

SECHELT COMMUNITY AUDIT

Sechelt Downtown Business Association, Chamber of Commerce, Mayor and Council;

SUBJECT: Re-creating a safe and vibrant community for all

PURPOSE: By using a cohesive community approach, with defined expectations and clear communication, the safety in the district can be restored in a modern and sustainable way for now and for the future.

1. BYLAW

- a. Create new bylaw's surrounding safety, public violations and specifications around temporary shelters within Sechelt district
 - i. See attached Vancouver Board of Parks bylaws structured off legalities passed in Victoria, as well as the Memorandum of Understanding created after the court denied the injunction by the Park Board and sided with basic human rights of those living at the previous encampment at CRAB Park, Vancouver.
 1. Highlighting the specifications around distances, locations, and time requirements.
 - ii. See attached bylaws from City of Vancouver Engineering Department, specifying the enforcement of the bylaws acting on behalf of management not requiring Peace Officer status.
 - iii. Insert items around mischief, loitering, commanding use of public space, damaging public areas etc. to add another enforcement body to support public safety outside RCMP
- b. Create bylaw hours within the collective agreement of union, but to provide full coverage to the requirement of mobilizing the temporary structures, locking up facilities (public washrooms) time restrictions (ie. Staff on shift at 0700hrs to ensure temporary shelters are compliant at 0800hrs).
- c. Liaise with the Sechelt Fire Department using their two sets of regulations to create bylaws about fire safety and fire hazards with immediate removals on site and prohibited sale and use of particular items (ie. Butane lighters, unregulated lighters, locking flame lighters).
- d. Decide disciplinary action for being in violation of the above on a specific basis for how to best create impact:
 - i. Enact fines for businesses/individuals selling the prohibited items (City of Vancouver starts at \$1,000)
 1. Ensure enforcement on fines exists (collection agency, mandatory on renewal of license, mortgage etc etc)
 - ii. Enact impound and removal policies for the bylaw infractions created (fire hazard removal, hazardous material removal, structures mobilized outside the

allotted time given, items deemed outside the essentials required to live in the elements)

**all within CVSE standards for District/Fire vehicles, and within collective agreement for hazards/blood borne pathogens, bodily fluids. Must contract outside for this work if not within scope of current departments.

- e. Creative positive enforcement alternatives to aid in voluntary compliance:
 - i. A strong storage process for those who have excess items of importance, will be leaving for a length of time and need reassurance (medical issue, incarceration, etc.) ** see attachment previous SOP (standard operating procedure) for Park Ranger impound, storage, disposal etc.
 - ii. Food stamps, meal tickets
 - iii. Supportive relationships with bylaw officers assisting with needs/information/outreach/essentials
- f. Add more bylaw staff to support new workload, new shifts, a large presence for community, and to replace current private security individuals (saving costs)
 - i. Education around local support services (days/times/locations) is paramount
 - ii. Training in personal safety around needles, blood borne pathogens, and PPE
 - iii. Trauma informed and cultural safety education – First Nations specific

2. COMMUNICATION

- a. Create and disperse a memo in a frequency of your choosing discussing the progressions/on-goings to the community so it is a factual source to be depended on (currently social media is swirling in uneducated and incorrect information adding to the fear) **new BC Housing sites
- b. Empower all businesses and local residents with reporting processes knowledge
 - i. When to report to bylaw vs. when to report to non-emergency vs. when to report to 911
 - ii. How to report to non-emergency and their hours/number more commonly posted
 - iii. Who to call outside of those hours but still requires a more immediate response
 - iv. The bylaws themselves (current and future) as well as basic laws (e.g. public narcotic use)
 - v. Familiarize with the recent court case around Overdose Prevention Sites Minimum Requirements for how to hold good neighbours accountable
- c. Modernize bylaw reporting document:
 - i. No identity required
 - ii. Make drop down selections for consolidated answers and user ease
 - iii. Add area to attach photo
 - iv. Make it mobile user accessible (app, link, QR code, etc.)
 - v. Add a public facing phone line or operator to take more urgent bylaw requests
 - vi. Add a non-public facing phone line for internal urgent requests
 - vii. Add some form of receipt to complainant that request has been received, seen, resolved, unfound, etc etc.

- d. Pressure RCMP to create their non-emergency line 24hrs
- e. Encourage RCMP to continue their updates on community matters, arrests, prosecutions etc.
- f. Create biweekly meetings with representatives from all sources (RainCity Shelter/Supportive Housing, Sechelt Fire, RCMP [adding the Sechelt Nation liaison], **future point person, member of Sechelt Nation, representative from Vancouver Coastal Health etc. to all continue working together for the same outcome)
- g. Create relationship with the stated outreach team from VCH as where to better support the needs, and increase their involvement in the day to day of those temporarily experiencing homelessness;
 - i. Connecting individuals to a nurse
 - ii. Ensuring harm reduction supplies and accountability
 - iii. Can work towards diagnosis/support mental health challenges/concurrent disorders
 - iv. Contract a mobile prescription company if outreach cannot support to give aid to those temporarily experiencing homelessness (can also support if there has been court ordered medication)

3. COMMUNITY

- a. Restore relationship with Sechelt First Nation, to have the strongest collaborative approach and to manage the changes together; create a working relationship with the Manager of Community Wellness – they are currently doing all the work needed alone (creation of 20-bed land based treatment centre opening shortly, 3 times a week outreach worker visiting the temporary structures, food based programs, health and cultural initiatives, support for families).
- b. Begin selecting sites for a community mural project – invite all community to take part in the process (grants are available) starting with a First Nations mural with ceremony.
- c. Reverse the us vs. them mentality – invitations to community events, a humanistic approach for all, restoring good neighbours to the adjacent residents
- d. Using a CPTED model to support all businesses and residences in the area to make the changes to best support themselves – including the district supporting the cleaning and removal of feces, graffiti, broken fences, garbage etc more promptly.
- e. Contract private company/Sechelt Fire Inspector to support creating emergency plans for businesses and local residents in the downtown core and practice them;
 - i. Evacuation – fire, active shooter/violence, earthquake
 - ii. Shelter in Place – active shooter/violence, earthquake, robbery
- f. Create forms of Restorative Justice to replace the revolving door of the justice system
*see website link for Restorative Neighbourhood at Hastings Sunrise by Dr. Evelyn Zellner
- g. Identify and resolve the current gaps creating more criminality/desperation:
 - i. ID Bank on file at an accessible business (ServiceBC currently for Sechelt but more hours)
 - ii. Process and issues around cashing cheques without ID/around the bank after cashing the cheque

- iii. Access to a shower program, public washrooms
- iv. Food programs daily, same time/place etc.
- v. Rapid drug testing, safe use area/room
- vi. Community relationships (arrowhead center and?)
- vii. Employment services specific to those with concurrent disorders/homelessness
**see link for Ember in Vancouver as example
- viii. Hospital mental health department?

4. POINT PERSON

Fast track a posting/hiring of one person to implement all of the above, aid in solving the individual and unique needs of the people temporarily experiencing homelessness on a case by case basis, and to be the single report for this multifaced project. This will only work with everyone together, and a person to manage it.

APPENDICIES, ADDITIONAL DOCUMENTATION:

<https://www.emberscanada.org/>

<https://peaceofthecircle.com/>

<https://parkboardmeetings.vancouver.ca/files/MOU-SupportingUnshelteredVancouverResidents-BC-COV-PB-20210331.pdf>

<https://parkboardmeetings.vancouver.ca/files/BYLAW-ALLParkBylaws-2024.pdf> (all the bylaws, consolidated pertaining to temporary shelters below in example manual)

https://www2.gov.bc.ca/assets/gov/overdose-awareness/ops_mss_final.pdf (court case just won over standards)

STREETS CONTROL BYLAW EXAMPLES (City of Vancouver, outside Parks):

PROHIBITION OF OBSTRUCTIONS

66A. (1) A person must not abandon, place, leave, or keep any item or object on a street that obstructs, impedes, or interferes with the passage of vehicles or pedestrians unless authorized or permitted to do so under the provisions of this by-law or another City by-law. (2) For the purposes of section 66A(1), an item or object is deemed to be abandoned if it is left unattended on a street.

STRUCTURES ON STREETS

71A. A person must not build, construct, place, maintain, occupy, or cause to be built, constructed, placed, maintained or occupied in any street, any structure, object, or substance which is an obstruction

to the free use of such street, or which may encroach thereon, without having first obtained a permit issued by the City Engineer, in accordance with this By-law, except that this section does not apply to a person: (a) installing signs authorized by the City Engineer on or over City streets, and intended to control traffic or parking, or to provide directions or street identification.

Wording to not need a peace officer status for enforcement in bylaw e.g.

78. No person, other than a duly authorized officer or employee of the City or the Park Board acting in pursuance of his or her duties, shall dig up or in any manner injure or destroy any tree, flower, foliage, flowering plant, foliage plant, or shrubbery in any street.

Working with Vulnerable Populations

Module 2: Shelters - Removal and Storage

2025



INTRODUCTION

The Park Ranger program is responsible for removing temporary shelters and personal items within Vancouver parks that violate Parks Control By-law section 11(B).

The purposes of these removals are to:

a) Ensure public access to all areas of a park and park facilities. b) Enable city employees and contractors to work without impediment. c) Protect the ecological integrity of Vancouver parks and beaches.

ENFORCEMENT THROUGH EDUCATION

The primary objective of Park Rangers is not to remove all shelters in violation of section 11(B), but to engage with occupants, educate them, and seek voluntary compliance with the by-law.

Voluntary compliance is achieved when the occupant dismantles their shelter, packs up their items, and is in a mobile state. There is no expectation for the individual to leave the park.

PARKS CONTROL BY-LAW SECTION 10 – 12

Amended – Temporary Shelters in Parks

The Vancouver Board of Parks and Recreation enacted the amendment to the Parks Control By-law, section 11, 12, 13, on April 9, 2024. This by-law was to take effect on the date of its enactment.

The following is also defined in the by-law as it pertains to the above sections:

(h) "GENERAL MANAGER" means the General Manager of Parks and Recreation of the Board as duly appointed by the Board "and includes any person authorized to carry out the powers and duties of the General Manager.

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

(p) "TEMPORARY SHELTER" means a tent or canopy that provides overnight shelter to a person experiencing homelessness and that is capable of being dismantled and moved by one person.

10. No person shall conduct himself or herself in a disorderly or offensive manner, or molest or injure any other person, or loiter or take up a temporary abode overnight in any place on any portion of any park except as provided in section 11A, or obstruct the free use and enjoyment of any park or place by any other person, or violate any by-law, rule, regulation, notice or command of the Board, the General Manager, Peace Officer, or any other person in control of or maintaining, superintending, or supervising any park of or under the custody, control and management of the Board; and any person conducting himself or herself as aforesaid may be removed or otherwise dealt with as in this by-law provided.

11. No person shall erect, construct or build or cause to be erected, constructed or built in or on any park any tent, building, shelter, pavilion or other construction whatsoever without the permission of the General Manager, except that this provision does not apply to a temporary shelter that complies with the provisions of this by-law.

11A. A person experiencing homelessness may take up temporary abode in a park if that person: (a) is in a park or a specified area of a park in which a temporary shelter is not prohibited by this by-law; (b) erects a temporary shelter that complies with the provisions of this by-law; and (c) dismantles and moves the temporary shelter in accordance with the provisions of this by-law.

11B. A temporary shelter:

(a) must not be erected:

i. within 25 metres of:

A. a playground or school; or

B. licensed childcare facilities,

ii. in, on or within a:

A. parking lot;

B. trail, bridge, seawall, roadway or park entrance;

C. natural area;

D. garden or horticultural display area;

E. pool or water park;

F. sports field, sports court, skate park, fitness amenity or golf course;

G. community centre or fieldhouse; H. bleacher, stage, gazebo, public monument, designated picnic site, picnic shelter or washroom;

I. designated off-leash dog area; or

J. designated special event area for which permission has been given in accordance with this by-law; or

iii. in Queen Elizabeth Park or VanDusen Botanical Garden;

iv. under the canopy of a tree; or

v. in, on, or within 7 metres of a beach, pond, lake, dock, cliff or steep slope;

(b) may only be erected from dusk until 8:00am the following day, unless in an area designated by the General Manager as acceptable for temporary daytime shelter;

(c) must be dismantled and moved by 8:00am each day, unless in an area designated by the General Manager as acceptable for temporary daytime shelter;

(d) must not impede public use of, or access to, a park or facility;

(e) must not obstruct the ability of staff or contractors to perform their work;

(f) must not exceed a maximum footprint of 100 square feet (10 ft x 10 ft);

(g) must not contain any campfire, lighted candles, propane lanterns or stoves, or other similar devices;

(h) must have at least 1 metre of clearance on all sides from another temporary shelter and any park infrastructure, including park buildings, facilities or structures; and

(i) must not be tied or affixed to another temporary shelter, a tree, or any park infrastructure, including park buildings, facilities or structures.

11C. If a temporary shelter has a footprint of less than 100 square feet (10 ft x 10 ft), then the person who occupies that temporary shelter may use an area up to 100 square feet (10 ft x 10 ft), provided that the area contains the temporary shelter.

11D. A person who occupies a temporary shelter:

(1) must ensure that all of their belongings are contained within the temporary shelter or within the area described in section 11C;

(2) must ensure that the area upon which the temporary shelter was erected is left tidy and clear of debris after it has been dismantled and moved;

(3) despite sections 4(a)(i) and 4(a)(ii) of this by-law, must not use the temporary shelter to sell goods or conduct business; and

(4) in the case of a temporary shelter erected in an area designated by the General Manager as acceptable for daytime shelter, must occupy the temporary shelter for overnight sheltering purposes regularly when the shelter remains in the designated area.

11E. In the case of temporary shelters erected in an area designated by the General Manager as acceptable for daytime shelter, if required for health and safety reasons or for park maintenance purposes, the General Manager may order a person occupying a temporary shelter to:

(1) relocate the temporary shelter to another location in the designated area; or;

(2) remove the temporary shelter from the designated area, and such order must be served by affixing it to the temporary shelter occupied by that person.

11F. The General Manager may designate an area acceptable for temporary daytime shelter even if the area designated does not comply with the distancing requirements set out in sections 11B(a)(i) or (v).

11G. The General Manager may inspect the interior and exterior of a temporary shelter erected in an area designated by the General Manager as acceptable for daytime shelter after serving at least 24 hours' notice to the person occupying the temporary shelter, and such notice must be served by affixing it to the temporary shelter occupied by that person).

12. No person shall use, occupy or travel along or upon any park, flower bed, roadway or other park property in such manner as to obstruct or cause an obstruction with a vehicle or any other object, or to interfere with any person or traffic lawfully using the same; or encumber or obstruct, or cause to be encumbered or obstructed in any manner whatsoever, any park, flower bed, roadway or other park property without the permission of the General Manager first had and obtained; and any person receiving any such permission shall at all times be subject to the conditions thereby imposed, and save harmless and protect the Board from and against any and all claims, demands, suits or compensation of whatsoever kind arising either directly or indirectly out of the permission thereby granted, and shall likewise be subject to such further conditions, regulations and orders as may be imposed by the Board in the premises. Any vehicle so causing an obstruction may be impounded and thereafter the provisions of the Impounding By-law shall apply mutatis mutandis, provided however, that any person receiving permission of the General Manager first had and obtained shall not be subject to impoundment under this section.

AUTHORITY TO REMOVE TEMPORARY STRUCTURES

Park Rangers have the authority to remove temporary structures in violation of section 11(B), under sections 13 of the Park Control By-law.

Parks Control Bylaw Section 13

13. The Board or the General Manager or any person employed by them or him, may remove or cause to be removed from any park, flower bed or roadway, any obstruction, vehicle, temporary shelter, or thing placed therein or thereon contrary to the provisions of this by- law, at the expense of the owner, contractor or other person responsible for such obstruction; and the General Manager is hereby empowered to do every lawful act required under the circumstances to have any such obstruction, vehicle, temporary shelter, or thing removed in the shortest possible time and to hold any article or thing causing such obstruction until the expense of the removal thereof has been paid.

AUTHORITY TO REMOVE PERSONAL ITEMS

Park Rangers also remove personal items of those not associated with a temporary structure under section 4(b) of the Parks Control By-law. These items are removed when left unattended. Examples of personal items include, yet are not limited to:

- Blankets / Sleeping Bag
- Clothing
- Pillow
- Personal effects

Park Rangers are also authorized to remove personal items not associated with a temporary structure under section 4(b) of the Parks Control By-law. These items are removed when left unattended. Examples of personal items include, but are not limited to:

- Blankets / Sleeping Bags
- Clothing
- Pillows
- Personal effects

Park Control By-law Section 4(b)

4(b) The General Manager, a Peace Officer or any person employed by the Board, may remove or cause to be removed from any park any article or thing as aforementioned contrary to the provisions of this by-

law at the expense of the owner, contractor or other person responsible for such article or thing; and the General Manager is hereby empowered to do every lawful act required under the circumstances to have any such article or thing removed in the shortest possible time and to hold any article or thing as above mentioned until the expense of the removal thereof has been paid.

Immediate Removal

Immediate removals will only be conducted at the request of the Lead Ranger/Superintendent, Vancouver Police Department, Vancouver Fire Search and Rescue, or as a ranger deems fit due to hazardous levels of priority 1 characteristics.

NOTE: Due to immediate removal the by-law 11 infraction decal procedure does not apply. Storage and disposal guidelines remain consistent with standard operating procedures.

Priority Removal 1st

1st priority encampments / dumpsites are to be scheduled for removal **with** the support of the Vancouver Police Department.

The by-law 11 infraction decal procedure applies to all priority 1 encampments.

1st priority for removal will display the following characteristics:

- Criminal record / Risk to public or employee safety
- Verbally and/or physically threatening individual on site
- Evidence of open flame / Pose a fire risk
- Visible drug paraphilia and/or weapons
- Heavy ecological damage
- Known individual - chronic non-compliance

Priority Removal 2nd

2nd priority encampments / dumpsites can be removed **without** the support of the Vancouver Police Department.

The by-law 11 infraction decal procedure applies to all 2nd priority active encampments.

2nd priority for removal will display the following characteristics:

- Active encampment – clean and contained
- Abandoned encampment
- Dumpsite

REMOVED ITEMS TO BE CATEGORIZED

All items removed must be categorized as essential items, non-essential, or unsanitary. Only essential items are to be stored. Non-essential items, unsanitary items or hazards are to be disposed of according to departmental standard operating procedures.

- **Essential items:** Items that protect an individual from the elements, such as tents, tarps, bedding, and clothing. Personal effects are also considered essential items.
- **Non-essential items:** Items not needed for protection from the elements, such as TVs, barbecues, furniture, bikes, shopping carts, excessive clothing, and supplemental shelters.
- **Unsanitary items:** Items contaminated by mold, insect infestation, or that are heavily saturated, or soiled. **Soiled* is defined as items that are dirty, stained, splattered, smeared, foul, or soaked.
- **Hazards:** Items contaminated by feces, urine, bodily fluids, or containing weapons and drug paraphernalia.
 - *Drug paraphernalia* includes tools and items used to make, use, and conceal drugs, such as pipes, used hypodermic needles, tin foil cooking cups, small cooking spoons, mirrors, and razor blades. Unused needles, needle wrappers, and tourniquets are not considered drug paraphernalia.

Due to potential rodent infestation perishable food will not be stored.

GENERAL SAFETY

When removing temporary structures and personal items, all items should be handled respectfully to minimize the risk of property damage and personal injury to the Park Ranger. Remember, the occupant's shelter and personal items may be all they have to protect themselves from the elements.

The City of Vancouver recommends a hands-off approach when removing temporary shelters and personal items. Avoid direct contact by wearing personal protective equipment (PPE) and using the tools provided. If additional resources are needed to safely conduct the removal, stop work and contact your shift supervisor.

Park Rangers are responsible for wearing the provided PPE and following departmental standard operating procedures. If difficulties arise at the site that may pose a safety hazard, Rangers should immediately stop work, remove themselves from the environment, and contact the shift supervisor for support and further instructions.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

It is mandatory for all Park Rangers to wear the following PPE when removing items: gloves, coveralls, eye protection, and boots.

The Park Ranger program provides the following personal protective equipment:

- High-rating puncture-resistant work gloves
- Non-permeable disposable gloves
- Eye protection
- Respiratory protection

The use of respiratory protection depends on the situation and is at the discretion of the Park Ranger. If there is an odor of mildew, smoke, or fecal matter, wearing a mask is highly recommended.

TOOLS AND EQUIPMENT

An assortment of tools for removing items is available in the garage at the Stanley Park service yard. The available tools and equipment include:

- Shovels
- Pitchforks
- Paper pickers
- Buckets

WORKSITE ENVIRONMENT

Situational awareness is crucial, as the behavior of individuals, including the public, can be unpredictable. Before entering the site, conduct a risk classification and safety assessment as per SOP: Interacting with Vulnerable Populations.

General Worksite Rules:

1. **Hazard Containment:** Once on site, do not start the removal process until all known hazards are contained or removed, and the pathway out is clear of obstructions.
2. **Awareness and Proximity:** When conducting a removal and working alongside other Park Rangers, consider your surroundings, proximity, and the size of the area. Be aware of how closely you are working in relation to others. Maintain enough distance between yourself and fellow Park Rangers to mitigate risk and ensure the proper use of tools and equipment.
3. **Pace and Communication:** Work at a safe pace. Quick movements and decisions can place you and/or your partners at risk. Communicate clearly with others on the site,

including clarifying the task you are conducting and the assistance or space you need to perform the task safely.

4. **Eye Protection:** When working in a forested area, eye protection is highly recommended versus mandatory. Keep a safe distance when walking behind your partner to avoid being struck by branches they may displace.
5. **Tent and Structure Entry:** Do not enter a tent or other temporary structure.
6. **Visibility:** Do not reach into areas where you cannot clearly see.

REMOVING SHOPPING CARTS

Park Rangers should exercise considerable caution when handling abandoned shopping carts. These carts are often heavy and may contain contaminated or hazardous materials, including sharp objects and drug paraphernalia.

- If mechanical equipment is unavailable, shopping carts can be loaded manually by two or more Park Rangers into the truck bed.
- If a cart is too heavy to lift safely, contact the shift supervisor and request assistance from a truck with a mechanical lift.
- Even with a mechanical lift, Park Rangers should not load a shopping cart alone due to its potential to shift and roll during loading.

REMOVING GARBAGE BAGS / PLASTIC BAGS

To mitigate the risk of puncture injuries, do not handle items in plastic bags directly, even when wearing puncture-resistant gloves. This includes:

- Pressing bags against your body
- Brushing bags against your legs when walking
- Holding bags from the bottom to carry

Use the provided equipment to transport such items to the truck bed. If possible, load the bags directly into the truck bed using the provided tools.

TOXIC SUBSTANCES

If there is concern about potential unknown toxic substances at the site, such as leaking fluids, puddles, or piles, do not proceed. Notify the shift supervisor immediately.

SIX STEPS TO REMOVING A TEMPORARY SHELTER

There are six general steps to follow when removing temporary shelters. Recognizing that each situation will have many variables, following these steps and adapting them to suit the situation will support Park Ranger safety and ensure an effective outcome.

All temporary shelters and items should be removed in a respectful manner to minimize the risk of property damage. Remember, the occupant's shelter and personal items may be all they have to protect themselves from the elements.

Step 1: Mandatory Communication

Inform Dispatch of your location before approaching the site. If you are in a forested area, a **W3W (What3Words) pinpoint is required**. After completing actions at the site, inform Dispatch that you have cleared the area. If re-entering the site inform Dispatch once again.

Step 2: Conduct Site Assessment

Before removing any items, a thorough visual site assessment must be completed.

When conducting a site assessment, look for and note all potential risks, including:

- Terrain
- Obstructed pathways
- Isolated locations
- Distance to the work vehicle
- Crowds/additional persons
- On-site hazards

Use a tool to displace some items for the purpose of the assessment, as not all hazards will be in plain sight. Assess the shelter and the affected outside perimeter before proceeding with the removal of structures.

A minimum of two Park Rangers should conduct the site assessment. **If the site is in an isolated area, and deemed active, it is highly recommended that two pairs of Park Rangers attend for the purpose of the assessment.**

Step 3: Removal of all Known Hazards

Possible hazards associated with the removal of a temporary shelter and/or personal items include, but are not limited to:

- **Biological hazards (e.g., bed bugs, blood borne pathogens)**

- Used needles
- Weapons
- Sharp objects, or the threat thereof
- Health hazards (e.g., mold, fecal matter, toxic substances)
- Flammable and/or combustible materials
- Weapons

All known hazards must be removed and/or contained before conducting the removal. Identify and communicate to your partner the observed risks that cannot be removed but need to be controlled within the worksite, such as a makeshift outdoor toilet containing human feces.

When removing combustibles, flammable materials, or compressed gas (e.g., aerosol cans, propane cylinders), proper load securement is mandatory. SOP: Propane Securement Guidelines.

If potential toxic substances are found and are not contained, Park Rangers must stop work immediately, contact the shift supervisor, and caution tape off the area.

When inclement weather creates further hazards, such as saturated or slippery surfaces, inform the shift supervisor. Work may be postponed until conditions improve.

Stop work and contact the shift supervisor for further direction if bed bugs are present. Follow SOP Working with Bed Bugs. Document this observation in your evidence notebook and incident report.

If the site is left and a return visit is necessary, a new site assessment must be conducted to ensure that environmental conditions have not deteriorated and that the occupant has not returned. If any of these conditions are present, Park Rangers must withdraw and contact the shift supervisor for further direction.

Step 4: Assessing Items for Removal

All temporary shelters and personal items removed are to be stored and/or disposed of based on the Park Ranger's assessment of essential, non-essential, and unsanitary items.

Personal and monetary items of value should be identified and labeled appropriately in accordance with the relevant SOPs.

Step 5: Removal of Items

When removing items, Park Rangers should minimize direct contact by wearing PPE and using the tools provided.

- Ensure all necessary tools and equipment are used for safe and effective outcomes. Do not cut corners or compromise safety due to a lack of proper equipment.

- Avoid pressing items against your body and do not place your hands underneath items when transferring them into the truck bed.
- Use the lifting tailgate for heavier items.
- Never reach into areas where you cannot clearly see.

Step 6: Sanitizing Equipment and Staff

- Before entering a vehicle or touching personal items, Park Rangers should sanitize their hands with the provided antibacterial gel.
- Clean coveralls can be worn within a city vehicle; dirty coveralls should be removed and placed in a garbage bag for transport.
- Before placing equipment back into circulation, all equipment should be cleaned and sprayed with disinfectant if required.
- Inform the shift supervisor if any tools or equipment need repair or replacement.
- Clean hands thoroughly and shower if necessary.

STORAGE GUIDING PRINCIPLES -

All essential items are stored within the Stanley Park service yard. This location is confidential and should not be disclosed to the public. Stored items are held on the south side of the service yard, in the large red metal shipping container. A key to the container is labeled and located in the key box in the Park Ranger office, as well as on each designated team key ring.

The Park Ranger department stores sanitary essential items for 30 days. Due to limited storage capacity, Park Rangers will only store one tote per person. All items stored must fit inside a closed tote. Free-floating items are not permitted within the storage container; therefore, individuals may need to downsize their items to comply.

After 30 days, if not collected, the items will be disposed of. Under special circumstances, a shift supervisor can approve an extension for further storage (e.g., hospitalization, illness, receiving medical treatment, or being days away from obtaining housing).

An individual can retrieve their stored items by contacting 311 and requesting their items. Arrangements will be made for the items to be delivered to the individual.

STORAGE CONTAINER MANAGEMENT

The storage container has 12 pre-numbered totes for storage. All totes should be lined with a mattress bag to keep them clean, protect against bug and rodent infestations, and serve as a measure of space capacity.

All supplies needed for proper storage are within the storage container, including mattress bags, totes, markers, tags, and labels. If supplies of the above materials are running low or an item needs repair the Park Ranger is to inform their Shift Supervisor.

It is the responsibility of the Ranger(s) storing the items to ensure dispatch has been informed of the storage information and contents. Park Ranger Dispatch updates the storage inventory log and notifies the shift supervisor of an upcoming disposal date expiring within 3 days.



CONDUCTING REMOVALS

The primary objective of Park Rangers is not to remove all temporary shelters and personal items that violate the Parks Control By-law. Instead, they aim to engage with occupants, educate them, and seek voluntary compliance with the by-law.

The Park Ranger program is responsible for removing temporary shelters and personal items within Vancouver parks that violate the Parks Control By-law. To fulfill this responsibility, the Park Ranger program conducts three types of removals:

1. **Voluntary Storage:** With the owner's permission, Rangers can assist in removing and storing essential items. They will work closely with the owner to catalog these items for storage.
2. **Voluntary Disposal:** With the owner's permission and collaboration, Rangers can remove and dispose of items. This helps condense belongings to essentials, aiding compliance with the by-law.
3. **Non-Voluntary Removals:** Without the owner's permission, Park Rangers can remove temporary shelters and personal items that are not in compliance with the Parks Control By-law.

VOLUNTARY STORAGE

With the permission of the owner on site, Rangers can remove and store essential items to assist individuals in condensing their belongings and providing support to those who cannot be in a mobile state.

Although the items are being voluntarily consented for storage, the safety precautions, six-step method, and mandatory PPE and tool requirements still apply.

Rangers will catalog the items for storage with the owner, taking thorough photo documentation to supplement as per the **SOP: Voluntary Storage**.

All spaces on the document must be filled out as required. The present owner must provide a name, which can be the name they choose to go by and not necessarily their legal name. The owner and Ranger will collectively sign the 'Consent to Storage of Personal Property' form. A detailed description of the tent and its location within the park is required.



HANSEN #: 334962
Nº: 1019

CONSENT TO STORAGE OF PERSONAL PROPERTY

DATE: JAN 19/24 PARK REMOVED FROM: KITSILANO
NAME OF PROPERTY OWNER: JOHN DOE
DATE OF BIRTH: UNKNOWN LAST DAY OF STORAGE: FEB 19/24

LIST OF ITEMS

1.	COLEMAN BLUE SLEEPING BAG
2.	2x ORANGE TWIN FOAM PADS
3.	PURPLE HEYS SUITCASE
4.	MAKEUP IN FIBAL BAGGIE
5.	3x BASEBALL HATS NEW
6.	MISC. CLOTHING
7.	
8.	

Agreement Details:

I agree that the Vancouver Park Board will store all items listed above for 30 days in a secured and monitored facility. Items deemed hazardous will not be stored. Hazardous items may be, but are not limited to, weapons, drug paraphernalia, combustibles, items infested with insects and soiled or moldy items.

I understand and agree that it is my responsibility to contact the Vancouver Park Board and schedule the retrieval of my property or request an extension to the 30 day storage. (Extensions are only granted under specific circumstances). I understand that to schedule the return of my property or to request a storage extension I must call 311 and request to speak to the Park Ranger Department.

I agree that the Vancouver Park Board may dispose of all of the above listed items after 30 days in storage.

I have read and understand the above.

Property Owner Signature: [Signature]

Park Ranger Badge #: 123

White copy: Admin, Pink Copy: Property Owner, Yellow Copy: Park Ranger

Storage Instructions

Steps for transferring items into storage:

1. Line a tote with a mattress bag.
2. Transfer sorted and documented essential items into the lined tote.
3. Attach a laminated label to the top of the tote with all required lines filled out.

Date: _____
Park: _____
Location: _____
Owner: _____
Hansen # _____
Ticket # _____
Contents: _____

Disposal Date: _____

Storage records and documentation instructions

1. Inform dispatch of the storage.
2. Dispatch will update the Storage Inventory.
3. Complete an incident report with the location field updated with "STORED: Date" (e.g., "Charleston Park – Yellow Shelter north of Seawall STORED: 11/15/2020").
4. Print photo documentation and the completed incident report.
5. Attach the white and yellow copies of the consent form, the associated incident report, and photos into the labeled binder "VOLUNTARY STORAGE."


VOLUNTARY DISPOSAL – Consent to Release

With the permission of the owner, Rangers can remove and dispose of items to assist with condensing belongings to essentials, helping an individual comply with the by-law they are in violation of, and/or bridging the gap for individuals without disposal abilities (e.g., mobility issues).

Although the items for disposal are being voluntarily consented for removal, the safety precautions, six-step method, and mandatory PPE requirements still apply.

Rangers will catalog the items for disposal with the owner, taking thorough photo documentation to supplement. The owner and Ranger will collectively sign the 'Consent to Release Personal Property' form.

All spaces on the document must be filled out as required. The present owner must provide a name, which can be the name they choose to go by and not necessarily their legal name. A detailed description of the tent and its location within the park is required.

 **CONSENT TO RELEASE PERSONAL PROPERTY**

Owner's Name: John Doe

Description of tent and location within park: circle area on map (see reverse)


white rainfly, green 5'x5' coleman tent.
North east section of Kitsilano Beach Park in middle of field.

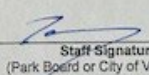
List of Items (if applicable):

1. Green tent + white rainfly (soiled) (S)
2. Red blanket (Drug paraphernalia) (OP)
3. Grey pillow (OP)
4. Black Roots backpack (S) (Did not open)
5. Blue Gucci carry-on suitcase - clean, dry clothing, nothing of value.
6. 2 green 1lb propane tanks
7. 1 white 25 lb propane tank w/heater attachment.
8. 1 orange Fiskars machete
9. Miscellaneous clothing (S)
- 10.
- 11.
- 12.
- 13.
- 14.
- 15.

Agreement Details:
I/we agree that Vancouver Board of Parks and Recreation may remove and immediately dispose of all property or specific items listed above or shown in the attached photo.

Check box if photo included


Owner's Signature


Staff Signature
(Park Board or City of Vancouver)

2024-Feb-22
Date

2024-Feb-22
Date

Vancouver Board of Parks and Recreation •
3-1-1 or 604-673-7000 (outside Vancouver) • vancouverparks.ca • vancouver.ca/vanconnect

NON-VOLUNTARY REMOVALS

Non-Voluntary Removals: Park Rangers are authorized to remove temporary shelters and personal items without the owner's permission if not in compliance with the Park Control By-law, and deemed abandon or unattended.

All items removed must be sorted and categorized as essential items, for storage or, non-essential, unsanitary items to be disposed of.

If there is a need to remove items and voluntary compliance cannot be gained from the occupant on site, rangers are to call non-emerge for support. Rangers do not remove items from a non-compliant occupant without the support of the Vancouver Police. If the police cannot assist, do not proceed. Include in your report that items were not removed, due to non-compliance and not having the support of the Vancouver Police.

Rangers will catalog the given items for disposal and take photo documentation to supplement.

All other items were disposed of.

Thorough photo documentation of the entire process and detailed incident report of cataloged items are to be placed in the labelled binder "**NON-VOLUNTARY DISPOSALS**" and/or "**NON-VOLUNTARY STORAGE**" in the Ranger office.

All spaces on the document to be filled are required, with example given below. The present owner must provide a name, although it can be the name they choose to go by and not necessarily their legal name. A best description possible of tent and location within the park itself is required.

In each situation the six-step to removals procedure and the use of mandatory PPE and tools still apply.

The sorting process is concluded when a hazard deemed a *reasonable risk* to Ranger safety has been identified.

Non-Compliant Occupant on Site

Removing Items with Occupant on Site

If there is a need to remove items and voluntary compliance cannot be gained from the occupant on site, rangers are to call non-emerge for support. Rangers do not remove items from a non-compliant occupant without the support of the Vancouver Police. If the police cannot

assist, do not proceed. Include in your report that items were not removed, due to non-compliance and not having the support of the Vancouver Police.

Removing Items from Vehicle

It can be common that individuals will attempt to or successfully retrieve their items from the Ranger vehicle beds. To best mitigate the risk of violence, items removed from the vehicles will not be physically prohibited by Rangers. The items being removed are not of the same value as your safety.

If this occurs; document the individual and items being taken and inform your shift supervisor for next steps. The outcome could be to contact VPD Non-Emergency or disengage for another day depending on the over arching circumstances. Some examples can be seen as below:

E.g. Bike frame registered as stolen removed from truck at CRAB Park and placed back into Designated Area tent of individual with written warning notice of compliance to GM Order.

E.g. Garbage bag of blankets removed from truck at George Park from first time individual with no Ranger history of violence or concern.

Vehicle Barricaded

Ensuring your on-going access and egress in a park during your site assessment of steps 1-6 does not always cover the possibility of individuals barricading your vehicle.

Depending on the number of people or the level of threat infringing upon your safety and/or egress, is the response appropriate to be taken. Park Rangers are authorized to use their vehicle as a defensive tool if they viably believe their safety is under immediate threat by actions of those outside the vehicle.

HANDLING ITEMS OF VALUE

Items of value are not stored in the same manner as essential items. It is also noted that Rangers do not **consent to voluntarily** store items of value.

Personal items of value are items normally worn or carried on a person, such as:

- Wallet, identification, passport, eyeglasses, hearing aids, dentures, medication, cellular phone, and backpack.

Monetary items of value include yet are not limited to:

- Generators, bicycles, laptops, I-pads, paddleboards, kayaks, strollers

All items of value are to be documented with photo documentation and incident reports.

To process smaller items (e.g. cell phones, birth certificates, hearing aids) follow the steps below:

1. Place items in Ziploc bag
2. Complete tag with the incident report number, location, date, and amount of tags associated to the one removal. *E.g. "Tag 2 of 4"*
3. Place sealed Ziploc bag in labelled locker or on top of stored tote items of owner

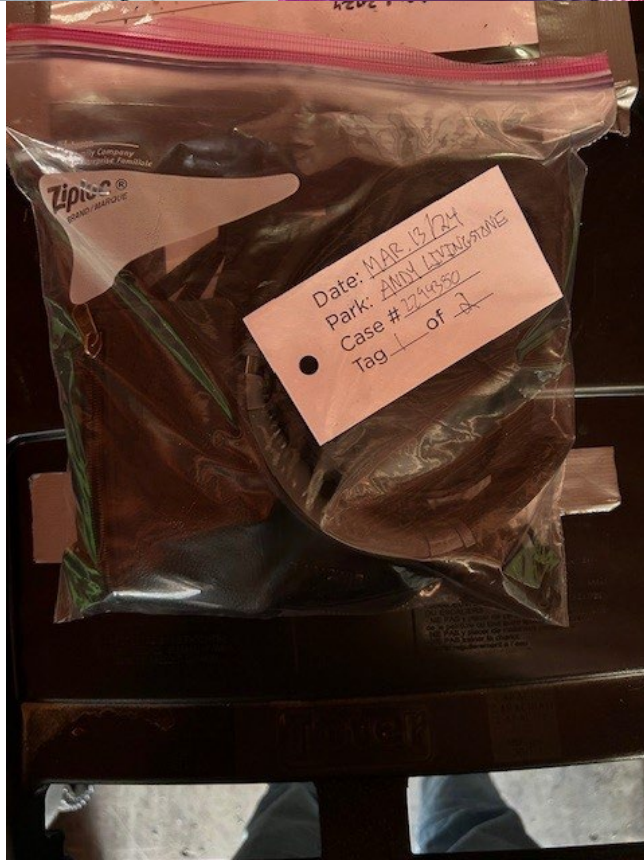
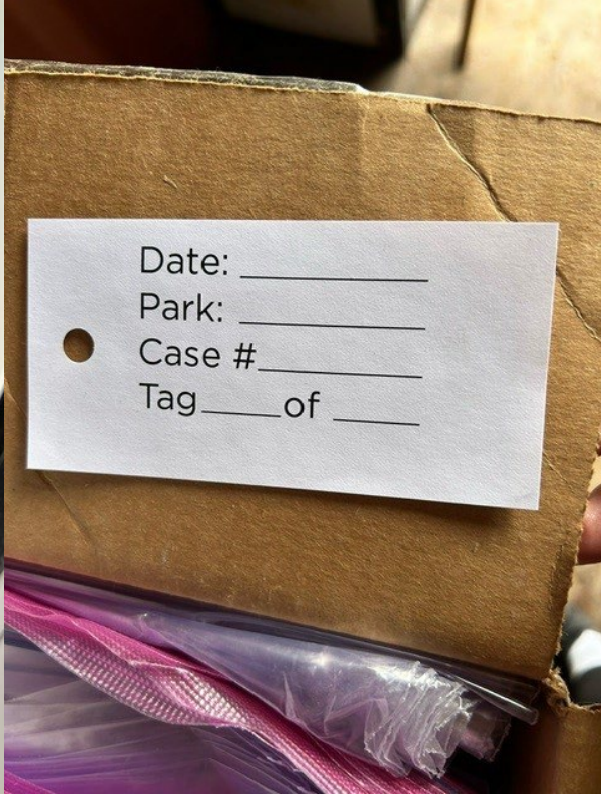
E.g. Brown leather holder with Canadian passport - David Smith.

To process larger items (e.g. bicycles, generators, etc.) follow the steps below:

1. Complete tag with the incident report number, location, date and amount of tags associated to the one removal *E.g. "Tag 2 of 4"*
2. Use provided zapstaps to attach tag to item without damage.
3. Place item in the alternative storage area for large items next to storage container
4. Record as detailed as possible in the incident report of the items processed.

E.g. Blue Bike - All identifying characteristics removed

E.g. Generator – Make - Craftsman - Model 2200i – Serial number XLJ293



WEAPONS, OR ITEMS OF POSSIBLE CRIME

Threatening Weapons

All weapons found or items that can be identified as a threat to Ranger safety are to be photo documented, reported in the incident report, and disposed of following disposal guidelines and best practices for safety. A list of common weapons is, but not limited to: knives, studded baseball bats, machetes, hatchets, makeshift shanks.

If at any point in time, Ranger safety is at risk during the finding, handling, transporting, or disposing of the weapon please contact your shift supervisor for further direction.

Firearms and Possible Crime

If a firearm or ammunition has been located in a park, immediately disengage from operations, move to a safe location in sight of the weapon and contact 911 for a pick-up. Do not touch the item(s) and stay on scene until police have arrived and obtain a police file number. Update dispatch when able to do so.

If a firearm or ammunition has been found during the Non-Voluntary Removal sorting process, immediately disengage from sorting, move to a safe location in sight of the weapon and contact 911 for a pick-up. Do not touch anything further, stay on scene until police and arrived, and obtain a police file number. Update dispatch when able to do so.

If a weapon has been located in the park that to the best of Ranger's knowledge could be linked to a possible crime (e.g. hammer in a pool of blood), immediately disengage from operations and contact 911. Do not touch the item(s) for continuity purposes and remain on scene until police have arrived. Obtain a police file number and update dispatch when able to do so.

It is not the duty of a Park Ranger to make this determination whether a firearm is a replica or not. Park Rangers are to follow the above process regardless of authenticity.

DELIVERY OF STORED ITEMS

Individuals seeking return of their personal items are to contact 311. A 311-customer service agent will generate a Park Ranger Property Retrieval case and include details of the request for service and the individual's contact information.

Dispatch is to inform the shift supervisor when a case for property retrieval is received and confirmed items are within Park Ranger possession.

Personal items are delivered during daylight hours and in pairs. Totes remain at the Stanley Park service yard and are not given away to the individual. The mattress bag enclosed with all items are returned.

If the individual has secured lodging:

- Arrange to meet the individual **outside** their building of residence.
- **Do not enter the building at any time.**

Park Rangers are to wait no longer than 30 minutes for the property owner. After 30 minutes, the Park Rangers are to leave the meeting location and return the items to storage. Communicate a failed delivery to Dispatch and the Shift Supervisor. Documented in the Hansen case file.

A property retrieval request is a priority request; therefore, same day service is the objective.