

File No.: 04-1000-20-2022-464

December 1, 2022

s.22(1)

Dear <sup>s.22(1)</sup>

Re: Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")

I am responding to your request of September 1, 2022 under the *Freedom of Information and Protection of Privacy Act (the Act)* for:

# Any policies, protocols or guidelines adopted or in place between January 1, 2022 and August 15, 2022 concerning engagement and/or consultation requirements for encampment residents in relation to any actions that concern encampments, inclusive of, but not limited to, the Hastings Street encampment.

All responsive records are attached. Some information in the records has been severed, (blacked out), under s.13(1), s.15(1)(c) & (I), and s.22(1) of the Act. You can read or download these sections here: <u>http://www.bclaws.ca/EPLibraries/bclaws\_new/document/ID/freeside/96165\_00</u>.

Please note that the actual number of hours required to fulfil the search and compilation of the records was less than originally estimated. As a result, you will be issued a \$142.50 refund from the total amount you provided as a deposit.

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2022-464); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

Kevin Tuerlings, FOI Case Manager, for

[Signed by Kevin Tuerlings]

#### Cobi Falconer, MAS, MLIS, CIPP/C Director, Access to Information & Privacy

<u>cobi.falconer@vancouver.ca</u> 453 W. 12th Avenue Vancouver BC V5Y 1V4

If you have any questions, please email us at <u>foi@vancouver.ca</u> and we will respond to you as soon as possible. Or you can call the FOI Case Manager at 604-871-6584.

Encl. (Response Package)

:dl



## Sanitation Operations, Engineering Services STO, Engineering Services

## **HEALTH AND SAFETY & EMERGENCY PLAN**

(August 2022)

## East Hastings Street Clean-Up

(DOC/2022/195071)

SIGN OFF DATE	SIGNATORY POSITION	SIGNATORY NAME	
Aug 10, 2022	Sanitation Branch Manager - Version 1.0	Mike Zupan	
Oct 21, 2022	Sanitation Branch Manager - Version 2.0	Mike Zupan	
REVISION DATE			
Aug 8, 2022	Version 1.0	Cristina Lopez Garcia	
Sep 1, 2022	Version 1.1 <i>(no sign-off required)</i> Added Appendix F (form being used for daily tailgate talk)	Cristina Lopez Garcia	
Sep 2, 2022	Version 1.2 (no sign-off required) Added to list of 'Other Support Documentation': HR - Safety Talk - Downtown Eastside – Psychological wellbeing	Cristina Lopez Garcia	
Oct 20, 2022 Version 2.0 Geographical location of the project extended from Gore St to Dunlevy St. Phase 1 split in Phase 1a and Phase 1b (on-going).		Cristina Lopez Garcia	



TABLE OF CONTENTS

Pledge to Safety4
Project Description       4         Project Organizational Chart       4         List of Key Personnel       4         Description of Fieldwork       4         On-site Organization and Coordination       6
On-site Control7OHS Orientation7Operations and Safety Daily Briefing7Pre-Deployment Field Assessment7Daily Safety Talk8Radio Check8Shadow Vehicles8Personal Protective Equipment (PPE)9Hygiene - Hand Cleaning9Site Access9Site Rules10Traffic Management Arrangements10Site Security10Environmental Requirements10
On-site Provisions       11         Welfare Facilities       11         Controlled Products       11         Equipment - Mechanical Inspections Verification       11         Extreme Heat Response Plan       11
Emergency Response Procedures12Muster Station12Immediate Incident Response12Mental Wellness Support12First Aid13Roles and Responsibilities in an Emergency13Emergency Contact List14
Meetings, Reporting and Documentation15Health and Safety Reporting15Report Types16Inspection Requirements17Documentation - Site Specific17Documentation - Task Specific18Other Support Documentation19COVID-19 Protocols and Assessments20
Appendix A21
Appendix B22
Appendix C



Appendix D	24
Appendix E	26
Appendix F	32



### **Pledge to Safety**

This City of Vancouver Health and Safety Plan (HSP) defines the health and safety requirements for the **East Hastings Street Clean-Up** (DOC/2022/195071) and provides the Project team members with documented information on the OHS Management System applicable to the project.

The HSP defines the relationship between the City of Vancouver's management policies, Safety Excellence Program and associated procedures.

The HSP details the OHS management activities required to ensure the work is planned and implemented such that the risks to health and safety of personnel are as low as reasonably achievable, and that the risk of negative impact on the environment is minimised.

This document:

- Defines how the **East Hastings Street Clean-Up** intends to achieve the requirements and expectations defined in the City of Vancouver's Safety Management System; and
- Addresses interactions interdepartmentally on the work site.
- Ensures compliance with WSBC OHS Regulation requirements, departmental and branch procedures, and policies on site.

## **Project Description**

#### **Project Organizational Chart**

The East Hastings Street Clean-Up Operational Plan outlines the Organizational Chart. See Vandocs DOC/2022/190833 for the East Hastings Street Clean-Up Operational Plan.

#### List of Key Personnel

The East Hastings Street Clean-Up Operational Plan includes the list of project key personnel.

See Vandocs DOC/2022/190833 for the East Hastings Street Clean-Up Operational Plan.

#### **Description of Fieldwork**

The in-scope geographical location of the clean-up project is East Hastings Street, from Dunlevy to Abbott Street. The East Hastings Street Clean-Up Operational Plan outlines the description and timescales of fieldwork.

Sanitation Street Cleaning crews and Urban Issues Crews (Sanitation and STO) had been picking up garbage daily along the curbside and collecting and servicing litter cans on East Hastings Street during day shift, afternoon shift, and night shift up to July 30, 2022.

For the duration of the East Hastings Clean-Up Project, tote collection and litter cans collection in geographical location of the project will be completed by the same crew assigned to the project however with VPD support. Street cleaning and totes collection and litter cans collection by other crews and shifts are on hold until the East Hastings Clean-Up project is complete.



Phase 1a: Fire Chief's Order enacted – Specific locations (August 9-August 15):

- Lane 1 and 2 lane closure (Sanitation).
- One crew (Sanitation, VFRS).
- VPD presence in the area for safety and conflict prevention and resolution.
- Conduct safety inspections identifying key hazards to be abated (VFRS, and Sanitation) in ten (10) specific locations previously identified by VFRS as high risk locations for occupants and members of the public.
- Direct engagement with occupants to voluntarily leave the specific locations (VFRS and Sanitation):
  - Abatement of key hazards identified during the safety inspections prior to clean-up activities.
  - Abatement of structures voluntarily abandoned. Removal of abandoned items and waste.
  - Clean up of debris.
  - Totes collection and litter cans collection.
- Provision of totes for temporary storage and transport of personal items (Sanitation). Removal of totes for temporary storage (Clean Start – 3<sup>rd</sup> party working with ACCS).
- Placement and removal of roll-off bins (Sanitation).

*Phase 1b: Fire Chief's Order enacted* – East Hastings Street, from Dunlevy St to Abbott Street (*August 15-On-going*):

- VPD presence in the area for safety and conflict prevention and resolution.
- Engagement Crew and Clean-up Crew.
- Direct engagement with occupants to voluntarily move (Sanitation, STO, VFRS, ACCS):
  - Abatement of key hazards identified during the safety inspections prior to clean-up activities.
  - Abatement of structures voluntarily abandoned. Removal of abandoned items and waste.
  - Clean up of debris.
  - Totes collection and litter cans collection.
- Provision of totes for temporary storage and transport of personal items (Sanitation). Removal of totes for temporary storage (Clean Start – 3<sup>rd</sup> party working with ACCS).
- Placement and removal of roll-off bins (Sanitation).
- Impoundments to ensure pedestrian and mobility access as well as access to specific locations (e.g. entrance/exit to buildings, fire exits, fire connections, construction sites):
  - VPD presence requested in advance to support the crews.
  - Crews (Sanitation/STO) working escorted by VPD.



 Crews follow Urban Issues SOP: 'Responding to Non-Permanent Encampments'.

Phase 2: Enforcement of Fire Chief's Order – Block by block (TBD):

- Lane 1 and 2 closure (Sanitation).
- Two (2) crews (Sanitation/STO, VFRS) working at a time and escorted by VPD.
- Direct engagement with occupants to voluntarily leave their encampments (VFRS, Sanitation/STO):
  - Abatement of structures voluntarily abandoned. Removal of abandoned items and waste.
  - Clean up of debris.
  - Totes collection and litter cans collection.
- Engineering enforcement of the Fire Chief's Order:
  - Abatement of structures and removal of items and waste (Sanitation/STO).
  - Clean up of debris (Sanitation/STO).
- Provision of totes for temporary storage and transport of personal items (Sanitation). Removal of totes for temporary storage (Clean Start).
- Placement and removal of roll-off bins (Sanitation).

See Vandocs DOC/2022/190833 for the East Hastings Street Clean-Up Operational Plan for details on description and timescales of fieldwork.

#### **On-site Organization and Coordination**

The Incident Commander will be the Sanitation Branch Manager. The Incident Commander will share time between the Incident Command post at National Yard and in the field on Hastings Street and is responsible for overall coordination and support to staff working on site in East Hastings Street to complete the clean-up.

The Deputy Incident Commander will be the Manager, Homeless Services or their Designate on the site. Supported by the Clean-up Lead, who will be the Sanitation Superintendent on site, the Deputy Incident Commander will be at Woodwards building and will coordinate with all City staff assigned to the work.

For combined teams (Sanitation/STO), the Sanitation Supervisor will be the Field Crew Supervisor.

VFRS will be on site to support the identification and abatement of key hazards prohibited under the Fire Chief's Order.

Phase 1 will be completed with VPD presence in the area for safety and conflict prevention and resolution. During Phase 2, VPD will escort the crews.

See Vandocs DOC/2022/190833 for the East Hastings Street Clean-Up Operational Plan for details on description and timescales of fieldwork.



## **On-site Control**

#### **OHS** Orientation

Crews on site must be knowledgeable on blood borne pathogens exposure, needle pick up, personal security/ security awareness, and how to de-escalate/ disengage from potential violent incidents. Crews supporting the abatement will also be knowledgeable on hazardous materials and WHMIS.

In addition, staff must be oriented in the requirements of:

- Operational plan;
- Health and safety and emergency plan; and
- Applicable risk assessments.

Staff must be knowledgeable on:

• Applicable Standard Operating Procedures for each stage of work as listed in documentation section.

Contractors on site will have to be oriented in the applicable parts of the documentation listed above.

#### **Operations and Safety Daily Briefing**

All staff are required to attend the daily 8:00am briefing delivered by the Incident Commander at the National Yard Incident Command Post.

At 3:30pm, teams will wrap up work for the day and return to National Yard Incident Command Post for a short debrief by the Incident Commander.

All staff to sign in and out on the Check-In/Out sheets provided at the beginning and before leaving for the day.

See Vandocs DOC/2022/190833 for the East Hastings Street Clean-Up Operational Plan for details on description and timescales of fieldwork.

#### **Pre-Deployment Field Assessment**

The Field Crew Supervisor (Sanitation Supervisor) or Clean-up Lead (Sanitation Superintendent on site), and someone else from the crew that is driving them, will perform an observational hazard assessment of violence and aggression risks (Appendix A - Field Level Pre-Deployment Risk Assessment) for the blocks to clean up before deploying the rest of crew members. If from the findings of the hazard assessment the clean-up work is not to proceed on a specific block, the Superintendent and the Supervisor are to connect on the specific circumstances and next steps with VPD.

The findings of the initial hazard assessment are to be reviewed with the crew prior to their deployment.

City crews may return to the block later that day or the following day and be deployed as long as a new observational hazard assessment has been completed and hazards are confirmed to no longer be present.



#### **Daily Safety Talk**

The purpose of pre-planning is to break the job down and think through each task from start to finish. The Clean-up Lead (Sanitation Superintendent on site) will conduct daily safety talk meetings to review daily work activities and identify hazards and controls (including hazards that may impact occupants from work being performed). The crew Supervisor/ Superintendent will address interactions interdepartmentally on the work site.

The Safety Talk will emphasize: awareness of surroundings, not focusing on the ground and keeping head up; keeping distance from people if possible; mental wellness, support and resources available. COVID protocols, extreme heat response plan, and how to engage/ disengage with occupants and other members of the public safely will also be covered daily in the safety talk.

The Tailgate talk will also cover the review of findings of the initial hazard assessment performed for the blocks to clean up. The daily Safety Talk must also review emergency protocols, the location of the site muster station for the crew and the plan in case the crew has to immediately leave the area (e.g. vehicles available and location, who goes in which vehicle, code to make the crew aware they are to leave) due to an unforeseen unsafe situation.

The name and how to contact the designated COV first aid attendant will be documented in the daily safety talk form too.

If crews are going to be working together or for combined teams (VFRS, VPD, Sanitation/STO), the daily safety talk meeting must be held together. All swampers and operators (e.g. packer, flusher, sweeper) must be present for the Safety Talk.

Non-regular crews (e.g. Parking Enforcement, Traffic Operations) to the site must review the identified hazards and controls related to the specific stage of project in which they have joined, overview of the on-going work, and have the daily safety meeting delivered by their site contact.

Staff and contractors will sign off on the daily safety talk signifying they have been alerted to the hazards and controls of the site.

#### Radio Check

Complete a radio check between all the vehicles deployed to the site (e.g. supervisor's vehicle, crew's vehicle, packer, flusher, sweeper) at the beginning of the task.

#### **Shadow Vehicles**

Vehicles on site immediately with the crew on foot along East Hastings must be enough in number to evacuate the area in case of an emergency.

In addition, an additional vehicle following behind the crew on foot is required for the duration of the work to assess the surroundings as the crew on foot moves along and will continuously compare the current situation to what is considered 'normal' sounds, behaviours, and sights for this environment and task. It will also serve as an additional means to evacuate the area in case of an emergency.



#### Personal Protective Equipment (PPE)

All personnel on site are required to wear the following as outlined in the table:

PPE	When Required	By Whom	Additional Inspection Required	Additional Training Required
Safety footwear as per departmental/ branch policy	Worksite	All	Daily – visual	None
Hi-Visibility Apparel as per departmental/ branch policy	Worksite	All	Daily – visual	None
Safety eyewear	Active Worksite	Worker completing the task	Daily – visual	None
Puncture Resistant Gloves	Active Worksite	Worker completing the task	Before each use - visual	None
Hard Hat	Optional	Worker completing the task	Daily – visual	None
Disposable Gloves (underneath gloves)	Optional	Worker completing the task	Before each use - visual	None
Cloth mask, or disposable mask, or N-95	Optional	All	Daily – visual	None
COVID-19 control				

Additional PPE that is required for specialized tasks will be specified in the respective Risk Assessment or Standard Operating Procedure. COV employees will be provided with the PPE required on as needed basis. Contractors and site visitors are required to provide their own PPE.

#### Hygiene - Hand Cleaning

Hand washing protocol: frequent and thorough hand washing with soap and water for 20 seconds (Appendix B – Hygiene: Hand Washing) is the primary COVID-19 virus control method. Hand sanitizer is a secondary measure.

Wash/ sanitize your hands each time after removing your gloves.

Avoid touching your eyes, nose, or mouth with unwashed hands.

#### Site Access

All personnel must ensure they always follow the relevant traffic laws and regulations while driving and parking around East Hastings Street.



Public access and media crews are not allowed in the active work zone where a hazard may be present to them or they may create additional hazards to COV staff during the clean-up process and enforced by VPD.

A description of where and how staff enter the location in a coordinated matter is included in Vandocs DOC/2022/190833 for the East Hastings Street Clean-Up Operational Plan.

#### Site Rules

All staff to work in pairs of two or more. Crew members must remain in view of each other and avoid crowding. The distance between work pairs should allow easy verbal communication. Always report to Crew Supervisor if you are leaving the group with a partner and report when back.

Crew Supervisors equipped with 2-way radio and/or cell phone to communicate with other COV groups working in the clean-up (VFRS, VPD, Sanitation/STO).

Do not engage with media, legal observers or member of the public. If your de-escalating techniques are not working, remove yourself of the situation an immediately report the incident to the Field Crew Supervisor.

#### **Traffic Management Arrangements**

Each day, departments and/or branches will determine and set up traffic control, prior consultation with the Field Crew Superintendent/Supervisor for identification and addressing of the interactions interdepartmentally on the work site.

If a formal Traffic Management Plan is not required for the day, protocols for site access, barrier locations, emergency vehicle entry/egress, traffic routing and management, and employee transportation will be defined by the operational departments and/or branches prior consultation with the Field Crew Superintendent/Supervisor.

If a formal Traffic Management Plan is required, a Traffic Control Supervisor has to be designated for the park site.

#### Site Security

Access to the site will vary based on the stage of the project and particular section/location of the park being worked.

Due to people camping on the sidewalk, occupants will be within close proximity while crews are working. Where necessary, temporary fencing, delineation, or barricades will be used to secure the work zone.

The City must identify hazards that may impact street occupants from work being performed. Assessing the risk of these hazards, and where applicable, implementing control measures that must eliminate any risk to the public. Documenting, tracking, and maintaining any required control measures and reporting and investigating public safety incidents must be recorded and submitted to the Incident Commander and Risk Management.

Crews will take every reasonable step to leave the site in a controlled, safe condition that will not cause harm to members of the public before leaving at the end of each work day.

#### **Environmental Requirements**

All work will be conducted in a manner that minimizes or eliminates any impacts to the

Page | 10



environment.

## **On-site Provisions**

#### Welfare Facilities

An Incident Command Post will be set up at National Yard with tents, toilets, hand washing station, hand sanitizer dispensers, and boot wash tray to clean off shoes and spray sanitizer for boot cleansing.

The 4<sup>th</sup> floor and the 6<sup>th</sup> floor of the Woodwards Building (131 W Hastings St) will be seconded for the duration of the project to COV staff only. COV staff will be able to access washrooms, lunchroom, and breakout/ cool down rooms. There will also be supply of drinking water and food for COV staff.

In addition,

- Access to eyewash bottles and fire extinguishers is in operational department and/or branch vehicles on site. These items are kept current by the departments and/or branches.
- Items used for cleaning such as paper towel / disposable rags, QUAT disinfectant spray bottles, water and soap and/or hand sanitizer will be provided on-site by each operational department and/or branch.
- Access to water in branch vehicles on site.

#### **Controlled Products**

The operational departments and/or branches will need to compile a list and related SDS of controlled products. The operational departmental and/or branch supervision will verify the controls needed to be in place for handling, storage, and disposal.

#### Equipment - Mechanical Inspections Verification

All equipment prior to coming to site must adhere to the equipment inspection requirements. It is the responsibility of the operational departments and/or branches and contractors. The operational superintendent must verify the items and inspection has been completed prior to start of work. Eyewash bottle and fire extinguisher must be in the vehicles and current.

#### Extreme Heat Response Plan

The Engineering Heat Response Program is the framework for STO and Sanitation crews working on the East Hastings Clean-Up project.

During a heat event, hourly monitoring of humidex (heat & humidity) starting at 06:50AM at four (4) different locations (National Yard, Manitoba Yard, the Road Weather Information System (RWIS) at Granville St & W 37th & Boundary Rd & E 45<sup>th</sup>) are done by a centralized group in Engineering and announced to the operations branches.

The Clean-Up Lead (Sanitation Superintendent on site) will do the following:



- 1. Take the reported humidex at National Yard (closest monitored location) and add the relevant adjustment factor (as per Appendix B Field Heat Response Plan) to get the adjusted humidex.
- 2. Follow the heat-related controls that are associated with the adjusted humidex (as per Appendix C Field Heat Response Plan).

## **Emergency Response Procedures**

#### **Muster Station**

The site muster station is located at the Woodwards building (131 West Hastings St).

See Vandocs DOC/2022/190833 for the East Hastings Street Clean-Up Operational Plan for details.

#### Immediate Incident Response

In case of an incident or after witnessing a traumatic or emotional event, follow the plan outlined during the Tailgate Talk to immediately leave the area and muster at the site muster station.

A debrief on the incident and a check on the wellbeing of the crew will happen with the Field Crew Supervisor and the Clean-up Lead (Sanitation Superintendent on site). After talking to the crew, the Supervisor and the Superintendent will determine the emotional readiness of the crew and will decide if they are to shut down for the day or assign alternate work.

#### Mental Wellness Support

If Critical Incident Support is required as a response to an incident or an emotional or traumatic event, the Incident Commander (Sanitation Branch Manager or their designate) will debrief the incident with staff too and arrange to have counselling available to the impacted crews and/or all staff as needed.

If Departmental and/or branch managers identify a need for defusing debriefings or Critical Incident Support, they are to direct their request to the Incident Commander.

Departmental and/or branch supervisors are to check in with the crews during the daily safety talk about their mental wellness. Staff members in distress are to be encouraged to talk to their direct managers for support and access to available resources.

Regular counselling is available to staff through Homewood Health Employee Family Assistance Program (EFAP) 24/7 at 800.663.1142.

Homewood's Key Person Advise Line at 1-800-663-1142 is available to assist leaders 24/7 with support and guidance to respond to distressing events or critical incidents that require leaders to respond immediately to ensure employees are physically and psychologically safe.



#### First Aid

First aid requirements for COV staff are detailed in the East Hastings Street Clean-Up First Aid Assessment (DOC/2022/196362).

Field crews will require one (1) designated Level 1 first aid attendant and OFA Level 1 kit on site.

In addition, one designated (1) OFA Level 1 attendant and OFA Level 1 kit to be at the NY ICP and one designated (1) OFA Level 1 attendant and OFA Level 1 kit to be at the Woodwards building. All staff to know how to contact them.

ALL COV STAFF are to get first aid from one of the <u>designated</u> COV first aid attendants. The name and how to contact the designated COV first aid attendants will be documented in the daily safety talk form.

In addition to provide treatment as per COV procedures, field OFA Level 1 attendant will have to complete a FA record and have the injured worker to fill a 6A form.

NOTE: The VFRS medic on-site is to provide first aid and medical support to VFRS team.

Medical assistance to occupants will be sought via 911.

See Appendix D for hospitals and clinics hours and locations.

Role	Responsibility
Field Crew Members	<ul> <li>Inform Field Crew Supervisor of the event.</li> <li>Secure area and equipment if safe to do so.</li> <li>Muster at the site muster station (Woodwards building).</li> <li>Go to at NY ICP (if instructed).</li> </ul>
Field Crew Supervisor For combined teams (Sanitation/ STO), the Sanitation Supervisor with the crew will be the Field Crew Supervisor.	<ul> <li>Call 911 as per Appendix E.</li> <li>Inform Clean-Up Lead.</li> <li>Order crew evacuation as per Appendix E.</li> <li>Order evacuation and muster at the site muster station.</li> <li>Account for all crew members at the site muster station and report to the Clean-Up Lead.</li> <li>Order muster at the Woodwards building.</li> <li>Order crew to regroup at NY ICP (if instructed).</li> </ul>
Clean-Up Lead (Sanitation Superintendent on site)	<ul> <li>Order evacuation and regroup at NY Incident Command Post (ICP).</li> <li>Inform Deputy Incident Commander.</li> <li>Inform VFRS on site as per Appendix E.</li> <li>Debrief incident with crew.</li> </ul>
Deputy Incident Commander (at Woodwards building)	<ul> <li>Command the emergency response from the site.</li> </ul>

#### Roles and Responsibilities in an Emergency



(Manager, Homeless Services or their designate)	
Incident Commander (at the ICP) (Sanitation Branch Manager or their designate)	<ul> <li>Command the emergency response from the ICP.</li> <li>Debrief incident with crew.</li> </ul>
Other department and/or branch Supervisors	If they are part of a combined team, their responsibility is to inform their Management (e.g. Ops Superintendent) of the event asap.
Other department and/or branch Supervisors	If they are not part of a combined team, their role is 'Field Crew Supervisor'.
Other department and/or branch Management (e.g. Other branch Ops Superintendents)	<ul> <li>Meet the crew at the Woodwards Building or NY ICP muster station.</li> <li>Debrief incident and plan for additional support as needed.</li> <li>Lead incident investigation as per department and/or branch procedures.</li> </ul>

#### Emergency Contact List

For hospitals' and clinics' hours and locations see Appendix A.

#### EMERGENCY ASSISTANCE (Ambulance, Fire, Police) 911

Service	Number
Crisis Line (Fraser Health)	604-951-8855
Critical Incident Response (WSBC service)	1-888-922-3700
Environmental Emergencies (BC Government)	1-800-663-3456
HealthLink BC	8-1-1
Vancouver General Hospital (VGH) (4km - 4.5 km from East Hastings Street) Emergency Department	604-875-4995
Mount Saint Joseph Hospital (4km - 4.5 km from East Hastings Street) Emergency Department	604-877-8320
St Paul's Hospital (4km - 4.5 km from East Hastings Street) Emergency Department	604-806-8016
ICBC	604-520-8222



Poison Control	604-682-5050
WorkSafe BC (for safety-related concerns)	604-276-3100
FortisBC Emergency (24hr)	1-800-663-9911
BC Hydro Emergency (24hr)	1-888-769-3766

#### **Emergency Response**

For Emergency Response Procedures see Appendix E.

## **Incident Reporting**

All near misses and incidents must be reported as documented below to the site supervisor and in turn the Incident Commander.

Incidents Requiring Investigation:

- Injury requiring medical treatment beyond first aid
- Workplace conduct (worker to worker)
- Workplace violence (member of public to worker)
- Utility strike (underground or overhead)
- Equipment failure or malfunction
- · Near miss with potential for serious injury
- Any incident which is immediately reportable to WorksafeBC, as per WCA, Part 2, Div. 10, Sec. 68
- Refusal of unsafe work
- Report of an event/condition/exposure
- Regulation or Safety Policy violation

For City's COVID response, follow: s.15(1)(I)

#### Meetings, Reporting and Documentation

#### Health and Safety Reporting

The requirements for reporting, investigation and follow-up of all accidents, incidents and near misses throughout the City of Vancouver are defined in both the Flash/Issue Standard and Incident Investigation Standard. Prompt notification of ALL incidents and serious nearmisses will be required.

The City of Vancouver uses "Parklane", an online system to track WorkSafeBC claims and manage incident investigations. its own internal 'Incident Investigation Tracking System' as a tool for reporting and follow-up of undesirable events, hazardous conditions and lost time injuries.

All accidents, incidents, and near misses are to be discussed at the departmental and/or branch specific safety committee meeting. If an accident, incident, or near-miss is relevant to



other groups, a debrief will be provided by the Incident Commander or their designate at the Operations and Safety Daily Briefing.

#### Report Types

Report Type	Overview and Purpose	Frequency and/or Date	Responsible Party	Submitted To	Comments (Breakdown, Format, etc)
Flash Report	Email sent to notify of emerging issue or incident.	Adhoc	Lead Investigator or OHS Superintendent	Per the standard. Add Incident Commander	Reference the Flash and Issue Report Standard for format.
Issue Report	Email report with validated information following incident or issue.	Adhoc	Lead Investigator or OHS Superintendent	Per the standard. Add Incident Commander	Reference the Flash and Issue Report Standard for format.
Incident Investigation	Investigation to document incident (or near miss) facts, causes and recommendations to prevent recurrence. Required by regulation following an incident.	48hrs from incident (preliminary) 30 days (complete)	Operations Superintendent; Employee Representative; OHS Superintendent	Per the COV incident investigation database and Engineering / Org Safety standard	Per the COV incident investigation database (Parklane) and Engineering/ Org Safety standard.
First Aid Report	Required by regulation following first aid treatment.	Adhoc	First Aid Attendant	Operations Superintendent	Standard COV first aid record book.



#### Meeting Requirements

Meeting Name/Type	Purpose	Frequency and/or Date	Responsible Party	Chair / Conducted by	Outputs
Operations and Safety Daily Briefing	Operational review of how work will be conducted and hazards and controls to follow	Twice daily (beginning and end of shift)	Deputy Incident Commander	Deputy Incident Commander	Action items Completed Check In/Out sheets
Daily Safety Talk	Identify hazards of work being conducted during a process or set time period by specific work group; identify hazards from changing conditions	Daily and as conditions change	Clean-Up Lead OR Applicable department and/or branch for non- regular crews (e.g. Parking Enforcement, Traffic Operations)	Clean-Up Lead OR Applicable department and/or branch for non- regular crews (e.g. Parking Enforcement, Traffic Operations)	Action items Completed Tailgate Talk Form

#### Inspection Requirements

Meeting Name/Type	Purpose	Frequency and/or Date	Responsible Party	Chair / Conducted by	Outputs
Pre- Deployment Field Risk Assessment	Observational hazard assessment of violence and aggression risks or the blocks to clean	Before deploying each crew and after circumstances changed	Field Crew Supervisor or Clean-up Lead	Field Crew Supervisor or Clean-up Lead	Pre-Deployment Field Risk Assessment Form
Pre-Use Inspections	Ensure equipment is in safe working condition	Daily and/or prior to use	Operator	Operator	Daily/ Adhoc inspection report

#### Documentation - Site Specific

Document	Location	Responsible Party
Hastings Clean-Up: Operational Plan	DOC/2022/190833	Incident Commander
East Hastings Street Clean-Up: Health and Safety and Emergency Plan	DOC/2022/195071	ENG - Sanitation / STO
East Hastings Street Clean Up: Task Hazard Analysis	DOC/2022/197134	ENG - Sanitation / STO

City of Vancouver - FOI 2022-464 - Page 17 of 82



Document	Location	Responsible Party
East Hastings Street Clean Up: OFA Assessment	DOC/2022/196362	ENG - Sanitation / STC
Check-In/Out sheets	Deputy Incident Commander	Deputy Incident Commander
Pre-Deployment Field Risk Assessment	DOC/2022/188180	Field Crew Supervisor or Clean-up Lead
Daily Safety Talk Form	DOC/2022/197540	Clean-Up Lead OR Applicable department and/or branch for non- regular crews (e.g. Parking Enforcement, Traffic Operations)
Incident Report Form	Parklane database	Applicable branch

#### Documentation - Task Specific

Document	Location	Responsible Party
ENG – Urban Issues Risk Assessment	DOC/2019/251249	ENG - Sanitation / STO
ENG – Urban Issues Violence Prevention Risk Assessment	DOC/2020/120598	ENG - Sanitation / STO
ENG – STEOB – SOP – Dismantling Non-Permanent Encampments	DOC/2016/318855	ENG - Sanitation / STO
ENG – STEOB – SOP – Pepper Spray Response	DOC/2019/222293	ENG - Sanitation / STO
ENG – STEOB – SOP – Controlling Exposure to Bed Bugs	DOC/2017/292275	ENG - Sanitation / STO
ENG – Sanitation – SOP – Finding Suspect Explosive Device or Firearm	DOC/2018/434875	ENG - Sanitation / STO
ENG – STEOB – Hazard Alert - Discarded Cylinders	DOC/2018/006749	ENG - Sanitation / STO
ENG – STEOB – SWG: Mobile Equipment	DOC/2015/086329	ENG - Sanitation / STO
ENG – OHS – Safety Talk – Working Around Mobile Equipment	DOC/2022/007377	ENG - Sanitation / STO



Document	Location	Responsible Party
ENG - STEOB - OHS - Safety Talk - Fentanyl Awareness	DOC/2016/340587	ENG - Sanitation / STO
ENG – STO – SWG – Inspection, Care & Maintenance of Spike Vests	(not in Vandocs)	ENG - STO
ENG – STEOB – SOP – Abandoned Needle Pickup	DOC/2016/053457	ENG - Sanitation / STO
Safety Program, Blood Borne Pathogens	DOC/2015/159608	ENG - Sanitation / STO
Safety Program, First Aid	DOC/2019/032175	ENG - Sanitation / STO
Safety Program, Workplace Violence Prevention	DOC/2020/229528	ENG - Sanitation / STO
HR – REFM – Plumbing – Waste Water [] – ECP	DOC/2018/215685	Adopted by: ENG – Sanitation / STO for PPE decontamination procedures
ENG - Sanitation -SOP - Litter Pick Up	DOC/2022/189727	ENG - Sanitation / STO
Other Sanitation SOPs specific to Street Cleaning (e.g. packer, flusher, sweeper, litter cans)	-	ENG – Sanitation

#### Other Support Documentation

Document	Location	Responsible Party
Interim SWG: ENG – Sanitation – East Hastings Tote Collection and Litter Pick-up	DOC/2022/188180	ENG - Sanitation / STO
Interim Violence Risk Assessment: East Hastings	DOC/2022/194557	ENG - Sanitation / STO
HR - Safety Talk - Downtown Eastside – Psychological wellbeing	DOC/2022/216080	ENG - Sanitation / STO
PB – RAN – Risk Assessment – Strathcona Park – Rangers with VPD and VFRS Walk	DOC/2021/034637	Parks Board
PB - RAN - Risk Assessment - Strathcona Park - Rangers with BC Housing	DOC/2021/034636	Parks Board



#### COVID-19 Protocols and Assessments

Document	Location	Responsible Party
COVID19 Safety: Communicable Disease Plan, Standards, Protocols, Information, Safety Talks, Mental Wellness, First Aid Procedure	s.15(1)(I)	ENG - Sanitation / STO
ENG - Urban Issues COVID-19 Urban Issues & Street Cleaning Risk Assessment	DOC/2020/080888	ENG - Sanitation / STO



## Appendix A

#### Field Level Pre-Deployment Risk Assessment Form

(from DOC/2022/188180)

Date:	Time:	Location:

Supervisor Name:

	Items to Consider	Notes / Observations
	Reports of any planned or impromptu protests related to encampments, by-law enforcement, or anti-City causes.	
	Indications of a general increased agitation on the part of individuals encamped or in the area. (e.g., congregation of groups of people, aggressive body language, yelling and verbal threats, presence of weapons, excessive partying or drug use).	
	Indications of any increased aggression or violence between members of the public on the street (e.g. fights, aggressive posturing, yelling and verbal threats, use and presence of weapons, posturing and indications of potential imminent fight).	
	Individuals that appear in "crisis" and are acting out in a way that suggest they may pose a risk to themselves or others. (e.g. throwing of objects, threatening others, in possession of weapon of opportunity, random negative interactions with others)	
	Directed animosity towards Engineering staff when driving or parked in the area. ( e.g. insults and threats directed at Engineering staff, threats of violence, attempts to bully and intimidate staff)	
0	The congregation of groups of individuals of concern or gang/criminal related activity. (E.g. grouping of individuals, non-verbal communication indicating ownership of territory, wearing gang or group related clothing, indications of street level drug dealing or criminal activity).	
	The presence of signage or symbols that suggest for violence, criminality, or anti-City beliefs (e.g. tagging, signage, clothing suggesting affiliation to groups of concern or gang activity)	



## **Appendix B**

Hygiene: Hand Cleaning

# Help prevent the spread of COVID-19

## Wash your hands frequently.



Source: Public Health Agency of Canada | canada.ca/coronavirus



## Appendix C

Field Heat Response Plan: Moderate Work, No Radiant Heat Impact

#### ADJUSTMENT Factor (e.g. for clothing/PPE worn):

#### Sanitation

adjustment +9 (direct sunlight and gloves worn and full coverall worn); OR adjustment +6 (direct sunlight and gloves worn and bib coverall worn); OR adjustment +5 (direct sunlight and gloves worn and HV vest worn)

#### STO

adjustment +10 (direct sunlight and gloves worn and full coverall worn and resistant vest); OR adjustment +7 (direct sunlight and gloves worn and bib coverall worn and resistant vest); OR adjustment +6 (direct sunlight and gloves worn and HV vest worn and resistant vest)

#### Instructions:

- 1. Activation of heat monitoring will be announced by your Superintendent
- 2. Measure temperature and humidity HOURLY
- 3. Determine AIR HUMIDEX using table provided
- 4. Add the applicable ADJUSTMENT to get ADJUSTED HUMIDEX
- 5. Implement Response Controls based on the following table
- 6. If Response Controls cannot be maintained, contact your Superintendent \*\*Work reassignment may be necessary\*\*

ADJUSTED Humidex	Response Controls <sup>1</sup>			
32-35	Required: Supply water as needed.			
36-39	<u>Required</u> : Post heat stress alert notice, encourage workers to drink extra water, start recording hourly temperature and relative humidity.			
40-42	<u>Required</u> : Post heat stress warning notice, notify workers that they need to drink extra water. Remind workers to monitor and flag if they experience symptoms.			
43-44	<u>Required</u> : 15 minutes relief per hour, cool water, at least 1 cup every 20 minutes. Seek medical attention for symptoms.			
45-46	<u>Required</u> : <b>30 minutes relief per hour</b> , cool water, at least 1 cup every 20 minutes. Seek medical attention for symptoms.			
47-49	<u>Required</u> : If feasible 45 minutes relief per hour, cool water, at least 1 cup every 20 minutes. Seek medical attention for symptoms.			
50+	Only medically supervised work can continue.			

<sup>1</sup> For additional options for control, see the CoV Heat Stress Program (2019).



## **Appendix D**

#### Hospitals and clinics hours and locations

(excerpt from COV First Aid Safety Program, DOC/2019/032175)

HOSPITALS					
Map .	Location	Hours	TRAP	Location	Hours
A	Children's Hospital EmergencyDept. 4460 Oak Street Ph: 504.875.2045 Ea: 604.875.2046	24 Hours	D	Vancouver General Hospital EmergencyDept. 920 W. 10" Avenue Ph: 504.875.4990 Fs: 604.875.5948	24 Hours
B	Mount Saint Joseph's Emergency Dept. 3080 PrinceEdward Street Ph; 604,877,8100 52: 604,877,8103	8:30am to 8:00pm Everyday	E	UBC Hospital Urgent care aniy 2211 Westbrook Mall Ph: 604 822, 7642 Ex: 504 822 7902	8:00am to 10:00pm Everyday
С	St. Paul's Hospital           EmergencyDept.           1081 Burrard Street           Ph: 504.805.8016           Ex: 604.806.8214	24 Hours	F	Burnaby Hospital 3935 Kincaid Street General line: 604, 434, 4211 BR Fax: 604, 412, 6173 No direct line to LR	24 hours

#### DROP IN MEDICAL CLINICS

Map	Location	Hours	Map	Location	Hours
1	Care Point Medical Centre - Denman 1175 Denman Steet Ph: 604.681-5138/604.878.1000 Fiz: 604.681.0425	9:00amto 9:00pm/Mon-Thut 9:00amto 8:00pm/Fri, Sat, Sun, 8 Holidays)	11	Broadway & Biurrard Clinic 1816 W. Broadway Ph: 604.736.1888 Fx: 604.736.5544	9:00am to 9:00pm (Mon-Fn) 9:00am to 9:00pm (Sat, Sun, 8: Holidays)
2	Valetown Medical Crimic 1296 Pacific Boulevard Ph: 604.633.2474 Ex: 604.633.2475	9:00am to 9:00pm (Mon-Pri) 10:00am to 8:00pm (Sat; Sun, & Holidays)	12	Granville Medical Centre 2578 Granville Street (at Broadway) Ph: 604.733.4700 Ex: 604.731.3411	8.00am to 8:00pm (Mon-Hri) 10:00am to 4:00pm (Sat, Sun, 12 Holidays)
3	01tima Akdicentro 1055 Dunsmuir Street (Rentall 4) Ph: 604.683.6138 Fx: 604.683.8128	8:00am to 4:30pm (Mon-Pri) (Closed Weekends)	13	Nhatsamano Medical Linic 2669 W. Broedway Avenue Ph: 604.731.9185 Fx: 604.731.9182	8: Utam to 8: 45pm (Mon-Fri) 9: OCam to 8: 45pm (Sat, Sun, 8: Holidays)
4	Royal Centre Medical (lower lovel near the food court) 238-1055 W. Georgia Street Ph: 604-682-6880 Fit: 604-682,6880	8:00emto 5:30pm (Moni+n) (Closed Weekends)	14	Papte Medical Clinic 103-2025 W. Broadway Avenue Ph: 604.730.9769 Fa: 604.730.0110	9.00am to 8: submit Mon -Fri) 10:00am to 6:00pm (Sat, Surt, & Holidays)
5	Chinatown Centre Medical Clinac 165-288 E. Georgia Street Ph: 604.605.3382 Ex: 604.605.8825	9:00am10 4:00pm (/ion//Wed/Thurs) 9:00am10 5:00pm (Tues/Frit) 10:00am10 2:00pm (Sat) Holiday hours undecided	15	Care Point Redical Centre - Commercial 1623 Commercial Drive Ph: 604.254-5554/604.878.1000 Fx: 604.254.9177	9:00am to 9:00pm (Mon-Sat 9:00am to 6:00pm (Sun) 9:00am to 9:00pm (Holidays
6	UE Park Medical Clinic 4060 Cambie Street Ph: 604.874.4060 Fit: 604.874.4068	9:00am to 7:00pm (MoR+Fri) 10:00am to 4:00pm (Sat/Sun /holidays)	16	Care Point Medical Centre - Kingsway \$138 Joyce Street Ph: 604.436.0800/604.878.1000 Fx: 604.436.0803	9:00am to 9:00pm (Mon Fri 10:00am to 5:00pm (Sat, Sun, & Holidays)
7	University Village Medical B Dental Clinic #228-2155 Atlinon Road Ph: 604.222.2273 Fx: 604.222.3403	8:00am to 8:00pm (Mon-Hri) 10:30am to 4:00pm (Sat) (Closed Sunday and Holidays)	17	Care Point Redical Centre - Davie 1123 Davie Streek (at Thurlow) Ph: 604.915-9517/604.878.1000 Fc: 604.915.9512	9.00am to 9.00pm (Mon-Sur & Holidays)
8	Real Canadian Superstone 250 S.E. Marine Drive Ph: 604.322.3702 Fa: 604.322.2827	2:00am10 11:00pm (Mon- Sat) 6:000am10 11:00pm (Sun) 10:00am10 5:00pm (Holidaus)	18	Care Point Medical Centre - W. Pender 711 W. Pender Street Ph: 604.687.4888/604.878.1000 Fx: 604.687.4880	8:00am to 5:00pm (Mort-Hu) 8:00am to 4:00pm (Fri) 9:00am to 1:00pm (Sat) Closed Sundays
9	Care Point Medical Centre - Victoria 9619 Victoria Drive Ph: 604.656.2090/604.878.1000 Fi: 604.656.2091	9:00amito 9:00pm (Mon-Sat) 9:00amito 8:00pm (Sun 8 Holidays)	19	Crossroads Clinic - Broadway Suite 350-307 West Broadway Ph: 604.568.7229 Ex: 604.568.7255	8: Olam to 9pm (Mon-Sat) 10: Olam to 5: Olipm (Sun B Stats)
10	Rhattatlaho Medical Clinic (Yaletown) 920 Seymour Street Ph; 604.257.2630 Fic: 604.665.2700	5:00amto 5:00pm(Mon-Fri) 9:00amto 3:00pm(holidays) Closed (Sat, Sun)			

BC Health Nurse Hotline (24 Hrs): 604.215.4700







## Appendix E

Emergency Response Procedures (DOC/2022/196885)



Page | 26 City of Vancouver - FOI 2022-464 - Page 26 of 82





Incident Commander – Inform Deputy Incident Commander

















## Appendix F

Tailgate Talk Form (from DOC/2022/197540)

	HASTINGS CLEAN UP DAILY TAILGATE TALK			
Date Time LocatioN	Site Supervisor Signature			
CONDITIONS TEMP	Crew CLEAR OVERCAST RAIN SNOW WINDY			
SAFETY ISSUES	CLEAR OVERCAST RAIN SNOW WINDT			
Traffic Plan Discussed:       Y       N       Pedestrian         PPE: High Vis (vest), Safety Toes, Hard Hat, Protective Eye We       Respiratory Hazards, Asbestos, Silica, Other:       Y       N         Level 1       First Aid Attendant required on site       SCOPE OF PROJECT / INFO REVIEWED & DISCUSSED	a Concerns: Y N Cyclist Concerns: Y N ear Concerns: Y N First Aid Attendant's Name: First Aid Certificate #:			
IN ATTENDANCE				
2				
3				
6				
8				
ADDITIONAL INFORMATION/INSTRUCTIONS				
<ul> <li>Hastings Clean members are reminded not to being aggressive</li> </ul>	engage citizens homeless or otherwise who are			
Any safety concerns are to be brought to site	Sub-Forman immediately			
<ul> <li>Do not take items that have been claimed as personal belonging, unless there is a safety issue with the item</li> </ul>				
is needed immediately if supervisor not prese				
Any concerns, bring to attention of supervisor, step away and take a moment if needed				

Page | 32



CHANG	ES / ADDITIONS (Change in Conditions)		
		- / /	
	UIPMENT (Backhoes, Trucks, etc) / OUTSIDE CONTRACTO		ACT
Visitors a	nd workers new to the site must be oriented to hazards an		
	PRINT NAME and COMPANY	ARRIVED ON SITE	SIGNATURE
1			
2			
3			
4			
5			
6			
7			
8			
9			••••••
10			••••••
11			•••••
12			••••••
13			
15			
ADDITIO	NAL INFORMATION/INSTRUCTIONS		

Page | 33

**City of Vancouver** 

#### **Standard Operating Procedure**

Title:	Responding to Non-Permanent Encar	ding to Non-Permanent Encampments		
Business Unit:	Engineering Services	Effective Date:	November 2016	
Branch:	Street Operations - Urban Issues	Revision Date:	June 2022	

#### I. PURPOSE AND SCOPE

CITY OF

ANCOUVER

The City of Vancouver's primary goal is to house homeless individuals and to reduce nonpermanent encampments on public property. The following Standard Operating Procedure (SOP) has been developed to ensure a standard process for dismantling non-permanent encampments on City of Vancouver and Vancouver Park Board property.

A non-permanent encampment (NPE) is defined as any type of temporary structure (i.e. tent or other shelter) erected on City of Vancouver property and right-of-way easements, or within Vancouver Park Board jurisdictional park lands. NPE's may also feature an accumulation of other camping equipment and personal belongings such as clothing, backpacks, bicycles, unauthorized merchandise for sale, or drug use paraphernalia.

The following City of Vancouver and Vancouver Park Board bylaws may be cited when dismantling non-permanent encampments:

- Street & Traffic By-Law 2849 Section 71(a) No structures permitted on any city street, sidewalk or boulevard without permit
- Street & Traffic By-Law 2849 Section 66.1 No merchandise or wares permitted on any city street, sidewalk or boulevard without permit for sale or display
- Park Control Bylaw Section 4(b) Removal from any park any article or thing as aforementioned contrary to the provisions of the Park Control by-law

#### II. HAZARD ANALYSIS / RISK ASSESSMENT

The following SOP was developed from a Task Hazard Analysis conducted by Street Operations Branch to control risks identified in Risk Assessment - Dismantling Non-Permanent Encampments, located in the following VanDocs document: ENG - STEOB - OHS - Streets Risk Assessment.


# **Standard Operating Procedure**

#### III. ASSOCIATED HAZARDS

ANCOUVER

CITY OF

Common hazards associated with dismantling non-permanent encampments include, but are not limited to:

- Angry and aggressive individuals and unpredictable responses
- Citizens under the influence of substances
- Individuals with mental health issues
- Weapons, sharp objects
- Uneven terrain and tripping hazards
- Biohazards, insects, rodents
- Drug paraphernalia
- Pepper spray or similar released on or in the vicinity of workers

Workers who dismantle NPE's and collect abandoned materials from NPE sites may be potentially exposed to <u>hazardous materials</u>; appropriate handling and disposal practices must be followed.

Workers who dismantle NPE's and collect abandoned materials from NPE sites may be potentially exposed to <u>bed bugs</u>. If the NPE site is suspected to be infested with bed bugs, 'SOP: Controlling Exposure to Bed Bugs' must be followed.

Workers who dismantle NPE's and collect abandoned materials from NPE sites may potentially find explosive devices or fire arms. 'SOP: Finding Suspect Explosive Device or Firearm' must be followed.

'SOP: Pepper Spray Response' must be reviewed and followed for awareness and assist the workers in responding to incidents related to the use of pepper spray.

#### IV. TOOLS/ EQUIPMENT/ MATERIALS REQUIRED

- Sharps container and forceps or pliers (6" or longer)
- Cutting tools
- Garbage bags/cans
- Litter pickers
- Shovel and rakes (recommended)
- Pitch fork (only when necessary)
- Wheelbarrows

- Grinder
- Caution Tape
- Tarps
- Traffic cones
- Hand sanitizer
- City work vehicle
- Crew City cell phone or two-way radio (portable)



# **Standard Operating Procedure**

Warning notices

#### V. PREREQUISITES

#### A. Skills, Abilities & Knowledge

- Experience with Street Operations work activities.
- Knowledge of handling and disposing of bio-hazardous materials.
- Knowledge and awareness of City of Vancouver Blood Borne Pathogen Exposure Control Plan.
- Knowledge of the Code of Conduct and Preventing Violence in the Workplace policies.
- Ability to deal with the public and more specifically with encampment occupants.
- Knowledge of disengagement communication tools
- Understanding of this procedure.

#### B. Training / Certification

- Urban Issues Crew Orientation
- Violence Prevention: Service to Safety, Security and Personal Awareness, Protest Management
- Blood Borne Pathogens
- Sensitivity Introduction (provided by Community Services)
- Communication, conflict management and disengagement training
- Indigenous relations training
- Traffic Management
- Hazardous Materials Awareness
- WHMIS

\*All new employees to be supervised accordingly.

#### VI. PERSONAL PROTECTIVE EQUIPMENT REQUIRED

- Safety footwear
- Safety glasses
- High visibility apparel with City of Vancouver inscription



- Puncture resistant gloves
- Tyvex suit (optional)
- Disposable respirator P95 (optional)

## VII. PROCEDURE

WARNING: When approaching an encampment for any reason (warning notice, investigation, or site clean-up and dismantling), a <u>minimum of two people</u> must attend. DO NOT approach any non-permanent encampment - occupied or unoccupied - alone.

Warning notice delivery, site investigation, and site clean-up and dismantling is only to occur during <u>daylight hours</u>.

#### 1. Perform Initial Hazard Assessment

The Crew Supervisor will perform an observational hazard assessment of an NPE site before sending other crew members to the encampment site. <u>This assessment to be completed with VPD presence if any risk to personal safety has been predetermined</u>.

The Crew Supervisor will:

- Assess the size of the NPE site, including how many occupants (if possible) and specific location. Additional information should include such as the presence of pets, other identifying features of the site layout, and any warnings or verbal interaction with the occupants.
- ii. Perform an initial visual assessment of the area to identify potentially dangerous conditions, such as unstable structures, discarded hypodermic needles, unknown drug substances, chemical containers, or rodent infestation.
- iii. If either of the scenarios below exist please go to step 7 as NPE will require dismantling:
  - The encampment presents a safety hazard to the public (e.g. contaminated with hypodermic needles, bodily waste, or unknown drug substances); or
  - There are neither occupants nor personal belongings present (e.g. abandoned encampment, debris).
  - 2. Request Vancouver Police Department (VPD) Lead
    - i. Request VPD presence (required) to lead:



- At locations known to be 'hot spots' (e.g. camps with previous history of issues),
- b. Where risk to personal safety has been predetermined by the observational hazard assessment completed by the crew supervisor (see 4)
- c. When dealing with encampments where a warning notice has been issued but occupants do not want to leave.

#### 3. Interactions with Encampment Occupants

Verbal interactions may occur with encampment occupants at any time. If a circumstance requires or precipitates a verbal interaction with an encampment occupant:

- i. Use extreme caution, respectful professionalism, and courtesy when dealing with the public are necessary.
- ii. Any time a threat or hazardous situation is observed back away to a safe place, inform your Crew Supervisor, and inform VPD officers (either onsite or contact 911).
- iii. Show concern. If an encampment occupant is suspected to be physically unwell or in similar distress, call 911 immediately.
- iv. Maintain a distance of "personal" space and ensure a clear escape route. Avoid getting backed into a corner.
- v. Avoid carrying anything that looks like a weapon, such as umbrellas, large sticks, pitch forks, or flashlight when having an interaction with an encampment occupant. Avoid threatening gestures or body positioning (i.e. arms folded across your chest).
- vi. Identify who you are and why you are there.
- vii. Be polite and friendly. The primary objective is to ensure the interaction between crew workers and the encampment occupants remain non-confrontational. Keep conversation casual and do not provoke hostility. Smile, listen, and do not blame or judge.
- viii. Do not touch or shake hands.
- ix. Never enter a tent or other temporary structure.
- x. If an encampment occupant is unintentionally awoken, give the occupant time to focus and assess the situation. Start with a friendly greeting to make sure crew workers are heard and understood. Wait for a response. Disengage at the first opportunity when safely do so.
- xi. Do not re-enter the area until the encampment occupants have moved from the area completely, or crew workers are accompanied by VPD.



# **Standard Operating Procedure**

xii. If threatening animals are present, contact Canine Services for support (Animal Control Dept - ph 604-871-6861 - 8am-8pm 7 days a week). Alternatively, contact VPD if Canine Services is unavailable and immediate assistance is required. Do not proceed until the animal(s) are no longer a potential threat or hazard.

#### 4. Issue Warning Notice

Urban Issues Crew workers will respond to 3-1-1 service requests as well as attend to selfobserved NPE sites.

If a temporary structure with or without an accumulation of personal property is found to be non-compliant with any of the above cited bylaws, crew workers will:

- i. Provide Community Services contact information (eg Carnegie Centre at Main & Hastings, see Bob Moss) to present occupants when accepted.
  - ii. Ask encampment occupants, if present, specifically and clearly to dismantle temporary structures and remove from the area.
- iii. Issue a warning (verbal or printed decal) to have the encampment removed by the encampment occupant with a specific time allotment. If there are no occupants present when attending the NPE site, the warning (printed decal) will be left at the site in a conspicuous location.



Standard Operating Procedure - Dismantling Non-Permanent Encampments City of Vancouver Page 6 of 12



# **Standard Operating Procedure**

iv. Return to the NPE site later that day or the following day to assess if the encampment has been removed. If encampment remains and occupants present proceed to step 5. If encampment remains and no occupants are present proceed to step 6.

## 5. Post Warning Follow-Up at Encampment with Occupants

After a warning has been issued at an encampment with occupants present, time is allotted for occupants to remove personal belongings from the NPE site. If occupants have not removed structures:

- i. Do not approach or engage further with the occupant(s). Back away to the work vehicle or to a safe distance from the encampment and/or occupant(s). Never enter a tent or other temporary structure.
- ii. Contact your Supervisor and VPD to lead next steps. Crew workers must be accompanied by VPD on any further direction to occupants.
- iii. Extreme caution is necessary, as well as respectful professionalism and courtesy when dealing with the public.
- iv. If directed by VPD, upon abandonment of the structure, to dismantle and or proceed with site clean up go to step 7.

## 6. Post Warning Follow-Up at Encampment with No Occupants

After a warning has been issued at an encampment if staff return to the site following the warning time allotment and items remain and there are no occupants present proceed to step 7.

WARNING: Should the encampment become occupied at any point when dismantling the NPE site, immediately withdraw and revert to step 6.

## 7. Site Clean-Up and Dismantling

WARNING: Change clothing or PPE after contact with potentially infected articles from the site (laundry service is available for Urban Issues Crew workers if necessary). Disinfect hands and then wash them with warm soapy water as soon as possible.



# **Standard Operating Procedure**

WARNING: Suspected hazardous waste materials should be left on-site until the appropriate precautionary measures, collection, and disposal procedures have been determined. Before handling any abandoned material suspected to contain hazardous materials for which you are NOT trained, contact your supervisor for additional instructions.

NOTE: If applicable, the use of backhoes and dump trucks are a suitable option especially for larger encampments. Whenever practical, abandoned material should be collected and loaded for transport using mechanical equipment such as backhoes and loaders.

*Prior* to the clean-up or dismantling of NPE sites, an extensive site inspection MUST be performed by a trained and experienced staff member. The inspection will include:

- i. Identifying and safely disposing of all bio-hazards, such as hypodermic needles, fecal matter, and bodily fluids.
- ii. Identifying if a site is infested with bed bugs (if a site is suspected to be infested with bed bugs, 'SOP: Controlling Exposure to Bed Bugs' must be followed).
- iii. Identifying and addressing hazards, such as pits in the ground, ropes, razor blades, broken glass, other sharp objects, wires, or other visible hazards.
- iv. Identifying any makeshift washrooms or areas of refuse/feces/urine. If they are found, contact a remediation company for sanitizing the area (VPD should be able to provide the contact for the remediation company they work with if needed).
- Identifying hazardous materials. If the site is found containing suspicious hazardous materials, contact an Environmental Protection Officer (Environmental Services Dept) to further assess the site and to arrange the safe removal and disposal of the hazardous materials.
- vi. Identifying fires and flammables. If fires, barbeques, propane tanks or similar are found on the site, contact the VFRS to have them safely removed.

*After* the site inspection is completed and the hazards have been removed or sanitized, the crew will then begin to clean-up and dismantle the NPE site:

- i. Complete a visual inspection prior to entering the encampment site.
- ii. Check for needles on site and remove needles following the SOP: Abandoned Needle Pickup.



# **Standard Operating Procedure**

- iii. Approach closer to the abandoned material and attempt to visually identify the material items before handling them. Never open waste containers or bags to inspect their contents; it increases the risk of exposure or injury.
- iv. Direct hand contact with the waste material should be avoided whenever possible. DO NOT handle refuse with bare hands. Always wear puncture resistant gloves.
- v. Pick up any refuse left on site using the appropriate tool (forks, rakes, shovels, tarps, paper picker "tongs", garbage bags) and PPE as required.
- vi. Whenever possible, minimize handling garbage bags and dispose of collected abandoned waste directly to the back of the truck using the appropriate tool (forks, rakes, shovels, tarps, paper picker "tongs").
- vii. Perform a test lift to determine if the objects can be safely lifted manually and that the waste container / bag will not fail during handling. Do not place your hands underneath the waste material; this increases the risk of puncture injury.
- viii. Hold bags from the top only.

CITY OF

ANCOUVER

- ix. Tie bags up in a way you can visually identify what is in there before handling the bag.
- x. Do not carry garbage bags against your body or compress bags with hands or feet, as sharp objects may cut you. Use plastic garbage cans, rubber containers or waste receptacles, wheelbarrows, or other tools that keeps bags of waste away from your body.
- xi. Crew members are to exercise considerable caution when handling abandoned shopping carts. Shopping carts loaded with abandoned items are often heavy and may contain contaminated or hazardous materials including sharp objects, drug paraphernalia, and biohazardous waste. In order to minimize exposure to potentially hazardous material, abandoned items are NEVER to be removed from a shopping cart.
- xii. If mechanical equipment is unavailable, shopping carts are to be loaded manually by two or more crew members from the lowest point of entry to the crew vehicle. The crew vehicle is to be no larger than a 1-yard dump truck (e.g. jitney or smaller).
- xiii. Transport and dispose of the collected abandoned waste in a suitable location which limits the need for additional manual handling.
- xiv. Keep bed linen away from body when loading the work vehicle. Load work vehicles at the lowest point of entry, and refrain from lifting items over the sides of the work vehicle.



- xv. Try not to stand down wind when loading the work vehicle. Use disposable respirator (P95) when close to debris being loaded.
- xvi. Discard all materials removed from site to the Urban Debris bin at National Yard.
- xvii. For larger encampments, all materials removed from site will be sent directly to the landfill for "deep burial" disposal.

xviii. Leave the site in a safe condition.

NOTE: Always consult the Crew Supervisor if unsure of how to perform clean-up safely.

WARNING: Items from an encampment site will <u>not</u> be stored if suspected to be contaminated with abandoned needles, bodily waste, bedbugs or unknown drug substance. All contaminated materials will be discarded as these materials present a potential health risk for crew members, other persons who may be item handlers, and the general public.

#### 8. Crew, Vehicle and Equipment Decontamination

- i. Avoid contaminating vehicle. After each clean-up and before entering your vehicle always:
  - a. brush off clothing
  - b. wipe shoes
  - c. clean hands
  - d. Dispose of any contaminated disposable PPE or store in a secure location for cleaning at the yard
  - e. Clean any contaminated equipment or store in a secure location for cleaning at the yard
- ii. Once at the yard
  - a. Wash the vehicle box and the outside of the truck at the wash rack
  - b. Clean any contaminated PPE or equipment (laundry service available)
  - c. Dispose of any PPE, tools, or equipment that cannot be cleaned. Advise supervisor of any items that are to be disposed of that are not single use.
  - d. Clean hands and shower if required.



#### VIII. EMERGENCY PROCEDURES

In the event of a serious medical emergency, contact 911 and advise the operator that you are City staff, the situation and your location. Contact the designated site first aid attendant and the Crew Supervisor for assistance. Contact the Superintendent to advise them of the incident.

In the event of difficulties on the job that may pose a safety hazard, contact the Supervisor or Superintendent for further instructions via two-way radio or cell phone.

From July 4<sup>th</sup> 2022 to July 15<sup>th</sup> 2022 the regular two members assigned will be available on an "as needed basis" during scheduled shifts (Daytime Mon-Thur)

- a. S/Sgt Rich Lee s.15(1)(I) (Sat Tues), or
- b. S/Sgt Besnick Dobreci s. 15(1)(I) (T F)

If additional support is required due an immediate risk to health and safety please call 9-1-1 as per above.

#### IX. REFERENCES

WorkSafeBC Regulation.

City of Vancouver. Street and Traffic By-Law No. 2849.

Vancouver Park Board. Park Control By-Law.

City of Vancouver Corporate Policy AE-028-21: Code of Conduct (https://policy.vancouver.ca/AE02801.pdf)

City of Vancouver Corporate Policy AE-010001: Preventing Violence in the Workplace (https://policy.vancouver.ca/AE01001.pdf)

STO -SOP: Abandoned Needle Pickup. Feb 2003. Revised: February, 2015.

STO -SOP: Controlling Exposure to Bed Bugs. September 2017.

STO - SOP: Pepper Spray Response. January 2020.



City of Vancouver Standard Operating Procedure

Sanitation - SOP: Finding Suspect Explosive Device or Firearm. Nov 2018.

City of Vancouver. Blood Borne Pathogen Exposure Control Plan. 2015.



# **Standard Operating Procedure**

#### X. CONTROL CHANGES

Review	Description of change	<b>Revision Date</b>	
1	Creation.	Nov 2016	
2	Included reference to potentially exposure to bed bugs.	Sep 2017	
3	'Site Clean-Up and Dismantling - makeshift washrooms or areas of refuse/feces/urine': Replaced reference to Vancouver Coastal Health for sanitizing the area with reference to a remediation company. Included in the document specific mention to only dismantling camps in City of Vancouver property.	Nov 2017	
4	Updated "Animal Control - Canine Services" contact information and listed VPD as alternate control to threatening pets (on page 6). Included reference to handling abandoned shopping carts (on page 8). Included image of warning notice (on page 4) and recovered items notice (on page 9). References to "transient camps" replaced with "non-permanent encampment (NPE)". References to "Transient Crew" replaced with "Street Activation Crew".	May 2018	
5	References to "Transient Crew" replaced with "Street Activation Crew". "Garbage bin" and "homeless individuals" replaced with "Urban Debris bin" and "encampment occupants" respectively.	April 2019	
6	Updated Training Requirements with 'Sensitivity Introduction'. Added mention to 'never enter a tent or other temporary structure'		
7	Included reference 'verbal or printed decal' with regards to 'warning'. Information about requirement for VPD presence reorganized and added section '3. Vancouver Police Department (VPD) Presence'.	Jul 2020	
8	Reviewed SOP to ensure parameters are still in line with the removal of a VPD presence on Hastings. Updated VPD contacts	Jun 2022	

INJURY SEVERITY				
	RATING	CRITERIA		
Minimal	1	No Injury		
Minor	2	First Aid		
Moderate	3	Medical treatment, time loss, limited duties for up to 7 days.		
Major	4	Hazard may cause illness or permanent partial loss of one or more bodily functions (loss of consciousness, fracture, loss of body part)		
Extreme	5	Hazard may cause death or total loss of one or more bodily functions (cancer, amputation)		

	Risk Rating Table						
FROM	то	REQUIRED ACTION					
1	3	Low	Complete work with no additional control measures				
4	9	Moderate	Implement, monitor and maintain control measures				
10	14	High	Modify work design and reassess before starting work				
15	25	Critical	Stop work. Supervisor to reassess work task and process				

Dick	Accoccmont	
RISK	Assessment	

Task	What is the hazard and source?	Who might be harmed and how?	What are you already doing - existing controls?	Injury Severity (1-5)	Probability (1-5)	Risk Score (C x P)	1-3:L 4-9: M	Do you need to do anything else to control this risk (and if so, what)?	Action due by?	Completion Date

PROBABILITY OF INCIDENT					
RATING	CRITERIA				
Rare 1 Occurs less than annually, has been					
2	Once per month to once per year				
3	Once per week to once per month				
4	Once daily				
5	Continuous or many times daily				
	RATING           1           2           3           4				



Working with Vulnerable Populations Module 1: A Standardized Response

# Working with Vulnerable Populations:

# Module 1: A Standardized Response





# TABLE OF CONTENTS

TABLE OF CONTENTS	)
PURPOSE	3
MANDATE	3
BACKGROUND	3
A COMPASSIONATE APPROACH	5
REASONS FOR CONTACT	5
PARK RANGER STANDARD OPERATING PROCEDURES	5
OPERATIONAL FLOW OF COMMUNICATION	Ś
THE FOUR PHASES OF A STANDARD HOMELESS CASE	Ś
THE PARK RANGER STANDARDIZED RESPONSE	1
DISPATCH	3
SAFETY ASSESSMENT AND RISK CLASSIFICATION 8	3
Safety Assessment	3
Risk Classification	)
CONTACT WITH OBJECTIVE OF VOLUNTARY COMPLIANCE	
OUTREACH	
Immediate Needs12	)
Crisis Intervention12	)
DOCUMENTATION	3
Evidence Notebook13	3
TEMPORARY STRUCTURE INFRACTION DECAL14	ł
Site Assessment:	ł
Impending Removals 15	
Immediate Removals16	)
PARKS CONTROL BY-LAW SECTION 11 TEMPORARY STRUCTURES	3
SOP: INTERACTING with VULNERABLE POPULATIONS	
SOP: POSTING A TEMPORAY SHELTER VIOLATOIN DECAL	ł



#### PURPOSE

The purpose of Park Ranger involvement in cases relating to homeless, street involved and at risk populations within Vancouver Parks is to:

- a) Assist Park Rangers and other Park Board staff to create a safe work environment.
- b) Assist park users, balancing user groups to support a recreational environment.
- c) Protect the integrity of Vancouver parks, beaches and all park facilities.
- d) Conduct wellness checks and connect those in need to outreach services.

#### MANDATE

Park Rangers share a commitment to the community in enhancing the park experience for all people. Park Rangers ensure that park users can use park facilities harmoniously while preserving the integrity of the park system. Park Rangers understand park bylaws and other regulations that govern the use of Park board facilities and facilities compliance to these regulations. These objectives are met through education, communication and direction.

#### BACKGROUND

The beauty and tranquility of Vancouver Parks can attract people who have no other place to live, or who choose to live outdoors. Isolated areas within Vancouver's parks offer an alternative for those trying to escape the streets. Many individuals residing within Vancouver Parks have attempted to receive, or have received social services in the past.

The situation of being homeless can leave an individual feeling very vulnerable and is usually the result of numerous factors, rather than a single cause. Individuals and families who become homeless may not share much in common with each other; with the exception, that they are extremely vulnerable and lack adequate housing, income, and the necessary support to ensure they stay housed.

Circumstances that may lead to homelessness fall under the framework of the following three factors: structural factors, individual /relationship factors, and system failures.







- 1. **Structural Factors:** the result of economic and societal issues; such as inadequate income, lack of access to affordable housing and health supports, and/or experience of discrimination. (Canadian Homelessness Research Network, 2012).
- Systems Failures: the result of other mainstream systems of care and support fail; such as, difficult transition from child welfare, inadequate discharge planning for people leaving hospitals, corrections, and mental health and addictions facilities, and a lack of support for immigrants and refugees. (Canadian Homelessness Research Network, 2012).
- 3. Individual and Relational Factors: the personal setback of a homeless person; such as, physical health problems, disability, traumatic event(s) or a personal crisis, (loss of a child, family break-ups or domestic violence). (Canadian Homelessness Research Network, 2012).

The Canadian Homelessness Research Network has defined the term homelessness as:

"Homelessness describes the situation of an individual or family without **stable**, **permanent**, **appropriate**, housing, or the immediate prospect, means and ability of acquiring it. It is the result of systemic or social barriers, a lack of affordable and appropriate housing, the individual/household's financial, mental, cognitive, behavioural or physical challenges, and/or racism and discrimination. Most people do not choose to be homeless, and the experience is generally negative, unpleasant, stressful and distressing" (Canadian Homelessness Research Network, 2012).

**Note:** The Park Rangers interact with multiple vulnerable populations that include homeless individuals, street involved and at risk populations. Due to simplicity of writing this manual, the term vulnerable populations refers to all the above demographics.



## A COMPASSIONATE APPROACH

The Park Rangers use a compassionate approach when working with the homeless. This type of approach is a respectful one and incorporates:

- Education / kindness / compassion
- No judgement / no ego
- Being mindful of both verbal and non-verbal ques
- Separating the person from their behaviour

A balance between a compassionate approach and the need to enforce the Parks Control Bylaw can be challenging when faced with non-compliance, yet the Park Ranger program does not waver from this style of approach.

## **REASONS FOR CONTACT**

An aspect of the Park Ranger role is to enforce the Parks Control Bylaw. Park Rangers are to approach all park users with respect and professionalism. Standard reasons a Park Ranger may approach or make contact with a homeless park user are:

- 1. To educate and gain voluntary compliance to a bylaw violation.
- 2. To conduct a wake-up or and wellness check.
- 3. Direct the individual to outreach services.
- 4. To foster a relationship by having a friendly conversation that is respectful, and reciprocated by both parties.
- 5. To address and/or investigate a reported concern from a city employee or a park user.

Park Rangers do approach individuals to conduct wellness checks. Under these circumstances, an individual does not have to be in violation of a specific by-law to approach. The Park Rangers role during a wellness check is to confirm that an individual is responsive and not in need of medical attention.

## PARK RANGER STANDARD OPERATING PROCEDURES

All incoming homeless cases reported within Vancouver parks jurisdiction are the responsibility of the Park Ranger program. Standard Operating Procedures have been developed (SOPs) pertaining to working with the homeless in order to:

- Facilitate communication
- Create a safer working environment
- Show consistency in enforcement
- Reduce liability



#### OPERATIONAL FLOW OF COMMUNICATION

The Park Ranger Dispatch manages the program's standard calls for service. The Dispatch audits the daily cases, creates new cases upon request, broadcasts incoming calls for service, and supports Park Rangers by providing additional case information. For homeless related

cases, the Dispatcher also schedules pending removals, conducts safety timers, and takes over radio communication in times of emergency, example; s.15(1)(I)

If the Superintendent receives a high priority call for service, the Shift Supervisor will be informed. The Shift Supervisor will then communicate the call for service to the appropriate Park Ranger team.

#### THE FOUR PHASES OF A STANDARD HOMELESS CASE

Illustrated below are the four phases of a standard homeless case. The majority of Park Ranger homeless cases fall within phases 1 - 3.



- Phase 1. Park Rangers attempt to gain voluntary compliance to the bylaw violation through education, using the compassionate approach.
- Phase 2. Offer to direct the individual to the nearest outreach service provider. Respect their decision. When working with an outreach service provider the individual is still to adhere to the Parks Control By-law.



- Phase 3. The occupant will receive a pending date of removal when multiple attempts to gain voluntary compliance have failed.
- Phase 4. It is only in the most challenging of cases when individual(s) are hoarding, entrenched, verbally threatening, and/or physically aggressive does Crisis Intervention coordinate additional support.

#### THE PARK RANGER STANDARDIZED RESPONSE

The Park Ranger program utilizes a seven step standardized response, when attending to a homeless case. This standardized response takes into account Park Ranger safety, reducing liability and ensuring consistency in approach and enforcement.

The table below has been created as a quick tool of reference outlining the 6 steps. Further content pertaining to each step is included in the following pages.

1. DISPATCH	<ul> <li>Provides support relating to additional case information.</li> <li>Provides safety timers.</li> <li>Directs radio communication in times of emergency.</li> <li>Schedules pending removals of temporary shelters.</li> </ul>
2. SAFETY ASSESSMENT - RISK CLASSIFICATION	<ul> <li>Conduct a safety assessment and risk classification.</li> <li>Identify the by-law violation.</li> <li>Know objective(s) before approaching.</li> <li>Request a safety timer.</li> </ul>
3. CONTACT / VOLUNTARY COMPLIANCE	<ul> <li>Introduce and identify yourself as a Park Ranger.</li> <li>Interact using the Compassionate Approach.</li> <li>Inform the individual(s) why you are there.</li> <li>Invest the time to converse and educate goal voluntary compliance.</li> <li>Inquire if outreach services are needed</li> <li>Inform Dispatch when cleared.</li> </ul>
4. OUTREACH SERVICES	<ul> <li>Park Rangers offer to direct individuals to nearby outreach service providers.</li> <li>Resource handouts for <i>immediate needs</i> are located in all Park Ranger vehicles.</li> <li>Park Rangers can also call BC211 to confirm a nearby location of a requested service.</li> <li>Further outreach requests send obtained information to Cl s.15(1)(I)</li> </ul>



	5. DOCUMENTATION	<ul> <li>Document all relevant information in your evidence notebook.</li> <li>Complete a Hansen case file.</li> </ul>
	6. INFRACTION DECAL	<ul> <li>Post bylaw infraction decal if applicable</li> <li>Rangers are to contact Dispatch to confirm available times and dates for impending removals.</li> <li>Immediate removals permitted.</li> <li>Adhere to SOP – Posting a Temporary Shelter Violation Decal</li> </ul>

## DISPATCH

The Park Ranger Dispatch is a valuable resource to the Park Ranger program responsible for:

- Audits and manages the programs calls for service
- Conducts safety timers for field operations
- Provides support relating to additional case information
- Directs radio communication in times of emergency
- Schedules pending removals of temporary shelters

## SAFETY ASSESSMENT AND RISK CLASSIFICATION

Park Ranger safety is paramount. When interacting with the homeless population, Park Rangers are to adhere to the procedures outlined in the attached SOP VPR-HOM-01 Interacting with Homeless, which can be found in the appendices of this manual. All Park Rangers are to complete a safety assessment and a risk classification before approaching a park user and/or shelter. Safety assessments and risk classifications are a cooperative effort established with collaboration from your partner. Park Rangers do not attend homeless related cases alone, or after dark.

#### Safety Assessment

A safety assessment is a dynamic process; Park Rangers are to continuously assess the environment upon approach and for the entire duration of the interaction. The safety assessment is part of a standardized response to identify any potential hazards and to mitigate risk. The assessment is conducted in collaboration with your partner with all potential hazards or risks communicated. As the interaction progresses, continue to communicate any additional hazards you observe to your partner. This communication is to be clear and immediate.



When conducting a safety assessment consider the following characteristics:

- Is the individual on site?
- Are there numerous individuals?
- Are you in an isolated area?
- Where are your escape route/routes?
- How far away is the safety of your vehicle?
- Are lighting conditions and visibility a factor?
- Can you see any immediate hazards, example:
  - Aggressive dogs
  - o Weapons
- Do you and/or your partner know the individual(s)?
- Is your relationship with the individual friendly, stable, or turbulent?
- Consider the individuals state of being through body language and actions observed

If the individual is not on site, remain attentive, for they might return without warning.

#### **Risk Classification**

After conducting the safety assessment, a risk classification is to be determined. Risk classifications consist of either a level 1, level 2 or level 3.

#### Level 1:

A Level 1 Risk Classification applies when the safety assessment has deemed no or minimal observed risks or knowledge thereof at that time. Level 1 classifications generally are performed during standard duties and interactions.

Examples of such are:

- Conducting a health and wellness check
- Conducting education due to a by-law violation
- Requesting an individual to relocate, due to obstruction

A safety timer is not mandatory; however, a Ranger can request a timer at anytime.

#### Level 2:

A level 2 Risk Classification applies when the safety assessment has determined a medium and/or unknown risk at that time.

Characteristics include but are not limited to:

- Shelters
- Multiple individuals
- Individual unknown
- Individual known to be verbally aggressive or easily agitated



- Anti-authority behaviour
- Weapons
- Mental health concerns
- Alcohol and/or drug use
- Isolated location
- Dog(s)

Examples of such are:

- Conducting a wellness check in a limited egress area
- Requesting by-law compliance to a park user with an observed risk
- Requesting by-law compliance to the occupant of a shelter

A safety timer is mandatory for all level 2 risk classifications. Report to dispatch your location and request a safety timer before approaching. Inform dispatch once you have safely disengaged.

## Level 3:

A level 3 Risk Classification applies when the support of additional authoritative agencies are required due to high or observed risks at anytime.

Characteristics of a level 3 risk classification include:

- Limited egress and lighting
- Impacted mental health
- Anti-authority behaviour
- Alcohol and/or drug use
- Multiple individuals
- Aggressive individual
- Uttering threats
- Weapons
- Aggressive dog(s)
- Criminal activity
- Stolen property

Examples of such are:

- Conducting a wellness check in a limited egress area with known mental health concerns
- Requesting by-law compliance to an anti-authoritative park user in a high optic environment
- Requesting by-law compliance to an known aggressive occupant of a shelter



A level 2 risk classification can escalated to a level 3 risk classification. When this occurs, Park Rangers are to:

- Disengage immediately
- Return to the safety of their vehicle
- Inform dispatch of elevated conditions
- Inform Shift Supervisor of elevated conditions.
- Shift Supervisor will decide next course of action

Do not hesitate to request the assistance of the Shift Supervisor.

To ensure the utmost of safety to Park Rangers in the field, dispatch will not conduct multiple safety timers simultaneously. A safety timer can be cleared or extended, as a Park Ranger deems necessary.

## CONTACT WITH OBJECTIVE OF VOLUNTARY COMPLIANCE

Communication begins with the non-verbal cues given when you approach a park user; therefore, pay attention to your body language. On approach, continue scanning the environment you are entering. Do not walk towards the shelter or a park user with tunnel vision.

Use the compassionate approach when interacting with the individual. Make contact introduce, and identify yourself as a Park Ranger. Inform the individual why you are engaging with them. Take the time needed to educate with the objective of seeking voluntary compliance.

Encourage self-directed choices and allow time for the individual to express himself or herself as appropriate. If needed, set time limits, topics of conversation and your own personal boundaries. Maintaining your personal boundaries and being self-aware of your wellbeing is key to your sustainability and mental well-being.

Disengage immediately if conditions become precarious, or if *you or your partner feels threatened*.

**NOTE: DO NOT** share your personal information with the public, the Park Ranger's office locations, or contact information pertaining to anyone within the program.

#### OUTREACH

The Park Ranger is often the first contact in the process to obtaining services. The Park Ranger is to enquire if the individual(s) is would like outreach services. Always respect the individual's decision. If yes, direct the individual(s) to nearby services for assistance. Park Rangers **do not** conduct outreach themselves, nor do they promise housing or other services.



Vancouver is experiencing an affordable housing crisis, which can lead to a longer wait time for housing services. The promise of housing has led to a lack of trust and aggression towards the field outreach worker.

#### **Immediate Needs**

Resource handouts pertaining to "immediate needs" such as free or low cost food, shower programs, companion animal care, laundry facilities or shelters are stored in the Park Ranger's crew bags. When distributing the immediate need handouts take the time to review the documentation with the individual. Provide them with directions to the facilities, if needed. Some individuals have difficulty reading the handouts, due to a lack of prescription reading glasses or language barriers. Please consider this.

Park Rangers can also utilize the BC 2-1-1 helpline, available 24/7, for current resource information by neighbourhood.

#### **Crisis Intervention**

The Crisis Intervention group (CI) only works with the most vulnerable. The most vulnerable are defined as those who cannot obtain outreach services independently due to a physical or cognitive barrier. Being able to assess the urgency of an individual's situation is not always apparent. If in doubt, contact CI.

If the individual meets the criteria of most vulnerable and is receptive to outreach services, attempt to ask some the following questions:

- What is your full legal name and D.O.B?
- Do you have a means of contact: cell phone or e-mail?
- Do you currently have an outreach worker?
  - o If yes, who and where
- Do you currently have an income, if yes from whom?
- Do you have any health concerns?
- Do you feel safe living outside?
- Do you consistently have enough to eat?
- Do you believe you are equipped for the elements?

**NOTE:** These questions are not mandatory in order to receive outreach. The questions are for the sole purpose of obtaining information for the outreach worker, to assist and prioritize their outreach response.

Include all the aforementioned information obtained in your Hansen case. Ensure to enter the term Outreach Accepted within in Title of the Hansen report. This term will be used by the Crisis Intervention Group to search the Hansen case files on the subject, when needed.

E-mail the Hansen case to CI:	s.15(1)(l)	Subject Line: Outreach
Requested.		



Once CI receives the request for outreach, they will:

- 1. Contact the individual's outreach worker, (if they have one).
- 2. Attempt to contact the individual, via phone or e-mail
- 3. Discuss their immediate and long term needs
- 4. Coordinate appropriate outreach agencies to assist
- 5. Provide updates to the Shift Supervisor to include in daily briefings

Outreach is a collaborative effort and response times may vary depending on other departments / agencies priorities and capacity. In times of increased cases, there will be a waiting list to receive assistance from a field outreach worker.

## DOCUMENTATION

Documentation is critical to all Park Ranger cases. A Park Ranger's evidence notebook and Hansen reports are confidential and considered legal documents. These documents can be, and have been, requested and submitted as legal evidence to the city's risk management department and the city prosecutor.

#### Evidence Notebook

Listed below is a guideline of what to document in your evidence notebook after responding to a homeless case. Please note not all points apply to every homeless case attended.

- Time
- Location: Park name
- Why you were there: active patrol or call for service
- Observations: include any by-law infractions and potential safety concerns
- Personal information: Full name, physical description and personal characteristics.
- Shelter: describe the site, record the location and any potential hazards observed, for example: weapons, evidence of fire, drug paraphernalia, aggressive dogs, etc.
- Outreach: offered, accepted or rejected.
- Temporary Structure Violation Decal posted Date posted and scheduled removal date.
- Temporary shelters and/or personal items removed, stored and/or disposed of.
- Items of value: not present or removed and processed.
- Stakeholders: Include the file numbers of any stakeholders involved such as: VPD, VFRS, BCAS

**NOTE:** Request the individual's name when and if appropriate. Requesting this information may intensify the situation; therefore, it may be best to build a rapport with the individual first.



#### **TEMPORARY STRUCTURE INFRACTION DECAL**

The Park Ranger program removes temporary shelters and personal items within Vancouver parks that are in violation of the Parks Control By-law.

The purpose of the removals are to:

- a) Allow public's access to a park and/or park facilities.
- b) Enable city employees and/or contractors to work without impediment.
- c) Create a safe recreational environment for all park users.
- d) Protect the integrity of Vancouver parks, beaches and park facilities.

The Park Ranger program has two standard types of removals: an immediate removal or an impending removal. All impending removals receive a Temporary Shelter Violation Decal, image below. The decal educates an individual of the by-law violation and notifies the occupant of an upcoming removal.



Park Rangers are required to assess a site in order to deem the removal immediate or impending. The assessment includes inspecting the condition of the site, the surrounding environment, and the immediate safety and/or sanitation concerns to the occupant, park user, or park board staff.

#### Site Assessment:

Site assessments are broken down into three categories:

- Category 1: site deemed as an impending removal.
- Category 2: site deemed as an immediate removal, yet downgraded to impending.
- Category 3: site deemed as an immediate removal.

#### Category 1: Impending Removal

A category 1 impending removal displays yet is not limited to the following characteristics:

- Low impact to integrity of park, park users and park board staff.
- Considered an unoccupied site in a low traffic area.
- No evidence of bodily fluids, weapons, used needles, or flammables.
- Not deemed to be an obstruction.



#### Category 2 – Immediate Removal Downgraded to Impending

A category 2 assessment is an immediate removal downgraded to impending due to a lack of operational capacity. Park Rangers are to post a violation decal. A category 2 displays the same characteristics as a category 3:

- Impact to one or all of the following: integrity of park, park user and/or park board staff:
   Eg. Ecological damage, obstruction.
- Safety and/or sanitation concerns to the occupant, park user, or park board staff. • Eg. Evidence of bodily fluids, weapons, drug paraphernalia, or flammables.

Due to the delay in removal Park Rangers are to take away, any obvious potential hazards observed during the assessment.

• Eg. Used needles, flammables, weapons.

\* Drug paraphernalia defined as tools and items that a person uses to make, use, and conceal drugs. Drug paraphernalia includes the following types of items: pipes, used hypodermic needles, tin foil cooking cups, small cooking spoons, mirrors, and razor blades.

Unused needles, needle wrappers and tourniquets are not deemed as drug paraphernalia when conducting a site assessment.

Document in the Hansen case hazards removed and if the items were disposed or transported to the Vancouver Police Property Office.

#### Category 3 – Immediate Removal

A category 3 removal is an *immediate removal*, supported by operational capacity. A violation decal is *not* posted for an immediate removal. A category 3 displays yet is not limited to the following characteristics.

- Impact to one or all of the following integrity of park, park users and/or park board staff:
   Eg. Ecological damage, obstruction.
- Safety and/or sanitation concerns to the occupant, park user, or park board staff.
   Eg. Evidence of bodily fluids, weapons, used needles, or flammables.

#### Impending Removals

All impending removals receive a Temporary Shelter Violation Decal. Park Rangers post the violation decal under the follow circumstances:

- When an occupant is not on site during a Park Rangers initial visit.
- When an occupant is on site and is non-complaint, if safety allows.
- When an occupant has been chronically non-compliant.
- When operational capacity cannot support an immediate removal.



The flowchart below illustrated when to post a Temporary Shelter Violation Decal.



Posting a violation decal starts a standardized process of interdepartmental communication, and reporting; therefore, Park Rangers are to adhere to the procedures outlined in the SOP: VPR – HOM - 02 - Posting a Temporary Shelter Violation Decal.

#### Immediate Removals

Park Rangers do not engage the process of posting a violation decal when an immediate removal is necessary, and operating capacity can accommodate. Immediate removals take place, when the occupant is not on site, under the following circumstances:

- Removal requested by the Vancouver Police Department or Vancouver Fire Search and Rescue.
- The temporary shelter is in violation of Sec.11(B) of the Parks Control By-law.



**NOTE:** All removal requests from the Vancouver Police Department or Vancouver Fire Search and Rescue are to be expedited. Their members often remain on scene waiting for Park Rangers to arrive.

Module Content Approved by	
Superintendent, Uultsje Dejong:	Date Approved: March 16, 2021



#### PARKS CONTROL BY-LAW SECTION 11 TEMPORARY STRUCTURES

#### A By-law to Amend the Parks Control By-law Regarding Temporary Shelters in Parks

THE BOARD OF PARKS AND RECREATION OF THE CITY OF VANCOUVER, in public meeting, enacts as follows:

- 1. This By-law amends the indicated provisions of the Parks Control By-law.
- 2. In section 1, the Board:
  - (a) inserts the following definitions in the correct alphabetical order:

""HOMELESSNESS" means the state of having no access to permanent or temporary housing, accommodation, or shelter.";

""NATURAL AREAS" are those areas of parks that are managed to retain their natural ecosystem attributes, are relatively undisturbed in an urban context, contain native or naturalized non-native plant species, and provide wildlife habitat, stormwater retention, and other ecosystem services; these include forests, ponds, wetlands, stream riparian zones, coastal environments, meadows, treed areas without mown understory, and unmanicured sections of golf courses.";

""TEMPORARY SHELTER" means a tent or other temporary structure that provides shelter to a person experiencing homelessness and that is capable of being dismantled and moved, but does not include a vehicle."; and

- (b) renumbers the existing subsections accordingly.
- 3. The Board strikes out subsection 3(b) and substitutes "Except as provided in section 11A, no person shall enter or remain in a park except during the hours posted.".
- 4. In section 10, the Board adds "except as provided in section 11A" after "or take up a temporary abode in any place on any portion of any park".
- 5. In section 11, the Board adds ", except that this provision does not apply to a temporary shelter that complies with the provisions of this by-law" after "without the permission of the General Manager".
- 6. The Boards adds the following new sections:
  - "11A. A person experiencing homelessness may take up temporary abode in a park if that person:
    - (a) is in a park or a specified area of a park in which a temporary shelter is not prohibited by this by-law;
    - (b) erects a temporary shelter that complies with the provisions of this by-law; and
    - (c) dismantles and moves the temporary shelter in accordance with the provisions of this by-law.



2 of 3

- 11B. A temporary shelter:
  - (a) must not be erected:
    - i. within 25 metres of a playground or school;
    - ii. in, on or within a:
      - A. beach, pond, lake or dock;
      - B. trail, bridge, seawall, roadway or park entrance;
      - C. natural area;
      - D. garden or horticultural display area;
      - E. pool or water park;
      - F. sports field, sports court, skate park, fitness amenity or golf course;
      - G. community centre or fieldhouse;
      - H. bleacher, stage, gazebo, public monument, designated picnic site, picnic shelter or washroom;
      - I. designated off-leash dog area; or
      - J. designated special event area for which permission has been given in accordance with this by-law;
  - (b) may only be erected from dusk until 7:00am the following day, unless in an area designated by the General Manager as acceptable for temporary daytime shelter;
  - (c) must be dismantled and moved by 8:00am each day, unless in an area designated by the General Manager as acceptable for temporary daytime shelter;
  - (d) must not impede public use of, or access to, a park or facility;
  - (e) must not hinder or interrupt the ability of staff or contractors to perform their work, as set out in section 14(a) of this by-law;
  - (f) must not exceed a maximum footprint of 9 square metres (3m x 3m), with all belongings contained within that space;
  - (g) must not contain any campfire, lighted candles, propane lanterns or stoves, or other similar devices;
  - (h) must not be used to sell goods or conduct business without the permission of the Board, as set out in section 4(a)(i) and 4(a)(ii) of this by-law; and.
  - (i) must not be left unattended.
- 7. In section 13, the Board adds ", temporary shelter," after "any obstruction, vehicle".





3 of 3

- 8. A decision by a court that any part of this By-law is illegal, void, or unenforceable severs that part from this By-law, and is not to affect the balance of this By-law.
- 9. This By-law is to come into force and take effect on the date of its enactment.

ENACTED by the Vancouver Board of Parks and Recreation this 15th day of September 2020.

Camil Dumont, Chair Board of Parks and Recreation

Steve Jackson, Acting Deputy General Manager Board of Parks and Recreation



# SOP: INTERACTING with VULNERABLE POPULATIONS

VPR-HOM-01

#### 1.0 PURPOSE

Interacting with vulnerable populations is a dynamic process with multiple associated hazards or the risk thereof. This procedure will best serve to control the hazards likely encountered when engaging with this population.

#### 2.0 SCOPE

Park Rangers engage to:

- To educate and gain voluntary compliance to a bylaw violation.
- · To conduct a wake-up or wellness check.
- To connect the individual to outreach services.
- To address and/or investigate a reported concern from a city employee or a park user.

#### 3.0 SAFETY ASSESSMENT

Hazards associated with the above include, but are not limited to:

- Mental health concerns
- Working in isolated locations
- Anti-authoritative behavior
- Weapons
- Aggression
- Drugs and/or alcohol addiction
- Multiple individuals: possibly concealed within the camp
- Aggressive dogs: possibly unleashed, possibly concealed within the camp

Additional factors to include, but are not limited to:

- Do you or your partner know the individual(s).
- Consider if your relationship with this individual is friendly, stable, or stormy.
- Consider the individual's current state of mind and surrounding environment for both potential risk and immediate hazards.
- Note your escape route/routes
- Note lighting conditions and visibility



## 4.0 RISK CLASSIFICATION

Before approaching, determine your risk classification of a level 1, 2, or 3 based on observed hazards.

Level 1	<ul> <li>Minimal to no observed risk</li> <li>Safety timer not required</li> </ul>
Level 2	<ul> <li>Medium and/or unknown risk</li> <li>Safety timer is mandatory</li> </ul>
Level 3	<ul> <li>High observed risk</li> <li>Attendance of additional authoritative agencies required</li> </ul>

Rangers are required to **disengage immediately** if the conditions at the worksite and/or safety of a Ranger becomes compromised. A level 2 risk classification can evolve to a level 3 risk classification at anytime. All change in risk classification must be communicated to Dispatch.

## 5.0 MAKING CONTACT

Notify Dispatch of approaching interaction

- o State location within park
- o State brief description of shelter, if applicable

Eg. "Approaching large blue tent, SE turf fields, Andy Livingstone, Level 2"

- Upon Dispatch confirmation, interactions may only be approached in pairs
- Rangers will employ the 4 phases of a standard homeless case
  - 1. Contact with the objective of gaining voluntary bylaw compliance
  - 2. Offer to direct the individual to near by outreach services/
  - 3. Employing a violation decal for non-compliant or chronic occupants
  - 4. Documenting and passing information to CI, if required

Contact is not permitted when:

- A safety timer cannot be conducted
- · Engaging with a homeless shelter outside of daylight hours.
- · Not in a partnership or accompanied by police
- The observed risk is too high

All and any safety concerns relating to making contact with vulnerable populations are to be communicated immediately to your Shift Supervisor for further instruction.



## 6.0 COMPLIANCE

Failure to comply with the procedures outlined in this document will result in coaching from the Shift Supervisor. If that fails to rectify the situation, the Superintendent will take the appropriate next steps.

Date Last Revised: 11/15/2020 Saved as: PB – RAN – SOP – HOM – 01 Interacting with Vulnerable Populations


# SOP: POSTING A TEMPORAY SHELTER VIOLATOIN DECAL

VPR-HOM-02

# 1.0 PURPOSE

To establish the process of posting a Temporary Shelter Violation Decal under the Parks Control By-law, section 11B.

# 2.0 WHEN TO APPLY

A Temporary Shelter Violation Decal is to be posted for all pending removals:

- When an occupant is not on site during a Park Rangers initial contact.
- When an occupant is on site and is non-complaint, if safety allows.
- When an occupant has been chronically non-compliant.
- When operational capacity cannot support an immediate removal.

If in doubt, contact your Shift Supervisor for further instruction.

# 3.0 POSTING THE DECAL

- 1. Contact Dispatch to receive removal date and time
  - a. If resources allow, removal is scheduled within 24hr period
  - b. A Lead or Superintendent can supersede the scheduled removal for any reason
- 2. Record date and time given on decal, with stated time of AM or PM (not 24hr time)
- 3. Record by-law violation under s.11B on the line provided.

Eg. Must be dismantled and moved by 8:00am.

- 4. Post decal directly on the shelter
- 5. Take photo evidence of:
  - a. Completed decal
  - b. Completed decal posted on shelter
- 6. Notify your Shift Supervisor of scheduled removal
- 7. E-mail photos to Shift Supervisor and Dispatch with removal, park and date in subject line
- 8. Record removal date and time, as well as reason for posting decal in Hansen report details



Eg. 2020-11-14 – 1432hrs – At 1412hrs Rangers SMITH and ROBERTS attended Stanley Park Second Beach Pool for a reported red tent near the concession stand. Rangers found the tent to be unoccupied but in good condition. Rangers found internal items such as one purple suitcase, a small foam mattress and an olive green blanket, to be packed, clean, and without drug paraphernalia presence. Rangers did not observe any items of value. Rangers found the tent to be a small footprint, yet not in compliance with the bylaw regulation 11B(c). Rangers posted violation decal for REM: 11/15/2020 AM due to being erected outside the permitted period allowed by the Parks Control Bylaw. Rangers sent photos to Leads and Dispatch, and informed Lead FRASER of scheduled removal.

4.0 COMPLIANCE	
	es outlined in this document will result in coaching from the Shift situation, the Superintendent will take the appropriate next steps.
Approved by:	Date Created: 03/30/2015 Date Last Revised: 11/15/2020 Saved as: PB – RAN – SOP – HOM – 02 Posting a Temporary Shelter Violation Decal



#### SUBJECT: Conducting Verbal Wellness Checks **VPR - OPS - 27** 1.0 INTRODUCTION This SOP outlines the procedures for Park Rangers conducting verbal wellness checks on any individuals in any park with the purpose to check on the well-being of these individuals and call for assistance if individuals need it. If in doubt at anytime, Rangers are to contact their Lead Ranger. Enforcement of Parks Control By-Law is out of the scope of this SOP (see Park Rangers SOP "Dealing with vulnerable population" for procedure to follow during by-law enforcement). Interactions with Park users and how to avoid conflict and de-escalate situations is out of the scope of this SOP. It is addressed during Park Rangers training and in Park Rangers SOP "Dealing with vulnerable population". 2.0 VERBAL WELLNESS CHECK PROCEDURE 2.1 Within all areas of Parks Board jurisdiction Park Rangers must follow the procedure as outlined below. Wellness checks are verbal checks only (no physical contact with Park users). Wellness checks are during daylight hours only. Wellness checks occur with minimum two Rangers present. Rangers complete 'windshield assessment' every time they go to a Park. Commented [LGC1]: ENG Pre-Deployment Field Risk Assessment Form - Suggested to use similar document Prior to entering any Park, Rangers determine roles and responsibilities for Contact (one to formalize the assessment Ranger) and Cover (one Ranger) (see SOP "Dealing with vulnerable population"). Prior to entering any Park, Rangers discuss the plan of action as it relates to patrolling the Park (such as priority locations that will be dealt with first). Other items to discuss are emergency protocols, the location of the site muster station, and the plan in case the Rangers have to immediately leave the area (e.g. vehicles available and location, who goes in which vehicle, code to make each other aware they are to leave) due to an unforeseen unsafe situation (see Park Rangers SOP "Communications"). Commented [LGC2]: Park Rangers SOP "Communication" already covers things like: All Rangers are equipped with 2-way radio and work cell phone to communicate. Radios have emergency button. Code if Rangers need VPD - Dispatch will know to call VPD If something suspicious - ask Dispatcher for 2min ALWAYS BE MENTALLY AND PHYSICALLY AWARE OF YOUR SURROUNDINGS timer. Dispatch call back, VPD called by Dispatch. IF YOUR DE-ESCALATING TECHNIQUES ARE NOT WORKING, REMOVE YOURSELF OF THE SITUATION AN IMMEDIATELY REPORT THE INCIDENT TO THE LEAD RANGER



#### 2.2 Conducting a Verbal Wellness Check

- Rangers are to discuss the following prior to entering the area:
- Assigned roles and responsibilities for Contact (one Ranger) and Cover (one Ranger) (see SOP "Dealing with vulnerable population").
- Plan of action as it relates to patrolling the Park.
- Emergency protocols in case the Rangers have to leave the area immediately due to an unforeseen unsafe situation.
- Rangers work in pairs of two or more. They must remain in view of each other and avoid crowding. The distance between work pairs should allow easy verbal communication (see SOP "Dealing with vulnerable population").
- Rangers must radio to Park Ranger Dispatch the Park they are patrolling and their specific location within the Park.
- Rangers ensure radio communications remain open.
- Due to the nature of the work, Park users will be within close proximity while Park Rangers are working. Rangers are to stay at a safe distance of Park users and leave themselves a safe escape route at all times (see SOP "Dealing with vulnerable population").
- Rangers must maintain situational awareness at all times to any potential risks or hazards.
- Rangers must observe and be aware of any other individuals with or in close proximity to the subject and their behaviour).
- Rangers DO NOT approach alone any individual(s).
- If Rangers deem the situation safe:
  - Identify themselves as Park Rangers.
  - Speak in a calm voice and directly to each individual in the tent to determine the wellbeing of each individual.
  - Establish they are well and do not need any assistance.
  - If individuals need assistance, call 9-1-1 and ask for an ambulance to attend the site.

#### 2.3 Approaching a Tent

PARK RANGER VERBAL WELLNESS CHECKS ARE LIMITED TO VERBAL CHECKS FROM OUTSIDE TENTS OR OTHER TEMPORARY STRUCTURES CITY-WIDE.

Items listed under 2.1 and 2.2 apply. In addition, when approaching a tent or other temporary structure:

- If Rangers deem the situation safe, approach the tent or temporary structure from an angle and announce themselves as Park Rangers.
- Rangers DO NOT approach alone any tent, temporary structure, or individual(s).
- Rangers DO NOT enter a tent or other temporary structure.
- If deemed necessary, request safety timer from Dispatch.
- · In the event an issue arises, Rangers remove themselves from the area.



If No Response		s.13(1)
<ul> <li>owning the tent.</li> <li>If Rangers are unsure of what action Superintendent for further direction</li> <li>2.4. Requesting VPD Response <ul> <li>If Park Rangers require immediate particle in the site.</li> <li>Rangers leave the area, muster at the Ranger/Superintendent.</li> <li>Rangers radio Dispatch they have reformed in the site.</li> </ul> </li> <li>Rangers radio Dispatch they have reformed in the site.</li> <li>If Park Rangers unsure when to call direction.</li> </ul> 2.5. Requesting a Wellness Check by VPD A consistent lack of contact, a mental head all justify a wellness check to an individual	n. police support, call 9-1-1 and ask for VPD to attend the designated site muster station, and contact Lead etreated from the park. 9-1-1, contact their Lead Ranger for further () () () () () () () () () ()	THE REAL PROPERTY AND A DESCRIPTION OF A
Time the call to VPD is answered     Outcome of the call to VPD (VPD     IN THE EVENT OF IA     3.0 COMPLIANCE	o attended/dropped call/called again/etc.).	



# SUBJECT: Crab Park Patrols

**VPR - OPS - 10** 

## 1.0 INTRODUCTION

This policy outlines the procedures to be taken while patrolling Crab Park. This is an outline of what is expected while conducting routine patrols of the park. If in doubt at anytime, Rangers are to contact their Shift Supervisor.

# 2.0 CRAB PARK PATROL PROCEDURE

2.1 All areas of the park, outside the designated encampment site, must follow the prescribed procedure as outlined below.

- Any Rangers that attend Crab Park will wear a protective vest at all times within the Park.
- Rangers shall conduct two AM patrols and two PM patrols daily.
- Park patrols must be thorough and done on foot, with all facilities checked.
- Rangers are to enforce S. 11(B) of the Parks Control By-law.
- Rangers must stay on scene until all attended structures are fully mobilized.
- Rangers are to immediately remove all unattended structures that are deemed a public safety risk.
- If an unattended structure is *not* deemed a public safety risk, the tent is to be collapsed. The next Ranger patrol will remove and store the structure if not claimed.
- If faced with extenuating circumstances contact your Shift Supervisor.
- 2.2 Park Exceptions Designated Encampment Area Patrol with 4 Rangers
  - Rangers will wear a protective vest at all times within the park
  - Only Rangers who have enhanced Situational Awareness and Crisis De-escalation training will work within the encampment area.
  - First patrol is to be conducted by 8:30 am daily.
  - First patrol includes the once per day encampment patrol.
  - With a minimum of 4 Park Rangers, the encampment patrol will be limited to half of the area.
  - Dispatch is to be notified prior to entering the park.
  - Rangers are to discuss the following prior to entering the Park:
    - Who is Lead Ranger



- Identify roles Contact, Cover and 2 Observers
- Set timer with Dispatcher
- Contact and Cover Rangers will enter the encampment area to conduct a limited patrol check and will not loose eye sight of the observers.
- 2 Observing Rangers are to:
  - s.15(1)(c)
  - Ensure not to loose eyesight of Contact and Cover within Encampment
  - Ensure encampment egress routes remain clear.
  - Alert Contact and Cover Rangers to any possible emerging issues.
  - Support Cover Ranger by observing from the additional viewpoint.

# Designated Encampment Patrol with 6 Rangers

- Rangers will wear a protective vest at all times within the park.
- Only Rangers who have enhanced Situational Awareness and Crisis De-escalation training will work within the encampment area.
- First patrol is to be conducted by 8:30 am daily.
- First patrol includes the once per day encampment patrol.
- With a minimum of 6 Park Rangers a full encampment patrol will be conducted.
- Dispatch is to be notified prior to entering the park.
- Rangers are to discuss the following prior to entering the Park:
  - Who is Lead Ranger
  - Identify roles Contact, Cover, 2 Static Observers and 2 moving observers
  - Set timer with Dispatcher
- Contact and Cover Rangers will enter the encampment area to conduct a full encampment patrol.
- 2 Static Observing and 2 Moving Observing Rangers are to:
  - s.15(1)(c)
  - Moving observers will make sure to stay in eyes sight of both Cover and Contact and Static observing Rangers.
  - Ensure encampment egress routes remain clear.
  - Alert Contact and Cover Rangers to any possible emerging issues.
  - Support Cover Ranger by observing from the additional viewpoint.

Park Ranger expectations while in the Park:

- · Ensure radio communications remain open
- In the event an issues arises all Rangers shall remove themselves from the area
- In the event of any immanent danger immediately call 911 for assistance
- Observers will immediately relay message to Dispatch that they have withdrawn from the park.
- Rangers will leave the area muster at the West gate and contact Superintendent.



### 3.0 EMERGENCY EVENT - FLASH REPORT

In the event of an emergency, a FLASH REPORT is required within 15 minutes of the incident.

- Dispatch to fill in the FLASH REPORT template based on the information provided by the Ranger.
- Dispatch will immediately send the FLASH REPORT to the Shift Supervisor and the Superintendent.
- FLASH REPORT is to be updated every 30 minutes or until emergency has been cleared.

### 5.0 COMPLIANCE

Failure to comply with the procedures outlined in this document will result in coaching from the Lead Rangers. If that fails to rectify the situation, the Superintendent will take the appropriate next steps.

04/20/2021
,,
sed:
RAN – OPERATIONS – SOP – CRAB PARK

### **APPENDIX B - 4 Rangers**

s.15(1)(c)		
		 _



# APPENDIX C - 6 Rangers

s.15(1)(c)



# SUBJECT: Interacting With Vulnerable Populations

### 1.0 PURPOSE

Interacting with vulnerable populations is a dynamic process with multiple associated hazards or the risk thereof. This procedure will best serve to control the hazards likely encountered when engaging with this population.

### 2.0 SCOPE

Park Rangers engage to:

- Educate and gain voluntary compliance to a bylaw infraction.
- Conduct a wake-up or wellness check.
- Offer to direct individuals to outreach services.
- Address and/or investigate a reported concern from a city employee or a park user.

#### 3.0 SAFETY ASSESSMENT

Hazards associated with the above include, but are not limited to:

- Mental health concerns
- Working in isolated locations
- Anti-authoritative behavior
- Weapons
- Aggression
- Drugs and/or alcohol addiction
- Multiple individuals: possibly concealed within the camp
- Aggressive dogs: possibly unleashed, possibly concealed within the camp

Additional factors to include, but are not limited to:

- Do you or your partner know the individual(s)?
- Consider if your relationship with this individual is friendly, stable, or turbulent.
- Consider the individual's current state of mind and surrounding environment for both potential risk and immediate hazards.
- Note your escape route/routes
- Note lighting conditions and visibility

## 4.0 RISK CLASSIFICATION

Before approaching, determine your risk classification as a level 1, 2, or 3 based on the collaborative safety assessment conducted by both you and your partner.

Level 1	Minimal to no observed risk
	Safety timer not required
Level 2	<ul> <li>Medium and/or unknown risk</li> </ul>
	Safety timer is mandatory
Level 3	High observed risk
	<ul> <li>Attendance of additional authoritative agencies required</li> </ul>

Rangers are required to **disengage immediately** if the conditions at the worksite and/or safety of a Ranger becomes compromised. A level 2 risk classification can evolve to a level 3 risk classification at anytime. All change in risk classification must be communicated to Dispatch.

# 5.0 MAKING CONTACT

Rangers will employ the 5 Standardized Steps when working with vulnerable populations.

- 1. If addition information is needed regarding the case, contact Dispatch before approaching.
- 2. Conduct Safety Assessment and Risk Classification, then contact Dispatch to:
  - o State your location within the park
  - o State a brief description of the structure, if applicable
  - Request a safety timer, if applicable

E.g. "Approaching large blue tent, SE turf fields, Andy Livingstone, Level 2"

3. Make Contact with objective to educate and gain voluntary compliance to the by-law infraction.

- 4. Offer to direct the individual to outreach services.
- 5. Inform your Shift Supervisor if compliance cannot be obtained.

Contact is not permitted when:

- A safety timer cannot be conducted
- Engaging with a structure outside of daylight hours.
- Working alone
- The observed risk is too high

All and any safety concerns relating to making contact with vulnerable populations are to be communicated immediately to your Shift Supervisor for further instruction.

## 6.0 COMPLIANCE

Failure to comply with the procedures outlined in this document will result in coaching from the Shift Supervisor. If that fails to rectify the situation, the Superintendent will take the appropriate next steps.

Date Last Revised: 09/15/2022 Saved as: PB – RAN – SOP – HOM – 01 Interacting with Vulnerable Populations