issues;
- d. Interview the officer (in person or by telephone);
- e. Determine the officer's areas of weakness and recommend a course of action; and
- f. Document the decisions of the PR on the officer's learning file.

If the PR is able to identify specific problem areas that can be addressed or corrected by the officer with additional remedial training and/or other measures, it shall direct the officer to:

- a. Retake the assessment phase if resources are available at the time; or
- b. Attend remedial training followed by reassessment.

If the PR is unable to identify specific problem areas that can be addressed or corrected by the officer; the officer voluntarily expresses a desire to withdraw from training, or the success of additional remedial training during the current course is determined to be unlikely; the matter shall be referred to an Independent Review Board (IRB).



Appendix B - Independent Review Board (IRB) Terms of Reference

Independent Review Board (IRB) Terms of Reference

Application

An IRB is convened when a learner's progress is considered unsatisfactory. The IRB is meant to lead a rapid and objective process that identifies learner and/or instructional deficiencies, and recommends remedial training, or further investigative action be taken. An IRB shall be convened following an officer's first unsuccessful attempt at a Skills Enhancement Course.

Responsibility

An IRB is conducted when there is a recurring problem and a learner's performance continues to be unsatisfactory and substandard. The IRB involves a training Supervisor/Manager level review of the learner's file and progress to date. The IRB shall take a broader approach than the PR when examining the problem in order to identify potential non-training factors. The aim of the review is to ensure that there is a complete understanding of the learner's strengths and weaknesses and to determine the corrective actions that are necessary to overcome deficiencies and restore normal progression. Any extenuating circumstances or training deficiencies/inconsistencies should be immediately resolved. An instructor or instructors who deem that an IRB is warranted will request that it be convened.

IRB Composition

The IRB shall consist of the following:

- Two Border Services Instructors;
- Campus Supervisor or Manager; and
- Learner.

In order to achieve the goal of board objectivity, an effort should be made to ensure that the Border Services Instructors who are members of the board are not instructors who had "day to day" dealings with the learner. In addition, an assessment representative should not be a member of the board if the IRB is held as a result of an unsuccessful qualification and/or an overall unacceptable result on a DFC or SEC.

The IRB shall:

- a. Review pertinent documentation relating to the learner's training;
- b. Interview instructors who have been involved in the training;
- c. Consult course personnel to obtain advice and clarification regarding possible training issues;
- d. Interview the learner (in person or by telephone);
- e. Determine areas of the learner's weaknesses and recommend a course of action including milestones that should overcome deficiencies and restore normal progression; and
- f. Document the report of the IRB on the learner's file.

If the IRB can identify specific problem areas that can be potentially addressed/corrected with remedial training, and/or other measures, then the IRB shall recommend one or more of the following actions:

- a. Resumption of training following remedial training/instruction;
- b. Re-assess (if applicable); and/or



- c. A Progress Review Board (PRB) is convened (note: this recommendation is made if the IRB concludes that it does not have the authority to address a problem such as a voluntary withdrawal, significantly substandard performance, and/or if removal from training is being considered).

The IRB can conduct a meeting at any time during a Skills Enhancement Course to address or correct a learner's strengths and weaknesses or to determine the corrective actions that are necessary to overcome deficiencies and restore normal progression.



Appendix C - Progress Review Board (PRB) Terms of Reference

Progress Review Board (PRB) Terms of Reference

Application

A PRB is convened to lead a formal review of all circumstances considered at previous levels of review and will deal with those issues that will have a significant impact on the learner's future training and potentially their career. A PRB shall take place following an officer's second unsuccessful attempt at his/her DFC, Three-Year Re-certification and Skills Maintenance, and/or Skills Enhancement Course.

Responsibility

The PRB is convened to lead a formal review of all circumstances considered at previous levels of review and will deal with those issues that will have a significant impact on the learner's future training and potentially their career. A PRB will not normally be the first course of action. A PRB is only to be convened when there is a serious or prolonged problem and/or a possibility that a learner may be removed from training.

PRB Composition

The minimum PRB composition shall be:

- **Chair** – Director Arming or designate as approved by the Director General Training and Development (TDD);
- **Two Instructors** – from the Campus or training establishment staff;
- **Assessment team representative** – (if reason for PRB is due to an unsuccessful qualification and/or an overall unacceptable result on a DFC or SEC);
- **Additional PRB members** – may be required in exceptional cases with the approval of the Director Arming;
- **Board Secretary** – (note: one of the members may be appointed to perform this function).

In order to achieve the goal of board objectivity, an effort should be made to ensure that the Border Services Instructors who are members of the board are not instructors who had "day to day" dealings with the learner. Should an IRB already have occurred, it is permissible to have the same board members participate on the PRB.

Key PRB Principles. PRBs must be conducted uniformly and consistently. In addition to ensuring procedural fairness, PRBs must also afford basic rights to the individual as described in the following key principles:

Notice. The learner must be provided notice as to why his or her progress is being formally reviewed and have access to all information to be used in making any final decision. The notice must be in writing and must indicate the intent and purpose of a PRB. The notice should also include details on the individual's rights before the PRB (disclosure, representations and reasons as explained below);

Disclosure. If a disciplinary investigation has preceded a PRB (i.e. a case of training misconduct) the learner must be informed of what the allegations are and what the investigation revealed. If the investigation yielded any recommendations regarding action to be taken against the individual, that too must be disclosed. The learner must have access to pertinent information to be used in making a decision. The amount of preparation time available to the learner must be reasonable. Following that, the PRB is to be scheduled and conducted as expeditiously as possible;



Representations. PRBs deal with a lack of acceptable progress in training. A PRB is not a disciplinary or grievance hearing, therefore, learners generally represent themselves.

Reasons for convening a PRB

The convening authority for a PRB rests with the Director Arming. A PRB is intended to review all circumstances considered at previous levels of review and to deal with the following situations:

- a. The learner failed to achieve the standard(s) as outlined in the course assessment guide/manual (note: the required standard of achievement and instructions shall be clearly and unambiguously conveyed to students in advance of all assessments or testing. A copy of the course syllabus and assessment/testing plan shall be available to the learner at all times);
- b. The unsatisfactory course progress displayed by the learner was not addressed successfully by other levels of progress review;
- c. A learner requested voluntary withdrawal from training; or
- d. Any other serious problem that would warrant a PRB if recommended to the Director Arming by the training staff.

Pre-PRB Activity

The pre-PRB activity is as follows:

- a. The learner shall be notified in writing that a PRB will be convened, and why;
- b. Each prospective PRB member and learner shall be given a copy of this directive; and
- c. The learner shall be given all pertinent information that will be considered during the PRB.

PRB Proceedings

The learner shall be given the opportunity to review the information that the board is considering and prepare any materials that he or she wishes to present to the board. The learner must have the opportunity to present his or her view, and to introduce any additional supporting evidence, including witnesses to the board, if desired.

The PRB Chair shall:

- a. State the purpose and the reason(s) for the PRB to the learner;
- b. Explain the possible outcomes, which the PRB may recommend;
- c. Explain these PRB proceedings to the learner;
- d. Ensure the PRB principles are followed;
- e. Ensure the learner is provided with all related documentation and has access to all information and findings;
- f. Ensure the learner is provided the opportunity to address the board and present information on his or her behalf;
- g. Listen to/question all parties to fairly determine relevant findings;
- h. Cease or adjourn the PRB if serious findings may warrant a higher level investigation (e.g. disciplinary investigation); and
- i. Ensure the PRB Training Review Record Sheet (appendix G) is fully and correctly completed.

The PRB shall:

- a. Review all documentation relating to the learner's training;
- b. Interview the learner;



- c. Interview assessment team personnel, instructors and others (if applicable) who have personally witnessed the learner's performance;
- d. Consult training design personnel to obtain advice and clarification regarding possible training design issues; and
- e. Record findings.

The PRB will attempt to determine the cause of the learner's unsatisfactory training progress by examining the following:

- a. Potential training issues such as delivery deficiencies with detail in the course design concerning instructional strategies, or methods, scheduling, etc.;
- b. Potential personal issues that may be affecting Use of Force training;
- c. Medical issues or condition that negatively impact on the learners ability to complete training;
- d. Disciplinary issues; and/or
- e. Other reasons that may impede the learner's ability to successfully progress and complete the training.

When the Chair is satisfied that all of the information has been presented, the PRB will adjourn. The PRB members (less the learner) will analyze the findings and make recommendation(s) including:

- a. Re-course (reschedule learner on core training or a SEC);
- b. Removal from training and return to home work location with recommendation on future training; and/or
- c. Recommend the removal of all defensive equipment until such time as the learner has successfully completed the necessary training.

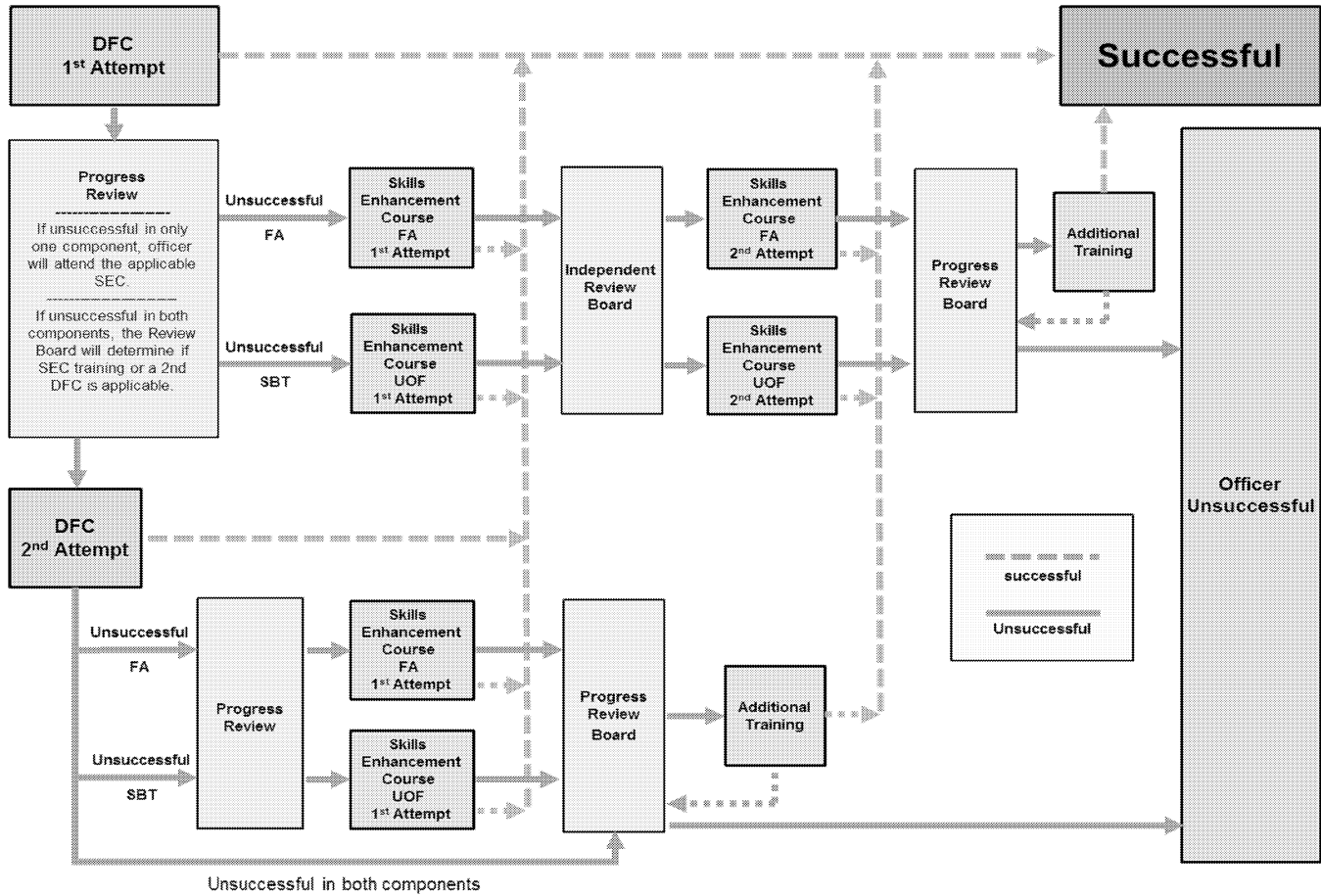
Post-PRB Activity

The post-PRB activity is as follows:

- a. The Chair will make recommendations to the DG TDD on the PRB's finding(s), reason(s) and recommendation(s);
- b. The DG TDD will make the final decision(s) regarding the disposition of the learner. If the DG TDD overturns the PRB's recommendation(s), then the reasons shall be attached in writing to the PRB [Training Review Record Sheet](#) (appendix G);
- c. The DG TDD decision will be communicated promptly to the learner by the board Chair (note: the Chair will also ensure that the board members are made aware of the DG TDD final decision).
- d. Communicate promptly the record of decision to the learner's Regional Director General; and
- e. Communicate promptly to Labour Relations any PRB decisions where additional training **will not** be provided to the learner.

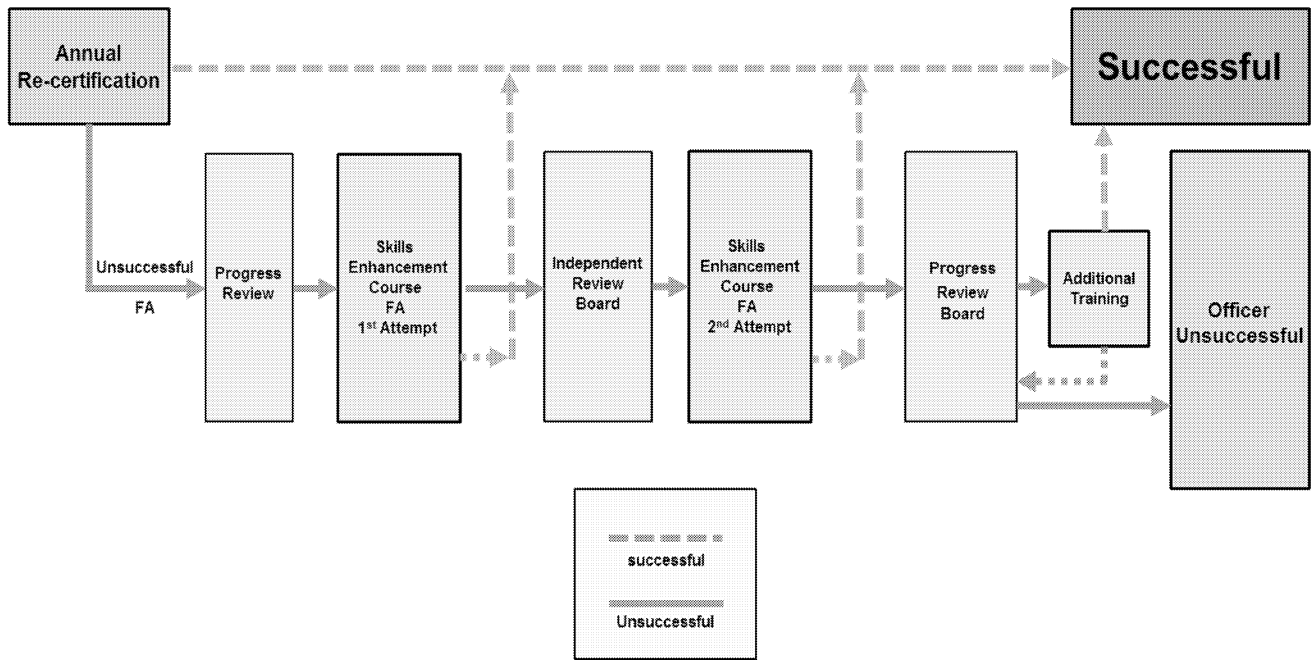


Appendix D – Duty Firearm Course Flowchart



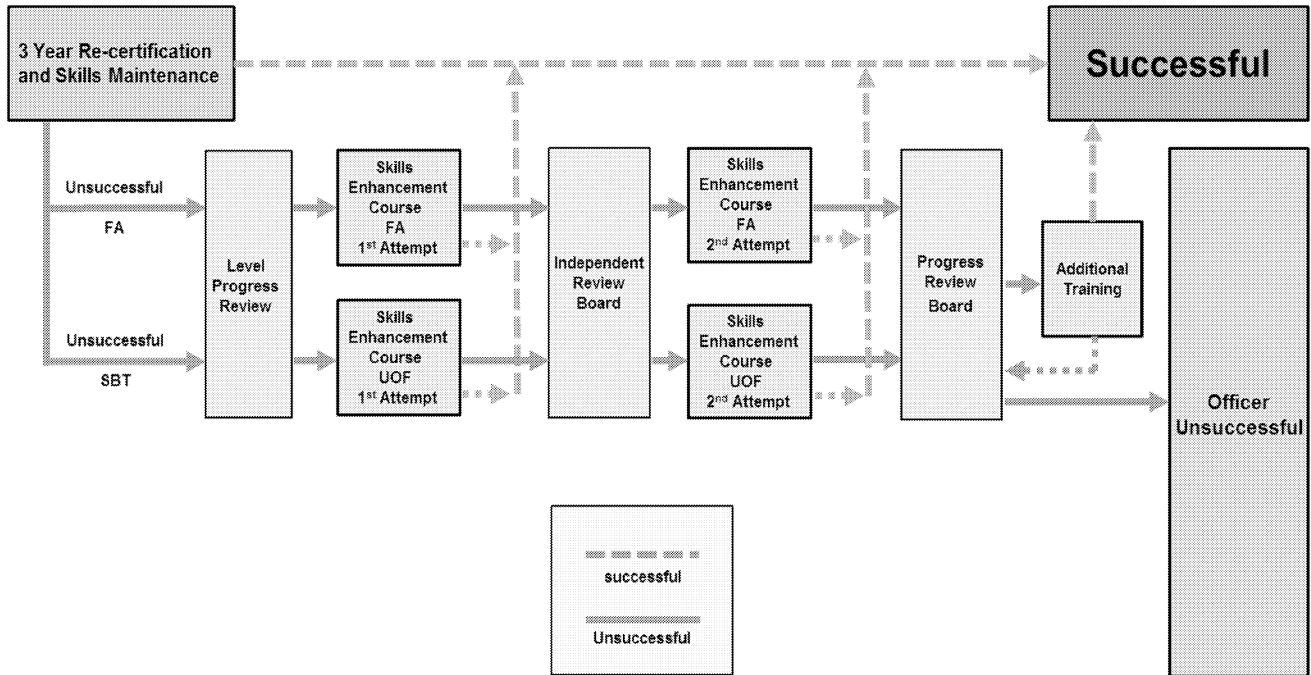


Appendix E – Annual Firearm Re-certification Flowchart





Appendix F – Three-Year Re-certification and Skills Maintenance Flowchart





Appendix G - Use of Force Training Review Record Sheet

PROTECTED B when completed

Use of Force Training Review Record Sheet

1 of 4

| |
|--|
| SECTION 1: Employee Details |
| Employee Name: Substantive Position: PRI: Region: District: Work Location: |
| SECTION 2: Unsatisfactory Training Progress Leading To Review |
| Has a previous PR, IRB or PRB been convened for this learner on any Use of Force course: Yes <input type="checkbox"/> No <input type="checkbox"/> If yes: PR <input type="checkbox"/> IRB <input type="checkbox"/> PRB <input type="checkbox"/> Date: |

| | | | |
|---|-------------------------------|--|-------------|
| SECTION 3: Progress Review (PR) - A PR shall take place at any time during an officer's use of force training and at completion. | | | |
| Course Name: _____ Number: _____ | | | |
| Course Date(s): _____ | | | |
| Location: _____ | | | |
| Reason for PR | Check those applicable | Probable cause affecting learner's performance or unsuccessful attempt: | |
| Unsuccessful attempt | | Training Issue(s) <input type="checkbox"/> Personal <input type="checkbox"/> Administrative <input type="checkbox"/> | |
| Firearms | <input type="checkbox"/> | Medical <input type="checkbox"/> Disciplinary <input type="checkbox"/> Other (specify) <input type="checkbox"/> | |
| CDT | <input type="checkbox"/> | PR recommendations for future success: | |
| Scenario (judgement) | <input type="checkbox"/> | | |
| Voluntary withdrawal | <input type="checkbox"/> | | |
| Other (specify) | <input type="checkbox"/> | Refer to Independent Review Board (IRB): <input type="checkbox"/> | |
| PR Comments: | | | |
| PR Panel (name) | Position Title | Signature | Date |
| | | | |
| | | | |
| Learners Signature*: | | | |



| SECTION 4: Independent Review Board (IRB) | | | | | | | | | | |
|--|-------------------------------|--|-------------|--|--|--|--|--|--|--|
| Course Name: Course Number: Course Date(s): Location: | | | | | | | | | | |
| Reason for IRB | Check those applicable | Probable cause affecting learner's performance or unsuccessful attempt: | | | | | | | | |
| 1st unsuccessful attempt | | Training Issues <input type="checkbox"/> Personal <input type="checkbox"/> Administrative <input type="checkbox"/> Medical <input type="checkbox"/> Disciplinary <input type="checkbox"/> Other (specify) <input type="checkbox"/> | | | | | | | | |
| Firearms | <input type="checkbox"/> | IRB Recommendations: Continue training with or without remedial instruction** <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td style="width: 20px; height: 20px;"></td></tr><tr><td style="width: 20px; height: 20px;"></td></tr><tr><td style="width: 20px; height: 20px;"></td></tr><tr><td style="width: 20px; height: 20px;"></td></tr><tr><td style="width: 20px; height: 20px;"></td></tr><tr><td style="width: 20px; height: 20px;"></td></tr><tr><td style="width: 20px; height: 20px;"></td></tr></table> Continue training with reassessment: Re-schedule training: Cease training and Return to Home Work Location: Cease training – no further training provided: Refer to Progress Review Board (PRB): Other (specify): | | | | | | | | |
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| CDT | <input type="checkbox"/> | | | | | | | | | |
| Scenario (judgement) | <input type="checkbox"/> | | | | | | | | | |
| Voluntary withdrawal | <input type="checkbox"/> | | | | | | | | | |
| Other (specify) | <input type="checkbox"/> | | | | | | | | | |
| IRB Comments: | | | | | | | | | | |
| IRB Panel (name) | Position Title | Signature | Date | | | | | | | |
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| Learners Signature*: | | | | | | | | | | |



SECTION 5: Progress Review Board (PRB)

Course Name:
Course Number:
Course Date(s):
Location:

| Reason for PRB | Check those applicable | Probable cause affecting learner's performance or unsuccessful attempt: |
|--------------------------------------|--------------------------|---|
| 2 nd unsuccessful attempt | | Training Issues <input type="checkbox"/> Personal <input type="checkbox"/> Administrative <input type="checkbox"/> Medical <input type="checkbox"/> Disciplinary <input type="checkbox"/> Other (specify) <input type="checkbox"/> |
| Firearms | <input type="checkbox"/> | PRB Recommendations: Continue training with or without remedial instruction** <input type="checkbox"/> Continue training with reassessment: <input type="checkbox"/> Re-schedule Training: <input type="checkbox"/> Cease training and Return to Home work Location: <input type="checkbox"/> Cease training – no further training provided: <input type="checkbox"/> Refer to Labour Relations: <input type="checkbox"/> Other (specify): <input type="checkbox"/> |
| CDT | <input type="checkbox"/> | |
| Scenario (judgement) | <input type="checkbox"/> | |
| Voluntary withdrawal | <input type="checkbox"/> | |
| Other (specify) | <input type="checkbox"/> | |

PRB Comments:

| PRB Panel (name) | Position Title | Signature | Date |
|------------------|----------------|-----------|------|
| | | | |
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| Director, Arming | |
|---|-------------|
| I support recommendations of PRB: <input type="checkbox"/> | |
| I do not support recommendations of PRB (specify): <input type="checkbox"/> | |
| _____ | Date: _____ |
| Name Director, Arming Division, Training and Development Directorate | |

* Learner is to read and sign the "Details" section at the start of the PRB meeting.

** Remedial instruction shall be monitored and recorded in the event of a subsequent PRB.



Canada Border
Services Agency

Agence des services
frontaliers du Canada



CBSA Policy on Use of Force and Defensive Equipment

Last Updated: 2014-04-10

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1. Effective Date

1.1 This policy takes effect on April 10, 2014.

2. Application

2.1 This policy applies to all employees and recruits.

2.2 It replaces the following policies:

- *Policy on the Acquisition and Reporting of Agency Firearms*
- *Policy on the Handling of Agency and Protected Firearms*
- *Policy on the Possession, Transportation and Storage of Agency Firearms, Ammunition and Controlled Items*
- *Policy on Training Prerequisites*
- *Policy on the Use of Force*
- *Policy on Use of Force Incident Reporting and Investigation*
- *Policy on the Wearing of Protective and Defensive Equipment*

3. Definitions

Agency

The Canada Border Services Agency.

Agency Firearm

A firearm that is the property of the Agency and issued to an employee for use in the course of their duties or for the purpose of employment in accordance with Agency policies, directives, standard operating procedures, and applicable laws.

Certified Instructor

An instructor certified to deliver the Agency's Control and Defensive Tactics (CDT) and/or firearms training.

Controlled Item

A prohibited device, a prohibited weapon, a restricted weapon or prohibited ammunition.

Defensive Equipment

Equipment and devices issued to employees by the Agency including OC spray, batons, handcuffs and duty firearms, which may be used by authorized employees in compliance with Agency policies, directives, and standard operating procedures.

Duty Firearm

A firearm issued by the Agency as part of the defensive equipment for an officer.

Employee

A person hired by the Agency.

Locking Device

An apparatus such as a cable lock or trigger lock that when properly applied and locked ensures that a firearm is rendered inoperable and cannot be fired. In the case of the Duty Firearm, only the issued cable locks are permitted to be used.



Officer

Any employee of the Agency involved in the administration or enforcement of acts and regulations known as "program legislation" as defined in section 2 of the Canada Border Services Agency Act.

Recruit

An individual who has been selected by the Agency and placed in training to become an officer.

4. Context

4.1 The Agency recognises that its officers may be required, in appropriate circumstances and in the course of their enforcement of program legislation, to resort to the use of force to arrest or detain individuals or to defend themselves, fellow officers or members of the public from the threat of violence.

5. Policy Statement

5.1 The Agency will ensure that its officers are provided with and trained to safely wear, handle and use appropriate protective and defensive equipment, in accordance with all applicable laws.

6. Requirements

6.1 It is recognized that managers and employees have a collective responsibility for the safety and security of the work place, when conducting activities within the mandate and authorities of the Agency. Officers are accountable, both under legislation and in Agency policy, for the use of force and its associated tools, techniques and procedures.

6.2 The Vice President, Human Resources Branch is accountable to the President, CBSA for the coordination and management of the use of force by officers and of their protective and defensive equipment in a program that:

- a. Has defined objectives that are aligned with Agency, policies, priorities and plans;
- b. Is monitored, assessed and reported on to measure the achievement of results;
- c. Establishes policies, priorities and plans and allocates resources to manage the implementation of the arming of the Agency's armed workforce; and
- d. Establishes and maintains an appropriate governance structure for the provision of the requisite training to officers on the wearing, handling and use of appropriate protective and defensive equipment, in accordance with all applicable laws.

6.3 The Director General, Training and Development Directorate is accountable for:

- a. Providing national program direction and management of the arming program and use of force activities within the Agency;
- b. Ensuring the development and implementation of policies, directives, and standard operating procedures related to arming and the use of force;
- c. Ensuring the development of policies, directives, and standard operating procedures related to arming and the use of force is undertaken with stakeholders or their representatives;
- d. Approving standards for use of force and arming related training;
- e. Reviewing and approving firearm acquisitions by the Agency; and
- f. Approving the return of firearms and/or defensive equipment removed for other than administrative reasons.



6.4 The Director General, Security and Professional Standards, Comptrollership Branch is accountable for:

- a. Establishing and evaluating the standards for the secure storage of Agency firearms;
- b. Establishing standards for firearms clearing and locking devices;
- c. The performance of annual audits of the inventory, assignment, storage and use of all Agency firearms and controlled items and reporting the results to the Director General, Training and Development Directorate; and
- d. Investigating and reporting upon such other matters relevant to the application of this policy associated directives and procedures, as required under the Mandatory Reporting of Employee Misconduct Directive (May 30, 2011).

6.5 The Director General, Labour Relations is accountable for:

- a. Providing direction and guidance on matters related to discipline and accommodation.

6.6 The Director, Arming, Training and Development Directorate is accountable for:

- a. Creating, maintaining and updating arming policies, directives, and procedures;
- b. Monitoring compliance of this policy and its related directives and procedures;
- c. Ensuring the certification and re-certification of instructors;
- d. Providing direction and oversight of training activities required for the certification of instructors;
- e. Ensuring delivery of use of force and firearms training in accordance with Agency standards;
- f. Assuming the role and responsibilities of Business Process Owner (BPO) for all Corporate Administrative System (CAS) roles under their responsibility related to arming; and
- g. Liaising with Public Safety portfolio members, other government departments, border and law enforcement officials, and academic or professional organizations to support the implementation of arming/use of force best practices within the Agency.

6.7 District/Regional Directors General/Directors are accountable for:

- a. Ensuring that Agency operations comply with the Agency's arming and use of force policies, directives and standard operating procedures issued by the Arming Division and business processes set by the Training and Development Directorate;
- b. Liaising with Headquarters on all matters related to the arming and use of force, it's reporting and review, and in respect to the discipline or well-being of officers and other employees;
- c. Ensuring that the employees selected for arming/use of force training attend initial and re-certification training as directed and all records are updated accordingly in CAS;
- d. Ensuring that disciplinary, administrative or other corrective actions are taken and comply with the direction and guidance provided by the Director General, Labour Relations for any breach of this policy, its related directives and standard operating procedures; and
- e. Ensuring that officers are provided with and utilize protective and defensive equipment to conduct their duties.

6.8 Managers and supervisors are accountable for:

- a. Ensuring employees comply with this policy, its related directives and standard operating procedures;



- b. Ensuring that officers are issued and using defensive equipment as well as maintaining current certifications, prerequisites and required training; and
- c. Taking appropriate corrective action to prevent or respond to a breach of this policy, its related directives and standard operating procedures.

6.9 Employees are accountable for:

- a. The proper use, maintenance and storage of defensive equipment and the application of force in the course of or for the purpose of their duties or employment within the Agency in accordance with all applicable laws, policies, directives and standard operating procedures;
- b. Reporting to their manager/supervisor any unsafe wearing, handling or misuse of defensive equipment by themselves or other employees;
- c. Maintaining their skills and certifications with respect to defensive equipment and the application of force; and
- d. Participating in any investigation, enquiry or other review of the use of defensive equipment or use of force activities, as required.

7. Consequences

7.1 The Vice President, Human Resources Branch is responsible for ensuring appropriate remedial actions are taken to address issues regarding non-compliance with this policy, its related directives and standard operating procedures.

8. References

Legislation relevant to this policy includes the following:

- Customs Act
- Customs Tariff
- Immigration and Refugee Protection Act

Policies, directives and standard operating procedures relevant to this policy include the following:

- CBSA Directive on Agency Firearms and Defensive Equipment
- CBSA Directive on Use of Force and Reporting
- CBSA Standard Operating Procedures on Agency Firearms and Defensive Equipment
- CBSA Standard Operating Procedures on Use of Force and Reporting

9. Enquiries

9.1 Enquiries regarding this policy and its related directives and standard operating procedures or recommendations for amendments are to be directed to:

Director, Arming Division
 Training and Development Directorate
 Human Resources Branch
 100 Metcalfe Street
 17th floor, 1745
 Ottawa, ON, K1A 0L8
 Email:

| Summary of Unintentional Discharges | | | |
|-------------------------------------|------------|------------------|--|
| | Date | Region | CBSA Office |
| 1 | 2010-05-06 | Southern Ontario | Queenston Bridge |
| 2 | 2011-04-24 | Quebec | Lacolle |
| 3 | 2012-03-28 | Atlantic | St. Croix |
| 4 | 2012-04-15 | Southern Ontario | Ambassador Bridge |
| 5 | 2012-10-05 | Pacific | Pacific Region Enforcement Centre |
| 6 | 2013-11-23 | Greater Toronto | Lester B. Pearson International Airport - Air Cargo |
| 7 | 2014-02-16 | Pacific | Osoyoos |
| 8 | 2014-04-03 | Pacific | Kingsgate |
| 9 | 2014-09-22 | Quebec | Montreal - P.E. Trudeau Airport (Air Marshal Handgun). |
| 10 | 2014-11-25 | Quebec | Joliette - Hotel |
| 11 | 2015-09-04 | Southern Ontario | Ambassador Bridge – Traffic (586-4531-15-0007) |
| 12 | 2017-10-04 | Greater Toronto | GTA – Inland Investigations/Removals |

Items #:

(3) 6565 as of January 10, 2018.

(4) 0

(5) In 2016/2017, there were 1662 participants on triennial recertification sessions (all tools). 1387 were successful (262 unsuccessful). 209 of the 262 unsuccessful participants took part in a Skills Enhancement Course. 130 of the 209 were successful which then deemed them re-qualified.

(6) At the end of fiscal year 2016/2017, 78 of the 262 unsuccessful employees had not yet been successful in recertifying. These employees continue to be part of ongoing training to ensure their success.