

FOR IMMEDIATE RELEASE: Wednesday, March 18, 2020 12:10pm

(Ottawa) - Ottawa Police are taking additional precautions given the current COVID-19 situation. As a result, the following service changes will be in effect until further notice:

Attending Police Stations

Our Front Desk Services hours of operation have changed to 8:00a.m. to 6:00p.m., seven days a week.

Front Desk staff will triage everyone attending a police station, from outside the station per posted instructions, to ensure that members of the public are made aware if a report can be submitted online so they do not have to come into the station. Please rest assured that if a member of the public needs to speak directly to a staff member, the Front Desk continues to be staffed to assist.

Community Police Centres

All Community Police Centres are CLOSED until further notice.

Records Checks and Copies of Police Reports

The Customer Service Desk at 2670 Queensview Drive is CLOSED for all walk-in service. We will continue to process requests, triage and prioritize those that are required for Pandemic response.

All Record Check requests can be submitted online at [ottawapolice.ca<https://www.ottawapolice.ca/en/contact-us/Police-Record-Checks.aspx>](https://www.ottawapolice.ca/en/contact-us/Police-Record-Checks.aspx).

Any questions or concerns related to your Record Check should be directed to

[RecordsCheck@ottawapolice.ca<mailto:RecordsCheck@ottawapolice.ca>](mailto:RecordsCheck@ottawapolice.ca). This email is monitored during normal business hours between 7:30a.m. to 5:30 p.m., Monday-Friday. Applications submitted in relation to Pandemic Planning positions will be reviewed & scheduled by appointment only.

Any Freedom of Information requests, question or concern may be directed to

[FOIRequests@ottawapolice.ca<mailto:FOIRequests@ottawapolice.ca>](mailto:FOIRequests@ottawapolice.ca). This email is monitored during normal business hours between 8:00a.m. to 3:30p.m., Monday-Friday.

Collisions Reporting

Any collision without injuries must be reported first by telephone. You can do so by calling 613-236-1222 to obtain a report number and the telephone extension number of your nearest police station.

You will be instructed to come into your nearest police station to take photos of the damage if it exceeds \$2,000. You will be given a telephone extension number to call once you arrive. Go directly to the Collision Reporting Centre's photo booth located outside the Ottawa Police station nearest you. You will not have to come into the actual police station to finalize your collision report. Visit our website<<https://www.ottawapolice.ca/en/contact-us/report-a-collision.aspx>> for information about reporting a collision.

PLEASE DO NOT ATTEND POLICE FACILITIES if you are exhibiting symptoms such as fever, cough or flu-like symptoms, if you have travelled outside of Canada within the last 14 days or if you have come into contact with a person who tested positive for COVID-19. Please visit [ottawapublichealth.ca<https://www.ottawapublichealth.ca/en/index.aspx>](https://www.ottawapublichealth.ca/en/index.aspx) for the most up to date information.

Make a police report online or by phone

File a report online for:

- * Theft (excluding theft of passports)
- * Lost Property (with a visible serial number or distinct marking such as a custom engraving)
- * Mischief/Damage to Property
- * Theft from Vehicle

- * Traffic Complaints
- * Drug Complaints
- * Fraud Complaints<<https://www.ottawapolice.ca/en/about-us/Fraud.aspx>>
- * Hate-Motivated Incidents<<https://www.ottawapolice.ca/en/safety-and-crime-prevention/hate-motivated-incidents.aspx>>
- * Add information to an existing report

The Police Reporting Unit remains open and available to take your call from 7:00a.m. to 12:00a.m. seven (7) days a week at 613-236-1222, extension 7300.

Evidence Control Section

The Evidence Control Section at 2799 Swansea Crescent is CLOSED for all walk-in service. Appointments can be scheduled on an as-needed basis during modified business hours between 10 a.m. to 2:00 p.m., Monday-Friday. We will continue to process requests on a case-by-case basis and prioritize those that are time sensitive. Please send any requests or inquiries by email to propertyervices@ottawapolice.ca<<mailto:propertyervices@ottawapolice.ca>> or by calling the Evidence Control Section at 613-236-1222 ext. 5488.