

REGULAR COUNCIL MEETING AGENDA

VILLAGE OF ANMORE

Agenda for the Regular Council Meeting scheduled for
Tuesday, June 21, 2016 at 7:00 p.m. in the portable classroom
at Anmore Elementary School, 30 Elementary Road, Anmore, BC



1. Call to Order

2. Approval of the Agenda

Recommendation: That the agenda be approved as circulated.

3. Public Input

Note: The public is permitted to provide comments to Council on any item shown on this meeting agenda.

4. Delegations

5. Adoption of Minutes

page 1

(a) Minutes of the Regular Council Meeting held on June 7, 2016

Recommendation: That the Minutes of the Regular Council Meeting held on June 7, 2016 be adopted as circulated.

6. Business Arising from Minutes

7. Consent Agenda

8. Items Removed from the Consent Agenda

9. Legislative Reports

page 6

(a) Development Procedures Bylaw No. 553-2016

Recommendation: That Anmore Development Procedures Bylaw No. 553-2016 be reconsidered, finally passed and adopted.

10. Unfinished Business

11. New Business**(a) Mayor's Task Force on Land Use - Infill**

page 10 Report dated June 2, 2016 from Kate Lambert and Brent Elliott, CitySpaces Consulting Ltd., is attached.

(b) Award of Covered Structure Project

page 22 Report dated June 14, 2016 from the Chief Administrative Officer is attached.

(c) Wildfire Protection Plan Review (Report)

page 24 Report dated June 17, 2016 from the Manager of Corporate Services is attached.

(d) Respectful Workplace Policy No. 50

page 31 Report dated June 17, 2016 from the Manager of Corporate Services is attached.

12. Mayor's Report**13. Councillors Reports****14. Chief Administrative Officer's Report****15. Information Items****(a) Committees, Commissions, and Boards – Minutes**

- page 48 - Protective Services Committee Minutes of August 27, 2015
- page 53 - Protective Services Committee Minutes of March 31, 2016

(b) General Correspondence

- page 56 - Letter dated June 2, 2016 from Metro Vancouver regarding 2016 Regional Food System Action Plan.
- page 100 - Letter dated June 2, 2016 from City of North Vancouver regarding Cigarette Butt Deposit Return Program.
- page 111 - Letter dated June 9, 2016 from BC Ministry of Environment regarding *Water Sustainability Act*.
- page 117 - Letter dated June 9, 2016 from Minister of Jobs, Tourism and Skills Training and Minister Responsible for Labour to Union of British Columbia Municipalities regarding Syrian refugee arrivals in BC.
- page 122 - Email sent June 13, 2016 from Minister of Small Business and Red Tape Reduction and Minister Responsible for the Liquor Distribution Branch regarding the 2016 Open for Business Awards

- page 129 - Email sent June 13, 2016 from Office of the Seniors Advocate, Province of British Columbia, regarding the 2015/16 Annual Report of the Office of the Seniors Advocate.

16. Public Question Period

Note: The public is permitted to ask questions of Council regarding any item pertaining to Village business.

17. Adjournment

REGULAR COUNCIL MEETING – MINUTES

VILLAGE OF ANMORE

Minutes of the Regular Council Meeting held on Tuesday, June 7, 2016 in the portable classroom at Anmore Elementary School, 30 Elementary Road, Anmore, BC



ELECTED OFFICIALS PRESENT

Mayor John McEwen
Councillor Ryan Froese
Councillor Ann-Marie Thiele
Councillor Kim Trowbridge

ELECTED OFFICIALS ABSENT

Councillor Paul Weverink

STAFF PRESENT

Juli Kolby, Chief Administrative Officer
Christine Milloy, Manager of Corporate Services
Richard White, Planning Consultant

1. Call to Order

Mayor McEwen called the meeting to order at 7:00 p.m.

2. Approval of the Agenda

Council agreed to accept the addendum, adding item 4(a) to the agenda.

It was MOVED and SECONDED:

R121/2016 “THAT THE AGENDA BE APPROVED, AS AMENDED.”

CARRIED UNANIMOUSLY

3. Public Input

Nil

4. Delegations

(a) Julie Mitten, Anmore Resident

Lori Bennett, Anmore Resident, on behalf of Julie Mitten, presented a request for the Village to waive the \$200 fee for use of the lower parking lot for a community garage sale.

It was MOVED and SECONDED:

R122/2016 **“THAT COUNCIL AUTHORIZES STAFF TO WAIVE THE ANMORE FEES AND CHARGES BYLAW PARKING LOT RENTAL FEE OF TWO HUNDRED DOLLARS (\$200), FOR USE AS A COMMUNITY EVENT ON SATURDAY, JUNE 18, 2016, AS ORGANIZED BY JULIE MITTEN.”**

CARRIED UNANIMOUSLY

5. Adoption of Minutes

(a) Minutes of the Regular Council Meeting held on May 17, 2016

It was MOVED and SECONDED:

R123/2016 **“THAT THE MINUTES OF THE REGULAR COUNCIL MEETING HELD ON MAY 17, 2016 BE ADOPTED AS CIRCULATED.”**

CARRIED UNANIMOUSLY

6. Business Arising from Minutes

Councillor Thiele requested an update regarding potential need for a bylaw to address longboarding. Staff replied that, following an information review and a discussion with Coquitlam RCMP, signage could be erected without a bylaw requirement.

7. Consent Agenda

Nil

8. Items Removed from the Consent Agenda

Nil

9. Legislative Reports

(a) Fees and Charges Amendment Bylaw No. 552-2016

It was MOVED and SECONDED:

R124/2016 **“THAT ANMORE FEES AND CHARGES AMENDMENT BYLAW NO. 552-2016 BE RECONSIDERED, FINALLY PASSED AND ADOPTED.”**

CARRIED UNANIMOUSLY

(b) Development Procedures Bylaw No. 553-2016

It was MOVED and SECONDED:

R125/2016

“THAT ANMORE DEVELOPMENT PROCEDURES BYLAW NO. 553-2016 BE READ A FIRST, SECOND AND THIRD TIME.”

CARRIED UNANIMOUSLY

10. Unfinished Business

Nil

11. New Business**(a) Hal Weinberg Scholarship**

Mayor McEwen presented the 2016 Hal Weinberg Scholarship award to Morgan Weverink.

(b) Canada 150 Grant Resolution

Juli Kolby reported that:

- There was an announcement made by the federal government for the second application intake for Canada 150 Grant funds.
- The Village submitted an application last year for funding to renovate the village hall, but despite receiving a file number the application was not considered.
- Following further discussion and a decision made not to renovate the village hall, and instead to build a new one, she recommends that the Village apply under the new program, by the deadline of June 22, 2016.

It was MOVED and SECONDED:

R126/2016

“THAT COUNCIL ENDORSE VILLAGE STAFF TO SUBMIT AN APPLICATION FORM FOR THE CURRENT INTAKE OF THE CANADA 150 COMMUNITY INFRASTRUCTURE PROGRAM.”

CARRIED UNANIMOUSLY

12. Mayor's Report

Mayor McEwen reported that:

- At the TransLink meeting on May 26 Mayors discussed the funding formula, and the Mayors' Council asked for a different level of governance.
- On May 27, there was a Metro Vancouver meeting.

- On May 31, he attended a breakfast meeting in Port Moody regarding regional sustainability.
- Today, he had a lunch meeting with Mayor Clay, Mayor Moore, and Mayor Stewart regarding the Innovative Fitness Adventure Challenge for charity that they will partake in.
- He had a great planning meeting today with Richard (White).
- This is possibly the second-to-last meeting for a Council meeting in the school portable; the new trailer is anticipated to arrive late-June.

13. Councillors Reports

Councillor Thiele reported that:

- The Ma Murray Day Committee had a successful meeting; the event will be similar to last year's event.
- The Emergency Preparedness Committee met last Thursday.
- She would like to acknowledge that a few families have moved or will soon be moving out of Anmore, including members of past and current Council Committees.

14. Chief Administrative Officer's Report

Juli Kolby reported that:

- The Manager of Development Services job posting has been re-posted with additional qualifications, and closes on June 20, 2016.
- Staff anticipates that the new trailers will be in place for the July 12, 2016 Regular Council Meeting.
- The road projects that have been discussed by Council will be going out for Tender by end of this week.
- Parking has become more of an issue in recent weeks. She is working with Public Works to determine ways to increase enforcement, and a notice will be posted to the sign boards to notify people that Coquitlam Towing will be towing people who are illegally parked.
- She issued a letter to BC Hydro today regarding the Transmission Study; and received a response with announcement that BC Hydro will be hosting a Community Information Open House on June 23, 2016 from 5:00 to 8:00 p.m. at Anmore Elementary School, with a public question and answer session starting at 7:00 p.m.

15. Information Items

(a) Committees, Commissions, and Boards – Minutes

Nil

(b) General Correspondence

- Letter dated May 5, 2016 from PIVOT Legal Society regarding Municipal bylaw compliance with the Canadian Charter of Rights and Freedoms

- Letter dated May 20, 2016 from Metro Vancouver regarding Air Quality Monitoring Report for 2014. *The report can be viewed online at <http://www.metrovancouver.org/services/air-quality/emissions-monitoring/monitoring/reports/Pages/default.aspx>*

16. Public Question Period

Lynn Burton, Sugar Mountain Way, asked a question regarding Buntzen Lake visitors parking on Anmore streets.

Pam Blackman, East Road, asked a question regarding the Heritage Committee and the old village hall.

Pam Blackman, East Road, asked a question regarding zoning for the Bella Terra Development sales centre.

17. Adjournment

It was MOVED and SECONDED:

R127/2016 **"TO ADJOURN."**

CARRIED UNANIMOUSLY

The meeting adjourned at 7:42 p.m.

Certified Correct:

Approved by:

Christine Milloy
Manager of Corporate Services

John McEwen
Mayor

VILLAGE OF ANMORE

DEVELOPMENT PROCEDURES BYLAW NO. 553-2016

A bylaw to establish procedures for processing development applications

WHEREAS, section 460 of the *Local Government Act* requires municipalities to establish procedures to accept and process applications from land owners to amend the Official Community Plan or the Zoning Bylaw, and to issue related permits under part 14 of the *Local Government Act*;

NOW THEREFORE, the Council of the Village of Anmore, in open meeting assembled, enacts the following:

1. CITATION

This bylaw may be cited for all purposes as "Anmore Development Procedures Bylaw No. 553- 2016".

2. DEFINITIONS

In this bylaw,

Applicant means a person who is an owner of the property which is the subject of an application, or a person acting with the written consent of the owner of the property.

Council means the Council of the Village of Anmore.

Manager means the Manager of Development Services.

Village means the Village of Anmore.

3. DATE OF ENFORCEMENT

This bylaw shall come into effect on the date of its final adoption.

4. SCOPE

This bylaw shall apply to all of the following:

- (a) An amendment to:
 - (i) The Official Community Plan
 - (ii) The Zoning Bylaw

- (b) Issuance of:
 - (i) Development Permits
 - (ii) Development Variance Permits
 - (iii) Temporary Use Permits

5. APPLICATION FEES, LEGAL FEES AND REFUND POLICY

- (a) Refer to Anmore Fees and Charges Bylaw No. 545-2015 for a current schedule of relevant fees.
- (b) Applications for bylaw amendments, permits, and permit extensions shall be submitted in writing to the Village by the Applicant, and shall be accompanied by all information relevant to the proposed development required by the Village to conduct a thorough review and analysis of the proposed development. The Applicant must apply in the form prescribed by the Village and must provide the information required by the form.
- (c) If the Manager is not satisfied that the information is sufficient in scope or level of detail in any respect, the Manager may, within 30 business days of the receipt of the information submitted by the Applicant, require the Applicant to provide, at the Applicant's expense, further information reasonably required to comply with this section.
- (d) Every report or other document provided to the Village must contain an express grant of permission to the Village to use and reproduce the information contained in the report or other document for non-commercial purposes.
- (e) All legal fees directly associated with amendments or permits covered by the bylaw shall be borne by the Applicant.
- (f) Refunds of application fees shall be made on the following basis:
 - (i) If the application is rejected by the Council prior to any Public Hearing or Public Meeting process being authorized by Council, 50 percent of the application fee shall be refunded to the Applicant;
 - (ii) If, prior to any Public Hearing or Public Meeting process being authorized by Council, the Applicant withdraws the application within six months of submission, 50 percent of the application fee shall be refunded;

- (iii) If an application is withdrawn prior to any significant work being commenced by the Village, an amount up to the full application fee may be refunded to the Applicant at the discretion of the Manager; or
- (iv) If the Applicant fails, within one year, to respond to requests for further information in support of the application, the application shall be deemed void and in which case no refund of fee will be granted.

6. PROCESS

- (a) An application for an amendment under section 4 shall be processed by the Manager or his/her designate, who shall submit a report to Council for consideration.
- (b) The review of application by Council and the Manager may include referrals to persons or groups for such reports or advice deemed necessary to evaluate the application.
- (c) In the event that the Manager rejects a Permit under a delegated authority, the Applicant may appeal to Council for reconsideration of the Application.

7. AMENDMENTS TO OFFICIAL COMMUNITY PLAN AND ZONING BYLAW

Council shall, following receipt of a staff report with respect to an application to amend the Official Community Plan or to amend the Zoning Bylaw:

- (a) Proceed with consideration of the bylaw or bylaws as set forth in Part 14 of the *Local Government Act*;
- (b) Withhold consideration of the bylaw or bylaws pending further input from the Applicant or Village staff; or
- (c) Reject the application.

8. POSTING OF A SIGN

A sign may be required to be posted at the development site for public information prior to a Public Hearing, Public Meeting or Public Information Meeting. Failure to post the sign may result in a delay in the process.

9. RE-APPLICATION

Where an application under section 4 has been rejected by Council, no re-application for the same amendment shall be considered within one year from the date of Council's rejection.

10. EFFECT OF THIS BYLAW

Nothing in this bylaw shall be construed as:

- (a) Preventing Council from initiating an application to amend any plan, bylaw or land use contract or issuing to itself any permit;
- (b) Affecting the referral of any plan, bylaw, amendment or permit to any Council Committee or Commission;
- (c) Preventing the Council from tabling or otherwise dealing with any application in the manner it deems appropriate; and
- (d) Compelling the Council to consider an application provided for in this bylaw.

READ a first time the 7th day of June, 2016

READ a second time the 7th day of June, 2016

READ a third time, as amended, the 7th day of June, 2016

RECONSIDERED, FINALLY PASSED AND ADOPTED this ____ day of _____, 2016

MAYOR

MANAGER OF CORPORATE SERVICES

Certified as a true and correct copy of "Anmore Development Procedures Bylaw No. 553- 2016".

DATE

MANAGER OF CORPORATE SERVICES

C O U N C I L R E P O R T

TO: Juli Kolby, Chief Administrative Officer

SUBMITTED BY: Kate Lambert and Brent Elliott, Planning Consultants

DATE: June 2, 2016

RE: Mayor's Task Force on Land Use - Infill

INTRODUCTION

The intent of this report is to bring forward the findings of the Mayor's Task Force on Land Use, which looked at the concept of infill in the Anmore context.

RESOLUTIONS

THAT Council receive the report from the Mayor's Task Force on Land Use for information;

AND

THAT Council provide direction to staff to outline a work plan to analyze the directions outlined by the Mayor's Task Force on Land Use, including a public process.

Other Resolution Options

THAT Council receive the report from the Mayor's Task Force on Land Use for information only.

AND/OR

THAT Council provide direction to staff to not analyze further the topic of infill in Anmore.

BACKGROUND

The Village of Anmore Council requested staff to coordinate a Mayor's Task Force on Land Use to research residential infill in the Anmore context, and report back to Council with its findings. The Planning Consultant was requested to attend meetings on an as-needed basis, to provide technical advice and be a resource to the Task Force.

The mandate of the Task Force was to conduct research and report back to Council on the following:

1. Define “infill”
2. Identify regulatory limitations
3. Identify potential impacts on the Village (e.g. financial, operational)
4. Identify possible Community Amenity Contributions to Village
5. Identify how many parcels are potentially affected, and the possible parcel yield(s)

The Task Force met six times in March and April 2016 prior to summarizing its research and discussions in a report that was reviewed by the Village Planning Consultant and Village Staff and endorsed by all Task Force members prior to submission to Council.

DISCUSSION

The Task Force was struck, in part, to respond to a number of residents who are interested in the opportunity to subdivide 1 acre parcels into smaller lots. With recent changes in the OCP (2014), and development proposals incorporating lots smaller than 1 acre on the hillside, a number of residents urged Council to consider exploring the option for subdivision of existing 1 acre parcels throughout the Village.

To help frame the Task Force’s report, it is recognized that the existing policy context of the OCP does not entertain the concept of infill throughout the Village, but does provide a current 1.8 lots per acre level of density contemplated for Comprehensive Development hillside projects. The Village’s current Zoning Bylaw, in terms of minimum lot sizes permitted in the subdivision of any new lots, does not support in the base RS-1 zone the lot sizes required to achieve the form of infill being discussed.

With that as context, the Task Force has put forth:

- the creation of an infill policy that would supplement the OCP and provide greater detail about the principles, guidelines and intent of residential infill. Example policies from other communities including as Chilliwack, Maple Ridge and Surrey were presented by the Planning Consultant and reviewed by the Task Force.
- the development of an infill zone to establish the land use parameters for infill, based closely on the requirements of the RS-1 zone (except lot size).
- the establishment of an appropriate community amenity contribution, beyond any development fees for rezoning, subdivision, watercourse protection development permit or other related development charges, to ensure that such infill development might contribute to a financially sustainable Village.

Should Council wish to move forward with the discussion about infill development in Anmore, staff and the Planning Consultant recommend additional research to build upon the Task Force's initial findings. Additionally, a public process will be required to discuss the concept of infill and any proposed policy and zoning amendments contemplated to accommodate infill development.

It is timely to note that the drafting of any new infill regulations and subsequent public conversation could be incorporated into the already underway process for the Zoning Bylaw. Further analysis would also be required to determine if an amenity contribution would be appropriate for the Village to pursue in relation to infill development.

FINANCIAL IMPLICATIONS

As discussed, infill development could present certain financial impacts upon the Village. Additionally, the anticipated submission of applications following any introduction of infill policies and zoning could implicate staff time and Village administrative resources.

COMMUNICATIONS/CIVIC ENGAGEMENT


The Mayor's Task Force on Land Use is comprised in part of Village residents. Wider public engagement, should additional policy or zoning amendments be drafted, is recommended.

CORPORATE STRATEGIC PLAN OBJECTIVES

The attached report and its contents are consistent with the planning and development corporate objective to explore diversity in land use and housing.

Attachments:

- A. *Mayor's Task Force on Land Use Report to Council on Infill*

Prepared by:
Kate Lambert and Brent Elliott, Planning Consultants
Reviewed for Form and Content / Approved for Submission to Council:
<i>Chief Administrative Officer's Comment/Concurrence</i> <div style="text-align: right;"> _____ Chief Administrative Officer</div>



VILLAGE OF ANMORE

REPORT TO COUNCIL

Date: June 10, 2016

Submitted by: Mayor's Task Force on Land Use

Subject: Infill Zoning

Purpose / Introduction

To provide Council with a written report produced by the Mayor's Task Force on Land Use ("Task Force") as per the Terms of Reference, approved by Mayor McEwen on March 9, 2016 (see Appendix A).

The Task Force consisted of the following members:

- Herb Mueckel, Chair
- Doug Salberg, Vice Chair
- Kim Trowbridge, Councillor
- Paul Weverink, Councillor

In addition, the Task Force had the resources of the Village of Anmore (Village) planners, CitySpaces, at our disposal. In particular, Kate Lambert was in attendance at all meetings.

The Task Force met throughout the month of March and April, 2016. The Task Force findings are included in this report.

Background

Over the last two years, several residents of Anmore have requested that Council consider the possibility of allowing residents in the RS1 zone to sub-divide their lots. This process has been referred to as "Infill". The Task Force was asked to research the possibility of allowing this and to determine what the process would be to achieve this. The Task Force was not asked to provide an opinion as to the merits of moving forward with this.

Policy

If Council was to move forward with creating a new Infill zone it was agreed unanimously and strongly by all participants of the Task Force that the Infill zone should include a policy statement defining the zone. The policy statement would be crafted to provide underlining guidance to the zone and would include:

Infill zoning and subsequent development of a new residence will be done in such a way as to support the existing semi-rural nature of Anmore. Homes will blend into the neighbourhood and

Report/Recommendation to Council

Infill Zoning

June 10, 2016

will be designed and will adhere to the same setbacks as the existing neighbourhood. The premise behind infill is that it will enhance or at least not take away from the look and feel of the neighbourhood. Homes will be built in a like manner to existing homes.

Discussion

1. DEFINING INFILL

Infill is intended to allow property owners within the current RS1 zone to split (subdivide) their existing lot. Infill is applicable to those homes currently under the RS1 zone only and would apply to lots that are less than 2 acres in size. Lots equal to or greater than 2 acres are currently able to subdivide to two one acre lots.

2. REGULATORY LIMITATIONS (see Appendix B)

In order for an Infill zone to be created, CitySpaces have advised the following process would need to be followed:

- A. Amend Official Community Plan (OCP), changing density from the current 1.8 units per acre to a new density of 2 units per acre in the Infill zone. This would be an amendment to the current OCP and would require a public hearing. The result of this amendment would be that the maximum density in the Village would be changed to 2 units per acre from the current 1.8 units per acre for the new Infill zone only.
- B. A new zone would need to be created, the Infill zone, which would also require a public hearing.

It is the Task Force's understanding that an update of the zoning bylaw is currently under way. Assuming there is a desire by Council to move forward, the Infill zone could be included in the zoning bylaw update and the public process required to update the zoning bylaw.

Task Force Recommendations:

- Infill zone to be created only within the RS-1 zone for existing lots less than 2 acres;
- Village Engineer must be satisfied that infrastructure (water, etc.) is sufficient;
- Fire Chief's input would be required in regards to fire safety impact;
- In general it is anticipated that newly created lots would be ½ acre lots, however the Task Force has agreed that in certain circumstances property owners may desire to split a lot where one of the lots would not be ½ acre in size. Therefore, under lot averaging we propose to allow a minimum lot size of 1/3 acre (1,349 m²). Under lot averaging all other requirements would need to be satisfied.

Report/Recommendation to Council

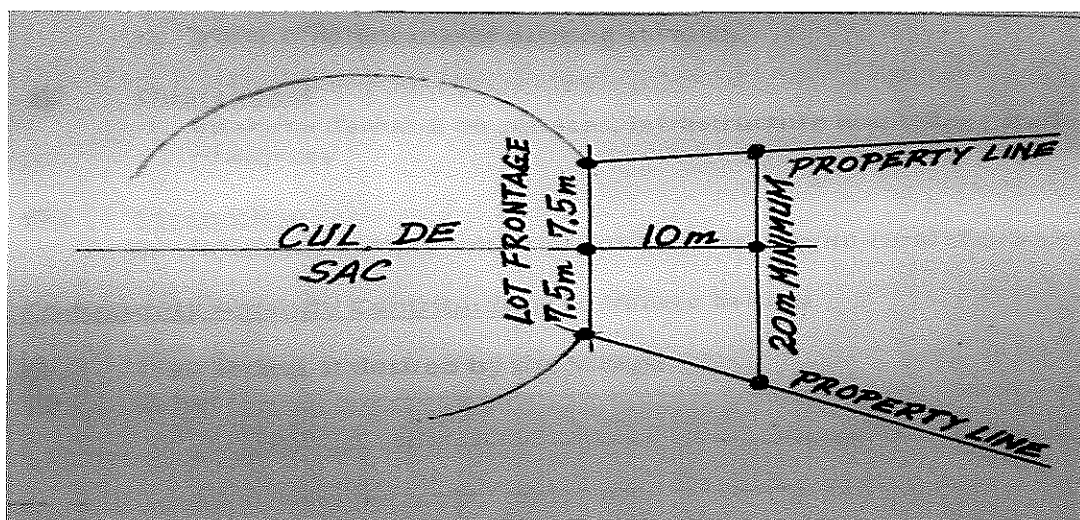
Infill Zoning

June 10, 2016

In addition, we may have circumstances where because of a Community Amenity Contribution (CAC) (i.e. trail access), a lot does not adhere to the ½ acre minimum; this would be allowed and reviewed on a case by case basis.

Additional Recommendations:

- Panhandles to divide a 1 acre lot – Shall be considered when meeting minimum lot frontage of 83.5 ft inclusive of pan handle width.
- Minimum lot frontage - Same as RS1 Zone = 25.45 m (83.5 ft) minimum
- Minimum lot frontage - When lot size averaging, first lot = 25.45 m (83.5 ft) minimum
- Minimum lot frontage - When lot size averaging, second lot = 19.35 m (63.5 ft) minimum
- Minimum lot frontage in a cul-de-sac – see sketch below



The following regulations should be the same as the RS1 zone:

- Lot coverage on new lot
- Building setbacks
- Height restrictions
- Accessory buildings (however no more than one accessory building on a new lot, existing lot would be grandfathered)
- Off-street parking
- Accessory suites
- Home occupation
- Boarding
- Bed and breakfast

In addition, the Infill zone should:

- Adhere to 20% Tree Retention or Replanting, as per Anmore Tree Management Bylaw
- Adhere to the Village's Watercourse Protection Development Permit Area

Report/Recommendation to Council

Infill Zoning

June 10, 2016

3. POTENTIAL IMPACTS ON THE VILLAGE

Financial

- Village to collect fees for rezoning, subdivision and DCC charges and other related permit fees
- Community Amenity Contributions to be implemented (see Section 4)
- Additional lots and homes added to tax base
- More efficient use of existing services

Operational

- Increase demand on services, infrastructure and Village staff resources

4. COMMUNITY AMENITY CONTRIBUTIONS TO VILLAGE IN-LIEU

The Task Force believes it is appropriate that residents of the Village wishing to proceed with subdividing, assuming adoption of the Infill zone, would be willing to provide a Community Amenity Contribution for the betterment of all Anmore residents.

A Community Amenity Contribution could be in either in the form of land or cash in lieu. In the situation proposed under Infill most properties would not be able to contribute land. Having said that the Task Force wishes to include land here as in certain unique situations a resident might be able to contribute land in the form of a trail access perhaps connecting two separate streets with a trail right of way. In our opinion this would be a welcome contribution as it would help with the connectivity of our trail network.

In regards to the other option the task force has considered CACs for the new infill zone (should it be created), in the context of providing value to the village at large. To that end we looked for current models to follow, in order to maximize value to the village, while maintaining a sense of reasonableness. We also wanted to have a formula that is supportable by way of comparable(s) and logic but not so complicated that it is difficult to support or derive its origins.

We contemplated several methods that respect the rules governing CAC creation (see appendix C) but found them to all relate to developments and subdivisions which are aimed at creating multiple lots, in a single location. It is difficult to apply these rules and policies to individual lots created one at a time in multiple locations around the village. As a result, we recommend that the Village enlist the services of an appraiser to assist in the establishment of an appropriate CAC formula.

5. IDENTIFYING POTENTIALLY AFFECTED NUMBER (YIELD) OF AFFECTED PROPERTIES

The Task Force did not attempt to identify the number of affected properties. As a group we felt this task would be better left to the staff of the Village of Anmore.

Conclusion

By way of comment we offer the following:

Report/Recommendation to Council

Infill Zoning




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The ability to sub-divide an existing lot would be based on the parameters as outlined above. Many residents who might qualify may have no interest in proceeding. Many lots that might qualify currently have homes situated in such a way that they could not sub-divide without re-locating their home.

The Task Force feels that depending on the specifics of a particular piece of property there may very well be many impediments to sub-dividing. Having said that, there are residents who are well set up to do this and indeed their homes were located on their properties specifically in anticipation of this.

Attachments:

1. Appendix A – Terms of Reference
2. Appendix B – RS1 zone regulations (excerpt from Village of Anmore Zoning Bylaw No. 374, 2004)

Prepared by:	
 _____	
On behalf of the Mayor's Task Force on Land Use Herb Mueckel, Chair	
Reviewed for Form and Content / Approved for Submission to Council:	
<i>Chief Administrative Officer's Comment/Concurrence</i>	
 _____	
Chief Administrative Officer	
Corporate Review	Initials
Corporate Officer	

MAYOR'S TASK FORCE ON LAND USE TERMS OF REFERENCE



Governance

The Mayor's Task Force on Land Use is governed by the applicable provisions in the *Local Government Act, Community Charter, Anmore Procedure Bylaw* and *Code of Conduct*.

Purpose

The purpose of these Terms of Reference is to address items that are not dealt with in the *Local Government Act, Community Charter, Anmore Procedure Bylaw* and *Code of Conduct*.

Mandate

The Mayor's Task Force on Land Use shall conduct research for the following specified deliverables:

1. Define "infill"
2. Identify regulatory limitations
3. Identify potential impacts on the Village (e.g. financial, operational)
4. Identify possible Community Amenity Contributions to Village in-lieu
5. Identify how many parcels are potentially affected, and the possible parcel yield(s)

Subsequent to research and discussions, a written report shall be prepared for Council on behalf of the Task Force. The report must address each of the deliverables and any regulatory influences that they might have.

Membership

Membership has been established by the Mayor and is comprised of four members: two Councillors and two resident or non-resident property owners.

Members shall elect one member to act as Chair.

The term of appointment will commence in March 2016 and will conclude in 2016. The Task Force will not be renewed.

A quorum is a majority of all members of the Task Force.

As referenced in the *Anmore Procedure Bylaw*, the Mayor is an ex-officio of the Task Force and when present may constitute a quorum.

Decision Making and Recommendations

No decision making or recommendations are requested of the Task Force.

Meetings

At its first meeting, the Task Force will establish a meeting schedule and the Chair shall provide the schedule to the Manager of Corporate Services. The Task Force will only meet on dates previously scheduled, unless alternative arrangements have been made with the Manager of Corporate Services and proper notification has been provided to Task Force members and the public.

Public and Developer Involvement

All meetings of the Mayor's Task Force on Land Use shall be open to the public. The Task Force is not permitted to meet In-Camera.

Members of the public who attend the meetings are present as observers. No input from the public or a developer will be considered at a meeting. If a public member or a developer wants to present information or questions to the Task Force, they are requested to do so outside of the meeting.

Written documents received by a Task Force member by a member of the public or a developer shall be provided to the Manager of Corporate Services for the Village's records.

Staff Involvement

When requested by the Task Force, staff or a staff representative will attend a meeting in a technical capacity only. Attendance by staff or a staff representative will not constitute quorum.

Agendas

Agendas and supporting materials shall be distributed in advance of a meeting by staff. Subsequent to the first meeting, staff will prepare the agenda in consultation with the Mayor and/or the Chair. Agendas shall be circulated by email 72 hours prior to the meeting and shall be posted to the website, in accordance with the Procedure Bylaw.

Minutes

Minutes of all meetings shall be electronically recorded for the purpose of transcription by staff. Staff will attempt to prepare the draft minutes for review and adoption at the next scheduled meeting.

APPROVED BY MAYOR JOHN McEWEN ON:	MARCH 9, 2016
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APPROVED BY THE TASK FORCE ON:	
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APPENDIX "B"

302 • RESIDENTIAL 1

RS-1

This zone is intended to provide land solely for the purpose of single family housing housing.

302.1 Permitted Land Uses

Minimum Lot Size^(a)

One Family Residential	4047 m ²
Home Occupation ^(b)	n/a
Bed and Breakfast ^(c)	n/a
Boarding	n/a
Accessory Suite ^(d)	n/a
Accessory Uses	n/a

- (a) For subdivision exemptions, see Section 404.
- (b) Home Occupation shall be subject to the requirements of Section 207.
- (c) Bed and Breakfast shall be subject to the requirements of Section 220.
- (d) Accessory Suite shall be subject to the requirements of Section 210.

302.2 Buildings and Structures Maximum

Maximum Maximum Number

Size

Height

Principal Buildings	1 ^(a)	0.25 FAR ^(b)	10 m
Accessory Buildings and Structures	2	25% - 100 m ^{2(c)}	7 m ^(d)

- (a) May be increased to two One-Family Residential dwellings, provided that the lot size is greater than 0.8 ha.
- (b) The maximum Gross Floor Area for the principal building and all accessory buildings on the parcel shall not exceed a Floor Area Ratio (FAR) of 0.25, except that:
 - (i) in cases where all buildings are sited on a parcel in such a manner that all the setbacks for all the buildings are increased 1.5 m beyond that which are required pursuant to Section 302.3 for every 152 m² of additional floor area;
 - (ii) notwithstanding this restriction, a principal building with a Gross Floor Area of not more than 232.4 square meters will be permitted on any parcel; and
- (c) The maximum Gross Floor Area inclusive of parking areas and basements of all accessory buildings on a parcel shall not exceed 25% of the Gross Floor Area of the principal dwelling up to a maximum of 100 square meters. Notwithstanding this restriction, an accessory building of not more than 55.7 square meters will be permitted on any parcel.
- (d) Maximum height of fence is subject to Section 215.

302.3 Minimum Building Setbacks

Use	Front Lot Line Setback	Rear Lot Line Setback	Exterior Lot Line Setback	Interior Lot Line Setback
Principal Building	10 m ^(a)	7.6 m	7.6 m	5m
Accessory Buildings and Structures	10 m	7.6 m	7.6 m	5 m

- (a) For a lot that is less than 4047 m², the front lot line setback may be reduced to 7.6 m.

302.4 Off-Street Parking

Off-street parking spaces shall be provided on the same lot as the use being served in accordance with the following requirements:

- (a) 2 spaces per dwelling unit;
- (b) 1 space per employee for home occupation;
- (c) 1 space per boarder;
- (d) 2 spaces per accessory suite.

302.5 Maximum Lot Coverage: 20%



VILLAGE OF ANMORE

REPORT TO COUNCIL

Date: June 14, 2016

Submitted by: Juli Kolby, Chief Administrative Officer

Subject: Award of Covered Structure Project

Purpose / Introduction

To obtain Council approval to award the contract for supply, delivery and installation of a covered structure for the Public Works Yard.

Resolutions

THAT Council approve the award of the covered structure project contract to Cover Star Structures Limited as recommended in the report dated June 14, 2016 from the Chief Administrative Officer regarding Award of Covered Structure Project.

OR

THAT Council not approve the award of the Covered Structure Project contract to Cover Star Structures Limited and request further information of staff.

Background

As part of the 2016-2020 5 Year Financial Plan, Council approved the project “Works Yard Security Upgrades and Improvements”. Included as part of this project is the installation of a new covered structure to appropriately protect the Village’s equipment from elements such as rain, wind, sun exposure and snow. The covered structure will also provide staff an adequate space to perform the required maintenance and inspections on the equipment without being exposed to such elements.

Discussion

The Village’s public works consultant, Maurice Wutzke, sought to obtain multiple quotes for a structure that was of similar nature and material to the existing covered structure, currently used to store the Village’s salt supply.

Of the four quotes requested, only one response was received. Cover Star Structures is a company located in Delta, BC; whereas the other two companies were out of province. A local company will be

Report/Recommendation to Council

Award of Covered Structure Project

June 14, 2016

able to provide ongoing warranty servicing with greater efficiency. Based on knowledge and experience, the public works consultant feels that Cover Star Structures will provide best value to the Village.

Financial Implications

The total cost for the contract award is \$38,808.00 (inclusive of applicable taxes). This is within the allocated \$100,000 budget for Works Yard Security & Improvements project.


Communications / Civic Engagement

There are no requirements for external communications or civic engagement for this project.

Corporate Strategic Plan Objectives

The procurement of an additional covered structure is in line with Council's corporate objectives of ensuring financial sustainability and keeping pace with best practices in community safety, and municipal operations by ensuring that staff are able to maximize the useful life of Village equipment.

Prepared by:



Juli Kolby

Chief Administrative Officer



VILLAGE OF ANMORE

REPORT TO COUNCIL

Date: June 17, 2016

Submitted by: Christine Milloy, Manager of Corporate Services

Subject: Wildfire Protection Plan Review (Report)

Purpose / Introduction

To seek Council endorsement for the Wildfire Protection Plan Review, as prepared by the Protective Services Committee.

Recommended Options

1. That Council receives the Wildfire Protection Plan Review dated May 2016 prepared by the Protective Services Committee; and that Council adopts all of the recommendations outlined in the Wildfire Protection Plan.
or
 2. That Council receives the Wildfire Protection Plan Review dated May 2016 prepared by the Protective Services Committee; and that Council adopts some of the recommendations outlined in the Wildfire Protection Plan.
or
 3. That Council receives the report dated May 2016 prepared by the Protective Services Committee; and that staff be directed bring the report forward for future Council consideration following new review and comments of the Wildfire Protection Plan by the Sasamat Volunteer Fire Department.
-

Background

In 2007, B.A. Blackwell and Associates was retained to prepare a Community Wildfire Protection Plan for the Village of Anmore. Since that time, Council, staff, the Emergency Preparedness Committee, Protective Services Committee, and the now-absolved Emergency Preparedness Working Group and Community Services Committee, have reviewed and/or made references to the Plan.

Report/Recommendation to Council
Wildfire Protection Plan Review (Report)
June 17, 2016

Most recently, at the Regular Council Meeting held on May 5, 2015, Council passed the following resolution:

"THAT THE PROTECTIVE SERVICES COMMITTEE REVIEW ANMORE'S WILDFIRE PROTECTION PLAN AND MAKE RECOMMENDATIONS TO COUNCIL ON HOW BEST TO IMPLEMENT THE RECOMMENDATIONS IN THE PLAN."

Discussion

The Protective Services Committee reviewed the Plan, and requests that Council agree to accept all or some of the identified recommendations for the Village. Upon agreement to accept the recommendations for the Village, staff will work with Councillor Ann-Marie Thiele, Chair of the Protective Services Committee, to ensure that the priority recommendations are first addressed.

Financial Implications


If approved, staff will review the budget implications, and will bring forward any requests for funding during the 2017 Financial Plan review.

Council Strategic Plan Objectives

The review of the Wildfire Protection Plan and related recommendations are aligned with Council's Strategic Objectives, specifically with continuation of wildfire preparation and emergency planning.

Attachments:

1. Wildfire Protection Plan Review, May 2016

Prepared by:	
	
Christine Milloy Manager of Corporate Services	
Reviewed for Form and Content / Approved for Submission to Council:	
Chief Administrative Officer's Comment/Concurrence	
	 Chief Administrative Officer

WILDFIRE PROTECTION PLAN REVIEW

Prepared by the Village of Anmore Protective Services Committee

May, 2016

1. INTRODUCTION

In 2007, the Village of Anmore engaged forestry consultants, B. A. Blackwell & Associates, to prepare a Community Wildfire Protection Plan for the Village of Anmore. The Plan set out 22 recommendations for consideration by the Village. In January, 2015, Council established a new Protective Services Committee ("the Committee"). Council then referred the Community Wildfire Protection Plan ("the Plan") to the Committee for review. The Protective Services Committee met five times to discuss the Plan:

- In June, 2015, the Committee met to initiate a review of the Plan, and to discuss an approach to addressing the 22 recommendations in the Plan.
- In August, 2015, Bruce Blackwell, principal at B.A. Blackwell & Associates, reviewed the Plan with the Committee and provided additional background information and insight.
- In November, 2015, the Committee held a workshop to review and prioritize the recommendations contained in the Wildfire Protection Plan.
- In March, 2016, the Committee reviewed this report and provided feedback to Chair Thiele.
- In May, 2016, the Committee finalized this report and referred it back to Council.

2. KEY PRINCIPLES

Over the course of the Committee's discussions, two key themes emerged. The Committee would like to highlight these themes in the hope that they will act as guiding principles for the Village as it moves forward with wildfire protection planning.

1. Our community needs to self-identify as "FireSmart". In the same way that the Village considers the financial and environmental implications of growth and development, FireSmart planning should permeate all facets of planning. From lot setbacks and roofing materials, to allocation of staff time and budgeting for new initiatives, the Village has many tools at its disposal for building a FireSmart community.

2. Wildfires can move in both directions: from the forest into the residential areas of the village, and from the residential areas into the forest. Prevention planning should take a two-pronged approach:
 - Local government should implement policies and regulations that protect our surrounding forests, thereby protecting our residents and their homes.
 - Individual homeowners should take responsibility for ensuring they are “fire smart” in their own homes and backyards, ensuring greater safety not only for their own residences but those of their neighbours and the surrounding forests.

3. RECOMMENDATIONS

In order to provide Council with a framework for implementing the recommendations contained in the Wildfire Protection Plan, the Committee used a priority-based approach, assigning each recommendation a priority category of A, B or C (with ‘A’ being the highest priority). Recommendations were prioritized based on the perceived magnitude of risk mitigation effects and the ability of the Village to implement the recommendations.

The ranking system is intended to provide a framework to what otherwise might seem an unwieldy and daunting report. “Priority A” recommendations are those that could be easily implemented or are of such an urgent nature that they bear immediate attention. “Priority B” recommendations are considered longer-term solutions that could be implemented over time. “Priority C” recommendations are items that may be implemented when opportunities arise (e.g. Recommendation #1 - Building a FireSmart show home), or that the Committee felt may be beyond the current Village’s capacity (e.g. Recommendation #9 - Work with the Building Policy Branch). Where a recommendation has already been implemented or is captured in another recommendation, a priority was not set; these recommendations are noted at the bottom of the table.

Following is a list of the Community Wildfire Protection Plan recommendations, categorized by priority level, along with the Committee’s comments on each of the recommendations:

#	RECOMMENDATION (with Comments)
PRIORITY ‘A’ RECOMMENDATIONS	
2	APPLY for UBCM FUEL TREATMENT PILOT PROGRAM GRANT <ul style="list-style-type: none"> • Having completed the first phase of the province’s Wildfire Strategic Prevention Initiative (SWPI) funding program (i.e. development of a Wildfire Protection Plan), the Village should apply for this next phase of the program. • The remaining 2016 application deadline is September 30.

3	USE the VILLAGE WEBSITE to COMMUNICATE WITH RESIDENTS <ul style="list-style-type: none"> • Provide links to the FireSmart Website. • Include information on the Village's website (citing the Wildfire Protection Plan) as to why residents should think about wildfire planning and prevention. • Specifically address campfires and burning in Anmore, and provide information as to the rationale for fire bans and risks to residents.
4	COMMUNICATE via VILLAGE SIGNBOARDS <ul style="list-style-type: none"> • During fire season, a ranking graphic should be displayed on the signboards in front of the Village Hall and at Sunnyside Road & 1st Avenue. • Ideally, the signboards would include a reminder that park traffic should give way to emergency vehicles.
7	SET THE GOAL of BEING a FIRESMART COMMUNITY <ul style="list-style-type: none"> • This would include creating a Wildfire Bylaw. • Incorporate FireSmart practices into the Building and Zoning Bylaws. • Fuel management measures on public and private property could be included in the bylaws. • Recognize that the entire village is part of the Urban Wildland Interface, not only residences that sit at the forest's edge.
13	DEVELOP an EVACUATION PLAN <ul style="list-style-type: none"> • The lack of an evacuation plan continues to be outstanding issue in emergency planning in the Village. It should be a high priority. • This should be considered when planning future roads and subdivisions.
6	INCREASE SETBACKS on the FOREST INTERFACE to 10 METRES <ul style="list-style-type: none"> • Consider prohibiting flammable structures and fuel load (sheds, wooden fences, woodpiles, etc.) along lot lines that lie along the forest interface. • Incorporate the new setbacks into Anmore's new Building and Zoning Bylaws.
8	REQUIRE FIRE-RETARDANT ROOFING MATERIALS <ul style="list-style-type: none"> • This measure is part of the greater vision for a FireSmart community. • This could be addressed in the Building Bylaw review.
14	DEVELOP an ALTERNATE COMMAND CENTRE for the SVFD <ul style="list-style-type: none"> • The Sasamat Volunteer Fire Department has a Mobile Command Centre. • This item should be referred to the Emergency Preparedness Committee to determine if the Village should have its own Mobile Command Centre for its Emergency Operations Committee.
19	DEVELOP a FUEL BREAK PLAN & FUEL TREATMENT PRESCRIPTIONS <ul style="list-style-type: none"> • Apply for funding under the Province's Strategic Wildfire Prevention Initiative (SWPI) grant program to fund this next phase of wildfire protection planning. • Explore funding options under SWPI to fund the construction of fuel breaks. • Consider using current and future walking trails as potential fuel breaks, especially new trail systems (recognizing that fuel breaks are wider than traditional trails). • Explore opportunities with the Province to create fuel breaks around the Village on Crown land.

PRIORITY 'B' RECOMMENDATIONS

1	CONSTRUCT A FIRESMART SHOW HOME <ul style="list-style-type: none"> • Rather than working with a local developer to construct a FireSmart show home, the Village could consider this recommendation when re-building the Village Hall; perhaps the new Village Hall could be a showcase for the FireSmart program.
10	LOBBY THE PROVINCIAL GOVERNMENT TO DEVELOP FUEL MANAGEMENT PLANS ON CROWN LAND <ul style="list-style-type: none"> • The Village could contact the Ministry of Forests to request that fuel management plans be developed for this area. • Village Staff could contact the ministry to inquire about the status of any plans that may be in place. • While this recommendation may not be practicable at this time, the Village should be prepared to take advantage of opportunities for communication and collaboration with the Province should they arise in future.
12	IMPROVE ACCESS to ISOLATED PROPERTIES <ul style="list-style-type: none"> • Identify adequate access for evacuation and fire control. • Consider mitigative measures for isolated properties when planning for future development or re-development.
17	FUEL INVENTORY <p>This recommendation should be implemented after a fuel treatment pilot project is carried out (ref. Recommendation #2).</p>
18	THINNING PROGRAM <p>This recommendation should be implemented after a fuel treatment pilot project is carried out (ref. Recommendation #2).</p>
20	WORK with BC TRANSMISSION CORPORATION to ENSURE SAFETY of TRANSMISSION CORRIDOR <p>Staff should contact the BCTC to ensure that this recommendation is carried out.</p>
21	BUILD ON EXISTING FIREBREAKS <p>This recommendation should be implemented when the larger fuel break plan is developed (ref. Recommendation #19).</p>
22	DEVELOP A POST-FIRE REHABILITATION PLAN <p>While a Rehabilitation Plan is important, other phases of the Wildfire Protection Plan need to be implemented first. Given the Village's limited resources, this should be a long-term goal on the continuum of wildfire planning.</p>

PRIORITY "C" RECOMMENDATIONS

5	SASAMAT VOLUNTEER FIRE DEPARTMENT EDUCATION & AWARENESS PROGRAM <p>This item should be referred to the SVFD for comment.</p>
9	WORK WITH THE BUILDING POLICY BRANCH <p>The Committee is unsure if this is a realistic goal given the Village's limited resources.</p>
16	SVFD TRAINING <p>This item should be referred to the SVFD for comment.</p>

UNRANKED RECOMMENDATIONS	
11	PURCHASE AND MAINTAIN AN EMERGENCY SPRINKLER KIT <ul style="list-style-type: none"> • The Sasamat Volunteer Fire Department has wildland interface fire sprinklers that cover 25-40 foot circles. • The Port Moody Fire Department has a sprinkler trailer though they may need it at the same time as Anmore if a larger fire were to occur. • Currently there is a “gentlemen’s agreement” in place regarding mutual aid between the SVFD and PMFD.
15	HELICOPTER ON CALL LOCALLY DURING FIRE SEASON <p>The Ministry of Forests has assured the Village that a helicopter would be readily available in the event of a forest fire.</p>

4. ACTION PLAN

It is hoped that Council will receive this report and adopt the recommendations contained in the Wildfire Protection Plan. Next steps could include:

- Directing staff to implement key recommendations as soon as possible (e.g. updating the Village website, developing an evacuation plan, using Village signboards during fire season).
- Incorporating key recommendations into the Village’s 2016 Strategic Plan and, by extension, staff work plans.
- Incorporating recommended changes in the in the upcoming Zoning, Building and Tree Management Bylaw reviews.
- Referral of this report to the Sasamat Fire Department Chief and Deputy Chief for comment.
- Benchmarking at regular intervals (semi-annually over the next two years, and annually thereafter) to ensure that the Community Wildfire Protection Plan and this report become “living documents”, helping to keep wildfire planning top of mind for staff and future Councils.



VILLAGE OF ANMORE

REPORT TO COUNCIL

Date: June 17, 2016

Submitted by: Christine Milloy, Manager of Corporate Services

Subject: Respectful Workplace Policy No. 50

Purpose / Introduction

To seek Council endorsement for a Corporate Policy and Policy Statement to identify the Village of Anmore as 'A Respectful Workplace' in accordance with requirements of the *Workers Compensation Act* and WorkSafe BC (formerly the Workers Compensation Board).

Recommended Options

1. That Council receives the report dated June 17, 2016 written by Christine Milloy, Manager of Corporate Services; and that Council adopts Respectful Workplace Policy No. 50.
 - or
 2. That Council receives the report dated June 17, 2016 written by Christine Milloy, Manager of Corporate Services; and that Council adopts Respectful Workplace Policy No. 50, as amended.
 - or
 3. That Council receives the report dated June 17, 2016 written by Christine Milloy, Manager of Corporate Services; and that Staff be directed to amend Respectful Workplace Policy No. 50, for future Council consideration.
-

Background

The Village of Anmore, as an employer, is required to ensure the health and safety of its employees and any other workers present at a workplace where Village work is being conducted, in accordance with the *Workers Compensation Act*. This requirement also includes, but is not limited to, taking all reasonable steps to prevent where possible, or otherwise minimize, bullying and harassment in the workplace.

Discussion

WorkSafeBC approved new occupational health and safety policies in March 2013, that define workplace bullying and harassment and explain the duties of employers, supervisors and workers. Effective November 1, 2013, all employers in British Columbia must have a work safe harassment and bullying policy in place that includes procedures for reporting and investigating complaints.

Report/Recommendation to Council

Respectful Workplace Policy No. 50

June 17, 2016

At the Regular Council Meeting held on July 7, 2015, Staff presented a Workplace Bullying and Harassment Program to Council, and subsequently the following resolution was passed:

"THAT THE VILLAGE OF ANMORE WELCOMES DIVERSITY AND IS COMMITTED TO ENSURE THAT ALL STAFF WILL BE TREATED IN A FAIR AND RESPECTFUL MANNER. BULLYING AND HARASSMENT ARE NOT ACCEPTABLE OR TOLERATED IN THE WORKPLACE. ALL INCIDENTS MUST BE REPORTED AND INVESTIGATED IMMEDIATELY."

Upon review by staff, it was learned that a policy statement was written previously by staff in 2014 as an administrative policy. However, due to the requirement of the *Workers Compensation Act*, staff recommends that Council endorse a more detailed document as a corporate policy.

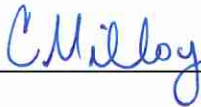
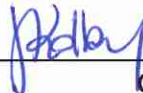
Staff have prepared Respectful Workplace Policy No. 50 to aid the Village of Anmore, its employees, and elected officials in fostering and maintaining a respectful workplace that is free from discrimination, bullying and harassment, and promotes a respectful workplace where employees are treated with dignity and respect.

Policy No. 50 was developed in accordance with sections 115, 116 and 117 of the *Workers Compensation Act*, which sets out the general duties of employers, workers and supervisors respectively, and Guideline G-D3-115(1)-3 Bullying and harassment, of the *Workers Compensation Act*.

Staff requests that Council endorse Respectful Workplace Policy No. 50 for the Village of Anmore.

Attachments:

1. Policy No. 50 – Respectful Workplace
2. *Workers Compensation Act*, sections 115, 116, 117
3. *Workers Compensation Act*, Guideline G-D3-115(1)-3 Bullying and harassment

Prepared by:	
	
Christine Milloy Manager of Corporate Services	
Reviewed for Form and Content / Approved for Submission to Council:	
Chief Administrative Officer's Comment/Concurrence	
	 Chief Administrative Officer



Subject	Respectful Workplace	Policy No.	50
Effective Date	November 1, 2013	Approved by Council Resolution No.	[Rxxx/2016]
Date Established	[date of adoption]	Revisions	-

RATIONALE

The Village of Anmore values all of its employees and is committed to providing a respectful working environment that is free from discrimination and harassment and where all employees are treated with dignity and respect.

POLICY

1.0 PURPOSE

To aid the Village of Anmore, its employees, and elected officials in fostering and maintaining a respectful workplace that is free from discrimination, bullying and harassment, and promotes a respectful workplace where employees are treated with dignity and respect.

2.0 PRINCIPLES

Every employee has the right to work in a respectful atmosphere that promotes equal opportunities and is free from harassment, bullying and discrimination.

Bullying, harassment and discrimination, as described in this policy, will not be tolerated by the Village of Anmore. All complaints of bullying, harassment or discrimination will be addressed in a fair, unbiased and timely manner. If it is determined that an employee engaged in harassment, bullying or discrimination, disciplinary action could result, up to and including termination of employment.

This policy prohibits retaliation or reprisals against anyone who, in good faith, reports a violation of this policy or participates in a complaint investigation process. If any employee is found to have retaliated against another employee in such circumstance, disciplinary action could result, up to and including termination of employment.

Complaints found to be false, frivolous or malicious are also considered a violation of this policy, and could result in disciplinary action, up to and including termination of employment.

Failure to comply with any other responsibilities or obligations pursuant to this policy could result in disciplinary action, up to and including termination of employment.

This policy is developed in accordance with sections 115, 116 and 117 of the *Workers Compensation Act* which sets out the general duties of employers, workers and supervisors respectively, and Guideline G-D3-115(1)-3 Bullying and harassment, of the *Workers Compensation Act*.

3.0 DEFINITIONS

The following terms are defined for use in relation and in reference to this policy.

A Respectful Workplace means a place free from discrimination, harassment and bullying of any kind, and where all employees are treated with dignity and respect and where diversity and inclusion are valued.

A respectful workplace:

- Promotes positive communication
- Embraces diversity and equality
- Values dignity of the employee
- Encourages fair and respectful treatment
- Encourages thinking about how other people want and deserve to be treated
- Applauds polite, courteous and considerate conduct
- Promotes collegiality and team work
- Supports an inclusive atmosphere
- Promotes active listening
- Promotes the sharing of opinions and idea in an open-minded environment
- Encourages positive feedback for ideas, suggestions or work that is accomplished well
- Encourages thinking before we act or speak or type
- Encourages considering how our actions affect others

Allegation means an unproven assertion, claim or statement based on an employee's perception that someone has done something wrong.

Bullying means a type of harassment that is marked by the intentional, persistent attempt of one or more employees to intimidate, demean, torment, control, mentally or physically harm or isolate another employee(s).

Examples of bullying behaviour includes, but is not limited to:

- Persistent, excessive and unjustified criticism that intimidates or humiliates
- A deliberate attempt to sabotage an employee's ability to do their job properly, and
- Abusive, vindictive, malicious behaviour and misuse of power deliberately aimed at undermining a employee's dignity and self-esteem
- Excluding, shunning or ignoring
- Unwarranted, persistent, excessive and unjustified criticizing of an employee or their work
- Spreading malicious rumours and making false allegations about an employee
- Undermining or hindering an employee's work by sabotaging their ability to do their job properly

- Assigning or making unreasonable work demands; setting impossible deadlines and goals
- Constantly changing goals, expectations and guidelines applicable to the targeted employee
- Removing responsibilities from an employee to make them feel useless
- Blocking the employee's application for leave, training or promotion for unjustified reasons
- Rumours spread by email or posted on websites such as social networking sites
- Sharing embarrassing pictures or videos electronically, such as by email or posting on websites or social networking sites
- Creation of fake profiles to disparage, intimidate or humiliate an employee

Complainant means the employee bringing the complaint forward and/or alleging that discrimination or harassment has occurred. There may be one or more Complainants.

Cyberbullying means using electronic technology, the internet or social media with the intent to harm or isolate an employee.

Discrimination means adverse or negative treatment of an employee related to his/her employment based on a prohibited ground of discrimination under the *British Columbia Human Rights Code*. Discrimination includes making adverse distinctions between employees based on a prohibited ground.

Prohibited grounds of discrimination include:

- | | |
|--------------------------------|--|
| • Race | • Criminal convictions unrelated to employment |
| • Colour | • Physical disability |
| • Ancestry | • Mental disability |
| • Place of origin (birthplace) | • Sex (including pregnancy & gender identity) |
| • Political belief | • Age |
| • Religion | • Sexual orientation |
| • Marital status | • Family status |

Employee(s) means all employees who work on a permanent, temporary, casual or contract basis, and paid students.

Harassment means, any or all of the three following types of behaviours:

(a) Harassment based on a prohibited ground of discrimination

Unwelcome or objectionable conduct, comment or behaviour directed towards an employee that:

- Is directly or indirectly based on a prohibited ground of discrimination under the *British Columbia Human Rights Code*,
- The individual knows, or ought reasonably to know, would be unwelcome or offensive to another, or
- Has the effect of creating an intimidating, hostile or offensive work environment or leads to adverse job-related consequences.

(b) Sexual Harassment

Unwanted, unwelcome, unsolicited, or unreciprocated conduct, that is sexual in nature. Including: sexual advances, requests for sexual favors or other verbal or physical behaviour of a sexual nature that:

- Has the purpose or effect of creating an intimidating, hostile or offensive work environment,
- Has the purpose or effect of undermining work performance, work relationships or productivity, or
- Places conditions upon employment, promotion, work assignments, and compensation or is used as the basis for decisions generally affecting an individual's employment.

(c) Personal Harassment

Personal harassment includes any inappropriate conduct or comment by a person towards an employee that the person knew or ought to have reasonably known would cause that employee to be humiliated or intimidated.

Harassment of any kind may be intentional or unintentional. Generally it consists of repeated incidents or actions, however, a single serious incident that has a lasting harmful effect may constitute harassment.

Examples of harassment include, but are not limited to:

- Verbal or written insults, abuse or threats, physical assault (actual or threatened)
- Bullying, hazing
- Derogatory, demeaning, degrading or intimidating comments
- Racial or ethnic slurs, including racially derogatory nicknames
- Practical jokes which cause embarrassment, endanger safety, or negatively affect work performance
- Unwelcome or offensive jokes, innuendo, taunting or teasing based on a prohibited ground of discrimination
- Unwelcome remarks, questions, jokes, innuendo, gestures or taunting about an employee's body, sex, sexual orientation, sexual attractiveness or unattractiveness, including: sexual invitations, requesting sexual favors or making sexual advances with actual or implied work related consequences
- Unwanted physical contact such as touching, patting, pinching, grabbing, brushing up against, hugging, kissing and any touching with a sexual connotation, including intimidation, threats or actual physical assault of a sexual nature
- Display of sexual or pornographic materials, including emails and electronic materials, offensive or sexually explicit pictures, posters, pin-ups, graffiti, cartoons or sayings
- Patronizing or condescending behaviour
- Excluding, shunning, ostracizing, misuse of authority
- Malicious gestures or actions
- Spreading of malicious rumours or lies
- Unwarranted and excessive supervision or criticism of an individual, and
- Bullying including cyberbullying.

Mediation means a voluntary process where parties in dispute consent to meet with a mediator to determine whether the dispute can be resolved in a mutually satisfactory manner. Mediation discussions between parties are private and confidential.

Person means an employee, elected official, contractor, and member of the public.

Personal Information and Confidentiality means any allegation or informal or formal complaint of inappropriate workplace behaviour under the policy will be considered personal information supplied in confidence, per section 22(2)(f) of the *Freedom of Information and Protection of Privacy Act (FOIPPA)* and the substance of the investigative reports and meetings held by those in authority to make a decision on the disposition of the complaint will be protected from disclosure to third parties in accordance with section 22(2)(f) and section 22(2)(h) of the *FOIPPA*.

Reasonable Person Standard means a test to determine whether a reasonable person, in a similar situation as the complainant, would be humiliated, offended or intimidated as a result of another person's conduct or pattern of conduct.

Respondent means the person(s) who the allegations of harassment or discrimination have been made against in accordance with this policy.

Retaliation means any intentional act or omission by a person, in response to a complaint, that adversely affects a complainant, a person named in a complaint or person who gives evidence or assists in a complaint investigation, including:

- coercion or intimidation
- suspension, lay-off or dismissal, demotion or loss of opportunity for promotion, discontinuation or elimination of the job
- transfer of duties, change of location, reduction in wages or hours, and
- imposition of any discipline, reprimand or other penalty.

Workplace means Village of Anmore worksites, offices, vehicles, parks, washrooms, locations visited by employees or elected officials on Village of Anmore -related business; and includes conferences, meetings, third-party sites, locations of work-based social gatherings and all written, verbal and electronic communication taking place in such venues for work-related purposes.

4.0 SCOPE

The conduct prohibited by this policy applies to all persons employed by or associated with the Village of Anmore, including employees, contractors, students, volunteers, all public members, and elected officials. This policy applies to all aspects of the employment relationship, including employment-related functions and off-duty conduct that has the potential to negatively impact the work environment, whether or not the function or conduct occurs within the boundaries of the Village of Anmore. Bullying and harassment through electronic technology and cyberspace, including phones, email, text and chat messaging, the internet and social media, is prohibited.

This policy covers:

- Discrimination and harassment, including sexual harassment, based on the protected grounds of the *British Columbia Human Rights Code*
- Personal harassment including bullying

This policy does not limit the rights of the Village of Anmore to appropriately and in good faith manage the workforce as described in section 5.0 of the policy.

The Village of Anmore has the responsibility to investigate incidents, with or without a person's consent, where there are concerns of alleged discrimination, bullying or harassment, and the potential impact of such conduct on a respectful workplace.

The Complaint Resolution process does not apply to persons who are not employees as defined in this policy.

Where the disrespectful behaviour may constitute a criminal offence, the Village of Anmore will refer the matter to the RCMP for further investigation.

5.0 WORKPLACE HARASSMENT – WHAT IT IS NOT

5.1 Management of the Workforce

- Supervision, direction or management of employees undertaken in a good faith manner for a legitimate work purpose does not constitute harassment.
- It is not harassment for a supervisor or manager to address or make changes to working conditions, corrective action, discipline, termination of employment, decisions relating to workload and deadlines, performance evaluation, transfers, changes in job duties, lay-offs, demotions and reorganizations unless such conduct is carried out in an abusive or threatening manner or is intended to cause emotional harm.
- It is not harassment for a supervisor or manager to informally or formally investigate behaviour or incidents of concern that occur at or arise from the workplace by interviewing employees, unless an interview is carried out in an abusive or threatening manner or is intended to cause emotional harm.
- It is not harassment for a supervisor or manager during an investigation to warn an employee of the disciplinary consequences that may result from failure to comply with this policy, including engaging in bullying and harassment, failing to cooperate with the investigation, failure to report bullying and harassment, breaching confidentiality or retaliation.

5.2 Interpersonal Conflict

- It is not harassment between persons at the workplace unless the conflict results in behaviour that is considered threatening or abusive.
- It is not harassment when differences of opinion(s) are expressed.
- It is not harassment when there are personal disputes over non work-related matters. Such discussions should not be engaged in at the workplace. Disputes over work-related matters

should be resolved respectfully between the persons involved or with the assistance of a supervisor, manager or Chief Administrative Officer.

- It is not harassment to respectfully and constructively attempt to resolve workplace issues with co-workers.

6.0 RESPONSIBILITIES

The Village of Anmore is responsible for maintaining a workplace that is free from harassment and bullying, as defined in this policy, and to respond promptly to complaints of harassment and bullying. The Village of Anmore will ensure employees participate in an orientation, training and regular review of the Respectful Workplace Policy. The Chief Administrative Officer will review the Respectful Workplace Policy on an annual basis and will recommend updates as necessary.

The Chief Administrative Officer has the responsibility to:

- Act in a manner that is consistent with a respectful workplace
- Not engage in behaviour that constitutes discrimination, bullying or harassment as defined in this policy
- Comply with, administer and promote awareness, understanding and compliance by everyone of this policy, the *British Columbia Human Rights Code*, and related policies, guidelines and regulations under the *Workers Compensation Act*.
- Ensure employees, supervisors, management and elected officials are provided with training on respectful workplace behaviour, including bullying and harassment training
- Advise supervisors and managers with regards to this policy and assist with addressing resolving issues of bullying, harassment and discrimination
- Promptly respond to reported or suspected breaches of this policy
- Investigate allegations of discrimination, bullying and harassment
- Provide mediation where appropriate and determine when a third party mediation is appropriate
- Maintain confidentiality to the extent possible to comply with this policy, investigate complaints in a fair, unbiased and thorough manner, and take corrective action
- Conduct any follow-up steps that are determined to be appropriate following an investigation
- Keep records of complaints, investigations, corrective action and follow-up measures in a secure manner
- Review the policies and procedures and steps taken by the Village of Anmore to address bullying and harassment on an annual basis
- Comply with this policy and any other policy implemented by the Village of Anmore related to preventing and addressing bullying and harassment

Supervisors, Management and Elected Officials have the responsibility to:

- Act in a manner that is consistent with a respectful workplace
- Not engage in behaviour that constitutes discrimination, bullying or harassment as defined in this policy

- Comply with, administer and promote awareness, understanding and compliance by everyone of this policy
- Participate in training and become familiar with this policy
- Model inclusive and respectful behaviour
- Lead by example in treating all employees with dignity and respect
- Set and enforce standards of appropriate workplace conduct
- Promptly respond to reported or suspected breaches of this policy
- Deal with all incidents or allegations in a manner consistent with this policy and in consultation with the Chief Administrative Officer as required
- Maintain confidentiality related to complaints to the extent possible to comply with this policy, investigate complaints in a fair, unbiased and thorough manner and take corrective action, when necessary
- Know and abide by sections 115 (1)(a) and 115 (2)(e), and Policy Guidelines D3-115-2, Employer Duties, Workplace Bullying and Harassment and D3-117-2, Supervisor Duties, Workplace Bullying and Harassment, of the *Workers Compensation Act*.
- Know and comply with the rights and obligations arising from the *British Columbia Human Rights Code*.

Employees have the responsibility to:

- Act in a manner that is consistent with a respectful workplace
- Not engage in behaviour that constitutes discrimination, bullying or harassment as defined in this policy
- Participate in training and become familiar with this policy
- Know and comply with the rights and obligations arising from this policy and the *British Columbia Human Rights Code*
- Attempt to resolve differences with other employees in a respectful way as soon as possible and raise concerns in a timely manner
- Inform a person engaged in unwelcome conduct that it is not welcome as long as the employee is comfortable doing so safely
- Promptly report breaches or potential breaches of this policy including bullying and harassment of any kind that is experienced or observed
- Fully cooperate with interventions, investigations and mediations to resolve complaints
- Maintain confidentiality related to complaints
- Know and abide by Policy Guideline D3-116-1, Worker Duties – Workplace Bullying and Harassment, of the *Workers Compensation Act*

7.0. CONFIDENTIALITY

Allegations of discrimination and harassment, especially sexual harassment, often involve the collection, use and disclosure of sensitive personal information. It is imperative that confidentiality is maintained, not only from a legal standpoint, but it is essential in order to ensure people feel comfortable to come forward and confident that their personal information will not be shared. Confidentiality must also be maintained in order to protect the reputations and interests of those whom the allegations are made against.

The person(s) investigating a complaint or suspected breach of this policy will disclose personal information to persons as reasonably necessary to comply with this policy, investigate alleged or potential breaches of this policy, and take corrective, remedial and follow-up measures.

Subject to any limits or disclosure requirements imposed by law or required by this policy, all information, oral and written, created, gathered, received or compiled through the course of a complaint and investigation will be maintained in confidence by the Complainant, Respondent, their representatives, witnesses and any other parties that may be privy to the information. Any person breaching confidentiality may be subject to disciplinary action, up to and including termination of employment.

The Chief Administrative Officer may provide information concerning a complaint to appropriate Village of Anmore elected officials when he/she deems it necessary.

8.0 COMPLAINT RESOLUTION

8.1 Informal Resolution of Bullying, Harassment and Discrimination Complaints

An employee who believes that he/she has experienced or observed conduct that is not consistent with a respectful workplace is encouraged to first resolve the issue through respectful and open dialogue in an informal process.

8.1.1 Informal Conversation

- If comfortable doing so safely, the employee is strongly encouraged to approach and engage in conversation with the person responsible for the conduct, to clarify and resolve concerns:
 - To let them know that their behaviour/conduct is unwelcome, or
 - To ask them to stop the behaviour/conduct.
- If the employee is not comfortable with directly approaching the individual or there is no resolution to the issue, they should promptly contact their supervisor, manager or the Chief Administrative Officer, to assist in the matter as soon as possible.

8.1.2 Informal Conversation with Assistance of Supervisor, Manager, or Chief Administrative Officer

The supervisor or manager and the Chief Administrative Officer will meet with the employee to discuss the situation, provide information about the policy, and discuss options for resolution, which may include an informal or formal resolution process.

The supervisor or manager and the Chief Administrative Officer may decide to:

- Meet separately with each person involved in the complaint and review concerns
- Meet together with all persons to facilitate a conversation to resolve the issue
- Review policies and reinforce expectations of respectful conduct
- Seek commitments from persons that they will conduct themselves in a respectful manner, or

- Follow-up, where appropriate, with persons after the resolution process to ask whether commitments have been adhered to.

An employee that pursues an informal course of action is not prevented from filing a formal complaint in the future. However, the prompt reporting of all allegations of bullying, harassment or discrimination that are not resolved in an informal matter is required.

8.2 Formal Resolution of Bullying, Harassment and Discrimination Complaints

A complaint of bullying, harassment or discrimination that involves the Chief Administrative Officer or an elected official and a staff member(s) should be reported to the Manager of Corporate Services. Conduct of such an investigation, resulting action and any appeals will take place in accordance with the policy.

Complaints involving an elected official that do not involve staff will be handled by elected officials at an open or closed council meeting, as deemed appropriate by the Mayor.

If a resolution cannot be attained by section 8.1 of this policy and the conduct alleged may constitute bullying, harassment or discrimination of an employee, then the complaint by the employee must go through formal resolution. A formal resolution process or investigation may be carried out by the Village of Anmore even if the complainant requests that the complaint be absolved.

A complaint of bullying, harassment or discrimination must be filed promptly after the alleged incident(s) or unsuccessful informal resolution of the incident(s) and not later than six (6) months from the incident(s). The Chief Administrative Officer may extend the time limit in extenuating circumstances.

A formal complaint should be reported to the employee's supervisor or manager. In the event the complaint involves the supervisor or manager then it should be reported directly to the Chief Administrative Officer. If the Chief Administrative Officer is involved in the complaint then it should be reported to the Manager of Corporate Services.

In the event that the Chief Administrative Officer is involved in the investigation as a complainant, respondent or witness, the Manager of Corporate Services will fulfill the responsibilities of the Chief Administrative Officer as it relates to this process.

Formal complaints must be in writing and signed by the Complainant. Information required for a written complaint includes:

- Description of the incident(s) that have led to the complaint being filed
- The date(s) and location(s) where the incident(s) occurred
- The name(s) of the Respondent(s)
- The name(s) of any witnesses
- The effect the incident(s) have had on the Complainant's work and well-being, and

- Any attempts made to resolve the complaint through an informal process employees are encouraged to consult the Chief Administrative Officer in formalizing their complaint.

The Chief Administrative Officer will determine whether the complaint involves allegations of bullying, harassment or discrimination that should proceed to the investigation process.

8.3 The Investigation

The investigation of a formal complaint will be conducted as soon as possible and will be kept as confidential as possible. Any resolutions necessary as an outcome of the investigation will be implemented in a timely manner.

The Chief Administrative Officer may decide not to proceed with an investigation when a determination is made that:

- The complaint has no reasonable basis, is frivolous, vexatious, malicious, lies outside the scope of conduct prohibited by this policy or is beyond the time limits imposed by this policy
- The alleged conduct could not constitute bullying, harassment or discrimination
- The issue is more appropriately dealt with under the informal resolution process or under another policy or procedure, or
- The complainant chooses a different forum for resolution (see *Other Proceedings* section).

If the allegations would not constitute proceeding with the investigation into the complaint, the Complainant will be informed of this decision and the reasons behind it.

If the complaint proceeds, the Chief Administrative Officer will conduct the investigation or may appoint a designate or an external investigator to investigate the allegations made by the Complainant. The Complainant and the Respondent will be notified of the investigation and who will be investigating.

The investigator will conduct a thorough and fair investigation of the complaint. The investigator will interview the Complainant, Respondent and any witnesses with relevant information, make findings of fact and determine whether the facts constitute a finding of a breach of this policy.

The investigation will be conducted in a manner that ensures both the Complainant and Respondent each have a fair opportunity to know what the other party is saying and a fair opportunity to be heard. The Respondent will be given the opportunity to respond to the allegations.

Employees have an obligation to participate in the investigative process. Refusing to do so may be grounds for disciplinary action.

At any time during the investigation, the Chief Administrative Officer may pursue the option to informally resolve the complaint, which may include mediation. The investigation may be suspended for an informal process to occur. If unsuccessful, the investigation will recommence. In reaching a decision, the investigator will use the standard of proof corresponding to the civil burden of proof on a balance of probabilities.

Upon the conclusion of the investigation, a report will be written setting out the nature of the complaint and the investigation's findings. If the investigator is someone other than the Chief Administrative Officer, the investigator will provide a confidential report to the Chief Administrative Officer. The Chief Administrative Officer, in consultation with the appropriate Village of Anmore personnel, will determine the remedial action that should be taken.

The complainant and respondent will be informed of the outcome of the investigation.

The above procedure and the any investigation carried out are intended to be flexible in order to respond to the specific circumstances at issue. The Village of Anmore reserves the right to engage in an alternative procedure as deemed appropriate in any given circumstance.

The written complaint, notes, witness statements and all other documentation gathered as part of the investigation will be securely kept in a confidential investigation file.

If it is determined that harassment, bullying or discrimination occurred, then disciplinary action could result, up to and including termination of employment.

If the investigation determines that the complainant initiated a false allegation or an allegation with intent to harm the respondent or others then disciplinary action will result, up to and including termination of employment.

9.0 OTHER PROCEEDINGS

This policy does not preclude an employee from accessing their rights through the *British Columbia Human Rights Code*, the *Occupational Health and Safety Act* or *Workers Compensation Act* as applicable.

10.0 APPEALS

An employee may appeal any disciplinary action to the Chief Administrative Officer.

WORKERS COMPENSATION ACT

CHAPTER 492 [RSBC 1996]

[includes 2016 Bill 18, c. 5 amendments (effective March 10, 2016)]

General duties of employers(ADD)
Oct
01/99**115. (1)** Every employer must

- (a) ensure the health and safety of
 - (i) all workers working for that employer, and
 - (ii) any other workers present at a workplace at which that employer's work is being carried out, and
- (b) comply with this Part, the regulations and any applicable orders.
- (2) Without limiting subsection (1), an employer must
 - (a) remedy any workplace conditions that are hazardous to the health or safety of the employer's workers,
 - (b) ensure that the employer's workers
 - (i) are made aware of all known or reasonably foreseeable health or safety hazards to which they are likely to be exposed by their work,
 - (ii) comply with this Part, the regulations and any applicable orders, and
 - (iii) are made aware of their rights and duties under this Part and the regulations,
 - (c) establish occupational health and safety policies and programs in accordance with the regulations,
 - (d) provide and maintain in good condition protective equipment, devices and clothing as required by regulation and ensure that these are used by the employer's workers,
 - (e) provide to the employer's workers the information, instruction, training and supervision necessary to ensure the health and safety of those workers in carrying out their work and to ensure the health and safety of other workers at the workplace,
 - (f) make a copy of this Act and the regulations readily available for review by the employer's workers and, at each workplace where workers of the employer are regularly employed, post and keep posted a notice advising where the copy is available for review,
 - (g) consult and cooperate with the joint committees and worker health and safety representatives for workplaces of the employer, and
 - (h) cooperate with the Board, officers of the Board and any other person carrying out a duty under this Part or the regulations.

1998-50-15; 2002-56-43.

General duties of workers(ADD)
Oct
01/99**116. (1)** Every worker must

- (a) take reasonable care to protect the worker's health and safety and the health and safety of other persons who may be affected by the worker's acts or omissions at work, and

- (b) comply with this Part, the regulations and any applicable orders.
- (2) Without limiting subsection (1), a worker must
 - (a) carry out his or her work in accordance with established safe work procedures as required by this Part and the regulations,
 - (b) use or wear protective equipment, devices and clothing as required by the regulations,
 - (c) not engage in horseplay or similar conduct that may endanger the worker or any other person,
 - (d) ensure that the worker's ability to work without risk to his or her health or safety, or to the health or safety of any other person, is not impaired by alcohol, drugs or other causes,
 - (e) report to the supervisor or employer
 - (i) any contravention of this Part, the regulations or an applicable order of which the worker is aware, and
 - (ii) the absence of or defect in any protective equipment, device or clothing, or the existence of any other hazard, that the worker considers is likely to endanger the worker or any other person,
 - (f) cooperate with the joint committee or worker health and safety representative for the workplace, and
 - (g) cooperate with the Board, officers of the Board and any other person carrying out a duty under this Part or the regulations.

1998-50-15; 2002-56-43.

General duties of supervisors(ADD)
Oct
01/99**117. (1) Every supervisor must**

- (a) ensure the health and safety of all workers under the direct supervision of the supervisor,
- (b) be knowledgeable about this Part and those regulations applicable to the work being supervised, and
- (c) comply with this Part, the regulations and any applicable orders.
- (2) Without limiting subsection (1), a supervisor must
 - (a) ensure that the workers under his or her direct supervision
 - (i) are made aware of all known or reasonably foreseeable health or safety hazards in the area where they work, and
 - (ii) comply with this Part, the regulations and any applicable orders,
 - (b) consult and cooperate with the joint committee or worker health and safety representative for the workplace, and
 - (c) cooperate with the Board, officers of the Board and any other person carrying out a duty under this Part or the regulations.

1998-50-15; 2002-56-43.

G-D3-115(1)-3 Bullying and harassment [EXCERPT]

Issued November 1, 2013

Regulatory excerpt

Responsibilities for worker health and safety are established by the *Workers Compensation Act* ("*Act*") and the *OHS Regulation* ("*Regulation*").

Section 115 of the *Act* states:

115 General duties of employers

(1) Every employer must

(a) ensure the health and safety of

(i) all workers working for that employer, and

(ii) any other workers present at a workplace at which that employer's work is being carried out, and

(b) comply with this Part, the regulations and any applicable orders.

(2) Without limiting subsection (1), an employer must

(e) provide to the employer's workers the information, instruction, training and supervision necessary to ensure the health and safety of those workers in carrying out their work and to ensure the health and safety of other workers at the workplace,

Policy D3-115-2 ("*Policy*") states:

"bullying and harassment"

(a) includes any inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated, but

(b) excludes any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment.



**VILLAGE OF ANMORE
PROTECTIVE SERVICES
COMMITTEE
MINUTES – AUGUST 27TH, 2015**

Minutes of the Protective Services Committee Meeting held on Thursday, August 27th, 2015 at the SVFD Fire Hall at 2690 Sunnyside Road, Anmore, BC

Members Present

Councillor Ann-Marie Thiele (Chair)
Sheri DeVito
Mel Mercier
Olen Vanderleeden (*via telephone*)

Guests Present

Bruce Blackwell, BA Blackwell & Associates
Dave Gregory, Sasamat Volunteer Fire Department

1. CALL TO ORDER

Chair Thiele called the meeting to order at 7:07 p.m.

2. ADDITIONS AND DELETIONS TO THE AGENDA

Nil

3. APPROVAL OF THE AGENDA

It was MOVED and SECONDED:

“THAT THE AGENDA BE APPROVED.”

CARRIED UNANIMOUSLY

4. DELEGATIONS

(a) Wildfire Protection Plan

Bruce Blackwell of BA Blackwell & Associates introduced himself explaining to members that he was hired in 2007 by Metro Vancouver to build a Joint Community Wildfire Protection Plan for a number of municipalities.

4. DELEGATIONS (CONTINUED)

(a) Wildfire Protection Plan (Cont'd)

A risk assessment was done along with a model of each community which resulted in a Community Wildfire Protection Plan. A power point presentation was discussed. Highlights of the presentation are as follows:

- Currently UBCM is offering assistance in updating Community Plans.
- Fuel type wind and potentially where fire can blow into the community is reviewed.
- Key building blocks of the protection plan are within building codes and bylaw issues.
- With a heavily forested area such as Anmore, the best way to address the risk is to ensure the right type of home is built or when rebuilding ensure the roof has the right materials.
- Anmore faces some of the biggest challenges in terms of access in and out of the community.
- Recommendations were made around emergency response, training, sprinklers, communication and education within the Community Wildfire Protection Plan.
- Since the plan has been put into place, there has been more education and communication.
- Hazardous fuels throughout the community were identified.
- Up to \$400,000.00 is available per year, with 10% municipal contributions to treat hazardous fuels.
- Most communities have not thought about developing a post rehab plan; what will you do if you have a significant fire that creates steep slopes?
- Metro Vancouver is responsible for watershed protection.

High level recommendations compiled from the report for Anmore:

- Update fire danger information on Anmore's website
- Ensure new public building is fire smart
- Apply to UBCM for money for a pilot project and potentially consider looking at other hazardous areas that were identified in the plan
- Post fire hazard and danger signs throughout the community
- When permitting building next to a forest, allow a 10 meter setback of fuel free zone which allows radiant heat to dissipate
- Review DPA process and ensure a roofing bylaw is included that states that all roofs must be raided
- Consider purchasing portable sprinkler kits that could sprinkle 20 to 30 homes
- Would benefit from an Access Management Plan to look at the future to provide access for roads and an evacuation plan
- The fire hall is the Incident Command Centre which would be smoked out and could go in a fire. Is there a backup? Dave Gregory noted that the SVFD has a rescue truck which is a backup mobile command centre

4. **DELEGATIONS (CONTINUED)**

(a) Wildfire Protection Plan (Cont'd)

- If required, access to helicopters would be difficult
- Effective fire breaks along roadways are minimum standards of 100 meters, ideally it is up to 300 meters
- Have some form of post fire rehabilitation strategy; possibly collectively with Metro Vancouver

Chair Thiele opened up discussions with members to ask questions or make comments
Highlights are as follows:

- A member questioned which community should be used as an example for the committee? Mr. Blackwell suggested to contact Fiona Dercole, Emergency Management Coordinator in the District of North Vancouver.
- The Chair asked about the dead debris at the end of Buntzen Lake and Mr. Blackwell replied that he does not feel it is a hazard at this point. He noted that the main problem is within the trails.
- Mr. Blackwell felt that 2003, 2009, and 2010 were the highest years as far as fires and that possibly the media is making it seem as though this year is the worst.
- Top priority recommendations for Anmore: revisit and amend the Community Wildfire Protection Plan to focus on Access Management, Building and Plumbing Bylaws, Fuel Management and DPA.

Dave Gregory provided the following high priority recommendations from the perspective of the SVFD:

- 10 meter zone; requires alterations of the Tree Management Bylaw
- Fuel management; high priority should be in behind the Eagle Mountain Middle School where students tend to gather to smoke
- Access Evacuation Plan
- Roadway access on steeper slopes developments; would like the grades to be at reasonable levels to allow access for trucks

Action Item: Chair Thiele to forward a copy of the Anmore's Evacuation Plan to members for their review.

5. **MINUTES**

(a) **Minutes of the Protective Services Committee Meeting held on June 1st, 2015**

It was MOVED and SECONDED:

“THAT THE MINUTES OF THE PROTECTIVE SERVICES COMMITTEE MEETING HELD ON JUNE 1ST, 2015 BE ADOPTED AS CIRCULATED.”

CARRIED UNANIMOUSLY

6. **BUSINESS ARISING FROM THE MINUTES**

Nil

7. **NEW BUSINESS**

(a) **Wildfire Protection Plan**

Next Steps:

1. Contact Fiona Dercole, District of North Vancouver – Chair to speak with Staff
2. Work on getting funding to update our current plan
3. Work on a fuel management program
4. Work on the Building Bylaw and Access Management

Action Item: Members to review the 22 recommendations for the Community Wildfire Protection Plan and prioritize each item to bring back to the next meeting.

8. **ADJOURNMENT**

It was MOVED and SECONDED:

“THAT THE MEETING BE ADJOURNED.”

CARRIED UNANIMOUSLY

The meeting adjourned at 8:45 p.m.

Certified Correct:

C. DISIEWICH

Carmen Disiewich
Acting Deputy Corporate Officer

Approved:

A. THIELE

Councillor Ann-Marie Thiele
Chair

PROTECTIVE SERVICES COMMITTEE MEETING MINUTES



Minutes of the Protective Services Committee Meeting held on Thursday, March 31, 2016 in the portable classroom at Anmore Elementary School, 30 Elementary Road, Anmore BC

Members Present

Councillor Ann-Marie Thiele, Chair
Mel Mercier
Olen Vanderleen

Members Absent

Sheri DeVito

1. Call to Order

Chair Thiele called the meeting to order at 7:09 p.m.

2. ADDITIONS AND DELETIONS TO THE AGENDA

Nil

3. APPROVAL OF THE AGENDA

It was Moved and Seconded:

"That the Agenda be approved."

Carried Unanimously

4. DELEGATIONS

Nil

5. MINUTES

(a) Minutes of the Meeting held on August 27, 2015

It was Moved and Seconded:

"That the Minutes of the Protective Services Committee Meeting held on August 27, 2015 be adopted as circulated."

Carried Unanimously

6. BUSINESS ARISING FROM THE MINUTES

Members asked about receiving a copy of Mr. Blackwell's presentation.

Action Item: Chair Thiele to contact Mr. Blackwell to enquire on the status of providing members with a copy of his slide presentation.

Chair Thiele reported that the evacuation plan prepared for the Village is more of a guideline for how to create a plan for a municipality, adding that the Emergency Preparedness Committee will continue to review and expand on the current evacuation plan, and will include GIS/Lidar mapping. She added that the Village is currently working on creating new mapping.

Chair Thiele reported that she performed a thorough review of the existing Wildfire Protection Plan and created a new draft version.

Action Item: Chair Thiele to share her draft of the Wildfire Protection Plan with members for review prior to the next meeting on April 14, 2016.

7. UNFINISHED BUSINESS

Nil

8. NEW BUSINESS**(a) Wildfire Protection Plan Report**

Members reviewed the draft version of the Report to Council, and agreed to expand on the report to include the following points:

- Importance of providing Council with the necessary framework of why the Committee is proposing a number of recommendations that they deem critical
- To arrange priorities in a new order of importance
- Include the need for an evacuation plan
- Plan needs to be more action oriented
- Define helicopter access and/or alternatives in the event of an emergency
- Clearly define a post fire rehabilitation plan and identify the steep slopes
- Determine the realistic requirements within Village bylaws within the Fire Smart BC guidelines to reduce the risk of wildfire hazards

Action Item: Chair Thiele to contact Crown Lands and BC Hydro to request a status update regarding their fuel management and emergency plans.

Action Item: Chair Thiele to contact Fire Chief Jay Sharpe to verify access to helicopter services in the event of an emergency.

Action Item: Members to review their notes to further investigate the topic of steep slope stability and post fire rehabilitation.

Action Item: Chair Thiele to contact BC Transmission Corporation to ensure power line safety and continuing management.

Members agreed to review the draft report prior to the next meeting in April 14, and to bring forward their recommendations at that time. Members then agreed to have Chair Thiele finalize the draft report to Council.

9. ADJOURNMENT

The meeting adjourned at 8:07 p.m.

Certified Correct:

C. MILLOY

Christine Milloy
Manager of Corporate Services

Approved:

A. THIELE

Councillor Ann-Marie Thiele
Chair, Protective Services Committee



JUN 02 2016

Mayor John McEwen and Council
Village of Anmore
2697 Sunnyside Road
Anmore, BC V3H 5G9
VIA EMAIL: john.mcewen@anmore.com

RECEIVED

JUN 03 2016

Village of Anmore

Dear Mayor McEwen and Council:

Re: 2016 Regional Food System Action Plan

At its April 29, 2016 regular meeting, the Board of Directors of the Greater Vancouver Regional District ('Metro Vancouver') adopted the following resolution:

That the GVRD Board:

- a) Endorse the 2016 Regional Food System Action Plan as a collaborative approach through which local governments can jointly advance a sustainable, resilient and healthy regional food system;*
- b) Acknowledge the consolidation into the Action Plan of food system actions already planned for implementation by Metro Vancouver;*
- c) Direct staff to explore eighteen new collaborative actions identified in the Action Plan; and*
- d) Convey the Action Plan to member municipalities to:*
 - i. Endorse the 2016 Action Plan as a collaborative approach through which local governments can jointly advance a sustainable, resilient and healthy regional food system;*
 - ii. Acknowledge the consolidation into the Action Plan of food system actions already planned for implementation by the municipality;*
 - iii. Direct staff to explore applicable new collaborative actions identified in the Action Plan; and*
 - iv. Assign a designated staff person to coordinate municipal participation in the implementation of the Action Plan.*

In 2011, the Metro Vancouver Board adopted the *Regional Food System Strategy* and directed staff to prepare an Action Plan as a means of implementing the strategy. The *Regional Food System Action Plan* (Action Plan) is the culmination of work initiated by Metro Vancouver in 2014 and completed in collaboration with a local government staff task force.

The Action Plan consolidates 160 actions that local governments plan to undertake over the next three to five years to advance achievement of a sustainable and resilient regional food system.

It also identifies 18 new, collaborative actions for local governments to work together on and to expand innovative practices across the region.

The Action Plan is intended as a “living resource” that is flexible and adaptable; it will be updated as local governments complete new actions, or choose to include additional planned actions that were not initially identified. Local government support and endorsement of the Action Plan will not only enable annual reporting of progress updates, but will also ensure local governments have the capacity to contribute to the ongoing implementation in a manner that best reflects their interests and capacity.

Please contact Heather McNell, Division Manager, Growth Management, with any questions regarding the Action Plan at heather.mcnell@metrovancover.org.

Thank you for your ongoing efforts to advance our region towards a healthy and sustainable food system.

Yours truly,



Greg Moore
Chair, Metro Vancouver Board

GM/EC/HM/jm

cc: Regional Planning Advisory Committee Municipal Members
Regional Food System Action Plan Task Force Members

Attachments:

1. 2016 Regional Food System Action Plan report dated March 17, 2016 (*Doc # 17529838*)
2. Regional Food System Action Plan (*Doc # 17997718*)

18084509



To: Regional Planning Committee

From: Jaspal Marwah, Regional Planner Planning, Policy and Environment Department

Date: March 17, 2016

Meeting Date: April 15, 2016

Subject: **2016 Regional Food System Action Plan**

RECOMMENDATION

That the GVRD Board:

- a) Endorse the 2016 Regional Food System Action Plan as a collaborative approach through which local governments can jointly advance a sustainable, resilient and healthy regional food system;
 - b) Acknowledge the consolidation into the Action Plan of food system actions already planned for implementation by Metro Vancouver;
 - c) Direct staff to explore eighteen new collaborative actions identified in the Action Plan; and
 - d) Convey the Action Plan to member municipalities to:
 - i. Endorse the 2016 Action Plan as a collaborative approach through which local governments can jointly advance a sustainable, resilient and healthy regional food system;
 - ii. Acknowledge the consolidation into the Action Plan of food system actions already planned for implementation by the municipality;
 - iii. Direct staff to explore applicable new collaborative actions identified in the Action Plan; and
 - iv. Assign a designated staff person to coordinate municipal participation in the implementation of the Action Plan.
-

PURPOSE

The purpose of this report is to provide the GVRD Board with the opportunity to consider the 2016 Regional Food System Strategy Action Plan (Action Plan) and to convey the Action Plan to member municipalities for similar endorsement.

BACKGROUND

On February 25, 2011, the GVRD Board adopted the Regional Food System Strategy, circulated it to member municipalities, the provincial and federal governments and their agencies, and directed staff to:

prepare an Action Plan to implement the Regional Food System Strategy, including the formation of a Steering Committee made up of implementation partners from government agencies, the food sectors, and community organizations.

As a result, staff convened a series of roundtables in late 2013 and 2014 to engage stakeholders in identifying opportunities and priorities for a Regional Food System Action Plan. In January 2015, the Regional Planning Advisory Committee struck a municipal staff Task Force to work with Metro Vancouver staff in preparing a Regional Food System Action Plan, focused on local government actions over the near term.

At its November 27, 2015 meeting, the GVRD Board received the draft Action Plan for information and directed staff to:

convey the draft Regional Food System Action Plan to member municipalities for review and comment.

Staff received many comments on the draft Action Plan from municipalities and external stakeholders. This report summarizes those comments, identifies how the draft Action Plan has been updated to reflect that input, and provides the GVRD Board with the opportunity to endorse the Action Plan, and to convey it to member municipalities requesting similar endorsement from them.

THE REGIONAL FOOD SYSTEM ACTION PLAN

The Regional Food System Strategy (RFSS), adopted by the GVRD Board in 2011, highlights the multi-jurisdictional nature of the food and agriculture system, and identifies a range of high level actions through which to support a sustainable, resilient and healthy regional food system. The intent of the Action Plan is to consolidate planned local government efforts that advance the implementation of the RFSS, and collaborative efforts to advance a sustainable and resilient regional food system. The Action Plan highlights actions that local governments have identified and are planning to pursue in the next three to five years. It also identifies a number of 'new' collaborative actions for local governments to undertake (Attachment 1).

The Action Plan is structured according to the Regional Food System Strategy goals and strategies. Each section describes the local government role, provides examples of completed activities, summarizes planned actions identified by local governments, identifies gaps and proposes new collaborative actions. In addition, a number of emerging issues not identified in the RFSS emerged, issues that have become more pertinent to local governments since 2011.

Local governments identified 160 'planned' actions. These 'planned' actions constitute those that have already been reviewed and endorsed by municipal Councils or the GVRD Board. The Action Plan serves to both provide a common framework through which to consolidate and communicate these planned actions, and to illustrate the significant amount of time, effort and work already underway across the region to advance a sustainable and resilient food system. The Action Plan also acknowledges the significant and crucial role that civil society groups and others play in heading up actions on the ground, bringing key food system issues to the attention of local government and leading efforts on the front lines of social and community needs.

Communities identified actions they are already taking to protect, and advocate for the protection of, agricultural land, support direct marketing, align policies to food system goals, enable food access for vulnerable groups, and encourage urban agriculture. As these areas of focused action were identified, it became clear that the region would benefit from more local government actions to improve access to farmland for food production, support new farmers, facilitate local food processing capacity, increase awareness of local food, promote food recovery, and prepare for impacts of climate change.

By strategically assessing those gaps, and looking for collaborative opportunities, 18 new collaborative actions for local government are included in the Action Plan. Throughout the development of the plan, participants identified that undertaking some initiatives together, as a

federation, is an incredibly effective way to advance the implementation of the RFSS. It is recognized that success is reliant on the complementary relationships that allow each community to build on its own strengths and unique circumstances to address food issues, but also to work together on cross-cutting actions. The Action Plan reflects input from almost all local governments across the region.

Consultation on the Action Plan

Throughout 2015, the RPAC Task Force struck to develop the Action Plan met four times and provided invaluable content and review on the draft Action Plan. RPAC and Metro Vancouver's Agricultural Advisory Committee (AAC) provided comment on plan development and the draft plan itself.

In November 2015, the draft Action Plan was presented to the Regional Planning Committee and the GVRD Board for review and comment and to convey it to member municipalities for comment. Metro Vancouver received feedback on the draft Action Plan from 15 member municipalities: Anmore, Burnaby, Coquitlam, City of North Vancouver, District of North Vancouver, Maple Ridge, New Westminster, Pitt Meadows, Port Coquitlam, Port Moody, Richmond, Surrey, West Vancouver, White Rock and Vancouver.

The draft Action Plan was also sent to a number of other external public sector and civil society organizations for review and comment, and comments were received from the Greater Vancouver Food Systems/Security Funders and Policy Table, Kwantlen Polytechnic University, Langley Environmental Protection Society, Provincial Health Authorities, the Sustainable Food Alliance of BC, Vancouver Coastal Health, Fraser Health, Young Agrarians BC, EcoUrbia Network and the Vancouver Food Policy Council.

Summary of Feedback

Municipal feedback have been received through a variety of formats including via staff comments, municipal AAC comments, staff reports to Council and Council resolutions. While the majority of comments focused on clarifying language and actions relevant to the specific municipality, there were a number of editorial comments and requests for greater clarity on terminology and front end content. External stakeholders provided broad feedback, seeking greater consideration of the critical role of civil society groups in advancing work on the ground, more explicit inclusion of a health lens, and desire for greater clarity on food sector challenges, social / cultural / economic equity, and the scope of the actions identified in the Action Plan.

Revisions to the Action Plan

The Action Plan has been revised in consideration of the feedback to clarify specific local government actions, and to:

- Define, clarify, and use consistent terminology;
- Highlight the value of contributions from civil society groups, and the importance of local government partnerships with such groups and health agencies;
- Stronger expression of the value of actively supporting the respective roles of urban and agricultural communities that underpin the regional food system;
- Remove the proposed 'Monitoring' section and replace it with a section on Implementation of the Action Plan; and

- More effectively communicate the emerging issue of strengthening local government capacity and collaboration with civil society groups to advance agri-food issues.

Endorsement of the Action Plan

The Action Plan identifies both 'planned' actions for specific local governments; those which have already been reviewed and approved by decision makers, and a number of 'new' collaborative initiatives that have not yet been considered by municipal Councils or the GVRD Board.

As a result, and after consultation with member municipalities, staff are requesting that the Action Plan be endorsed as a whole, that actions that have been already considered by decision makers be reaffirmed, and that 'new' actions specific to or applicable to a local government be considered or explored for future implementation. As the convenor and developer of the Action Plan, Metro Vancouver is being requested to endorse the regional Action Plan first, and then to convey it to member municipalities for similar endorsement. This approach follows similar processes with past projects involving Metro Vancouver and member municipalities jointly endorsing a plan that contains actions that are specific to particular participants.

ALTERNATIVES

1. That the GVRD Board:
 - a) Endorse the 2016 Regional Food System Action Plan as a collaborative approach through which local governments can jointly advance a sustainable, resilient and healthy regional food system;
 - b) Acknowledge the consolidation into the Action Plan of food system actions already planned for implementation by Metro Vancouver;
 - c) Direct staff to explore eighteen new collaborative actions identified in the Action Plan; and
 - d) Convey the Action Plan to member municipalities to:
 - i. Endorse the 2016 Action Plan as a collaborative approach through which local governments can jointly advance a sustainable, resilient and healthy regional food system;
 - ii. Acknowledge the consolidation into the Action Plan of food system actions already planned for implementation by the municipality;
 - iii. Direct staff to explore applicable new collaborative actions identified in the Action Plan; and
 - iv. Assign a designated staff person to coordinate municipal participation in the implementation of the Action Plan.
2. That the GVRD Board receive for information the report dated March 17, 2016, titled, "2016 Regional Food System Action Plan", and provide alternate direction to staff.

FINANCIAL IMPLICATIONS

There are no immediate financial implications associated with this report. While there may be future financial implications if staff are directed to explore the eighteen new collaborative actions identified in the Action Plan, part of the process will involve consideration of what anticipated costs might be. They will then be considered as part of future Metro Vancouver budget processes.

SUMMARY / CONCLUSION

When the GVRD Board adopted the Regional Food System Strategy in 2011, it directed staff to prepare a Regional Food System Action Plan to implement it. Over the past year, staff has been working with a Regional Planning Advisory Committee Task Force to develop an Action Plan. At its

November 27, 2015 meeting, the GVRD Board received a draft of the Action Plan, and conveyed it to member municipalities for review and comment. The Action Plan identifies both 'planned' actions for specific local governments; those which have already been reviewed and approved by decision makers, and a number of 'new' collaborative initiatives that have not yet been considered by municipal Councils or the GVRD Board.

Feedback on the Action Plan is summarized in this report, and the Action Plan has been revised as a result of this input. Staff recommends Alternative 1.

Attachment: Regional Food System Action Plan *(To be provided at a later date.)*



metrovancouver

Attachment

REGIONAL FOOD SYSTEM ACTION PLAN

2016

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THE REGIONAL FOOD SYSTEM STRATEGY

The *Regional Food System Strategy (RFSS)* was adopted by Metro Vancouver in 2011, with a vision to create, “a sustainable, resilient and healthy food system that will contribute to the well-being of all residents and the economic prosperity of the region while conserving our ecological legacy.” This food system approach illustrates the multiple ways food reaches our plates and the linkages among agencies, the private sector and communities working on food issues. The RFSS contains five goals and twenty-one strategies (see below) that highlight opportunities for all levels of government, the private sector, and civil society to advance actions that support the vision and public benefits derived from the regional food system.

THE REGIONAL FOOD SYSTEM STRATEGY FRAMEWORK

Goals	Strategies
Goal 1: Increased Capacity to Produce Food Close to Home	1.1 Protect agricultural land for food production
	1.2 Restore fish habitat and protect sustainable sources of seafood
	1.3 Enable expansion of agricultural production
	1.4 Invest in a new generation of food producers
	1.5 Expand commercial food production in urban areas
Goal 2: Improve the Financial Viability of the Food Sector	2.1 Increase capacity to process, warehouse and distribute local foods
	2.2 Include local foods in the purchasing policies of large public institutions
	2.3 Increase direct marketing opportunities for local foods
	2.4 Further develop value chains within the food sector
	2.5 Review government policies and programs to ensure they enable the expansion of the local food sector
Goal 3: People Make Healthy and Sustainable Food Choices	3.1 Enable residents to make healthy food choices
	3.2 Communicate how food choices support sustainability
	3.3 Enhance food literacy and skills in school
	3.4 Celebrate the taste of local foods and the diversity of cuisines
Goal 4: Everyone has Access to Healthy, Culturally Diverse and Affordable Food	4.1 Improve access to nutritious food among vulnerable groups
	4.2 Encourage urban agriculture
	4.3 Enable non-profit organizations to recover nutritious food
Goal 5: A Food System Consistent with Ecological Health	5.1 Protect and enhance ecosystem goods and services
	5.2 Reduce waste in the food system
	5.3 Facilitate adoption of environmentally sustainable practices
	5.4 Prepare for the impacts of climate change

THE REGIONAL FOOD SYSTEM ACTION PLAN

While the broad framework of the RFSS considers the role of stakeholders across the entire food system, the Regional Food System Action Plan (Action Plan) adopts a narrower focus on actions that local governments are planning to undertake in the next 3-5 years that will concretely advance implementation of the RFSS. It also identifies a number of new strategic and collaborative actions that local governments can undertake together to advance efforts toward a resilient and sustainable food system in Metro Vancouver. The Action Plan is set within the context of the dedicated, progressive and innovative work already accomplished or underway by local governments, civil society groups and other food system stakeholders. In addition, this Action Plan is intended as a reference guide for local governments to learn from each other's respective actions and experiences.

Staff from local governments identified the actions in the Action Plan, including the new collaborative initiatives being proposed to respond to gaps and emerging directions. The Action Plan:

- Demonstrates the local government role through ongoing and planned actions;
- Identifies areas of the RFSS where more local government efforts are desirable;
- Recommends opportunities for collaborative local government action;
- Highlights actions that could be expanded across the region; and
- Provides a resource to learn from each other and signals where new partnerships can be pursued to address food system issues.

The Action Plan was developed by Metro Vancouver, member municipalities, the Tsawwassen First Nation and the BC Ministry of Agriculture. Input was also provided by regional and municipal Agricultural Advisory Committees, external stakeholders and a series of three Roundtable events hosted by Metro Vancouver in 2013 and 2014.

Ongoing engagement with stakeholders has resulted in an Action Plan that highlights:

- 160 existing actions planned by local governments to advance RFSS implementation;
- 18 new collaborative local government actions;
- Where local governments are most active in the food system, which is in: protecting agricultural land, supporting direct marketing, aligning policies to food system goals, supporting vulnerable populations' access to nutritious food, and encouraging urban agriculture;
- Areas where local governments are less engaged, including: using farmland for food production, supporting new farmers, facilitating local food processing capacity, increasing awareness of local food, promoting food recovery, and preparing for impacts of climate change;
- Emerging issues that have become more pertinent since the RFSS was adopted in 2011 and that require local government attention, including: food emergency planning; linking poverty, food & health issues; and building local government capacity to work with civil society groups; and
- A collaborative approach to implementation that ensures ongoing coordination among local governments.

Why an Action Plan?

The Action Plan is focused on the actions that local governments are planning to undertake in the next 3-5 years that will concretely advance the region towards a sustainable food system.

By consolidating planned local government activity, the Action Plan achieves more than the sum of its parts, by:

- Enabling knowledge transfer among local governments
- Providing an opportunity to expand best practices across the region
- Identifying opportunities to collaboratively address persistent and cross-jurisdictional regional food system issues

ROLE OF LOCAL GOVERNMENTS IN THE REGIONAL FOOD SYSTEM

Food system issues span government, private sector and community organizations, yet necessitate government leadership at all levels. The federal government has authority over national and international issues related to trade, agriculture, fisheries, health, and food safety. The province of British Columbia shares the government mandate for agriculture and health, while also having authority over economic growth, job creation, social welfare, transportation and the environment.

Local governments are more directly connected to communities and therefore are well-positioned to address food system issues related to land use, utilities, community services and to work directly with the civil society groups that are actively engaged in food system issues in their communities. Municipalities can capitalize on strengths to manage growth and development, diversify the economy, educate residents, support vulnerable populations and adapt to a changing environment. The regional district provides regional utility services for water, wastewater and solid waste and undertakes regional planning with an aim to guiding anticipated growth to the right places. This includes supporting the development of complete communities, protecting important lands (including agricultural lands), and enabling the provision efficient infrastructure, including transportation.

In Metro Vancouver, the combined efforts of the regional district, 21 member municipalities and the Tsawwassen First Nation creates an opportunity for a collective approach that can effectively address a wide range of food system issues. There remains a strong reliance on the provincial government to enable the policy, regulatory and fiscal framework. Partnerships with business, community organizations and educational institutions are also essential to advancing innovative solutions to address the challenges in the regional food system.

The Action Plan acknowledges a distinctive role for local governments in the Metro Vancouver region while recognizing that each local government has unique characteristics and circumstances and therefore addresses agriculture and food issues in its own way. For example, municipalities with

Definitions

With many sectors involved, there can be differing assumptions regarding some of the terminology. The following key terms were identified by stakeholders as important to define as used in the context of this Action Plan:

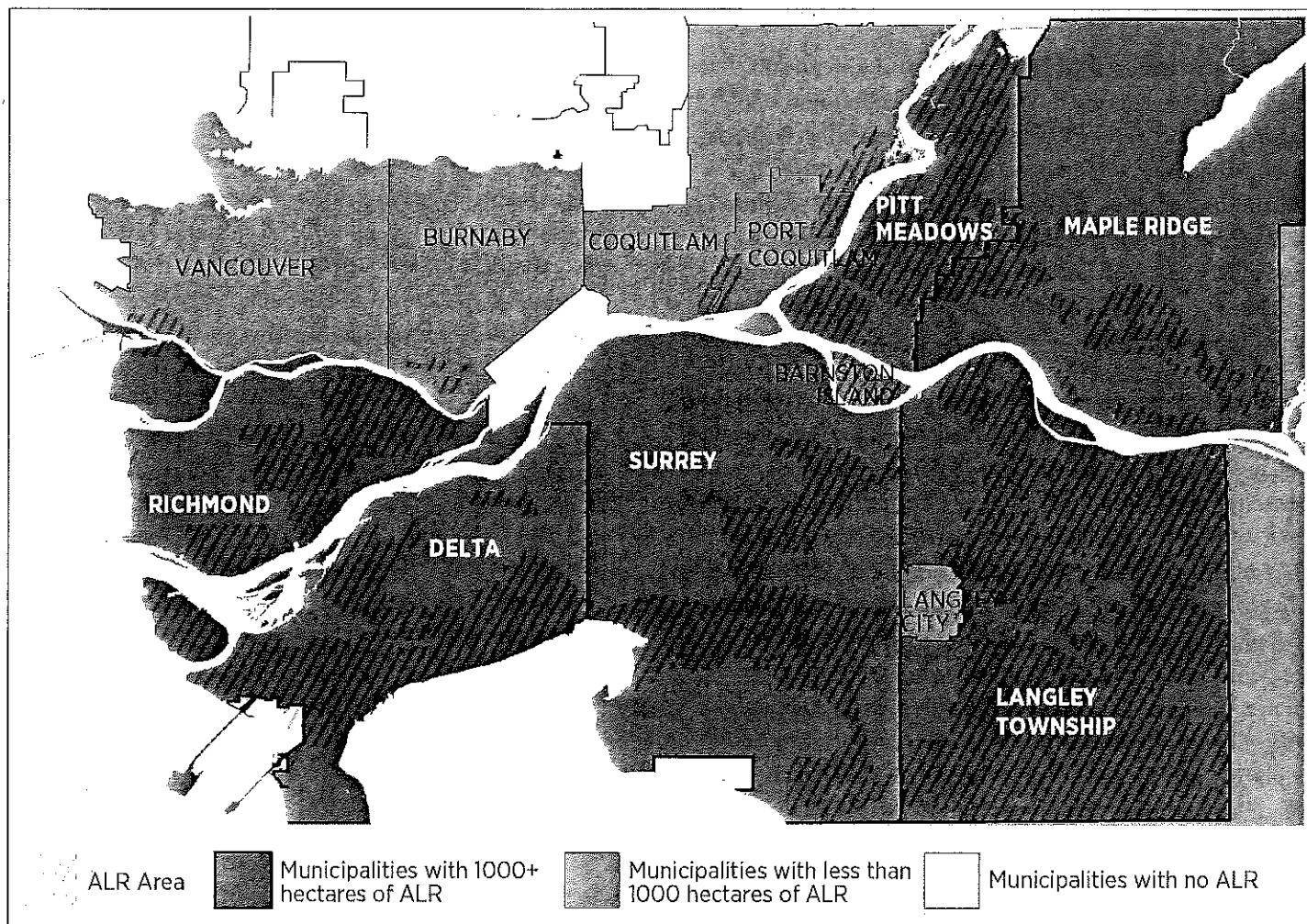
A Sustainable Food System is one that requires protecting and conserving the region's rich ecological legacy while taking actions that provide for ongoing profitability in the food sector, support healthier eating habits and address inequities in food access. A sustainable food system must also be resilient - capable of recovering from unforeseen setbacks and short-term crises. And, a sustainable food system is also a healthy system, one that improves the well-being of individuals and reduces the stress on the health care system through better food choices and eating habits (Metro Vancouver Regional Food System Strategy, 2011).

Food Security exists when all people, at all times, have physical and economic access to sufficient, safe and nutritious food to meet their dietary needs and food preferences for an active and healthy lifestyle (United Nations Food and Agriculture Organization, 2001).

Food Insecurity refers to the inability to acquire or consume an adequate diet quality or sufficient quantity of food in socially acceptable ways, or the uncertainty that one will be able to do so. It is often associated with lack of financial ability to access adequate food. (Health Canada, 1994)

significant agricultural land play a crucial role in protecting farmland and promoting the viability of agriculture. In Metro Vancouver, there are six municipalities that contain 95% of the region's agricultural land (Delta, Langley Township, Maple Ridge, Pitt Meadows, Richmond, and Surrey). For the purposes of the Action Plan, these municipalities are referred to as the "Agricultural" municipalities. Although other municipalities are also stewards of the Agricultural Land Reserve, most of the remaining lands are located within the Urban Containment Boundary, as defined by *Metro Vancouver 2040: Shaping our Future* (Metro 2040), the regional growth strategy.

THE AGRICULTURAL LAND RESERVE IN METRO VANCOUVER



CHALLENGES

The challenges identified in the RFSS remain pertinent - supporting healthier diets, reducing the carbon footprint of food, preparing for uncertain global food supplies, ensuring food security and creating opportunities for local food businesses. The ability of government agencies to work across multiple jurisdictions to capture synergies also remains a challenge.

Through the development of the Action Plan, municipalities expressed a strong desire to ensure that nutritious food is available to everyone, local agri-food businesses thrive, agricultural land is protected and associated ecological goods and services are maintained over the long term. Additional challenges faced by local governments in responding to local food issues identified during the development of the Action Plan include:

- local governments having many competing priorities and obligations;
- a lack of adequate resources committed to food and agricultural issues;
- a lack of consistency in terms of where and how agri-food issues are addressed within each municipality, which makes it difficult to coordinate among departments and across the region; and
- the range of levels of political commitment to a food system approach often results in actions being completed when staff time and funding become available, rather than as a strategic priority.

KEY FINDINGS

A number of notable themes emerged through the development of the Action Plan. First, it has become evident that a regional federation of local governments working together on some issues provides an effective way to optimize the building of resilient, sustainable regional food system. The Action Plan's success is reliant on the complementary relationships that allow each community to build on its own strengths and unique circumstances to address food issues, but also to work

together on cross-cutting actions. This Action Plan provides the opportunity to learn from the experiences of others, expand innovative approaches across the region, and embark on new initiatives to address the persistent challenges and emerging regional food system issues.

Next, the importance of the interdependent relationship between the communities that are producing most of our local food, and the communities that are primarily the consumers, cannot be overstated. For example, agricultural municipalities tend to be focused on protecting agricultural land and expanding commercial food production, while the municipalities with less agricultural land can help bring local food awareness and social benefits to residents through activities such as farmers' markets and urban agriculture. Building an awareness and understanding of the respective roles and interdependence of local governments is key to effectively expand local food production.

Efforts to expand the supply and demand for local food also strengthens the call to protect agricultural land by containing growth within the urban containment boundary, as defined in *Metro 2040*. Strong connections between communities can further increase understanding of the issues that will confront the region in the future, especially as climate change and emergency management take a higher priority on all government agendas.

Lastly, there is a wide range of food-related policies, plans and programs being implemented by local governments, yet these initiatives are often not labeled as such. In addition to the agriculture plans, food strategies and food charters prepared by municipalities, actions in support of a food system approach have emerged from a broad range of other policy tools such as Official Community Plans, zoning bylaws and development permit area guidelines. There are also supportive actions embedded in Local Area Plans, Park Plans, Climate Action Plans, Environmental and Social Sustainability Strategies, and Healthy Built Environment initiatives. While municipalities are responding to the growing interest in local food issues by using available tools and resources. A more strategic, integrated long-term approach that includes dedicated staff, funding, and partnerships is needed.

A SPECIAL MENTION – COMMUNITY GROUPS, NON-GOVERNMENTAL ORGANIZATIONS & HEALTH AGENCIES

In addition to local governments, key players in the regional food system include non-governmental organizations, community groups, educational institutions and the private sector. Many of these groups are leading actions that support the implementation of the *Regional Food System Strategy*, and are often crucial partners for local governments.

Provincial Health Authorities also take a strong leadership role in putting food on the public agenda, and in providing partnership opportunities that support local government and community groups to better engage with food system challenges.

Most local governments rely on community organizations to be on the front lines for food security issues. With senior governments continuing to reduce support for research and extension¹, agricultural producers are increasingly reliant on educational institutions for job training and skills development. In the Metro Vancouver region, post-secondary institutions have been active in advancing research, as well as supporting on the ground initiatives, such as changes in institutional procurement practices to include local foods. The connections between the private sector and local government are becoming more collaborative as businesses recognize social obligations and opportunities to be agents of change, and as food issues become more complex. In addition, food banks, charitable organizations and foundations are providing critical community services and conducting public engagement and education activities.

Civil Society

Civil society groups, non-government organizations and community associations are the true engines of innovation and progress. Although this Action Plan is focused on the role of local government, the ongoing work of civil society groups on the ground is critical in advancing food security issues throughout the region.

WHAT'S IN THE ACTION PLAN

The Action Plan uses the RFSS goals and strategies framework to structure planned and new local government actions. Each of these five Action Plan goals has a chapter that includes:

Local Government Role – describes the current state of RFSS implementation in 2015 and the types of actions that have been completed since the adoption of the RFSS in 2011.

Planned Actions – identifies specific actions local governments are planning to undertake within the next five years. These actions are occurring on an ongoing basis, or are planned for the next 3-5 years. The planned actions were identified by local government staff for their own jurisdictions. *These planned actions have been previously considered and approved by local government decision-makers.* The list of actions represents a 'snapshot' in time, is forward looking and therefore does not include completed actions and may not be fully comprehensive. The Action Plan is intended as a "living resource" that is flexible and adaptable: it will be updated as local governments complete new actions, or choose to submit new planned actions that weren't initially identified. This approach supports regular updates to the Action Plan.

¹ As noted in the RFSS: "Agricultural extension encompasses a wide range of scientific, technical, marketing and other business support for agricultural producers and is usually provided by a government agency or university."

New Collaborative Actions for Local Governments –

identifies actions to address the current gaps in RFSS implementation, many which can be achieved by aligning efforts among local governments. These new actions form the basis for collaborative implementation of the Action Plan. *These recommended actions have not yet been endorsed by local government decision-makers.* There are two types of collaborative recommendations:

- New actions that harness the collaborative potential of local government to jointly address the identified gaps in the RFSS; and
- Expansion of practices currently underway in one or more jurisdictions. These are initiatives that have the potential for broader application throughout the region.

Emerging Issues in the Regional Food System

The last section of the Action Plan addresses actions that were not included in the original scope of the RFSS, but that since its adoption, have become more prevalent throughout the region.

What's not in the Action Plan

It is important to acknowledge that local governments have already adopted, funded and implemented many programs and initiatives that support the regional food system. Past actions have contributed to the strength of the regional food system today, and have set the stage for the future actions identified in the Action Plan. As expressed in the figure below, *Actions that have been completed since the adoption of the RFSS are not included in the Action Plan.*

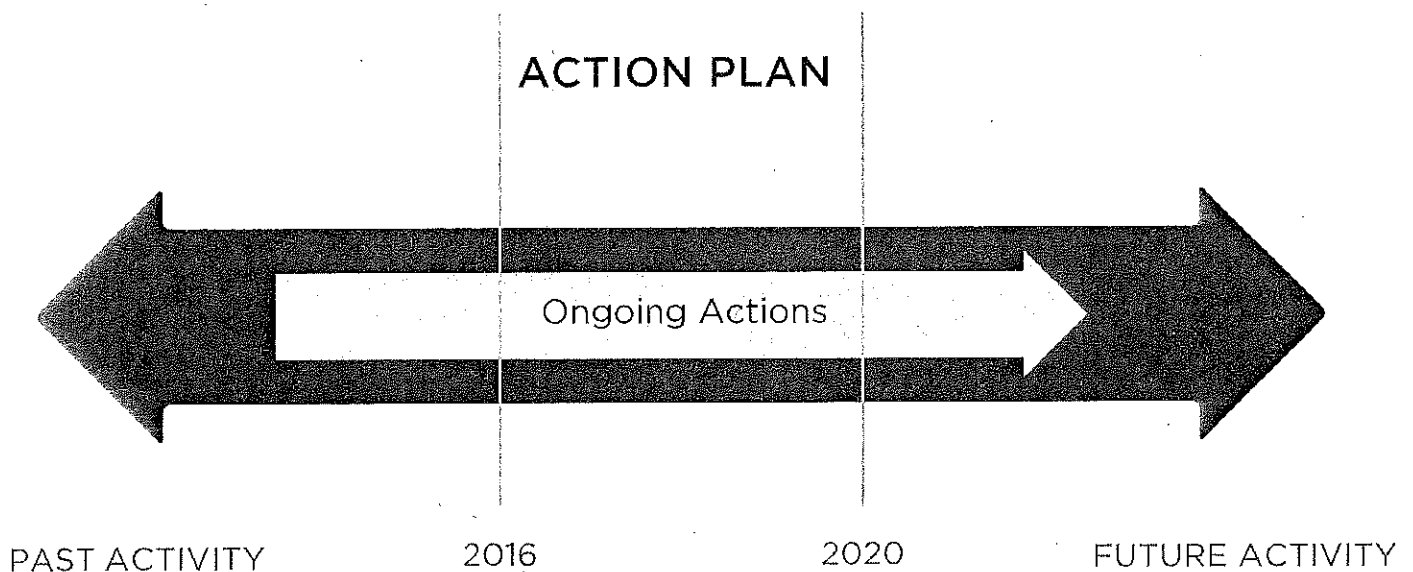


Figure 1. Scope of the Action Plan

GOAL 1

Increase Capacity to Produce Food Close to Home

This RFSS goal aims to expand the amount of food that can be commercially produced in the region. The five strategies under this goal address: agricultural land, fish habitat, avenues to invest in future farmers and the expansion of commercial food production in rural and urban areas. Protecting the agricultural land base is critical, but is only the first step – equally important is enabling farmers to operate a viable business and the use of agricultural lands for food production.

LOCAL GOVERNMENT ROLE

Local governments are strongly engaged in responding to Goal 1 through policy and regulations for managing land use issues within their jurisdictions. Agricultural municipalities and Metro Vancouver support the Agricultural Land Commission by protecting the region's agricultural land base. There are also ongoing efforts to expand the region's food production capacity both in rural and urban areas.

Since the adoption of the RFSS, local governments have undertaken actions such as:

- **protecting** agricultural land through the implementation of *Metro 2040*, including the policy limiting sewer connections on *Metro 2040* Agricultural and Rural designated lands, yet significant effort is spent

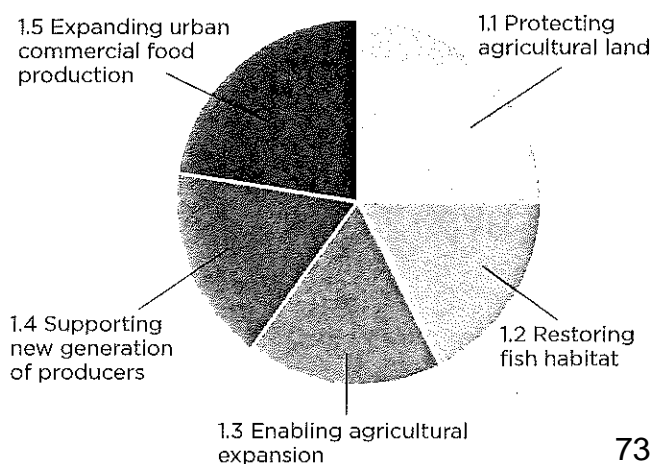
addressing the everyday threats of non-farm use on agricultural lands.

- **adopting** guidelines to restore and enhance fish habitat;
- **investigating** options to increase actively farmed land and discourage non-farm uses in the ALR;
- **continuing** to address the deposition of illegal fill on farmland through municipal bylaws and enforcement activities;
- **investing** in irrigation and drainage infrastructure, at a cost of hundreds of thousands of dollars, to enable farmers to maintain expand food production in the ALR; and
- **continuing** to seek ways to facilitate commercial food production in urban areas.

PLANNED ACTIONS

Local governments identified 40 planned actions for the next five years to advance implementation of Goal 1. These planned actions include a mix of short- and medium-term and ongoing initiatives. The chart below illustrates the distribution of the actions. Due to the combined efforts of the regional district, agricultural and other municipalities, most of the activity is evenly distributed among the five RFSS strategies. The distribution of actions by RFSS strategy is illustrated in the following chart.

Goal 1: Planned Actions (2016–2020)



1.1 PROTECT AGRICULTURAL LAND FOR FOOD PRODUCTION

Local governments continue to protect the region's farmland in support of the provincial Agricultural Land Reserve.

Planned Actions	Agency Timeline	
	Ongoing	Next 5 Years
Respond to proposed new transportation and other infrastructure to minimize or mitigate the loss of agricultural land or capability	Delta, Richmond, Metro Vancouver	
Ensure zoning and farm bylaws are consistent with the provincial "Guide for Bylaw Development in Farming Areas"	Langley Township, Port Coquitlam, Richmond	
Address truck parking on agricultural land by investigating the feasibility of designated parking areas	Surrey	
Conduct research and implement Farm Home Plate regulations	Surrey	
Advocate for the preservation and enhancement of the ALR for food production	Metro Vancouver, Vancouver	
Reduce and prevent damage or erosion of the ALR by non-farm uses to support production and economic development in the agricultural sector	Burnaby, Richmond, Surrey	
Lead a pilot project to seek preventative solutions to illegal fill deposition on farmland in partnership with municipalities		Metro Vancouver
Partner with the Ministry of Agriculture to update the Regional Agricultural Land Use Inventory with participation from member municipalities	Metro Vancouver	
Represent regional interests in regulatory and policy changes to provincial legislation and federal development proposals impacting agriculture	Metro Vancouver	
Continue to work to minimize and mitigate the recreation / agricultural interface impacts along the Boundary Bay dyke	Delta	

1.2 RESTORE FISH HABITAT AND PROTECT SUSTAINABLE SOURCES OF SEAFOOD

Protecting, restoring and enhancing fish habitat is essential to sustaining commercial fisheries as well as protecting salmon for community and ceremonial use by First Nations. These actions represent only a small component of the broader aim to support sustainable sources of fish and seafood. Most local governments with fish-bearing streams recognize the multiple values associated with protecting fish habitat and are actively involved in streamside enhancement projects.

Planned Actions	Agency Timeline	
	Ongoing	Next 5 Years
Restore and enhance riparian and fish habitat, including partnering with community organizations	All local governments	
Host, fund and in-kind support for celebratory and educational public events drawing attention to importance of fish habitat	All local governments	
Implement Environmentally Sensitive Areas (ESA) guidelines and watercourse protection regulations to protect fish bearing streams	Burnaby, Maple Ridge, New Westminster, Port Moody	
Develop new Riparian Area Development permit Guidelines to protect fish bearing streams	Surrey	New Westminster
Maintain fish programs for Capilano smolt trap and truck program to transport salmonid populations around Cleveland Dam	Metro Vancouver	
Establish a fish migration & capture facilities (e.g. at Metro Vancouver new proposed hydroelectric facility at Cleveland Dam; sites in Maple Ridge)		Maple Ridge, Metro Vancouver
Establish, support or maintain fish hatcheries	Maple Ridge, Metro Vancouver, Port Moody, Surrey	

1.3 ENABLE EXPANSION OF AGRICULTURAL PRODUCTION

Local governments have an interest in expanding commercial food production. Agricultural municipalities continue to invest in irrigation, drainage and other infrastructure projects and advance their agricultural plans, while many urban municipalities are supporting research to expand local food production on small lots.

Planned Actions	Agency Timeline	
	Ongoing	Next 5 Years
Support, through financial or other means, the Kwantlen Polytechnic University's Southwest BC Bio-Region Food System Design Project that will explore the economic, environmental stewardship and food self-reliance of a bio-regional food system	Burnaby, Delta, Langley City, Langley Township, Maple Ridge, Metro Vancouver New Westminister, North Vancouver City, North Vancouver District, Pitt Meadows, Port Coquitlam, Port Moody, Richmond, Tsawwassen First Nation, Vancouver, White Rock	
Continue to improve water infrastructure/drainage upgrades including activities such as dyke and pump upgrades and maintaining ditch conveyance	Burnaby, Delta, Pitt Meadows, Richmond, Surrey	
Implement Farm Protection Development Permit guidelines	Surrey	
Develop road design criteria for farmland		Surrey
Complete and implement Integrated Stormwater Management Plans to minimize any stormwater increases to farmland	Surrey	New Westminister
Advance the Garden City Lands Legacy Landscape Plan that focuses on detailed design and on-site water management to enable farming activity		Richmond
Investigate farm property tax policies to identify options to encourage actively farmed land and discourage non-farm use of the ALR		Metro Vancouver

1.4 INVEST IN A NEW GENERATION OF FOOD PRODUCERS

A major barrier for new producers in starting a farm business is gaining access to agricultural land and capital. Three Agricultural municipalities identified taking a direct role in encouraging new farms by putting resources into establishing incubator farms and supporting business and skills training.

Planned Actions	Agency Timeline	
	Ongoing	Next 5 Years
Support the Langley Sustainable Agriculture Foundation to host workshops to assist new farmers		Langley Township
Advance the Gardens Agricultural Park Plan for incubator farms and community gardens		Richmond
Advance the Garden City Lands Legacy Landscape Plan through the development of the Agricultural Management Strategy using a "one farm, multiple farmers" approach		Richmond
Create a Virtual Incubator Farm Project Online system to connect potential farmers with agri-related resources	Surrey	
Establish Agri-business Financial Literacy Program to provide accredited ag-business financial training for the John Volken Academy BioPod students	Surrey	
Implement the Colebrook Park Master Plan that aims to create a leasing program for incubator farms on the agricultural land		Surrey
Host the Kwantlen Polytechnic University's Farm School initiative		Tsawwassen First Nation

1.5 EXPAND URBAN COMMERCIAL FOOD PRODUCTION IN URBAN AREAS

Most municipalities support increased commercial food production in urban areas.

Planned Actions	Agency Timeline	
	Ongoing	Next 5 Years
Zoning and regulatory updates to further encourage agricultural production and allow urban farming		Burnaby, New Westminster, Vancouver
Secure tenure for Loutet Farm in Loutet Park and support the establishment of a new farm in the Sutherland Schoolyard	North Vancouver City	
Establish the Bio-Pod Initiative which is an Agricultural Training and Research Demonstration Greenhouse		Surrey
Support an Ag-Research Program to develop agri-technology and crop science R&D for the commercial greenhouse industry		Surrey
Support research and development into new food production methods / models		Surrey, Vancouver
Establish a Research and demonstration training facility		Surrey
Create policy to enable commercial food production in the City including a farming business license		Vancouver
Increase the number of urban farms in Vancouver from 17 to 35 by the year 2020 (backyard farms to mid-scale operations)		Vancouver
Facilitate development of Klee Wyck commercial food production facility through business licensing and other in-kind support		West Vancouver

COLLABORATIVE ACTIONS

Local government responses to Goal 1 suggest that although there is significant activity across the region to protect agricultural land and expand commercial agricultural production, some gaps exist that can be addressed by increased collaboration among municipalities and Metro Vancouver, including:

- advocating for provincial and federal funding to support irrigation and drainage infrastructure necessary to maintain and expand food production in the Agricultural Land Reserve, especially in the face of climate change; and
- supporting the ability of new farmers to access land and start a farm business.

The recommended actions to collaboratively address these gaps are:

New Actions	Agency	Timeline
1. Collectively advocate to senior governments for funding programs to expand investments in irrigation and drainage infrastructure necessary to adapt to climate change	Metro Vancouver and Agricultural municipalities	1-3 years
2. Investigate the feasibility and desirability of a regional land trust to increase access to agricultural land	Metro Vancouver and Agricultural municipalities	1-3 years
3. Expand municipal involvement in programs that enable new farmers to start a business such as Surrey's Virtual Incubator Farm Project Online system	All local governments	years

GOAL 2

Improve the Financial Viability of the Food Sector

The aim of RFSS Goal 2 is to strengthen economic prosperity for farmers and the food industry by creating opportunities to distribute and sell primary and value-added products to residents and institutions. The five strategies under this goal address facilities for processing and distribution, institutional food procurement policies, direct marketing, a collaborative approach to marketing, as well as a review of government policies and programs.

LOCAL GOVERNMENT ROLE

Actions to support the financial viability of the agri-food sector often fall beyond the sphere of local government, yet there is a role to enable the expansion of the local food businesses. This is achieved by considering ways to increase private investment and procurement by public institutions, while also ensuring that existing policies, programs and regulations help foster local food activities. Metro Vancouver has less of a direct role in Goal 2, but can promote the agri-food sector's contribution to the regional economy.

Since the adoption of the RFSS, local governments have undertaken actions such as:

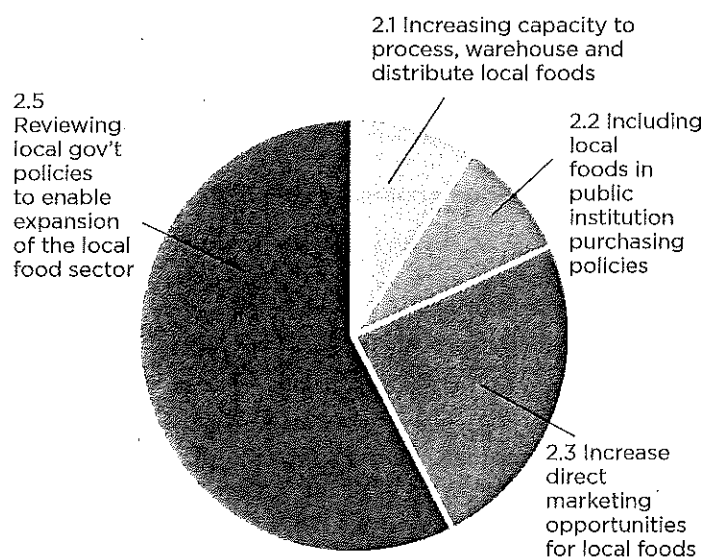
- **reviewing** their procurement policies and investigating ways to include local food in purchasing agreements where appropriate;

- **expanding** efforts to support the direct marketing of local foods by enabling farmers markets through leases on city owned lands, providing access to utilities and municipal services, and improving signage and promotion of farm tours and events; and
- **developing** plans to address food related issues and reviewing regulations, bylaws and policies to remove obstacles and to create a more enabling business environment for local food enterprises.

PLANNED ACTIONS

Local governments identified 33 actions that will be undertaken over the next five years to advance Goal 2 implementation. The most common activities planned are to increase direct marketing opportunities and to review and align government policies and programs. Few local government actions are planned to increase capacity to process and distribute local food or leverage the purchasing policies of public institutions. Creating value chains of collaborative networks among industry stakeholders is not addressed as it is largely outside the scope of local government jurisdiction. The distribution of planned actions by RFSS strategy is illustrated in the following chart.

Goal 2: Planned Actions (2016–2020)



* there are no actions currently identified for Strategy 2.4

2.1 INCREASE THE CAPACITY TO PROCESS, WAREHOUSE AND DISTRIBUTE LOCAL FOODS

A few municipalities have identified actions to address the lack of facilities for processing and distributing locally produced food.

Planned Actions	Agency Timeline	
	Ongoing	Next 5 Years
Conduct or fund a food hub feasibility study		Langley Township, Richmond, Vancouver
Examine the feasibility of creating farming co-ops and Surrey-based wholesaling		Surrey
Identify opportunities for multi-purpose structures and other infrastructure to be used for farmers markets and other community events		Vancouver

2.2 INCLUDE LOCAL FOODS IN THE PURCHASING POLICIES OF LARGE PUBLIC INSTITUTIONS

A number of municipalities have adopted a 'buy local' policy to increase the purchasing of local foods by public institutions. However, experience to date suggests there may be challenges to overcome, including the challenge of defining 'local food', and the increase in scope to address nutritious food, sustainability and other considerations as part of the process.

Planned Actions	Agency Timeline	
	Ongoing	Next 5 Years
Review purchasing agreements and integrate local food options where appropriate	Burnaby, Pitt Meadows	
Explore opportunities for mobile food business, schools and city facilities to increase local food purchases	Vancouver	
Measure the percentage of local food procured by the city and make recommendations for an appropriate target		Vancouver

2.3 INCREASE DIRECT MARKETING OPPORTUNITIES FOR LOCAL FOODS

Most municipalities support direct marketing of local foods through farmers' markets, farm tours, tourism, and other education activities within their communities.

Planned Actions	Agency Timeline	
	Ongoing	Next 5 Years
Ensure local zoning / regulations align with liquor sale permits at farmers markets		New Westminster, Port Coquitlam
Provide in-kind support or direct incentives for farmers' markets (e.g. space, infrastructure, advertising, discounted leases)	Burnaby, Coquitlam, Delta, Maple Ridge, New Westminster, Port Coquitlam, Port Moody, Richmond, Surrey, Vancouver, White Rock	
Develop and promote local farm tours and agri-tourism opportunities	Langley Township, Richmond	Burnaby, Surrey
Provide direct and in-kind support to facilitate farm signage on municipal boulevards to inform the public of local farms and food sales	Delta	
Explore local street vending opportunities through an existing pilot program, or by adopting pilot program policy		New Westminster, Richmond
Support alternative food / retail distribution models including Community Supported Agriculture programs and fresh food deliveries to recreation and civic facilities	New Westminster	Surrey, Vancouver
Explore farm gate sales for urban farms		Vancouver
Support day trips to agri-food tourism destinations that encourage the purchase of local food products	White Rock	78

2.4 FURTHER DEVELOP VALUE CHAINS WITHIN THE FOOD SECTOR

There is a limited role for local governments in developing connections between food businesses.

Planned Actions	Agency Timeline	
	Ongoing	Next 5 Years
No actions identified by local governments		

2.5 REVIEW GOVERNMENT POLICIES AND PROGRAMS TO ENSURE THEY ENABLE THE EXPANSION OF THE LOCAL FOOD SECTOR

Municipalities across the region are making a concerted effort to review and align policies to be deliberately supportive of businesses producing and distributing local food. Equally important, many municipalities are also developing new environmental, economic and community plans and strategies that incorporate agriculture and food issues, an approach commonly referred to as adding a “food lens”.

Planned Actions	Agency Timeline	
	Ongoing	Next 5 Years
Bylaws and regulatory updates:		
Review zoning bylaws to expand support for local food		Anmore, New Westminster, Surrey
Explore regulatory revisions to allow urban agriculture / 'market food gardening' in residential areas		New Westminster
Update regulations to support local craft brewing and distilling		Coquitlam, New Westminster, Port Coquitlam, Port Moody
Amend / promote bylaw changes that support bee keeping in some residential and other zones		Maple Ridge, North Vancouver District, Surrey
Prepare draft Development Permit Application Sustainability Checklist that includes a food sustainability category		New Westminster, North Vancouver City
Review current policies for protecting agricultural lands		North Vancouver District
Amend the Procedure Bylaw to permit staff authority to issue Flood Hazard Lands Development Permits in ALR	Surrey	
Host staff education activities to ensure consistent implementation of agricultural legislation		Surrey
Develop or incorporate food policy into plans:		
Explore developing a community based food strategy		Burnaby, New Westminster
Finalize and approve Environmental Sustainability Strategy which includes a food systems theme		Burnaby
Conduct an Economic Sustainability Strategy that will include promoting Delta's rural character and farmland		Delta
Set short term goals for local food activity in the Urban Agriculture & Food Security Action Plan and revise policies/regulations as needed		North Vancouver City
Provide funds to support development of a business case for integrating local food into municipal plans and policies and develop a food policy		North Vancouver District
Adopt / implement a Food Charter and fund organizations to assist staff to integrate a food lens into municipal policies and processes	North Vancouver City	New Westminster, North Vancouver District
Include policies for new development that encourages on-site green space, community gardens and urban agriculture in the Parks and Recreation Master Plan		Port Moody
Update the Sustainability Charter to guide development and incorporate decisions related to agricultural production and access to food	Surrey	

Prepare the West Clayton and Grandview Neighbourhood Concept Plans to support the protection of agricultural land		Surrey
Update Official Community Plan to include or revise food security and related policies		New Westminster, West Vancouver, White Rock
Apply a 'food systems lens' to planning processes by creating a food system checklist to assist in reviewing development applications, rezoning and/or community plans and a toolkit to help development applicants incorporate food system elements in new developments		Vancouver

COLLABORATIVE ACTIONS

Local government responses to Goal 2 reflect that there is only a minor role in directly supporting value-added processing of primary agricultural products, with the exception of some engagement with implementing provincial regulatory requirements. Other gaps in implementing this goal include:

- Identifying avenues to increase capacity for local food processing/ storage both within the Agricultural Land Reserve and in Urban Centres;
- Increasing effort to share information and lessons learned from existing local food purchasing policies, practices and investigations;
- Increasing effort to explicitly consider impacts on the regional food system when embarking on other local government planning processes (referred to as a *food lens*); and
- Building capacity to take a proactive role in supporting local food availability by advocating to the private sector about the importance of agricultural viability when engaging with businesses on other issues.

The recommended actions to collaboratively address these gaps are:

New Actions	Agency	Timeline
1. Develop policies to expand processing, storage and distribution of local food (e.g. revitalization tax exemptions)	All local governments	1-3 years
2. Share information on the potential opportunities to increase local food purchasing strategies	All local governments	1-3 years
3. Profile and incorporate agri-food business ventures into regional and municipal economic development plans	Metro Vancouver and Agricultural municipalities	3-5 years
4. Convene bulk food purchasers to explore how to increase local food purchasing	Metro Vancouver to facilitate with participation from all local governments	1-3 years

GOAL 3

People Make Healthy and Sustainable Food Choices

RFSS Goal 3 aims to help citizens build knowledge and skills around local food, healthy eating and the connection to sustainability. Four strategies address supporting healthy food choices, promoting local food, education and celebrating our international cuisines. A key dimension lies in increasing awareness of the opportunities to promote the local food.

LOCAL GOVERNMENT ROLE

Local government has a role in raising awareness about local, nutritious food and why it is important to communities. This role is often delivered through public education and partnerships with civil society groups and health authorities. Municipalities are connecting residents to fresh, locally grown products through, outreach, tourism and other community events. They also facilitate skills development opportunities for residents and for vulnerable populations through social service providers. Metro Vancouver has developed avenues to engage students and youth through curriculum development, fostering experiential learning, and teacher training.

Since the adoption of the RFSS, local governments have undertaken actions such as:

- **ongoing** outreach and educational activities within their communities including hosting annual events;

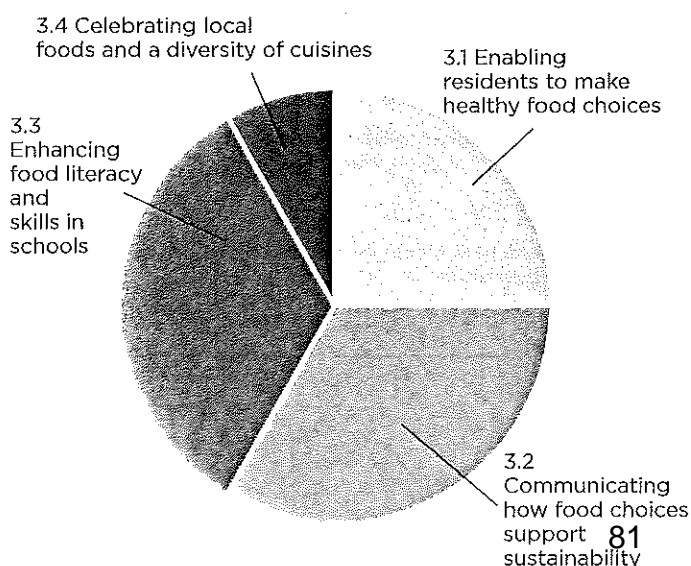
- **initiating** a program to increase student capacity to manage and expand teaching gardens, and supporting agricultural-related content and programming at the local museum; and
- **developing** new curriculum resources to support K-12 teachers and students on integrating 'food systems' thinking into the classroom.

Goal 3 reflects the supportive role local governments often play in funding or supporting non-governmental organizations, community groups, and educational institutions to increase knowledge, build capacity and make the community connections. Health agencies and civil society groups often take the lead on work in this realm. There may be opportunities for collaboration with health agencies to minimize overlap with local government efforts.

PLANNED ACTIONS

Local governments identified 24 actions that will be undertaken over the next five years to advance implementation of Goal 3. The majority of these actions are ongoing. The strategy receiving the most attention for local governments is the celebration of local food, followed by planned actions related to education. The distribution of actions among the four RFSS strategies is illustrated in the following chart.

Goal 3: Planned Actions (2016–2020)



3.1 ENABLE RESIDENTS TO MAKE HEALTHY FOOD CHOICES

Some local governments are educating the public about healthy eating, but for the most part, social service providers and health authorities take on this role, sometimes in partnership with local governments.

Planned Actions	Agency Timeline	
	Ongoing	Next 5 Years
Support the Golden Ears Feast that provides cooking education programs for parents of low income families and host an Educational Speakers Series	Maple Ridge	
Continue involvement in Table Matters that provides education, public engagement and community development	North Vancouver City, North Vancouver District	
Support the Tasty Connections Program and cooking classes that helps individuals prepare a diversity of nutritious meals	White Rock	
Develop partnerships with community groups and health authorities to deliver outreach and workshops on healthy eating and growing food	Burnaby, Metro Vancouver, New Westminster, North Vancouver District, Port Moody, Richmond, Surrey, Vancouver	
Provide workshops teaching people to grow their own food, reduce their waste and support their local wild edible ecology	Coquitlam, Langley Township, North Vancouver City, North Vancouver District,	
Develop an implementation strategy that supports the Blue Dot movement, which includes the right to eat nutritious food		New Westminster, Surrey

3.2 COMMUNICATE HOW FOOD CHOICES SUPPORT SUSTAINABILITY

Providing information about locally produced food is the most common local government practice to increase awareness about food choices and sustainability.

Planned Actions	Agency Timeline	
	Ongoing	Next 5 years
Implement a communications strategy that explains the connection between sustainability and nourishment, as part of Environmental Sustainability Strategy		Burnaby
Help fund signage on farmland that identifies the crops being produced in the fields	Delta	Surrey
Promote local agriculture on the municipal website with information on local food event and markets	Delta, Richmond, Surrey, Vancouver	
Promote the 'True North Fraser' local food brand and agricultural experience	Maple Ridge	
Promote local farm tourism through Circle Farms Tours, a self-guided tour of local farms and food producers	Langley Township	
Prepare Surrey version of the Farm Fresh guide that highlights organic, u-pick and crop information on Surrey farms and support the Food for Thought Program that showcases farm and food producer information	Surrey	
Increase access to multi-lingual food resources, groups and information materials	New Westminster	Vancouver
Develop "School District #40 Healthy School Vision" with one of the pillars being food programs and supports	New Westminster	

3.3 ENHANCE FOOD LITERACY AND SKILLS IN SCHOOLS

There is a strong response to student and youth education from local governments.

Planned Actions	Agency Timeline	
	Ongoing	Next 5 Years
In kind-support to promote the Youth Connection School Learning Gardens Project to increase capacity of students to manage and expand school learning gardens at all 8 secondary schools	Burnaby	
Host and support education programs, including the Barn Kids Program that includes children in gardening and cooking food produced at Hawthorne Grove/Harris Barn	Delta	
Support the Neighbourhood Champions program "More peas please" that teaches children how to grow food	Maple Ridge	
Develop the Green Ambassadors program for high school students to apply what they learn at City events	Richmond	
Host the Stewart Farm Day Camp where children can experience what it's like to be a farmer, "Farmhand Fever"	Surrey	
Update and develop new K-12 resources to support teachers and students to become "Food Systems Thinkers and Leaders"	Metro Vancouver	
Collaborate with K-12 schools and partners to increase food literacy of students and/or parents	Metro Vancouver, New Westminster	
Integrate Food Systems Thinking literacy into Metro Vancouver School & Youth Leadership Programs - in support of actions for sustainable schools	Metro Vancouver	

3.4 CELEBRATE THE TASTE OF LOCAL FOODS AND THE DIVERSITY OF CUISINES

Municipalities plan to continue to host food and agriculture related festivals and events and provide funding to civil society groups to support awareness and community events.

Planned Actions	Agency Timeline	
	Ongoing	Next 5 Years
Award agricultural awareness grants to non-profit organizations across the region	Metro Vancouver	
Host or partner on food related events and educational activities that celebrates food:		
Multiple Festivals (including funding)	Burnaby	
Harvest Fall Festival	Delta	
Seedy Saturday	Delta	
Aldergrove Festival Days	Langley Township	
Country Celebration in Campbell Valley Regional Park	Langley Township	
Fort Langley Cranberry Festival	Langley Township	
Country Fest and 4H clubs	Maple Ridge	
Golden Harvest event	Maple Ridge	
Front Yard Food Garden Contest	Maple Ridge	

Planned Actions	Agency Timeline	
	Ongoing	Next 5 Years
Heritage Apple Festival at Derby Reach Regional Park	Metro Vancouver	
Feast of the Fraser	New Westminster	
StrEAT Festival	New Westminster	
Queensborough Urban Fall Fair	New Westminster	
Family Fusion Dinner	New Westminster	
Day of the Honey Bee	North Vancouver City	
Shipyards Friday Night Market	North Vancouver City	
Fingerling Festival	Port Moody	
Chefs to Field	Richmond	
Garlic Festival	Richmond	
Cloverdale Rodeo	Surrey	
Surrey Ag-Info Week	Surrey	
Party for the Planet on Earth Day	Surrey	
Olde Harvest Festival at Stewart Farm	Surrey	
Harvest Fall Festival	Surrey	
Surrey Salmon Run	Surrey	
Taste White Rock	White Rock	

COLLABORATIVE ACTIONS

Local government responses to Goal 3 indicate that there are opportunities to more effectively:

- communicate the connection between food choices and sustainability; and
- coordinate consistent messaging and activities about the importance of local food to sustainability.

The recommended actions to collaboratively address these gaps are:

New Actions	Agency	Timeline
1. Develop a communication strategy with common messaging for local governments to educate residents about the connection between farmland, food security, climate change and sustainability	Metro Vancouver to facilitate with participation from all local governments	1-3 years
2. Collaborate with non-profit organizations, build on existing multi-lingual initiatives to develop and distribute information on sustainable and local food programs to new immigrants	Surrey to share resources with other local governments	1-3 years

GOAL 4

Everyone Has Access to Healthy, Culturally Diverse & Affordable Food

The aim of RFSS Goal 4 is to address some of the challenges of food insecurity, given that some residents do not have reliable access to sufficient quantities of nutritious, culturally appropriate food. Barriers to food access can be rooted in physical, social or economic inequities; with ongoing growth pressures and future impacts from climate change, access to food may become more challenging, and not just for vulnerable populations. This goal encompasses some of the broader dimensions of an equitable food system, including working to increase the availability of healthy and nutritious food, as well as access to this food for all residents. It also addresses some of the indirect social benefits (e.g. health, place-making, education, community-building) that accompany the more direct economic and nutrition dividends of urban agriculture. The three strategies target access for those most vulnerable to food insecurity, urban agriculture and the necessity to recover nutritious food.

LOCAL GOVERNMENT ROLE

Local governments are taking a strong leadership role in ensuring equitable access to nutritious food by delivering programs, financing assets, and supporting outreach to vulnerable populations. Much has been achieved by working closely with community organizations, funding initiatives and by helping these groups navigate regulatory processes. Of all the RFSS goals, Goal 4 has the strongest local government response in terms of planned actions.

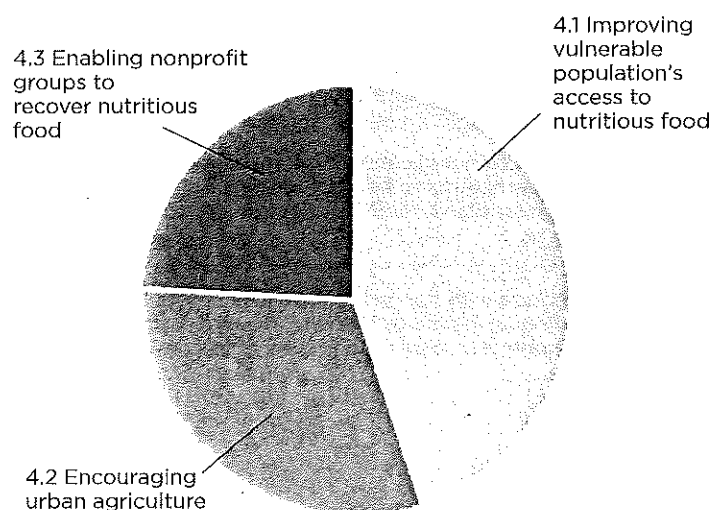
Examples of actions completed since the adoption of the RFSS include:

- **initiating** pilot projects to allow residential bee keeping (apiculture) and urban chickens in selected areas and under specific circumstances;
- **completing** research on how to improve food security in social housing sites;
- **supporting** programs to facilitate food access for vulnerable populations; and
- **creating** community gardens for residents, with plans for continuing to add new gardens.

PLANNED ACTIONS

Local governments identified 29 planned actions to be undertaken over the next five years to advance Goal 4 implementation. Although the majority of these actions focus on urban agriculture, more than a third seek to improve vulnerable populations' access to food. The distribution of actions by RFSS strategy is illustrated in the following chart.

Goal 4: Planned Actions (2016–2020)



4.1 IMPROVE ACCESS TO NUTRITIOUS FOOD AMONG VULNERABLE GROUPS

Many municipalities have existing programs or partnerships with community associations to provide food access to vulnerable populations, by helping overcome physical (e.g. location), socio-cultural (e.g. culturally appropriate or acceptable food) or economic (e.g. financial capacity) barriers.

Planned Actions	Agency Timeline	
	Ongoing	Next 5 Years
Support hosting of the bi-annual Empty Bowls Fundraising Gala to raise money for food programs	Burnaby	
Support education, skill building and cooking activities for people most vulnerable to food insecurity	Burnaby, Langley Township, New Westminster, Richmond	Surrey
Offer discounted nutritious meals for seniors, immigrant or refugee families	Burnaby, Langley City, Langley Township, New Westminster, Richmond, Surrey, White Rock	
Provide grants to social service agencies to help increase the nutritional quality of meals served	Burnaby, Langley Township, Maple Ridge, New Westminster, North Vancouver City, North Vancouver District, Port Coquitlam, Richmond, Surrey	
Investigate options for increasing access to nutritious food through mobile produce stands or food hubs with the Greater Vancouver Food Bank Society		Burnaby, New Westminster
Support trips to local farms for refugee families to enable direct access to fresh, local food and compile information on low cost sources of food	Surrey	
Improve access to information on participating in community gardens for under-represented ethno-cultural groups	Vancouver	
Analyze current opportunities and challenges facing community kitchens and compile an inventory of under-utilized kitchens		Vancouver
Increase the number of community food markets in Vancouver from 4 to 15 by 2020		Vancouver
Offer grocery shopping support programs for seniors and persons with disabilities	Burnaby, New Westminster	
Encourage integration of community food markets into community and non-profit organization's programming as part of nutritious food options for youth and families	Vancouver	
Update Community Poverty Reduction Strategy to include policies related to poverty reduction and food security		New Westminster
Develop an interactive asset map in the most commonly spoken languages, which includes information on food security and meal programs		New Westminster

4.2 ENCOURAGE URBAN AGRICULTURE

Urban agriculture is being pursued by municipalities across the region. While a substantial amount of municipal effort goes toward improving the availability of community gardens for residents, or adding new gardens, there is a wide array of other activities planned to encourage urban agriculture and connect residents with the social benefits of local food.

Planned Actions	Agency Timeline	
	Ongoing	Next 5 Years
Encourage, via in-kind support, backyard sharing programs that match homeowners with residents looking for gardening space	Burnaby, North Vancouver City	New Westminster
Continue outreach and launch pilot projects to test the feasibility of permitting new types of urban agriculture (e.g. bee keeping, backyard chickens, container gardening, fruit bearing trees on public land)	Port Moody, Vancouver	New Westminster, Surrey
Review development applications for opportunities to incorporate urban agriculture activities	Burnaby, New Westminster, North Vancouver City, North Vancouver District, Port Moody, Vancouver	
Host annual programs celebrating gardening and urban agriculture	Delta, Maple Ridge	
Establish a new Langley Urban Agriculture Demonstration Project		Langley City
Support the Maple Ridge Garden Club	Maple Ridge	
Community gardens:		
• Review and improve the approval process for community gardens		New Westminster, Surrey
• Fund, support or maintain residents' access to community gardens	All local governments	
• Establish new community gardens, and in some circumstances with an intent to improve physical access (e.g. through universal design)		New Westminster, North Vancouver District, Richmond, Surrey, Vancouver, West Vancouver

4.3 ENABLE NON-PROFIT ORGANIZATIONS TO RECOVER NUTRITIOUS FOOD

Food recovery efforts are being led by urban municipalities and Metro Vancouver, although much of the future work requires better coordination among all levels of government, health agencies and civil society groups.

Planned Actions	Agency Timeline	
	Ongoing	Next 5 Years
Continue to support the "Food Runners" pilot project at two selected sites, and investigate opportunities for pilot project expansion	Burnaby	
Fund the "Scaling Up Food Rescue Project" that encourages partnerships between potential donors and recipients (social agencies)		North Vancouver City, North Vancouver District
Explore pilot food recovery programs and initiatives to channel surplus nutritious food to people		New Westminster, Vancouver
Participate in promotion of food recovery guidelines with the BC Centre for Disease Control		Metro Vancouver
Explore tax incentives to support food recovery		Metro Vancouver
Educate the public on how to reduce unnecessary discards of edible food		Metro Vancouver
Form partnership with the Local Health Authority, School District, Tsleil-Waututh Nation and community groups to explore ways to feed hungry children at school with recovered food donated by food retailers		North Vancouver District

COLLABORATIVE ACTIONS

While there is some activity underway across the region, specific aspects of food insecurity require further attention from local governments. Gaps in implementing this goal include:

- a lack of coordination among all levels of government, the private sector and civil society groups to respond to poverty and increasing numbers of residents that are reliant on food banks and social services for nutritious food; and
- actions in response to opportunities for the recovery of nutritious and edible food.

The recommended actions to collaboratively address these gaps identified are:

New Actions	Agency	Timeline
1. Promote the Food Donation Guidelines (developed by BC Centre for Disease Control and other partners), for instance, to food distribution and food service sectors through municipal and regional business correspondence and events	All local governments	1-3 years
2. Draw from Surrey's experience to create and share information on culturally relevant local food availability for refugee and new immigrants	All local governments	1-3 years
3. Draw from Vancouver's study on community kitchens to identify opportunities and challenges for expanding food preparation and processing in under-utilized kitchens	All local governments	1-3 years

GOAL 5

A Food System Consistent with Ecological Health

RFSS Goal 5 focuses on actions that contribute to sustaining our natural systems and resources and encouraging better land stewardship. The four strategies in this goal address ecosystem goods and services, food and packaging waste, best management practices and adaptation to climate change. A systems approach ensures environmental impacts are minimized across all functions of the regional food system from production to distribution, consumption and waste management.

LOCAL GOVERNMENT ROLE

Local governments are responding to this goal through programs and projects aimed at protecting and enhancing wildlife habitat, pollination, and soil quality, while concurrently reducing impacts from waste, pesticides, and water and air contaminants. Unlike other goals, most actions are being undertaken directly by local governments with less involvement of community organizations and other groups. Municipalities are vigilant in protecting ecological assets and the Agricultural municipalities have shown leadership by promoting best management practices on agricultural land. Metro Vancouver has a leadership role in addressing food waste across the region.

Since the adoption of the RFSS, local governments have undertaken actions such as:

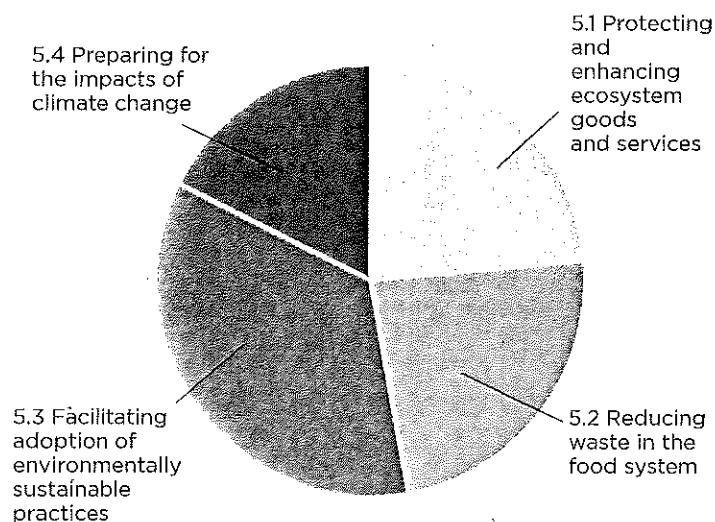
- **supporting** pollinator species by encouraging habitat enhancement projects;

- **developing** Integrated Stormwater Management Plans to manage water flowing from urban areas and the impact on aquatic and terrestrial species, vegetation manage, and groundwater recharge;
- **educating** residents and businesses about the disposal ban on food wastes through media campaigns and advising on ways reduce organics and food waste as part of the regional Organic Waste Ban;
- **launching** initiatives in support of Best Management Practices for stream crossings, and land management for horse and small-lot owners; and
- **developing** climate change adaptation strategies that considers impacts on local food production.

PLANNED ACTIONS

Local governments identified 34 planned actions to be undertaken over the next five years to advance implementation of Goal 5. Half of the actions are evenly split among protecting ecosystems and reducing waste, and approximately a third of all actions are focused on minimizing the environmental impacts of development and business activities. The distribution of actions by RFSS strategy is illustrated in the following chart.

Goal 5: Planned Actions (2016–2020)



5.1 PROTECT AND ENHANCE ECOSYSTEM GOODS AND SERVICES

Local governments continue to protect and enhance wildlife habitat, undertake flood protection, and support pollination and other ecological services.

Planned Actions	Agency Timeline	
	Ongoing	Next 5 Years
Continue significant dyke upgrades by maintaining flood protection through pump stations, flood boxes, river and shoreline dykes	Burnaby, New Westminster	
New policies, plans and programs to protect eco-system health including investigating avenues for connecting existing high value habitat areas with habitat corridors		Burnaby, New Westminster
Support the Day at the Farm event hosted by the Delta Farmland and Wildlife Trust, an organization that promotes the protection of migratory bird habitat through soil conservation and farm practices	Delta	
Implement a pilot Ecological Services Initiative for three years		Langley Township
Create and enhance pollinator habitat through research, new policies and on-the ground projects		Metro Vancouver, North Vancouver City, North Vancouver District, Richmond, Surrey
Implement the Winter Crop Cover Program as part of the snow geese management program	Richmond	
Engage agriculture representatives in the Biodiversity Farm Trust regarding dykes and waterways		Surrey
Adopt an Urban Forest Management Strategy with a focus on food systems		New Westminster

5.2 REDUCE WASTE IN THE FOOD SYSTEM

As waste management is part of Metro Vancouver's mandate, the regional district has a leading role in directing research, education and awareness on food waste, as well as developing initiatives to support municipal efforts in reducing organic waste and food packaging in their communities.

Planned Actions	Agency Timeline	
	Ongoing	Next 5 Years
Develop a position statement on residential & commercial garburators including commercial digesters and macerators		Metro Vancouver
Develop a new bylaw for fermentation operations (grains/fruits, breweries, wineries and distilleries) discharging to the sewer system		Metro Vancouver
Promote the use of available commercial programs, to enable restaurants to measure, and then reduce food waste by improving food purchasing, storage and preparation methods		Metro Vancouver
Develop outreach programs for residential and commercial operations to keep grease out of the sewer		Metro Vancouver
Participate in the National Zero Waste Council's food working group in revising food labelling (best before/use by/sell by dates)		Metro Vancouver
Implement a 3-year "Love Food Hate Waste" campaign to help residents reduce food waste through menu planning, buying local and seasonal foods		Metro Vancouver
Provide equipment and/or programming support for residents and schools to support organics collection and composting	Langley Township, New Westminster, North Vancouver District	90
Support community composting education programs	Langley Township, New Westminster	

5.3 FACILITATE ADOPTION OF ENVIRONMENTALLY SUSTAINABLE PRACTICES

Local governments are integrating best management practices into their plans and policies and are educating the public on ways to reduce water consumption, and air and other contaminants in the environment.

Planned Actions	Agency Timeline	
	Ongoing	Next 5 Years
Minimize environmental impacts from pesticides through Integrated Pest Management educational programs	Burnaby, Richmond	Surrey, Metro Vancouver
Provide workshops for residents on natural pest control and composting	Burnaby, Delta, Langley Township, Richmond	
Develop a Stream Crossing Guide and promote a Land Management Guide for agricultural landowners demonstrating best management practices		Langley Township
Promote Environmental Farm Plan Workshops organized by community associations to increase awareness of the Environmental Farm Plan program	Langley Township	
Identify opportunities through community energy planning to address transportation emissions from imported food		North Vancouver District
Explore parks programming around native plant foraging for edible and medicinal plants		North Vancouver District
Identify opportunities for recycling greywater and reducing water use for parks, gardens and farms	North Vancouver District	Pitt Meadows
Promote the Council resolution to ban genetically modified crops	Richmond	
Promote the Seed Sale and Exchange to increase plantings of heritage vegetable, flower and herb seeds, fruit trees and nursery plants	Surrey	
Create healthy soil guidelines for urban farms		Vancouver
Determine whether to exempt pest management from the proposed outdoor burning regulation		Metro Vancouver
Conduct outreach to small & medium size enterprises to reduce energy and GHG emissions from food processors, wholesalers, and retailers		Metro Vancouver

5.4 PREPARE FOR THE IMPACTS OF CLIMATE CHANGE

Agriculture is at the forefront of experiencing impacts from climate change and therefore there are many direct actions to better understand and mitigate the risks to the region's food producing lands and the agricultural sector.

Planned Actions	Agency Timeline	
	Ongoing	Next 5 Years
Develop climate change adaptation strategies for the agricultural community, share results of an agro-economic flood study, support a flood preparedness toolkit and research into drainage and salinity implications for soil-based farms		Delta
Complete an agricultural communication strategy that will raise awareness of the changing climate and local food production		Delta
Include urban agriculture considerations as part of the Climate Change Adaptation Strategy		New Westminster, North Vancouver District
Refurbish old pump stations to increase capacity, improve the electrical system, and adding new pump stations		Pitt Meadows
Plan to accommodate up to 1metre of sea level rise by 2100	Richmond	
Continue to implement the Serpentine and Nicomekl Lowland Flood Control Strategy	Surrey	

COLLABORATIVE ACTIONS

Local government responses to Goal 5 reveal that the region is starting to formally recognize the ecological services that agricultural lands provide, in addition to the ecological benefits derived from the natural environment. Gaps identified in responding to Goal 5 include:

- recognition of the range of benefits provided by ecological goods and services (such as water, purification, climate regulation and nutrient cycling); and
- awareness and actions to prepare for the impacts of climate change on local food production and ecosystem services in urban environments.

The recommended actions to collaboratively address these gaps are:

New Actions	Agency	Timeline
1. Collaborate with provincial agencies to prepare a regional agriculture climate adaptation strategy for the Metro Vancouver region	Metro Vancouver and Agricultural municipalities	3-5 years

IMPLEMENTATION

EMERGING ISSUES IN THE REGIONAL FOOD SYSTEM

The planned actions identified by local governments demonstrate how each of the RFSS goals is being addressed and where further action is warranted. However, in developing the Action Plan, new food system issues emerged that, although not part of the RFSS, are becoming increasingly important for local governments.

1. Food access in emergency planning

Local government is responding to legislative requirements to undertake emergency management planning. These efforts help address and mitigate some of the risks associated with natural disasters or the impacts of climate change. In many cases, emergency plans lack process and protocols to address food related issues such as the availability of food in an emergency and food safety risks. This disconnect appears to be more pronounced in non-agricultural municipalities, although agricultural municipalities also have an opportunity to broaden the focus of emergency planning to more explicitly consider food insecurity implications (e.g. access to food, transportation and supply chain disruptions, etc.) in emergency plans and procedures.

New Action	Agency	Timeline
1. Identify how food security and emergency food issues are being addressed in each local government's emergency management plans and processes	All local governments	1-3 years

2. Recognizing the linkages among poverty, health and food

The RFSS recognizes some aspects of food insecurity by focusing on improved access to food for vulnerable populations, and on supporting community groups to recover nutritious food. Since RFSS adoption in 2011, and with input from health authorities and municipal social planners, a better understanding of food insecurity has emerged. In recognition of the key role that income plays on food insecurity and health outcomes, there is a need to build understanding of, and advocate for, more supportive policies to address the interconnection of social planning and food system planning throughout the region.

New Action	Agency	Timeline
2. Recommend policies and programs to address health outcomes of poverty and food insecurity to senior governments	All local governments	1-3 years

3. Food safety and training

The RFSS discusses the importance of food safety, and although it acknowledges the value of further investment in skills and competency in this area, it does not identify actions to address the issue. Improved knowledge of food safety among participants is critical to ensuring consumer assurance that local foods -whether from community initiatives or commercial producers- are safe. While provincial and federal agencies generally maintain responsibility for food safety, local governments have an opportunity to work with stakeholders to ensure appropriate food safety considerations underpin the ongoing growth of community and commercial food production.

New Action	Agency	Timeline
3. Work with Health Authorities, industry and appropriate agencies to ensure food safety is considered in commercial and community food production.	All local governments	1-3 years

FACILITATING ACTION PLAN IMPLEMENTATION

The Action Plan is intended to be a resource for local governments to work more effectively on regional food system issues by: offering a consolidation of 160 planned local government actions to advance a sustainable and resilient regional food system; and identifying 18 new collaborative actions for local governments to leverage partnerships and resources across the region.

As such, the Action Plan provides information and best practices for local governments as a means of information sharing and collaborative learning across municipal boundaries. The Action Plan takes a broad view of the food system, from growing food all the way through managing food waste, and it is intended to complement and strengthen other local government agricultural programs and plans. Although the Action Plan is focused on local governments, other food system stakeholders may find it a useful resource for identifying initiatives being advanced in different parts of the region and to take advantage of lessons learned.

Challenges can be magnified when coordinating actions among multiple jurisdictions. Implementation will require ongoing commitment by all local governments, and in particular will rely on:

- **Dedicated resources** – Local governments have varying levels of engagement with the regional food system. To build capacity to better address food sector challenges, local governments need to ensure resources are dedicated to carrying out the planned actions within their jurisdictions, and consider how to best enable staff to participate in relevant collaborative actions.
- **A forum for collaboration** – Participants in the Action Plan process expressed a strong interest in convening a forum for staff from across the region to continue to meet, discuss challenges, share lessons learned, and undertake the new collaborative actions identified in the Action Plan.
- **Flexibility** – To ensure ongoing relevance, the Action Plan needs to remain flexible and adaptable to accommodate new actions as opportunities arise.
- **Shared resources** – The activity undertaken by local governments in the region represents a large community of practice, and also presents the potential for local governments to share best practices and find further opportunities to pool resources to jointly address shared issues or joint initiatives.
- **Working with partners** – Building local government capacity to develop effective partnerships and to work more effectively with civil society groups will directly support the successful implementation of the Action Plan.

As a result, participants in the development of the Action Plan noted the need for two additional actions to address both resourcing and capacity building:

- Assign staff to address food system issues.
- Build capacity to work with civil society.

1. ASSIGN STAFF TO ADDRESS FOOD SYSTEMS ISSUES

To ensure the Action Plan advances in alignment with the above noted needs, and to pursue the most efficient approach to the actions identified in the plan, **the strongest mechanism for implementation is for each local government to assign a staff person for food system issues to coordinate local government participation in advancing the Action Plan.**

New Action	Agency	Timeline
1. Assign a staff member to advance local government efforts on food system issues and to participate in semi-annual working group meetings	All local governments	1-3 years

Participants in the development of the Action Plan voiced strong support for establishing a collaborative working group. Although participation would be voluntary, the working group would be intended to meet semi-annually to:

- foster a network of municipal and regional representatives engaged in food and agricultural issues;
- facilitate knowledge transfer, and share successes/challenges, best practices and resources;
- identify opportunities to advance collaborative and new planned actions;
- create a forum to engage with civil society groups, industry and other stakeholders; and,
- review Action Plan progress.

The working group would meet to monitor progress and help coordinate efforts to ensure an effective approach to the new collaborative actions described in the Action Plan. Members of the working group would also adjust meeting frequency to best meet interests and capacity.

2. BUILD CAPACITY TO WORK WITH CIVIL SOCIETY

The RFSS acknowledges the valuable role of civil society groups in addressing food system issues, and local government representatives have acknowledged they are not always well equipped to leverage the efforts and expertise of these groups and to work effectively in partnership with them. Work is already underway to help civil society groups better understand and be able to navigate local government programs and processes. However, although linkages between local governments and civil society groups are strong, there is still room, and need for improvement.

New Action	Agency	Timeline
2. Strengthen the linkages and understanding between local governments and civil society groups in relation to advancing food system issues	All local governments	1-3 years

Participants in the development of the Action Plan recognized the value of enhancing the effectiveness of local government relationships with civil society groups. Examples of specific actions to advance this broader objective include:

- convene a forum for local governments to explore how to build capacity to strategically support the work of civil society groups;
- local governments to share best practices for fostering working relationships with civil society groups; and,
- support civil society groups in learning about local government processes and policies.

SUMMARY OF NEW COLLABORATIVE ACTIONS

Member municipalities and the region are implementing their own planned actions. The proposed working group would provide assistance in this regard (for instance, through sharing of best practices or experiences addressing similar issues in their respective communities), but the primary role of the working group would be to advance the new collaborative actions identified in the Action Plan. The 18 new collaborative actions are summarized below.

New Collaborative Actions	Agency	Timeline
Goal 1		
1. Collectively advocate to senior governments for funding programs to expand investments in irrigation and drainage infrastructure necessary to adapt to climate change	Metro Vancouver and Agricultural municipalities	1-3 years
2. Investigate the feasibility and desirability of a regional land trust to increase access to agricultural land	Metro Vancouver and Agricultural municipalities	1-3 years
3. Expand municipal involvement in programs that enable new farmers to start a business such as Surrey's Virtual Incubator Farm Project Online system	All local governments	1-3 years
Goal 2		
4. Develop policies to expand processing, storage and distribution of local food (e.g. revitalization tax exemptions)	All local governments	1-3 years
5. Share information on the potential opportunities to increase local food purchasing strategies	All local governments	1-3 years
6. Profile and incorporate agri-food business ventures into regional and municipal economic development plans	Metro Vancouver and Agricultural municipalities	3-5 years
7. Convene bulk food purchasers to explore how to increase local food purchasing	Metro Vancouver to facilitate with participation from all local governments	1-3 years
Goal 3		
8. Develop a communication strategy with common messaging for local governments to educate residents about the connection between farmland, food security, climate change and sustainability	Metro Vancouver to facilitate with participation from all local governments	1-3 years
9. Collaborate with non-profit organizations, build on existing multi-lingual initiatives to develop and distribute information on sustainable and local food programs to new immigrants	Surrey to share resources with other local governments	1-3 years

New Collaborative Actions	Agency	Timeline
Goal 4		
10. Promote the Food Donation Guidelines (developed by BC Centre for Disease Control and other partners) to food distribution and food service sectors through municipal and regional business correspondence and events	All local governments	1-3 years
11. Draw from Surrey's experience to create and share information on culturally relevant local food availability for refugee and new immigrants	All local governments	1-3 years
12. Draw from Vancouver's study on community kitchens to identify opportunities and challenges for expanding food preparation and processing in under-utilized kitchens	All local governments	1-3 years
Goal 5		
13. Collaborate with provincial agencies to prepare a regional agriculture climate adaptation strategy for the Metro Vancouver region	Metro Vancouver and Agricultural municipalities	3-5 years
Emerging Issues		
14. Work with Health Authorities, industry and appropriate agencies to ensure food safety is considered in commercial and community food production	All local governments	1-3 years
15. Identify how food security and emergency food issues are being addressed in each local government's emergency management plans and processes	All local governments	1-3 years
16. Recommend policies and programs to address health outcomes of poverty and food insecurity to senior governments	All local governments	1-3 years
Facilitating Implementation		
17. Assign a staff member to advance local government food system issues and to participate in semi-annual working group meetings	All local governments	1-3 years
18. Strengthen the linkages and understanding between local governments and civil society groups in relation to advancing food system issues	All local governments	1-3 years

Review of progress on the Action Plan will be an iterative and ongoing process. The Action Plan is intended as a "living resource" that is flexible and adaptable. It will be updated as local governments complete actions, or choose to submit new planned actions. This approach supports annual reporting of progress updates to respective regional and municipal decision-makers, and ensures local governments have the capacity to contribute to the ongoing implementation in a manner that best reflects their interests and capacity.

SERVICES AND SOLUTIONS FOR A LIVABLE REGION



metrovancouver



June 2, 2016

File: 11-5380-01-0001/2016

To: UBCM Member Municipalities

Re: Cigarette Butt Deposit Return Program

City Council, at its Regular meeting of Monday, May 30, 2016, unanimously endorsed the following resolution:

"PURSUANT to the report of the Environmental Sustainability Specialist, dated May 25, 2016, entitled "Cigarette Butt Deposit Return Program":

THAT Council submit the following resolution to the Union of BC Municipalities (UBCM):

WHEREAS cigarette butts are a significant source of litter in many local communities;

WHEREAS cigarette butts are non-biodegradable and leach toxic organic chemicals and heavy metals into the environment impacting soil, fresh and saltwater, and have a significant negative impact on the aquatic and land-based organisms that ingest them;

WHEREAS a Cigarette Butt Deposit – Return Program offers a promising solution to significantly reduce cigarette butt litter and improve environmental health;

THEREFORE BE IT RESOLVED THAT the BC Ministry of Environment implement a province-wide Cigarette Butt Deposit – Return Program for the elimination of cigarette litter.

THAT the resolution be circulated to UBCM member municipalities in advance of the 2016 convention;

AND THAT the City implement an outreach program aimed at reducing cigarette butt litter."



Yours truly,

Karla Graham, MMC
City Clerk

Attachment - Report

cc J. Lowry, Environmental Sustainability Specialist



 Department Manager	 Director	 CAO
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The Corporation of **THE CITY OF NORTH VANCOUVER**
ENGINEERING, PARKS AND ENVIRONMENT DEPARTMENT

REPORT

To: Mayor Darrell R. Mussatto and Members of Council

From: Julie Lowry, Environmental Sustainability Specialist

SUBJECT: CIGARETTE BUTT DEPOSIT RETURN PROGRAM

Date: May 25, 2016 File No: 11-5380-01-0001/2016

The following is a suggested recommendation only. Please refer to Council Minutes for adopted resolution.

RECOMMENDATION:

PURSUANT to the report of the Environmental Sustainability Specialist, dated May 25, 2016, entitled "Cigarette Butt Deposit Return Program":

THAT Council submit the following resolution to the Union of BC Municipalities:

WHEREAS cigarette butts are a significant source of litter in many local communities;

WHEREAS cigarette butts are non-biodegradable and leach toxic organic chemicals and heavy metals into the environment impacting soil, fresh and saltwater, and have a significant negative impact on the aquatic and land-based organisms that ingest them;

WHEREAS a Cigarette Butt Deposit – Return Program offers a promising solution to significantly reduce cigarette butt litter and improve environmental health;

THEREFORE BE IT RESOLVED THAT the BC Ministry of Environment implement a province-wide Cigarette Butt Deposit – Return Program for the elimination of cigarette litter.

AND THAT the above resolution be circulated to UBCM member municipalities in advance of the 2016 convention;

AND THAT the City implement an outreach program aimed at reducing cigarette butt litter.

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ATTACHMENTS:

1. Letter to the Minister of the Environment, March 11, 2016 ([Citydocs #1376335](#))

PURPOSE:

This purpose of this report is to report back regarding Council's recent motion in support of a cigarette butt deposit return program.

BACKGROUND:

On March 7, 2016 Council unanimously passed the following motion in support of a deposit return program for cigarette butts:

WHEREAS cigarette butts are the leading source of litter by both number and weight in Canada and worldwide, where billions are littered daily;

WHEREAS cigarette butts are non-biodegradable and leach toxic organic chemicals and heavy metals into the environment impacting soil, fresh and saltwater, and have a significant negative impact on the aquatic and land-based organisms that ingest them;

WHEREAS a Cigarette Butt Deposit – Return Program has been identified by public health professionals as a promising solution to reduce cigarette litter that also aligns with positive public health outcomes;

WHEREAS existing awareness campaigns and increased enforcement have only transient and marginal effects on cigarette litter reduction, and cigarette receptacles serve to re-normalize smoking and even have the potential to undermine smoke free regulations;

THEREFORE BE IT RESOLVED THAT staff report back on options for the implementation of a Cigarette Butt Deposit – Return Program in the City of North Vancouver and the potential for collaboration with surrounding municipalities;

AND THAT a letter be written to the BC Minister of Environment in support of a province-wide Deposit – Return Program for the elimination of cigarette litter.

On March 11, 2016, Mayor Mussatto, on behalf of the City of North Vancouver, sent a letter to the Minister of the Environment, requesting that the Province implement a province-wide deposit return program for cigarettes to accelerate efforts to eliminate cigarette litter (Attachment 1).

A streetscape litter audit completed by the City in 2013 observed that discarded cigarette butts comprise 46% of litter items. Cigarette butts create a unique challenge: the temptation to discard them as litter is higher than other forms of waste and if they do make it into the trash, they need to be extinguished properly. Cigarette butts are not biodegradable and leach toxic organic chemicals and heavy metals into the

environment, negatively impacting soil, water and aquatic and land-based organisms that ingest them.

A study completed by Vancouver Coastal Health found that 13% of City residents smoke daily or occasionally and it is estimated that 87,000 cigarettes are smoked in the City each day.

Cigarette butts pose a significant fire and wildfire risk when not extinguished properly. During the 2015 drought, this was an issue of significant concern both for the North Shore municipalities and for the local mountain tourism areas. Reduction in littering of cigarette butts significantly reduces fire risk.

Staff have looked into options for the implementation of cigarette butt deposit return programs both within the City and on a Province-wide basis. Staff's findings are presented below.

DISCUSSION:

Deposit return programs

Deposit return systems effectively reduce litter through motivating people to recycle by providing a financial incentive. Deposit return programs operate by charging a deposit fee at the time of sale which is then refunded when the item is returned to a designated retailer or collection depot. An example is the Province's beverage container return program which incents recycling while also reducing littering since beverage containers have a monetary value.

A cigarette butt deposit return program would charge a deposit fee, which would then be refunded when the butts are returned to a designated retailer or depot. Cigarette packs would need to be marked, likely at the time of manufacture, so that they could be easily identified when returned to the retailer for deposit refund. This step would be essential in ensuring cigarette packs outside of the program, where a deposit was not paid, would not receive a refund.

Operational costs, including communication campaigns, collecting, transporting, and processing the returned butts would be funded by cigarette manufacturers and supplemented by unreturned deposits. Cigarette manufacturers would be responsible for covering program start-up costs. All of these costs would be passed on to cigarette consumers, shifting the cost of managing cigarette litter away from municipalities and the general tax payer.

City operated deposit return program

Staff have investigated the feasibility of a deposit return in the City and have concluded that such a program would be very challenging, if not impossible, to administer. All 54 cigarette retailers in the City would have to participate in the program along with cigarette manufacturers themselves. It would be difficult to track cigarettes purchased outside of the City, which would be a financial draw on the program if they were returned for a deposit.

Therefore, staff conclude that a cigarette butt deposit program in the City itself would not be possible, and that such a program would only be effective on a Province-wide scale.

Province-wide deposit return program: UBCM resolution

British Columbia leads the country in extended producer responsibility (EPR) programs such as the beverage container program operated by Encorp. These programs are in place due to regulations enacted by the Province through the Recycling Regulation of the Environmental Management Act.

Staff's discussions with Ministry of Environment staff suggest that no new EPR programs are currently planned for implementation in the near future.

Therefore, staff recommend that the City submit a resolution to the Union of British Columbia Municipalities (UBCM) to advocate for a province-wide cigarette butt deposit return program.

Outreach program: potential partnership with the City of Vancouver

Staff have discussed the problem of cigarette butt litter with other Metro Vancouver municipalities and staff from the City of Vancouver have indicated significant interest in partnering with the City to deliver an outreach to discourage smokers from littering cigarette butts.

Through partnering with the City of Vancouver and developing consistent messaging, such an outreach program could have a very significant impact in raising awareness and changing behavior, thereby laying the groundwork for any potential provincial deposit return program.

FINANCIAL IMPLICATIONS:

There are no financial implications associated with the report recommendation. Costs of a cigarette butt litter reduction outreach program would be funded by the City's existing litter management utility. Reduced costs would be achieved through partnering with the City of Vancouver.

INTER-DEPARTMENTAL IMPLICATIONS:


This report was reviewed and endorsed by the Directors Team on April 26, 2016. Engineering, Parks and Environment staff would work with Bylaws and Communications staff in the implementation of a cigarette butt litter reduction campaign.

CORPORATE PLAN AND/OR POLICY IMPLICATIONS:

The recommendation is in keeping with the goals and objectives in the City's Official Community Plan, specifically:

- Objective 4.3.5: Work with the community, partners and agencies to accelerate waste reduction and avoidance in support of regional goals.
- Objective: 8.1.9 Pursue the reduction of waste throughout the lifecycle of production, consumption, recycling and disposal to achieve local and regional waste management goals.

RESPECTFULLY SUBMITTED:



Julie Lowry, MRM (P.I.)
Environmental Sustainability Specialist

The City of North Vancouver
OFFICE OF MAYOR DARRELL MUSSATTO



March 11, 2016

The Honourable Mary Polak
Minister of Environment
Province of British Columbia
Room 112, Parliament Buildings
Victoria, BC V8V 1X4

Dear Minister Polak:

Further to North Vancouver City Council's unanimous resolution on March 7, 2016 (attached), I am writing to request that the Province of British Columbia implement a province-wide deposit-return program for cigarettes to accelerate efforts to eliminate cigarette litter.

Cigarette butts are the leading source of litter both in number and weight, with an estimated 6.6 million cigarettes smoked daily in British Columbia. Not only are they non-biodegradable, they also leach toxic organic chemicals and heavy metals into the environment which negatively impacts soil, water and the aquatic and land-based organisms that ingest them. Furthermore, discarded butts can lead to increased litter generally, have the potential to start fires, and their clean-up creates a significant and ongoing cost to taxpayers.

Existing awareness campaigns and enforcement efforts have had limited effects on reducing cigarette litter. Furthermore, cigarette receptacles present the risk of re-normalizing smoking and giving the impression that smoking is common, potentially undermining existing smoke-free regulations. A deposit-return program avoids these pitfalls.

As public health professionals have identified smoking as the leading cause of preventable death in Canada and worldwide, it is imperative that communities implement solutions to cigarette litter that support positive environmental and public health outcomes. The concept of a deposit-return program offers the Province of BC the opportunity to show leadership in both of these areas to support healthy communities now and in the future. On behalf of City Council I therefore express our support once again for a province-wide deposit-return program for cigarettes.

Thank you for your consideration of this request, and we look forward to working with the Province of BC to further promote a healthy, clean environment.

Yours sincerely,

Darrell Mussatto
Mayor

Enclosures (2)

cc: Honourable Naomi Yamamoto, MLA, North Vancouver – Lonsdale
North Vancouver City Council

MINUTES OF THE REGULAR MEETING OF COUNCIL HELD IN THE COUNCIL CHAMBER, CITY HALL, 141 WEST 14th STREET, NORTH VANCOUVER, BC, ON MONDAY, MARCH 7, 2016.

NOTICE OF MOTION

**25. Support for a Deposit – Return Program for Cigarettes
– File: 10-4900-01-0001/2016**

Submitted by: Mayor Mussatto

Moved by Mayor Mussatto, seconded by Councillor Buchanan

WHEREAS cigarette butts are the leading source of litter by both number and weight in Canada and worldwide, where billions are littered daily;

WHEREAS cigarette butts are non-biodegradable and leach toxic organic chemicals and heavy metals into the environment impacting soil, fresh and salt-water, and have a significant negative impact on the aquatic and land-based organisms that ingest them;

WHEREAS a Cigarette Butt Deposit – Return Program has been identified by public health professionals as a promising solution to reduce cigarette litter that also aligns with positive public health outcomes;

WHEREAS existing awareness campaigns and increased enforcement have only transient and marginal effects on cigarette litter reduction, and cigarette receptacles serve to re-normalize smoking and even have the potential to undermine smoke-free regulations;

THEREFORE BE IT RESOLVED THAT staff report back on options for the implementation of a Cigarette Butt Deposit – Return Program in the City of North Vancouver and the potential for collaboration with surrounding municipalities;

AND THAT a letter be written to the BC Minister of Environment in support of a province-wide Deposit – Return Program for the elimination of cigarette litter.

CARRIED UNANIMOUSLY

A Provincial Deposit – Return Program for Cigarettes

A well structured program can protect the environment and overcome the deficiencies of public ashtray programs.

Cigarette butts are the leading source of litter, both by number and weight, both in Canada and worldwide, where billions are littered daily. They are unsightly, non-biodegradable and toxic to the environment. They are increasingly getting the attention that they deserve as an environmental concern.

Awareness and enforcement campaigns are ineffective and/or impractical, therefore recently public ashtray-equivalent-based programs have been proposed. This tactic is supported by the tobacco industry and clean-up groups, who often do not see any problem in partnering with them.

A pilot program of such is currently underway in Vancouver, yet is not succeeding (estimated 3% to 6% efficacy) with multiple butts seen not only meters away from the “receptacles”, but even directly below them. A properly designed deposit-return program will likely be much more effective as it relies only on personal financial self-interest, and not any plea to “do the right thing”.

Ashtray programs are bad for public health.

1 By nature, these programs counter a principal public health tenet - the denormalization of tobacco use. Government programs should aim to lessen the visibility and acceptability of the tobacco industry and smoking. The widespread presence of ashtrays (Vancouver's ultimate plan was for 2000 of them) imply tacit government consent, acceptance and even approval of widespread smoking in public. They strengthen the impression that smoking is common, and create smoking zones in public places. Such re-normalization of smoking is directly aligned with the strongest interests of the tobacco industry.

2 Many of these ashtrays are placed within no-smoking buffer zones around doorways etc.. This ridicules and encourages violations of, hard-fought for, City Health Bylaws.

3 These programs often involve partnering with the tobacco industry (as initially was the case in Vancouver, albeit indirectly). This is inappropriate and runs counter to government obligations under Canada's participation in the WHO Framework Convention on Tobacco Control.

Deposit-Return Programs can support public health objectives.

1 Tobacco litter serves as free, albeit perverse, advertising for the tobacco industry, possibly just the sort that appeals to rebellious teenagers, the highest risk group for starting.

2 Tobacco litter serves as withdrawal triggers/reminders to all smokers, and especially those trying to quit.

3 Tobacco litter in places where smoking is prohibited (eg: building entrances, park benches) is used as an excuse by the next potential smoker to break the bylaw as well, knowing that so many others have previously ignored it.

4 Although (in this proposal) fully refundable, the increased up-front cost of purchasing a pack, as well as the inconvenience of needing to return it to a depot, will likely dissuade some smokers/potential smokers from the purchase.

DESIGN PRINCIPLES:

Deposit: this must be large enough to dissuade most smokers from actually littering. We would suggest \$1 per package or \$0.05 per cigarette butt.

Fully Refundable: on return of the pack with all 20 used (or preferably unused!) filters. It is important to be able to state that this is not an additional tobacco tax in order to help foster public consent for the program.

Return: this should be done at central depots. This will decrease the visibility of smoking and of tobacco litter, thereby furthering the public health mandate of denormalizing the tobacco industry.

(In British Columbia, Encorp Pacific, <http://www.return-it.ca> is a federally incorporated, not-for-profit, product stewardship corporation with beverage container management as their core business, who are also charged with collecting multiple other products. They have 172 locations across the province and would seem an obvious fit. It is likely that individuals will spontaneously design business arrangements whereby they collect and return multiple packs from other smokers for a small percentage of the return; we see no reason to discourage such.)

Recycleability: it should be recognized that being able to recycle the butts is an added bonus, and not necessary to the usefulness of the program. Even if all the butts were to end up being placed en-masse in a landfill, this would be infinitely better than billions entering sensitive areas of the environment individually.

(Currently, to our knowledge, TerraCycle is the only company recycling cigarette butts, and they do so in open partnership with the tobacco industry. We recommend that the government either develop their own recycling facility, or consider partnering only with private companies willing to forgo all ties with the tobacco industry. Whether TerraCycle would have the capacity to handle the considerably increased volumes that would be generated via a deposit-return program is unknown.)

Portable ashtrays: these cost very little, and their use can be encouraged as a means to extinguish and transport the butts before placing them in the packs. In reality a few seconds care in extinguishing the butt and a plastic baggie is all that is required. Alternately the packs could easily be redesigned with a foil pocket in order to serve as their own portable ashtrays from the beginning.

Marking of packs eligible for return: cigarette packs are already marked by provincial origin and multiple options are available to enhance such including stamps, bar codes, and other electronic means. This will lead to the packs themselves as the functional holders of most of the deposit value, and therefore any littered packs will become quite valuable, as they could be filled up with any 20 littered butts for a full refund (such is not a problem as ultimately the same end will result).

Return of "orphaned" littered butts: these should also be considered for refund, however at a much lower rate. We suggest 1¢/butt. This should be done in bulk by dry weight.

A pilot project run by WestEnd Cleanup June 18, 2013 proved that this will work, and gathered widespread media attention and approval (as proof of principle for a deposit-return program and a call for such), collecting 60 000 butts in several hours by paying \$20/ pound of butts, calculated to be 1¢ each.

Including this component will virtually guarantee that almost all cigarette litter will rapidly disappear one way or the other. This also provides a small source of income for many disadvantaged individuals, although such should not be viewed as the principal goal of the program (having the butts not be littered in the first place is). The lower rate of return is necessary in order to prevent a degree of inevitable cheating from bankrupting the system, as we see no way to prevent such cheating (both attempts to mix in non-cigarette litter, and the return of non-eligible butts from other sources).

There should also be a maximum weekly return of these, such as 7lbs/wk/individual, and names/addresses should be recorded in order to discourage organized cheating. We would also suggest that the roll-out of this aspect of the program occur only following a 3-6 month delay for two reasons: Firstly, so that the percentage of marked packs being returned can be assessed; if it is very high (~95%?) then there would be less need for this component, and also both a tendency for a greater percentage of cheating, and less available funds to cover such. Secondly there should be time for an attempt to clean up butts pre-existing from before the deposit program was initiated as, of course, all such butts will not have been covered by any deposit.

Funding: with the above details the program would be ahead 4¢/ littered butt, this should be enough to both cover cheating (even if an unimaginable 50% by weight, the program would still be ahead 3¢/ littered butt), and administration costs. Therefore, after start-up, the program should be self-funding. There also will be some income from the temporary holding of funds. Should the above calculations fail, the program could be modified to claw back a small percentage of the deposit. Current efforts to clean up tobacco litter are quite expensive-estimated at over \$7 million/yr by the City of San Francisco.

Anticipated Volumes: according to Propel's Tobacco Use in Canada¹ British Columbia has 515,000 smokers, who smoke an average of 12.9 cigarettes per day, suggesting a daily consumption in this province of 6.6 million cigarettes or 330,000 packages.

The following calculations obviously make multiple assumptions, but should serve as a useful guide:

- If all eligible and returned in full packs, the above would translate to \$330,000 in deposit funds collected daily, or \$120 million in a year.
- If there were 172 depots, each would be expected to handle on average 1,900 packages per day, providing \$1,900 in refunds.
- Most customers could be assumed to batch packs and return them on an infrequent (say monthly) basis, resulting in about 65 transactions per depot per day.

The tobacco industry should not be involved:

other recycling programs do involve the source industry, via the notion of Extended Producer Responsibility.

However as a pariah industry which has repeatedly shown that its intentions are not in-line with the good of society, and the sole to be affixed the relationship status of "denormalization" by the government, the tobacco industry should be allowed no role in this program. Deposit funds awaiting return should be held either by the government, the collecting corporation, or one of their proxies.

The industry's views on this program are not known at this time. Given that it would lessen the visibility of their product, their opposition could be anticipated.

Pilot projects are not advisable: The feasibility of a deposit-return model has already been demonstrated by the success of B.C.'s beverage container recovery system. Additionally any smaller pilot jurisdiction would face challenges that would be less daunting province-wide, including the incentive for smokers to just buy their packs outside the region and the marking of packs eligible for deposit-return.

However if a pilot project is viewed as politically expedient, we believe that if designed properly such could be successful. It would be most feasible in isolated communities such as islands (Haida Gwaii?) or up north (or if larger is desired an entire health region could be considered, such as Island Health or Northern Health) where the closest tobacco vendor outside the region would be quite far, and hopefully local leaders would sign on and help instill a sense of pride in the community at being pioneers in this fully refundable environmental/health initiative. We advise against including any return for "orphaned" littered butts in such a pilot as there would be too great a potential for butts being brought in from elsewhere.

British Columbia's beverage container recovery system, enacted in 1970, is the oldest legislated deposit-return system in North America, and has been highly successful, and widely copied.

British Columbia can again take the environmental lead with a bold and innovative approach to fighting cigarette litter.

It must do so in a manner that is consistent with public health objectives.

Dr. Stuart H. Kreisman
stuarthk@telus.net

Physicians for a Smoke-free Canada
British Columbia
June, 2014

¹ *Propel Centre for Population Health Impact. Tobacco Use in Canada. Patterns and Trends – 2014 edition.*



Reference: 300010

June 9, 2016

Dear Mayors, Councillors and Regional District Chairs and Directors:

As a follow up to my letter of March 30, 2016, regarding the *Water Sustainability Act* (WSA), I would like to highlight some key changes that are now in effect under the Act and new regulations that will affect many local governments. An information session on these changes has been scheduled for Tuesday, June 28 for local government staff. Given the possibility of drought and water scarcity this summer, I would also like to take this opportunity to highlight the relationship between the WSA and drought planning.

Information Sessions

Ministry staff are hosting a one-hour teleconference for local government staff, highlighting the key changes arising from the WSA and new regulations. The teleconference will take place on **Tuesday, June 28 at 2-3pm**. To attend the teleconference, please call 1-877-353-9184 and use access code 3425678#. Presentation material will be posted in advance at <http://www2.gov.bc.ca/gov/content/environment/air-land-water/water/laws-rules/water-sustainability-act>.

Please email livingwatersmart@gov.bc.ca in advance of, or during, the information session if you have specific questions you would like addressed.

Groundwater Licensing Requirements

The WSA and new regulations came into force on February 29, 2016. The most immediate implication of the WSA is groundwater licensing. Approximately 20,000 existing groundwater wells, including those associated with waterworks, irrigation and storage purposes, will now require a licence. Local governments with existing wells associated with drinking water supply, irrigation, park operations and other uses will need to apply for water licence(s). There is an exemption to this requirement for individual household wells used for domestic purposes—these wells are not licensable, nor are they subject to water fees or annual rentals.

Bringing approximately 20,000 existing groundwater wells into the regulatory system is a significant undertaking. Due to the workload associated with licensing existing groundwater use and the number of proposed regulations and policies government is taking a phased approach to implementing the new Act. As work is initiated on the next phase of regulations, the Ministry of Environment will continue to work closely with the Ministry of Forests, Lands and Natural Resource Operations; the Ministry of Agriculture; the Ministry of Community, Sport and Cultural Development; the Ministry of Health, and other agencies to assess the implications for First Nations, local governments and other stakeholders.

For groundwater use that began prior to the Act coming into force, the regulations provide a three-year transition period in which to apply for a licence; application fees will be waived during the first year of the transition period to March 1, 2017. Annual water rentals for existing non-domestic groundwater users accrue starting February 29, 2016, regardless of when an application for a licence is submitted within the three-year transition period. The [new water fees and rentals](#) announced last year apply to both surface water and groundwater use.

...2

Drought Response

Provincial drought response planning is underway to prepare for the possibility of drought and water scarcity conditions this summer. We appreciate the efforts of many local governments that are working hard to prepare for drought. The WSA brings new tools to help the Province respond to drought, which may involve taking action more frequently to regulate surface water and groundwater use to maintain water supplies, particularly for essential household use and to protect fish and aquatic ecosystems. In times of drought, groundwater users including those that have not yet applied for a licence may be regulated if their use is considered to be hydraulically connected to surface water sources. Find the latest information on drought in British Columbia at the [Drought Information Portal](#).

Further References

I have attached brochures that provide an overview of the WSA and groundwater licensing. More information about the Act and implications of the new regulations can be found on the Province's water webpages at <http://www.gov.bc.ca/water>. For specific direction and guidance on how to apply for a groundwater licence, please visit FrontCounter BC at <http://www.frontcounterbc.gov.bc.ca>. If you have further questions about the changes, please contact Mr. Ian Graeme, Manager of Watershed Sustainability for the Ministry of Environment, at 250 356-6663 or via email at livingwatersmart@gov.bc.ca.

In closing, I appreciate your commitment to water stewardship and look forward to continuing to work with you and your communities to manage and protect British Columbia's water resources for current and future generations.

Sincerely,



Mary Polak
Minister

Attachments (2)

cc: Honourable Peter Fassbender, Minister of Community, Sport and Cultural Development
Honourable Terry Lake, Minister of Health
Honourable Norm Letnick, Minister of Agriculture
Honourable Steve Thomson, Minister of Forests, Lands and Natural Resource
Operations
Al Richmond, President, Union of BC Municipalities
Gary MacIsaac, Executive Director, Union of BC Municipalities

Government also has new tools for managing water during shortages, including temporarily restricting surface water and groundwater use to protect essential household needs and critical environmental flows.

An updated and expanded Groundwater Protection Regulation (GWPR) applies to all well owners regardless of how the water is used. The new GWPR includes more requirements to ensure that water wells are properly constructed, maintained, and at the end of their service, deactivated and decommissioned to protect the quality and safety of our groundwater.

An updated Dam Safety Regulation introduces new requirements for dam owners related to emergency planning, contact information and placement of signage.

What happens next?

With the regulations related to essential water management activities, e.g., authorizing water use, now in effect, work on other regulations to fully implement the *Water Sustainability Act* will be initiated. Priority regulations to be started in the coming years include livestock watering, measuring and reporting, and water objectives, among others.

For more information:

For more on applying for licences and approvals contact FrontCounterBC at 1-877-855-3222 or visit www.frontcounterbc.gov.bc.ca

For more on the provincial water program visit: www.gov.bc.ca/water

For more on the development of the legislation and implementation visit: <http://engage.gov.bc.ca/watersustainabilityact>

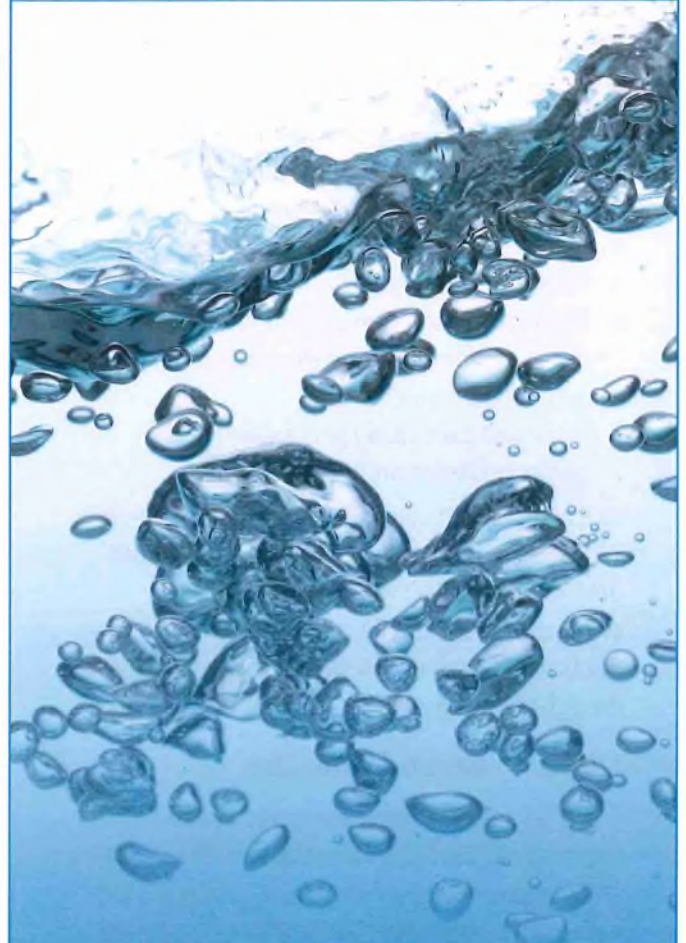
Questions on these changes?

Email: Livingwatersmart@gov.bc.ca

Water Sustainability Act

NEW RULES NOW IN EFFECT

February 29, 2016



BRITISH
COLUMBIA

Water Sustainability Act now in force

The *Water Sustainability Act* (WSA) and the first phase of regulations were brought into force on February 29, 2016. The WSA will benefit all British Columbians — our communities and families, our environment and our economy.

Important Changes for Water Users

The WSA updates and replaces the previous *Water Act*, bringing in a number of important changes for existing and new surface water and groundwater users.

Key changes that are now in effect under the WSA and new regulations include:

- » New water rights and licensing requirements for non-domestic groundwater users (e.g., industrial, agricultural)
- » Stronger protection for aquatic ecosystems
- » New fees and rentals for water use
- » Expanded protection of groundwater including new requirements for well construction and maintenance
- » Increased dam safety and awareness, and compliance and enforcement

Much of the *Water Act* has been brought into the WSA and existing surface water rights granted under the *Water Act* will continue. In some circumstances, the WSA may change how these rights may be exercised, such as during times of drought or water scarcity.

Licensing Groundwater Use

Managing groundwater and surface water together will better protect the security and safety of this resource. As of February 29, 2016, all non-domestic groundwater users including existing users are required to apply for a water licence, and pay an application fee and annual water rentals. There is a three-year transition period for existing groundwater users to submit this application.

Domestic well owners — i.e., homeowners with a well that provides water for household use, lawn and garden watering, and water for domestic animals — are exempt from licensing and paying provincial water fees and rentals. Domestic well owners are strongly encouraged to register their well by contacting FrontCounterBC to make their use known so it can be protected.

Visit www.frontcounterbc.gov.bc.ca for information on how to apply for a groundwater licence or to register your domestic well.

New water fees and rentals

New fees and rentals, announced in February 2015, are intended to recover the costs of implementing the new WSA, and provide more tools to sustainably manage B.C.'s water resources, including regulating groundwater use for the first time. All rates are the same for surface water and groundwater use. Fees and rentals are generally not applied to provincial or federal governments, or First Nations use on reserve or Treaty lands.

Annual water rentals for existing non-domestic groundwater users accrue starting February 29, 2016, regardless of when an application for a licence is submitted within the three-year transition period. Applications for existing non-domestic groundwater use filed within 12 months from when the WSA came into force (on or before March 1, 2017) are exempt from the application fee.

If you already have a water licence for surface water, the change in your water bill will depend on the water use purpose(s) specified in your water licence. Use the Water Rent Estimator (www.gov.bc.ca/waterrentestimator) to estimate your application fees and water rentals for a water licence or use approval.

Other changes under the WSA

A new requirement to consider environmental flow needs in decisions, and expanded prohibitions on dumping debris into streams and aquifers provides stronger protection for aquatic ecosystems.

1. Gather evidence to show when groundwater was first used

Compile available information relating to the history of groundwater use from the well. To receive a licence date of precedence that is based on when groundwater use began, an applicant must describe the history of groundwater use, to the best of their knowledge, and provide evidence of the date of first use. Evidence can consist of documentation about the well, as detailed above, and information such as government-issued certificates or permits (e.g., Crown land occupancy permit), historical records or photographs, Traditional Land Use or archeological studies.

2. Ensure you have the appropriate permits

If your well or related works (e.g., pipelines, storage reservoirs) cross or occupy Crown land, you will be required to demonstrate that you have the appropriate permit to occupy Crown land, or that you have applied for a permit. If you do not already have a Crown land occupancy permit, you will be prompted to apply for one as part of the water licence application process.

3. Estimate the annual water rental

Visit the *Water Fees and Rental Rates* web page to learn about annual water rentals and the rates that will apply to your water use purpose(s). Use the *Water Rent Estimator* to estimate the fees and rentals that may be charged for your licence application and water use.

Ready to start your water licence application?

Visit www.frontcounterbc.gov.bc.ca

Contact FrontCounter BC at 1-877-855-3222

To register for a BCeID account visit <https://www.bceid.ca/>

More information:

For more on the provincial water program or to access this brochure online visit www.gov.bc.ca/water

For more on the development of the legislation and implementation visit <http://engage.gov.bc.ca/watersustainabilityact>

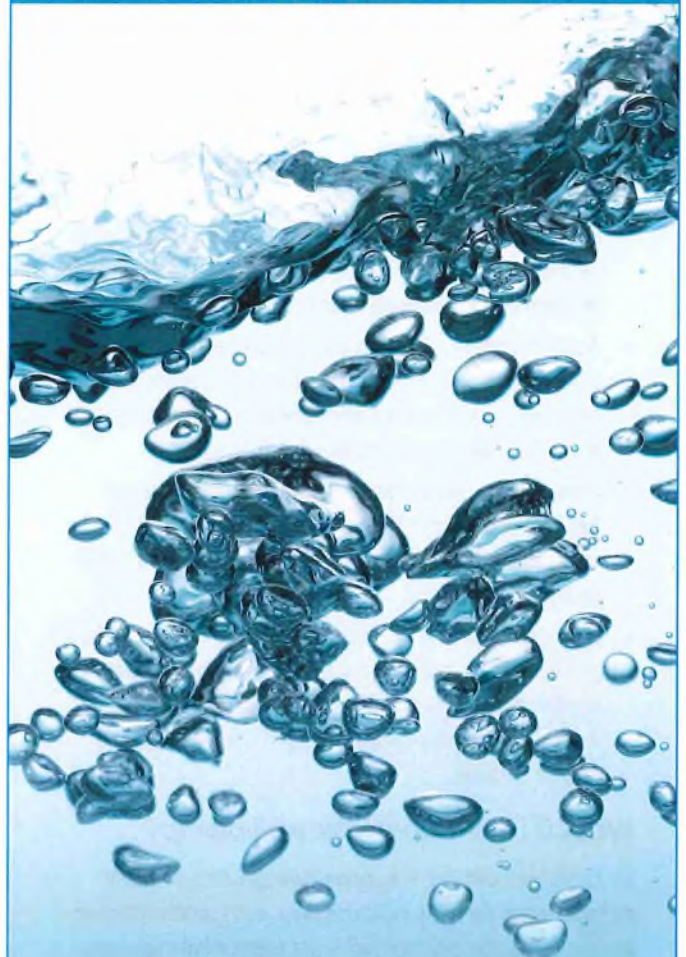
Still have questions?

Email: Livingwatersmart@gov.bc.ca

Licensing Groundwater Users

NEW REQUIREMENTS IN EFFECT

February 29, 2016



BRITISH
COLUMBIA

Water Sustainability Act now in force

BC's new *Water Sustainability Act* (WSA) and the first phase of regulations were brought into force on February 29, 2016. New regulations include licensing requirements for non-domestic groundwater users.

What are the new licensing requirements for non-domestic groundwater users?

- » All irrigators, industries, waterworks and others who divert and use groundwater for non-domestic purposes are required to apply for a water licence, pay an application fee and annual water rentals.
- » Existing groundwater users (who were using groundwater on or before February 29, 2016) will be brought into the water licensing and First-In-Time-First-In-Right priority allocation system.
- » There is a three-year transition period (from February 29, 2016 to March 1, 2019) during which existing groundwater users who apply for a licence will be eligible for a licence date of precedence that is based on evidence of when the groundwater was first used.
- » Application fees will be waived for licence applications for existing groundwater users that are submitted during the first twelve months from when the WSA came into force (from February 29, 2016 to March 1, 2017).
- » Annual water rentals for existing groundwater use will begin to accrue from February 29, 2016, regardless of when a licence application is submitted during the three-year transition period.
- » New groundwater users must pay licence application fees and if a licence is authorized, will receive a licence date of precedence which is generally the date of application. Annual water rentals will be charged from the date the licence is issued.

What if I am a domestic well owner?

Domestic well owners – i.e., homeowners with a well that provides water for household use, lawn and garden watering, and water for domestic animals – are exempt from licensing and paying provincial water fees and rentals. Domestic well owners are encouraged to register their well by contacting *FrontCounter BC* to make their water use known so it can be protected.

Does groundwater use on First Nations reserve or Treaty lands require a groundwater licence?

Existing or new non-domestic groundwater users are required to apply for a water licence. Water fees and rentals are generally not applied to First Nations use of water on reserve or Treaty lands.

Domestic groundwater users are exempt from licensing and paying provincial water fees and rentals.

How do I apply for a groundwater licence?

Existing and new groundwater users can submit an application for a water licence through *FrontCounter BC*. Application and guidance information on the *FrontCounter BC* website will help applicants assemble their applications. Information requirements may be different if you are an existing or new groundwater user.

To prepare for the application process groundwater users can take the following steps:

1. Apply for a BCeID if you don't already have one

Having a BC online account (*BCeID*) will allow you to save your application and return to it later so you won't have to complete the entire process in one session.

2. Gather information about your well(s)

Compile all available information about your well regarding its location, depth and construction. The well identification plate number, well construction reports, invoices from work done on the well or installation of the well pump, pumping records, pump test reports and water quality test results are examples of useful sources of information. You can also search the *Provincial WELLS database*, using the well identification plate number or property location to see if a record for your well exists.

3. Determine the appurtenancy, water use purpose and quantity

All water licence applications must include the legal description of the land, mine or undertaking where the water will be used (known as the "appurtenancy") and the applicant's title to or interest in that appurtenancy. Applications must also specify the *water use purpose(s)* (e.g., irrigation, waterworks) for which the water is being used and the quantity of water used for each water use purpose.



Ref: 113278

JUN 09 2016

Mr. Al Richmond
President
Union of British Columbia Municipalities
525 Government Street
Victoria, BC V8V 0A8

Dear Mr. Richmond:

Al:

I am writing to follow-up on my letter of February 26, 2016, to provide you with a further update on the arrival of Syrian refugees to our province.

I am proud to say that British Columbia (BC) has now welcomed more than 2,300 Syrian refugees to over 45 communities across the province. Nearly all Syrian refugees who have arrived are in permanent housing and are rebuilding their lives as new British Columbians. I am very grateful to our municipalities for the important role they have played in welcoming and supporting Syrian refugees, and would like to express my thanks for their efforts. I have had the great pleasure of meeting with newly resettled refugees and local service providers in Prince George and was humbled by the resiliency and community spirit they possess.

As of March 18, 2016, the regional breakdown for Syrian refugee arrivals to BC was: 52 individuals to the North (2%); 125 to Thompson-Okanagan (5%); 277 to Vancouver Island (12%); 824 to Surrey and the Fraser Valley (35%) and, 1,050 to Metro Vancouver (45%). These figures are updated on a bi-weekly basis and disseminated online through the province's Refugee Readiness Hub (<http://refugeehub.issbc.org/newsletters>). The province-wide hub also contains information on existing services, community-based refugee readiness teams, training materials, and other resources that may be of interest to municipalities.

.../2

Although the federal government has not yet finalized refugee arrivals to BC for the remainder of 2016, the national target for refugees in 2016 is 55,800 – over double the 2015 target. Based on this number, we know that BC can expect a higher number of refugees to arrive over the remainder of the year compared to previous years. It is anticipated that the majority of the remaining 2016 arrivals will happen in the fall. I will be sure to share more up-to-date information with you as it becomes available. In the meantime, Immigration, Refugees and Citizenship Canada (IRCC) is currently in discussions with local settlement service providers to assess their capacity and obtain further information to influence final destining decisions. IRCC has communicated that they will continue to promote a regional approach for destining refugees, whereby government-assisted refugees will benefit from resettlement assistance outside of the lower mainland in communities such as Nanaimo, Abbotsford, Prince George, and Kelowna. This approach will continue to support newcomers in finding available housing and employment opportunities across the province.

People arriving to BC as refugees may have travelled with few belongings, but they bring important knowledge, skills, and experience to their new communities. Recognizing that good jobs help create better futures for newcomers and their families, the province has allocated up to \$1M through the Canada-BC Job Grant Refugee Fund to support job readiness and job-specific skills training for refugees. I strongly encourage municipalities to promote this fund among local industry and employer associations, as well as foster connections between employers and the WorkBC Employer Services Centres serving refugees in their communities. More information is available at: www.workbc.ca/Employer-Resources/Canada-BC-Job-Grant.aspx and www.workbc.ca/Employment-Services/WorkBC-Centres.aspx.

As a part of the overall \$1M Refugee Readiness Fund investment, the province has provided \$500,000 to five Refugee Readiness Teams that are now actively working across BC to identify and prioritize community needs to support a coordinated approach to helping refugees. These teams are an excellent resource for municipalities as they have all completed two-day training workshops on refugee readiness, developed community-based action plans, and are in the process of coordinating local supports. More information on the teams is available on the Hub at: <http://refugeehub.issbc.org/readiness-teams/>.

I also wanted to inform you that, in honour of Canada's humanitarian traditions, BC has recently proclaimed June 20th as "World Refugee Day". This day will mark a key moment to celebrate the efforts of BC communities in welcoming refugees and to raise awareness of the importance of continuing to help refugees resettle and rebuild their lives in our province.

.../3

Mr. Al Richmond
Page 3

I want to thank you again for your dedicated support of refugee settlement across the province. Please feel free to share this letter with your members as appropriate. I look forward to our ongoing engagement on this issue.

Sincerely,



Shirley Bond
Minister

Enclosure

pc: Honourable Peter Fassbender
Ministry of Community, Sport, and Cultural Development
and Minister Responsible for TransLink

APPENDIX 1: Syrian Refugee Arrivals by BC Destination – as of May 17, 2016

Source: <http://www.cic.gc.ca/english/refugees/welcome/map.asp>

Please note: the data below reflects the initial community that refugees were destined for, based on federal government data. It does not reflect secondary movement or the sub-contract arrangements between the Immigrant Services Society of BC in Vancouver and other communities that enabled government assisted refugees to be settled in Nanaimo, Abbotsford, Prince George, Kamloops, and Kelowna.

City	Admitted GARs	Admitted BVORs	Admitted PSRs	Total Admitted	PSRs in Inventory	Total Admitted plus Inventory
Abbotsford	0	7	1 to 4	8 to 11	1 to 4	9 to 15
Aldergrove	0	5	0	5	0	5
Burnaby	0	20	53	73	55	128
Campbell River	0	0	0	0	10	10
Cawston	0	1 to 4	0	1 to 4	0	1 to 4
Charlie Lake	0	0	1 to 4	1 to 4	0	1 to 4
Chilliwack	0	12	0	12	5	17
Clearwater	0	1 to 4	0	1 to 4	0	1 to 4
Coquitlam	0	0	11	11	6	17
Cowichan Bay	0	0	1 to 4	1 to 4	7	8 to 11
Cranbrook	0	1 to 4	0	1 to 4	0	1 to 4
Dawson Creek	0	1 to 4	0	1 to 4	0	1 to 4
Delta	0	0	0	0	1 to 4	0
Duncan	0	7	0	7	0	7
Fernie	0	0	1 to 4	1 to 4	0	1 to 4
Fruitvale	0	0	0	0	1 to 4	1 to 4
Gabriola	0	6	0	6	0	6
Gibsons	0	0	0	0	7	7
Kamloops	0	17	0	17	1 to 4	18 to 21
Kelowna	0	27	13	40	21	61
Ladysmith	0	0	1 to 4	1 to 4	0	1 to 4
Langley	0	5	5	10	11	21
Maple Ridge	0	0	5	5	1 to 4	6 to 9
Nanaimo	0	18	0	18	0	18
New Westminster	0	0	16	16	13	29
North Vancouver	0	5	11	16	8	24
Oliver	0	7	0	7	0	7

City	Admitted GARs	Admitted BVORs	Admitted PSRs	Total Admitted	PSRs in Inventory	Total Admitted plus Inventory
Osoyoos	0	1 to 4	0	1 to 4	0	1 to 4
Pender Island	0	6	0	6	0	6
Penticton	0	1 to 4	0	1 to 4	0	1 to 4
Port Coquitlam	0	0	1 to 4	1 to 4	0	1 to 4
Port Moody	0	0	0	0	1 to 4	1 to 4
Powell River	0	0	0	0	13	13
Prince George	0	6	10	16	0	16
Richmond	0	6	15	21	1 to 4	22 to 25
Salmon Arm	0	11	0	11	6	17
Salt Spring Island	0	0	0	0	6	6
Smithers	0	5	5	10	0	10
Squamish	0	0	0	0	8	8
Summerland	0	5	0	5	0	5
Surrey	0	6	49	55	48	103
Terrace	0	0	0	0	5	5
Vancouver	1579	30	57	1666	76	1742
Vernon	0	0	0	0	1 to 4	1 to 4
Victoria	244	28	16	288	78	366
West Vancouver	0	0	5	5	1 to 4	6 to 9
Whistler	0	0	0	0	5	5
White Rock	0	0	1 to 4	1 to 4	0	1 to 4
TOTAL	1823	245 to 263	278 to 299	2346 to 2385	397 to 424	2743 to 2809

From: Minister, SBRT SBRT:EX [mailto:SBRT.Minister@gov.bc.ca]

Sent: June-13-16 3:30 PM

Subject: 2016 Open for Business Awards - Call for Submissions

Ref: 37825

Dear Mayor and Chair:

As Chair of the British Columbia (BC) Small Business Roundtable (Roundtable), I am pleased to invite your community to compete for the 2016 Open for Business Awards.

Launched in 2013, this award recognizes communities that are undertaking initiatives and partnerships to reduce the cost and complexity of doing business in BC. For 2016, based on feedback from the 2016 Regional Roundtable Consultations, the Roundtable wants to foster competition within the regions to celebrate communities that are going above and beyond to get to “yes” on important initiatives that empower small business owners to strengthen their communities.

Please note that the deadline for submitting an application is **August 1, 2016**, with the finalists announced in September. The winners will be announced at an event in the Legislature during the UBCM Annual Convention in September.

I encourage your staff and government officials to collaborate with your local business improvement association, chamber of commerce, economic development officers and small business community to seek their endorsement of your award submission.

The Open for Business Awards [Best Practices Guide](#) highlights local government initiatives that are in the spirit of the [BC Small Business Accord](#) and helped distinguish finalist communities as “open for business.” These best practices were identified by the Roundtable through the evaluation of past Open for Business Awards submissions. They represent communities that have reduced regulatory overlap, leveraged partnerships to improve government interactions with small businesses and accelerated local economic development for the small business community.

Information about the Roundtable, the BC Small Business Accord and the Open for Business Awards is available in the attached application package as well as at www.smallbusinessroundtable.com.

The Roundtable Secretariat is available to support the preparation of your application and can be contacted by telephone at 250 387-9083 or by email to: roundtablesecretariat@gov.bc.ca.

We look forward to receiving your submission.

Sincerely,

Coralee Oakes
Minister of Small Business and Red Tape Reduction
and Minister Responsible for the Liquor Distribution Branch

Attachment

APPLICATION PACKAGE 2016 OPEN FOR BUSINESS AWARDS



2015 Open for Business Award Winners with Minister Oakes and
and Small Business Roundtable Vice-Chair Cybele Negris

Submission Instructions:

Please complete the application as it relates to your community's support for small business. An online version of the application can be found at: :
<https://www.smallbusinessroundtable.ca/Home/Open-for-Business-Awards.aspx>

To be considered for this award, your submission must be received in our office by: **August 1, 2016**

Your completed application, along with any applicable attachments and the three letters of reference, may be sent by mail, email or faxed to the following addresses:

Mail: Small Business Roundtable Secretariat
Ministry of Small Business and Red Tape Reduction
Small Business Branch
PO BOX 9822 SNT PROV GOVT
Victoria, BC V8W 9N3

Email: RoundtableSecretariat@gov.bc.ca

Fax: (250) 952-0113

If you have questions, please contact:
Small Business Roundtable Secretariat
Phone: (250) 952-0403
Email: RoundtableSecretariat@gov.bc.ca

STEP 1: Provide Contact Information

Please provide contact information for the person submitting/managing this application. The committee may need to follow up with this individual for more information:

Name/Title:
Name of First Nation/Municipality/Community/ Regional District:
Email:
Phone:
Mailing address:

STEP 2: Complete attached Application Form (Note: if preferred, you may submit a typed version that includes answers to all of the application questions rather than using the provided application form.)

STEP 3: Provide three letters of reference as described in the Application below.

2016 Open for Business Awards Application Package

1. Of the following items, please identify which initiative(s) your community has implemented or subscribed to:

- ☐ Use and/or promotion of technology platforms to expedite business services and reduce paper burden requirements for small business (e.g., automated business licensing, online applications/forms, etc)
- ☐ Community Marketing Strategy in place (e.g., does your local government have a branding strategy or media plan targeted to the small business sector)
- ☐ Mobile Business Licence Program
(<http://www2.gov.bc.ca/gov/content/employment-business/business/small-business/mobile-business-licence-program>)
- ☐ BizPaL Permitting and Licensing Program
(<http://www.bcbizpal.ca/?b=59>)
- ☐ Promotion and use of Business Walks
(<http://www2.gov.bc.ca/gov/content/employment-business/economic-development/developing-your-community/support-your-business-community/business-walks/plan-a-business-walk>)
- ☐ Business Friendly Proclamations
- ☐ Investment Attraction Toolkit
- ☐ Platform/Toolkit on Connecting Local Government Resources to Small Business
- ☐ Business Seminars and Workshops
- ☐ Community Fairs & Festivals/Career Fairs/Business Oriented Fairs
- ☐ Trade and Investment Missions/Initiatives
- ☐ Municipal Business Concierge Service (or central point of contact business platform)

☐ Other – please explain: _____

- 2. How is your community reducing red tape for the small business sector and how are you measuring the process for improvements?**

- 3. a) How does your local government gather feedback from, or maintain a pulse on, the operational needs of small business in your community?**

b) How is your local government working to reduce costs for the small business sector (e.g., reducing taxes, reducing application or licensing fees, reducing wait times for licensing or permit approvals, or any other innovative initiatives)?

Please list all that apply.

4. a) Do you measure and/or track any of the following activities in your community?

- ☐ Customer satisfaction scores (CSAT) and engagement
- ☐ Turnaround times on permitting, licencing, zoning and other business related processes
- ☐ Awareness and access to small business resources (e.g., number of downloads, hand-outs distributed, referrals to business associations)
- ☐ Other:

☐ Relevant explanation(s) for any of the above:

b) Are the above processes or activities listed above formalized in any of the community's policy or procedural documents (note: examples of documents are welcomed for adjudication purposes):

☐ Yes

☐ No

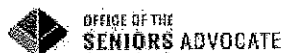
- 5. How is your community making it easier to attract, develop and retain high-skilled or entrepreneurial talent?**

- 6. Attached to your application package, please submit three letters of reference from a business leader, small business owner or local business organization (e.g., Chamber of Commerce, industry association not funded by local government).**

The letters should demonstrate how your local government is helping your small business sector and highlight any initiatives that have made a positive impact on small businesses.

From: Blandford, Sue J HLTH:EX [mailto:Sue.Blandford@gov.bc.ca] **On Behalf Of** Seniors Advocate HLTH:EX
Sent: June-13-16 12:34 PM
Subject: Please see attached 2015-16 Office of the Seniors Advocate Annual Report

Please see attached 2015-16 Office of the Seniors Advocate Annual Report



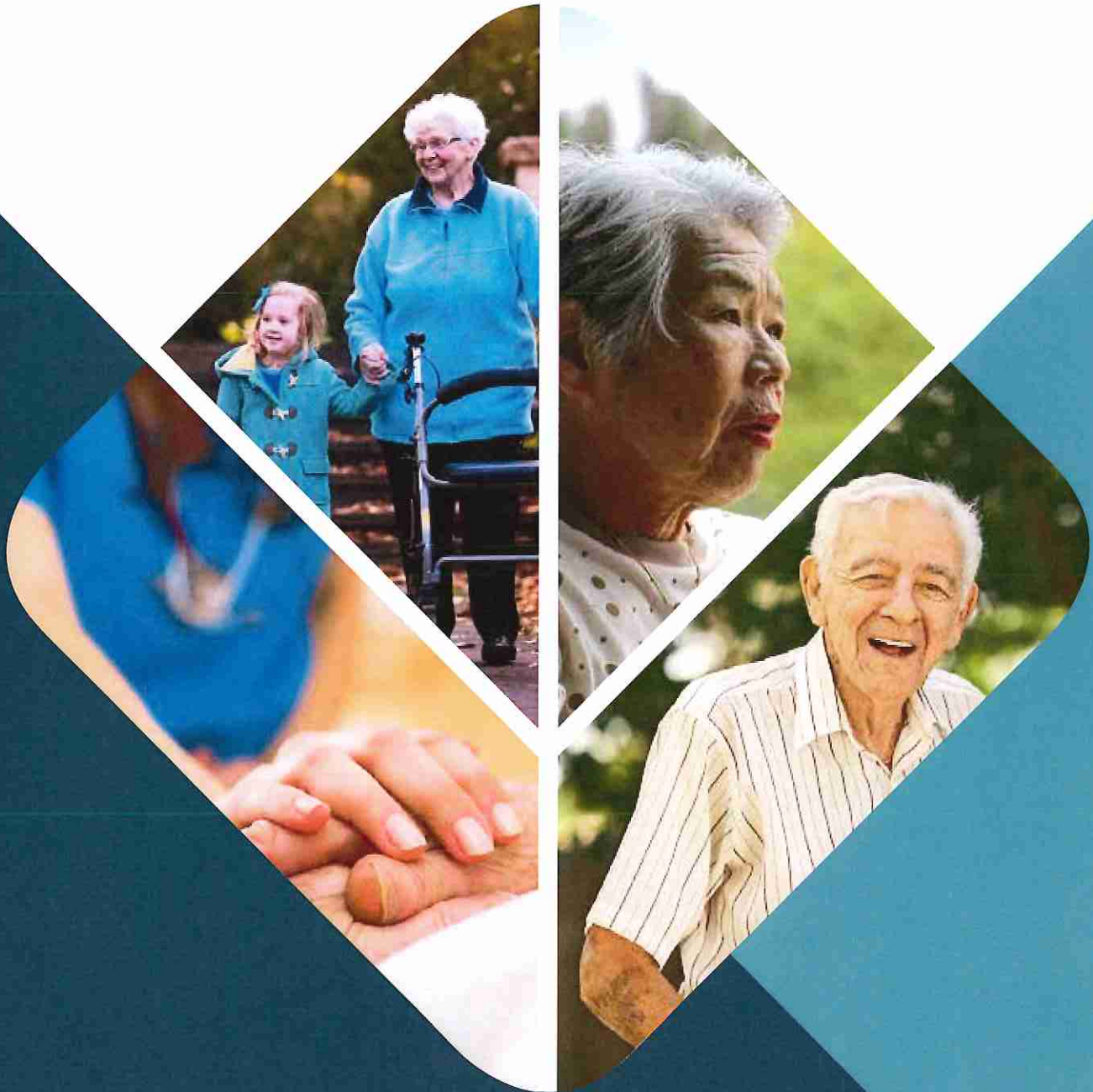
1st Floor, 1515 Blanshard Street
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2015-16 Annual Report

of the Office of the Seniors Advocate



OFFICE OF THE
SENIORS ADVOCATE
BRITISH COLUMBIA
www.seniorsadvocatebc.ca
1-877-952-3181



OFFICE OF THE
SENIORS ADVOCATE
BRITISH COLUMBIA

June 2016

The Honourable Terry Lake
Minister of Health
PO Box 9050 STN PROV GOVT
Victoria BC V8W 9E2

Dear Minister Lake,

It is my pleasure to present the 2015/16 Annual Report of the Office of the Seniors Advocate in accordance with Section 4(4) of the *Seniors Advocate Act*.

This document is the second annual report from the Office of the Seniors Advocate and reports on the period of April 1, 2015 to March 31, 2016. It also describes some of the current and future activities underway and planned for the Office of the Seniors Advocate for the period of April 1, 2016 to March 31, 2017.

Sincerely,

Isobel Mackenzie
Seniors Advocate
Province of British Columbia

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Message from the Seniors Advocate

As the Office of the Seniors Advocate continues to evolve, we saw continued activity on a number of fronts in the 2015/16 year. The office's work reporting on systemic issues affecting seniors continued and our mandated requirement to monitor seniors' services began. In the midst of this work, we continued to support seniors and their caregivers through our information and referral services and worked to raise awareness of seniors' issues based on the important feedback we continue to hear from seniors from across the province.

This report will serve to highlight the range of initiatives my office has undertaken this past year including:

- The release of our first systemic housing report, *Seniors Housing in B.C., Affordable, Appropriate, Available*. This report highlighted a number of systemic challenges, and resulted in 18 recommendations to government.
- The release of our report, *Caregivers in Distress: More Respite Needed*, in which evidence confirmed that one-third of unpaid caregivers in B.C. are in distress, one of the highest rates in Canada.
- The completion of the B.C. Residential Care Quick Facts Directory, an online resource that is a compilation of information in a standardized format for 292 publicly-funded residential care facilities.
- The release of the Office of the Seniors Advocate's first *Monitoring Seniors' Services* report, which included information and trends highlighting where seniors' needs are being met and where improvements are needed.
- Ongoing survey activities with the completion of the OSA's survey of 22,000 home support clients and planning for the office's survey of 27,000 individuals in residential care, to be completed in the 2016/17 fiscal year.
- Ongoing public awareness campaigns aimed at key areas including increasing awareness of MSP Premium Assistance among low-income seniors.

Throughout our work, we have been encouraged by the progress of the Province in responding to the issues we have raised. For example, this past year, significant changes that would allow seniors to live in Assisted Living longer, were introduced by the Ministry of Health, a key recommendation in our housing report. The Province also made efforts to address the issues

seniors face with regard to income pressures related to MSP premiums by increasing the number of seniors who will qualify for a subsidy and dedicating efforts to promoting awareness of MSP Premium Assistance. I am optimistic that we will continue to address additional cost pressures low-income seniors face in the year ahead.

As always, this past year I was privileged to be guided in my work by my 30-member Council of Advisers, a group of diverse and engaged seniors from across the province who are the office's eyes and ears on the ground when it comes to hearing the unique challenges of seniors who live in varied communities in B.C.

I would also like to thank B.C.'s health authorities, government ministries and service providers for all their assistance in providing my office with data and information about seniors' services.

It has been a busy and productive year and I know the year ahead will bring many more opportunities to collaborate with all of you to ensure we are doing all that we can to serve the needs of seniors in this province.

My sincerest thanks,

A handwritten signature in black ink, appearing to read 'Isobel Mackenzie', with a stylized, flowing script.

Isobel Mackenzie

**Seniors Advocate
Province of British Columbia**

Seniors Advocate Roles and Responsibilities

The Seniors Advocate works with seniors and key stakeholders (governments, community agencies, private organizations and advocacy groups) to identify and understand systemic issues, while retaining the ability to make independent and public recommendations for change. This unique collaborative approach strikes a balance between the need for independence and program oversight while retaining the ability to achieve system change.

Statutory Authority

Seniors Advocate Act

- Appoint a Council of Advisers
- Identify work priorities, develop plans, and hire employees and outside experts
- Gather information from service providers
- Make independent recommendations to government and service providers
- Report to the public on any matter arising from the fulfillment of responsibilities

Scope

- “Senior” is a British Columbia resident aged 65 or older, or less than 65 but receiving seniors’ services
- Provide information and referral services to seniors, their caregivers and their families
- Identify and analyze systemic challenges faced by seniors and their families
- Monitor seniors’ services related to health care, personal care, housing, transportation and income support
- Focus on systemic issues rather than individual advocacy or complaints; connect individuals to the appropriate body to resolve their issues

Accountability

- Accountable to the people of British Columbia through a mandate prescribed in legislation
- Must report to the minister responsible for seniors (currently the Minister of Health) at least once each year on the activities of the office
- Duty to advise the minister, public officials, and other service providers about systemic challenges facing seniors and the need for changes to address those challenges

Reporting

- Report to the public on any matter related to the fulfillment of responsibilities
- Provide annual report to the minister
- Regular communication with government and service providers for ongoing redress of issues where appropriate
- The minister may require the Advocate to report to the minister on specific matters

Communication, Outreach and Engagement

Listening to seniors, their families, stakeholders, and service providers is an essential and foundational activity of the Office of the Seniors Advocate (OSA). The Seniors Advocate continued to travel across B.C. meeting with seniors this past year. From the Kootenays to Quesnel to Port Hardy thousands of seniors came out to town hall presentations in communities large and small and shared important feedback with the Advocate. This feedback touched on a wide range of seniors' issues, from concerns over home care services to transportation challenges in more rural and remote communities. Town halls will continue to be a fundamental pillar of the OSA's outreach activities in the coming year.

♦ Town Halls: 13



*Seniors Advocate 2015 Town Hall Meeting
Kelowna*

Visiting sites where seniors live, receive care, and partake in community activities is also an important priority for the OSA. This past year the Advocate made a number of site visits, including to adult day programs, assisted living and residential care sites in different parts of the province, as well as to community centres. The Advocate also made several visits to emergency departments to observe the experiences of seniors.

♦ Site Visits: 22

The Advocate was asked to speak to a variety of community groups and organizations in 2015/16 on a range of topics including the mandate and role of the OSA, specific housing issues affecting seniors, legal challenges that seniors face, as well as presentations regarding the OSA's survey work. The presentations sometimes involved small grassroots groups and alternatively were at large provincial and national conferences. Examples of the Advocate's presentations include community events hosted by provincial MLAs, presentations to the BC Government Retired Employees Association, the Gerontological Nurses Association of BC, and the Surrey Board of Trade.

♦ Community Presentations: 62

The Seniors Advocate liaises with a diverse group of stakeholders to further develop understanding of the issues and challenges faced by seniors in B.C. She meets with stakeholders on an ongoing basis, including for example, the Alzheimer Society of BC, BC Centre for Elder Advocacy and Support, Community Living BC, Physiotherapy Association of BC, Residential Tenancy Branch, and unions including transit employee unions. The stakeholders met with represent the five areas of the OSA's mandate.

◆ Stakeholder Meetings: 99



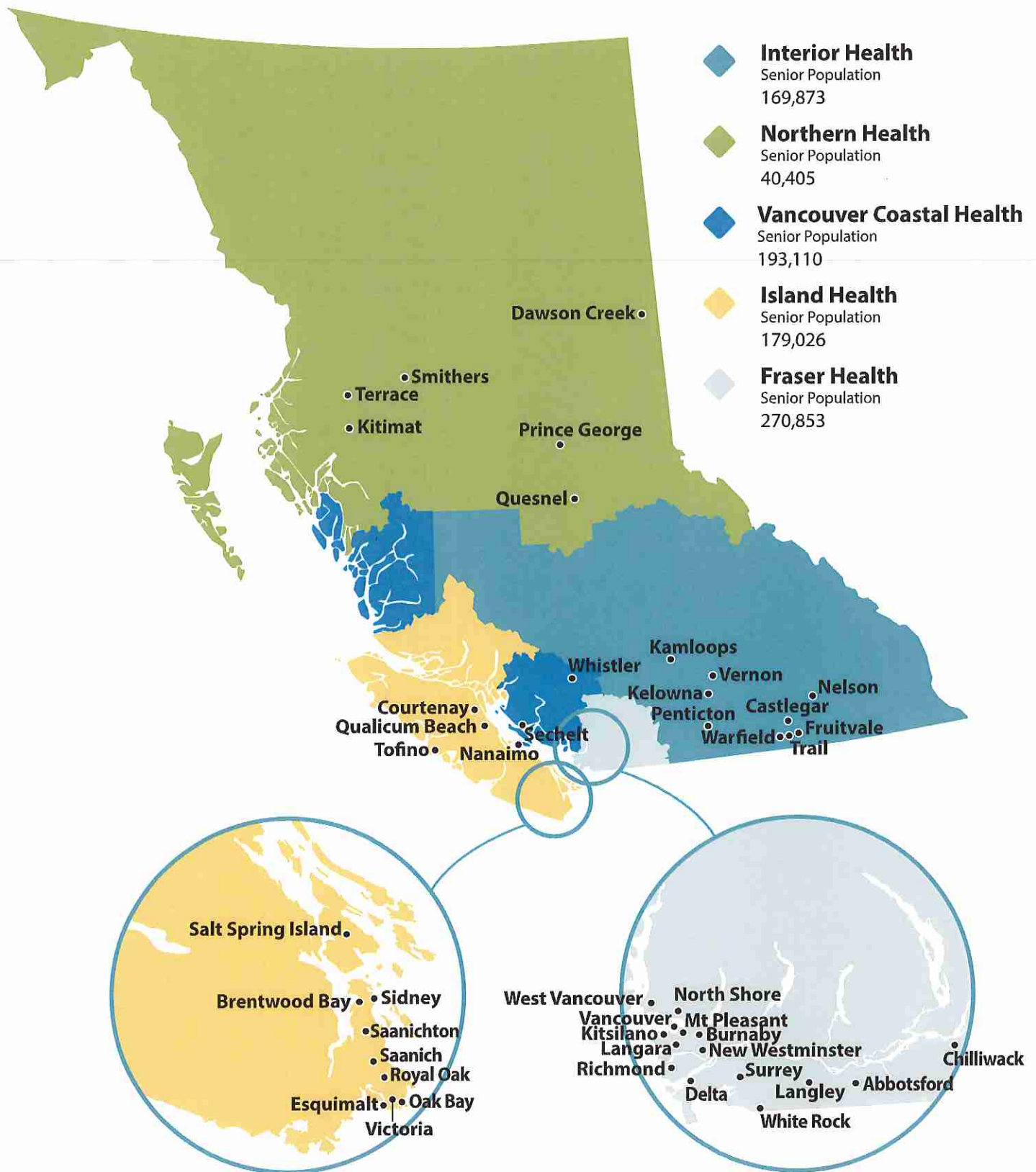
Understanding that the experiences of seniors vary widely depending on where they live, the Advocate continues to make a point of spending time in as many communities in B.C. as possible. Access to housing and community supports in rural versus urban areas varies widely. This year, communities visited included places such as Kitimat, Dawson Creek, and Nelson as well as a number of visits to communities in the Lower Mainland and on Vancouver Island.

◆ Communities Visited: 45

In order to underscore the OSA's independence from government, the office undertook a full re-branding process including a new logo and development of a unique website. In order to maximize accessibility, the site incorporates best practices for senior-friendly use including added space for enlarged fonts and easy-to-read contrast features. The site provides information regarding current reports and events, and highlights key information and resources for seniors and their caregivers regarding the Advocate's five mandated areas. Web traffic grew significantly over the year with particular interest in the OSA's reports and publications. The OSA also launched its own Facebook page which again is attracting a growing following as is the OSA's Twitter presence.

◆ Website Visits: 16,024

Communities Visited in 2015/16



Information and Referral

Information and referral responsibilities are set out under Section 3 of the *Seniors Advocate Act*. In particular, under Section 3(2), the Seniors Advocate is responsible for promoting awareness, by seniors, their caregivers and their families, of systemic challenges faced by seniors and of the resources available to seniors. Under Section 3(3), the Seniors Advocate is responsible for connecting individuals with specific complaints to appropriate individuals or agencies having jurisdiction to resolve those complaints.

While the key mandate of the OSA is to focus on systemic issues in B.C. that impact a large number of seniors, information and referral plays a critical and complementary role in the identification and dissemination of information on systemic challenges facing seniors.

Methods of contact with the OSA

Members of the public have several avenues of access to the Office of the Seniors Advocate, including telephone, electronic media and mail. The toll-free phone line, 1-877-952-3181, is answered by an experienced information and referral analyst who handles telephone calls and other requests for information or referral and submissions of systemic issues. With extensive knowledge of seniors' resources, the OSA's information and referral service has been able to provide meaningful information and referral to seniors, their families, and the public.

From April 1, 2015 to March 31, 2016, the OSA received 9,142 telephone calls to the



Telephone line:
1-877-952-3181

- 9,142 phone calls
- Concerns raised:
 - navigating the healthcare system
 - accessing home support
 - residential care bed wait times
 - pension issues
 - accessing seniors' rental subsidies
 - transportation barriers and costs
 - cost of dental, vision and medical supplies
 - application process for MSP premium assistance

information and referral line. At present, 89% of contacts with the public are through the toll-free telephone line, 9% are by email, 1% are via the OSA website and 1% are by letter. The volume of contact with the OSA increases when a new report is released or the Advocate issues press releases about various issues that directly affect seniors.

All contacts, by any method of communication, are documented and we are able to track and monitor information about these contacts, the area of concern, and our response and follow up. This information helps to identify the issues and concerns that are important to B.C. seniors and highlights possible areas to pursue further and to be considered for various reports. In January 2016, the eleventh edition of the BC Seniors Guide was released and made available to the public through the OSA. Over 2,000

seniors phoned the OSA requesting a guide. This provided an opportunity for seniors to connect with the OSA, share their concerns or issues and gain an understanding of the mandate and role of the Seniors Advocate.

Over half of all contacts relating to the Office of the Seniors Advocate's mandated areas were concerning health care services. Seniors and their families were seeking information, help or referral regarding home and community care services, residential care, the Medical Services Plan (MSP), PharmaCare, advance directives and the availability of family doctors. Other non-health related areas of concern were regarding affordable housing, tenancy issues, application for Guaranteed Income Supplement and Old Age Pensions and income supports, as well as transportation barriers.



In addition to contacting the Office of the Seniors Advocate with concerns specific to their own situation, individuals also contacted the OSA with systemic challenges facing seniors in relation to health care, housing, transportation, community supports, and income support.

Systemic themes around housing included the following: increasing housing and utility expenses, possible cancellation of the BC Hydro E-Plus rate agreement with many BC seniors, Co-operative Housing funding concerns, finding affordable housing, lack of awareness of housing subsidy and grant programs available to seniors, needing help with the complexity of housing subsidy applications, and timely access to a senior's preferred residential care facility.

Systemic concerns related to health care included a number of themes. Concerns regarding residential care included questions about staffing levels, monthly rates and use of medication. Home and community care concerns included issues around the level of services, especially home support services, as well as quality of care in hospitals and hospital discharge policies and processes. Tenancy issues for seniors living in assisted living were also a main concern.

Systemic themes relating to transportation were chiefly around the difficulty of securing reliable transportation to medical appointments, especially for seniors living in rural communities needing to travel significant distances to urban centres, the cost of driver medical examinations for seniors 80 years of age or older, the cost of the BC bus pass program, and limitations with HandyDART service.

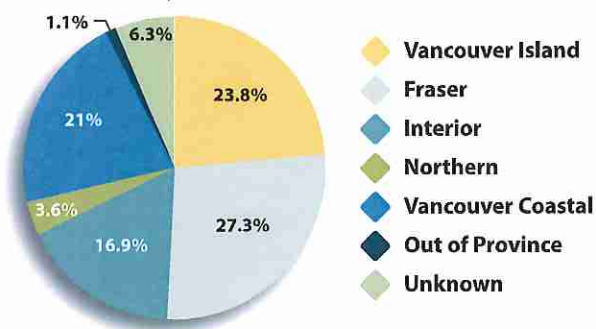
Systemic themes around community supports included challenges in securing funding for

housekeeping services for frail seniors on fixed incomes and the need for more support for caregivers in distress.

The major systemic themes around income support included issues about mandatory early collection of CPP by people on disability pensions, affording dental care, eyeglasses, medical supplies and equipment, legal aid, Power of Attorney agreements, the role of the Public Guardian and Trustee, and best practices for consumer protection for seniors.

Wherever possible, the location of the person contacting the OSA is captured and sorted by Health Authority geography. Contacts have the following provincial distribution:

Contacts by Health Authority



MSP Premium Assistance – How do I know if I qualify and how do I apply?

In our random survey of seniors conducted in 2015, we learned that only 39% of seniors were aware of the MSP premium assistance program and that many seniors who were eligible for MSP premium assistance were not applying for it.

In January 2016, the Seniors Advocate issued a news release reminding seniors of MSP premium assistance available to low-income seniors. Many seniors contacted the OSA for assistance in completing the MSP premium assistance application form.

The Seniors Advocate brought the issue of seniors not knowing about MSP premium assistance to the attention of the Minister of Health. In spring, 2016, the Ministry of Health launched an education campaign to make seniors aware of the subsidies available to them. In addition, the government increased the number of seniors who qualify for premium assistance by raising the income threshold effective in 2017.

Mary is a senior who is sight impaired. She phoned the OSA office to request help in completing the application form for MSP premium assistance because she had difficulty seeing the form and understanding the requirements. She had the form, a magnifying glass and her income tax Notice of Assessment. The OSA guided her through the steps to fill out her application for regular premium assistance and staff informed her that based on the information she provided, it appeared that she would be eligible for 100% assistance. Further discussion revealed that she would likely qualify for the retroactive six years of MSP rate reduction. Mary decided that she now understood the form and the numbers and she felt confident that she could complete the other application forms for retroactive premium assistance. She planned to take the completed forms to the Service BC office in her community to make sure they were mailed correctly to Health Insurance BC.

How can my Dad make a smooth transition from home to a dementia care facility?

Helen contacted the OSA about her concerns about her father, Sam. Sam was a 70-year-old senior who had been diagnosed with dementia five years ago. He had always been very physically active. He had been attending a dementia day care program that included regular walks and other types of exercise and he had especially enjoyed this part of the program. He was recently admitted to a special dementia care unit in residential care, and found that the planned recreational activities were geared to less active, frail seniors. He was on a limited income and could no longer afford the fees to attend the day care program. The OSA arranged a meeting with the health authority and the manager of the dementia care unit to discuss the issue of program planning for younger, more active seniors with dementia. The Manager informed the OSA that they were working on a tailor-made care plan for Sam. The facility developed a care plan where trained volunteers accompanied Sam on daily exercise walks and assisted him to attend dance classes. When his daughter was consulted about this proposed idea, she thought this plan would meet her dad's needs and was happy with it. These activities helped Sam to continue with planned regular exercise and helped him to make a smooth transition to the new facility. The facility benefited because they became more attuned to adjusting recreational programming to meet the residents' unique needs, especially the needs of younger, more active seniors.

Senior requests assistance with a tenancy issue

Jack contacted the OSA requesting assistance with a tenancy issue regarding the safety and security of his motorized scooter at the non-profit supportive housing complex where he lived.

When he moved in, he was given a key to the secure scooter lock-up area in his building so that he could park his scooter there. He had been unable to access this area due to lack of space because a snow blower was being stored there. The building manager advised him to park his scooter in the underground parking area. His scooter was vandalized several times and now the lock on the secure area has been changed. Jack has filed a police report about the latest incident with his scooter.



The OSA contacted the legal program at the BC Centre for Elder Advocacy and Support and they confirmed that they could offer assistance with this issue.

The OSA gave Jack the contact information for the legal program and also provided him with contact information for the Residential Tenancy Office.

Many of the people contacting our office, particularly those contacting us by telephone, raise issues that result in a referral to another agency or service that can provide further help. The table below provides a list of the agencies and services that are referred to most frequently.

Referrals Made to Other Agencies	%
Patient Care Quality Office	17.6%
Health Authority Home & Community Care	16.3%
Medical Services Plan & PharmaCare	9.6%
Better at Home	7.3%
BC Housing	6.6%
BC Centre for Elder Advocacy & Support	4.6%
Legal Services	3.9%
Service Canada	3.8%
Ministry of Social Development and Social Innovation	3.4%
Residential Tenancy Branch	3.0%
BC Dental Association Low-Cost Clinic	2.6%
College of Physicians & Surgeons	2.2%
BC Ombudsperson	2.2%
Other Government Agencies	10.5%
Other Consumer Groups	3.1%
Local Service Providers/Organizations	1.8%
All Other	1.5%

Website input form and information gathering

The OSA website, www.seniorsadvocatebc.ca, features an “input form” that invites individuals to connect with the OSA about:

- Issues that impact a large number of seniors that should be brought to the attention of the OSA
- Ideas, solutions and comments related to those issues

The input form includes the following information:

- Location by postal code, to help us understand where the issue is of concern
- Information about the submitter’s housing situation and whether the individual is living in an urban, rural or remote location
- If desired, contact information of the submitter to enable the OSA to follow up for further information

The form welcomes individuals to call the OSA directly should they require specific assistance with an issue. The website also provides fax and email contacts for seniors, their families, and those who work with seniors to submit information and requests through those channels.

Although the OSA receives fewer input forms compared to other sources of feedback from the public, this method provides an opportunity for thoughtful input on issues.

A number of thematic issues were raised through online submissions:

- **Aging in place:** A number of submissions expressed the need for adequate and flexible in-home care so that seniors could stay in their homes and age in place in their later years.
- **Non-medical support services:** Submitters told the OSA that although there were some non-personal care supports like housecleaning available in the community, not everyone met the strict criteria to qualify for the services and these programs were not universally available across the province.
- **Hospital discharges:** Some submitters expressed concerns about the perceived lack of discharge planning when a senior was discharged from hospital. Often the senior or their family did not feel the senior was ready to be discharged and necessary supports like medical equipment were not in place before the senior returned home.
- **Accommodating changing needs:** Family members told us about the difficulties their loved ones experienced when their care needs increased and they were required to move to a different facility. In other situations, residents required less care, but the option to move from residential care to assisted living was not available. Families urged that settings be able to accommodate changing needs when residents are declining and that there be options for residents with improved levels of functioning to move to a lower level of care.
- **Feedback from health professionals:** A significant number of input forms were received from health professionals who

wanted to bring forward concerns that they were observing or were aware of in their practise. They expressed a need for more home support services and better access to medical equipment for seniors, to keep them safe at home. They urged that frontline workers like Community Health Workers (CHWs) be consulted and listened to, regarding safe in-home care. CHWs were often the first to notice the client's declining abilities and knew when clients required mobility assessments and equipment and easily removable clothing for safe care delivery. Health professionals also suggested increasing staffing levels in care homes and increasing the number of residential care beds. They urged employers to treat care aides and CHWs with respect for the hard work they do and make improvements in their working conditions. Health professionals suggested more dieticians be employed by Home and Community Care Programs and a more interdisciplinary and holistic approach be used for seniors living at home with chronic diseases. They stressed the need for more transportation services and more psychogeriatric outreach for seniors living in rural areas. They also identified the important issue of seniors caring for disabled adult children because other suitable alternatives are not available.

- **Medical Equipment:** Several submissions addressed the issue of the availability of funding for medical equipment for seniors. They felt that many seniors on limited incomes could not afford the medical equipment that they required to live safely at home. One writer suggested that other provinces had successfully addressed this issue and that B.C. investigate this further

and follow their good practices. One writer suggested that there be a way for seniors to access the equity in their homes without a reverse mortgage.

- **Income Supports:** Writers identified the lack of awareness by many seniors of the benefits and income supports available to them. One suggestion was that the Shelter Aid for Elderly Renters (SAFER) program and other income-related benefits be triggered at the time that the senior files their income tax and that they be informed of what they are eligible for at that time.
- **Transportation:** A number of submissions identified the high cost of a monthly bus pass for seniors who are low income but do not qualify for the \$45 per year annual bus pass program. They expressed the need for reductions in the cost of seniors monthly bus passes for low-income seniors based on income. Another writer suggested that reduced rate bus tickets for seniors be reinstated.



Monitoring B.C.'s Seniors' Services

The *Seniors Advocate Act* mandates that the Advocate is responsible for monitoring the provision of seniors' services in the areas of health care, personal care, housing, transportation and income supports.

In 2015/16, The OSA undertook centralized tracking and reporting on key services to seniors. The OSA gathered data from ministries, health authorities, and service providers as well as through surveying seniors directly. Key data were shared with the public to enable seniors and their families to make important decisions, and to inform service improvements by service providers. The OSA's monitoring work will serve as a baseline against which to measure seniors' services in future years.

Surveys of clients of home support, residential care, and HandyDART

To fill the gap in complete, current, and standardized data about seniors' services that is comparable across B.C., the OSA committed to conducting a series of three independent client surveys: home support, residential care, and HandyDART. The home support survey was conducted in 2015, the residential care survey will launch in the spring of 2016, and planning for the HandyDART survey is underway.

- 1) **Home Support Survey:** In the fall of 2015, the OSA sent a mailout survey to approximately 22,000 recipients of publicly funded home support services. The survey asked a range of questions about clients' quality and experience of care and provided the opportunity for open-ended

comments on their service. Clients were also sent a separate family survey which they could give, at their discretion, to a family member or informal caregiver to answer. The survey generated a wealth of data which has been linked with health assessment data and is currently undergoing in-depth analysis. The results of the survey will form part of a broader report on home support services which will be shared publicly in 2016.

- 2) **Residential Care Survey:** As this survey aims to give a voice to every single resident and their most frequent visitor living in publicly funded residential care facility in B.C., it represents the OSA's largest project to date. The resident survey will be conducted as an in-person interview, with over 27,000 residents being invited to participate. A matched survey will be mailed to each resident's most frequent visitor. The resident interviews will be conducted by trained volunteers in over 300 facilities across the province. In 2015, the OSA and project partners at the BC Patient Centred Experience Measurement Working Group laid the groundwork for a scientifically rigorous, provincially standardized approach to administering the OSA's Residential Care Survey. Two survey tools were selected by a representative expert consultation group and tested with residents and most frequent visitors. A volunteer recruitment, training, and coordination strategy was developed in consultation with volunteer management experts in each region of B.C. The project has received all necessary privacy and information security approvals

to ensure that residents and most frequent visitors can have confidence that their frank and open opinions will remain confidential.

The surveys have also been translated into the nine languages most common amongst our residents, and volunteers are being recruited to allow the interviews to be conducted in the language the resident is the most comfortable in.

We began to work directly with facilities on coordinating the logistics of the survey and identifying survey dates for each location. Marketing and communications planning will ensure that residents, family, frequent visitors and staff get the information they need about the survey before it launches. The survey is underway and will roll out in phases across the province between May and November 2016. We intend to have results ready to share publicly in the first half of 2017.

- 3) **HandyDART Survey:** Planning is underway to conduct a mailout survey of HandyDART clients across B.C. Both

TransLink and BC Transit HandyDART clients will be surveyed. The development of the survey tool will be informed by a consultation group of experts that represent service providers, bus drivers, unions, community groups and clients, that reflect the differences between urban and rural services. The OSA intends to launch the survey in the fall of 2016. The survey results will be combined with administrative and operational data such as that included in our 2015 *Monitoring Seniors' Service* report, which will help inform a broader review of transportation services for seniors in the province.

Together these surveys will provide the OSA, service providers, communities and the public with robust quantitative and qualitative data on their clients' current service experience, as well as opportunities to improve those services from a client-centred perspective. The OSA will share the results of these surveys and reviews publicly, to enable evidence-based discussions between all stakeholders.



Media attend release of *Monitoring Seniors' Services* report on January 27, 2016.

Sharing key indicators on seniors' services with the public

Throughout 2015/16, the OSA collected a substantial amount of data from ministries, health authorities, service providers, and organizations providing services to seniors in each of the OSA's five mandated areas. The data collected has been useful in informing a number of the OSA's reports and in identifying future areas for study, however, it was primarily collected in order to produce the OSA's **Monitoring Seniors' Services 2015** report. This report was publicly released in January 2016 with the objective of providing information in a centralized manner to the public on important services, normally collected for internal purposes and not readily available.

The inaugural Monitoring Seniors' Services report marks the beginning of a yearly update on key seniors' services in the province, highlighting where seniors' needs are being met, and where improvements are most needed. The report focuses on 2014/15 data and will serve as a point against which changes to seniors' services can be tracked and measured. Highlights of the report included:

- Home support hours decreased in three out of five health authorities, while the number of clients increased in four out of five
- There are 943 individuals on the waitlist for a total of 4,430 subsidized assisted living units.
- There has been less than a 1% increase in the number of subsidized assisted living units since 2012
- The number of residential care beds in the province has increased by 3.5% since 2012, but the population aged 75 and over has increased by 10% during that time and the number of seniors placed within the 30-day target window has decreased from 67% to 63% in the past year
- 18% of licensed residential care facilities did not have a published annual inspection within the last year
- In the 10-year period between 2005 and 2015, the Shelter Aid for Elder Renters (SAFER) maximum rent that qualifies for a subsidy increased 9% while rents increased by 34%
- The number of new HandyDART users is decreasing – down 15% since 2011. 51, 926 (1.9%) of regular HandyDART ride requests went unfulfilled in 2014
- Income supports for seniors such as the Old Age Supplement and Guaranteed Income Supplement increased by 1%. The BC Seniors' Supplement, available to low-income seniors, has not increased in over 25 years
- The number of people aged 65 plus accessing the BC Bus Pass Program (offers subsidized passes to low-income seniors and individuals receiving disability assistance from the province) has increased by 21% since 2010
- In 2014, 33%, or 48,840 of all drivers evaluated under the Driver Medical Examination Report (DMER), an evaluation for fitness to drive, were aged 80 or over. Only 1% of people of all ages or less than 3% of seniors evaluated through a DMER were referred to DriveAble for cognitive assessment
- The Seniors Abuse and Information Line (SAIL) received 1,286 calls related to elder abuse in 2014 and 15% of these calls reported the abuse had been going on for five or more years

Developing and improving data related to seniors' services

In 2014/15 it became apparent that while a large amount of data is generated and gathered by government, health authorities, service providers, community organizations and others, there are a number of areas where data collection and reporting processes are not standardized across the province. This can limit the extent to which some issues can be addressed at the provincial level, or in ways that ensure the same services and quality are available to all seniors in B.C. In 2015/16, the OSA supported the development of more standardized data generation and reporting, in particular in the areas of reporting serious incidents in residential care settings and full-scale use of required health assessment tools.

Currently in B.C., publicly funded residential care facilities are governed by either the *Community Care and Assisted Living Act* or the *Hospital Act*, and their respective regulations. Each of these Acts lays out different definitions and requirements for the reporting of serious incidents in the facilities they govern, for example a fall, medication error, or resident to resident aggression leading to harm. The OSA found that the different reporting standards makes it difficult to quantify the number of incidents, as well as the type of incident, its severity, and the actions taken by staff to remedy it. The OSA has begun to work with the health authorities and the ministry of health to emphasize the need for all residential care facilities to use the same reporting requirements, so that systemic incident issues can be understood, assessed, and addressed. This work will continue in 2016.

The OSA has also encouraged health authorities, residential care facilities, and staff to regularly and thoroughly conduct the client health assessments required, as they represent an important mode of understanding service quality and appropriateness. In B.C., the Ministry of Health mandates the use of internationally developed and standardized health assessment tools to assess clients' health and care needs, and to determine the services they receive. The tool used with home care clients is the interRAI-HC, while in residential care the interRAI-MDS2.0 is used. The data generated from these assessments has become a fundamental source of evidence for many of the OSA's reports, at the health authority, provincial, and national level. Bringing health assessment data into the public domain enables seniors' services to be understood, discussed and improved.



Reporting

As part of the mandate of the Office of the Seniors Advocate, regular reports on systemic issues affecting seniors are created and disseminated. These reports highlight key issues facing seniors and make recommendations to government and seniors' service providers for further action. Summaries of the reports that were either published in 2015/16 or for which substantial work was completed within the year are presented below. The full documents of published reports can be found under "Reports & Publications" on the OSA website, www.seniorsadvocatebc.ca.

May 2015

Seniors' Housing in B.C.: Affordable. Appropriate. Available.

In May of 2015, the OSA released its first systemic review of housing issues. Approximately 450 people attended the report's launch either in-person in Vancouver or via teleconference, highlighting the high importance of housing as an issue for seniors. In this report we focused on both homeowners and renters, as well as seniors living in assisted living and residential care settings. In each area we focused on the following three key issues:

- **Affordability** – are government financial supports meeting seniors' needs?
- The **appropriateness** of housing models that promote both independence and safety
- The **availability** of housing for seniors.

The goal of our housing review process was to emphasize some of the most pressing housing priorities for seniors living in British Columbia. The review made 18 recommendations aimed at four different ministries of the provincial government. Six months after the release of this report, the OSA began its follow-up process. In March 2016, the Minister of Health introduced amendments to the *Community Care and Assisted Living Act* in response to several of the OSA's recommendations. The proposed amendments would remove the current limitation on assisted living residences that allows them to provide a maximum of two services out of a list of six prescribed services. As the OSA report discussed, removing this limit on the services a residence can provide will enable seniors to remain in assisted living longer, and avoid premature transitions into residential care. In 2016/17 the OSA will continue to follow up with government and service providers on progress made on other recommendations presented in this report.



Health Minister Terry Lake announces proposed amendments to the Community Care and Assisted Living Act.

September 2015

Caregivers in Distress: More Respite Needed

The issue of caregiver workload was one of high importance to the OSA in 2015/16. In September 2015, the Advocate released the report, ***Caregivers in Distress: More Respite Needed***. The report confirmed that one-third of unpaid caregivers in B.C. are in distress, one of the highest rates in Canada. Evidence in the report highlights that 97% of seniors enrolled in the home support program, arguably some of B.C.'s frailest seniors, have an unpaid caregiver in their life. Data shows that over half of these seniors have the same level of complex care needs as those who live in residential care, underscoring how challenging these caregiver roles can be. Other findings included:

- Unpaid caregivers provide an average of 19 hours of care per week. This increases to 30 hours per week for caregivers in distress.
- 54% of caregivers are caring for persons with complex needs, and thus would

benefit from respite services such as an adult day program, home support or respite bed, yet of this group, only 8% used an adult day program in the last seven days, only 49% used home support in the last seven days and only 11% used a respite bed in the last year.

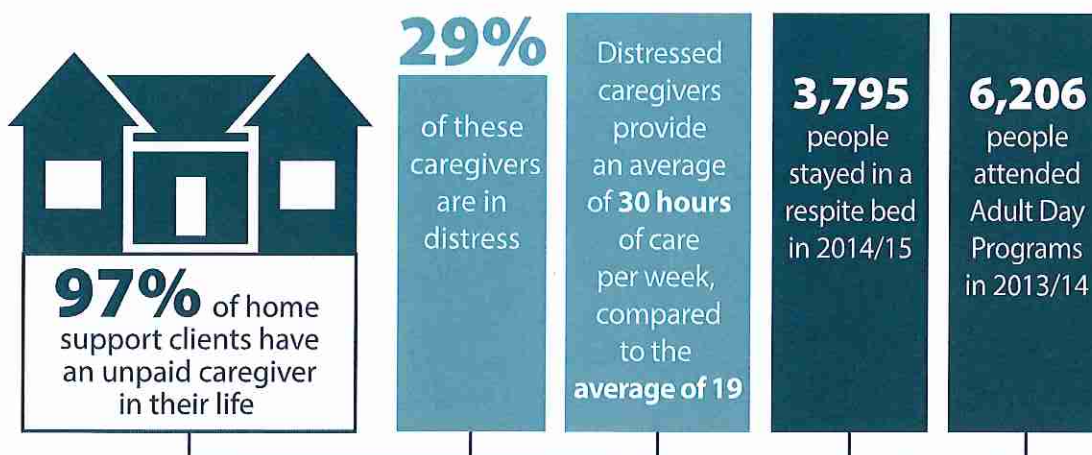
- Clients with a distressed caregiver are less likely to have received a home support visit in the last seven days than clients without a distressed caregiver.

March 2016

British Columbia Residential Care Quick Facts Directory

In talking with seniors and their families across B.C., the OSA found that many were considering residential care but finding it hard to get enough information about the options available to them. This echoed past findings from the Office of the Ombudsperson identifying the need for a centralized source of information on residential care facilities in the

Caregiver Support



province. To meet this need, the OSA published the **British Columbia Residential Care Quick Facts Directory** in March 2016. The Directory provides standardized information on 292 publicly funded facilities in B.C. in a number of areas, including:

- Address, age of facility, regulation/legislation, accreditation status, bed/room information
- Food services, nursing, allied health (physio, occupational, recreation, speech and language therapies, social work services) and total funded direct care hours per resident per day
- Current languages spoken, contact for complaints, type of resident or family council
- Date of last inspection/reason for inspection
- Number of serious adverse events reported if *Hospital Act* facility; quantity and type of reportable incidents if *Community Care and Assisted Living Act* facility
- Care Services and Quality Indicators as reported by the Canadian Institute for Health Information by facility and compared to the B.C. average. For example, the percentage of residents diagnosed with depression vs. percentage of residents receiving depression medication, and percentage of residents who have taken antipsychotic medications without a diagnosis of psychosis

Further analysis on the Directory information indicated that the majority of residential care facilities were below the provincial guideline of 3.36 direct funded care hours per resident. In response, the Minister of Health has called for an in-depth review of direct care hours and staffing in B.C. facilities, a priority area for further investigation by the OSA. The Directory will be updated on an annual basis to remain a relevant starting-point resource for seniors and their families as they consider their long-term care options.

Reports Prepared for Release in 2016/17

Over the 2015/16 fiscal year, research was conducted for two further reports that will be released later in 2016. One report investigates incidents of resident to resident aggression in residential care facilities, a priority issue identified through the OSA's **Monitoring Seniors' Services 2015** report. Work on this issue has involved analysis of individual incident case file reviews by health authorities to determine what, if any, patterns can be seen in the facilities with higher rates of incidents. Through this report, the OSA will identify potential factors both contributing to and mitigating incidents of aggression, and make recommendations for how we can reduce aggression and the harm it causes our residents in care facilities.

The second upcoming report is a review of the home support program in B.C. This report will include findings from the home support survey and health assessment data, as well as a closer look at the various service policies and administrative procedures in place across

each health authority. The report will include a number of recommendations, with a focus on how we can better deliver the same level and quality of home support services to all clients across the province.

Monitoring Seniors' Services Highlights From the Report

41,223

received home support, and 85,251 received home care (2014/15)

18,696

received SAFER rent subsidies (October 2015)

60,801

active HandyDART clients (2014)

92%

of seniors have a regular General Practitioner (2013/14)

Initiatives to Address Systemic Seniors' Issues

In addition to publishing in-depth reports, the Seniors Advocate also addresses issues relevant to seniors in B.C. through more focused editorials and news releases. This can be an effective way to reach a large number of seniors who may not be aware of an issue or of potential services available to them, and can also result in rallying government and service-provider attention and resources to time-sensitive issues.

Voting in the Provincial Election

In September 2015, the Seniors Advocate wrote to the CEOs of BC Transit and TransLink regarding their role in helping their HandyDART clients get to and from the provincial election polling stations and providing information to their clients regarding the voter ID they would need to bring with them. A letter was also sent to each residential

care facility in B.C. about the changes to the voter ID requirements, how the facilities could help their residents have the right ID documents at hand, and that mobile polling stations could be requested for their site. Every senior has a right to vote in B.C., and the OSA and seniors' service providers have a role in ensuring seniors have the means to exercise this right in as accessible a way as possible.

National Seniors Day 2015

On October 1st – the International Day of the Older Person and National Seniors Day – the Advocate released an op-ed encouraging a celebration of seniors across B.C. While much of the OSA's work focuses on the issues seniors in this province face as they age and how these can be addressed, we also see incredible courage, adaptability and selflessness that deserves acknowledgement and appreciation from our communities. Sharing stories to illustrate the extraordinary qualities of seniors in B.C. and the contributions they make to society is an ongoing part of our role through op-eds such as this one, as well as through community visits, presentations, and our social media channels.



Public Transit Fee Structure

In December 2015, the Seniors Advocate met with the Victoria Transit Commission regarding their review of public transit fares in the Capital Regional District. She shared with the Commission concerns heard from

seniors regarding the current costs of public transit, and the loss of accessibility that a fare increase would cause. In its final decision, the Commission did not increase the cost of the monthly seniors bus pass. The Seniors Advocate will continue to advocate for a graduated bus pass that would align with ability to pay, and would help address public transit costs for seniors who have low incomes, but not low enough to be eligible for the \$45 annual bus pass program.

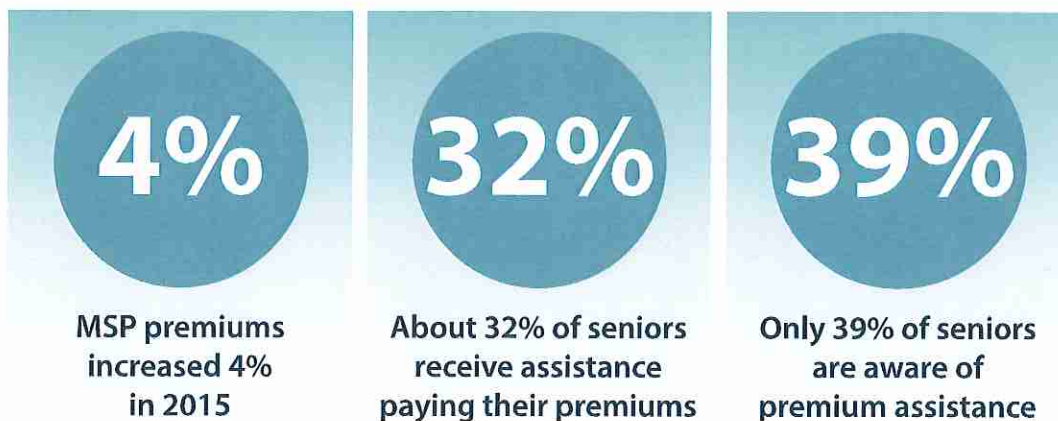
MSP Premium Assistance

In January 2016, the Seniors Advocate released a statement highlighting that many seniors are unaware of their eligibility to receive assistance in paying their monthly MSP premiums. The statement shared information about eligibility for the program and showed the significant financial benefit it could have for seniors and their families. The statement was picked up broadly by the media and reached a large number of seniors, many of whom contacted our office directly to figure out if they might have been paying more than they needed to out of their often limited income,

simply because they did not know help was available. In addition to helping connect more low-income seniors to the subsidy they are entitled to, the OSA's work in this area also led to revisions to the Ministry of Health's online information about eligibility and how to apply, and to a broad media campaign launched by the Minister of Health to raise the public's awareness of MSP premium assistance. The OSA will continue to monitor this issue to track the increase in MSP premium assistance recipients, and to ensure that those the subsidy is designed to help are aware of it and able to access it easily.

Budget 2016 announced changes to MSP and premium assistance effective Jan. 1, 2017. The Province is investing an additional \$70 million annually to enhance premium assistance. As a result of enhancing premium assistance in 2017, a single senior earning up to \$45,000 may qualify for reduced premiums. A senior couple earning up to \$51,000 may qualify for reduced premiums. This translates into a savings of up to \$480 per year for a senior couple and \$324 per year for a single senior.

MSP Premium Assistance



2015-2016 OSA Operating Budget

The OSA spent \$1.9 million in 2015/16 which was 62.1% of the total budget.

Expenditures focused on consulting with seniors in their own communities, conducting systemic reviews and reports with recommendations to government and service providers to address systemic issues and improve services to seniors, as well as planning and conducting provincially standardized surveys.

While resources for professional services associated with conducting systemic reviews, reporting, and surveys increased over last year, as was planned, we were able to realize significant savings in the costs associated with the planning, preparation and initial vendor costs for the province-wide residential care survey. In particular, significant professional

services expenditures were avoided by successfully negotiating a vendor contract below estimated costs and also agreeing on a volunteer-based interview model for the residential care survey. Savings were also realized in conducting the province-wide home support survey. Home support survey preparation, mailing and data collection costs were below initial estimated costs which resulted in further savings under the Office, Business and Reporting Expenses category.

In fiscal 2016-17, the Advocate will be continuing with the process of hiring the remaining permanent full-time employees required for the full implementation of the OSA mandate, and completing the residential care and HandyDART surveys. These activities will result in more significant budget line items in 2016-17.

Statement of Expenditures

Expense Type	2015-16 Budget	2015-16 Actual
Salaries	775,000	740,111
Employee Benefits	192,000	190,417
Travel	85,000	45,465
Legal Services	45,000	4,215
Professional Services	1,420,000	620,157
Information Services	79,000	73,339
Office, Business and Reporting Expenses	484,000	254,578
Building Occupancy Charges	25,000	0
TOTAL EXPENSES	3,105,000	1,928,282

Council of Advisers to Guide Advocate

The Office of the Seniors Advocate is guided in its work by a volunteer Council of Advisers (COA). The 30-member Council is made up of a diverse group of seniors representing each of the province's five health authorities. The Advisers provided invaluable feedback to the OSA this past year. During two in-person meetings, they assisted in prioritizing issues based on what they continue to hear from seniors in their home communities. They also engaged in strategizing approaches to upcoming reports and projects.

Two COA sub-committees were formed in 2015/16. The Federal Working Group

Sub-committee worked together over several months to prepare a submission for the new Federal Government highlighting issues of importance for B.C. seniors. A second sub-committee focusing on multi-cultural issues affecting seniors was also formed. This sub-committee is currently collecting feedback from both service providers and seniors in various areas including long-term care and hospital settings, identifying where cultural sensitivity could be improved.

COA members have also represented the OSA at a number of events in their communities, as well as larger conferences such as the Union of BC Municipalities conventions.



BC Office of the Seniors Advocate Council of Advisors, March 2016.

The Council of Advisers

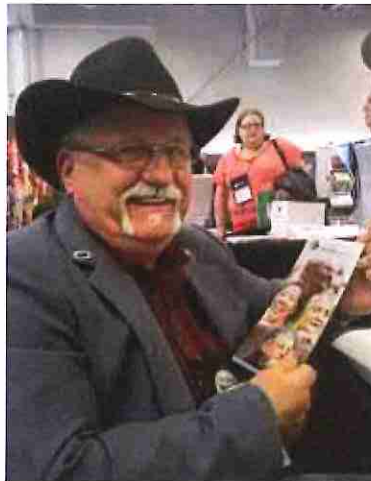
Fraser Region – eight representatives

ML Burke, Delta; volunteer, Delta Seniors Planning Team; helps seniors navigate B.C.'s health system for services and housing; spent 15 years with Vancouver Coastal Health managing volunteer programs for seniors.

Bev Kennedy, Agassiz; semi-retired museum curator; chief elections officer, district of Kent; district electoral officer for Chilliwack-Hope; member of the Agassiz-Harrison Healthy Communities Committee.

Leslie Gaudette, Langley; retired epidemiologist; former manager, chronic disease treatment and outcome monitoring, Public Health Agency of Canada; senior analyst, Canadian Cancer Registry, Statistics Canada; vice president, Langley Players Drama Club.

Charan Gill, Surrey; co-founder, Canadian Farmworkers Union in 1978; founder (1987) now CEO, Progressive Intercultural Community Services (PICS); awarded the Order of B.C. and the B.C. Human Rights Award.



Val Windsor, Delta; co-chair of the Delta Seniors Planning Team; Delta School District trustee; 40 years in education, including 32 years as a classroom teacher. Passionate about seniors' housing, transportation and non-medical services.

Bob Ingram, Mission; 35 years in public service; education consultant; president of Mission Seniors Centre Association, Mission Community Services Society and Mission Association for Community Living; 2014 Citizen of the Year Award.

Kay Dennison, Delta; coordinator, Delta Seniors Planning Team; 17 years as supervisor of a community non-profit advocating for seniors' rights and independence; worked with seniors in areas of abuse, poverty, transportation and housing.

Janet Lee, Burnaby; immigrated to B.C. from China in 1963; hospital nurse for 30 years; volunteers with senior outreach for the Collingwood Community Centre; established a Chinese school in Vancouver in the 1980s.

Interior – six representatives

Donald Caskey, Grand Forks; active community volunteer, B.C. Seniors' Games Society (B.C. 55+ Games), the local Red Cross Health Equipment Loan Program (HELP), the local hospice and the Kettle Valley Food Cooperative.

Jennifer Coburn, Savona; provincial president, B.C. Old Age Pensioners with 37 B.C. chapters; advocates for seniors' needs and lobbies for changes in the province.

Ralph Fossum, 100 Mile House; retired notary public; member, Rotary Club; director, South Cariboo Health Foundation; councillor, District of 100 Mile House; volunteers with seniors and at community events.

Broc Braconnier, Kelowna; Professional Engineer; retired senior Canadian Forces Officer and former CEO of a BC post-secondary training institute, currently serving on several boards including BC Condomonium Homeowner Association, Central Okanagan Community Futures Development Corporation, among others.

Wade Ireland, Kelowna; figurative art model, actor; an experienced seniors' peer support worker; volunteered with seniors and disabled people in B.C. and Manitoba.

Walter Popoff, Krestova, Slocan Valley; director on the Regional District of Central Kootenay; vice chair, West Kootenay Boundary Regional Hospital District; executive of the Slocan Valley Seniors Housing Society.

Northern – three representatives

Barry Cunningham, Prince Rupert; former pollution response officer, Canadian Coast Guard; elected in 2013 to Prince Rupert city council; director, Regional District Hospital Board; advocate for suitable housing for seniors.

Anne Hogan, Prince George; former regional district administrator; housing research volunteer for the Prince George Council of Seniors; 2009 Masters thesis from the University of Northern British Columbia on seniors' housing, health and social inclusion in the city.

Linda Pierre, South Hazelton; elected to Regional District of Kitimat-Stikine; serves on the North West Regional Hospital District; instructor at Northwest Community College, blending Aboriginal worldview with modern workforce challenges.

Vancouver Coastal – seven representatives

Stuart Alcock, Vancouver; president of the 411 Seniors Centre Society; experience in health care, constituency assistance, legal aid management, social work and child and youth care counselling.

Mohinder Grewal, Richmond; Council of Senior Citizens Organizations of B.C.; former executive director, Sikh Professional Association of Canada; director, Vancouver Multicultural Society; president (twice), National Association of Canadians of Origins in India.

Trudy Hubbard, North Vancouver; president Kiwanis Seniors Housing; former executive director, North Shore Volunteers for Seniors; member, College of Occupational Therapists of B.C.; manager, B.C. Centre for Non-Profit Development.



Sue Jackel, Sechelt; taught Canadian studies and women's studies, University of Alberta; community volunteer, housing, economic development, seniors services, and community care.

Ihsan Malik, Richmond; 40-year member, Pakistan Canada Association, served as trustee, public relations director, secretary, and president; advocates for immigrant and refugee seniors' issues such as language barriers, transportation, housing and more.

Jennifer Shaw, Vancouver, retired gerontologist; former executive director of the West End Seniors Network, 1991-2004; chair, 1998 National Conference of the Canadian Association of Gerontology; fundraiser for a new hospice in Vancouver.

Bill Yuen, Vancouver; retired professional engineer; former school board trustee; chair, Employment Insurance Appeal Board; chair, special advisory committee, Ministry of Advanced Education; Regional Transition Council, Ministry of Children and Family Development.

Vancouver Island – six representatives

Marilyn Davies, Courtenay; elected to Terrace city council, 2001-2008 and 2011-2014; first chair, Northern Medical Trust; First Nations liaison; former music instructor and music examiner for Western Board of Music, Alberta.

David Lai, Victoria; former professor, geography, University of Victoria; research affiliate, Centre on Aging; advisor, Victoria Chinese Seniors Association and Victoria Chinese Senior Activities Centre; member, Order of Canada; Honorary Citizen, City of Victoria.

Bob McWhirter, Salt Spring Island; former teacher, school district administrator; board member, Greenwoods Eldercare Society; president, Gulf Islands Retired Teachers Association; president, Salt Spring Island Historical Society.

Gail Neely, Port Alice; chair, Seniors/Elders Better Living Advisory Committee to the Mount Waddington Health Network; represents both First Nation and non-First Nation communities; former mayor, Port Alice.

Buncy Pagely, Saanichton; opened first Multicultural Women's Centre in Victoria; Canada's first model Diabetes Centre on the Songhees Reserve; winner, Women of Distinction Lifetime Achievement Award; Honorary Citizen Award from the City of Victoria.

Bob Willis, Nanoose Bay; former air traffic controller; president, Nanaimo and Area, National Association of Federal Retirees; assists 2,000 members through committees, coordinating volunteers and member outreach.



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