

November 30, 2018

Ms. Lisa Lapointe
Chief Coroner, Province of British Columbia
BC Coroners Service
Ministry of Public Safety and Solicitor General
PO Box 9259, Stn Prov Govt
Victoria, BC V8W 9J4

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CHIEF CORONER

Dear Chief Coroner Lapointe,

**Re: Coroner's Inquest into the death of:
ROOD, Travis
BCCS Case File #2015-0380-0005**

We are in receipt of your September 26, 2018 correspondence in which you have asked for E-Comm's response to recommendations number 2, 7 and 8 of the Coroner's Inquest into the death of Mr. Travis ROOD, which occurred in New Westminster, BC on March 29, 2015.

Recommendation

- 2. Review current policies and practices to ensure that, where a shot is fired, or there is other information or actions of such significance, this information is relayed to all responding agencies, including BC Emergency Health Services, Police and the Fire Department.**

Presiding Coroner Comment: *The jury heard evidence that information about the gunshot wound was not relayed to all first responders, and as a result, the paramedics did not know that Mr. Rood had sustained a gunshot wound until they found the injury during transport to hospital. They also heard evidence that the Police at the scene had not informed the Paramedics about the gunshot.*

E-Comm Response:

E-Comm provides emergency call taking and dispatching services to Burnaby RCMP.

As recommended, all policies and procedures have been reviewed by our Operations division and it has confirmed that existing policy requires police call-takers to immediately advise police dispatchers of any changes they become aware of during a dynamic event. Per policy, this information should be relayed to all agencies involved. This includes information on weapons and/or injuries.

Further, I am advised that our Operations division has reviewed this policy with call takers and dispatchers to reinforce that during a dynamic situation, this information must be relayed to the assisting first responders as soon as possible. This includes changes in the nature of the injury or condition of a patient that requires assistance by emergency services.

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Recommendation

7. Review and improve integrated training exercises for incident responses that involve multiple agencies.

Presiding Coroner Comment: *The Jury heard that that little or no information was shared by that already on scene with arriving first responders. Because of this, details of Mr. Rood's injuries (i.e. the gunshot wound) treatment was delayed.*

E-Comm response:

E-Comm provides emergency call taking and dispatching services to 36 police and fire agencies in Southwest B.C. and routinely partners with agencies, such as, BC Emergency Health Services, Fire Dispatch Agencies, YVR, Coast Guard, and participates in large scale and tabletop exercises to improve communications and to review incident response for multiple agencies.

E-Comm will be continue to participate in training exercises for improved multiple agency incident responses with a goal of four per calendar year to improve integrated response.

Recommendation

8. Review and improve incident command training.

Presiding Coroner Comment: *The Jury heard that the coordination of staff and information was not optimal, and that there did not seem to be any one person who was coordinating the response.*

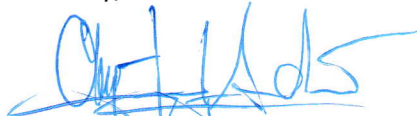
E-Comm response:

Authority and responsibility for incident command, falls under the police of jurisdiction when there is a serious police related incident such as stabbing, gunshot wound and/or a fatality. E-Comm is a support service and takes guidance and direction from the Incident Commander at scene, which in this case was a senior NCO. The dispatcher's role is to follow direction and assist with getting the appropriate resources when required.

E-Comm leadership is trained in incident command and exercises these protocols on a regular basis.

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

Sincerely,



Oliver Grüter-Andrew
President & CEO
604-215-5002