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## Gareth Jones

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### PROFESSIONAL EXPERIENCE

**2005 – present      Ombudsman of Ontario, Toronto, ON**

Director, Special Ombudsman Response Team

- Directs all high profile systemic investigations conducted by the office
- Member of Executive Management Team

**2003 – 2005      Department Of National Defence and Canadian Forces,  
Ombudsman's Office, Ottawa, ON**

Director, Special Ombudsman Response Team

- Directed teams of investigators conducting high profile systemic investigations.

**1998 – 2003      Department of National Defence and Canadian Forces  
Military Ombudsman's Office, Ottawa, ON**Director, Special Ombudsman Response Team  
Senior Policy Advisor

- Assisted the first DND/CF Ombudsman set up office and negotiate mandate
- Responsible for operations, including hiring and budget
- Directed all systemic investigations conducted by the office

**1991 – 2003\*      Government Of Ontario  
Ministry Of The Attorney General  
Special Investigations Unit, Toronto, ON**

Investigator

- Responsible for the investigation of deaths and serious injuries where a police officer may have committed a criminal offence.

(\* on secondment to DND/CF Aug. 1998 – Dec 1999 and April 2001-April 2003)

**1989 – 1991      Allstate Insurance, Markham, ON**

Claims Representative

- Dealt with serious BI claims, including fatalities

**1982-1988      Metropolitan Police, London, UK**

Sergeant 1986 - 1988

Constable                      1982 - 1986

### **Other experience**

- Retained to provide an expert opinion on police pursuit cases in Oregon, Minnesota, New York State, Alberta, Alabama, Ontario, British Columbia and the Cayman Islands, and a police shooting in British Columbia.
- Qualified as an expert in police pursuits in Ontario (1992) and the Cayman Islands (2013)

## **EDUCATION**

University Of Manchester  
Manchester, UK

BA (Honours) - History 1981

## **PUBLICATIONS**

### **Books:**

*Undertaking Effective Investigations: A Guide For National Human Rights Institutions*

Gareth Jones

Asia Pacific Forum. Sydney, Australia. August 2013. 240 pages

*Conducting Administrative, Oversight & Ombudsman Investigations*

Gareth Jones

Canada Law Book (now Carswell) April 2009. 419 pages

### **Chapters:**

*The Top Ten Things Not To Do When Setting Up A Police Oversight Agency*

Gareth Jones

Chapter in Police Involved Deaths: The Need For Reform

British Columbia Civil Liberties Association: March 2012

*Measuring Ombudsman Performance: Setting Performance Standards and Indicators*

Chapter in Strengthening the Ombudsman Institution in Asia.

Andre Marin and Gareth Jones

Asian Development Bank: August 2011

### **Articles:**

*Workplace Investigations: Getting Beyond He Said, She said*

Gareth Jones

Canadian HR Reporter

January 2012

*Any Questions?*

Gareth Jones

US National Association of Civilian Oversight of Law Enforcement newsletter

March 2012

*Death or Injury Cases Involving Law Enforcement Officers:*

Gareth Jones and Barry Nolan

*The Champion*. Magazine of the US National Association of Criminal Defence Lawyers (NACDL), Washington DC.

Two part series: July and August 2002

## **Speaking Engagements / Investigations Training**

### **College of Physicians and Surgeons of Ontario**

#### **Customized 2-day How to investigate/Investigative Interviewing course**

*Course designer/instructor*

Toronto, ON

November 2016

### **Osgoode Hall Faculty of Law/ Forum of Canadian Ombudsman**

#### **Investigations and Inquiries**

½ day presentation at Ombudsman Certification Program course

*Course designer/presenter*

Toronto, ON

September 2016

### **College of Registered Nurses of British Columbia**

#### **Fundamentals of Investigation**

*Course designer/Instructor*

Vancouver, BC

June 2016

### **Workplace Institute**

#### **Fundamentals of Investigation/ Investigative Interviewing**

*Course designer/presenter*

Vancouver, BC

June 2016

### **Regina Qu'Appelle Health Board**

#### **Customized 2-day How to investigate/Investigative Interviewing course**

Regina, SK

May 2016

### **Workplace Institute**

#### **Fundamentals of Investigation/ Investigative Interviewing**

*Course designer/presenter*

Saskatoon, SK

May 2016

### **Workplace Institute**

#### **Fundamentals of Investigation/ Investigative Interviewing**

*Course designer/presenter*

Edmonton, AB

April 2016

### **Workplace Institute**

#### **Fundamentals of Investigation/ Investigative Interviewing**

*Course designer/presenter*

Toronto, ON

March 2016

**Workplace Institute  
Fundamentals of Investigation/ Investigative Interviewing**

*Course designer/presenter*

Ottawa, ON

February 2016

**Community Living BC  
Customized 2-day Investigations Course**

*Course designer/Instructor*

Vancouver, BC

November 2015

**Seminar Partners  
Advanced Investigative Interviewing For Lawyers**

*Course designer/Instructor*

Toronto, ON

November 2015

**Osgoode Hall Faculty of Law/ Forum of Canadian Ombudsman  
Investigations and Inquiries**

½ day presentation at Ombudsman Certification Program course

*Course designer/Presenter*

Toronto, ON

September 2015

**Human Resources Professionals Association of Ontario  
Workplace Investigation Course**

*Course designer/Instructor*

Toronto, ON

September 2015

**MacEwan University  
Customized 2-day investigation course**

*Course designer/Instructor*

Edmonton, AB

June 2015

**Market Surveillance Authority of Alberta  
Customized Investigations Course**

*Course designer / Instructor*

Calgary, AB

June 2015

**Ontario Association of College and University Security Administrators (OACUSA)  
Presentation: How to conduct investigations**

Annual conference

London, ON

May 2015

**Office of the Financial Services Ombudsman, Ministry of Finance  
Customized complaint handling / investigations course**

*Course designer/Instructor*

Port of Spain, Trinidad and Tobago

March 2015

**Office of the Information and Privacy Commissioner of BC.  
Customized investigations course**

*Course designer / instructor*  
Victoria, BC  
March 2015

**How To Investigate: The Fundamentals Of Effective Fact Finding**

*Course designer / Instructor*  
Regina, SK  
February 2015

**Workplace Institute  
Investigative Interviewing**

*Course designer/presenter*  
Ottawa, ON  
December 2014

**College of Physicians and Surgeons of Nova Scotia  
Customized investigative course**

*Course designer/Instructor*  
Halifax, NS  
November 2014

**National Association of Civilian Oversight of Law Enforcement (NACOLE) and International Law  
Enforcement Auditors Association (ILEAA)**

**Accountability and Transparency in Law Enforcement Training Course**

Customized 3 hour session on investigating police deaths and serious injuries  
*Course designer/presenter*  
Austin, Texas  
November 2014

**How To Investigate: The Fundamentals Of Effective Fact Finding**

*Course designer / Instructor*  
Victoria, BC  
October 2014

**Office of the Complaints Commissioner of the Cayman Islands  
4-day Customized Investigations Course**

*Course designer/presenter*  
Georgetown, Cayman Islands  
August 2014

**How To Investigate: The Fundamentals Of Effective Fact Finding**

*Course designer / Instructor*  
Calgary, AB  
June 2014

**Workplace Institute  
Investigative Interviewing**

*Course designer/presenter*  
Vancouver, BC  
June 2014

**Asia Pacific Forum  
5-day customized investigations course for National Human Rights Institutions investigators  
from 12 nations**

*Course designer / presenter*  
Kuala Lumpur, Malaysia  
May 2014

The course was preceded with a 5-week online course for participants, which I co-created and delivered.

**Seminar Partners****How To Investigate: The Fundamentals of Effective Fact Finding**

Customized CLE course for legal professionals

In person / simultaneous webcast

Toronto, ON

April 2014

**Investment Industry Regulator of Canada (IIROC)****Customized Investigations Course**

*Course designer/presenter*

Toronto, ON

March 2014

**Department of Justice: War Crimes and Crimes Against Humanity****Customized Investigative Interviewing Course**

*Course designer / Instructor*

Ottawa, ON

January 2014

**Workplace Institute****How To Investigate: The Fundamentals Of Effective Fact Finding**

*Course designer / Instructor*

Ottawa, ON

November 2013

**Workplace Institute****Investigative Interviewing**

*Course designer/presenter*

Edmonton, AB

November 2013

**Canadian Border Services Agency****Customized Investigative Course**

*Course designer/presenter*

Ottawa, ON

September 2013

**Law Society of Saskatchewan****CPD course for members on the fundamentals of investigation**

*Course designer / presenter*

Regina and Saskatoon, SK

May 2013

**Law Society of Upper Canada****Customized Investigative Interviewing course**

*Course designer/presenter*

Toronto, ON

April 2013

**Government of Nunavut Official Languages Commissioner****Customized investigative training**

*Course designer / presenter*

Iqaluit, NU

March 2013

**Government of Nova Scotia****Regulatory Investigations course**

*Course designer/presenter*  
Halifax NS  
February 2013

**Exxon Mobil**  
**2-day customized harassment investigation workshop**  
*Course designer/presenter*  
Calgary, AB  
Jan 2013

**Fraser Health / Vancouver Coastal Health**  
**Customized Investigative Course**  
*Course designer/instructor*  
Vancouver, BC  
December 2012

**Stewart McKelvey LLP**  
**The Principles of Excellent Investigation**  
*Keynote speaker*  
Halifax, NS  
November 2012

**Public Service Commission of Canada**  
**2-day customized investigations training**  
*Course designer/ presenter*  
Ottawa ON  
November 2012

**Workplace Institute**  
**Investigative Interviewing**  
*Course designer/presenter*  
Ottawa, ON  
October 2012

**Canadian Bar Association: PEI Branch**  
**The Principles of Excellent Investigation**  
*Presenter*  
Charlottetown, PEI  
October 2012

**United States National Association of Civilian Oversight of Law Enforcement**  
**Annual Conference**  
*Presenter. How To Assess The Quality Of An Investigation Into Police-Involved Deaths*  
San Diego, CA  
October 2012

**Office Of The Fire Marshal**  
**Principles Of Investigation / Investigative Interviewing**  
*Co-Course designer / Co-Instructor*  
Gravenhurst, ON  
September 2012

**How To Investigate: The Fundamentals Of Effective Fact Finding**  
*Course designer / Instructor*  
Vancouver, BC  
September 2012

**Public Health Division, Ministry of Health, Government of BC**  
**Customized Investigations Course**

*Course designer/Instructor*  
Victoria, BC  
June 2012

**Workplace Institute**  
**Healthcare Investigations**

*Course designer/presenter*  
Alberta Children's Hospital  
Calgary, AB  
June 2012

**Workplace Institute**  
**Investigative Interviewing**

*Course designer/presenter*  
Calgary, AB  
June 2012

**Workplace Institute**  
**How to Investigate: The Fundamentals of Fact Finding**

*Course designer/presenter*  
Ottawa, ON  
April 2012

**Ontario Bar Association**

Presenter: **Ethics and Etiquette in Public Sector Investigations**  
Toronto, ON  
March 2012

**Workplace Institute**  
**Healthcare Investigations**

*Course designer/ Instructor. Customised Investigations Training Course*  
Edmonton General Hospital  
Edmonton, AB  
February 2012

**Workplace Institute**  
**How To Investigate: The Fundamentals Of Effective Fact Finding**

Edmonton, AB  
February 2012

**Ombudsman for Banking Services and Investments of Canada**  
**Customised Advanced Investigative Training Course.**

*Course designer/ Instructor.*  
Toronto, ON  
December 2011

**Police Complaints Authority of Trinidad and Tobago**  
**Investigating the Police**

*Course co-designer/instructor.*  
Port of Spain, Trinidad and Tobago ( in conjunction with the UK Independent Police Complaints Commission)  
October 2011

**Law Society of BC**  
**2 day customized investigations course**

*Course designer / instructor*  
Vancouver, BC  
October 2011



**Six Nations Band Council  
Oversight/HR investigations**

*Course designer / instructor.*

Oshweken, ON

October 2011

**United States National Association of Civilian Oversight of Law Enforcement  
Annual Conference**

*Presenter: Investigating Police Pursuits*

New Orleans, LA

September 2011

**Office of the Public Guardian of Alberta / Protection Of Persons In Care  
Customized Investigations Training Course**

*Course designer/presenter*

Red Deer, AB

September 2011

**Workplace Institute**

**How To Investigate: The Fundamentals Of Effective Fact Finding**

Calgary, AB

September 2011

**International Network of Financial Ombudsman**

World Conference 2011

*Course designer/Instructor: Advanced Investigative Training*

Whistler, BC

September 2011

**Public Protector of South Africa**

**Advanced Investigative Training including conducting systemic investigations**

*Course co-designer/ instructor:*

Pretoria, South Africa

August 2011

**Canadian Association of Statutory Human Rights Agencies 13<sup>th</sup> Annual Conference  
One-day Human Rights Investigations Workshop**

*Course designer/facilitator*

Calgary, Alberta

June 2011

**Service Canada: Special Investigations Unit**

**Customised Investigations training**

*Course designer / instructor*

Ottawa, Ontario

June 2011

**Workplace Institute**

**How to Investigate: The Fundamentals Of Effective Fact Finding**

*Course designer / instructor: Fundamentals of Investigations course*

Ottawa, Ontario

June, 2011

**Canadian Association for Civilian Oversight of Law Enforcement (CACOLE)  
Annual Conference**

*Presenter: How To Assess The Quality Of An Investigation*

Canmore, Alberta

May 2011

**Office of the Ombudsman of Namibia**

*Course designer/instructor:* **Advanced Investigations Training**

Participants from oversight offices across southern Africa

Windhoek, Namibia

May 2011

**Workplace Institute**

**How to Investigate: The Fundamentals Of Effective Fact Finding**

*Course designer / instructor:* *Fundamentals of Investigations course*

Ottawa, Ontario

January 2011

**Department of Justice. Crimes Against Humanity and War Crimes Programme**

**How to investigate**

*Course designer / instructor:* *Investigations Training*

Ottawa, Ontario

December 2010

**Sharpening Your Teeth IV: Ombudsman Ontario**

*Course designer / instructor:* *Advanced Investigations Training*

Toronto, Ontario

November 2010

**United States National Association of Civilian Oversight of Law Enforcement  
Annual Conference**

*Presenter:* *Investigative Skills*

Seattle, Washington

September 2010

**Government of Bermuda**

*Course designer / instructor:* **Investigations Training**

Hamilton, Bermuda

September 2010

**Ontario College of Teachers**

**Customized Investigations Course**

*Course designer / instructor:*

Toronto, Ontario

September 2010

**OMD Brazil**

**Advanced Investigations Training**

*Course designer / instructor*

Florianopolis, Brazil

May 2010

**Office of the Official Languages Commissioner of Nunavut**

*Course designer / instructor:* *Advanced Investigations Training*

Iqaluit, Nunavut

March 2010

**British Virgin Islands Complaints Commission**

*Course designer / instructor:* **Advanced Investigations Training**

Tortola, British Virgin Islands

March 2010

**RCMP Complaints Commission**

*Course Designer / Instructor: Managing Police Oversight Investigations*  
Ottawa, Ontario  
March 2010

**Office of the Information Commissioner of Canada**

*Course designer / instructor: Advanced Investigations Training*  
Ottawa, Ontario  
March 2010

**Asian Ombudsman Association**

Investigation training for Human Rights, Anti Corruption and Ombudsman agencies from 12 Asian nations  
*Course designer / instructor: Advanced Investigations Training*  
Bangkok, Thailand  
February 2010.

**Independent Police Review Authority of Chicago**

*Course designer / instructor: Investigating the Police*  
Participants included members of the Chicago Police Internal Affairs Division.  
Chicago, Illinois  
February 2010

**BCCLA Forum on Deaths in Police Custody**

*Panel member*  
Vancouver, British Columbia  
January 2010

**Office of the Complaints Commissioner of the Cayman Islands**

*Course designer / instructor: Advanced Investigations Training*  
Cayman Islands  
December 2009  
Participants from several government departments

**Sharpening Your Teeth III: Ombudsman Ontario**

*Course designer / instructor: Advanced Investigations Training*  
Toronto, Ontario  
November 2009

**United Nations Office of the High Commissioner for Human Rights**

*Workshop on Investigations*  
for delegates 30 African National Human Rights Institutions  
Rabat, Morocco  
November 2009

**Workplace Institute****Office of the Correctional Investigator of Canada**

*Course designer / instructor: Advanced Investigations Training*  
Ottawa, Ontario  
November 2009

**United Nations High Commissioner for Refugees****Office of the Inspector General**

*Course designer / instructor: Advanced Investigations Training*  
Geneva, Switzerland  
October 2009

**Ethiopian Institute of the Ombudsman/Ethiopian Human Rights Commission**

*Course designer / instructor: Advanced Investigations Training*  
Addis Ababa, Ethiopia

October 2009. Funded by the UN Development Program

**ADR Institute of Canada**

ADR Conference

*Presenter: Conducting Effective Workplace Investigations*

Ottawa, Ontario

October 2009

**United States National Association of Consumer Protection Investigators**

*Presenter: Principles of Excellent Investigation*

Miami, Florida

August 2009

**Workplace Institute**

**Native Women's Association of Canada**

*Course designer / instructor: Persuasive Report Writing / Dealing with the Media*

Ottawa, Ontario

July 2009

**Workplace Institute**

**Office of the Conflict of Interest and Ethics Commissioner of Canada**

*Course Instructor: Investigations 101*

Ottawa, Ontario

July 2009

**Joint Conference of The International Ombudsman Association and the Forum of Canadian Ombudsman**

*Presenter: Thank You And Goodbye: Dealing With Whistleblowers*

Montreal, Quebec

April 2009

**Trinidad and Tobago Ombudsman**

*Course designer / instructor: Advanced Investigations Training*

Port of Spain, Trinidad

March 2009

**Northern Ireland Ombudsman**

*Course designer / instructor: Advanced Investigations Training*

Belfast, Northern Ireland

February 2009

**Government of Bermuda. Department of Human Affairs**

*Course designer / instructor: Advanced Investigations Training*

Hamilton, Bermuda

February 2009

**Southern Chiefs Organization**

*Presenter: Police Oversight*

Winnipeg, MB

January 2009

**Organization of Bar Investigators (North America)**

*Panel Member: Major Case Management, Investigation Planning, and Presenter: Fundamental Principles of Investigation*

Toronto, Ontario

October 2008

**Office of the Public Protector of South Africa**

*Course designer / instructor: Advanced Investigations Training*  
Pretoria, South Africa  
October 2008

**Sharpening Your Teeth II: Ombudsman Ontario**

*Course designer / instructor: Advanced Investigations Training*  
Toronto, Ontario  
September 2008

**Office of the Minnesota Mental Health Ombudsman**

*Course designer / instructor: Advanced Investigations Training*  
Minnesota, USA  
August 2008

**The Davies Commission: Inquiry into the Death of Frank Paul**

*Witness re investigation of police related deaths*  
Vancouver BC  
May 2008

**Office of the Ombudsman of Hong Kong**

*Course designer / instructor: Advanced Investigations Training*  
Hong Kong  
May 2008

**Caribbean Ombudsman Association Biennial Conference**

*Presenter: The Value of Systemic Investigations – Can Small Offices do Them?*  
*and The Principles of Excellent Investigation*  
St George, Bermuda  
April 2008

**Canadian Human Rights Commission**

*Presenter: Systemic Investigations*  
Ottawa, ON  
April 2008

**Forum of Canadian Ombudsman**

*Presenter: Case Assessment: How To Decide What To Investigate*  
Toronto, ON  
January 2008

**Sharpening Your Teeth I: Ombudsman Ontario**

*Course co-designer / instructor: Advanced Investigations Training*  
Toronto, Ontario  
December 2007

**Ombudsman of British Columbia**

*Staff training – Systemic Investigations*  
Campbell River, BC  
October 2007

**United States Ombudsman Association  
Annual Conference**

*Presenter: Systemic Investigations for Smaller Offices*  
Anchorage, Alaska  
September 2007

**The Canadian Institute  
Conducting a Fair Investigation Conference**

*Co -Presenter: Planning and Preparing for an Investigation*  
Toronto, Ontario  
September 2007

**Association of Chartered Forensic Investigators of Canada  
Annual Conference**

*Presenter: Investigating Whistleblower and Retribution Complaints*  
Toronto, Ontario  
May, 2007

**Office of the Complaints Commissioner of the Cayman Islands**

*Course designer and co-presenter of week long staff training programme*  
Cayman Islands  
December, 2006 / December, 2007 / December, 2008

**Delegation visiting from China's Ministry of Supervision**

*Information Session: SORT, Systemic Investigations*  
Toronto, Ontario  
November 2006

**Ontario Provincial Police**

Professional Standards Branch Annual Conference  
*Presenter: Overview of Operations and Investigations*  
Niagara Falls, Ontario  
November 2006

**Canadian Association for Victim Assistance**

Annual Conference  
*Presenter: Ombudsman Ontario*  
Mississauga, Ontario  
October 2006

**United States Ombudsman Association  
Annual Conference**

*Presenter: Report Writing*  
Des Moines, Iowa  
September 2006

**Delegation from Morocco's Equity and Reconciliation Committee**

*Information session: SORT, Systemic Investigations*  
Toronto, Ontario  
March 2006

**Office of Ombudsman of British Columbia  
Office of the Ombudsman of Alberta  
Building Excellence in Investigations Conference**

*Lead Presenter: Workshop on Systemic Investigations*  
Victoria, BC  
February 2006

**Forum of Canadian Ombudsman**

**Advanced Investigations; Investigative Challenges and Strategies**

*Lead Presenter: Systemic Investigations*  
Toronto, Ontario  
January 2006

**United States National Association for Civilian Oversight of Law Enforcement**

*Co-presenter Plenary Session: Overseeing Police Involved in Deaths and Serious Injuries*  
Miami, Florida  
December 2005

**United States Ombudsman Association  
Annual Conference**

*Co-presenter: The Anatomy of an Investigation*  
*Full day presentation on investigations and reporting*  
Portland, Oregon  
October 2004

**Canadian Association for the Civilian Oversight of Law Enforcement**

Annual Conference  
*Panel member: The relationship between civilian oversight and community interests - from an investigator's perspective*  
Toronto, Ontario  
June 2004

**Canadian Forces / ISAF**

*Presentation/training on how to conduct death investigations to Members of a Board of Inquiry into a death on board HMCS Chicoutimi*  
Faslane, Scotland  
October 2004

**Professional Development****Public Administration International**

*When Citizens Complain: The Role of the Ombudsman in Improving Public Service*  
London, UK  
May 2002

**Harvard Associates in Police Science.**

Homicide Investigators Course  
Baltimore, MD  
May 2000

**14th Annual Homicide Investigators Seminar**

Metropolitan Toronto Police  
Toronto, Ontario  
1996

**Scientific Content Analysis (SCAN) Course**

Toronto, Ontario  
1994

**11th Annual Homicide Investigators Seminar**

Metropolitan Toronto Police  
Toronto, Ontario  
1993

**Ontario Police College, Ontario, Canada**

- **Advanced/Specialist Training, Case Management, 1994**
- **Advanced/Specialist Training, Sexual Assault Investigation, 1993**
- **General Investigative Techniques, 1992**

**Miscellaneous seminars / courses on investigative techniques, including sexual assault investigations**

**Professional Memberships.**

Harvard Associates in Police Science (HAPS) Baltimore MD

Association of Law Enforcement Emergency Response Trainers (ALERT International) Oklahoma OK