



The Joint Federal/Provincial Commission into
the April 2020 Nova Scotia Mass Casualty
MassCasualtyCommission.ca
Commission fédérale-provinciale sur les événements
d'avril 2020 en Nouvelle-Écosse
CommissionDesPertesMassives.ca

Transcript of Recorded Interview

INTERVIEWEE: Lia Scanlan, Director of Strategic Communications with the NS RCMP

INTERVIEWER: Paul Thompson, Primary Investigator
Krista Smith, Policy and Research

LOCATION: NS RCMP Headquarters, 80 Garland Ave, Dartmouth NS

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SCANLAN,Lia_20220202_AUD_Interview_Part1of4.MP3

Paul THOMPSON [00:00:09] Good morning, everybody. It's Wednesday, the 2nd of February; 11:23. And we're at the RCMP Headquarters in Dartmouth in the Gallagher Room.

I just want everybody to introduce themselves; it picks up your voice, and for the voice recognition software it will be very helpful.

We'll go around the room, starting with you, Krista.

Krista SMITH [00:00:26] Okay. I'm Krista Smith with the Mass Casualty Commission.

Lia SCANLAN [00:00:28] I'm Lia Scanlan, Director of Strategic Communications with the Nova Scotia RCMP.

Stephen (indiscernible) [00:00:33] Stephen (indiscernible), support for Lia.

Patricia MacPHEE [00:00:36] I'm Trish MacPhee, counsel for the Attorney-General of Canada.

Paul THOMPSON [00:00:39] Thank you.

And I know we briefly spoke a few minutes ago, and Krista's going to direct most of the questions, Lia.

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Again, I thank you for coming in again. I know you're here in September, and it's a lot of difficult information, and we appreciate it.

So, if there's ever a time you need a break this morning, or anybody, just give us the wave and we'll stop the recording and resume afterwards. So, I'll let Krista ---

Krista SMITH [00:01:02] Great.

Paul THOMPSON [00:01:03] --- start, and thank you. I do really appreciate you coming back. I know it's really hard, so...

Lia SCANLAN [00:01:08] Yeah. Thank you.

Krista SMITH [00:01:11] So as we were discussing before the recording started, we have had many questions posed to us by the participants, and so this is one opportunity for us to fill in some of those gaps.

And one of -- one area of questions that came up was around almost like big picture strategy around sort of using social media to get the word out. And I know we talked about that somewhat in our first interview.

So, the participants are interested to know sort of more detail about, like, number of subscribers and such. So, I'm just wondering if over time, as you were implementing this strategy, did you take any measures to sort of evaluate its efficacy, or did you keep statistics?

Lia SCANLAN [00:02:08] So statistics in terms of social media, like -- we'll say Facebook and Twitter; those are our primary social media tools, yes.

So, for efficacy it depends on -- everyone's got an idea of how you measure that on social media but the reality is, is for us what's important is reach and number of followers. Because if you're talking to five people then it's an ineffective tool. But if those five people are the five media outlets, then it might be an effective tool. So, it's not only the number, it's the who as well. So, yes, we have -- we have (indiscernible) that can produce that.

I'm not the social media expert in the unit, so I would get that from someone within the unit who measures that. But, yeah, we measure growth. And over the course of time, like, we went from -- at the time of Portapique, I want to say, like, this is -- we'd have to look at this but we have it. On Twitter 100,000-plus, which is a very high number.

Krista SMITH [00:03:15] Within Nova Scotia?

Lia SCANLAN [00:03:18] They're not all from Nova Scotia.

Krista SMITH [00:03:20] Okay.

Lia SCANLAN [00:03:21] A hundred thousand (100,000) followers could be from anywhere in the world. But you can now see on social media where the demographics are and, like, ---

Krista SMITH [00:03:29] Yeah.

Lia SCANLAN [00:03:30] --- you can get some ---

Krista SMITH [00:03:31] Maybe I should ask that question better.

Lia SCANLAN [00:03:32] Okay.

Krista SMITH [00:03:32] When -- the Twitter feed is not the RCMP national feed, it's, like, "H" Div?

Lia SCANLAN [00:03:38] No, it's Nova Scotia.

Krista SMITH [00:03:39] Nova, okay.

Lia SCANLAN [00:03:40] So it's owned and operated from Nova Scotia.

Krista SMITH [00:03:43] Okay.

Lia SCANLAN [00:03:45] And so each province that has -- any provincial RCMP account, it's run by that province. National Headquarters of the RCMP has their own but they're not operational, so I wouldn't say there's many subscribers.

Krista SMITH [00:04:02] Okay. And do you guys do, like, an annual report or sort of any regular quarterly reporting or anything about how the -- how it's working; how the media strategy is working?

Lia SCANLAN [00:04:20] No, because they're really -- I'll be perfectly honest, there really isn't - - there's never been an ask, and there's not really -- there's not really a need.

Krista SMITH [00:04:27] Okay.

Lia SCANLAN [00:04:28] Prior to social media, you had one way of communicating.

Krista SMITH [00:04:31] Yeah.

Lia SCANLAN [00:04:32] And it was news agencies. It was news agencies, which includes radio, television, and paper. So when you have all of the radio, all of the local radio stations in Nova Scotia -- like, and I'm talking, like, not just local to Halifax. Like, the Hop, these little ones that people don't even know of, and all these small papers, newspapers, who have morphed their news to being online and all the major outlets. If I had a facebook account with just them, I would consider it a win. But we, over the course of the past 10 years, have -- through strategy, just providing things other than news and useful information that people want to hear from their

police, we've grown that base of followers to include citizens, a lot of citizens. And so that -- and so when I say stakeholder groups that follow us, so that you have other chiefs of police, mayors, councillors, CAOs. And then if you're talking about citizens, you can't force citizens to follow, but you can try, through strategies -- and your ultimate goal is to always increase the numbers of followers while getting a message out. So we've managed to do that, and you can see the evolution of that via subscriber base continually increasing.

Krista SMITH [00:05:56] M'hm.

Lia SCANLAN [00:05:56] So when there is a significant incident, so if you want to talk about, like, a hurricane or -- because this is -- I don't even like -- this is not a -- this is now in the significant category but let's talk prior to Portapique. When you have something like, you know, Codiac, which is in Moncton, but we're sharing information, or something; you know, the [REDACTED] C-1 [REDACTED], when we're the source of information, you see the base grow. And so people are coming to you directly for information.

But we've had all the media, mainstream media following us forever. Because when we developed it, that was part of the development. You tell all of them over the course of time, I think it was over the course of Year One, to get the most up-to-date information, follow us. So those who weren't, have, and I haven't gone and looked at every -- taken every news agency, radio in Nova Scotia or Canada but I know they follow us.

Krista SMITH [00:07:02] M'hm.

Lia SCANLAN [00:07:02] Yeah, they do.

Krista SMITH [00:07:03] M'hm.

Lia SCANLAN [00:07:04] Yeah, so quarterly reporting, no. I would think -- I would -- that wouldn't be an overly useful exercise. It would be if we were stagnant. Like, it would be if you couldn't obviously see the ---

Krista SMITH [00:07:17] Or if you had to make the case for it.

Lia SCANLAN [00:07:20] --- growth. Yeah. And I had to make the case for it to get it.

Krista SMITH [00:07:24] Yeah. So I wasn't sure that ---

Lia SCANLAN [00:07:25] So I had to make the case for this back in 2000 -- Phonse MacNeil was the CO at the time, and it was hard to make the case to get social media because, well, A, we're a government organization, somewhat archaic, antiquated thinking. But when I'm sitting there in 2010 or 2011 -- I think it was 2010 -- and you're using a fax machine? Like, I mean, that's just -- you want to talk about archaic. So Phonse is a -- he's not risk averse, so he allowed me to, like, develop a plan, develop a strategy, present it to the management team and point out all the area of risk, and there were a tonne. There was a tonne at the time. The risk is more associated with, like, PR type risk. Like, well, what about if we do something stupid or say

something stupid, or, you know, like, Government of Canada -- all these policies that we have to adhere to, like Official Languages. [REDACTED] C-1 [REDACTED]

And when you can mitigate those to the best of your ability, the risks don't negate the tool as a communication -- to be able to communicate effectively. So if you didn't morph to this, and if we just sent news releases -- even email. Like, email you're -- we have a news release -- that news release system that we still use. I want to get rid of it; I think it's a waste of time. I think it's another step in our process that we don't need because they all follow us.

Krista SMITH [00:08:55] M'hm.

Lia SCANLAN [00:08:56] You know, we do it as a check and balance for -- for what? I argue that it's an absolute waste of time, but the reason why we keep it is because any citizen or councillor or mayor -- anyone can write us and ask to subscribe. So our news release system, massive database of people that receive those.

So the reason why I haven't -- couldn't make the case to get rid of it is because councillors, they like it. They like to get it to their inbox and emails and be able to copy and paste it. So at the end of the day, if it serves a function to help some of our stakeholders, okay, fine, like, we'll do the extra process. But that's what it's being used for. Like, it's not really being used to communicate. Although, like, CBC is going to get the news release, they already got it. Like, they're already getting information anyways, so yeah.

Krista SMITH [00:09:52] And when you say councillors, do you mean like municipal ---

Lia SCANLAN [00:09:55] Yeah, municipal councillors, or any stakeholder group. So it could be, like, boards, the Police Commission, CAOs and COOs, and stakeholder groups that you just don't necessarily think of have a vested interest in understanding, like, what the RCMP is doing. So there's lots of community groups that ---

Krista SMITH [00:10:13] Yeah.

Lia SCANLAN [00:10:16] And so what councillors never want, and this is what I've learnt, they never want to get a phone call from a citizen saying, like, "Oh my God, this area of the road's shut down," and the councillor is caught off guard and they don't know what the citizen is talking about. So this way, at least they're receiving it at the same time as, like, other people. So for timeliness in that regards, so it serves that function. We call it a news release system but it's more an information kind of system, because it's not immediate.

Krista SMITH [00:10:42] Dissemination.

Lia SCANLAN [00:10:44] Yeah,

Krista SMITH [00:10:45] Right.

Lia SCANLAN [00:10:46] Dissemination.

Krista SMITH [00:10:47] So there are some rather, perhaps, tedious questions that we have to ---

Lia SCANLAN [00:10:52] Oh, go ahead.

Krista SMITH [00:10:53] --- have to ---

Lia SCANLAN [00:10:54] Yeah.

Krista SMITH [00:10:54] And I don't think you're in a position to answer them right now, so I think it's figuring out how or if we can answer some of these questions.

Lia SCANLAN [00:11:01] Sure.

Krista SMITH [00:11:02] So is it possible to determine, like, for example, how many individuals were in that database as of April 18 and 19, 2020?

Lia SCANLAN [00:11:11] Sure.

Krista SMITH [00:11:13] That's possible?

Lia SCANLAN [00:11:14] Yeah.

Krista SMITH [00:11:14] And who should we talk to or ---

Lia SCANLAN [00:11:17] I can get that ---

Krista SMITH [00:11:18] --- just make a document ---

Lia SCANLAN [00:11:19] --- for you.

Krista SMITH [00:11:19] --- request?

Lia SCANLAN [00:11:20] Yeah.

Krista SMITH [00:11:20] Okay.

Lia SCANLAN [00:11:20] Do you want me -- like, I can make the request. Yeah, I can make the request.

Krista SMITH [00:11:23] I look to Trish.

Patricia MacPHEE [00:11:25] (indiscernible) so you just want to email what you're asking ---

Krista SMITH [00:11:27] Sorry; yeah. So this is -- we were just -- we want to get a sense of what the reach was on April 18, 19. And so it'd be helpful to know how many individuals were in the database for the media release system. And we can put this through the regular request.

Patricia MacPHEE [00:11:46] Oh yeah, for sure. I just want make sure I can get it; ---

Krista SMITH [00:11:48] Yeah.

Lia SCANLAN [00:11:52] --- that I understand what you're asking for.

Krista SMITH [00:11:53] Yeah. So the number of recipients.

Lia SCANLAN [00:11:55] Yeah. So on the news release system, as well as the number of followers.

Krista SMITH [00:11:58] Yeah, that's ---

Patricia MacPHEE [00:12:01] So exactly what do you want me to ask for?

Krista SMITH [00:12:04] So the number of recipients in the media release database ---

Patricia MacPHEE [00:12:13] I'm sorry; I thought you were asking ---

Krista SMITH [00:12:14] --- as of April 18, 19, yeah.

Lia SCANLAN [00:12:18] Do you want a pen?

Patricia MacPHEE [00:12:20] I don't have a pen.

Paul THOMPSON [00:12:22] I've got some.

[00:12:24 - SHORT PAUSE]

Patricia MacPHEE [00:12:44] Krista, just to be clear, ---

Krista SMITH [00:12:44] Yeah.

Patricia MacPHEE [00:12:45] --- so in the media release database. You're not asking how many people are following Twitter or Facebook?

Krista SMITH [00:12:52] No, that was -- it was going to be my next question, is just to see what's possible to retrieve.

Patricia MacPHEE [00:12:58] So with respect to the media releases, I'm just going to check ---

Krista SMITH [00:13:02] Yeah.

Patricia MacPHEE [00:13:03] So if there was a recipient media ---

Lia SCANLAN [00:13:05] There is. Like, there will be a list that stands today, and so I don't think they'll be able to go back and say, "Here's the list".

Krista SMITH [00:13:15] Okay.

Lia SCANLAN [00:13:15] --- from that date. But it will be in the ballpark of what we currently have. So the number of people who are subscribed to the news release system.

Patricia MacPHEE [00:13:27] It's specifically, Krista, for the number -- oh, you just want the general number of recipients in the news release list.

Lia SCANLAN [00:13:27] Yeah.

Krista SMITH [00:13:37] Yeah.

Lia SCANLAN [00:13:40] Because that's not amplified. Those just go directly to someone's inbox.

Krista SMITH [00:13:41] Right.

Lia SCANLAN [00:13:41] If they choose to forward it, they choose to forward it. But Twitter and Facebook it would be -- so the number of -- you said the number of -- I don't want to call them followers but, yeah, it's followers on our Nova Scotia RCMP Twitter page on April 18th and 19th.

Krista SMITH [00:14:01] Yeah, that's another -- another question, a separate question.

Lia SCANLAN [00:14:02] Yeah.

Krista SMITH [00:14:10] Yeah, I don't know what -- going back in time can be hard. And so the other ---

Lia SCANLAN [00:14:12] (indiscernible), I think.

Krista SMITH [00:14:13] Yeah, that's what I'm thinking.

Lia SCANLAN [00:14:15] I can't but I'm sure someone can.

Krista SMITH [00:14:16] Yeah. And then the other piece that might complicate it; I don't know, is I think those posts were taken down.

Lia SCANLAN [00:14:17] Yeah.

Krista SMITH [00:14:22] Yeah. And so -- go ahead.

Lia SCANLAN [00:14:25] Yeah, so that's normal. Because it's about a moment in time. So, like, those would remain and change. Like, the file would remain open as long as the file is open. So if you had never found or if we had an ongoing missing -- we're looking -- we're searching for the suspect, that would still all stand today because the file is open. But you have to be careful. If we left that stuff up there and someone went on our Twitter page and they saw post 1, ---

Krista SMITH [00:14:53] Yeah, right.

Lia SCANLAN [00:14:55] --- it's real-time information, so you can't leave, on any incidents. So it's not just Portapique; like, that's just our practice. You have to take that stuff down because -- so a road closure. Like, when -- let's say, like, a collision, the road is open, like whatever. But we -- yeah, we -- on an incident like that. Like, there's been several others. Like, so you take them down; you delete them all.

Krista SMITH [00:15:17] Yeah.

Lia SCANLAN [00:15:17] And the deleting is nothing more than you don't want someone to go on and be like, "Okay, there's an emergency". This one is so public that that sounds unrealistic, but let's talk about there was another major file after this that it involved a man who was hiding in the woods. Like, we found him. You know, he stabbed; he had a knife. Like, that stuff, that gets deleted because you're asking people to shelter in place so you can't ask -- you can't leave an actionable ---

Krista SMITH [00:15:46] Right.

Lia SCANLAN [00:15:47] --- thing up there because if someone goes on, then you could be in shit for that.

Krista SMITH [00:15:50] Right, makes sense.

Lia SCANLAN [00:15:51] Oh yeah.

Krista SMITH [00:15:54] So when you delete something, I mean, you take it off the page, but internally, do you guys keep some record of it, or...?

Lia SCANLAN [00:16:01] Yeah, that's what that timeline is. So that timeline is a record of that. So the timeline is -- and we take -- like, we take a screenshot.

So I established that timeline as the incident was going. Like, one of my -- if it wasn't, it was immediately after. Like, when you're -- when it's over and you assign the tasks, one of the tasks was to the administrative assistant within the unit to start establishing a timeline and get screenshots because we've had instances before where we deleted stuff, like just on something insignificant where I wanted to show the success of, like, a communication strategy, and we deleted it. And once the shit's gone, then it's gone; it's gone, gone. So, yeah, that -- so there is,

yes, certainly there's record of it and the record includes the images associated. So, you know, when we put out a tweet about Wortman, like, his picture if there, right?

Krista SMITH [00:16:58] M'hm.

Lia SCANLAN [00:16:58] Yeah.

Krista SMITH [00:17:01] So this, again, came up at this working group meeting. There was questions about if it's possible to determine how many -- how many views there were of various ---

Lia SCANLAN [00:17:12] All of that is -- now, I don't know -- it's my recollection; I don't know. So yes, it is. I don't know if it was captured but it may have been. And if it wasn't, it probably -- I would probably -- our team would engage Ottawa. They have people up there that specialize in social media. We don't have, like, specialized social media people in our unit. There's certainly people that have knowledge of it. But we can pose that question to them.

Krista SMITH [00:17:40] M'hm. So, yes, number of views and number of shares.

Lia SCANLAN [00:17:45] So now it's been deleted, you wouldn't be able to go back.

Krista SMITH [00:17:46] That's what I'm thinking.

Lia SCANLAN [00:17:47] No. So, yeah. Now that I'm thinking, you wouldn't be able to go back and look at the number of views. But I feel like Kayla Rees, who's in our unit, probably did that.

Krista SMITH [00:17:56] M'hm.

Lia SCANLAN [00:17:57] So number of shares, yeah.

Krista SMITH [00:17:58] Yeah?

Lia SCANLAN [00:18:01] Yeah. So it would have been documented that at the time.

Lia SCANLAN [00:18:04] Yeah. But I'm not sure. Like, I'm truthfully not sure.

Krista SMITH [00:18:06] Sure.

Lia SCANLAN [00:18:08] So again, I can ask.

Krista SMITH [00:18:10] Yeah.

Lia SCANLAN [00:18:12] And that's something I can ask from the unit. And, also, because it doesn't make sense just to look at Twitter and not look at Facebook so ---

Krista SMITH [00:18:18] Yes.

Lia SCANLAN [00:18:19] --- the same question applies to ---

Krista SMITH [00:18:20] Exactly.

Lia SCANLAN [00:18:21] --- the number of followers on Facebook page.

Krista SMITH [00:18:24] Yes.

Lia SCANLAN [00:18:25] Okay.

Krista SMITH [00:18:26] And, you know, the obvious data there, I guess.

Lia SCANLAN [00:18:28] Yeah. And so also -- yeah. And also worth mentioning is something that you can't capture in any of this data is while we rely on our people, our followers to share information, we rely on the media. So it's an inaccurate picture. I just want to -- it's a very inaccurate picture to think that amplification rests with the people with the number of shares from our page. If you were to go to CBC National or CBC local and look at the number of shares that they had, like, that's where the amplification comes. So just I qualify ---

Krista SMITH [00:19:10] It's good, I mean, we're creating a record so that's a good ---

Lia SCANLAN [00:19:14] Yeah, so that's -- and so when you have all news outlets. Because what I can tell you is that I was at home doing this, and I had the TV on. So as I was doing this, like, I'm watching all the different channels because we had it on different channels in the house. So I'm seeing it being broadcast on television. And it was live. Like, everyone was talking about it live, so it was RCMP had just tweeted that. So it was definitely on the lips.

Krista SMITH [00:19:45] Yeah.

Lia SCANLAN [00:19:45] Yeah.

Krista SMITH [00:19:50] Okay. So a couple of other ones.

Lia SCANLAN [00:19:52] M'h'm.

Krista SMITH [00:19:53] There was a question at the working group meeting about -- I feel like I know the answer but ---

Lia SCANLAN [00:19:57] Yeah, go ahead.

Krista SMITH [00:19:57] --- I'm just going to say it. They wanted to see the drafts of tweets as, you know, they made their way through the approval process.

Lia SCANLAN [00:20:08] Yeah, it doesn't work like that in an incident like this.

Krista SMITH [00:20:11] Yeah.

Lia SCANLAN [00:20:12] This is policing, and that's what people need to be reminded of. This isn't Nova Scotia Power dealing with a crisis right now; this is tweeting real-time. So I'm glad I don't have drafts to produce to you because that would have -- that would have meant I fucked up, truthfully, like. So the drafts go like this. Like, you're on the phone, you're talking to Addie MacCallum, Steve Halliday, whoever, and you're rhyming them off. Like, you're just reading it and it's just so that you're getting the most accurate -- when you're asking people to do something in something like this, you're not sending emails back and forth. Like, that's just not how it goes; it's phone calls.

And if someone doesn't answer the phone, it's going. Like, that's the call that I made is -- sorry; when I say "Call," the orders that I give on a morning -- incident like this, "Go, go, go." You get information, it goes out. Like, when we had the information about the police car and the call number on it. Like, there's no, "I'll make sure that so-and-so's okay with the way the picture looks and that the call number" -- no, it's going. Like, that's what we've got and that's what's going. So yeah.

Like, even the first tweet that I put out that morning when it was, like, "You can't see us but we're here with you," I didn't get that approved by anyone, that was me. I didn't call Steve Halliday back and say, "Are you good with this?" I got off the phone with him, let him do his job and I sent that out, because I got the information I needed when I spoke with him. That's part of the job that I have.

Krista SMITH [00:21:42] M'hm.

Lia SCANLAN [00:21:43] Which is unlike other government departments, but other -- people need to understand that policing is different. And that's what we mean sometimes when we say policing is different. You're not going to get this formal-type process that you're -- it's policing. So we've had to -- you know, we've fought within the Government of Canada for people to understand how this works; that if you're going to ask any police service in the country to use social media, you have to understand what policing is. Like, it's as real time as it gets, so...

Krista SMITH [00:22:19] M'hm.

Lia SCANLAN [00:22:20] So are our actions. And so it's hard for people who are in other provincial government departments or work within any government system or anything other than policing to wrap their heads around that. That's how it goes. And, hopefully, police agencies that morph to using -- those who maybe aren't, or aren't in a situation like this, don't think of all the stupid approval processes through a rank structure because it doesn't matter.

Like, Chris Leather (phonetic), Darren Campbell, these guys, the CO, they didn't know what I was tweeting. They hired me to do a job and they had faith that I could do it, so yeah.

Krista SMITH [00:22:58] Okay.

Lia SCANLAN [00:22:59] Yeah.

Krista SMITH [00:23:00] So that's ---

Lia SCANLAN [00:23:01] So we don't have those.

Krista SMITH [00:23:01] That's helpful ---

Lia SCANLAN [00:23:02] Yeah, okay.

Krista SMITH [00:23:02] --- to have that. I feel like we've covered that off now.

Lia SCANLAN [00:23:06] Yeah, okay.

Krista SMITH [00:23:07] Yeah. And then another one I need to check on is the tweet bank and, like, I guess -- I think they want to know what all's in there. But I don't know that we need to produce a tweet bank.

Lia SCANLAN [00:23:23] A tweet bank?

Krista SMITH [00:23:24] Yeah.

Lia SCANLAN [00:23:25] So when you say tweet bank, what do you mean?

Krista SMITH [00:23:26] Yeah, I think -- I think -- and so you can just correct me ---

Lia SCANLAN [00:23:30] Yeah, yeah.

Krista SMITH [00:23:31] --- because I feel it's murky. I think Lisa Croteau on the 18th ---

Lia SCANLAN [00:23:35] Yeah.

Krista SMITH [00:23:37] --- kind of scrolled through the tweet bank and picked one that worked okay ---

Lia SCANLAN [00:23:40] Right.

Krista SMITH [00:23:41] --- for the situation.

Lia SCANLAN [00:23:41] Okay. Okay, so I didn't even -- I wasn't even aware she used the tweet bank.

So what we established over time is we realized -- and this goes way back years -- is that -- and this has to do with translation. So when you're working on files over and over again -- like, in policing there's a lot of similarities between jobs; so there's a collision on exit ramp this, the highway is closed, we're asking pedestrians, whatever, reroute to this area. So you can basically have -- I have them canned messages, ---

Krista SMITH [00:24:14] Yeah.

Lia SCANLAN [00:24:14] --- canned tweets. And what we realized over time is we're constantly sending the same stuff to translation and waiting for translation because we get complaints from -- you know, Official Languages complaints ---

Krista SMITH [00:24:28] Yes.

Lia SCANLAN [00:24:28] --- if you go out in English only. Not on everything but it's an issue if you got out English only. So if I was to go out with, oh, "Highway 102 is closed, asking public..." -- we're technically supposed to have that translated and put out the English and French at the same time. I break that rule consistently all the time. Because, to me, that's where the Government of Canada needs to understand the current climate and the environment that we work in. Until, like, you can -- so that's just my issue. So in having Official Language complaints over the years, I thought how could I do better. One way I can do better is to make a tweet bank.

So the tweet bank consists of -- so we've added to it over time. But it's generic. So, like, a robbery, a fire, a highway closure, pedestrian. Like, we could go through, like it's pages.

Krista SMITH [00:25:25] M'hm.

Lia SCANLAN [00:25:27] But it's grouped into themes. So you would have highways or blizzards. The biggest part of that is road condition. Because we have all of the highways. So, yeah, that's pretty much where that came from.

So that she went through a tweet bank? Yeah.

Krista SMITH [00:25:46] I think there was -- there's some interest in the way that first tweet was worded; I think "Firearms complaint;..." ---

Lia SCANLAN [00:25:54] Yeah.

Krista SMITH [00:25:55] --- "...shelter in place," or -- and so if that messaging came from a tweet bank, it kind of helps contextualize it a bit.

Lia SCANLAN [00:26:05] Yeah, so what I'd caution that the message wouldn't have come from a tweet bank. So we are driven by operations. So Lisa's not allowed to -- Lisa's not allowed to take what someone's generally saying on a specific type of incident like this. Like, you could on a highway code -- well, not even because if it's snowing, it's snowing, or if the roads are icy, they're icy, so it's pretty black and white. So Lisa wouldn't have had a conversation with someone and then be like, "Well, that sounds likely that it's a firearms." Like, that would have been told to her. So whatever Lisa put in that ---

Patricia MacPHEE [00:26:39] Yeah. No, that's all right, continue (indiscernible)

Lia SCANLAN [00:26:43] Yeah, so whatever she would have -- and, I mean, like, I'm not in Lisa's mind but ---

Patricia MacPHEE [00:26:47] Actually, maybe I'll stop you.

Krista SMITH [00:26:49] Yeah.

Patricia MacPHEE [00:26:50] I think it's best if there's something that Lisa said that it's verified in her interview.

Krista SMITH [00:26:52] Yeah, and I don't ---

Patricia MacPHEE [00:26:53] So I don't think it's fair for her to ---

Krista SMITH [00:26:54] No, it's true. I'm just trying to understand ---

Patricia MacPHEE [00:26:56] I don't know that that's exactly what Lisa said, so...

Krista SMITH [00:27:00] Yeah and I'm not sure that it's ---

Patricia MacPHEE [00:27:01] Okay. It's just (indiscernible)

Krista SMITH [00:27:02] Yeah, that's fine.

Patricia MacPHEE [00:27:03] If you want to bring it -- go on a break, we can pull up Lisa's statement, I think.

Krista SMITH [00:27:05] Yeah.

Patricia MacPHEE [00:27:07] And just make sure ---

Krista SMITH [00:27:07] For sure.

Patricia MacPHEE [00:27:08] --- that we're not muddying the waters any further ---

Krista SMITH [00:27:09] Right.

Patricia MacPHEE [00:27:10] --- than we already are.

Krista SMITH [00:27:10] Yeah, that's fine.

Lia SCANLAN [00:27:11] But what I can say about the tweet bank is it did not even come into my mind.

Krista SMITH [00:27:16] Okay.

Lia SCANLAN [00:27:17] I would never have referred to it in this situation. This was real time. Like, it just wouldn't have. But me in the morning, what I was dealing with, versus what Lisa was dealing with, what, at 10:00 the night before was totally different circumstances.

Krista SMITH [00:27:29] Yeah.

Lia SCANLAN [00:27:30] So yeah. And I just know that I've worked with Lisa for a number of years, so we -- operations drives our business, yeah. We don't get the luxury of, like, calling things something that we haven't been told that they are.

Krista SMITH [00:27:50] Okay. I'm not sure -- I don't know what you mean by operations drives services.

Lia SCANLAN [00:27:54] So like -- like, we produce stuff based on operations, you know what I mean? Like, operations keeps us in business. So that's what I mean by that is like, I -- I didn't -- the tweet that I wrote that morning, when, like, "We're here with you"; like I didn't get to have a phone call with Lisa and say, "So what's going on?" I had to talk to the CIC on the ground and get the operational information so that I was very clear on what it was that I was talking about, what I was putting out, and that's based on exactly what operations -- like, the head of operations at that moment told me.

Krista SMITH [00:28:30] Right. Okay. That helps.

Lia SCANLAN [00:28:31] Yeah.

Krista SMITH [00:28:33] Thank you.

Lia SCANLAN [00:28:34] Yeah. It's not up to -- like, Lia's not sitting or -- like, I wasn't sitting in a bubble, going, "Okay, I think that this is what's going on and so and so told me" -- no, it's right from the source. That's what I mean.

Krista SMITH [00:28:43] Okay. And so just -- I'm just going to ---

Lia SCANLAN [00:28:44] Yeah.

Krista SMITH [00:28:46] --- confirm verbally; you tell me if I don't have it right, is that, you know, the real value of the tweet bank is that you have a pre -- sort of a preapproved French version that can go out contemporaneously.

Lia SCANLAN [00:28:56] That, and -- so, yes, but also there's a tonne of value in it for the times when you're just -- like, you know, if something's, like, at 12 o'clock at night and you've -- you know, we get woken up often and so it serves a tonne of purposes. And for me it's consistency. Not everyone's first language is English, and I have a huge issue with spelling and grammar; I think it's a reflection of the organization. And so it kind of -- it reduces that risk. Like, I know other people wouldn't see that as risk, but that's risk for professionals in the organization. So for me, spelling errors in a tweet, I have a problem with.

Krista SMITH [00:29:42] M'hm.

Lia SCANLAN [00:29:43] So it reduces that, the translation, the consistency with -- you know, not everyone's English. Like, the public information office, they're police officers.

Krista SMITH [00:29:53] Right.

Lia SCANLAN [00:29:54] And nothing wrong with being a police officer, but we're the ones that have degrees in communication and went to school and -- grammatical. So it's -- I feel bad sometimes because they're in these roles, and a lot of them, maybe English isn't the strongest, or their writing, and so it's that. It's a lot of stuff.

Krista SMITH [00:30:10] Yeah.

Lia SCANLAN [00:30:10] And translation is just -- it's a bonus, [REDACTED] C-1 [REDACTED]

Krista SMITH [00:30:14] Yeah.

Lia SCANLAN [00:30:18] Yeah.

Krista SMITH [00:30:18] And so -- and, again, this is just to clarify; ---

Lia SCANLAN [00:30:19] Yeah.

Krista SMITH [00:30:21] --- when you were tweeting on the morning of the 19th, was there time for a translation?

Lia SCANLAN [00:30:27] No. And anytime we received an Official Languages complaint -- no doubt I got one. I'm sure I got one during this incident, I have no idea. I always have to write a justification.

In an operational incident -- again, policing is different and this is what the Official Languages needs to understand, and the COs -- like, I would never get spoken to. [REDACTED] C-1 [REDACTED]

[REDACTED] So translation is just not even -- because Official Languages' argument is that -- they would probably argue in an incident like this that I should have translated them because there's a group of people in the population that wouldn't receive it. Any -- some information is better than no information. Are you joking? Like, period. Like, end of story. I mean, so -- yeah, in operational instances, well before this, years before this, they go out English only.

Krista SMITH [00:31:30] M'hm.

Lia SCANLAN [00:31:31] We don't live in New Brunswick; we don't live in Quebec. We do have French communities. Is it -- and that's -- but that's just how it is. Like, that's just the reality of it.

Krista SMITH [00:31:42] Okay. I think I'm done talking about tweeting.

Do you have any questions left to ---

Paul THOMPSON [00:31:48] No, I understand ---

Krista SMITH [00:31:49] --- on social media?

Paul THOMPSON [00:31:51] --- the previous role, the translation issue, yeah.

Lia SCANLAN [00:31:52] Oh, do you?

Paul THOMPSON [00:31:53] I understand it has to go out.

Lia SCANLAN [00:31:55] Yeah, it has to.

Paul THOMPSON [00:31:56] Something very serious, it has to go out.

Lia SCANLAN [00:31:58] Yeah, and this is where I get very frustrated [REDACTED] C-1
[REDACTED] -- you know, it hasn't impeded my work operationally but it
certainly impedes, like, [REDACTED] C-1

[REDACTED] We are. We're policing. [REDACTED] C-1
[REDACTED] like, other government agencies where it's just not -- [REDACTED] C-1.

Krista SMITH [00:32:40] Good.

Patricia MacPHEE [00:32:41] I just wanted to check in with you guys about documents that you had mentioned at the outset.

Krista SMITH [00:32:44] Yeah.

Patricia MacPHEE [00:32:45] I'm trying to find a way to (indiscernible) get this done.

Paul THOMPSON [00:32:48] You could email it to me.

Patricia MacPHEE [00:32:54] Maybe (indiscernible).

Lia SCANLAN [00:32:55] Well, yeah.

Krista SMITH [00:32:59] I was just going to say, like, could we ---

Patricia MacPHEE [00:33:01] I think that we might be able to talk with Chantal (indiscernible)

Paul THOMPSON [00:33:11] Should I shut this off?

Patricia MacPHEE [00:33:12] And that's the other thing. I think I need to -- no, I can't do that either. I think I have to get back on here and find a way back onto the internet because -- oh, she can print them because these are for the MCC Disclosure; they're our disclosure documents and they have the GOC numbers.

Just give me a moment to see if I can get on the net (indiscernible).

Krista SMITH [00:33:33] Oh, so we'll pause?

Patricia MacPHEE [00:33:34] Yeah.

Krista SMITH [00:33:34] Okay.

Patricia MacPHEE [00:33:35] Sorry about that.

--- Upon recessing

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Paul THOMPSON [00:00:02] Just going to resume; 12:07.

Krista SMITH [00:00:06] Okay. And so, before we leave tweets, Paul, actually do have one more short question.

Paul THOMPSON [00:00:11] Yeah.

I understand the challenge in an emergent situation, whether it be the Portapique incident or other ones. What do other provinces -- are you aware of what other provinces may do in that same situation; they're tweeting out something and they want it translated? Is there any policies, anything across Canada where, you know, the tweet can get sent to, let's say, centralized in Ottawa, and there might be somebody there can translate it in it either one language or the other? Is that like -- because other provinces may have the same challenge that you described earlier.

Lia SCANLAN [00:00:45] Yeah, and I would say that other provinces definitely have the same challenge because it's been -- it's been a source of much discussion within the RCMP Communications groups, and I take -- the communicators in the different divisions.

So it is -- there's after hours translators that work for, I don't know, Public Work and Government Services Canada. It's an arm and a leg; it costs a tonne of money. And not timely. And they would have to speak to how they operate but I have -- I think I've used them. I don't even know that I've ever used them. I know that they were used post-Portapique for press conference material for Darren, but that was all -- I asked Ottawa to handle that for me because I didn't want to work with that.

There are other divisions that have -- well, I know "E" Division, [REDACTED] C-1 [REDACTED] has figured out a way to have some inhouse, so workaround, and I don't think it's within policy but she does what she needs to get the job done. And -- but, no, it's something that is not really -- it doesn't exist in, like, a timely manner.

So, for us here, our translators are based in New Brunswick. Like, they sit in New Brunswick. They're wonderful people; we've always worked well with them but, again, there's four of them and they work -- they'll do whatever they need to do. So, with this incident, let's say it wasn't operational. Like, no -- incident, I would never -- I've written them in other files so let's [REDACTED] C-1 [REDACTED] where the fishing vessel went down. So, you'd say, "We're dealing with an incident," but that was prolonged; there was a search for bodies, and it takes days and, "Can you be available?" And it's an agreement. Like, they don't have to be. But they are great to work with so -- and it's an individual thing, but it's a challenge for Nova Scotia, and other divisions within the RCMP.

Paul THOMPSON [00:02:57] Thank you, yeah.

Lia SCANLAN [00:02:58] No problem.

Krista SMITH [00:02:59] So I think where I'd like to go next is somewhat related to that. I'd like to get a better understanding of how "H" Division, you know, Strategic Communications works with National Headquarters. And maybe can you just -- can we just start with an overview, how you would describe that relationship?

Lia SCANLAN [00:03:19] Okay. The relationship is -- so, again, it's not like other government departments. So, we're very autonomous, kind of like how -- so we run our own provinces or Divisions. Like, you run the Comms for the province so, yes, you adhere to all the same policies that are nationally implemented by the Government of Canada; Government of Canada Communication Policies, and then there's policies within the RCMP that you adhere to.

And so all of us feed into those central things, but in terms of how we work -- like, day to day, they're not -- they're not really -- yeah, I don't know what to say about that, really. Like, they're - I know that they're there when you have questions or if you're trying to seek clarity on something. Like, so things change a lot, in terms of, you know, like, privacy laws and, like, precedents that might be set in other places, so they are a hub of information for that type of stuff. But I haven't -- there's no, like, day-to-day communication with them or anything like that. But there's just not been a need. But it's also because I've been in the role for a while. So, for new people they might talk to them more often or -- and they have faith in the Division Comms, too, so they're not up in our grill all the time.

But -- so on an incident like this, though, there was no communication with them, like, prior to, during, or even immediately, like, after. They may have called me; I may have called them. I would have certainly reached into them and said -- or they might have reached into me and said, "We're here if you need anything." Like, I don't remember seeing anything else like that. But no doubt someone did.

So, I wouldn't -- they're there if you need them. And in this case, the aftermath I needed them.

Krista SMITH [00:05:22] M'hm.

Lia SCANLAN [00:05:23] I didn't need them -- I didn't rely -- I didn't need any assistance from National Headquarters Comms during the incident. I needed assistance in the many months following.

Krista SMITH [00:05:32] Right.

Lia SCANLAN [00:05:33] Yeah.

Krista SMITH [00:05:35] So we'll get there on that.

Lia SCANLAN [00:05:37] Okay.

Krista SMITH [00:05:38] But I think I'm just wondering ---

Lia SCANLAN [00:05:39] Okay.

Krista SMITH [00:05:40] --- so there's no sort of, like, monthly or quarterly, I don't know, check-in call between ---

Lia SCANLAN [00:05:46] Oh yeah, there is.

Krista SMITH [00:05:46] --- National HQ and all the different ---

Lia SCANLAN [00:04:58] Oh, there is, you're right.

Krista SMITH [00:05:49] Okay.

Lia SCANLAN [00:05:49] There's a weekly call.

Krista SMITH [00:05:49] Oh, a weekly call?

Lia SCANLAN [00:05:50] There's a weekly call, and they'll call on fisheries dispute files. They'll call on things that are political in nature, or on the agenda of Canadians, or on the agenda of the Prime Minister, whoever in office.

Krista SMITH [00:06:09] M'hm.

Lia SCANLAN [00:06:10] Yeah. So -- or, like let's say Bill Blair, who is the Minister of Public Safety, was to say something about -- this is me making stuff -- like, the legalization of marijuana, and it became contentious within, like, downtown. And when I say downtown, I'm talking Ottawa downtown. Then all of a sudden it becomes important. So if Lia Scanlan and "H" Division plans on communicating in any sort of way about the upcoming legalization of

marijuana, you better let us know first, and just so that no-one downtown is caught off guard [C-1]
[REDACTED]

But other than that -- and then on the national calls, it's person-specific. So, the person that's there right now, Jolene Bradley, she's in charge of Comms; she's wonderful at her job. The -- but they don't have -- they don't understand operational policing. So, they -- I consider them another government department. They are wonderful people, well intended, but what they're talking about and what I'm talking about are two totally different things. We're an operational province, so unless any of them have worked within an operational environment, they don't understand operations. So -- and that's the -- that's one of the issues that I have with, you know, seeking advice, getting advice or receiving orders because you're not operational. It's like ---

Krista SMITH [00:07:42] Yeah, okay. Okay, so that was just kind of a ---

Lia SCANLAN [00:07:44] Yeah.

Krista SMITH [00:07:45] --- lay-of-the-land kind of question. And we'll get more into ---

Lia SCANLAN [00:07:47] But you asked me do they do check-in calls weekly. Yes, they care, and they let you know they're there.

Krista SMITH [00:07:57] Okay.

Lia SCANLAN [00:07:58] Yeah.

Krista SMITH [00:07:59] Okay. Another area that I want to check in broadly on -- oh, are you good, Paul, with that?

Paul THOMPSON [00:08:02] M'hm.

Krista SMITH [00:08:03] Okay. Is, like, you know, prior to April 18th, 2020, what did you know about emergency alerting; anything?

Lia SCANLAN [00:08:17] I really didn't. I knew -- I knew two weeks before there was a COVID. There was a COVID message that came out ---

Krista SMITH [00:08:21] Right.

Lia SCANLAN [00:08:22] --- from the Province of Nova Scotia a few weeks before Portapique.

Krista SMITH [00:08:27] M'hm.

Lia SCANLAN [00:08:29] And I remember, like, what the hell is that on our phone? Like, it went off and -- well, everyone in Nova Scotia, it was the first time anyone in Nova Scotia had received an alert. And we've never had an Amber Alert here either.

Krista SMITH [00:08:36] M'hm.

Lia SCANLAN [00:08:37] So we've never had an alert in the province for any reason, like ---

Krista SMITH [00:08:42] So, like ---

Lia SCANLAN [00:08:43] --- that I remember. Like, there might -- I don't know if we've had them for -- they would know but I don't recall ever ---

Krista SMITH [00:08:50] Yeah. So, like, in the course of your work, ---

Lia SCANLAN [00:08:53] Yeah.

Krista SMITH [00:08:53] --- you'd never had conversations about this system?

Lia SCANLAN [00:08:59] No conversations about the system, other than Amber Alert. Like, I work on policies for Amber Alerts so I understood Amber Alert.

Krista SMITH [00:09:03] Yeah.

Lia SCANLAN [00:09:07] But not Alert Ready, and it could have been -- like it may have been mentioned, like, in meetings that I was a part of it. It was never a tool; it was never something -- I remember -- I was thinking hard about this after the -- after all of this, and comments that were made publicly, and I'm like -- I really thought about it and I had conversations with people, I'm like, "Am I, like, out to lunch? Like, did I miss the memo on this?" And so, there was a guy that was here in 2016 and he was in the EMO. For us, and I said, "Did we talk..." No, he was like, "It was a pipedream at that time." He was like, "There was never -- there was never -- like, it was never an alert." So anyways, there was no conversations here about it.

I had conversations, many conversations about Amber Alert. And so that is a type of alert, and so I was more -- for Amber Alerts, that's what I was focused on and actually nervous about, to be honest, like, the use of the Amber Alert system and what that would look like because no police agency had ever used it.

Krista SMITH [00:10:10] M'hm.

Lia SCANLAN [00:10:11] But it was in the context of a missing person; it was never ---

Krista SMITH [00:10:15] M'hm.

Lia SCANLAN [00:10:16] --- I never even thought of an -- yeah, I never even thought of an Amber Alert being used for anything operational. It was, literally, just very specific criteria for an Amber Alert, so...

Krista SMITH [00:10:24] Yeah. So if there was a missing person type situation that you needed to communicate to the public about, would it -- is it -- would Amber Alert come into your toolbox or is it, like, EMO, like, is it ---

Lia SCANLAN [00:10:39] No. Amber Alert is our toolbox.

Krista SMITH [00:10:41] Okay.

Lia SCANLAN [00:10:43] Yeah. Amber Alert is our toolbox, and so there's a ---

Krista SMITH [00:10:44] And when you say, "Our" you mean Strategic Comms?

Lia SCANLAN [00:10:47] Yeah.

Krista SMITH [00:10:47] Yeah, okay.

Lia SCANLAN [00:10:48] And the RCMP.

Krista SMITH [00:10:49] Yeah.

Lia SCANLAN [00:10:50] That may have changed in the past year but, no, it's the RCMP. So the RCMP would issue the Amber Alert on behalf of. So, there was an incident where Halifax Regional Police almost -- like, when I was working, we almost issued one on their behalf, the person was found, like, right before it was going to be issued.

Krista SMITH [00:11:08] M'hm.

Lia SCANLAN [00:11:10] But there's a process in place, there's comms plans; there's policy; there's a whole -- there's a whole system, like, where you -- that involves the OCC, it involves Facebook; it involves all the police agencies in Nova Scotia. Like, it was very clearly laid out, although not been used. That exists, yeah. It's a we, the RCMP at the time, owned that -- we don't own the system, but it comes through us, disseminated through us. So HRP, phone call to me, their comms person.

Krista SMITH [00:11:43] Okay.

Lia SCANLAN [00:11:44] "We're going to be issuing an Amber Alert." "Okay." And they've got all the information, they send it to me, and it goes out. Yeah.

Krista SMITH [00:11:51] Okay. So ---

Lia SCANLAN [00:11:53] And that's been the standard for -- since for a very long time at least.

Krista SMITH [00:11:58] And it's just ---

Lia SCANLAN [00:11:58] And so ---

Krista SMITH [00:11:59] --- for Amber Alerts, though.

Lia SCANLAN [00:11:59] Yeah. Yeah.

Krista SMITH [00:12:00] Okay.

Lia SCANLAN [00:12:01] Yeah. And I don't even know -- but Amber Alerts existed before, like, I'm pretty sure before cell phones and all the notifications that would go to cell phones. So, it would be kind of like that old emergency broadcast system that would be, like, on your TV. I think that they existed pre, like, cell phones, though.

Krista SMITH [00:12:21] Yeah.

Lia SCANLAN [00:12:21] Yeah.

Krista SMITH [00:12:24] Yeah. And you said a second ago that there -- you know, no Amber Alert had ever been issued, and you had some nervousness about it being issued?

Lia SCANLAN [00:12:33] Anything that you ---

Krista SMITH [00:12:34] What were you ---

Lia SCANLAN [00:12:35] Yeah. So, nervousness to me is, like, anytime that you haven't done something. So that's what it is.

Krista SMITH [00:12:41] M'hm.

Lia SCANLAN [00:12:41] Like, if you haven't done something before.

Krista SMITH [00:12:44] M'hm.

Lia SCANLAN [00:12:45] So I wasn't nervous during Portapique because I worked on Codiak. But if I was -- probably hadn't worked Codiak, there probably would have been nervousness during Portapique. That's what it is. It's not -- it's more about -- and I don't like relying on technology, I just don't. Like, me personally, it's just not comfortable; hence why I'm doing this in person. I don't like MS Teams. So, for me, I question technology. Like, when I'm in control of something, I know it's going to go. But I don't like a reliance on technology, and that -- yeah. So, nervousness comes from a reliance in that way.

Krista SMITH [00:13:17] M'hm.

Lia SCANLAN [00:13:18] Yeah, and just not having done it.

Krista SMITH [00:13:19] Okay.

Lia SCANLAN [00:13:19] Yeah.

Krista SMITH [00:13:20] Okay. All right.

So, anything -- during the, say, 13 hours, right?

Lia SCANLAN [00:13:39] Yeah.

Krista SMITH [00:13:40] I mean you know you came on in the morning of Sunday. Were you involved in any conversations mentioning alerting?

Lia SCANLAN [00:13:48] No.

Krista SMITH [00:13:49] Or sending an emergency alert?

Lia SCANLAN [00:13:50] No.

Krista SMITH [00:13:51] Okay. Okay. And I think that's all I have on that.

Paul THOMPSON [00:14:01] Yeah, I don't have any.

Krista SMITH [00:14:02] Okay.

Does that feel like -- yeah. So, like, you haven't -- in the course of your regular duties, do you end up having conversations with other agencies such as the EMO, about, I guess, maybe Amber Alerting?

Lia SCANLAN [00:14:16] Yeah. No, I've never talked to EMO in my life, other than -- yeah, and the only time I would have ever previously talked to EMO, ---

Krista SMITH [00:14:24] Yeah.

Lia SCANLAN [00:14:25] --- would be during a hurricane.

Krista SMITH [00:14:26] Okay.

Lia SCANLAN [00:14:27] Or a storm.

Krista SMITH [00:14:28] Yeah.

Lia SCANLAN [00:14:28] Or, like, that would be it.

Krista SMITH [00:14:29] Okay.

Lia SCANLAN [00:14:29] EMO is ---

Krista SMITH [00:14:31] Yeah.

Lia SCANLAN [00:14:32] Now, post-Portapique, different story.

Krista SMITH [00:14:36] Yeah, so maybe we should just touch on that while we're here real quick.

Lia SCANLAN [00:14:39] Yeah. So, I think what -- and this is just, like, how I see it and know what is my experience.

Krista SMITH [00:14:50] M'hm.

Lia SCANLAN [00:14:51] [REDACTED] C-1

So, on April 21, to state, "Yeah, we had people ready -- we had people ready, ready to send the alert. For a few hours they were sitting there, and phone calls were made." Okay. In like, full stop, period. "Well, yeah, we were..." And then he says, like, "We're waiting for the information from the RCMP because in order to send out the alert, we need the information." Full stop, period.

[REDACTED] C-1

So, to state that, was very factually correct, because correct, let's say -- let's just say factually correct. I'm assuming so; I don't think you're lying. Let's say, okay, you had people there and I'm sure you guys had figured all that out. But, yes, you made phone calls. But like, my thing is, is so what? Like, that's truthfully what I wanted to say and what -- I still feel that way. Like, I had disdain for that person because it's like talking about something that we truthfully, we as a collective, everyone, didn't have it as a tool in our toolbox. There's a reason why policy has been developed across Canada now, and why every police agency was scrambling, why -- so since Portapique. Why I was involved in way too many, way too many meetings with the Province of Nova Scotia including EMO and all the chiefs of police in Nova Scotia, where people who have no clue about policing an emergency situation, are trying to figure out how they're going to roll this out and do it on behalf of police agencies. And oh my God.

It was, like, it was so frustrating and the lack of understanding of, like, how an alert would work in a policing environment was so bad that I asked to be removed from all meetings. [REDACTED] C-1

Krista SMITH [00:16:54] M'hm.

Lia SCANLAN [00:16:57] So I just have a -- yeah. So, for me the Alert Ready, like, the implication that had been made by the Province -- ah, it pisses me off to no end. Because they -- yes, he changed the narrative. He did. And whether or not people eventually were like, "Oh, what about that thing, that COVID thing that went out before, would that have been helpful?" Yeah, okay, it would have been useful.

But my other thing is -- because we're all speaking hypothetical -- hypothetically, if I think about -- I wouldn't say this broadly but, like, if I'm thinking about, I'm glad, truthfully, that there was no alert because if you talk to some of the members in the scenarios that they were in, I -- my hypothetical mind goes to, like, what the hell would have happened if an alert went out?

Truthfully, what would have happened? I think you would -- my gut? You would have more dead police officers because this is rural policing. And that's another thing that people don't understand outside of Nova Scotia: You're in Nova Scotia; this is central. Like, unless you've worked in a police service where you're in a rural policing community where there's, like, a few officers, people handle shit themselves. And that's just how it goes. We've seen it countless times in this organization. Like, I'm sure there's -- God, I'm sure it almost happened in this. Like, if -- people handle shit themselves. So, you know, I had a member call me and they were petrified to be on the road.

Krista SMITH [00:18:26] M'hm.

Lia SCANLAN [00:18:27] They thought that they were going to get killed because of it being public that it was a police officer. So, you know, you go ahead and had an alert gone out, I mean -- anyways, I just -- and there's just so many implications of the noise and people hiding in the woods and all that stuff that, like, an alert would have -- to say that an alert would have -- it's great to have the alert as another tool in our toolbox now.

Krista SMITH [00:18:53] M'hm.

Lia SCANLAN [00:18:54] Do I think that the alert is going -- yeah, I just don't think that -- people just want to find the end-all and be-all that would have saved a lot of people's lives. I just don't think this is it, but everybody's hanging their hat on it, [REDACTED] C-1 [REDACTED].

And it was damaging, [REDACTED] C-1 [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

The reality is, is there was no policy in place. If I didn't know about it, it didn't exist as a tool, period. Like, it just didn't exist. So, for people to call and say, "Why didn't an alert go out?" Yeah.

Krista SMITH [00:19:53] So ---

Lia SCANLAN [00:19:54] [REDACTED] C-1 [REDACTED]
[REDACTED]

Krista SMITH [00:19:57] Sounds like it might be irritating for you.

Lia SCANLAN [00:19:59] Well, [REDACTED] C-1 [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED].

Krista SMITH [00:20:13] M'hm.

Lia SCANLAN [00:20:16] [REDACTED] C-1 [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] C-1 [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Anyway, I'm not going to speak on behalf of Chris, but...

Krista SMITH [00:20:35] M'hm. So, did it come as kind of a shock when the Premier ---

Lia SCANLAN [00:20:44] [REDACTED] C-1 [REDACTED]

Krista SMITH [00:20:44] --- made the ---

Lia SCANLAN [00:20:45] --- [REDACTED] C-1 [REDACTED] Yeah. Shock? Shock that it was coming from our provincial government.

Krista SMITH [00:20:50] Yeah.

Lia SCANLAN [00:20:51] [REDACTED] C-1 [REDACTED]
[REDACTED]

[REDACTED] C-1 [REDACTED]
[REDACTED]
[REDACTED], Minister Blair. All these people, the Prime Minister,
they were weighing in on what we could and couldn't say. [REDACTED] C-1 [REDACTED]
[REDACTED]

But at the same time, I might not have made that decision because you have tonnes of dead people and is that right thing to do, is fight a battler in public when you have tonnes of dead people over nitpicking? No. So, you just take it on the upper chin. Well, it's the upper chin that's costing people their sanity and mental stability. [REDACTED] C-1 [REDACTED] But he definitely didn't help the cause.

Krista SMITH [00:22:56] Yeah.

Lia SCANLAN [00:22:57] He had a huge part to play. And, like, I read it over and over. Like, I just read his comments over and over recently, and I was like, are you joking? Because, factually, he was very safe; "We had people ready to go."

And my other thing is -- and again, I don't know if anyone challenged him because I wasn't watching the news; I was trying to do my job. But, you know, if they owned this and if they owned this system -- which they did, actually. They owned the system, and it was such a tool that would have saved so many lives. Like, why did you sit on it for so long? Like, aren't you our partner? Aren't you Emergency Management Office?

[REDACTED] C-1 [REDACTED] "We made phone calls to the RCMP." Who the hell are you calling? Like, you calling someone in charge in the management team? Like -- because there was no policy in place because if you think there was a policy and we were aware of it, you're not [REDACTED] C-1 [REDACTED]
[REDACTED]
[REDACTED]

Krista SMITH [00:24:12] So can we talk a little bit about what was done after the offence.

Lia SCANLAN [00:24:19] M'hm.

Krista SMITH [00:24:20] You said you went to far too many meetings.

Lia SCANLAN [00:24:23] Oh, yeah.

Krista SMITH [00:24:23] So I had seen just in all of our documents ---

Lia SCANLAN [00:24:24] Yeah.

Krista SMITH [00:24:26] --- there's mention of, like, it looks like Dustine started a working group, maybe?

Lia SCANLAN [00:24:31] Yeah.

Krista SMITH [00:24:32] Were you going to those?

Lia SCANLAN [00:24:33] I was for a bit. I bowed out.

Krista SMITH [00:24:35] Yeah.

Lia SCANLAN [00:24:36] They were so unproductive. They were made a priority by the Province of Nova Scotia.

Krista SMITH [00:24:43] Okay. So, were they -- I guess that's where I'm trying to get clear is; maybe there was a few different initiatives going on? I'm still trying to figure that out.

Lia SCANLAN [00:24:49] M'hm.

Krista SMITH [00:24:49] So if Dustine started something or if EMO, the Province started something.

Lia SCANLAN [00:24:55] I don't know ---

Krista SMITH [00:24:55] Or maybe you don't know.

Lia SCANLAN [00:24:56] --- if we started something on our own. I know that Dustine took it immediately up -- like, we get on stuff right away, so Dustine had the group here. Because we decided that we weren't going to wait for the Province of Nova Scotia. Chris Leather should be, like, praised for the work -- he's the reason that there's any sort of ownership of the emergency alert. Like, he was the one -- the RCMP was gathering all the Nova Scotia chiefs together, and there's tonnes of this on the record -- gathering all the Nova Scotia chiefs together to talk about -- in absence of the Province because they wouldn't meet and kept pushing it off, although it was a priority. Well, no, you guys gear it up; we'll send so-and-so.

So, Chris just -- we were like, okay, forget it. Because I kept saying -- I was afraid something like Portapique was going to happen again, like, in short order, or any incident, but I was really concerned that there was going to be, like, a copycat and I was thinking, like, because of the Premier's comments, the public -- he misguided the public's expectation. So, the public now expects in an emergency or a policing incident that they're going to receive an emergency alert, and we're no further ahead because the Province is not moving on this, or making any decisions, or keeps pushing it off.

C-1



And so, you'll see in his notes, in his records, like all that. And it was, like -- it was craziness. And, then again, Chris is driving, and then finally the province is, "Okay, we're going to meet. We're going to bring all the chiefs of police together." When we finally got them to understand that, "This is your sandbox and you guys need to create the policy. You guys need to roll this out. Because we're going to go on our own if you don't." Like, that's why Chris -- you know, there's tonnes of records. Yes, we were asking them to own it, and I was part of that. I was

asking to own it. I'm like, "Can we just own it? Can we just take this from them?" And you can't just do that.

Like -- but the public's expectations were so mismanaged. And they still are. Like, they actually still are with what they think that it can achieve. Thank God in July we got ownership of it. But think about that. If that doesn't speak volumes to the facts of this, that an incident happens in April 2020, it's so easy that the -- like, "Why don't the RCMP just send us the information? We need their information to send it out." And there's police agencies, like us and HRP don't get ownership until July of 2021? Like, that's -- says it all. And I don't even know what the other police agencies will do, and I have no doubt they'll call us.

Krista SMITH [00:28:03] And prior to the events, were you aware of any discussions around ownership of the system? I mean, ---

Lia SCANLAN [00:28:11] No, not at all. No at all. No discussions about ownership of the system.

Krista SMITH [00:28:16] Okay.

Lia SCANLAN [00:28:18] Because I probably would have had issue with it. And I still communicated my issues with the Province of Nova Scotia. And when I say the Province, EMO was a part of these meetings and the discussion that they needed to come out with messaging to the public because what we don't need is the public -- and it's happening, and it happened exactly as we expected, but we're not working all together right now. So, what happens is; if something happens, where's the alert? Where's the alert?

We don't do business that way. We've always communicated on social media. It's been a best practice; it's been defined as a best practice, and show me a better practice in policing? There isn't one. Is it a great surplus to have now? Yes, now that we know about it, okay, wonderful. We'll add that to the things. But I guarantee you we're going to be Alert Ready every time. And in no way, like, our critical incident checklist, Alert Ready doesn't supersede our ability to do that. Like, we're never going to say, "Oh, wait, there's an Alert Ready going out, we have to wait for that." No, we're not waiting for that. Ever.

And if we -- that's just a -- because we -- we do this -- so maybe there'll be a day when Alert Ready and us, like, it changes, but as of right now, if there is an incident, now that we own the system, yeah, an Alert Ready is going to go and we'll be timely with it. We're not calling six people, hoping that there's someone working and they don't do overnight shifts and whatnot. It's going to go. So, yeah, you'll mirror your messaging up when it makes sense to but it's not -- it's like translation; the information's got to get out.

Krista SMITH [00:29:54] Right.

Lia SCANLAN [00:29:56] Yeah.

Krista SMITH [00:29:57] And you were saying how frustrating it was because you're coming from an operational perspective, ---

Lia SCANLAN [00:30:03] Yeah.

Krista SMITH [00:30:04] --- sitting in on some of these meetings. So, what were some of the things that it felt like they just weren't getting?

Lia SCANLAN [00:30:12] The timeliness of getting information out in a police-related incident. So -- well -- so before owning a system, God, that was like a pipedream.

Krista SMITH [00:30:23] M'hm.

Lia SCANLAN [00:30:24] Thank God, folks here succeeded in getting that because it needed to happen. Because it -- "Well, here's what we could do, well, yeah, we could have someone on 24 hours and then you know, you just make a phone call to this person, but it's got to be limited to this many characters." "Well, then, we'd have to get that confirmed there. And then you have to dump it into the system." Like, all I see is seconds, and then minutes. And, like, I just let people talk because, in fairness to them, they don't work in our environment and it's like, no, that's just not how it works. But they, all the players around the table, again, in their fairness, they believed a lot of bullshit. They did. And so, it was crappy to be the person that was always like, "Yeah. No, that's not going to work. That is not going to work."

And I have a huge issue with the character restriction. I really do. And, I mean, an Alert Ready where -- thank God. Think about -- we can't attach a file. Like, that was the other thing. I'm like -- when I found out about Alert Ready, I just assumed that -- I didn't realize there was character restrictions or, like, you couldn't attach a photo.

Krista SMITH [00:31:38] M'hm.

Lia SCANLAN [00:31:40] Oh my God! Like, are you joking? Not in policing. Yes, that's great in a hurricane or in flood or a -- for the things that they were developed for. That's why you have police services across Canada scrambling because it didn't just mislead public expectations in Nova Scotia, it did across Canada, arguably, North America in some places.

So now you have police agencies trying to go "How is this going to work for us?" Like, you know what I mean? Like, an Amber Alert, it's great. Putting out a photo of someone. You really just need those characters; blue hair -- blue eyes, brown -- like it's very, like, a canned-type thing. It's not an evolving situation where you're getting -- you need to give out constant information.

So that's my other issue with Alert Ready. And like I -- something that people need to be considerate of and careful of; in a situation like this once you look at our timeline of tweets; how is that going to work in an Alert Ready situation? Like, I'm -- I'm -- that's why I hope that police agencies continue to realize that they need to use social media. Because if you have real-time tweets, and then you look at those and then you think of an Alert Ready. What; are you going to

send 50 alerts, like, or 20 alerts, however many? Like, it's just -- Lockdown necessary. Lockdown..." It's just pure nuttiness.

C-1

C-1

Krista SMITH [00:33:44] M'hm.

Lia SCANLAN [00:33:46] So, yeah. Oh, and that's just one thing. We could go on about all the stuff that was said that was ridiculous. A lot of it's in my notes, and I'm sure -- yeah, it's just -- and just different chiefs of police that don't -- you know, the other thing is, you know, a lot of these chase scenarios (indiscernible) from Nova Scotia don't have social media. Like, they don't have social media, so, again, you're -- we talk about, like, we're around this table and there's no representatives from other police agencies; it's me, RCMP, and HRP, and then you've got Cape Breton Regional Police. Because we're the three bigger and then we have a police service.

C-1

C-1

I think that the Premier was briefed incorrectly on the 18th and 19th. I believe that there was people in -- my understanding, there's people -- I know I had a conversation with someone -- that misinformed him, his office, and they went on that. And I don't think that this Inquiry should be about whether or not there was conversation between the RCMP and the Province of Nova Scotia about the alert system over the years. The reality from that day, it wasn't a tool for police agencies to use, period.

Krista SMITH [00:35:55] M'hm. Okay, I think that ---

Lia SCANLAN [00:35:56] Yeah.

Krista SMITH [00:35:56] --- helps me with big picture stuff.

Do you have (indiscernible) ready?

Paul THOMPSON [00:36:02] Since then, ---

Lia SCANLAN [00:36:02] Yeah.

Paul THOMPSON [00:36:03] --- what's your knowledge on; have they ever done any mock emergency scenarios, different type of emergency police scenarios, and used the alert as an -- and just sent it out, like, as a -- not a real situation but a training exercise, and notified the public, "Hey, we're going to have this mock alert"?

Lia SCANLAN [00:36:23] The Province of Nova Scotia, to my awareness, hasn't. But you'd have to ask them that. And I think that if they did a mock alert, like, we would have received it as citizens, and I've never seen anything like that.

Paul THOMPSON [00:36:35] A round table, what type of exercises?

Lia SCANLAN [00:36:38] [REDACTED] C-1

Paul THOMPSON [00:36:41] Right.

Lia SCANLAN [00:36:43] [REDACTED] C-1 So, I was here from April 20th to January 16th, no. But that was because there was still no, even, ground rules on how Alert Ready was going to be used. So when I left on January 16th, one of, like, my biggest stressors on -- at that time was the risk inherent with this position, and I wasn't willing to continue to allow, like, the Province of Nova Scotia to, like, delay this or, like, "Well, we'll talk about it in another two weeks." And I kept going home and saying, "Oh my God, something's happening in the next two weeks and the public thinks this and it's going to be on me, like, as an individual."

And so I would say that that risk, it was great. And I used to say -- I would sit with the management team and, like, they were sick of hearing me because -- Chris Leather deserves a medal for his, oh my God, mental ability to just continue to push this and push this and push this because, again, he's the Criminal Operations Officer. So, everyone's going to be looking at him, like, "Well, why didn't you issue, like, an emergency alert?" "Well, because we still haven't got anything from the Province of Nova Scotia on how this is going to work in a police-related situation."

And what we knew, though, is that it certainly couldn't live with them. Like, you cannot be calling one dude who works eight hours a day. Like, the fact that you had to explain that was, like, oh Jesus, this is what we're working with here.

So, you finally get past these, okay, policing is 20 percent. Okay, well, we can have, like, a shift, a rotational shift. And then, you know, you have to send us the stuff and we count your characters. Like, no.

Paul THOMPSON [00:38:29] Yeah.

Lia SCANLAN [00:38:33] [REDACTED] C-1. I was like, yes, we have it, we own it. Or like we can do it. I don't know if we own it but we can do it. Like, we can issue them and so can HRP. Like, thank holy Hannah.

But what I can tell you is up to January 16th, you couldn't have had a round table because you couldn't even have a -- you couldn't even have, like, a logical discussion about it. And you can ask Chief Kinsella that. This isn't just about the RCMP. Like, it was frustration on a whole other level for people that understood policing.

Paul THOMPSON [00:39:06] Yeah.

Lia SCANLAN [00:39:07] And EMO, I'm sure they're going to show it. But they're all hung up on, like, "Well, you know, we had this system back in whenever, and so and so might have done a presentation." Oh my God! What are you talking about? The reality is, it didn't exist; we did not have it as a tool in our toolbox.

Krista SMITH [00:39:21] M'hm.

Paul THOMPSON [00:39:21] M'hm. Yeah.

Lia SCANLAN [00:39:25] And the Premier knew that, and so did the Minister of Justice. [REDACTED] C-1

Krista SMITH [00:39:34] Okay.

Paul THOMPSON [00:39:35] I can't think of anything else on the Alert Ready.

Krista SMITH [00:39:37] Okay, all right.

Well, I think I kind of want to turn to timeline. I don't know if -- should we just forge on in absence, or has there been any development?

Lia SCANLAN [00:39:50] I (indiscernible) again.

Patricia MacPHEE [00:39:55] I'm just waiting to hear from Chantal.

Krista SMITH [00:39:57] Okay.

Patricia MacPHEE [00:39:58] I don't know if she can -- if she's been able to reach out to ---

Krista SMITH [00:40:05] So do you know what the GOC number is?

Lia SCANLAN [00:40:08] Yeah.

Krista SMITH [00:40:09] What is it?

Patricia MacPHEE [00:40:10] --- Well, I do have (indiscernible) that's what I mean (indiscernible) the GOC numbers. So, if you get online, you can look it up.

Krista SMITH [00:40:22] I'm going to pause, okay?

Paul THOMPSON [00:40:23] Yeah, I'll shut this off.

Twelve forty-eight (12:48) we're stopping.

--- Upon recessing at 12:48 p.m.

SCANLAN, Lia_20220202_AUD_Interview_Part3of4.MP3

Paul THOMPSON [00:00:01] It's 1:16 p.m.; we're just going to resume here.

Lia?

Krista SMITH [00:00:07] Okay. So, we're going to just kind of turn back to the 18th and the 19th

Lia SCANLAN [00:00:12] Sure, yeah.

Krista SMITH [00:00:13] --- and how things unfolded. Let me see here. Okay.

Okay. So, I was imagining that we may -- you may want to be referring to your notes ---

Lia SCANLAN [00:00:33] Yeah.

Krista SMITH [00:00:33] --- as well. Just because I have to go over, like -- and we did this a bit last time, ---

Lia SCANLAN [00:00:39] Sure.

Krista SMITH [00:00:39] --- but, like, remembering what time it was when you had X-conversation or...

Lia SCANLAN [00:00:44] Sure.

Krista SMITH [00:00:45] Okay.

Lia SCANLAN [00:00:47] So if you say the number, I can go to it.

Paul THOMPSON [00:00:50] Just for the record, Krista, do you want to just put the GOC number that she's referring to on there, just for the record so ---

Krista SMITH [00:00:56] For sure.

So, we're looking at GOC 00063210 0001, which is a timeline that Lia Scanlan prepared immediately, I guess, after the events concluded?

Lia SCANLAN [00:01:12] (indiscernible) document. So immediately we started, and we kept adding until communications on the file ---

Krista SMITH [00:01:14] M'hm. Okay. All right.

[00:01:20 - SHORT PAUSE]

Krista SMITH [00:01:34] Sorry; I'm just ---

Lia SCANLAN [00:01:35] No, no, that's okay. And then I -- because I -- I'll correct that. It didn't -- it doesn't end where communications ended; the file concluded in, what was it, January -- December of 2020, I think our investigation concluded.

Krista SMITH [00:01:47] M'hm.

Lia SCANLAN [00:01:48] So that's not included in here, but we stopped the timeline on 06 04.

Krista SMITH [00:01:58] Okay. I'm just opening -- I'm opening a handwritten note ---

Lia SCANLAN [00:02:04] Sure.

Krista SMITH [00:02:05] --- document. Of course, I should have the GOC number (indiscernible).

[00:02:10 - SHORT PAUSE]

Krista SMITH [00:02:45] Okay.

Paul THOMPSON [00:02:56] You know, 06 04, just for the record, Lia, is what month and day? June 4th or April 6th?

Lia SCANLAN [00:03:04] Yeah. Yeah.

Krista SMITH [00:03:22] Okay. I think the really key time that we want to focus in on -- I was just looking through ---

Lia SCANLAN [00:03:29] Sure.

Krista SMITH [00:03:29] --- some of the participants' feedback, and they have some questions around timing of when you spoke to S/Sgt. Ray Hill first. But I can see from your written notes there's -- you've written a time in there.

Lia SCANLAN [00:03:42] Yeah.

Krista SMITH [00:03:43] So I think we'll do our best with looking at the documents ---

Lia SCANLAN [00:03:47] Okay.

Krista SMITH [00:03:48] --- to figure out what the best time is. So -- or what the most accurate time is.

I think what we want to clarify is really once you had the information about the mock cruiser, and the timing of how all that rolled out.

Lia SCANLAN [00:04:10] Yeah.

Krista SMITH [00:04:11] I don't know if, actually, that document -- because it shows when it goes out.

Lia SCANLAN [00:04:16] Yeah.

Krista SMITH [00:04:17] So people are really interested in the 10:17 tweet that you'll see in there. And so that is ---

Lia SCANLAN [00:04:24] "Wortman may be driving what appears to be an RCMP vehicle and may be wearing an RCMP uniform." (As read)

Krista SMITH [00:04:29] M'hm.

Lia SCANLAN [00:04:30] "There's one difference between..." -- yeah.

Krista SMITH [00:04:35] Yeah. And so, you know, we've -- in reviewing all the documents and interviewing people, we've been trying to put the timeline together.

So it looks like S/Sgt. Halliday approved the content of that tweet at 48? So, what we have ---

Lia SCANLAN [00:04:58] Like, 9:48?

Krista SMITH [00:04:59] Yeah. Yeah, 9:49, yeah.

So 9:40 a draft tweet was prepared by Cpl. Clarke, with a photo of the perpetrator's mock cruiser, and then I think you -- not you, necessarily; it might have been you -- trying to reach out to Addie MacCallum to, like, probably get approval to release it?

Lia SCANLAN [00:05:23] Probably not. I would have -- I probably was just -- I was keeping regular contact with Addie ---

Krista SMITH [00:05:26] Yeah.

Lia SCANLAN [00:05:27] --- so it wouldn't have been ---

Krista SMITH [00:05:28] Could it have been Cpl. Clarke who ---

Lia SCANLAN [00:05:31] Jen treated that one herself. Like, Jen hit send on that one.

Krista SMITH [00:05:33] M'hm.

Lia SCANLAN [00:05:33] My conversation with Addie, it wouldn't have been -- like, Jen tweeted that, so Jen would have been getting the approval. She had the conversation with Steve. So if Jen needed approval, she would have rhymed it off. Like, I may have talked to Addie. I don't know if I talked to Addie about that tweet.

Krista SMITH [00:05:55] Okay. So is that -- that's number seven on the ---

Lia SCANLAN [00:05:59] Yeah.

Krista SMITH [00:05:59] --- Twitter.

Lia SCANLAN [00:05:59] Twitter update 10:17 is when it is recorded.

Krista SMITH [00:06:02] Okay. And so, it says, "Jen Clarke, Lia approved."

Lia SCANLAN [00:06:06] "Jen Clarke, Lia approved."

Krista SMITH [00:06:06] Yeah.

Lia SCANLAN [00:06:07] So Jen reads it to me. And I say go.

Krista SMITH [00:06:08] Okay.

Lia SCANLAN [00:06:10] Yeah. And I might have even looked at it because I remember seeing the call number but I don't know if I saw the call number after it was posted or if I saw it in an email.

Krista SMITH [00:06:18] Okay.

Lia SCANLAN [00:06:19] There's a circle -- if that's the one, there's a circle around it and ---

Krista SMITH [00:06:20] Yeah.

Lia SCANLAN [00:06:21] --- a call number.

Krista SMITH [00:06:21] Yeah.

Lia SCANLAN [00:06:22] Yeah. So, what has to be accounted for, and this is for Jen to speak to, but Jen has an image, she's obtaining an image. So, he might have approved the wording of the tweet, but the tweet was accompanied -- I don't know if it was that tweet, I'm pretty sure it was, there's a picture of the car.

Krista SMITH [00:06:42] Yeah.

Lia SCANLAN [00:06:43] And there was a circle around a call number. So ---

Krista SMITH [00:06:45] It's that photo, yeah.

Lia SCANLAN [00:06:46] Okay. I don't have the photo in this ---

Krista SMITH [00:06:49] Yeah.

Lia SCANLAN [00:06:49] --- timeline but -- so there'd be time for that. I can't speak to the difference in time for Jen.

Krista SMITH [00:06:56] M'hm.

Lia SCANLAN [00:06:59] If I look at -- advising people to avoid ---

Krista SMITH [00:07:04] So I think the participants have a keen interest in this sort of 28-minute delay between 9:49 and 10:18 or 10:17, sorry, when the tweet went out.

Lia SCANLAN [00:07:28] Yeah. And I can't -- I truthfully cannot speak to that.

Krista SMITH [00:07:30] Yeah.

Lia SCANLAN [00:07:31] There's no -- Jen, ---

Krista SMITH [00:07:37] Yeah.

Lia SCANLAN [00:07:38] --- Jen can, but I don't know if that -- he may have approved that tweet, but she could have -- like, I don't know if she had other conversations with other people. Like, I have no idea. So, when Jen says it to me, like, Jen -- when I approve a tweet I'm not like, "When did that information come in? What time did you receive it?" I'm like, "Yeah, go. Go with it."

Krista SMITH [00:07:57] Right. Right. So just looking at the timeline document ---

Lia SCANLAN [00:08:03] Yeah.

Krista SMITH [00:08:03] --- 63210, I mean, part of what's interesting to me is like if you look at number 5, you have the Hidden Hilltop Campground mentioned. And then we've got six minutes later -- oh, that's Facebook; sorry. And then you've got Twitter. And then the next one is 10:17.

So, I think the question came up that, you know, that tweet that went out at 10:04 ---

Lia SCANLAN [00:08:34] Yeah.

Krista SMITH [00:08:35] --- doesn't mention a mock cruiser at all. And we know that it had been authorized by S/Sgt. Halliday ---

Lia SCANLAN [00:08:42] Yeah.

Krista SMITH [00:08:43] --- that that information could be released. So, I think we're just trying to understand ---

Lia SCANLAN [00:08:50] Right. So, I can offer some of what I think the context would be, is that we have Regis tweeting and Jen tweeting, and me, like, at the beginning.

Krista SMITH [00:09:04] Yeah.

Lia SCANLAN [00:09:05] But everyone's at their homes. So, you're not on a conference call where everyone has the same information. So, Regis; I guarantee you that Regis put out the -- like, we went off what we could best recollect but -- so on number 5, you'll see that Regis's name isn't beside it. But I would bet that she was going to tweet out at 10:04, that advising people to avoid Highway 4 near Hidden Hilltop.

We weren't on a conference call because everyone's making phone calls to different -- like, Jen was dealing with Steve Halliday to get information. I think Regis was oftentimes talking to Addie MacCallum, ---

Krista SMITH [00:09:45] Yeah.

Lia SCANLAN [00:09:45] --- or whoever else was in the CIC. So that's how it worked.

Krista SMITH [00:09:52] So just to make sure I got it right ---

Lia SCANLAN [00:09:53] So it wasn't just one central point.

Krista SMITH [00:09:54] Yeah. Like, everyone can tweet independent of one another on your team.

Lia SCANLAN [00:09:57] On our team.

Krista SMITH [00:09:57] Yeah.

Lia SCANLAN [00:09:59] Yeah. So, we all had Twitter up; we all -- anyone who was working, so it was me, Regis, Jen, I believe said no. I don't think we said -- because Lisa was ---

Krista SMITH [00:10:13] She'd gone home, I think.

Lia SCANLAN [00:10:14] Yeah. And what was at the site and I ordered her to go home.

Krista SMITH [00:10:17] Right.

Lia SCANLAN [00:10:17] Yeah. And so -- and then there was another lady, Cindy MacKenzie; she wasn't online.

Krista SMITH [00:10:21] Is that the same as Cindy Bayers?

Lia SCANLAN [00:10:23] No, they're two different Cindys.

Krista SMITH [00:10:24] Okay, okay.

Lia SCANLAN [00:11:0:25] Yeah. So, Cindy Bayers was online but she came on later. So it was primarily me, Regis, and -- me and Regis in the very beginning, then Jen onboarded and Cindy. And, again, it's because everyone was at home.

Krista SMITH [00:10:40] M'hm.

Lia SCANLAN [00:10:42] And none of these people were on call so you're at four different, or however many different homes and they're -- everyone's making phone calls. And they're not just making the phones calls; people are calling them.

Krista SMITH [00:10:52] M'hm.

Lia SCANLAN [00:10:53] So I don't know, if you ask Jen, I bet you Jen got that phone call. Like, I bet you Jen just got a phone call from Halliday, like, if I was a betting person, and he was like -- he's in a police cruiser. But I really, truthfully don't know. All I know is when information came to me, it went out. Like, "Yeah, go with it." So, when it says, "Lia approved" like, that would have been a verbal.

Krista SMITH [00:11:16] M'hm.

Lia SCANLAN [00:11:17] I may have even looked at a picture, but I don't think I did.

Krista SMITH [00:11:21] Okay. Well, that does explain why, you know ---

Lia SCANLAN [00:11:26] Yeah. And I'll be honest; like, we did have -- there was one point when I had everyone on the line, and I asked -- I ended it. It was this -- it was -- I mean, I'm glad I ended it because what I did is I was -- like, I'm their -- I'm their boss. So, like, they'll do what I ask and then I'm on the phone with them and their attention is getting -- it's on me, and

my whole message was, "When information comes in, it goes out. I don't give a shit who it's coming to, just get it out." So, there's going to -- I said, "All rules with regards to Twitter are -- they don't matter right now. It's information in, information out."

And so, you know, then we have -- I remember someone on the phone was like, "My line's going. My line's going." And so, I'm holding them on their line and their line was going. So, it was ---

Krista SMITH [00:12:17] What does it mean their line's going?

Lia SCANLAN [00:12:19] They had another phone call coming.

Krista SMITH [00:12:20] Okay, yes.

Lia SCANLAN [00:12:20] So I said, "Drop the call." Like, that -- and, again, I'm tying up -- like, this was during, so they took the call and I just said, "Guys, we've got to end this." That's (indiscernible) say. So that's what it was. So, there was -- yeah, we're at our houses, yeah.

And, again, something to consider, I don't know if it was the case for Jen but we're on VPN. So, VPN is a remote ability to use these tools. It consistently cycles. So oftentimes, like, you'll hit send on something and it takes minutes; there's delays. So, did that happen to me? No, not (indiscernible) had it happen to me a number of times working, yes.

Krista SMITH [00:13:04] So to post a tweet there might be several minutes of ---

Lia SCANLAN [00:13:09] Yeah. If your internet is, like, not working or toggles, or the system just crashes because you're working at home. It's not uncommon. Like, it's actually -- I don't know that it -- I don't -- it didn't happen to me. It was never raised as something that happened to anyone else, but I never asked, either.

Like, this incident, like, we -- for a while it was hard to go back and, like, talk about it. We just had to, like, keep dealing with what was coming.

Krista SMITH [00:13:34] Yeah.

Lia SCANLAN [00:13:35] So did I ever ask Jen, "What time did you receive the information about..." Like, that's the first I've ever even known about 9:49.

Krista SMITH [00:13:41] Okay.

Lia SCANLAN [00:13:42] Like, I wouldn't know that Steve Halliday gave Jen the information. We never took each other's notes and compared it.

Krista SMITH [00:13:47] M'hmm.

Lia SCANLAN [00:13:50] Or questioned that. But it would be, like, Jen could answer that.

Krista SMITH [00:13:55] Yes.

Lia SCANLAN [00:13:56] I don't know that that Jen had an issue with that.

Krista SMITH [00:13:57] Okay.

Lia SCANLAN [00:13:57] Yeah.

Krista SMITH [00:13:58] Yeah.

Lia SCANLAN [00:13:58] But with regards to communications to the public, and policing, that is a real scenario that happened. And it might not happen in urban centres; it certainly happened in Nova Scotia. Like, you just -- I could have anyone -- like, not everyone lives in the central core. (indiscernible) issues, some of our members don't have, you know?

Krista SMITH [00:14:27] Right.

Lia SCANLAN [00:14:28] But just a consideration. So, I can't offer my ---

Krista SMITH [00:14:33] So it looks like, and again, I don't have relativity available here, Trish, but there's an email chain, I guess, between -- it looks like it's between Jen Clarke and you. And the re line is:

"Approved by Steve Halliday: Tweet for approval, immediate, please: 22B11 description." (As read)

So ---

Lia SCANLAN [00:14:56] And does it have the image in it?

Krista SMITH [00:15:01] I'm guessing it does but, again, I don't think it have it up. But it's CO -- I have the Comm number. It's COMMOO16642. I'm just going to check because I tried to download all the documents that might matter during this interview, but I don't think I did that one -- or downloaded that one. But I think that's going to be probably the best we can do to nail down timing.

Lia SCANLAN [00:15:31] Time, yeah.

Krista SMITH [00:15:32] Yeah. So -- and nobody's checking their watch every second while something like this is happening, so we just do the best we can.

Lia SCANLAN [00:15:41] Yeah.

Krista SMITH [00:15:45] Yeah, I don't have it.

Patricia MacPHEE [00:15:46] Krista, did you tell me, like, you have it there, you said?

Krista SMITH [00:15:48] I don't.

Patricia MacPHEE [00:15:48] Okay. So, what is the email? What time is the email?

Krista SMITH [00:15:52] Yeah, so I don't have the time. So, I apologize. It's just my notes.

Patricia MacPHEE [00:15:55] So you're saying there was an email between Lia and Jen.

Krista SMITH [00:16:01] Yeah.

Patricia MacPHEE [00:16:02] And what does the email say?

Krista SMITH [00:16:03] Well, all I have is the re line. It says email chain -- there's an email chain and its re line is:

"Approved by Steve Halliday: Tweet for approval, immediate, please: 22B11 description." (As read)

From Jennifer Clarke to Lia Scanlan.

Patricia MacPHEE [00:16:21] Okay. Well, I guess I can print that without more info online. You have a follow-up question with respect to that email?

Krista SMITH [00:16:32] Yeah, yeah. I'm going to look at it ---

Lia SCANLAN [00:16:32] That means I would have received it and obviously looked at it.

Krista SMITH [00:16:36] Yeah.

Lia SCANLAN [00:16:36] Probably turned it over and that's probably, like -- so whatever time that was that I would have went back and said, "Yeah, approved. Go." Or we could have even been on the phone at that point. She could have called me and said, "You've got something to look at." Like, that's -- so I may have replied with a, "Go with it," or I may have verbally said it.

Krista SMITH [00:16:57] Yeah.

Lia SCANLAN [00:16:58] Yeah.

Krista SMITH [00:16:58] Okay.

Lia SCANLAN [00:16:59] But that would give you a time when -- yeah. So, if Steve approved it at 9:49, that comes to me, then that tells you when it was at least developed, yeah.

Krista SMITH [00:17:12] Okay. Yeah. And so -- and I think the thing that we're learning -- I'm learning right now is that it would have been Jen Clarke who, like, sort of posted it.

Lia SCANLAN [00:17:25] Yeah, Jen did post that one.

Krista SMITH [00:17:26] Yeah. Yeah, okay. So that's -- that helps. It helps to just ---

Lia SCANLAN [00:17:30] And that's why number 7, that's the one that says, "Jen Clarke, Lia approved."

So like even when it said, "Lia approved," I assumed that I -- like, I knew by virtue of that that when this was created, someone put "Lia approved," so I knew that that meant verbal. That's why I say, I don't know if I saw the picture, or ---

Krista SMITH [00:17:44] Yeah, yeah.

Lia SCANLAN [00:17:45] --- if I saw it afterwards. Like it's hard to remember what you saw then or after.

Krista SMITH [00:17:49] M'hm.

Lia SCANLAN [00:17:50] So that would be that email.

Krista SMITH [00:17:52] Okay. And I'm just thinking; the information was provably going fast and furious, but there's some -- there were questions around, like, at some point RCMP became aware that the cruiser had a whip antenna, for example.

Lia SCANLAN [00:18:17] A what?

Krista SMITH [00:18:18] A whip antenna. So, it's like a -- I don't know what it is.

Lia SCANLAN [00:18:22] I don't either.

Krista SMITH [00:18:22]1 --- but it's like a special antenna. Okay. So, you hadn't heard any talk of whip antennas?

Lia SCANLAN [00:18:27] No.

Paul THOMPSON [00:18:27] It's a long antenna, just ---

Krista SMITH [00:18:30] Oh yeah.

Paul THOMPSON [00:18:20] --- common on cars like rural police cars to get better reception. It's longer, physically, than a ---

Lia SCANLAN [00:18:37] I've never even ---

Krista SMITH [00:18:37] So it's like a ---

Lia SCANLAN [00:18:38] --- (indiscernible)

Krista SMITH [00:18:38] --- differentiator from your average issue car. That, and the push bar on the front. Was that ever ---

Lia SCANLAN [00:18:45] That was after the fact.

Krista SMITH [00:18:47] It was after the fact?

Lia SCANLAN [00:18:47] Yeah.

Krista SMITH [00:18:48] Okay. No, it's good to ---

Lia SCANLAN [00:18:50] So the whip antenna I've never heard of.

Krista SMITH [00:18:52] Okay.

Lia SCANLAN [00:18:55] Yeah. So, I definitely ---

Patricia MacPHEE [00:18:55] Can we stop, just for a second, ---

Krista SMITH [00:18:56] Yeah.

Patricia MacPHEE [00:18:5] --- just to scroll back.

With respect to the whip antenna, what was the issue? Like, was -- what ---

Krista SMITH [00:19:04] So the ---

Patricia MacPHEE [00:19:05] --- or how does the whip antenna come into it?

Krista SMITH [00:19:06] Yeah. So the participants' conversation at the working group meeting was that there were a few unique things that would set his mock cruiser apart from your average cruiser in Nova Scotia; and one was a whip antenna, and the other was the push bar. So, it's helpful to learn that those weren't conversations that were being had. You know, like that they were aware ---

Patricia MacPHEE [00:19:35] We weren't really understanding the relevance of the whip antenna ---

Lia SCANLAN [00:19:36] Yeah.

Patricia MacPHEE [00:19:36] --- (indiscernible) picture.

Krista SMITH [00:19:37] Yeah. Why we're talking about ---

Lia SCANLAN [00:19:38] And the push bar, I remember -- so the push bar wasn't during the incident. I remember hearing that after.

Krista SMITH [00:19:42] After.

Lia SCANLAN [00:19:44] And I feel like, yeah -- and even that, I mean, yeah. What we knew was the call number.

Krista SMITH [00:19:51] Right.

Lia SCANLAN [00:19:53] So the whip -- or the push bar, that was certainly after the fact. Like, one of the things that was ---

Krista SMITH [00:20:01] Okay, right. So, then I'm just going to soldier on here. Let me find the next reference, tweet number and get that document.

So 11:06 there was a tweet, I think. I hope. So, there was a news release; 11:06, the number 14.

Lia SCANLAN [00:20:30] Yeah.

Krista SMITH [00:20:34] So that was Jen Clarke again. And Cindy Bayers. Okay. So that's helpful to know.

So, there was just some question there around it reports him driving a small silver Chevrolet SUV. And, apparently, it was a Ford Explorer. So, there was some question around where that info about a small, silver Chevrolet SUV came from. But it's probably a question for Jen Clarke, if we need to look into it.

Lia SCANLAN [00:21:02] For 14?

Krista SMITH [00:21:03] Yeah.

Lia SCANLAN [00:21:04] Yeah, that would be Cindy Bayers. And, again, based on can't speak on her behalf ---

Krista SMITH [00:21:08] Yeah.

Lia SCANLAN [00:21:10] --- but based on, like I said about Lisa earlier and talking about (indiscernible) that information was provided to...

So in a non-emergency situation, you would -- like, if you thought there was a suspect vehicle and no-one was at risk and no life was at risk, you'd go to -- you could go to, like, maybe more lengths to, like, make sure everything's accurate in this. Like, they could have said a purple airplane, and it would have gone out.

Krista SMITH [00:21:34] yeah.

Lia SCANLAN [00:21:35] Yeah. It's just one of the -- and then you just take it afterwards. So that was the information, like, she's solid. She's my 2IC; that would have been explained to her. Yeah, she would have had that. But, yeah, she would have to be asked about that, yeah.

Krista SMITH [00:21:51] Okay.

Lia SCANLAN [00:21:52] Yeah.

Krista SMITH [00:21:53] That's fine. And then number 17 where it says there was some question around the decision to use the phrase, "Now in custody".

Lia SCANLAN [00:22:04] Yeah, that's what we were told.

Krista SMITH [00:22:05] Okay.

Lia SCANLAN [00:22:06] Yeah. Like, I thought he was alive.

Krista SMITH [00:22:07] Okay.

Lia SCANLAN [00:22:09] I was -- because I can tell you I remember thinking, "Good." I want him to be -- I was pissed when I found out. Like, just personally pissed because I was thinking back -- like, obviously I was thinking about Codiac much during this [REDACTED] C-1

[REDACTED] So, I was super -- I was, like, yeah, just personally.

Krista SMITH [00:22:33] Yeah.

Lia SCANLAN [00:22:34] I thought he was alive.

Krista SMITH [00:22:34] Okay.

Lia SCANLAN [00:22:34] Yeah.

Krista SMITH [00:22:35] Right, that's all ---

Lia SCANLAN [00:22:36] Initially, yeah.

Krista SMITH [00:22:37] Right.

Lia SCANLAN [00:22:40] Yeah. Because God knows how that information gets through the channels. Like, you think about the OCC or the risk managers or the CIC, whoever gave it to Cindy.

Krista SMITH [00:22:54] M'hm.

Lia SCANLAN [00:22:55] It could have been something as basic as, “We got him” and then we go with that, quick.

Krista SMITH [00:23:01] Yeah.

Lia SCANLAN [00:22:02] Yeah.

Krista SMITH [00:23:04] Okay. So now I’m jumping back up ---

Lia SCANLAN [00:23:06] Sure.

Krista SMITH [00:23:07] --- to 11.

Lia SCANLAN [00:23:08] Yeah.

Krista SMITH [00:23:08] “News release 10:36.”

Lia SCANLAN [00:23:09] M’hm.

Krista SMITH [00:23:12] And at the bottom it has Lisa Croteau listed as the contact person.

Lia SCANLAN [00:23:18] M’hm.

Krista SMITH [00:23:19] But does that mean -- what, maybe she was still busy, like, still working that morning. Do you think she prepared this media release?

Lia SCANLAN [00:23:30] “Information available on Twitter is...” -- I would say that if she did, Cindy Bayers would have approved it.

Krista SMITH [00:23:37] Okay. So, I think ---

Lia SCANLAN [00:23:40] Or, yeah. Maybe, maybe not.

Krista SMITH [00:23:41] That’s okay. You don’t need to guess or anything.

Lia SCANLAN [00:23:45] Yeah.

Krista SMITH [00:23:46] We’re just trying to get what we can for detail.

Lia SCANLAN [00:23:50] Yeah, I would guess Cindy Bayers. Yeah.

Krista SMITH [00:23:51] Okay.

Lia SCANLAN [00:23:52] Yeah.

Krista SMITH [00:23:54] Do you know -- do you remember if you saw the media release before it went out?

Lia SCANLAN [00:24:01] I don't remember.

Krista SMITH [00:24:02] Okay.

Lia SCANLAN [00:24:03] Yeah. Yeah.

Krista SMITH [00:24:06] Okay.

Lia SCANLAN [00:24:10] What time did that go at?

Krista SMITH [00:24:11] Ten thirty-six (10:36). So, we did -- the question has come up, like, why the media release says the active shooter -- well, it says:

"Active shooter investigation in Portapique. Residents of the area [you think Portapique] should stay inside." (As read)

But at that point we kind of knew; it was known he was here and there.

Lia SCANLAN [00:24:38] Yeah.

Krista SMITH [00:24:40] Yeah. Okay.

Lia SCANLAN [00:24:51] And I look at it as, like, true, but I just look at it and go, "Okay, well, that's a news release that went out." So, let's say that that could have been worded "Residents in Hilltop Hills," and Portapique, and all the places, it was communicated.

Krista SMITH [00:25:06] Well, I think that ---

Lia SCANLAN [00:25:08] And in the exact -- to the exact same people.

Krista SMITH [00:25:10] Right.

Lia SCANLAN [00:25:10] All of the different areas, so to stay in your -- like, so what I guess is -- what I'm saying is it wasn't just residents of Portapique that received this. It was the news that saw it. And so, the news was also communicating all the other areas. It could have said, "Residents along the highway of, like, Hidden Hilltop Campground," but again, I don't know, yeah, you've got to be careful.

Krista SMITH [00:25:36] Yeah. Well, and I think maybe my question ---

Lia SCANLAN [00:25:37] Yeah.

Krista SMITH [00:25:38] Maybe I have a question around ---

Lia SCANLAN [00:25:40] Yeah, go ahead.

Krista SMITH [00:25:41] --- the media release system and the Twitter.

Lia SCANLAN [00:25:43] Yeah.

Krista SMITH [00:25:43] Like, because -- so you have a tweet; you guys did a tweet at number 9, at 10:21, ---

Lia SCANLAN [00:25:50] Yeah.

Krista SMITH [00:25:51] --- that says, "Wortman is in central Onslow, Debert area." And so that was known at 10:21.

Lia SCANLAN [00:26:02] Yeah.

Krista SMITH [00:26:03] But then at 10:36, this media release goes out. And so, I think it's, like, maybe -- is one happening by -- one person is doing the media release, and somebody else is tweeting, is it likely that?

Lia SCANLAN [00:26:13] Likely yes. So, we were all -- it was all hands-on deck.

Krista SMITH [00:26:14] Yeah.

Lia SCANLAN [00:26:15] So this isn't going to shake out the way that people want to -- hope that it -- we're all in an operation room and we're all like -- no. We were all at home.

But what I also have to say is he was moving in a vehicle. So, at 10:36, whoever wrote that, is it -- would it have been the wrong thing to say that he was still in Debert? Because he was in a vehicle travelling this way.

Krista SMITH [00:26:41] Yeah.

Lia SCANLAN [00:26:2] So, you know. I think the reason -- if I was guessing why the reason why Portapique would have been -- that's where the incident began and there was a number of deaths that had occurred in one concentrated area. So that's my -- you know, linking it back to that. That's my guess.

Krista SMITH [00:27:00] Right.

Lia SCANLAN [00:27:01] But, yeah, like, because to say, like, Portapique, Debert, Hidden Hilltop Campground, like, he was already done and moved on. And, arguably you could say, well, he was gone from Portapique too. But what I do know is that Portapique, for us, what we learned in the morning, or, like, what we knew at that time was there was a number of deaths in that area and that's where there was a tonne of things on fire. So, truthfully, that was still an area that, like, people should still have stayed in place and sheltered in place until ---

Krista SMITH [00:27:33] Yeah.

Lia SCANLAN [00:27:34] --- until -- yeah.

Krista SMITH [00:27:35] Yeah, okay.

Lia SCANLAN [00:27:36] So I don't -- in hindsight looking at that, I could see where you would ask that question but I don't -- I don't think it's actually like, a wrong way to say it.

Krista SMITH [00:27:50] M'hmm. Okay. So those -- those were actually just the only specific questions I have about timing.

Lia SCANLAN [00:28:02] Sure.

Krista SMITH [00:28:03] Unless there's anything else you want to sort of clarify about how that went down?

Lia SCANLAN [00:28:06] No, I think it's just the most important and -- is to understand the, like you say, big picture. It's for people to have a clear understanding that this isn't -- like, we weren't just all sitting in an operation room, like, a -- we're all at home and working from VPN and working autonomously. And someone would go, "Well, that's not coordinated"; well, it's the fastest way to get information about. Like, you can come through a number of scenarios if you had just two people or just -- imagine if it was just me. Like, I'm getting phone calls and talking to people and trying to decipher what's -- you know? And keep people. Like, I'm running a team who's got to stay with the program and stay on focus.

Krista SMITH [00:28:49] Yeah, yeah.

Lia SCANLAN [00:28:50] And there's some challenges taking place here. Like, it was not an easy morning for some people. So, yeah, it was a -- and, I just -- when you have a chance, not about the timeline but take note of the first four paragraphs that I write at the beginning of that timeline. That says it; that speaks to what I'm talking about right now. And so, it's a collaborative process; it was a team effort.

Krista SMITH [00:29:15] M'hmm.

Lia SCANLAN [00:29:17] And so collaborative doesn't mean, like, all together in a room. Like, the situation means that morning, with all of us at our house on VPN.

And, again, when you're relying on technology -- I think I said this to you guys last time, I'm forever thankful that, you know, there wasn't, like, an issue with anyone's internet or there wasn't a problem. Like, but that's just how we communicate these days; we rely on technology. So, it could happen to another police service. That's just how it happens. And then you would have to -- you know, I would rely on the OCC or something at that point, you know what I mean? But -- so yeah.

Krista SMITH [00:29:52] Is there anything, any resource or anything at all that might -- that could have helped that morning go smoother? Like, part of we're trying do lessons learned, kind of thing.

Lia SCANLAN [00:30:09] No. Just let me think here. No. Go smoother. No.

Krista SMITH [00:30:17] Or like, oh, if only you'd had X it would have -- you know?

Lia SCANLAN [00:30:21] Well, one would -- like, because I remember in Indigenous protests, we did this after action, like, so lessons learned for the next time, because we knew there was one coming up soon.

Krista SMITH [00:30:31] Yeah.

Lia SCANLAN [00:30:32] And so my thing was, like, we need someone there on the scene. Well, okay, so arguably, like we did -- Lisa actually went to the scene.

Krista SMITH [00:30:40] Yeah.

Lia SCANLAN [00:30:41] Like, Lisa was there on the scene. But that was when the information wasn't -- like, he was dormant; there was no police uniform, there was none of that. So, she was a lame duck when he woke up, or came to again. You know what I mean? So, like her -- my order was to get the fuck out of there.

And she was also feeling that. And she felt very responsible for the media who had congregated to the area. And she had to remind them that she was not their personal bodyguard.

So, I often say, like, embedded is better, but embedded wouldn't have worked in this situation either because you were in Portapique and you have to be careful. Like, you can't risk the safety of employees and, like, not all of us Comms folks, we're not police officers. So, you're not -- you don't want to be a lame duck. Like, you're a really lame duck. So, no, because I even think, like, there was a time when the answer was the ability to tweet from your phones. Well, we have that ability. Nothing.

Krista SMITH [00:31:53] Okay.

Lia SCANLAN [00:31:54] Yeah.

Krista SMITH [00:31:54] Yeah.

Lia SCANLAN [00:31:56] Nothing.

Krista SMITH [00:31:56] Okay.

Do you have anything about the 18th and 19th?

Paul THOMPSON [00:31:59] No, I don't.

Krista SMITH [00:32:00] Okay.

I'm going to move on to post- ---

Lia SCANLAN [00:32:02] Sure.

Krista SMITH [00:33:04] --- post-11:30, is how I tend to think of it.

But -- so your work was far from done after he was taken into custody.

Lia SCANLAN [00:32:15] M'hm.

Krista SMITH [00:32:16] So just sort of broadly speaking, did you -- did you even -- did you have the opportunity to formulate kind of a media strategy before you had to just start going, doing?

Lia SCANLAN [00:32:32] Yeah, in my mind.

Krista SMITH [00:32:33] Okay.

Lia SCANLAN [00:32:33] Like, I knew right away. Well, because there's just certain things that I knew for sure, you know?

Krista SMITH [00:32:36] Yeah.

Lia SCANLAN [00:32:39] You know, when a member dies, the CO's speaking.

Krista SMITH [00:32:40] Yeah, okay.

Lia SCANLAN [00:32:40] Period.

Krista SMITH [00:32:41] Okay.

Lia SCANLAN [00:32:41] Whether he, she, anyone wants -- so that's just like a done deal. And then I will get it as, okay, we have a -- so we have a dead member; that's CO. It sounds very pragmatic, but it is how it goes. Then you have an incident where there's dead people; that's Criminal Operations, so the CROPs officer, so that's Chris Leather. And I knew that the number of deaths, like at that time -- like, I'm counting in my mind of what I -- I'm like, what -- like, I have a rough idea. I'm like, "This sounds like a lot of people"; you know what I mean? Like, you're just going through, so -- and it doesn't matter; we have a dead member.

So, we have what I perceive is a lot. I don't even know, I thought it was, like, eight or nine. I don't even know what I thought at the time. And then you've got a dead member; I knew it was a press conference. Because a press conference isn't -- because you get inundated with phone

calls and you have to manage the media, and the public deserves to have information and you've killed the person, so we've also killed the gunman. So, hands down, it's a press conference. So that's the media strategy, that's as far as it goes.

And so ---

Krista SMITH [00:33:56] So is it an either/or decision between sort of interviews with one-off media sources versus a press conference?

Lia SCANLAN [00:34:05] Yeah -- you would never -- like, I would never do interviews with one-off media in a situation this large because it's impossible to do it.

Krista SMITH [00:34:13] Okay.

Lia SCANLAN [00:34:14] The volume on its own is -- you would be -- the purpose of a press conference is to avoid that. Because your phone is ringing off the hook to the point that you can't -- you can no longer do your job. So, Lisa, Jen, they can't do their jobs; they can't even answer the volume of calls that they're getting, and the voice mails.

Krista SMITH [00:34:30] Yeah.

Lia SCANLAN [00:34:32] So in order to shut all their phones down, like, and not have them return all these voice mails, you do a press conference.

Krista SMITH [00:34:41] M'hm.

Lia SCANLAN [00:34:42] And that's a media strategy. So that's just what you do, yeah.

Krista SMITH [00:34:49] And how -- how did it work with National HQ at that point?

Lia SCANLAN [00:34:54] I really don't remember.

Krista SMITH [00:34:55] Okay.

Lia SCANLAN [00:35:00] I would have given -- someone probably called me, or I gave them the heads-up. I didn't get permission. And I didn't -- I would have had someone on the team notify them, or they might have called me, or wrote me. I don't remember. But that was probably the extent of it. That was probably the extent of it.

Krista SMITH [00:35:17] So would -- and maybe, I don't know if it's explicit or not, but is it kind of like -- is "H" Division, are you setting the Comms strategy, or are they giving input about it, or...?

Lia SCANLAN [00:35:32] They didn't give input to me, ---

Krista SMITH [00:35:34] Okay.

Lia SCANLAN [00:35:34] --- that I recall. And if they did, it could have been -- yeah, and if they did it would have been, "Okay, thank you, I'll use that," or, "Thanks but no thanks." You know, but I don't get to always make the final call. Like, if they say something that I disagreed with but I think it's you know, of value to mention to the CO or the CROPs officer, for them to make a decision, but in this case -- yeah, like, on that first day ---

Krista SMITH [00:35:58] Yeah.

Lia SCANLAN [00:35:59] --- you need to, you know -- no. I don't recall even -- I probably received a phone call from the Director saying, "We're here from you if we can do anything for you," that type of thing.

Krista SMITH [00:36:10] Yeah.

Lia SCANLAN [00:36:11] Or -- but I don't ever recall running things by or getting input. It was more ---

Krista SMITH [00:36:15] Okay. And do you think, or do you remember whether they were advised that the plan was for a press conference, rather than interviews? Because I guess Commissioner Lucki gave some interviews?

Lia SCANLAN [00:36:35] Oh, they certainly knew that -- yeah, so that's different.

Krista SMITH [00:36:38] Okay.

Lia SCANLAN [00:36:39] So yes. So ---

Krista SMITH [00:36:40] (indiscernible)

Lia SCANLAN [00:36:41] Yeah, no. For sure. Absolutely. If you don't do this, it's hard to understand ---

Krista SMITH [00:36:44] Yeah.

Lia SCANLAN [00:36:46] Yeah, so our strategy was to do the press conference. And because it was an ongoing investigation, we -- like, we, internally, they -- like, they develop like a command triangle, and everything had -- like to go through -- the integrity of the information was so important, and it was super fluid. And, like, that's what I think people have forgotten very easily is that we didn't know the body count. Like, the body count was rising. And then it went up and then it went down. [REDACTED] C-1 [REDACTED] Like, so we brief up to Ottawa; it's a requirement; and, arguably, on something that has the attention of the world and our political officials. This is, like, they want to know everything instantly.

So, yes, Headquarters certainly was aware, as was the Commissioner. Explicitly stated, too, that we were doing all communications, and all information had to go through the command triangle, because they verify the information. And then approved by Darren Campbell, who's a

Support Services Officer, because he's -- like, everything -- it's like a three-layer kind of fact check approach to the information as it was on that day at that time.

Krista SMITH [00:38:01] M'hm.

Lia SCANLAN [00:38:02] Yeah, it might change the next day but at that time, that's what we knew.

Krista SMITH [00:38:05] M'hm.

Lia SCANLAN [00:38:05] So, yeah, that was very much understood.

Krista SMITH [00:38:09] Okay.

Lia SCANLAN [00:38:10] And it was communicated. So those conversations also on a file like this, that's communicated via the CO to the Deputy and the Commissioner. That was very much understood.

Krista SMITH [00:38:22] Okay.

Lia SCANLAN [00:38:23] [REDACTED]

C-1

Krista SMITH [00:38:31] M'hm.

Lia SCANLAN [00:38:34] Yes, (indiscernible) big time.

Krista SMITH [00:38:37] So -- and this is the part where I'm still not clear.

Lia SCANLAN [00:38:39] M'hm.

Krista SMITH [00:38:40] So every -- all of that information was fact checked. Darren Campbell would go up ---

Lia SCANLAN [00:38:46] No, it doesn't go beyond Darren Campbell.

Krista SMITH [00:38:48] Oh, okay.

Lia SCANLAN [00:38:49] So when I say fact check, I mean there's a team internally that was created in "H" Division, Nova Scotia, and they were the investigative team on this incident.

Krista SMITH [00:38:56] Okay, okay.

Lia SCANLAN [00:38:57] And then they formed, like, a command trainable.

Krista SMITH [00:38:59] Okay.

Lia SCANLAN [00:39:00] So if we were going to do any sort of a release of information, that's who we got it from.

Krista SMITH [00:39:06] So that's ---

Lia SCANLAN [00:39:07] The investigative team.

Krista SMITH [00:39:08] Is that for the H-Strong investigation?

Lia SCANLAN [00:39:11] You got it.

Krista SMITH [00:39:11] Okay.

Lia SCANLAN [00:39:12] The -- yeah. So that whole file, that's how it worked.

Krista SMITH [00:39:15] Okay.

Lia SCANLAN [00:39:16] Very quickly you put a system in place to ensure that the information, is it accurate.

Krista SMITH [00:39:20] Yeah.

Lia SCANLAN [00:39:21] It's not like one-offs getting it, you know?

Krista SMITH [00:39:23] So how did it come to be that Commissioner Lucki ---

Lia SCANLAN [00:39:28] So she was advised not to do it, apparently, from her people. Like, you'd have to ask the folks at National Headquarters, but I did have a conversation, because she did an interview and, yeah, and spoke to something that was inaccurate, not factual, and she released information that was on a sit rep, a briefing note that went out.

Krista SMITH [00:39:53] M'hmm.

Lia SCANLAN [00:39:53] And you have to remember those are internal documents that aren't supposed to be released for the very fact of what she said was inaccurate. She releases a body count that we didn't even have. And the fam -- no-one knew. [REDACTED] C-1

[REDACTED]
[REDACTED] We deal with the fallout here. "Sorry; didn't mean to do that."

I know that it was addressed with her. And I got on the phone with -- and there's emails. I tried to document everything because I saw quickly where this is going off up there.

Krista SMITH [00:40:37] M'hmm.

Lia SCANLAN [00:40:38] So everything is inhouse. Like, I had a plethora of emails on this stuff.

Krista SMITH [00:40:42] M'hm.

Lia SCANLAN [00:40:44] Yeah. [REDACTED]

C-1

[REDACTED] And when I say "Fluid" I don't mean that we thought we were going to find more bodies. It was like we were going through structures that have yet to be -- they're burning structures, and they burnt, like, for days, burnt. So there might be something in there. Like, we gave a number; let us move through this. And just because we brief up on right now what we think we've got -- I don't even know what the number was that she said on that day [REDACTED]

C-1

Krista SMITH [00:41:35] M'hm.

Lia SCANLAN [00:41:36] And she went out and did that and knew damn well -- and it was all political pressure. That is 100 percent Minister Blair and the Prime Minister. And we have a Commissioner that does not push back.

[REDACTED]
C-1
[REDACTED]
[REDACTED]

Krista SMITH [00:42:18] Okay. So, I'm going to back up again a little bit.

Lia SCANLAN [00:42:20] M'hm.

Krista SMITH [00:42:21] And is there kind of a standard way of doing it when you know that there are casualties? Is there an attempt to, say, notify the family before it's ---

Lia SCANLAN [00:42:39] Yes, that was our mantra. That, like, guided all of our public communication.

Krista SMITH [00:42:45] So the number 10 was used at the main press conference on Sunday the 20th.

Lia SCANLAN [00:42:50] Yeah.

Krista SMITH [00:42:50] And does that mean that 10 -- like ---

Lia SCANLAN [00:42:54] Ten (10) families were notified?

Krista SMITH [00:42:55] --- those families -- I'm just trying to understand what went ---

Lia SCANLAN [00:42:57] Likely not, ---

Krista SMITH [00:42:57] Okay.

Lia SCANLAN [00:42:58] [REDACTED] C-1

Krista SMITH [00:43:00] Right. So ---

Lia SCANLAN [00:43:01] [REDACTED] C-1

Krista SMITH [00:43:03] Okay.

Lia SCANLAN [00:43:03] So they have to -- once the -- we're doing, I'm going to say no because I know for a fact that ME's office had to be -- get involved. However, of those 10 initial that they counted, [REDACTED] C-1 so there could have been the notification to the next of kin. [REDACTED] C-1

[REDACTED] C-1
[REDACTED] But there was other people, I'm sure, that people knew who it was. So, there was likely some notifications made but until there was positive IDs on all the bodies, they couldn't have made all of them. So, I'm ---

Krista SMITH [00:43:49] Yeah, so you wouldn't have released the identifies of the ---

Lia SCANLAN [00:43:53] Right. And you might not have even known the identities. So, you can't just base an identity, like, off of sometimes like a civic address or people going, "Well, I haven't heard from so and so. They're not answering their phones."

Krista SMITH [00:44:02] Right.

Lia SCANLAN [00:44:03] There's a lot, imagine, if you ---

Krista SMITH [00:44:05] Yeah.

Lia SCANLAN [00:44:05] --- notified someone? So, I can't say what the investigative team could. Because what I can tell you is that families when they were -- like, family -- families were notified -- next of kin; I shouldn't say families because that's part of the other thing we've got to remember here is a lot of the people that are speaking publicly that they didn't know -- this happens on tonnes of files; you're not the next of kin. Like, you are not the person identified as the person that we are required to inform, so -- and we had to contend with that a lot. [REDACTED] C-1

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] But I can tell you that guided all of our communication is family being informed first.

And so there's -- I've seen documents and I've seen -- had conversations where I know that families were informed of something, and then we go and say it and do the press conference, and then they come out right away and say otherwise. And that's on them, like, to live with and that's on -- I mean, there's documents and there's stuff to prove that wasn't the case.

Krista SMITH [00:45:31] And then I think I'm hearing it right that there's not necessarily a correlation or a relationship between releasing a count number of casualties; like, not actual identities but just what the number is.

Lia SCANLAN [00:45:44] Yeah.

Krista SMITH [00:45:45] And ---

Lia SCANLAN [00:45:46] In this case. But you have to remember this hasn't really been this type of case.

Krista SMITH [00:45:49] Right.

Lia SCANLAN [00:44:48] So you're talking -- the only thing -- so you're not -- I've never dealt with a count number, you know? Like -- but I can see -- so in having now dealt with this, like going forward, no, if you're providing -- if the public -- there's a vested interest. Like, the public's right to know versus need to know; I would say they have a right to know how many people that we are aware of are dead. So that's why I'm calling it a body count so at that time we're aware of 10 people. And, no, we can't confirm the identities because some of the next of kin likely haven't been notified. And it's getting in touch with these next of kin, too, that can pose challenges.

C-1

Krista SMITH [00:46:52] Okay.

Lia SCANLAN [00:46:54] C-1

Krista SMITH [00:47:14] Yeah, so I think that's why we wanted to ---

Lia SCANLAN [00:47:15] Yeah.

Krista SMITH [00:47:16] I wanted to get a better sense of what it's like between natural ---

Lia SCANLAN [00:47:19] [REDACTED] C-1

Krista SMITH [00:48:27] Yeah. Okay. So then there's -- I have a document. So, an email with -- so you were working a lot with Sharon Tessier.

Lia SCANLAN [00:49:12] Communicating a lot with her, yeah.

Krista SMITH [00:49:13] Yeah.

Lia SCANLAN [00:49:15] She was the former -- I think her title was Director of Comms for the RCMP, so she is the national ---

Krista SMITH [00:49:20] Okay. And who's Daniel...?

Lia SCANLAN [00:49:22] Daniel Bryan. So, he is -- he reports to Sharon and he is more of the media relations kind of guru. So, she's the Comms Director; I don't know what her title is, and he is -- he's got tonnes of experience with government people and knows -- knows how to help someone prepare for media. Like, he's good like that. He's got of experience. So, he's an advisor of sorts.

Krista SMITH [00:49:55] Okay.

Lia SCANLAN [00:49:57] Like, Sharon would rely on him heavily for advice.

Krista SMITH [00:50:05] Sorry.

Lia SCANLAN [00:50:09] It was most often Sharon Tessier, Daniel -- Daniel Bryan, and Jolene Bradley.

Krista SMITH [00:50:14] Yes.

Lia SCANLAN [00:50:14] Yeah.

Krista SMITH [00:50:15] Yeah, so I'm just looking at some email chain that was happening the evening of April 19th. So, the -- I've got the GOC number here, that's the best I can do at the moment.

Lia SCANLAN [00:50:27] Oh, the night of April 19th?

Krista SMITH [00:50:29] Yeah. Not -- yeah. So GOC 00028943. Okay. And so it's a back and forth, and it looks like it was Daniel Bryan responding to you. That's what I was trying to figure out.

So, you sent an email at 2121, so 9:21 ---

Lia SCANLAN [00:50:54] yeah.

Krista SMITH [00:50:55] --- the following day. It says -- so this is where you say:

"Can I request we stop changing the numbers on the victims? Please allow us to lead the release of information. It looks fragmented, inconsistent. The release of 10 was decided upon for good reason." (As read)

So -- and then:

"I spoke with the CO tonight. We'll be updating this tomorrow. We knew at the time of the press event that it was more than 10 but that is what we came to ground on for the event. That's our plan for tomorrow, to update as our members continue their jobs and discover more crime scenes and bodies." (As read)

So, I think I wanted whatever you can remember from the context around that email, ---

Lia SCANLAN [00:51:35] Yeah.

Krista SMITH [00:51:35] --- would be helpful. So, like, how did you decide on 10?

Lia SCANLAN [00:51:39] Well, because at a certain point you have to call your information final ---

Krista SMITH [00:51:41] Yeah.

Lia SCANLAN [00:51:41] --- because we do have to it translated, and we send it to translation. And we have to prepare Darren for remarks.

So, in those early days, the body count would change, and you just have to land on a number go to with for the press conference, knowing you're going to be providing an update the next day. So that's why 10 was decided upon.

Krista SMITH [00:51:59] M'hm.

Lia SCANLAN [00:52:02] And why I was telling them that is they were probably indicating to me in some sort of way -- I don't know if the Commissioner speak already at that time?

Krista SMITH [00:52:10] M'hm.

Lia SCANLAN [00:52:11] She did? There you go. So that's why I said that.

Krista SMITH [00:52:13] Yeah.

Lia SCANLAN [00:52:15] Yeah. And -- so she did it again, then. Yeah, because I was thinking it was a different time, too. So, I didn't even remember that one.

Krista SMITH [00:52:25] Okay.

Lia SCANLAN [00:52:25] Yeah.

Lia SCANLAN [00:52:27] [REDACTED] C-1 [REDACTED]
[REDACTED]
[REDACTED]

Krista SMITH [00:52:44] Yeah. So, this is actually an email chain.

Lia SCANLAN [00:52:49] [REDACTED] C-1 [REDACTED]
[REDACTED]
at least people still had faith in us that day, on the 19th. I would say it started to go downhill after the Premier's conference on the 20th and the 21st, but like people still had faith in us then. And, like, I'm just talking from an outside perspective. You go, "What the fuck are they talking about?" Because people don't know who the Commissioner is in Ottawa, who the CO is and who this person is; it's the RCMP. Like, the RCMP says there's 10, they're saying 11, it's just -- that's ludicrous. [REDACTED] C-1 [REDACTED]
[REDACTED]

Krista SMITH [00:53:30] [REDACTED] C-1 [REDACTED]

Lia SCANLAN [00:53:33] [REDACTED] C-1 [REDACTED]

Krista SMITH [00:53:35] Okay.

Lia SCANLAN [00:53:36] [REDACTED] C-1 [REDACTED]

Krista SMITH [00:53:39] Okay. So, let me just -- the sentence, if you have any ---

Lia SCANLAN [00:53:50] Yeah.

Krista SMITH [00:53:51] --- clarification or comment on the sentence:

"We knew at the time of the press event that it was more than 10 but that's what we came to ground on for the event." (As read)

Lia SCANLAN [00:53:58] Yeah. So that could have been that press event.

Krista SMITH [00:54:01] Yeah.

Lia SCANLAN [00:54:02] Like, the 19th, we would have called those notes final at a certain point.

Krista SMITH [00:54:07] Right.

Lia SCANLAN [00:54:08] And likely at the time of the press event, the investigators had uncovered a body or -- or it could have been that there was a point in time when I remember -- it stays with me. Like, there was a body that [REDACTED] C-1

Krista SMITH [00:54:32] Yeah.

Lia SCANLAN [00:54:33] Yeah. And I could -- I think it was that.

Krista SMITH [00:54:37] Yeah.

Lia SCANLAN [00:54:38] Yeah. So, there's a point in time where the body count went up, and it went down, and I remember internally people were questioning, like, how in the hell can a count of body go up and down. And I was thinking, like, just put it together. Yeah.

[REDACTED] C-1
[REDACTED]
[REDACTED]

Krista SMITH [00:55:11] Yeah, yeah.

Lia SCANLAN [00:55:12] [REDACTED] C-1 This is what did me in, this type of stuff.

Krista SMITH [00:55:20] Yeah.

Lia SCANLAN [00:55:21] You can only fight it for so long.

Krista SMITH [00:55:22] Yeah.

Lia SCANLAN [00:55:23] Yeah.

Patricia MacPHEE [00:53:24] Can we just take a break.

Paul THOMPSON [00:53:24] We sure can, yeah.

Krista SMITH [00:53:25] Yeah.

Patricia MacPHEE [00:53:26] What's the timeframe here?

Krista SMITH [00:53:28] Oh, we're getting there.

--- Upon recessing

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Paul THOMPSON [00:00:01] I'm going to resume; 2:29 p.m.

Krista SMITH [00:00:06] Okay. And so you were going to -- we just -- part of this -- part of the, you know, the purpose of making a record, I think it's helpful if other people are listening to it. So sometimes the things that are the underlying assumptions of your work aren't stated out loud.

Lia SCANLAN [00:00:25] Okay.

Krista SMITH [00:00:27] So it's important to articulate them so people can understand -- people like me, who don't understand how Strategic Comms works, you know?

Lia SCANLAN [00:00:32] M'hmm.

Krista SMITH [00:00:33] And so I think there's some -- it might help if you could explain a little bit about releasing information when in the policing world, right? Like, when there's an investigation about to happen. Do you know -- did I explain that well enough?

Paul THOMPSON [00:00:54] I think what Krista is trying to describe, I was, you know, an investigator and police officer running certain sections, and in this situation, a bunch of bad things happened in a short period of time.

Lia SCANLAN [00:01:06] Yeah.

Paul THOMPSON [00:01:08] But at the end of the day, it's a criminal investigation.

Lia SCANLAN [00:01:09] Yeah.

Paul THOMPSON [00:01:12] So I guess is there -- there must be a tough balance on the public, you want to let them know but in the back of your mind, and the investigator's mind, there's a criminal investigation that's, really, just beginning.

Lia SCANLAN [00:01:27] M'hmm.

Paul THOMPSON [00:01:28] You know, we know it was beginning about 13 hours prior. Regardless if the person is taken into custody or not, it's a criminal investigation.

Lia SCANLAN [00:01:37] Yeah.

Paul THOMPSON [00:01:38] So it would be very prudent and important to, first and foremost, is information that's released doesn't compromise the integrity of a criminal investigation. So that must have been on part of the discussions, I suppose, with the strategy behind the communication piece of the RCMP.

Lia SCANLAN [00:01:58] Yeah. Oh, 100 percent. And, like, I outlined it a lot. Like, I outlined that a lot, especially in -- I wrote a letter to the Commissioner, and I outlined what was at the forefront of everything. So, it's always the integrity of the investigation. Like, not compromising it. And I know that's a buzzword, but that's exactly what it is; not compromising the investigation.

The victims' families are people. Like, those are the three things that we considered. But in early days, in the very earliest of days it's just about getting any information that you had factually. Like, this was -- so I guess I don't know how to answer the question because, yes, all of that's considered. That's at the forefront, even, like, right until the day the investigation is complete in December. But the -- that changes over the course of, like, from the 19th of your first press conference to as the days go on and you have a robust team of people here.

You know, like in early days on the 19th, oh my God, like, we didn't even -- we're just learning. Like, we didn't even realize what has happened, I don't think, even at that time. Like, you're going, okay, we don't have body counts, things are still burning; we were still looking through buildings, structures. So it's more about what is it that we can say for kind of a certainty at this point that we're aware of. Because this wasn't in a building; this wasn't in one location. It was a mass shooting that spanned a huge landmass area. And that's -- and we didn't even really know the extent of that. Like, you have to piece it together with video footage, and that all takes time. So that's -- yeah, like that.

So, it's about -- people think that you might have something new to say every day; you really, maybe, don't. And there's other things that you have to factor in, is your ability to actually do it. Like, we have a small team of people here. Do I think it's a good media strategy to release new information every single day when you might have one new thing to update? I don't. I would never do that. You're creating a tonne of -- then you get shit on for, you have nothing to say? "Like, this is all you have to tell us?" Like, yeah, this is what we have right now, and, like, we can't change that. This is the investigation. The public doesn't understand that; the media doesn't understand that. We understand that; it's our job to do what we know is the right thing.

So there's no cut and dry approach, but what I can tell you is that you always tell the facts; you always tell the truth; you always ensure that victims' families, if there needs to be informed, you don't release names until next of kin have been notified; you don't release names until the charges have been laid. And when there's enough information to make it worthwhile for the people receiving it, and those telling it -- because at the end of the day, then you give it, then you share it. And some might go, "Well, we think you should tell us every..." Well, no, because I've done this job for years and one more piece of information that, "Oh we found..." -- I'm

making this up; "Oh, we found this lollipop." That's irrelevant. That is irrelevant information. So, it's about sharing the information.

Just because you want to know, there's a need to know and a nice to know and you know, it's like from a public safety perspective and we have an investigation. And I think people think that police -- not just in this instance, but we've always faced; "You're hiding behind protecting the integrity of the investigation." No, like, we weren't. There was nothing to hide behind. You're dealing with an investigation and it is what it is. Like, that's what you've got.

Paul THOMPSON [00:06:12] M'hm.

Lia SCANLAN [00:06:14] Not to mention these press conferences. Like, you have Darren Campbell -- so other than the first day when you have Chris and Lee, you have Darren Campbell speaking. Like, this guy is doing -- he's running Support Services; he's doing everything. The guy -- I don't think he slept in two years, honest to God.

So, he has to be able to do it -- and he would do it every day if we suggested it. Like, he would do whatever he's asked to do. But we -- I felt we were more than generous in the information that we provided. I have never seen -- and I don't even know what I would have recommended. If I went in front of a bunch of police agencies tomorrow and they said, "Your guys' press conferences were multiple hours long," that's because we were giving people everything we had.

We gave more on an active investigation than I've ever seen. Did we compromise it? You'd have to ask them. I don't think but who knows? Like, I have no idea, but we gave so much information that it was absurd when they were like, "Oh, they're telling us nothing." I couldn't believe it. Like, Jesus Christ, Darren just drew maps; he showed you a diagram. Like, it was hours.

And then we took phone calls. Like, we set up all of the media calls came in. Like, that was all through -- I used the Prime Minister's people, like their office, like how they manage the media calls. Because the whole world was watching. We had to time those press conference with the Prime Minister's stuff. Like, there's a lot more that goes into it because he was giving those daily briefings at noon every day.

Krista SMITH [00:08:04] M'hm.

Lia SCANLAN [00:08:05] And so, you know, we pushed the Prime Minister out. Like, we went well beyond -- people were looking at me like, "Shh". At what point do you say no to questions? Like, if you've ever been a part of a press conference, there's someone who's the moderator, always. And at some point, the questions get redundant, they go over and over again.

Even that, we let go on forever. Like, where the questions were cyclical and some could argue that it was poor on our part to keep letting reporters go -- or reporters and people go at Darren, like, but it was just to try to give what we had. And, yeah.

So, I don't know if that answers your question, but...

Paul THOMPSON [00:08:46] It does. It does.

Lia SCANLAN [00:08:47] Okay.

Paul THOMPSON [00:08:47] It paints a really good picture on your approach to it, so...

Lia SCANLAN [00:08:50] Yeah. And understanding in this one that people are visual, and I tell stories. Like, so I'm a storyteller, so when Darren did this, I would argue that if you look at his press conference versus any other press conference I've ever seen on a significant incident, Darren literally told it like a story. And I said this to you guys last time about setting the scene. Telling it like a storybook, so people understood. Nova Scotians don't even understand about rural Nova Scotia. And you still can't until you go there and see -- or see the videos of what it looked like.

So we were also trying to be mindful of, you know, sharing the information; we were trying to do it the best way that we could so that people in Ontario, people in New Brunswick, people in Japan; everyone could get the plot and understand the setting, and to the best of our ability, tell what we knew. And even draw it for you while we're at it, and show you pictures. So yeah. God love Darren Campbell.

Paul THOMPSON [00:10:01] That's good.

Lia SCANLAN [00:10:02] Yeah.

Krista SMITH [00:10:02] And so can you just say a little more fully what the -- there was, like, a line, a phone line? You said you were ---

Lia SCANLAN [00:10:10] Yeah. So whenever you do a press conference, you have a press conference, like, you have -- like of that nature where -- well, most often now -- so not all media can be in the room.

Krista SMITH [00:10:21] Right.

Lia SCANLAN [00:10:22] But there's a vested interest in this one internationally.

Krista SMITH [00:10:23] Okay.

Lia SCANLAN [00:10:25] So CNN, and anywhere in the world. Like, there's people all over the world. So, they -- you put out a line that they can call in, and then there's a moderator. This moderator was the one that the Prime Minister's office use, so they were able to help us in that way.

Krista SMITH [00:10:40] Okay.

Lia SCANLAN [00:10:41] So that -- it's a whole science of how they do it. Like, that's a job on itself. And so, they take the media calls and questions.

Krista SMITH [00:10:53] Okay.

Lia SCANLAN [00:10:53] And you hear his voice, like, you'll hear, like, a French guy's voice and he says, like, "Okay, we've now got..." so-and-so from blah, blah, blah. And then he asks the question to Darren.

Krista SMITH [00:11:05] Okay.

Lia SCANLAN [00:11:06] Yeah.

Krista SMITH [00:11:06] Okay. Was there -- so now, I guess, I'm moving into sort of the week after the mass casualty.

Lia SCANLAN [00:11:13] M'hm.

Krista SMITH [00:11:15] I'm sure it's all a blur.

Lia SCANLAN [00:11:16] It is, yeah. That's why I have to -- I might have to look at the timeline.

Krista SMITH [00:11:19] No, it's all good.

Lia SCANLAN [00:11:20] Because I don't (indiscernible)

Krista SMITH [00:11:22] I think I'm wondering was there -- did you feel like you formulated a strategy for, you know, those weeks that followed? Did you have a strategy, or was it more about kind of dealing with things as they came up?

Lia SCANLAN [00:11:39] Well, did I put a strategy on paper? No. But definitely formulated a strategy, and it was to keep talking to our people and to keep updating the public as long as we had information to provide, until the point at which there was no new information to share and we were repeating ourselves, and the point in time came.

Krista SMITH [00:11:59] M'hm.

Lia SCANLAN [00:12:00] And it also came when we were advised that it was probably best to stop providing, like, updates, yeah.

Krista SMITH [00:12:09] Okay. And when some information began to come out in the media that began to turn the tide of support, ---

Lia SCANLAN [00:12:21] Yeah, there was lots of information that turned the tide.

Krista SMITH [00:12:24] Yeah. So, what was your plan or your strategy when stuff like that ---

Lia SCANLAN [00:12:29] Well, they're all one-offs and you didn't often even know about them.

Krista SMITH [00:12:32] Yeah.

Lia SCANLAN [00:12:33] Like, you didn't often know about them. Like, I would hear about them -- we're just trying to get through what we need to get through.

Krista SMITH [00:12:36] Yeah.

Lia SCANLAN [00:12:37] So it's not like you had someone monitoring all the news. Well, A, you wouldn't be able to.

Krista SMITH [00:12:43] M'hm. Because it was global.

Lia SCANLAN [00:12:48] And it would come -- things would present themselves as, like, an issue. And it actually became problematic because there would be so much misinformation in the news, and then you'd have retired members writing, us getting thousands of emails a day. Like, in general, you think that -- I don't know, "You know that so-and-so is saying this?" "No, I don't." And pick your battles. Like, we're just trying to get information out. Are we going to be able to recount all 150 -- I'm making that number up -- pieces of misinformation that are out there? No. There are some that you can but it depends on who's the source, because -- well, is it the Premier? Okay. Like, that's a whole separate thing. Is it a victim's family member? Okay, are you really going to take them to task? Is that going to be your battle hill you're going to die on? Is it the person who's claimed that she's told the RCMP about so-and-so forever ago? Well, that's got to be investigated. Anyone can say anything.

Krista SMITH [00:13:56] M'hm.

Lia SCANLAN [00:13:57] So all of these pieces of information have to be investigated. By the time you get -- not you; the police have, A, the resources to put to that, do the fact -- do their investigation and come to sort of conclusion, it's dead in the water; like, it's gone.

What are you going to go back; "Remember three weeks ago when the lady was on the side of the street and CBC chose to broadcast some random person?" The question is what the media were doing. Like, why would the media just go up to random people and then report that? Why is Paul Palango still on 95.7 as a credible source. That's the problem.

Like -- so you have to come to a decision and make a recommendation, which I did, that we have a job to do. Our job is to provide information on the investigation and provide the victims' families with the information that we have. And after a certain point, that's got to be your sole -- like, that is your sole focus.

There are certain things and pieces of information that are big enough hills that you do want to die on them. And we did -- like, I'll tell you, like, in one of them was we -- the release of the -- in the courts, the court documents. Like, the public had such a misunderstanding of every time that documents were unsealed. Yeah, the (indiscernible) that was a hill. Like, I said, "Please let me have a crack at this." Because I felt like we could -- so what happened is the media would

get this information and think it was fact, and then we would get inundated. Like, my unit, the two public information officers -- [REDACTED] C-1 [REDACTED] struggled with Portapique, [REDACTED] C-1 [REDACTED] -- are getting inundated with phone calls, like, "Well, the ITO said this."

And because people didn't -- and then we're getting shit on like crazy by the public because the media's reporting all this is fact; "The RCMP are lying about this, they said this." So, I said, like, "Can we put out a statement on the ITOs?" The CO fully supports anything I'm going to recommend. So, I do it, I write it. I just locked myself in the office, wrote it. Went over, she's good with it, Chris Leather is good with it. So, the CO, CROPs officer. I don't even know if Darren Campbell saw it; I'm sure he did, he's good with it, because he saw everything. And then those things had to go through Ottawa. I think that might have been the last statement we released.

Did it make a difference? You know, perhaps not but a strategy includes a hell of a lot more stakeholders than just the media and just the public. We have our own people. Our people need to see us taking swings where we can. Like, morale's in the dumps. So -- and they're like, you know, "Why aren't you guys saying anything? Why aren't you..." Like, I can answer the why; why aren't we? Because we're not 75 people in here that are all twiddling our thumbs hoping to take on a different issue every day. This is not the reality of it. And we have to evaluate, is it worth it? And I can tell you, like, in hindsight, people would go, "Yeah, that would have been worth it." Yeah, at the time I don't know.

Would I have loved to say certain things to different stakeholders? Yes. But I can put my Lia hat off and put -- and see the big picture and go, that is not going to serve the victims' families well, or just us as the RCMP. We were already taking a shit-kicking. Was there certain ones that to this day I think we could have? M'hmm.

Krista SMITH [00:17:50] M'hmm. Sorry; just for the record; what does ITO stand for?

Lia SCANLAN [00:17:52] Information to obtain.

Krista SMITH [00:17:56] Okay. All right.

Lia SCANLAN [00:17:59] I'm not the best to give the definition of that. Like, a police officer could.

Krista SMITH [00:18:04] That's fine.

Lia SCANLAN [00:18:05] Okay.

Krista SMITH [00:18:06] I just -- yeah.

Patricia MacPHEE [00:18:09] I knew what she was talking about (indiscernible)

Krista SMITH [00:18:11] Yeah, yeah, yeah.

Paul THOMPSON [00:18:12] (indiscernible)

Krista SMITH [00:18:13] Yeah.

Paul THOMPSON [00:18:14] Yeah.

Krista SMITH [00:18:14] Okay.

Lia SCANLAN [00:18:15] And they would be, like, "Okay, we're releasing ITOs 1 through 12," and I was like, "Oh, great."

In a real -- in a non-Portapique-style incident, if you were working on an investigation and there was being ITOs released, you would have the luxury of, like, "Oh, let's take a look through these and see what issues might present themselves and prepare for them." That wasn't the case. Like, it was just like, "Okay, this is what's coming." But it was already, like -- there was already enough. Like, we had to stick to providing the information we had and there was -- you could probably list off hundreds of items generated via the media that were false. And, truthfully, if you look at some of my information that was turned over, or Jen and Lisa, where we were providing media sources, like the media -- so like, Maclean's Magazine and different -- but with information, they would ask us questions. We would give them the information, and they would print something completely different.

So, at a certain point, a decision had to be made that we were no longer communicating with them; it was done. Because it went on for weeks and weeks. And we were -- well, A, everyone was burnt out. And we just didn't have -- we didn't have the means to do it, and to what end. You were playing now a game.

Krista SMITH [00:19:44] Right.

Lia SCANLAN [00:19:45] It was a game and the media -- I've never seen anything like it. That's why I'll never work in that unit again. I will never work with the media again, ever. Like, I think it's gross. And, like, I don't even -- I have not watched the news since January 16, really, for the most part. I'm the most uninformed I've ever been in my life, and it's because I have such -- I'm so bothered by the lack of accountability on a lot of people within the media's part and the role that they played in it.

Krista SMITH [00:20:14] Yeah.

Lia SCANLAN [00:20:15] Yeah. And people know that we're bound by, like, the Federal Government and by the bosses in the Province, the bosses up there and all this. So, you can take a crack and maybe like, you know, the chief at trial will come out swinging, but in the RCMP it's probably less likely.

Krista SMITH [00:20:34] Right. So, you said that with the ITO stuff you went in your office and shut the door and you drafted a response.

Lia SCANLAN [00:20:41] Yeah.

Krista SMITH [00:20:43] And it was approved regionally. And then what happened ---

Lia SCANLAN [00:20:45] It was approved divisionally.

Krista SMITH [00:20:45] Sorry.

Lia SCANLAN [00:20:46] Divisionally, yeah.

Lia SCANLAN [00:20:46] Yeah, divisionally, yeah.

Krista SMITH [00:20:47] And then what happened when it went to Ottawa?

Lia SCANLAN [00:20:51] The -- so there wasn't -- they weren't on board with it.

Krista SMITH [00:20:59] M'hm.

Lia SCANLAN [00:21:01] Because their view -- and this is -- I don't know whether Comms was on board with it or not. My understanding is they were. But others, so like the Deputy and the Commissioner, I know certainly were -- thought that to what end. Like, what difference are you making? You're having a pissing match publicly. And my argument was that I didn't think it was a pissing match. Like, I didn't look at it as me taking on any particular agency or individual; I looked at it as a lack of understanding.

So, on the ITOs you could very clearly -- I could very clearly articulate that. Because I -- Lia Scanlan didn't quite understand ITOs prior to this.

Krista SMITH [00:21:46] M'hm.

Lia SCANLAN [00:21:47] Right? And I thought, well, again, I always try to go with, like, Joe Public.

Krista SMITH [00:21:51] M'hm.

Lia SCANLAN [00:21:52] Like -- and they don't. So let me try, and I think that -- it was long, like, long -- whatever. And at least it informed people, to a degree.

Krista SMITH [00:22:03] Okay, yeah.

Lia SCANLAN [00:22:04] So it went. It went. Like, Deputy Brennan gave it the okay, but it was the last that went, statement, until -- for a while.

Krista SMITH [00:22:18] Yeah.

Lia SCANLAN [00:22:18] M'hm.

Krista SMITH [00:22:19] And you mentioned earlier, you know, if some person in the public sort of stands up and says, "Hey, I've been talking about this person for years," so I did -- you know, in hindsight we've all kind of become aware of Brenda Forbes. Is that -- were you ---

Lia SCANLAN [00:22:37] I don't know her name.

Krista SMITH [00:22:39] Okay.

Lia SCANLAN [00:22:39] Is that her name?

Krista SMITH [00:22:39] Yeah. Well, that's one person's name who said, you know, she was --
-

Lia SCANLAN [00:22:43] I just remember seeing, like, a lady on TV and there was a guy standing next to her. It was that person. Like, I don't know if it's Brenda Forbes. Like, I don't ---

Krista SMITH [00:22:51] Sure.

Lia SCANLAN [00:22:52] --- remember the name.

Krista SMITH [00:22:55] But what was -- so was the -- I guess I'll say strategy; was the strategy just to, you know, sort of ---

Lia SCANLAN [00:23:01] No, the strategy was that's information -- so I'm now speaking on the investigation, but there was no strategy -- like, we can't say anything.

Krista SMITH [00:23:09] You can't do anything.

Lia SCANLAN [00:23:10] No, you can't say -- what you can say, and what we did say was, we're investigating that. And that's all you can say.

Krista SMITH [00:23:20] M'hmm.

Lia SCANLAN [00:23:21] Like, you actually said it, just like every other person was saying something, you know? There was lots of people that said lots of things.

Krista SMITH [00:23:25] M'hmm.

Lia SCANLAN [00:23:25] And all of those pieces of information had to go to the investigative team and be investigated. And so we said, "Yeah, that's information that we're aware of; we've been made aware of it, and our, like, H-Strong is investigating." And that's really what was happening.

Krista SMITH [00:23:40] Yeah.

Lia SCANLAN [00:23:43] Did we conclude each time -- I don't even know; we may have. We may have said something about that, but it would have been in the answer of a Q&A. It wouldn't have -- this -- these releases don't account for all the questions and answers, the one-offs, no. Like, and that's where I had to grab a hold of -- that's where I felt, "Okay, we need to rein this in. We cannot come in for the next year every day and feed this media beast," because what we were doing is now -- it was just -- you had people like Paul Palango. I mean, that guy would come with, like, 20, 30 questions a day of bullshit. And then you're asking to validate it all? It was easier after a point so say, "We are -- we're done."

Krista SMITH [00:24:27] M'hm.

Lia SCANLAN [00:24:28] "We have said all we can say."

Krista SMITH [00:24:30] So was that an "H" Division decision, or was that "H" Division and Headquarters? I'm just thinking about some emails I saw where ---

Lia SCANLAN [00:24:37] Yeah.

Krista SMITH [00:24:38] --- Brenda Lucki, I think she agreed to do a *Fifth Estate* interview and then ---

Lia SCANLAN [00:24:43] So there was ---

Krista SMITH [00:24:44] --- decided not to?

Lia SCANLAN [00:24:44] --- there was a decision divisionally to be done with those one-offs. Like, I can't remember when or -- when you literally had no more new information to share, and you knew you did everything you could, and we were not having any more press conferences and all the questions became redundant, or they were from ITOs and -- or just literally, like, fake stuff like Paul Palango-type stuff. And he -- because he was being cited as a source, all the media would pick it up, and then he would generate 40, 50, 60 news agencies and reporters calling in on one bullshit statement from, like, a Paul Palango.

So that decision was made divisionally, and I'm sure I got the support -- like, I would have communicated that with headquarters. Like, we would have -- they would have been, "Yes, God, we're surprised that you didn't come to this probably sooner, but okay."

Fifth Estate, that's, again, different. So, you look at the things, something like that, that's completely separate to these one-off questions that you're getting every day.

Yeah, we had *Fifth Estate* contact and asked us to participate in an interview.

Krista SMITH [00:26:02] M'hm.

Lia SCANLAN [00:26:03] Some people's natural inclination might be to say no to that because, you know, it's an ongoing -- but I don't make that decision or recommendation in isolation. I

meet with Darren Campbell, who's very aware of what's going on with the investigation, and I said "I think we can do this. Like, I think we have an opportunity here. You know, we can meet with them to discuss what it is they want to talk about, just so we set some ground rules, we understand what they're looking for." Like, no different than any normal interaction. And Darren was like, "Yeah, I agree." Like, he was totally -- you know?

And he was, yeah, we were going to do that. So, we set up Jen Clarke, set up a meeting that was going to take place with Darren Campbell and *The Fifth Estate*, like, probably the head producer of *Fifth Estate*. And it was to take place on, like, a Monday. Yeah, I believe it was a Monday. I might have briefed on a Friday to let them know that that was coming. And yeah, no, the Commissioner said "No" on Sunday. Or maybe even Monday; it might have been the day of. And so that -- it said no to "H" Division, so it wasn't a no to *The Fifth Estate*.

Krista SMITH [00:27:24] *The Fifth Estate*.

Lia SCANLAN [00:27:26] But I have integrity and I believe, like, you know, so I -- there's certain things that I -- yeah, I can't -- I couldn't -- you'll read Jen's email and how that was worded, our no. And the no was exactly that, like, we're not -- we're unable to participate. I don't know exactly what Jen said but it led to *The Fifth Estate* writing the Commissioner and the Commissioner and *Fifth Estate* went back and forth. And those were the emails that you're ---

Krista SMITH [00:27:58] M'hm.

Lia SCANLAN [00:27:59] And I think it speaks for itself.

Krista SMITH [00:28:02] M'hm.

Lia SCANLAN [00:28:04] Would I have loved to do that? I think, by virtue of the fact I recommended it and the CO was on board with it, yeah, I think it was an opportunity missed.

Krista SMITH [00:28:14] Yeah, okay.

Lia SCANLAN [00:28:15] But *The Fifth Estate* airs. Maybe it wasn't, that's the other thing. I understand that. There's risk in my job and I don't always make the right decision. I'm good with that. But was that an opportunity that I think we could have gone for? Sure. A lot of people disagree. My recommendation was that we did it. Darren Campbell -- if Darren Campbell looked at me and said, "Lia, here's the reasons why that is a bad idea for our investigation"; done.

Krista SMITH [00:28:43] Right.

The other one I wanted to check in -- we're getting quite close to finished.

Lia SCANLAN [00:28:51] Sure.

Krista SMITH [00:28:52] I just wanted to check on there was the 201 NSCA -- I always get it wrong; CSNIS Bulletin?

Lia SCANLAN [00:28:59] CISNS, yeah.

Krista SMITH [00:29:00] Yeah. What do you remember about that situation?

Lia SCANLAN [00:29:04] What I remember about the situation is the means in which it was released, I have to say.

Krista SMITH [00:29:11] M'hm.

Lia SCANLAN [00:29:14] The means in which it was released. Like, I was shocked. Like, I was really shocked. So, no, I wasn't aware of it; no, we weren't aware of it, the RCMP. But the Chief of Police of Truro, I think, like, you know, you can just Google and understand his involvement and things that he said. [REDACTED] C-1

So if you look at the FOIPOP request that CBC made to the Chief of Police -- or to Truro Police Service, they asked for the transcripts between, like, I think, the OC -- whatever was said between us and Truro Police. So, it's a FOIPOP request; it's not an ATIP. So FOIPOP's can be done relatively -- the turnaround time, right?

So, Truro provides their version, their redacted version of that in favour of the comments they've made publicly. So, they take out all of the stuff, which is on -- you guys have it; all the stuff that supports that they were aware and what they did do and their role in this.

Krista SMITH [00:30:27] M'hm.

Lia SCANLAN [00:30:28] And then somehow, at the end of their FOIPOP request, which CBC did not ask for, the bulletin's there. Like -- so how did we find out about it? The media. And we didn't get a heads-up from Truro until, like, the moment CBC got it. [REDACTED] C-1

Krista SMITH [00:30:59] M'hm.

Lia SCANLAN [00:31:01] So, again, another example. If you want to talk about when I wanted to take a crack at someone, [REDACTED] C-1 Like, I've lived all of this. So, you have a situation here where you're going -- and now we're left to answer questions about it. You -- you guys, someone in Kentville -- like, I'm -- and, like, what -- yes, now we know that -- and you've worked on files. If you work -- and you've worked on files. When you work on a file and you're doing your investigation, that member or whoever in Kentville or whatever police service who had it, they saved shit from that file, like we all do. Like, I save stuff in that folder.

I've got stuff from Codiak; it's in a folder. I'm sure that's all purged, right? So, okay, yes, it existed in some fashion in this person's holdings, but that's how I became aware.

Krista SMITH [00:31:44] M'hm.

Lia SCANLAN [00:31:45] And, like, I remember looking at the back of that FOIPOP request, it was like -- it was just one thing after another. I remember thinking, "You've got to be kidding me." Like, what? And then, like, again, our -- we have to now do digging and figure out what the hell is this and where did this come from and who had it? Did anyone have it? So, all of that -- and that's a tonne of time.

But my favourite part of that was asking for the actual unredacted transcripts to confirm my theory of what they did, and that's what really bothered me.

So, when I took the unredacted transcripts and mirrored them up next to what Truro released, I couldn't believe it. Like, I really could not believe it.

Krista SMITH [00:32:33] Sorry; when you say a transcript, what kind of transcript?

Lia SCANLAN [00:32:36] It was the conversation between the OCC and the RCMP -- or Truro Police Service and the RCMP. Like, it was the -- it's 45 pages of -- it's their FOIPOP request and it's 45 pages and it's our communication with -- ours and the RCMP Communication OCC with Truro Police and all that they did and what -- like, every piece of information. We're at the hospital; how -- the fact that they only had three members on that night and, like, they're acting like, "We could have called in, like, a tonne of people."

C-1

Krista SMITH [00:33:29] And was it -- what was the response, I guess? What did -- I mean, I'm imagining you would have ---

Lia SCANLAN [00:33:38] Yeah, so the response was, like, "Holy shit," is what the response was.

Krista SMITH [00:33:43] M'hm.

Lia SCANLAN [00:33:44] But once we realized, like, it wasn't in our holdings; like, it wasn't informations that people had available and we're talking about, you know, in someone's desk. And then an investigation takes place. So that we can piece -- the RCMP can piece together, and I'm sure Truro did their own, and Kentville; who knows?

Krista SMITH [00:34:01] M'hm.

Lia SCANLAN [00:34:04] And then a brilliant letter that went -- I think it's brilliant. Like, the CO wrote a letter to the CAOs of, like, Truro, and it went to the chief in Truro, and it was in June. And it was kind of like a -- yeah, it was -- that gave me satisfaction.

Now, did it take care of anything publicly? Of course not. The damage is done on the moment that that's released. You can't pull that stuff back in. We had already lost so much of the public's, you know, support because everything just kept adding up. And it was, like -- yeah. And it was, again, another -- it's not a lie, but if you look at the public statements and the way that that was done, it's all intentional. It's all politics and policing. All intentional. Very, very intentional.

And we have to sit back and just take it. Because what are you going to do; go out and -- you can't say anything. Like, if you were the chief of another police force, like, maybe you would, like -- you know, I would think that some police forces in Nova Scotia, maybe even the chief, would go out and take a swing at someone for doing that. That's not how we operate. That is not how we operate. It's not how (indiscernible) police force, you've got to get your facts in order before you're going to go out and say something. Imagine if we said we didn't know about it when we knew about it? We didn't. But you've got to make sure you know what you're going to say, to the best of your ability. On something like that you can't be reactive. Although, did we all want to? One hundred (100) percent.

Krista SMITH [00:35:47] M'hm.

Lia SCANLAN [00:35:48] Yeah. But that letter, that letter says a lot. So, if you don't have it, like, I would read it. It was from the CO, Bergerman, and it was after ---

Krista SMITH [00:36:01] Yeah. I have ---

Lia SCANLAN [00:36:03] I just thought that was great. I mean, for me, because I knew what it was trying to do.

Krista SMITH [00:36:05] Yeah. Did you have a hand in drafting it?

Lia SCANLAN [00:36:10] I looked it over and provided my -- but I did not draft that letter.

Krista SMITH [00:36:13] Yeah, okay.

The only other big topic I just want to touch on is the sort of release of the H-Strong investigation results.

Lia SCANLAN [00:36:23] M'hm.

Krista SMITH [00:36:26] What -- I'm a little ---

Lia SCANLAN [00:36:27] Yeah.

Krista SMITH [00:36:27] I haven't looked at this in a while but as I recall, there was a little bit of info that came out in June of 2020, and then December?

Lia SCANLAN [00:36:35] Yeah.

Krista SMITH [00:36:36] Yeah. So, do you remember much about decisions about what to say, what should be shared?

Lia SCANLAN [00:36:43] Yeah, so in December -- like, so in June -- well there wasn't -- so there was [REDACTED] of press conferences.

Krista SMITH [00:36:49] M'hm.

Lia SCANLAN [00:36:50] So June might have been -- what was June?

Krista SMITH [00:36:52] It would be ---

Lia SCANLAN [00:36:54] (indiscernible) I would actually have to look at what was said. Like, that's -- there's a reason. So, no, without knowing I'd have to look at what we ---

Krista SMITH [00:37:15] Yeah.

Lia SCANLAN [00:37:16] So the update, I'd have to see the update to give the context of why then. It -- yeah. It would be on our -- that would actually -- that exists, we have an internal -- or an external website with, like, an H-Strong section. So that would still be there, like, that lives. Like, it's there.

Krista SMITH [00:38:03] Just another couple of documents (indiscernible).

Lia SCANLAN [00:38:08] Yeah, that was the one where the three of them were at a table.

Krista SMITH [00:38:16] Okay. Just give me one second.

Lia SCANLAN [00:38:33] Sure.

Krista SMITH [00:38:34] I'm sorry.

Lia SCANLAN [00:38:35] And you know what? Like, when I think of that, I don't even -- so this would be -- that was a press conference. So, I don't even know what would be on the website. Something; like, their transcript maybe? I think on this that we did with that.

[00:38:53 - SHORT PAUSE]

Lia SCANLAN [00:39:09] Because everything I did, there was a reason behind it. That's why I want to be able to answer your question without saying, because there was a reason. And then certainly December I could speak to that.

Krista SMITH [00:39:30] Okay. Yeah, maybe you can just talk about December.

Lia SCANLAN [00:39:33] Okay.

Krista SMITH [00:39:35] Yeah.

Lia SCANLAN [00:39:36] But, you know, like, you can even park that and if I -- because there would be a reason. Like, I don't know what was said at that one. I remember it was the three of them at a table. But, anyways, December was the conclusion of the investigation.

Krista SMITH [00:39:45] M'hm.

Lia SCANLAN [00:39:49] And why we said what we said? Well, it was pretty matter of fact. Like, there was only so much more you could say at that time. We did our investigation. The Inquiry had been announced at that point in time. So you're really -- yeah, like you're significantly impacted by that, in my opinion, on what you can and cannot say because you really have to -- you have to be very mindful of, like, not influencing anything in any sort of way. Like, truthfully. Like, we were super mindful of it. And Ottawa was very mindful of it. So once an Inquiry was announced, like, you know, we pretty much -- like, we're so thrilled to know that something was going to take place that was going to, you know, do this justice eventually.

Krista SMITH [00:40:45] M'hm.

Lia SCANLAN [00:44:46] Or look at it. But we knew that certain things were going to speak for themselves eventually; yes, it was going to take time. So, it was very matter of fact; "These are the people that were charged," and there was really nothing more you can say at that point.

Krista SMITH [00:41:00] Yes. Yeah, I'm just sort of reading a -- I think it's a statement.

Lia SCANLAN [00:41:04] Yeah.

Krista SMITH [00:41:05] Darren Campbell.

Lia SCANLAN [00:41:06] Yeah.

Krista SMITH [00:41:07] Okay.

Lia SCANLAN [00:41:09] And you know why Darren Campbell? Because Darren Campbell leads the investigation.

Krista SMITH [00:41:14] Right. And the last sentence is:

"The RCMP will respectfully refrain from further commenting on these matters outside of the Inquiry." (As read)

Lia SCANLAN [00:41:20] Yeah, because we also -- anything we say, like, we know that it's -- it might not be what was stated in June or whatever, like, as things change.

Krista SMITH [00:41:34] M'hm.

Lia SCANLAN [00:41:35] So you have to be super mindful of that when you're dealing with the Courts and, like, ITOs, and you're arguing about protecting the integrity of the investigation and keeping things sealed, and then you just go and say something?

So you, A, should not put any speaker in that position. Like -- and there was really nothing more to say at that point. If there was no Inquiry, totally different story.

Krista SMITH [00:41:55] M'hm.

Lia SCANLAN [00:41:57] If there was no Inquiry or there was no investigation of any sort on this, like, yeah. Like, I would do a full-on press conference and look at doing an after -- look at doing a report. Like, look at doing -- we had that -- we had that conversation. Me, Darren Campbell, the whole H-Strong command, the command triangle, we all sat in a room and for the hell of it, I even said it, just to see. I was like, "Can we do a report?" Like, everyone looked at me and were like, "There's an inquiry, Lia. Pump your brakes." And I thought, well, you know, just thought I'd say it. But of course, you can't. What are you going to put out a bunch of stuff when you're having, like, an independent -- you're having something go on parallel?

And then, you know, we'd be back (indiscernible) and all of these other ones that you really do have to be mindful of, whether people -- and, again, the public doesn't necessarily understand that. But we knew in due time -- I don't -- I -- I'll never be okay with it for the sheer fact that the length of time between that and this is so great that it's just -- it's all -- like, it's so long ago. The damage is so far gone and you're going to bring it all up and people are going to say it's all bullshit and government-type stuff anyways, ordered by the government -- like, but I understand.

I understood within my role why we are -- of course we couldn't do it. I mean, you'd compromise everything. And -- and, like, some people would go, "Should you have done a press conference?" No. To put -- Comms 101 is don't put someone to be interviewed -- like, you're inviting all the media in to say nothing? Like, you cannot ever -- like, whether you're politics, policing; you never are going to bring someone out and be like, the question, "Sorry, we can't answer that." They would look at you live and say, "Why did you invite us in?"

There's an unwritten rule in Comms between media and our roles and that if you're going to call a press conference, you have something to say and you'd better be prepared to take questions and answer them. Or park -- even if you have to park them and go find information. So that was all we could do. And I think -- and that was really, that was fine; that was it.

Krista SMITH [00:44:14] Right.

Lia SCANLAN [00:44:15] It was over.

Krista SMITH [00:44:17] Yeah, okay.

Lia SCANLAN [00:44:18] In that capacity.

Krista SMITH [00:44:19] Yeah.

Lia SCANLAN [00:44:20] And then there's this, and welcome it.

Krista SMITH [00:44:25] Yeah, okay. Those are my areas.

Paul THOMPSON [00:44:26] Yeah, it's good.

Is there anything, like -- yeah, I think you spoke to us in September; and now today's a long day, and thank you for that.

Lia SCANLAN [00:44:32] Yeah.

Paul THOMPSON [00:44:33] Is there anything you came here at both interviews and thought, "Shit, they're going to ask me this or that and they didn't." Is there anything ---

Lia SCANLAN [00:44:41] No. I did last time. That's why I was very excited about this time.

Paul THOMPSON [00:44:45] Yeah. Is there anything that we haven't brought up today that you wanted to talk about?

Lia SCANLAN [00:44:51] No. No. I just think it's important to -- you know, I'm not going to get into it but I just think it's important to -- I said it last time; I think I made it clear, the role the media had to play in this and the perpetuation of misinformation. And I think we continue to see that. And that's a problem. Iris blew the lid off it, but this is just now a known thing mainstream, much more so than it was even then. Especially in the past week, people questioning mainstream media. I think people -- that needs to be considered.

Politics and policing and political pressures unlike I've ever seen, period. And, no.

But I have a comment, or a question. And it's more rhetorical; I don't expect you guys can answer it. But it's not, like -- it's not lost on me that some of my colleagues haven't been interviewed and I don't understand; I don't understand why. And I -- before I thought, "Well, there's lots of time left and they're going to ask these people." If I were you guys, I would want to get all the information first because I would want to get my questions right or, like, the information, whatever, and it made sense to me to interview them last.

So, I know that it's getting closer and closer to the time where this is ending, ---

Krista SMITH [00:46:10] Yeah.

Lia SCANLAN [00:46:11] --- and the interviews are ending, and certain people that I work alongside have not -- not within my unit, within the management team, have not been interviewed and I don't understand that.

Krista SMITH [00:46:22] So we do -- and we haven't asked you here but it's -- we often do say, is there anyone else you think we should speak with.

Lia SCANLAN [00:46:29] Yeah, so I don't understand why Darren Campbell and Chris Leather and Lee Bergerman have not been interviewed.

Krista SMITH [00:46:35] Right.

Lia SCANLAN [00:44:36] I really -- so I'm glad that you said that because I tried to wrack my brains over it, in defence of, like, that decision. But I can't come up with anything other than to try to catch them off guard. And, like, that, like, to me, isn't, like, trauma informed, isn't kind; isn't, like, good.

And these -- yeah, those guys they're dealing with a lot, yeah. And Lee. But, like, those, Chris and Darren, man, like, Canadians, the Force should just be thankful for them. Really. Yeah. And so as their colleague, I'm shocked and it's bothersome because I know what they're dealing with and I know what they dealt with, and I know they show up for work every day, and I feel that they should be given the same opportunity and if it's not to catch them off guard, I don't know what it is because they -- they're the holders of some of the most clear information. Yeah.

So absolutely I think they should be interviewed. And Lee was the CO; I mean, she should be interviewed. They're the three people, like, so I think they should be given the same opportunity. I -- and I think that they would consider it -- I'm not going to speak on their behalf, but I consider this an opportunity where like (indiscernible) individuals, and we truly welcome this. So, when you welcome something, to inform and, like, care about the outcome, it bothers me a lot, yeah.

Krista SMITH [00:48:27] Thank you for telling us that.

Lia SCANLAN [00:48:28] Yeah.

Paul THOMPSON [00:48:28] Yeah.

Lia SCANLAN [00:48:29] Yeah, because I don't -- my dealings with this are you guys, and I think highly of you, as well as the gentleman who was here last time. So I can't -- I know that this is much more than the three of you, but I can't sit with the notion of, like, perhaps me landing on that work and trying to catch people off guard or make people look stupid, I just think that's unkind. Yeah.

Paul THOMPSON [00:48:54] Those are great comments. I do agree with you. How about is there other persons within your group?

Lia SCANLAN [00:49:00] No.

Paul THOMPSON [00:49:02] In the Comms, Strategic Comm group ---

Lia SCANLAN [00:49:03] No.

Paul THOMPSON [00:49:03] --- that you would like us to ---

Lia SCANLAN [00:49:05] No, those are the three. I'd just say Darren Campbell ---

Paul THOMPSON [00:49:06] Yeah.

Lia SCANLAN [00:49:07] --- Chris leather, and Lee Bergerman.

Paul THOMPSON [00:49:10] Certainly, those decisions are higher than our level.

Lia SCANLAN [00:49:14] Yeah.

Paul THOMPSON [00:49:15] Those decisions are well beyond me.

Lia SCANLAN [00:49:17] Right.

Paul THOMPSON [00:49:18] But your comments are duly noted, the information does go forward right away, so ---

Lia SCANLAN [00:49:22] Yeah. And it's not lost. I'm expressing that on behalf of, like, I think, a number of people. And so, to remain impartial and trauma informed, be careful using those words if you're not going to walk the walk. That's all.

Paul THOMPSON [00:49:37] Yeah.

Lia SCANLAN [00:49:38] Yeah. And that's it. Yeah.

Krista SMITH [00:49:39] Okay.

Lia SCANLAN [00:49:39]: Yeah.

Paul THOMPSON [00:49:40]: Thank you.

Lia SCANLAN [00:49:40] Thank you.

Paul THOMPSON [00:49:41] Yeah.

Krista SMITH [00:49:43] Thanks.

Patricia MacPHEE [00:49:44] Okay, you're a trooper.

Paul THOMPSON [00:49:45] Yeah.

Krista SMITH [00:49:47] Okay, we're going to end the interview.

Paul THOMPSON [00:49:50] Yeah.

Krista SMITH [00:49:51] Three...?

Paul THOMPSON [00:49:52] It's 3:19; I'm going to stop my recorder.

--- Upon concluding at 3:19 p.m.