Mass Casualty Commission

PUBLIC PROCEEDING

MASS CASUALTY COMMISSION
COMMISSION DES PERTES MASSIVES

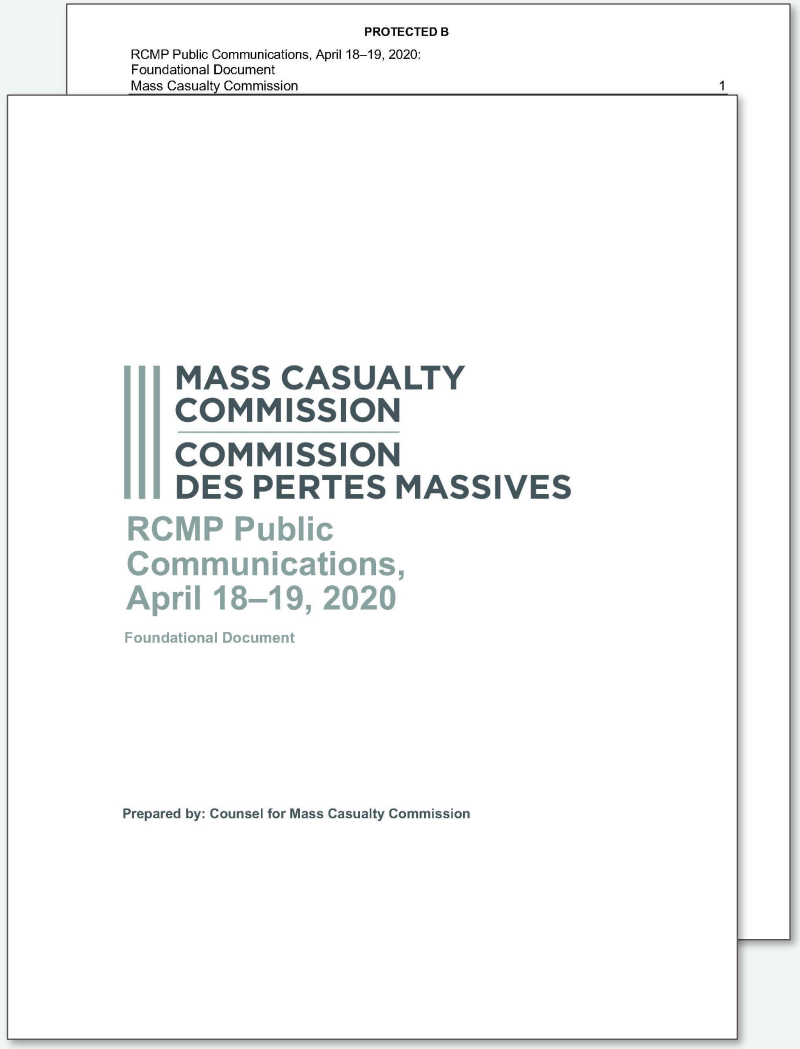
JUNE 7, 2022

NOW SPEAKING
Anna Mancini
COMMISSION COUNSEL

Exhibits

FOUNDATIONAL DOCUMENTS

- **RCMP Public Communications, April 18–19, 2020**
- **All supporting documentation**



Subject Matter

AREA OF FOCUS

- **A summary of information currently available to the Mass Casualty Commission in relation to the RCMP's use of public communications on April 18 and 19, 2020.**

RCMP Public Communications, April 18–19, 2020

Relevant Entities

RCMP STRATEGIC COMMUNICATIONS UNIT, H-DIVISION

- Drafts and publishes media releases
- Manages communications from RCMP to the public
- On April 18 and 19 , 2020, using Twitter and Facebook as primary methods of communicating

NOVA SCOTIA EMERGENCY MANAGEMENT OFFICE (EMO) – GOVERNMENT OF NOVA SCOTIA

- Responsible for emergency planning/coordination of emergency response
- Authorized user of Alert Ready – a public alerting system

RCMP EMERGENCY MANAGEMENT SECTION (EMS), H-DIVISION

- Responsible for operational readiness and emergency initiatives for RCMP in Nova Scotia
- Manages ground search and rescue operations, Amber Alerts, emergency disaster preparedness
- One civilian member; one RCMP member; one officer in charge

Structure of Strategic Communications

Director
Lia Scanlan

Assistant to the Director
Kayla Rees

Senior Communications Advisor
Cindy Bayers

Communication Advisors (x2)
Regis Dudley
Cindy MacKenzie

Public Information Officers (x2)
Cpl. Lisa Croteau
Cpl. Jennifer Clarke

Structure of RCMP Emergency Management Section (EMS)

Officer in Charge
Inspector Dustine Rodier

Civilian Member
Glenn Mason

Regular Member
Vacant

Initial Communication Efforts in Portapique

APRIL 18, 2020

10:47 PM	•	S/Sgt. Al Carroll asks the OCC to contact residents in Portapique (911 “reverse-call map”)
11:00 PM	•	OCC staff search for contact information of residents
11:16 PM	•	Cst. Stuart Beselt requests “emergency broadcast” to advise to shelter in place

Key Indicators Relevant to Sequence of Events

APRIL 18–19, 2020

11:30 PM	•	Sgt. Andy O'Brien contacts Cpl. Lisa Croteau (public information officer)
11:32 PM	•	Cpl. Croteau posts tweet regarding Portapique incident
4:55 AM	•	S/Sgt. Steve Halliday asks Cpl. Croteau to attend Portapique to manage media
6:00 AM	•	Cpl. Croteau speaks with strategic communications director Lia Scanlan
7:00-7:43 AM	•	Lia Scanlan speaks with RCMP command personnel regarding incident
8:02 AM	•	Lia Scanlan posts tweet regarding ongoing incident

RCMP, Nova Scotia
@RCMPNS

#RCMPNS is responding to a firearms complaint in the #Portapique area. (Portapique Beach Rd, Bay Shore Rd and Five Houses Rd.) The public is asked to avoid the area and stay in their homes with doors locked at this time.

11:32 PM · 2020-04-18 · Twitter Web App

RCMP, Nova Scotia
@RCMPNS

#RCMPNS remains on scene in #Portapique. This is an active shooter situation. Residents in the area, stay inside your homes & lock your
doors. Call 911 if there is anyone on your property. You may not see the police
but we are there with you #Portapique.

8:02 AM · 2020-04-19 · Twitter Web Client

Key Indicators Relevant to Sequence of Events

APRIL 19, 2020

- **7:27 AM** • HRP Sgt. Pierre Bourdages sends photos of replica RCMP cruiser and perpetrator to S/Sgt. Addie MacCallum
- **8:02 AM** • S/Sgt. MacCallum emails Lia Scanlan photo of perpetrator
- **8:10 AM** • S/Sgt. MacCallum circulates photos via email
- **8:54 AM** • Lia Scanlan posts tweet with photo of perpetrator

Preparation of Tweet Regarding RCMP Replica Cruiser

APRIL 19, 2020

8:59 AM	•	Public information officer Cpl. Jennifer Clarke emails Lia Scanlan with information about replica RCMP cruiser
9:04 AM	•	Lia Scanlan requests draft tweet about replica RCMP cruiser
9:45 AM	•	Cpl. Clarke sends draft tweet to S/Sgt. Halliday for approval
9:49 AM	•	S/Sgt. Halliday approves tweet regarding replica RCMP cruiser
10:04 AM	•	Regis Dudley posts tweet regarding Hidden Hilltop Campground

Tweet Regarding Hidden Hilltop Campground

APRIL 19, 2020 – 10:04 AM

Tweet Regarding RCMP Replica Cruiser

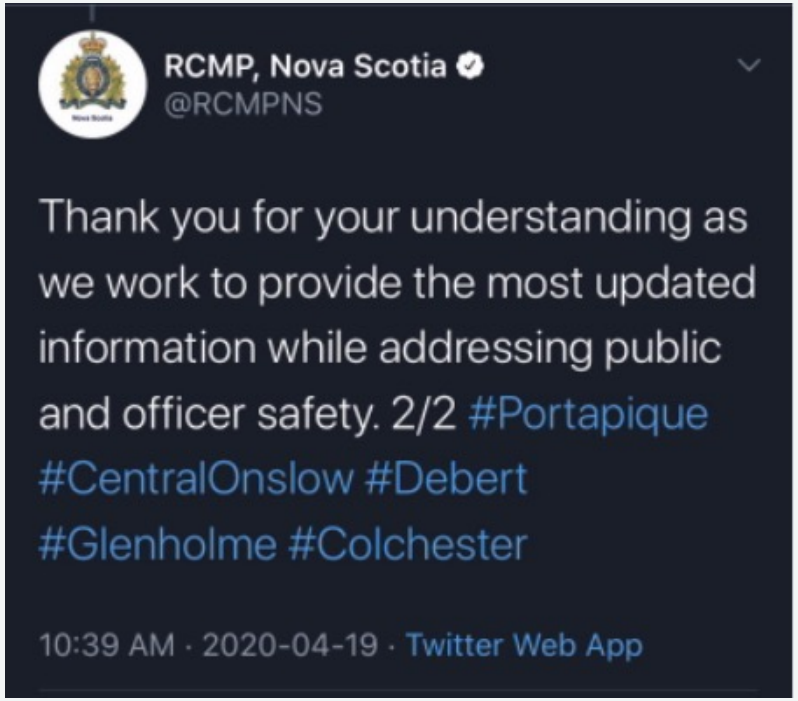
APRIL 19, 2020 – 10:17 AM

Subsequent Tweets

APRIL 19, 2020 – 10:21 AM

Subsequent Tweets

APRIL 19, 2020 – 10:39 AM



Subsequent Tweets

APRIL 19, 2020 – 11:04 AM

Subsequent Tweets

APRIL 19, 2020 – 11:06 AM

Subsequent Tweets

APRIL 19, 2020 – 11:24 AM

Subsequent Tweets

APRIL 19, 2020 – 11:35 AM

Subsequent Tweets

APRIL 19, 2020 – 11:40 AM

EMO and EMS Discuss Use of Alert Ready

APRIL 19, 2020

5:49 AM
- EMO duty officer Andrew Mitton is notified of active shooter situation in Portapique

6:16 AM
- Mr. Mitton contacts EMO management planning officer Dominic Fewer, to advise of situation

8:08 AM
- Mr. Fewer contacts EMO Incident Management Division director Jason Mew

8:19 AM
- Mr. Mew contacts EMO executive director Paul Mason to advise of situation
- Paul Mason directs Mr. Mew to bring additional staff to the Provincial Coordination Centre (PCC)
- Paul Mason directs Mr. Mew to prepare for potential Alert Ready request from RCMP

EMO and EMS Discuss Use of Alert Ready

APRIL 19, 2020

8:22 AM • Mr. Mew contacts EMO Alert Ready lead Rod Legge and advises him to be ready for potential RCMP request

8:38 AM • Mr. Mew contacts Mr. Legge again: instructs him to request that EMO Geographic Information Systems analyst Aaron MacEachern report to PCC in event of potential RCMP request

9:33 AM • Mr. MacEachern emails National Alert Aggregation and Dissemination System (NAAD) to advise that EMO is on stand-by for potential RCMP request

10:32 AM • Mr. Mason instructs Mr. Fewer to contact RCMP for direction

EMO and EMS Discuss Use of Alert Ready

APRIL 19, 2020

10:35 AM	•	Mr. Fewer attempts to contact RCMP “DEOC” but cannot get through
10:39 AM	•	Mr. Fewer sends a text message to Cpl. Shawn Reynolds to inquire about use of Alert Ready; Cpl. Reynolds replies that Glenn Mason would contact EMO
11:12 AM	•	Mr. Fewer contacts EMO PCC incident commander Michael Bennet and asks him to contact Glenn Mason
11:14 AM	•	EMO PCC incident commander Michael Bennett contacts RCMP EMS manager Glenn Mason, advising EMO is prepared to use Alert Ready upon RCMP request
11:17 AM	•	Glenn Mason contacts S/Sgt. Steve Ettinger at the OCC to advise of Alert Ready option

Conversation Regarding Alert Ready

APRIL 19, 2020 – 11:17:41 AM

S/Sgt. Steve ETTINGER: *ETTINGER*

Nathan JOYCE: *I have Glenn Mason with EMS.*

S/Sgt. Steve ETTINGER: *Sorry, I can't hear you.*

Nathan JOYCE: *I have Glenn Mason with EHS, EMS.*

S/Sgt. Steve ETTINGER: *Glenn Mason with EHS?*

Nathan JOYCE: *EMS, yeah, looking for the Risk Manager.*

S/Sgt. Steve ETTINGER: *Okay.*

Nathan JOYCE: *Ready for him?*

S/Sgt. Steve ETTINGER: *Sure.*

Nathan JOYCE: *There you go, you're on with the Risk Manager.*

continued…

Conversation Regarding Alert Ready

APRIL 19, 2020 – 11:17:41 AM

S/Sgt. Steve ETTINGER: *Glen.* [sic]

Glenn Mason: *Yes?*

S/Sgt. Steve ETTINGER: *It's ETTINGER here, how are you doing?*

Glenn Mason: *Not bad, I was just talking with Michael BENNETT at EMO.*

S/Sgt. Steve ETTINGER: *Yep.*

Glenn Mason: *They did EMO up, flashed up and if you guys want to put out an Alert Ready, they, they can do that within minutes.*

S/Sgt. Steve ETTINGER: *Okay, so they got what, a chopper ready?*

Glenn Mason: *No, they don't have a chopper, they have Alert Ready, which is the cellphone alert.*

S/Sgt. Steve ETTINGER: *Oh, a cellphone alert.*

continued…

Conversation Regarding Alert Ready

APRIL 19, 2020 – 11:17:41 AM

Glenn Mason: *Yeah.*

S/Sgt. Steve ETTINGER: *Oh, yeah, okay.*

Glenn Mason: *So if you guys want to, if you guys want to push that out, just craft something up and uh...*

S/Sgt. Steve ETTINGER: *Uh, just hold on a sec.*

Glenn Mason: *Yeah.*

S/Sgt. Steve ETTINGER: (Background: That's Glenn Mason, he wants to know if you want to do a cellphone alert? Out to everybody, like media, like one of those emergency alerts. Well to stay inside and watch this guy and stay away from him.)

(INDISCERNIBLE BACKGROUND CONVERSATION)

continued…

Conversation Regarding Alert Ready

APRIL 19, 2020 – 11:17:41 AM

S/Sgt. Steve ETTINGER: *Yeah, okay, Dustine says go ahead and do that um, bare minimum. Um, he just, so you know, he's not, he's not in the police car anymore.*

Glenn Mason: *Oh yeah, I just saw that on the news.*

S/Sgt. Steve ETTINGER: *Sorry.*

UNKNOWN FEMALE: (Background: INDISCERNIBLE)

S/Sgt. Steve ETTINGER: *Yeah, just uh, that we're looking for this guy, just the...*

Glenn Mason: *Well...*

S/Sgt. Steve ETTINGER: *...the basics for him*

Glenn Mason: *How about if I...*

S/Sgt. Steve ETTINGER: *...his identity.*

continued…

Conversation Regarding Alert Ready

APRIL 19, 2020 – 11:17:41 AM

Glenn Mason: *...how about if I get Mike BENNETT to give you a call so you can, you can (INDISCERNIBLE).*

S/Sgt. Steve ETTINGER: *Actually can, actually maybe Mike BENNETT can give Dustine a call?*

Glenn Mason: *I will do that.*

S/Sgt. Steve ETTINGER: *Oh okay, forget it, she's on the phone (laughs).*

Glenn Mason: *I'll, I'll get him to call, I'll get him the coordinates, her information.*

S/Sgt. Steve ETTINGER: *Okay.*

Glenn Mason: *Good enough.*

S/Sgt. Steve ETTINGER: *Thanks.*

Glenn Mason: *Thanks, okay, bye.*

S/Sgt. Steve ETTINGER: *Bye.*

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