



ADAM PALMER  
CHIEF CONSTABLE

# OFFICE OF THE CHIEF CONSTABLE

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July 28, 2020

Lisa Lapointe, Chief Coroner  
Province of British Columbia  
Office of the Chief Coroner  
PO Box 9259, St Prov Govt  
Victoria, BC  
V8W 9J4

Dear Chief Coroner Lapointe:

Thank you for your letter dated June 3, 2020, which included the verdict, along with the Coroner's Comments, from the Inquest into the death of Mr. Kenneth Robert Hanna.

On September 18, 2015, Mr. Hanna entered his estranged wife's home in Burnaby and, using a rifle, shot and killed Mr. Matthew Miles. Police officers, including Emergency Response Team (ERT) members from both the Vancouver Police Department (VPD) and RCMP Lower Mainland (LMD ERT), arrived on scene. Mr. Hanna did not respond to police attempts to communicate with him. ERT officers entered the home and located Mr. Hanna facing them while armed with the rifle. Two officers from the LMD ERT shot Mr. Hanna, while at the same time, Mr. Hanna fired a self-inflicted shot to his head.

The Coroner's Inquest that occurred on October 28 to November 1, 2019 made three recommendations. Please accept this letter as the VPD's response to the Jurors' Recommendations #2, which was the only recommendation addressed to the VPD. Specifically, Recommendation #2 stated:

**To: RCMP Deputy Commissioner E Division  
The Chief Constable, Vancouver Police Department**

2. Ensure that adequate negotiation communications equipment is available to all Emergency Response Teams.

**Presiding Coroner Comment:** *The jury heard evidence from several law enforcement officers that they were unable to establish an effective line of communication with Mr. Hanna with the tools that they had available.*

The VPD Emergency Response Section includes a Crisis Negotiation Team (CNT). The CNT is comprised of one full time officer who is the coordinator of 20 other fully trained police officers who work in roles across the VPD; these officer are commonly referred to as "negotiators".

The CNT is outfitted with a wide variety of specialized negotiation communications equipment that adheres to best practices. All of the CNT communications equipment is immediately assessable 24/7 by negotiators.

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CHIEF CONSTABLE'S OFFICE

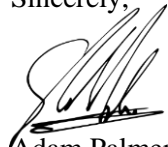
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VPD negotiators are specifically equipped and trained to facilitate negotiation with subjects in order to safely de-escalate critical incidents whenever possible. The VPD CNT team is modelled after, and bases its training on, leading practices from international police negotiator programs including those in the United Kingdom.

In this incident, all appropriate lines of communication with Mr. Hanna were considered and attempted, given the threat profile that was present. Sadly, Mr. Hanna did not respond to any of the communication attempts made by officers.

The VPD continually strives to be a leader in public safety and has devoted significant human and physical resources to its CNT program. This program includes specialized equipment and training to maximize communication during dynamic critical incidents such as this event.

Sincerely,

A handwritten signature in black ink, appearing to read 'Adam Palmer', written over a horizontal line.

Adam Palmer  
Chief Constable