



Mail Stop #105  
14200 Green Timbers Way  
Surrey, BC  
V3T 6P3

October 15, 2013

Ms. Lisa Lapointe  
Chief Coroner  
Metrotower II  
Suite 800 - 4720 Kingsway  
Burnaby, BC  
V5H 4N2

Your file      Votre référence

2011:0729:0020

Our file      Notre référence

2011CP-0370

**RECEIVED**

OCT 29 2013

MINISTRY OF SOLICITOR GENERAL  
OFFICE OF THE CHIEF CORONER

**Re:    Coroner's Inquest Recommendations  
      In Custody Death of  
      ZINSER, Justin Larry (B: 1987-10-21)  
      Anahim Lake, BC - 2011-09-24**

Dear Ms. Lapointe:

We acknowledge receipt of the BC Coroners Service Verdict at Inquest report dated August 8, 2013, in relation to the death of Mr. Justin Zinser. We have now had an opportunity to review the recommendations directed to the Commanding Officer, "E" Division RCMP. I wish to provide the following response.

**Recommendation to the Royal Canadian Mounted Police:**

- 1) RCMP members working alone in remote locations such as Anahim Lake BC shall have Level 2 Responder Training including the ability to look for and identify injuries and to provide first aid to the best of their ability until a higher level of medical care is available.**

RCMP members are qualified and trained to an Emergency Medical Response Training Level 1 as authorized under The Canadian Red Cross Standard First Aid requirements. The primary objectives of this training are:

- 1) Provide the Police officer with skills to provide first responder interventions.
- 2) Provide Officers with updates, such as the AED Qualification.
- 3) Maintain continuity with other operational skills training.

In this instance, the members decided to place Mr. Zinser into a police vehicle and transport him to the Anahim Lake nursing station for medical attention. An ambulance had been requested, but members were told the local Anahim Lake ambulance was not available. The BC Ambulance Service (BCAS) advised that an ambulance would be sent from Williams Lake, but the response time would be at least 3.5 hours. There was nothing in evidence to reflect any shortcoming or deficiency in the member's first aid training which would have impacted upon the chance of survival for Mr. Zinser.

Training of RCMP members is done to ensure emergent first aid is rendered to citizens in need, but to expect RCMP members possess an advanced skill set in rendering medical treatment is not realistic nor should it be expected to exceed that of an average citizen whom has taken basic first-aid training.

In situations where RCMP Emergency Medical Response Team (EMRT) medics are initiated to enhance member safety; they do have the requisite Emergency Medical Response Training Level 2, Basic Trauma and Life Support, Pre-hospital Trauma Life Support credentials as recommended by the Coroner's jury.

- 2) When the RCMP in remote locations are responding to a potentially volatile incident and or request the Emergency Response Team (ERT), 911 dispatch will always call an ambulance to be staged at a safe location in anticipation of injury(s)**

While the staging of BCAS units is routinely done in Lower Mainland detachments, restrictions in BCAS staffing levels and availability can pose challenges in smaller communities. In this case it would not have impacted upon the final outcome. The time between the ERT call out and the shooting was some 30 minutes. The Anahim Lake BCAS unit was not available, and the ambulance dispatched was based out of Williams Lake. If BCAS had acceded to the request to stage a unit, the Williams Lake ambulance would have arrived hours after the incident ended, and long after Mr. Zinser had already passed. The pathologist provided evidence that even if trained medical personnel were on scene, the attendants would not have been able to provide the immediate surgical intervention to save Mr. Zinser due to the severity of his injuries.

The activation of ERT is only deployed by a trained Critical Incident Commander (CIC). The OCC/911 operator does not make this decision. The CIC follows Standard Operating Procedures and the consideration to activate EHS/Ambulance, is done during the early stages of the decision-making process.

- 3) Improve technology to ensure better communication between RCMP members in remote communities and their external resources that otherwise would not be easily accessible.**

Due to diverse geographic and technical limitations, radio and satellite phone communications can be ineffective at times. Remote and mountainous locations play havoc with radio systems and communication devices. The "E" Division RCMP Informatics Branch is aware of this and system enhancements are triaged on a priority basis. The ongoing acquisition of new equipment is balanced against budgetary restrictions as many of these projects carry extensive capital costs. The present RCMP "E-ReNU" project is a multimillion dollar endeavor, and is expected to complete in 2017. A copy of the Coroner's Jury recommendations has been forwarded to the "E" Division Regional Informatics Officer for his review.

- 4) RCMP will carry and use personal audio and/or video recording equipment during all encounters with the public.**

From a RCMP national perspective there are several issues/challenges which require further research and or addressing prior to implementing a body worn camera program (BWC). "E" Division has previously completed a small "proof of concept" study approximately two years ago, where a presentation to the National Integrated Operations Council outlining the results of the "E" Division (BWC) project that was completed.

We will continue to collect data on this topic and research options to assess the impact upon RCMP operations. The RCMP Director Operational Policy and Programs has advised the OIC in the Use of Force Section Ottawa will champion this project.

Upon receipt of this Verdict at Inquest, I also forwarded those recommendations to the RCMP North District Commander, Chief Superintendent Rod Booth, for any further action he deems appropriate and to ensure all RCMP National and Divisional polices were adhered to in this situation.

Thank you for bringing these recommendations to my attention. Incidents such as this, while tragic, serve to reinforce the importance of ongoing training and policy development in an effort to minimize the recurrence of like incidents. The RCMP is committed to improving its service to communities through the ongoing development of appropriate policies.

Yours truly,

A handwritten signature in black ink, appearing to read "Derren Lench". The signature is fluid and cursive, with the first name "Derren" and last name "Lench" clearly distinguishable.

Derren Lench  
Chief Superintendent  
Acting Criminal Operations Officer - Core Policing  
RCMP, "E" Division

RECEIVED

JAN 09 2015

MINISTRY OF JUSTICE  
OFFICE OF THE CHIEF CORONER



C505985

January 7, 2015

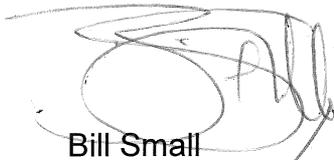
Lisa Lapointe  
Chief Coroner  
Province of British Columbia  
Metrotower II  
Suite 800 – 4720 Kingsway  
Burnaby BC V5H 4N2

Dear Ms. Lapointe:

Thank you for your November 17, 2014 letter in which you inquire as to action taken by the Community Corrections Division of the Corrections Branch regarding a jury recommendation arising from the coroner's inquest into the death of Justin Larry James Zinser. Mr. Zinser died while serving a term of community supervision with the Community Corrections Division.

As noted in the attached response table outlining jury recommendation number four, the Community Corrections Division completes an assessment of individuals who are sentenced to a period of supervision. Based on the outcome of that assessment, targeted programming is delivered by probation officers and, when appropriate, referrals are made to external programs to address criminogenic needs. This includes, if appropriate, addressing anti-authoritarian attitudes. Community Corrections staff will continue to apply risk assessments, deliver targeted interventions and make appropriate referrals accordingly.

Yours sincerely,



Bill Small  
Provincial Director

Attachment

pc: Ms. Donita Kuzma

*Protect Communities, Reduce Reoffending*

Ministry of Justice

Corrections Branch  
Community Corrections Division

Mailing Address:  
PO BOX 9278 STN PROV GOVT  
Victoria BC V8W 9J7

Location Address:  
7<sup>th</sup> Floor, 1001 Douglas Street  
Telephone: 250 356-7930  
Facsimile: 250 952-6883

**COMMUNITY CORRECTIONS DIVISION  
DEATH OF CLIENT – September 24, 2011**

RECOMMENDATION	RESPONSE			
	ACTION TAKEN	ACTION PLANNED	TIME FRAME	RESP.
<p>To: Ministry of Justice – Community Corrections and Corporate Programs</p> <p>4. When an individual who is involved with the courts is identified as having a strongly held dislike/fear of authority (i.e. RCMP), a client-specific program be implemented to assist the individual in working through their issues which could include a variety of strategies not limited to counselling or mediation.</p>	<p>The Community Corrections Division of the Corrections Branch completes an assessment of individuals who are sentenced to a period of supervision. Based on the outcome of that assessment, targeted programming is delivered by probation officers and, when appropriate, referrals are made to external programs to address criminogenic needs. This includes, if appropriate, addressing anti-authoritarian attitudes.</p>	<p>Community Corrections staff will continue to apply risk assessments, deliver targeted interventions and make appropriate referrals accordingly.</p>	<p><b>Completed</b></p>	

JAN 09 2015

MINISTRY OF JUSTICE  
OFFICE OF THE CHIEF CORONER

January 7, 2015

Cliff#: 1004708

File#: 51020-50

Lisa Lapointe  
Chief Coroner  
Metrotower II  
Suite 800 – 4720 Kingsway  
Burnaby BC V5H 4N2

Dear Ms. Lapointe:

**Re: Coroner's Inquest into the death of ZINSER, Justin Larry James  
BCCS Case File #2011-0729-0020**

Thank you for your letter of November 17, 2014, regarding the Coroner's Inquest into the death of Justin Zinser. BC Emergency Health Services (BCEHS) has reviewed the verdict and the jury recommendation regarding the BC Ambulance Service. As a result of this review, we provide the following response.

*Recommendation #2: When there is an anticipated absence of ambulance services in remote communities such as Anahim Lake, an action plan shall be in place to ensure there will be alternative coverage.*

When local ambulance paramedics are unavailable or unable to respond to an event, BCEHS's procedure is to send the closest available resources. In this case, the closest available paramedics were located in Williams Lake, and they were dispatched to the scene immediately upon our determining that a response from Bella Coola was impossible because of road closures.

Unfortunately, BCEHS is unable to move additional resources into a remote area when paramedic absence is expected. The service does not have the resources or staffing available to accomplish this level of coverage. BCEHS operates 68 stations in remote communities similar to Anahim Lake, which are staffed by part-time paramedics working on-call by pager. Call volume in many of these communities is extremely low, and it is impossible to predict where and when paramedics will be needed. Setting aside resources from one area to anticipate a lack of coverage in another area creates the risk of transferring the lack of coverage to a community that may have a greater need.

As part of our ongoing efforts to meet staffing challenges in rural and remote communities, BCEHS has engaged in proactive recruiting efforts for the Anahim Lake ambulance station. As a result, coverage at the station has improved to the point that only nine shifts were left uncovered in a recent six-month period.

.../2

In addition, BCEHS has worked with our partner agencies and local physician medical expertise to develop a community response physician program in rural and remote areas of the Province. We currently have two physicians who volunteer to be available to respond to medical emergencies assisting local paramedics, providing a higher level of medical care that would otherwise be unavailable. We are also reviewing and developing an emergency response plan for the Chilcotin Plateau, and anticipate including first responders, BCEHS, and Health Authority resources in an effort to improve the level of prehospital services.

Finally, the verdict noted that at the time RCMP officers requested mobilization of the Emergency Response Team, no call was made to BCEHS to stage an ambulance. BCEHS now has protocols in place with police services across the province regarding the staging of ambulances for potentially dangerous events. These protocols allow paramedics to respond quickly and safely should a medical emergency arise in the course of a police operation.

I appreciate having the opportunity to respond to this recommendation.

Yours truly,

A handwritten signature in black ink, appearing to read 'Jodi Jensen', with a long horizontal flourish extending to the right.

Jodi Jensen  
Chief Operating Officer

**RECEIVED**

**DEC 30 2014**

MINISTRY OF JUSTICE  
OFFICE OF THE CHIEF CORONER

December 18, 2014

Chief Coroner Lisa Lapointe  
Office of the Chief Coroner  
Metrotower II  
Suite 800 – 4720 Kingsway  
Burnaby, BC  
VSH 4N2

Dear Chief Coroner Lapointe,

**Re: Coroner's Inquest into the death of: ZINSER, Justin Larry James**  
**BCCS Case File #2011-0729-0020**

---

You have asked for our response to recommendation three of the Coroner's Inquest into the death of Mr. ZINSER, which occurred September 24, 2011 at Anahim Lake.

**Recommendation Three:**

When RCMP in remote locations are responding to a potentially volatile incident and or request the Emergency Response Team (ERT), 911 dispatch will always call an ambulance to be staged at a safe location in anticipation of injury(s).

Presiding Coroner's Comments:

*The jury heard that when the RCMP officer asked RCMP dispatch to mobilize the ERT team, no call was made to the B.C. Ambulance Service to stage an ambulance.*

E-Comm Response:

E-Comm provides emergency dispatch service to some, but not all, police and fire departments within Metro Vancouver, the Sunshine Coast and Whistler-Squamish area. E-Comm is required to follow the policies and procedures of the agencies we provide service to. Should any of our RCMP or municipal police or fire partners direct us to implement such a policy, we would give implementation our prompt attention including appropriate notification of dispatchers.

If you have questions or concerns, I would be pleased to address them.

Sincerely,



David Guscott  
President & CEO  
604-215-5002



# Abbotsford Police Department

2838 Justice Way, Abbotsford, BC V2T 3P5 Phone (604) 859-5225 Fax (604) 859-4812

*"Protecting with Pride"*

*Richard J. Lucy  
Deputy Chief Constable - Administration*

---

December 19, 2014

Ms. Lisa Lapointe, Chief Coroner  
Province of British Columbia  
Suite 800-4720 Kingsway  
Burnaby, BC V5H 4N2

VIA COURIER

**RECEIVED**

**DEC 24 2014**

MINISTRY OF JUSTICE  
OFFICE OF THE CHIEF CORONER

Dear Ms. Lapointe:

**Re: Coroner's Inquest into the death of:  
ZINSER, Justin Larry James  
BCCS Case File #: 2011-0729-0020**

---

The Executive of the Abbotsford Police Department (APD) has reviewed the recommendation that resulted in the above referenced matter. The following sets out the response of APD to the jury recommendation of the Justin Larry James Zinser inquest, please be advised of the following:

**Recommendation No. 3:**

*To: Royal Canadian Mounted Police and 911 Dispatcher:*

*When the RCMP in remote locations are responding to a potentially volatile incident and or request the Emergency Response Team (ERT), 911 dispatch will always call an ambulance to be staged at a safe location in anticipation of injury(s).*

**Response to Recommendation No. 3:**

It is important to note that Abbotsford is situated in the Fraser Valley Region of British Columbia and, therefore, the Abbotsford Police Department jurisdiction is not "remote" as is specified in the Recommendation No. 3. Further, Abbotsford is also served by the Abbotsford Regional Hospital that is centrally located in the city.

***Our Mission:  
To make Abbotsford the safest city in BC.***

Nevertheless, APD is meeting this recommendation. Staging an ambulance for all potentially volatile, high risk and ERT calls, require 911 dispatchers to respond is addressed in the APD "Standard Operating Procedures":

1. Dispatcher requests a "stand-by" to a specific location, ie: church, school, fire hall or other landmark,
2. Dispatcher is to provide a briefing on the type of event, and
3. Dispatcher requests a call back confirmation when EHS arrives at the designated point.

Respectfully,

A handwritten signature in black ink, appearing to be 'RL' or similar initials, written in a cursive style.

Richard Lucy  
Deputy Chief – Administration Division