

The Ottawa Police's number one priority is the health and safety of their team, members of the public, and the community. After careful consideration, and in effort to do their part to control the spread of COVID-19, the Record Check office at 2670 Queensview Drive location **remains closed**. This temporary closure will be in effect until a backlog of applications is cleared.

This is the message any applicant will receive if they apply online and are prompted for an in person verification:

"We have noted that an in-person visit is required in order to complete your online record check. If your 30 day timer expires or if your application has been affected by this temporary closure, please note, we will keep extending the 30 day timer until we have re-opened and returned to normal business practices.

We hope your employer and/or organization requesting the police check is also taking part in accommodating their employees during this difficult time.

We are however continuing to process requests and prioritize those that are required for Pandemic response, Front Line Workers and Health Care Services.

Our staff has begun reaching out to applicants who require the in-person visit in an order of first come, first served. This is based on the **date the record check application was submitted** online. **Please do not email/phone in to request an appointment.** We will schedule you for an appointment **when it is your turn.**"

If however the volunteer's position is indeed a COVID-19 response, front line worker or health care services position, please provide a volunteering draft supporting documentation which includes their name, position and that the position is a COVID-19 response, front line worker or health care related position. Without this supporting documentation, the in-person component will need to wait unfortunately. The supporting document must be sent in by the applicant to our recordscheck@ottawapolice.ca inbox. In reference to reopening they still do not have an approximate date and ask that you continue to visit their [website](#) for more information as it becomes available.

They apologize for the inconvenience.