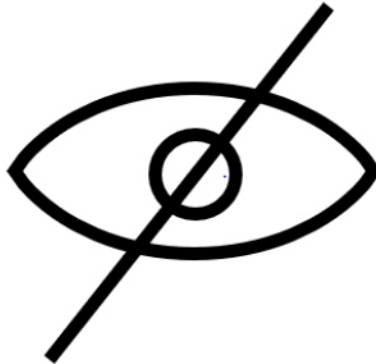




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WARNING

Sensitive Content





GENERAL ORDERS Part III Order #60-2023

Issued:
June 8, 2023

Effective Date:
June 8, 2023

Subject: **HWCR**

Contents: **Project Rewild: Orphaned Grizzly Bear Cub Rewilding Research Project**

Project Rewild, the Orphaned Grizzly Bear Cub Rewilding Research Project, is a cooperative research project between the BC Government, the Grizzly Bear Foundation, and Northern Lights Wildlife Shelter, that focuses on obtaining long-term data on the post-release survival of captive-reared grizzly bears.

Officers are asked to review the following for information on Project Rewild:

- [Project Rewild - Background](#)
- [Project Rewild - Request for Recruits](#)

The Wildlife Branch has requested that the Conservation Officer Service support Project Rewild. While the COS supports the project, officers are reminded that this support does not circumvent our existing HWCR response guidelines and matrices:

- [Response Guidelines - Grizzly Bear \(Single\)](#)
- [Response Guidelines - Grizzly Bear \(Family Unit\)](#)

If a suitable grizzly bear cub or family unit is identified as the result of an HWCR, the Conservation Officer will contact the appropriate regional wildlife manager and they will arrange the disposition of the cubs or family unit with Northern Lights Wildlife Shelter.

Questions

Questions or concerns about the foregoing may be directed to Deputy Chief Len Butler.

Approved By

Len Butler
Deputy Chief Conservation Officer
Officer in Charge of Provincial Operations



GENERAL ORDERS Part II Order #24-2023

Issued:
October 26, 2023

Effective:
October 26, 2023

Subject: **WebEOC**
Contents: **Human Wildlife Conflict Reports (HWCRs) -
Outcome Reporting for Bears Destroyed by COS**

Following a quality assurance review of HWCRs in [WebEOC](#), the COS has identified inconsistencies and unnecessary duplication in the documentation of complaint outcomes when a bear has been destroyed by the COS.

| Outcome by Animal | | | ADD OUTCOME + |
|---------------------|------------------|-------------------|---------------|
| Action Taken Date | Species Involved | Complaint Outcome | |
| 10/12/2023 10:15:00 | Black bear | Destroyed by COS | • ... |

If the destruction of a single bear is duplicated in multiple HWCRs, the COS will be unable to report accurate statistics for human-wildlife conflicts (i.e., duplicate entries for the same occurrence can lead to an inaccurate representation of an event's prevalence or frequency).

Action Required

- Effective immediately, officers and COS administrative staff will ensure outcome reporting for bears destroyed by the COS is in accordance with the standards set out below.
- When a bear is destroyed by the COS its destruction must only be documented once, under "Complaint Outcome" in the Outcome Report of the original/initial HWCR.** The risk of duplicate entries must be carefully avoided in situations when
 - a single bear or family unit generates multiple HWCRs, over a short or extended period of time; and
 - more than one officer has been involved in the response.
- For clarity regarding item 2 above: When multiple HWCRs are associated with the same bear or family unit, the Outcome Report for each additional or subsequent HWCR will
 - document "No" under "Action Required", and
 - enter the "Incident #" of the original/initial HWCR under "Reference Report #".
- When a bear is destroyed by the COS it must be documented in a timely manner, but no later than 5 business days after it was destroyed.
- Supervisors will review their officers' HWCRs on an as required basis to ensure bears destroyed by the COS are documented in HWCRs as set out above.

Approved By

Len Butler
Deputy Chief Conservation Officer
Officer in Charge of Provincial Operations



GENERAL ORDERS Part II Order #08-2024

Issued:
May 9, 2024

Effective:
May 9, 2024

Subject: **Human-Wildlife Conflict Reports (HWCRs)**
Contents: **Outcome Reporting for Bears in the WebEOC**

The purpose of this General Order is to ensure HWCR outcome reporting for bears is aligned with COS policy and practice, is provincially consistent, and avoids duplication, particularly when bears have been destroyed by the COS.

This General Order updates and replaces [Part II Order #24-2023: HWCRs – Outcome Reporting for Bears Destroyed by COS](#).

Outcome Reporting for Bears

General Requirements

1. Officers will create an outcome report for each HWCR in the [WebEOC](#) that requires a response.
2. When a bear is destroyed by the COS it must be documented in a HWCR outcome report in a timely manner, but no later than 5 business days after it was destroyed.

Narrative for Category 1 Bears

3. Officers must ensure the outcome report narrative reflects the principles and priorities in COS policy, [Preventing and Responding to Conflicts with Large Carnivores](#), particularly section 3.2, Non-lethal Responses Outside Bear Smart Communities, and section 3.3, Lethal Responses.
4. When a bear is destroyed, the outcome report's narrative will include language from the relevant [COS Conflict Response Guidelines](#). More specifically, officers will write their outcome report narrative based on the sample scenarios and model wording in: [Outcome Report Narratives for Category 1 Bears](#).
 - a. Officers may copy/paste the generic wording in this document to a WebEOC outcome report and then fill in the particulars based on the specific incident. For convenience, the link above may be bookmarked, or the file downloaded to a local drive / mobile device.

Avoiding Duplicate Entries for Destroyed Bears

5. If the destruction of a single animal is duplicated in multiple HWCRs, the COS may be unable to report accurate statistics for human-wildlife conflicts and COS responses (i.e., duplicate entries can lead to over-reporting).
6. Officers must ensure that when a bear has been destroyed, its destruction is only documented once – “Destroyed by COS” will be documented under “Complaint Outcome” in the outcome report of the original/initial HWCR for the incident.

7. For certainty regarding item 6 above: When the destruction of a bear has generated multiple, related HWCRs, the outcome report for anything other than the original/initial HWCR for the incident will
 - a. indicate “No” under “Action Required”,
 - b. indicate the “Incident #” of the original/initial HWCR under “Reference Report #”, and
 - c. not include a “Complaint Outcome”.

Supervisory Review

8. When a bear has been destroyed, and before closing the HWCR, the sergeant will ensure outcome reporting complies with the direction set out above.
 - a. For related information, see [Human-Wildlife Conflict Reports - Review Guidelines](#).

Questions

9. An all-staff webinar will be scheduled in the near future to review the new requirement in item 3 above under “Narrative for Category 1 Bears”.
10. Questions or concerns about any of the foregoing may be directed to Wildlife Conflict Instructors Jared Connatty or Joel Kline.

Approved By

Cam Schley
Chief Conservation Officer



GENERAL ORDERS Part II Order #15-2024

Issued:
June 13, 2024

Effective:
June 13, 2024

Subject: Human-Wildlife Conflict

Contents: Interim Response Guidelines for Incidents Involving Orphaned Black Bear Cubs

The purpose of this General Order is to provide updated and interim response guidelines for incidents involving orphaned black bear cubs.

As set out below in greater detail, when an officer determines that an orphaned cub's actions do not threaten human safety the matter is to be referred to regional Wildlife Branch staff, Ministry of Water, Land, and Resource Stewardship (WLRS), or a permitted rehabilitation (rearing) facility.

Background

The COS has long occupied the public-facing role in the delivery of government's response to orphaned black bear cubs. However, the vast majority of incidents that involve orphaned cubs represent a wildlife management issue and not a public safety risk. In other words, these are incidents that fall outside of the agency's public safety mandate.

To ensure these types of incidents are managed by a more appropriate body, representatives from the COS and Wildlife Branch formed an Orphaned Bear Cub working group in 2022 to update the government's response guidelines, suitability criteria for rearing/rehabilitation, and rearing best practices.

The working group's final report, and associated operational guidance, is currently being finalized and will include a clear division of roles and responsibilities between the COS, Wildlife Branch, and permitted rehabilitation (rearing) facilities. Further information will be distributed to COS staff as soon as it is available.

Action Required

1. Officers will respond to a HWCR involving orphaned black bear cubs in accordance with the guidelines on page 2 of this General Order.
2. Questions or concerns about the foregoing may be directed to your Inspector.

Approved By

Len Butler
Deputy Chief Conservation Officer
Officer in Charge of Provincial Investigations Branch

Interim Response Guidelines for Incidents Involving Orphaned Black Bear Cubs

1. When the COS receives a human-wildlife conflict report (HWCR) involving an orphaned black bear cub (or cubs), officers will contact the caller to
 - a. verify the information in the HWCR / obtain further details, and
 - b. make a determination as to whether a cub's actions threaten human safety.

Cub's Actions Do Not Threaten Human Safety

2. (See item 1): When it's determined that a cub's actions do not threaten human safety, officers will
 - a. advise the caller that the issue will be referred, and
 - b. forward the necessary information to regional Wildlife Branch staff.
3. If regional Wildlife Branch staff are unavailable/unable to respond, officers will
 - a. contact a permitted rehabilitation (rearing) facility, and
 - b. ensure regional Wildlife Branch staff have been advised of same
4. Currently, there are three organizations/facilities that have been issued a section 2(t) permit under the Permit Regulation authorizing the rehabilitation of orphaned black bear cubs (e.g., to capture, transport, keep/possess, or release), including:
 - a. North Island Wildlife Recovery Centre in Errington,
 - b. Critter Care Wildlife Society in Langley, and
 - c. Northern Lights Wildlife Society in Smithers.

Cub's Actions Threaten Human Safety

5. (See item 1): When it's determined that a cub's actions threaten human safety, officers will respond in accordance with COS Policy, [Preventing and Responding to Conflicts with Large Carnivores](#) (see section 3 in particular) .
 - a. For example, under section 3.7(b)(ii): "*Young of the year must not display high levels of habituation to humans or condition to human food sources. If there are any questions regarding the physical or behavioral condition of the bear the Wildlife Veterinarian or [WLRS] regional/headquarters biologists will be contacted for advice.*"

Assistance to Regional Wildlife Branch Staff

6. When requested, officers will assist regional Wildlife Branch staff whenever practicable, including:
 - a. responses to orphaned black bear cubs that are deemed unsuitable candidates for a rehabilitation (rearing) facility; and
 - b. training related to the successful implementation of these interim response guidelines.

Black Bear Family Unit Conflicts

7. The COS response to human-black bear family unit conflicts continues to be guided by COS Policy, [Preventing and Responding to Conflicts with Large Carnivores](#) and COS [Human-Black Bear \(Family Unit\) Conflict Response Guidelines](#).



GENERAL ORDERS Part I Order #15-2024

Issued:
July 19, 2024

Effective:
July 19, 2024

Subject: **Personnel**
Policy: **Complaints**

COS Policy, [Complaints](#), has been revised and republished to the online policy manual on the COS SharePoint. See Chapter: Personnel > Complaints.

Section 7.2 now includes the following new provisions respecting a “policy or service complaint”:

- a complaint must be submitted within 6 months of the alleged incident/occurrence; and
- a complaint must be resolved in a timely manner, and generally no later than 6 months after receipt.

Action Required

1. Effective immediately, all complaints will be managed in accordance with the revised policy.

Approved By

Cam Schley
Chief Conservation Officer