

From: ["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)  
To: ["Direct to Mayor and Council - DL"](#)  
Date: 11/3/2022 3:28:11 PM  
Subject: Update: Orpheum Theatre incident on Oct 31

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Good afternoon Mayor and Council,

I am writing to inform you of an incident that occurred at the Orpheum, a Vancouver Civic Theatres venue, on October 31, 2022.

Following the end of a concert on October 31, an individual attempted to re-enter the auditorium and then refused to leave the lobby of the Orpheum and exit the building. Multiple attempts were made by staff over an extended period of time to de-escalate the situation and convince the individual to leave on their own accord, but the individual refused.

Staff followed standard protocol and called on Vancouver Police Department (VPD) for assistance. Normally staff would call 911, however police officers assigned to the Granville area for Halloween celebrations happened to be walking past the theatre and were asked to assist. VPD then took over the situation and removed the individual from the theatre.

Regrettably, the incident has since been mischaracterized on social media as a racist incident and accusations have also been made of police brutality. Staff at The Orpheum acted according to standard protocol in their interaction with the patron and called the VPD per this practice. Should you be approached by media for comment, we suggest using the following key messages or directing inquiries to [media@vancouver.ca](mailto:media@vancouver.ca).

- Vancouver Civic Theatre (VCT) staff are committed to treating all patrons fairly, equitably and with respect.
- Multiple attempts were made by staff to de-escalate the situation and convince the individual to leave the venue on their own accord; the individual refused to leave the venue.
- Staff then followed standard protocol and asked Vancouver Police Department (VPD) officers for their assistance in removing the individual from the premises.

If you have any questions, please contact Sandra Singh for more information at [Sandra.Singh@Vancouver.ca](mailto:Sandra.Singh@Vancouver.ca).

Best,

Paul

**Paul Mochrie** (he/him)  
City Manager  
City of Vancouver  
[paul.mochrie@vancouver.ca](mailto:paul.mochrie@vancouver.ca)



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliwətał (Tseil-Waututh) Nations.