

November 16, 2015

Lisa Lapointe  
Chief Coroner, Province of British Columbia  
Office of the Chief Coroner  
Metrotower II  
#800 - 4720 Kingsway  
Burnaby BC V5H 4N2

Dear Ms. Lapointe

Your file #2014-0380-0002

Thank you for your letter accompanying the Report of Inquest concerning Mr. Gregory Lloyd, forwarded to me by our CEO, Ms. Mary Ackenhusen.

We are in receipt of the recommendation directed to Vancouver Coastal Health "That it be mandatory to forward a copy of the "Emergency Discharge Summary" to the family physician within (3) business days of a patient's discharge from hospital." This is our usual business process, and we are embarking on a pilot of dictated discharge summaries that would be disseminated through and accessible via Excelleris as soon as dictated. There may be challenges in making the connection with the family physician if we are unaware of that relationship at the time of admission, but do make every effort to convey the discharge summary whenever possible.

Sincerely,



Darren Kopetsky, MHSA  
Regional Director, Client Relations and Risk Management

C: Mary Ackenhusen, President & CEO



## VANCOUVER POLICE BOARD

"PROVIDING INDEPENDENT CIVILIAN OVERSIGHT, GOVERNANCE, AND STRATEGIC LEADERSHIP TO THE VANCOUVER POLICE DEPARTMENT, REFLECTING THE NEEDS, VALUES AND DIVERSITY OF VANCOUVER'S COMMUNITIES."

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January 28, 2016

Office of the Chief Coroner  
Metrotower II  
Suite 800-4720 Kingsway  
Burnaby, BC V5H 4N2

Dear Ms. Lapointe:

**Coroner's Inquest into the death of:  
Gregory Douglas LLOYD  
BCCS Case File #2014-0380-0002**

In response to your letter of November 4, 2015 enclosing the Verdict of Inquest into the above noted matter, the Board has the following comments on the jury's recommendations to the Board:

Recommendations to the Vancouver Police Board and the City of Vancouver

1. *The contract for medical services in the Jail will be reviewed to ensure that providers are adequately prepared for all duties required, in particular response to emergency situations.*
2. *Institute regular audits of the medical services provided under contract to be reviewed by an independent party of health care experts.*

Rockdoc has proactively moved to hiring doctors and nurses with emergency ward backgrounds so that the problematic medical response that occurred with Lloyd is not repeated.

With regard to instituting independent regular audits of the Jail's medical services, the Board and VPD, in consultation with relevant stakeholders, will explore its options into how such future audits may be conducted.

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3. *Conduct a review to ensure all pertinent information gathered from the 911 call is relayed to the police dispatch and then on to the attending officers.*

911 calls are received by E-COMM then routed to the appropriate agency (police, fire or ambulance). In the case of 911 calls requesting Vancouver Police, the calls are transferred to a 911 call-taker that handles calls for service for the VPD. The 911 call-taker is responsible for 'creating' the call and typing in all of the relevant information. The call would then appear on the dispatcher's screen that is responsible for broadcasting to police units in that area of the city.

The dispatcher will broadcast the call for service to available police unit(s) and the call will also be sent to all responding police members' laptop computers. All subsequent updates will be routed to the dispatcher for broadcast in addition being sent to the laptops. Police call takers and dispatchers go through extensive training at E-COMM on how essential it is for responders to get timely, accurate information. It is the Board and VPD's position that no further review of the E-COMM dispatching system is required as it pertains to call-takers and dispatchers providing responding officers with information such as the potential for self-harm by any individual associated to the call. This is a universal practice for such incidents.

We trust this is in order.

Yours truly,



Mayor Gregor Robertson  
Chair

cc. Chief Constable Adam Palmer