



Corporation of the City of
NEW WESTMINSTER

Notice is hereby given of the following meeting:

YOUTH ADVISORY COMMITTEE

November 22, 2018 - 5:00 p.m.

Council Chamber, City Hall

AGENDA

1.0 HOUSEKEEPING

- 1.1 Introduction to Local Government and Committee Orientation – Council Representative & Carilyn Cook, Committee Clerk**
- 1.2 Oath of Office – Carilyn Cook, Committee Clerk**
- 1.3 Appointment of Co-Chairs – Council Representative**

2.0 ADDITIONS TO THE AGENDA

- 2.1 Additions to and adoption of the Agenda of November 22, 2018.**

3.0 ADOPTION OF THE MINUTES

- 3.1 Adoption of the Minutes of May 31, 2018**

4.0 PRESENTATIONS

- 4.1 Ice Breaker – Silisha Ali, Youth Services Coordinator**
- 4.2 Youth Engagement Program – Tesicca Truong & Veronika Bylicki, CityHive**

5.0 UNFINISHED BUSINESS

There are no items.

6.0 NEW BUSINESS

There are no items.

7.0 REPORTS AND INFORMATION

- 7.1 Council Report** – Council Representative
- 7.2 District Parent Advisory Committee Report** – TBD
- 7.3 ICBC Representative Report** – Karon Trenaman
- 7.4 SD40 Representative Report**– Bruce Cunnings
- 7.5 Youth Coordinator’s Report** – Silisha Ali, Youth Services Coordinator
- 7.6 Member Reports**

8.0 NEXT MEETING DATE

Thursday, January 24, 2019 at 5:00 p.m. – Oak Room, Century House

9.0 ADJOURNMENT

Notice is hereby given of the following meeting:

YOUTH ADVISORY COMMITTEE

May 31, 2018 - 5:00 p.m.

**Council Chamber & Meeting Room, City Hall
MINUTES**

VOTING MEMBERS PRESENT:

Sarah Labrosse	- Chair, NWSS Representative
Maggie Chen	- NWSS Representative
Shawn Lichtmann	- NWSS Representative
Keona Lighthall	- NWSS Representative
Nelson Roy	- NWSS Representative
Chris Sharma	- NWSS Representative
Selena Uppal	- NWSS Representative
Jonah Wright	- NWSS Representative
Ian Zhou	- NWSS Representative

VOTING MEMBERS REGRETS:

Yasmeen Alghreibawi	- NWSS Representative
Ravinder Dhaliwal	- NWSS Representative
Andie Lloyd	- Langara College
Kevin Tan	- NWSS Representative

NON-VOTING ADVISORS PRESENT:

Mayor Cote	- City Council Representative
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NON-VOTING ADVISORS REGRETS:

Patrick Johnstone	- City Council Representative
Robyn McGuinness	- Manager of Seniors and Youth Services
Chris Nicholson	- SD#40 Representative
Donella Prasad	- District Parent Advisory Committee (DPAC) Representative
Karon Trenaman	- ICBC Representative

STAFF AND OTHERS PRESENT:

Jacque Killawee	- City Clerk
Ryan Weber	- Youth Services Coordinator
Carilyn Cook	- Committee Clerk

The meeting was called to order at 5:05 p.m.

1.0 ADDITIONS TO THE AGENDA

1.1 Adoption of the Agenda

MOVED and SECONDED

THAT the May 31, 2018 Youth Advisory Committee agenda be adopted with the addition of New Business Item 5.2 – Recruitment by Ryan Weber and Reports and Information Item 6.8 – Meeting in the Middle by Maggie Chen.

CARRIED.

All members of the Committee present voted in favour of the motion.

2.0 ADOPTION OF THE MINUTES

2.1 Adoption of the Minutes of April 4, 2018

MOVED and SECONDED

THAT the minutes of the April 4, 2018 Youth Advisory Committee meeting be adopted as circulated.

CARRIED.

All members of the Committee present voted in favour of the motion.

3.0 PRESENTATIONS

3.1 Ice Breaker

Mayor Cote welcomed Committee members adding that he was looking forward to hearing from everyone during the meeting.

Ryan Weber, Youth Services Coordinator, invited members to share what they feel may be missing from the City and the following comments were offered:

- *Get Out! Camping* - a weekend camping initiative that gets at-risk kids out into nature without the distractions of cellphones, internet, etc. Attendees participate in various activities such as kayaking, rock climbing, art projects, sharing personal experiences, etc. Unfortunately, since Metro Vancouver halted funding on the program two years ago, it's uncertain from year to year as to whether or not the program will be able to run. As a Director on the Metro Vancouver Board, Mayor Cote requested that more information about the camp be sent to him for further consideration;
- A larger teen section in the library with more space, books, and resources. *Members were advised that there will be an expanded teen section once the renovation of the library is complete;*
- Improvements to the Columbia SkyTrain Station such as additional lighting, inside and outside of the Station. *Members were advised that the*

Columbia SkyTrain Station is under the jurisdiction of TransLink; however, the Station is on their list for improvements;

- *Composting bins should be placed throughout the City for people to get rid of produce waste (apple cores, banana peels, etc.) when they are out walking. Members were advised that these types of bins are available at River Market and that all single family homes are mandated to recycle food waste. Members were urged to submit their ideas to staff during the public consultation aspect of the City's Environmental Strategy & Action Plan;*
- *The City should ban all soft plastics. Members were advised that the City is hoping to follow Vancouver's lead as they are working on a set of rules, related to this, for all municipalities – it's a work in progress;*
- *The 410 bus stops on Ewen Avenue now and does not proceed all the way to the highway. Members were advised that this change in transit is temporary while road work is taking place. Once the construction is complete, it will return to normal;*
- *Bus stop poles should show the bus times for those that don't have Wi-Fi;*
- *The new water park in Queensborough should have more lighting around it as that area gets very dark. Staff will follow up with the Parks and Recreation Department to see about the possibility of installing additional lighting at the park as well as in the Ryall Park parking lot;*
- *Maps on the streets for visitors;*
- *TransLink signage should be in languages other than just English and French in order to acknowledge our diverse population, as well as to assist visitors;*
- *Innovation week should include activities for young entrepreneurs and cover a variety of careers and not focus specifically on the tech community;*
- *The City could host speakers, provide more grants, and also hold competitions to provide opportunities for young people to help solve some of the City's issues. Members were advised that the City offers community grant opportunities which start in January and end in early April for small projects;*
- *A bike share program should be brought to the City. Members were advised that staff are considering a bike share program, including one for electric bikes, and that staff would work with other cities to enable users to ride a bike from one municipality to another;*
- *The City should offer more free activities for teens such as drop in at the pool and free movie nights. It was noted that the City hosts a number of free or low-cost festivals such as Fridays on Front, Uptown Live, and the Columbia StrEAT Food Truck Fest. Members were asked to forward any other ideas they may have for free teen activities, as well as ideas for ways to use the space at Westminster Pier Park, to the Mayor for consideration;*
- *The Q to Q Ferry should be permanent. Members were informed that the Q to Q Ferry has been very well received and Council will decide at the end of the year whether or not to make it permanent, taking into consideration if it will be used for commuting, etc.; and,*

- The City should create more community gardens like the ones on the front lawn of City Hall as they help build community.

4.0 UNFINISHED BUSINESS

There were no items.

5.0 NEW BUSINESS

5.1 Tour of Mayor's Office

Prior to the start of the tour, Jacque Killawee, City Clerk, informed members that the City was now taking applications for those who wish to work during the upcoming general election. She advised that the application form can now be found on the City's website.

Procedural note: Jacque Killawee left at 5:47 p.m.

The tour commenced and included a tour of the Mayor's office and the cell area in the basement.

5.2 Recruitment

Ryan advised the group that all 2018/19 Youth Advisory Committee applications must go through the Clerk's office and be approved at a Council meeting. Members will be advised in the late summer when recruitment is taking place and urged to pass the information along to others who may be interested in sitting on the Committee. Members suggested that the notice of recruitment be sent to the school counsellor for further distribution to students.

6.0 REPORTS AND INFORMATION

6.1 Council Report

Mayor Cote provided the following updates:

- We have a scope for the redevelopment and rebuilding of the Canada Games Pool and Centennial Community Centre. Over the next year we will refine the design with the goal to start the build in 2020;
- A new skate park is being built in Queen's Park, replacing the one that was closed at the New Westminster Secondary School site. It is anticipated that the new park will be completed this fall; and,
- The Arenex will be rebuilt beside the new skate park – Council will be looking at that project soon.

In response to questions raised, Mayor Cote provided the following clarification:

- Part of the new pool facility, including parking, will be built where the gravel field is currently located;
- We want to keep the pool open while the new one is being built;
- The proposed size of the new pool is the same as the current Canada Games Pool. We have heard from the swim clubs and are considering building the pool big enough to hold larger swim meet competitions – this would include stands, warmup pools, etc., and incur an extra cost of approximately 10M. Since other communities would benefit from a larger pool as well, we will look at the possibility of securing a government grant to offset the additional cost of building a competition-sized pool; and,
- The new Arenex will be a bubble structure and we are moving forward with companies that are interested in building the new facility.

6.2 District Parent Advisory Committee Report – No report was provided.

6.3 ICBC Representative Report – No report was provided.

6.4 SD40 Representative Report – No report was provided.

6.5 Youth Coordinator's Report

Ryan informed the group that the City held another successful Youth Week which ran from May 1st to May 5th and included the following events:

1. May 1st – Kick Off BBQ
2. May 2nd – Youth Awards
3. May 3rd – Youth Centre Mural Project
4. May 4th – NWPD Youth Classic Basketball Tournament
5. May 5th – Youth Dance

There will be even more new and exciting events during Youth Week 2019.

Ryan announced that the Youth Centre has started a new drone program to take place on Thursdays and, with registration, participants will receive a small drone and compete in flying their drones through obstacle courses. A local hobby club is sponsoring the program and supplying drones and obstacle courses. The intent is that program will amp up in September, becoming a club with weekly meetings and competitions. Members were encouraged to drop by the Youth Centre to check it out.

At this point in the meeting, Ryan revealed that he has accepted a programmer position at the Queensborough Community Centre, and that this will be his last

Youth Advisory Committee meeting. Members congratulated Ryan on his new position.

6.6 Member Reports

Members were invited to provide updates on their academic and summer plans, which prompted comments on the following:

- Cadets;
- An upcoming summer camp;
- Starting university in the fall;
- Summer volunteering;
- Sports achievements;
- Recent travel experiences;
- Summer work plans;
- School club achievements;
- A recent TED talk presentation experience;
- Upcoming conference plans; and,
- Attendance at other committee meetings.

6.7 Museum Transportation Exhibit Invitation

A member shared with the group that she worked with Oana Capota, Curator, Museum & Heritage Services, to put this exhibit together and encouraged everyone to visit the display.

6.8 Meeting in the Middle – Maggie Chen

Procedural Note: This Item was addressed prior to Item 6.6 – Member Reports

Maggie apprised the group of Meeting in the Middle, an inter-generational leadership project running from May 2018 to January 2108 and consisting of five project leaders, five youth leaders, and five senior leaders who will work on the following five projects/pods:

- Pay it Forward (develop projects that initiate and support the community);
- Art Outside (develop outdoor art projects);
- Culinary Pursuits (explore nutrition and cooking);
- Naturally Fun Adventures (develop projects outside relating to nature); and,
- Technology (record four other projects and produce a short video).

She noted that a grant of approximately 10K has been received and will cover all of the projects. The leaders for each pod will meet over the summer to plan things

out; the rest of the recruitment will start soon. Those interested can volunteer or sign up as a participant.

7.0 NEXT MEETING

TBD

8.0 ADJOURNMENT

ON MOTION, the meeting was adjourned at 6:37 p.m.

Certified Correct,

**Sarah Labrosse,
Chair**

**Carilyn Cook
Committee Clerk**

Youth Advisory Committee
Orientation Package 2018/2019

1. Committee Terms of Reference
2. Rules of Conduct: Advisory Committees and Bodies of Council
 - a. Appendix A: Committee Meeting Operating Procedures
 - b. Sections 90-93 of the Community Charter regarding Open and Closed meetings
3. Respectful Workplace and Human Rights Policy (Human Resources Policy)
4. Social Media Policy (Human Resources Policy)
5. Committee Meeting Schedule
Also available at: <https://www.newwestcity.ca/committees/meeting-schedules>
6. Freedom of Information (FOI) Permission Form

City of New Westminster

TERMS – YOUTH ADVISORY COMMITTEE

Terms of Reference

Mandate:

1. To act as a resource to City Council on issues affecting youth in New Westminster.
2. To provide the youth viewpoint to City Council on issues such as community safety, health, recreation, employment and environment.
3. To take any action in accordance with Council's request regarding youth in the community.
4. To encourage an understanding by youth of Municipal government.
5. To provide the opportunity for the community to become aware of the positive elements of our youth.

Membership and Advisors:

The Committee shall consist of 16 voting youth members as follows:

The majority of voting youth members shall be residents of New Westminster 13 – 21 years old. A maximum of three committee members can be non-residents of New Westminster providing they are enrolled as a student in a New Westminster School.

Youth members shall be represented as follows:

New Westminster Secondary School	- 5 members
At Large (Middle or High School)	- 2 members
At Large (High School)	- 8 members
At Large (High School Graduate)	- 1 member

When representation can be established, the Committee membership shall be enlarged to include members from each of the following:

P.O.W.E.R. Program	- 2 members
Purpose Young Adult Learning Centre	- 2 members
Royal City Junior Alternate Program	- 2 members
Sigma Program	- 2 members

The youth members will be volunteers from the community and appointments will be made through the student body of local schools and in accordance with the City's normal process for the members at large.

If representation by school cannot be fulfilled then vacancies will be filled by other interested applicants.

(Non-voting) members (advisors) will be:

- Members of Council (1)
- Representative from the Parks and Recreation Department
- Youth Services Coordinator
- Representative from the School Board
- Representative from the Parent Advisory Committee
- Police School Liaison Officer
- Liaison for Community Schools
- Advisor from the Insurance Corporation of BC (ICBC)

Advisors may participate in debate but shall not move or second motions, nor vote on a matter before the Youth Advisory Committee.

Term:

The term for all voting and non-voting members will be for the 12 month period October 1st to September 30th.

Chair:

1. The Committee will select from among the voting members, two co-chairs for each year commencing October 1. The Chairs' terms shall not exceed two consecutive years.

In the absence of both Chairs, the youth members present shall select one of the voting members to act as Chair at that meeting.

Meetings and Minutes:

The number of meetings of the Youth Advisory Committee will be determined by the Committee.

Special meetings may be called by the Co-Chairs or Council at any time.

Meetings will rotate to appropriate youth settings in the community.

Minutes of meetings of the Youth Advisory Committee will be recorded by a staff representative co-ordinated through the City Clerk's Office.

Attendance:

Members shall advise the Recording Secretary of their intent to attend or to be absent from a meeting. Any member who is absent from three consecutive meetings of the Committee, or in excess of one-third of all meetings over any six month period without leave of absence from the Committee, or a reason satisfactory to the Committee, shall by Committee resolution, cease to be a member of the Committee. The City Council shall have the power to remove any member of the Committee from office at any time.

Persons who are not members of the Youth Advisory Committee may attend any open meetings of the Committee

Quorum:

A quorum shall consist of half plus one of the current voting membership at any given time.

If a quorum is not present within 30 minutes following the time at which the meeting was to commence, the Recording Secretary shall record the names of the members present at the meeting, and the meeting shall stand adjourned.

Rules of Procedure:

Committee procedures shall be governed by:

1. The Council Procedure Bylaw; and
2. The "Rules of Conduct: Standing Committees and Advisory Bodies" provided, and as revised from time to time.

Adopted: Inaugural Meeting of Council, December 7, 1998
Amended: Inaugural Meeting of Council, December 3, 2001
Amended: Regular Council meeting, October 6, 2003
Amended: Regular Council meeting, December 3, 2003
Amended: Closed Meeting, January 12, 2004
Amended: Regular Council meeting, May 17, 2004
Amended: Regular Council meeting, October 3, 2005
Amended: Regular Council meeting, June 11, 2012
Amended: Regular Council meeting, November 30, 2015

RULES OF CONDUCT FOR ADVISORY COMMITTEES & BODIES OF COUNCIL

The following instructions are to guide the function of the advisory committees and bodies of Council. These guidelines are provided as a supplement to a committee's specific Terms of Reference or Bylaw, to the Council Procedure Bylaw and to any relevant legislation.

The **Guiding Principles** establish the intent of forming a committee and define the expectations for the general conduct of the members and the committees as a whole.

1. Advisory Committees are created by Council to provide information and advice to Council on issues of interest to the public to assist Council in its decision making process.
2. Council will provide a clear mandate for each committee in order to create timely resolutions and responses to emerging issues. The mandate will be presented in the terms of reference, or governing bylaw.
3. Advisory Committee members will work towards consensus, flexibility, and inclusiveness with good will, commitment, cooperation, and respect for all parties.
4. Committees must provide a variety of perspectives and expertise on issues and act as a forum for information sharing and education.
5. Council will select committee members based on appropriate skills and expertise to ensure well-qualified, committed members.
6. Council and Committees will commit to clear communication between Council, Committees, staff, and the community.
7. Committees will function in an open and transparent manner, with respectful listening and committee rules fairly and equitably applied.
8. Committees need to recognize that there are demands on staff time and resources and that the commitment of those resources is the responsibility of Council.
9. The City Council and staff recognize and appreciate the invaluable service that committee members provide to their community.
10. Council representatives to external agencies will provide regular reports on agency activities to Council by Council report or by circulating the minutes.

OPERATION WITHIN MANDATE

Committees are created by the Mayor and Council to deal with detailed information concerning specific issues which would otherwise absorb the time and attention of Council. By fulfilling this role, committees enable Council to perform its legislative function more effectively and efficiently. A committee must therefore operate in accordance with the specific mandate and terms of reference or bylaw approved for it by Council. The *Local Government Act* provides that all **proceedings of a committee are subject to the approval of Council** (except if certain powers are delegated by bylaw).

Committees may seek changes to their mandate, terms of reference or bylaw by making recommendations to Council for such changes.

ROLES AND RESPONSIBILITIES

THE ROLE OF COUNCIL

The majority of committees are advisory bodies to Council (the Board of Variance is an exception) and all the proceedings of a committee are subject to the approval of Council. Committees cannot take action on their own accord, and all requests and recommendations must be forwarded to Council as a report for approval.

The Mayor is an ex-officio member of all committees and is entitled to vote at all meetings. Any Council member and the Chief Administrative Officer can attend any meeting, but only committee members may vote.

Committee budgets and the allocation of resources, including staff time, is the responsibility of Council. Should a committee wish to take on a project or issue that will require more than the allocated resources, a request must be presented to Council for consideration.

THE ROLE OF THE CHAIR

Subject to specific Terms of Reference or bylaw, a Council member appointed to the Committee will be the Chair.

The role of the Chair is to lead the meeting and ensure that all Committee members present have the opportunity to speak. Additionally, the Chair will:

- Once quorum is established, the Chair will open the meeting at the prescribed time;
- Lead the Committee through the agenda in the appropriate order;
- Prevent new issues, side conversations and/or unrelated matters from side tracking the agenda;

- Enforce the rules of conduct and decorum;
- Maintain a speakers list and ensure that members do not interrupt each other, staff, presenters and guests or speak out of turn;
- Respect each members' views;
- Seek agreement and build consensus;
- Ensure that Committee members' present clear and succinct motions for the Committee to vote on; and,
- Clarify misunderstandings or request clarifications regarding motions presented to the Committee.

THE ROLE OF COMMITTEE MEMBERS

Committee members are selected to provide a variety of perspectives and expertise on issues, working towards consensus with respect for all parties involved with the Committee. To achieve this goal, Committee members will:

- Participate in the committee as per the Meeting Protocol (see below) and Committee Meeting Operating Procedures (Appendix A)
- Advise the Committee Clerk/Recording Secretary whether or not they are able to attend the meeting;
- Review the agenda package prior to the meeting;
- Raise their hand during discussion to have their name added to the speakers list; and,
- Respectfully listen and speak to staff, presenters, guests, and other members during discussion.

MEETING PROTOCOL

The following is the protocol which must be adhered to by all Committee members:

- Regularly attend meetings and participate fully;
- Listen to others and observe the rule of one speaker at a time;
- Speak when acknowledged by the Chair and through the Chair;
- Observe the rules of decorum and debate;
- Do not misrepresent yourself as having any authority beyond that delegated by Council;
- Put public interest above individual, group, or social interests and consider this position as an opportunity to serve society;
- Treat other Committee members, elected officials and municipal staff with respect and courtesy;
- Follow the City's Respectful Workplace and Human Rights Policy;
- Never offer, give or accept gifts, favours or services that might tend to influence the discharge of duties;

- Never use position to secure advantage;
- Never disclose confidential information; and,
- Declare a conflict of interest and withdraw from Committee participation on any matter that involves a direct or indirect personal or financial interest.

THE ROLE OF THE STAFF LIAISON

Most Committees are provided with a staff liaison. A staff liaison is a non-voting resource of the Committee whose role is to:

- Develop the agenda in partnership with the Committee/Recording Clerk and provide necessary supporting material;
- Provide information and professional advice during the meeting;
- Provide updates regarding the Committee’s work plan items;
- Review minutes for accuracy; and,
- Assist with writing Council reports on behalf of the Committee.

THE ROLE OF THE COMMITTEE/RECORDING CLERK

Each Committee is assigned either a Committee Clerk from Legislative Services or a Recording Clerk from the department that oversees the Committee. The role of the Committee/Recording Clerk is to:

- Develop the agenda in partnership with the staff liaison;
- Distribute the agenda package;
- Track attendance and ensure that there will be quorum;
- Attend each meeting and record minutes; and,
- Assist with writing Council reports on behalf of the Committee.

COMMITTEE MEETING LOGISTICS

MEETING TIMES

The number of meetings held are per the terms of reference/bylaw and the meeting dates are set based on availability of Council, the Chair, staff and resources (ex: room bookings). The schedule will be presented to members at the first committee meeting of the year in order to allow for feedback with respect to attendance. The schedule will be available to the public on the City’s website at www.newwestcity.ca.

MEETING LOCATIONS

Committee meetings will be held in public locations, accessible by all members of the public, such as City Hall, Parks and Recreation meeting rooms and other civic buildings.

ATTENDANCE OF COMMITTEE MEMBERS

Appointed members to an Advisory Committee are required to attend regularly scheduled meetings. **The Committee Clerk, Recording Clerk and/or the Chair must be notified in advance of the meeting should a member be unable to attend.**

Depending on the Committee's Terms of Reference, any member who is absent from three consecutive regular meetings without notifying the Committee Clerk, Recording Clerk and/or the Chair in advance, or without a leave of absence, may be asked to resign or may be removed from the Committee by Council.

Committee members are reminded that attendance is vital. Without quorum, the Committee is unable to hold an official meeting and cannot pass recommendations onto Council.

TERMS OF APPOINTMENT

The terms for all Committees, except for the Library Board and Youth Advisory Committee, run from February 1 to January 31. Unless stated otherwise in the Committee's Terms of Reference, Committee members may serve multiple and consecutive terms.

REMOVAL OF A MEMBER FROM A COMMITTEE

Council may remove or ask that a Committee member resign at the request of the Committee, or on its own initiative.

RESIGNATION OF A MEMBER

Any member of a Committee wishing to resign from the Committee is requested to provide the resignation in writing to the Committee's Staff Liaison and Recording Clerk.

COMMITTEE VACANCY REPLACEMENT TERM

In the event that there is a vacancy on a Committee, Council may, at its discretion, appoint a new member to fill the vacancy. The newly appointed Committee member would hold that position for the remainder of the term.

The regulations regarding Statutory Committee vacancies are determined by the enabling statute or establishing bylaw.

COMMITTEE MEETING PROCEDURES AND RULES OF ORDER

QUORUM

A quorum of Committee members for Advisory Committee meetings is determined by the Terms of Reference or bylaws for the Committee. A committee **cannot** take action if a quorum is not present. Committee members shall be responsible for advising staff of whether or not they are able to attend a meeting.

Unless otherwise stipulated, a quorum shall be half the currently appointed voting members plus one. Typically, a Council member must be present for a quorum to be achieved. Therefore, quorum is achieved when a majority of the members and a Councillor are present (50% +1). The Mayor, when present, shall be counted in achieving quorum.

When a quorum is not present thirty (30) minutes after the time established for a Committee meeting to start, the meeting will be called to order, the person responsible for recording the minutes shall record the names of those members present and the meeting will be adjourned. If quorum is not achieved or is lost during the meeting, and members remain to discuss issues, the Chair may choose to continue the meeting on an information basis. Should this occur, the Committee cannot vote on any issue or make any recommendations to Council. The City prefers not to continue the meeting in order save City resources.

OPEN & CLOSED MEETINGS

The *Local Government Act* requires that all meetings of advisory committees and bodies established by Council be open to the public.

If a portion of the meeting agenda requires a confidential discussion, as per Section 90 of the Community Charter, then the meeting must be posted as a Closed Meeting 24 hours before the meeting is due to start.

Before a meeting or part of a meeting is closed to the public, the committee must state by resolution:

- a) the fact that the meeting (or portion of meeting) is to be closed; and,
- b) the basis under section 90 (1) or (2) of the *Community Charter* (Appendix B) on which the meeting is to be closed.

If there are any questions about the procedures for Closed meetings, please refer them to the City Clerk.

MINUTES

The recording secretary will provide a draft copy of the minutes to Committee members with the next agenda package, which is to be delivered to members electronically approximately five days prior to the meeting date.

Adopted minutes of Committee meetings must be signed by the Chair and Recording Secretary, and the original minutes placed in the appropriate committee binder in the Legislative Services Office.

The Committee Secretary will post an unsigned PDF copy of the adopted minutes to the City's website within one week of adoption.

RECOMMENDATIONS TO COUNCIL

Any committee decision requiring action or preparation of a report by staff, or an expenditure of funds, shall be submitted to Council for ratification, in the form of a recommendation taken from the minutes of the committee meeting. A recommendation that Committee members attend workshops, seminars or conferences is an exception to this process. These committee recommendations should be forwarded, in an approved report format, to the City Administrator for approval/denial or referral to Council.

Recommendations are forwarded to Council for their consideration, and may not always be passed by Council.

Any proposed communication with outside bodies, setting out a position or making a substantive request, must be requested in the form of a recommendation to Council taken from the minutes of the committee. An advisory committee cannot undertake such communication on its own.

VOTING

All members of a Committee, including the Chair (unless otherwise stated in a Committee's Terms of Reference) may vote on any question before it. See Appendix A for further information.

When making decisions, a committee member must first make a motion for consideration by the group (the **MOVER**); this motion must then be seconded by another committee member (the **SECONDER**). Following the motion made by the mover and seconder, discussion regarding the recommendation may ensue amongst the group. Concluding discussion, the Chair will call for a vote.

In order for a vote to be passed (unless otherwise specified in the terms of reference, bylaw, or legislation), 50% plus one of the attendees must vote in favour by a show of hands; otherwise, the vote is defeated. Members who vote in opposition will have their name recorded in the minutes. Please note, a tie vote is a lost vote.

When voting, there are no abstentions; if one does not clearly convey their voting intent to the Chair, their vote will be noted in favour of the motion.

CONFLICT OF INTEREST:

Should a member consider that he or she is not entitled to participate in the discussion of a matter, or vote on a question in respect of a matter because the member has a direct or indirect pecuniary interest in the matter or for any other reason, the member should declare this and state the general nature of why the member considers this to be the case (which shall be noted in the minutes). The member should then leave the meeting room for the duration that the matter is under consideration.

PRESENTATIONS TO COUNCIL

Committees may make presentations to Council by submitting a written request to Council to be heard at a Regular meeting or at the request of Council. A committee's role is to provide information, expertise, and advice to assist Council in remaining informed on the issues and in making decisions on those issues. If a member opposes a committee decision, the appropriate expression of that dissent is the recording of it in the minutes (see VOTING).

REPORTS TO COUNCIL

A standing committee can prepare a written report to Council, but the report must be presented to Council by the Director of the Department. The report can contain the signature of the staff liaison and Committee Chair.

OPERATING PROCEDURES

The Procedure Bylaw provides that committees are bound by Council's rules of conduct with the following exceptions:

1. There is no limit on the number of times a member may speak.

The Chair shall provide committee members with guidance concerning these rules, and if there is any question or challenge of meeting procedures, the Chair shall make the final determination.

APPENDIX A COMMITTEE MEETING OPERATING PROCEDURES

The Agenda

An agenda is prepared and forwarded to all Committee members approximately one week prior to the date of the meeting. For a meeting to be productive, all members should:

- Review the agenda and accompanying reports prior to the meeting; and,
- Prepare questions and comments.

Handling the Business of the Meeting

Good decision making requires:

- Background information;
- Preparation before the meeting;
- Options and recommendations through discussion;
- Full participation during the meeting;
- Regular attendance;
- Cooperation by all members; and,
- Consideration of others' ideas and opinions.

Voting and Debating Rights

Each member of a Committee may make or second motions and may debate motions. Any member that is designated as a voting member may vote on a motion. Proxy votes are not permitted.

Making Motions and Committee Recommendations

A Committee recommendation is a motion made by the Committee to request a formal action by Council. These recommendations are recorded by the Committee/Recording Clerk and forwarded to Council as part of a Committee report. Recommendations are forwarded to Council for their consideration, and may not be adopted, or may be adopted as amended by Council.

The steps of handling a main motion are:

1. A Committee member makes a motion:
 "I move that..."

2. Another Committee member seconds the motion:
 "I second the motion."

3. The Chair of the Committee states the motion:
“It is moved and seconded that...”
4. The Chair opens the floor to debate, maintaining a speakers list and calling on speakers in order:
“Is there any discussion?”
5. The Committee members debate the motion.
6. Once the debate is completed, the Chair puts the motion to a vote (also known as “calling the question”):
“We are now voting on the motion to... All those in favour? [Those voting in favour raise their hands.] All those opposed?” [Those voting in opposition raise their hands, and can also make a verbal indication. **Those voting in opposition must clearly indicate their opposition.**]
7. The Chair announces the result:
“The motion passes”; or, “The motion is defeated”; or, “Tie vote, the motion is defeated.”

Amending Motions

An amendment is a motion to change the wording of another (the “original” motion before voting on the “original” motion. An amendment is always addressed prior to the original motion. In effect, the amendment temporarily sets aside the motion which it proposes to modify. A motion to amend a debatable motion is also debatable and requires the same steps as a main motion.

1. By inserting or adding words
“I move that the motion be amended by adding the word[s]...”
2. By removing words
“I move that the motion be amended by removing the words...”
3. By removing words and inserting replacement words
“I move that the foregoing motion be amended by deleting the words ... and inserting the words ... in their place.”

Only two levels of amendments are allowed. A main motion can be amended (primary amendment), an amendment can be amended only once (sub-amendment). No amendment is permitted to a sub-amendment.

Debating Motions and Amendments

When an amendment is made, discussion is allowed on the amendment only, not the main motion. Once the vote on the amendment is taken, discussion proceeds on the motion (as amended, if the amendment is passed).

Motion to Withdraw a Motion

A motion may be withdrawn by the mover and the seconder of the motion, with the consent of all members present. A motion may not be withdrawn after it has been voted on.

Point of Order

A statement that a rule of the Committee is being violated. It is ruled on by the Chair whose decision may be appealed to the Committee and decided by Committee resolution.

Recess

A motion to take a break in the meeting. A motion or call for a recess should specify the amount of time to be taken for the recess.

Reading of Motions

A member may require the motion under consideration to be read. The Committee Clerk would then read the motion. Sometimes, the Committee Clerk will ask to read or clarify a motion if he/she is unsure what it is or if she/he feels others may not understand the exact motion being considered.

Rules of Decorum and Debate

Committee meetings tend to be more informal than a City Council meeting; however, here are some meeting rules which may be helpful:

- The mover of a motion has the right to speak first to their motion;
- In order to speak a second time, a member should wait until all those who wish to speak have done so for the first time;
- Members must remain courteous and avoid personal attacks on each other and staff;
- Remarks must be confined to the motion before the Committee;
- Members should not interrupt another speaker; and,
- Motions should be phrased concisely and to the point.

APPENDIX B
Section 90-93 of the *Community Charter*

Division 3 — Open Meetings

General rule that meetings must be open to the public

89 (1) A meeting of a council must be open to the public, except as provided in this Division.

(2) A council must not vote on the reading or adoption of a bylaw when its meeting is closed to the public.

Meetings that may or must be closed to the public

90 (1) A part of a council meeting may be closed to the public if the subject matter being considered relates to or is one or more of the following:

(a) personal information about an identifiable individual who holds or is being considered for a position as an officer, employee or agent of the municipality or another position appointed by the municipality;

(b) personal information about an identifiable individual who is being considered for a municipal award or honour, or who has offered to provide a gift to the municipality on condition of anonymity;

(c) labour relations or other employee relations;

(d) the security of the property of the municipality;

(e) the acquisition, disposition or expropriation of land or improvements, if the council considers that disclosure could reasonably be expected to harm the interests of the municipality;

(f) law enforcement, if the council considers that disclosure could reasonably be expected to harm the conduct of an investigation under or enforcement of an enactment;

(g) litigation or potential litigation affecting the municipality;

(h) an administrative tribunal hearing or potential administrative tribunal hearing affecting the municipality, other than a hearing to be conducted by the council or a delegate of council;

(i) the receipt of advice that is subject to solicitor-client privilege, including communications necessary for that purpose;

(j) information that is prohibited, or information that if it were presented in a document would be prohibited, from disclosure under section 21 of the *Freedom of Information and Protection of Privacy Act*;

(k) negotiations and related discussions respecting the proposed provision of a municipal service that are at their preliminary stages and that, in the view of the council, could reasonably be expected to harm the interests of the municipality if they were held in public;

(l) discussions with municipal officers and employees respecting municipal objectives, measures and progress reports for the purposes of preparing an annual report under section 98 [*annual municipal report*];

(m) a matter that, under another enactment, is such that the public may be excluded from the meeting;

(n) the consideration of whether a council meeting should be closed under a provision of this subsection or subsection (2);

(o) the consideration of whether the authority under section 91 [*other persons attending closed meetings*] should be exercised in relation to a council meeting.

(2) A part of a council meeting must be closed to the public if the subject matter being considered relates to one or more of the following:

(a) a request under the *Freedom of Information and Protection of Privacy Act*, if the council is designated as head of the local public body for the purposes of that Act in relation to the matter;

(b) the consideration of information received and held in confidence relating to negotiations between the municipality

and a provincial government or the federal government or both, or between a provincial government or the federal government or both and a third party;

(c) a matter that is being investigated under the *Ombudsperson Act* of which the municipality has been notified under section 14 [ombudsperson to notify authority] of that Act;

(d) a matter that, under another enactment, is such that the public must be excluded from the meeting.

(e) a review of a proposed final performance audit report for the purpose of providing comments to the auditor general on the proposed report under section 23 (2) of the *Auditor General for Local Government Act*.

(3) If the only subject matter being considered at a council meeting is one or more matters referred to in subsection (1) or (2), the applicable subsection applies to the entire meeting.

Other persons attending closed meetings

91 (1) If all or part of a meeting is closed to the public, the council may allow one or more municipal officers and employees to attend or exclude them from attending, as it considers appropriate.

(2) If all or part of a meeting is closed to the public, the council may allow a person other than municipal officers and employees to attend,

(a) in the case of a meeting that must be closed under section 90 (2), if the council considers this necessary and the person

(i) already has knowledge of the confidential information, or

(ii) is a lawyer attending to provide legal advice in relation to the matter, and

(b) in other cases, if the council considers this necessary.

(3) The minutes of a meeting or part of a meeting that is closed to the public must record the names of all persons in attendance.

Requirements before meeting is closed

92 Before holding a meeting or part of a meeting that is to be closed to the public, a council must state, by resolution passed in a public meeting,

- (a) the fact that the meeting or part is to be closed, and
- (b) the basis under the applicable subsection of section 90 on which the meeting or part is to be closed.

Application of rules to other bodies

93 In addition to its application to council meetings, this Division and section 133 [*expulsion from meetings*] also applies to meetings of the following:

- (a) council committees;
- (b) a municipal commission established under section 143;
- (c) a parcel tax roll review panel established under section 204;
- (d) a board of variance established under section 899 of the *Local Government Act*;
- (e) an advisory body established by a council;
- (f) a body that under this or another Act may exercise the powers of a municipality or council;
- (g) a body prescribed by regulation.

Policy Title:	RESPECTFUL WORKPLACE AND HUMAN RIGHTS POLICY
Issue Date:	2010 June
Revised Date:	2018 February 2018 October
Prepared by:	Human Resources
Document #:	133506

1. **PURPOSE**

The City of New Westminster values all of its Employees and is committed to providing a Workplace where people are treated, and treat each other, professionally and respectfully in their interactions. Through this Policy, the City supports the maintenance of a respectful workplace by providing education about human rights, harassment, bullying, and appropriate behaviour in the workplace and by setting out processes for resolution of respectful workplace complaints.

Principles:

- A Respectful Workplace enhances job satisfaction, teamwork and productivity and thus is in the best interests of the City, its Employees, Council, Boards and those providing services to the City and the citizens of New Westminster.
- This Policy responds to the City of New Westminster's responsibility under the BC Human Rights Code to prevent discrimination and harassment, to provide procedures to handle complaints, to resolve problems and to remedy situations when a breach of this Policy occurs. This Policy is also intended to comply with WorkSafeBC's policies on workplace bullying and harassment.
- The City of New Westminster will not tolerate disrespectful behaviour. All persons associated with and employed by the City of New Westminster are accountable for their own conduct and are required to conduct themselves in a respectful and appropriate manner at the workplace and at work-related gatherings. They are also responsible for reporting any breaches of this Policy to Human Resources and for participating in the City's initiatives to improve respect and conflict management within their work units.

- The City of New Westminster will provide training designed to support the administration of this Policy and to ensure that all persons governed by this Policy are aware of their responsibilities under this Policy.

2. SCOPE

- 2.1 This Policy applies to all Persons associated with and employed by the City of New Westminster, elected officials, and Boards, and to all aspects of the employment relationship. It governs conduct at the workplace and at work-related gatherings.
- 2.2 This Policy does not limit the rights or responsibilities of the City of New Westminster to manage work performance appropriately and in good faith. Actions by City Managers that are part of their responsibilities and performed for legitimate business purposes, such as changing work assignments or performance management, do not constitute a breach of this Policy.
- 2.3 The City may investigate an incident(s) on its own initiative where there are concerns about alleged breaches of this Policy, and the potential impact of inappropriate conduct on a respectful workplace.
- 2.4 This Policy supersedes previous City operating guidelines and/or policy on this matter.

3. DEFINITIONS

A Respectful Workplace: is characterized by courteous and considerate behaviour towards others; inclusion of all persons of different backgrounds, cultures or opinions; safety from inappropriate behaviour; and includes constructive resolution of disputes.

Disrespectful Behaviour: means any conduct in breach of this Policy and includes Workplace bullying and harassment which are defined as including any inappropriate conduct or comment that a person knows or reasonably ought to know would cause another person to be humiliated or intimidated but excludes any reasonable action taken by the City relating to the management and direction of its Employees or the workplace. Examples include verbal aggression or insults, calling a person derogatory names, reprimanding in the presence of others, harmful hazing or initiation practices, vandalizing personal belongings or the City's equipment, and spreading malicious gossip or rumours.

For the purposes of this Policy, disrespectful behaviour also includes discrimination and harassment as defined below.

Allegation: is an unproven assertion or statement.

Complainant: is the person bringing forward a complaint or allegation of disrespectful behaviour. There may be more than one Complainant in a complaint.

Discrimination: is unfair differential treatment of an individual or group, whether intended or not, on the basis of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age, or unrelated criminal conviction. Discrimination of this nature imposes burdens or obligations on an individual or group that serve no work-related function. Such conduct is not only a breach of this Policy; it may also be a breach of the BC Human Rights Code.

The City of New Westminster is under a legal duty to accommodate individuals, or groups protected from discrimination under the BC Human Rights Code, unless it would create undue hardship for the City.

Employee: includes all employees (exempt, unionized, full-time, part-time, auxiliary, temporary, and probationary), applicants, apprentices, students, volunteers, members of Council and City Boards, contractors and consultants working for the City of New Westminster.

Harassment: any behaviour that satisfies one or more of the following definitions of harassment:

- (a) **Harassment based on a prohibited ground of discrimination:** Behaviour directed towards another person or persons that:
- is abusive, unfair, offensive, or demeaning; and
 - is related to a prohibited ground of discrimination under the BC Human Rights Code; and
 - a reasonable person would know or ought to know would have the effect of interfering with an individual's work or participation in work-related activities or would create an intimidating, hostile or offensive environment for work or participation in a work-related activity.
- (b) **Sexual harassment:**
- conduct or comment of a sexual nature made by a person who knows or ought reasonably to know that the behaviour is unwanted or unwelcome; or
 - the expressed or implied promise of a reward for complying with a request of a sexual nature; or
 - the actual reprisal or an expressed or implied threat of reprisal for refusal to comply with such a request; or
 - conduct or comment of a sexual nature which is intended to, or has the effect of, creating an intimidating, hostile or offensive environment.

Examples of sexual harassment include unwelcome advances or flirtations, comments or physical contact, propositions or invitations for sexual favours; unwelcome suggestive jokes, the display or circulation of sexually suggestive or pornographic materials.

(c) **Personal harassment:** Behaviour directed towards a specific person or persons that:

- serves no legitimate work-related purpose; and
- a reasonable person would know or ought to know would create an intimidating, humiliating, or hostile work environment.

Examples of personal harassment include making derogatory comments, swearing, yelling, inappropriately interfering with another's work, embarrassing practical jokes, ridicule, gossip, abuse of authority, physical assault.

Mediation: is a voluntary process where the Complainant and the Respondent consent to meet with a Human Resources representative to determine whether the dispute can be informally resolved in a mutually satisfactory manner. In some instances the City may determine that an external mediator should be called upon to assist in achieving resolution. Mediation discussions between the parties are treated as private and confidential.

Person(s): includes all Employees, suppliers delivering material to the City, and members of the public who are accessing City services or City operated facilities.

Workplace(s): includes City buildings, facilities, sites, offices or work environment, locations visited by Employees while traveling on City related business including conferences, meetings, vendor/supplier or customer sites and locations of work-based social gatherings.

Reasonable Person Standard: refers to whether or not a reasonable person in roughly the same position as the Complainant would determine disrespectful behaviour to have occurred.

Respondent: is a person or persons against whom an allegation of disrespectful behaviour has been made pursuant to this Policy.

Retaliation: is taking adverse action against another person for making a complaint in good faith or providing information in connection with an investigation or as a result of the resolution of a complaint. Examples of retaliation may include withholding information, sabotaging a person's work, denial of a transfer or promotion, unjust negative evaluations or references.

4. **POLICY**

4.1 Disrespectful behaviour is not tolerated by the City. All persons associated with and employed by the City of New Westminster are responsible for conducting themselves in

- a respectful manner in the Workplace and at work-related gatherings. Any person found to be in breach of this Policy will be subject to discipline up to and including termination from employment, cancellation of contract or denial of services.
- 4.2 All persons associated with and employed by the City of New Westminster will be treated equitably under this Policy. All matters arising under this Policy will be dealt with in a fair, unbiased and timely manner.
- 4.3 All persons associated with and employed by the City of New Westminster have a responsibility for ensuring that the City's working environment is free from disrespectful behaviour. Council, Boards, management and union representatives bear the primary responsibility for maintaining a working environment free from disrespectful behaviour. They are expected to act on this responsibility whenever necessary, whether or not they are in receipt of a complaint. The expertise of the Human Resources department is available to all persons associated with and employed by the City to assist with the interpretation and implementation of this Policy.
- 4.4 Efforts at informal resolution will be encouraged as a first avenue to resolution of a complaint.
- 4.5 This Policy will be interpreted, administered and applied in accordance with the principles of procedural fairness and natural justice. In particular:
- (a) All persons will be advised of the provisions of this Policy and of the procedures available to them under the terms of this Policy.
 - (b) Any Complainant who wishes the City to assist in the resolution of a complaint through mediation or investigation must be prepared to be identified to the Respondent.
 - (c) Complainants and Respondents must be given the opportunity to present evidence in support of their positions and to defend themselves against allegations of disrespectful behaviour.
 - (d) Complainants and Respondents may be accompanied by a support person, or a representative of their union, or legal counsel (for exempt Employees) throughout the process established by this Policy.
 - (e) All complaints that proceed beyond the informal resolution phase must be submitted in writing. All submissions, responses, comments and decisions pursuant to the Policy will be made in writing if the complaint proceeds beyond the informal resolution phase.
- 4.6 Those responsible for interpreting, administering and applying this Policy will use a Reasonable Person Standard.

- 4.7 This Policy will not be applied in such a way as to limit the rights and responsibilities of those in supervisory roles to manage and discipline Employees in accordance with collective agreements or applicable City policies and procedures.
- 4.8 Persons associated with and employed by the City of New Westminster have an obligation to participate in the procedures established under this Policy and to cooperate in a forthright manner by providing honest, accurate and timely information.
- 4.9 If, following an investigation, the City determines that a complaint has been made in bad faith or is frivolous, vexatious or malicious the City may take disciplinary action up to and including the termination of employment, cancellation of contract or denial of services. A misunderstanding, a misinterpretation or an unfounded complaint do not constitute a complaint made in bad faith.
- 4.10 A Complainant or a Respondent may object to the participation of a person in the administration of this Policy on grounds of conflict of interest or reasonable apprehension of bias. Such objection should be submitted in writing to the Director of Human Resources whose decision will be final. Where the objection relates to the participation of the Director of Human Resources, the Chief Administrative Officer will make the determination.

5. RESPONSIBILITIES

Employees:

- 5.1 Employees must participate in appropriate training, familiarize themselves with this Policy and know their rights and obligations arising from it. They must not engage in disrespectful behaviour as defined in this Policy.
- 5.2 Employees must treat every person with dignity and respect; attempt to resolve differences with other Employees in a respectful way as soon as possible; raise concerns in a timely manner; cooperate in interventions and investigations to resolve complaints of disrespectful behaviour; and maintain confidentiality related to such complaints.

Council, Management and Union Representatives:

- 5.3 Management has primary responsibility for the administration of this Policy and must have a thorough knowledge of this Policy. Management will set and enforce standards of appropriate workplace conduct and will intervene as soon as practicable when they witness or receive a report of any disrespectful behaviour.
- 5.4 Council, Boards, management and union representatives will lead by example in treating all Employees with dignity and respect and exercising authority and, or leadership in a respectful manner.
- 5.5 All complaints of disrespectful behaviour will be taken seriously.

- 5.6 Management will assist a Complainant to resolve a concern, including by facilitating a discussion between the Complainant and the Respondent. Where possible they will coach the Complainant and the Respondent to change their behaviour.
- 5.7 Management will take all reasonable steps to deal with alleged disrespectful behaviour that they are aware of, or reasonably should have been aware of (even if a direct complaint has not been made), in a timely fashion while maintaining as much confidentiality as possible. Reasonable steps may include referring the matter to the City of New Westminster Police Department for further investigation.
- 5.8 Management will consult with Human Resources for guidance to address complaints of disrespectful behaviour.

Human Resources:

- 5.9 The Human Resources department will take a leadership role in providing training for management and employees on respectful workplace behaviour. They will also give advice on this Policy, addressing and providing assistance to resolve issues of disrespectful behaviour.
- 5.10 The Human Resources department will provide mediation where the Complainant and the Respondent consent to meet to determine whether the dispute can be resolved in an informal and mutually satisfactory manner. In some instances, the Human Resources department may determine that a third party mediator should be called upon to assist in achieving resolution.
- 5.11 The Human Resources department will determine how and when investigations will occur and will oversee the investigation process.

6. CONFIDENTIALITY

- 6.1 Allegations of disrespectful behaviour may involve the collection, use and disclosure of sensitive personal information. Confidentiality is required so that those who may have experienced disrespectful behaviour will feel free to come forward. Confidentiality is required at all stages of the investigation process including following the conclusion of the investigation so that the reputations and interests of those accused of disrespectful behaviour are protected. However, either the Complainant or the Respondent may discuss the case in confidence with their supervisor, a support person, union representative or Human Resources
- 6.2 Subject to any limits or disclosure requirements imposed by law or required by this Policy, any and all information, oral and written, created, gathered, received or compiled through the course of a complaint is to be treated as confidential by the Complainant or the Respondent, their representatives, witnesses, and any other

persons designated by this Policy. Information will be disclosed only to the extent necessary to investigate and resolve the complaint.

- 6.3 All investigatory and evidentiary documents as gathered and/or prepared by Human Resources or their designate(s) including summary investigation reports will be deemed the property of the City and will be held in the strictest confidence. Such documents will not be copied or distributed, subject to disclosure requirements imposed by legal proceedings or required by this Policy or by agreement between the parties.
- 6.4 All recorded personal information will be treated as "supplied in confidence" for the purposes of compliance with the *Freedom of Information and Protection of Privacy Act* of BC and responding to access requests under that legislation.
- 6.5 The Director of Human Resources may provide information concerning a complaint, to appropriate City officials on a need-to-know basis.
- 6.6 Any person breaching confidentiality may be subject to discipline or other appropriate action.

7. PROCEDURES FOR RESOLVING DISRESPECTFUL BEHAVIOUR IN THE WORKPLACE

- 7.1 The City of New Westminster recognizes that conflicts and disagreements can occur within the workplace and expects such issues to be resolved in a manner that contributes to a healthy and productive workplace. Employees are encouraged to resolve disputes at an early stage through respectful and open dialogue between themselves, or by calling upon the assistance of their supervisors and, or, an HR representative.
- 7.2 The following procedures have been established so that complaints can first be addressed informally; and only if that is not possible, then formally. The goal of this Policy and its procedures is to prevent, correct and remedy situations of disrespectful behaviour and not to be punitive; although, depending on circumstances, discipline may result.
- 7.3 Complaints against, or by members of City Council or Boards should be directed to the Chief Administrative Officer.

The Informal Process

Step 1: The Informal Conversation

- Persons who experience disrespectful behaviour are strongly encouraged to engage in a conversation with the Respondent to clarify and resolve the concerns.
- Where a Complainant is unable to have the conversation directly with the Respondent, he/she should contact his/her Manager or Supervisor as soon as possible. If needed, the

Manager/Supervisor will offer assistance such as scheduling the conversation between both parties or attending the meeting as an observer.

- Union participation and support is welcome.

Step 2: Mediation with the Direct Assistance of a Manager/Supervisor or Human Resources Representative

If there is no resolution under Step 1 and the Complainant continues to seek resolution, then he/she should approach his/her Manager or Supervisor with the concern(s). The goal is to understand and mutually resolve the issue so that persons conduct themselves in a civil, respectful and cooperative manner.

Steps taken by the Manager/ Supervisor/ or Human Resources representative could include:

- Meeting separately with the Complainant and the Respondent to review the concerns;
- Meeting together with the Complainant and the Respondent to facilitate a conversation aimed at understanding and resolving the issue;
- Reviewing applicable policies with the Complainant and the Respondent and reinforcing expectations of respectful conduct;
- Seeking commitments from the Complainant and the Respondent that they will conduct themselves in a respectful manner;
- Following-up where appropriate with the Complainant and the Respondent after the resolution process to ask whether commitments to respect are being adhered to; and, or
- Recording steps taken in the resolution process.

In the event Employees cannot resolve their differences by informal conversation between themselves, or with the help of management or a Human Resources representative, the Human Resources department may provide the assistance of an external mediator to support the Employees informally, and to find a mutually acceptable way to resolve the conflict. This external mediator will report to Human Resources on the conclusion of the mediation.

Interim Measures

It may be necessary that interim measures be taken while a complaint is being resolved, investigated or decided. Such measures will be precautionary, not disciplinary and may include separating the Complainant from the Respondent by transfer or by assignment of different hours, etc.

The Formal Process

Step 3: Formal complaint

If there is no resolution under Steps 1 and 2, and the Complainant continues to seek resolution, then he/she must file a written complaint to his/her Manager or to the Director of Human Resources.

A complaint must be filed within three (3) months of the alleged incident, or of the last incident if there is more than one incident. The Director of Human Resources may extend that time limit in exceptional circumstances.

If a Complainant requires assistance in filing a written complaint, they may request assistance from their Supervisor or Human Resources, who will ensure there is support for the filing of the written complaint.

Information required for a written complaint

- The specific incident(s) that have led to the filing of the complaint — if there is more than one, number them;
- The date the incident(s) occurred;
- The identity of the Respondent;
- What the Respondent(s) said or did that was in breach of this Policy;
- The names and department(s) of any potential witnesses;
- How the incident(s) affected the Complainant; and any impact the incident(s) had on the Complainant's work.
- Any attempts made to resolve the complaint under Steps 1 or 2; what those were, and who assisted.

The Investigation

Once a written complaint is received, the Director of Human Resources or HR representative will undertake an investigation immediately.

The names of the parties and the circumstances related to the complaint will not be disclosed except where necessary to investigate the complaint, or to take appropriate disciplinary measures, or as the law requires.

The Director of Human Resources may reject a complaint on the grounds that it is made in bad faith, is frivolous, vexatious or malicious, or that it lies outside the jurisdiction of this Policy, or

is beyond the time limits for making a complaint. This decision must include the reasons for the decision and will be communicated to the Complainant in writing.

If a complaint of disrespectful behaviour is made against the Director of Human Resources, the Chief Administrative Officer will receive the complaint and handle all matters related to the investigation and resolution of the complaint.

If a complaint proceeds, the Director of Human Resources may appoint an external investigator to investigate the allegations made in the complaint. The Complainant and the Respondent will be notified that an investigation will proceed and given the name and contact information of the investigator. The Director of Human Resources or HR representative, will oversee the investigation process.

Respondents will be provided with the opportunity to explain themselves and to have those explanations fully considered by whoever is carrying out the investigation.

The investigator's mandate will include interviewing the Complainant, Respondent and witnesses where appropriate; making findings of fact; determining whether the facts constitute disrespectful behaviour in breach of this Policy; and issuing a summary report consistent with the mandate. The investigation will be thorough, objective, expeditious and fair for all parties involved.

In reaching a decision on whether this Policy has been breached, the investigator will use a standard of proof corresponding to the civil burden of proof on a balance of probabilities.

The investigator's report will be delivered to the Director of Human Resources. All documentation related to the investigation is the property of the City. The Complainant and the Respondent will be advised of the outcome of the investigation, but will not be provided with a copy of the report. Witnesses who participate in the investigation will be advised that the investigation has concluded.

In the event of legal proceedings (e.g. grievance and arbitration); documentation required for the judicial process will be made available by the Director of Human Resources to the requesting legal counsel, or union representative, representing the parties.

The Director of Human Resources will consider the findings contained in the report and determine what steps or remedy to take. These may include education, counseling, discipline, or some other action. The Director of Human Resources will communicate this decision in writing to the Complainant, the Respondent, and their representatives, if applicable.

The Complainant or Respondent may request a review of this decision by the Director of Human Resources; this request must be made in writing within thirty (30) days of receipt of the Director's decision.

This Policy is meant to foster a respectful workplace environment through fair and equitable process and does not contemplate any form of financial remedy.

8. THE CONSEQUENCES OF NON-COMPLIANCE WITH THIS POLICY

- 8.1 Any person who breaches this Policy will be subject to remedial measures and/or disciplinary action, up to and including termination of employment, cancellation of contract or denial of services.
- 8.2 Every person has the right to report, in good faith, incidents of disrespectful behaviour without fear of retaliation. The City prohibits any form of retaliatory action against any person who, in good faith, files a complaint. Retaliation by any person against anyone involved in an informal, internal or external formal complaint process will be subject to discipline, up to and including termination of employment, cancellation of contract or denial of services.

9. EMPLOYEE'S RIGHTS

- 9.1 In the event an Employee makes a complaint under this Policy, the Employee retains the right to make a complaint to the BC Human Rights Tribunal or WorkSafeBC. If the Union has filed a grievance on behalf of the Employee, the Employee will not be entitled, later, to make a complaint under this Policy based on the same facts.

Policy Title:	SOCIAL MEDIA
Issue Date:	January 2012
Revised Date:	October 2013
Prepared by:	JOAN BURGESS, Director of Human Resources
Document #:	179625

1. **Purpose**

The purpose of this policy is to provide a framework for public communication using electronic social media tools. This policy provides appropriate and reasonable guidelines, direction and awareness for social media usage at the City of New Westminster and sets forth the City's expectations and requirements concerning such participation.

This policy is intended to:

- Ensure effective online communication while adhering to legal requirements, particularly Freedom of Information and Protection of Privacy Legislation.
- Ensure that you understand your responsibilities to the City and your co-workers.
- Protect the privacy, confidentiality, interest and reputation of employees and the City.
- Ensure a respectful workplace free from harassment and discrimination.
- Establish a standard for professional and respectful online communication.
- Protect the City's confidential business information.

2. **Definitions**

- a) Social media is defined as freely accessible online tools used to produce, post and interact using text, images, video and/or audio to communicate, share, collaborate or network with others. Social media includes, but is not limited to, personal

websites, blogs, wikis, online forums, message boards, email groups, social networks (e.g. Facebook, Twitter, LinkedIn, YouTube, etc) and any other similar online tools.

The absence or lack of explicit reference to specific social media does not limit the extent of the application of this Policy.

- b) Personal information is defined as information about an identifiable individual, but does not include contact information. Personal information includes, among other things, an individual's name, email address or username if it includes the individual's name, a portion of their name, or is a pseudonym that is attributable to an identifiable individual by using other readily available information; home address or email; appearance and image; educational and employment history; and personal opinions.
- c) Contact information means information to enable an individual to contact an individual at a place of business, such as business name, business title, business address, business telephone number, business email, etc.

3. Scope

This Policy applies to all persons associated with and employed by the City of New Westminster, elected officials and Boards, and to all aspects of the employment relationship (Regular Full-Time, Regular Part-Time, Temporary, Auxiliary, Seasonal, Volunteer, Contractor, etc).

This Policy applies to all social media using any type of Internet-enabled device, whether work issued or personal.

4. Related Policies and Procedure

This policy is applied in conjunction with the following City Policies which include but are not limited to:

- Code of Conduct Policy
- Respectful Workplace and Human Rights Policy
- Record Management Policy
- Email/Internet Policy

This policy is governed by the following legislation which includes but are not limited to:

- BC Human Rights Code
- BC Freedom of Information and Protection of Privacy legislation

5. **Social Media Usage**

Guidelines

- All information placed on social media sites is considered public information similar to information published on City pages.
- All communications on behalf of the City should adhere to the highest professional standards of communication.
- Social media sites will not be the primary distribution method for City information.
- Information that the City posts on social media sites should be duplicates that can be retrieved on our Internet or traditional media sources and will not be considered a record of the City.
- The City will monitor its' social media sites and will remove any material that uses ethnic slurs, personal insults, obscenity, or engage in any objectionable or inflammatory conduct that are contrary to Canadian law.
- Consideration will be made to forwarding these types of postings to the City's Human Resources Department and/or the Police Service for possible investigation.
- The City will post a disclaimer on its' social media sites informing users that they are providing personal information to the site and the City and that the City does not have ownership or control of the information because this information resides with the social media service.
- The City will post a disclaimer if the social media site is hosted outside of Canada.

Social Media User Responsibilities

- You are expected to use common sense, caution and good judgment when participating in social media and conduct ourselves in a way which reflects positively on the City.
- Social media usage, even when anonymous or conducted under a pseudonym, must be in compliance with the BC Human Rights Code, BC Criminal Code, BC Freedom of Information and Protection of Privacy legislation, copyright and patent laws as well as must be in accordance with the City's Code of Conduct Policy, Conflict of Interest Policy, Respectful Workplace and Human Rights Policy and Email/Internet Policy.
- When making work-related postings as a representative of the City, you must not post anonymously or use a pseudonym; you should use your work email address, identify yourself by name and your role at the City.

- When commenting online about work-related issues in a personal capacity, you should use a private email address, identify yourself by name, your role at the City and make every effort to make it clear that you are speaking for yourself, not as a representative of the City.
- You are personally responsible for the content of anything you send, receive, download or post on social media sites.
- You should be aware that communication made through social media is public, even if posted anonymously, or to a limited group of individuals, and can exist online in perpetuity or in individual computers even if the original posting is removed.
- You should ensure that any comment on City matters is appropriate to your position and does not conflict with your role at the City.
- You should not disclose any City information or content that you are not specifically authorized to disclose.
- You should not use the City's logo or trademarks when using social media unless specifically authorized.
- You should be aware that your connection to the City may be indirect or even implicit based upon the use of your name and your association with the City.
- Your participation in social media should in no way harm the City's reputation or the reputation of any persons associated with and employed by the City of New Westminster, elected officials and/or Boards.
- You will be held accountable for off-duty conduct on social media sites if it negatively impacts the City.

Access to Social Media

- Only designated persons should access and use social media during work hours as part of your job duties.
- You are permitted to access social media sites using your work computer for personal use only outside of work hours (e.g. prior to the start of your shift, after the end of your shift, on coffee and/or lunch breaks).

Unacceptable Uses of Social Media

- Social media activities should not interfere with work commitments and/or job performance.
- Persons who do not have social media job responsibilities are not permitted to access social media sites using their work computer for personal use during work hours.
- Work computers should not be used to view or transmit sexual and/or pornographic images, offensive or illegal material.
- Any behavior or conduct that would not be appropriate in the physical work environment is also not appropriate in the virtual online environment.

Duty of Fidelity

- You must not breach your duty of fidelity (loyalty) to the City.
- The duty of fidelity states that you are under a duty to serve the City with good faith, loyalty and fidelity and not deliberately do something which may harm the City.
- You will have breached your duty of fidelity if you engage or even threaten to engage in conduct which is detrimental to the City's legitimate business interests or reputation, regardless whether the City is named directly or identifiable in any other manner.

Privacy

- You should not share or disclose personal information such as comments, posts, photographs or video about co-workers without their express consent because this breaches the co-worker's privacy.
- The City may post images of you performing your work and/or participating in City events or functions as these images are City records.
- You should not post or report on conversations that are meant to be private or internal to the City.
- You should not cite or reference employees, members of City Council, contractors, suppliers, partners or customers without their approval, even if such persons are not directly identified.

Respectful Communications

- You have the right to a respectful and harassment free workplace. If you encounter harassment on a social media site from the general public or a City employee, you should report this to your supervisor immediately for appropriate action under the City's Respectful Workplace and Human Rights Policy and/or Criminal Law.
- The City's Respectful Workplace and Human Rights Policy prohibits unlawful harassment and discrimination and applies to all social media communications whether such communications are posted during work hours, personal time at work, or at home where you are identified as a City employee.
- Social media sites are not appropriate forums to engage in differences of opinion with respect to work-related issues, engage in criticism of management or co-workers (constructive or not), or address concerns regarding the performance or competence of employees.
- You are prohibited from posting threatening comments and from the harassment and bullying of co-workers, customers and others when using social media.
- You are prohibited from posting insubordinate, derogatory, defamatory, discriminatory, or otherwise offensive comments in social media sites about the City and any persons associated with and employed by the City of New Westminster, elected officials and/or Boards, even if such persons are not directly identified.

- Comments that would otherwise be inappropriate because they are considered insubordinate, constitute harassment, result in a poisoned work place, or have potentially negative consequences for the City should not be posted on social media sites.
- You must respect your audience and should not use ethnic slurs, personal insults, obscenity, or engage in any objectionable or inflammatory conduct that would not be acceptable in the workplace.

Confidential Business Information

- You must not breach your duty of confidentiality to the City.
- Social media discussions, comments and posts, including textual or visual material (both during work time and personal time) should not disclose confidential business information belonging to the City and any persons associated with and employed by the City of New Westminster, elected officials and/or Boards.
- Confidential information includes any non-public financial or operational information, and anything else that is of value to the City that is not already public.
- You must not use City identifiers, such as logos or trademarks without the express consent of the City.

6. Monitoring

- The City reserves the right to monitor Internet use and the use of social media to ensure Policy compliance.
- The City retains ownership of all computer systems and data.
- Social media usage on the City's network, computers or electronic devices is neither private nor confidential and may be monitored or recorded without any further notice by the City as per the City's Email/Internet Policy.
- The City reserves the right to investigate social media sites if any matter comes to its attention which it considers may constitute a potential breach of this Policy.
- The City reserves the right, at any time and without any further notice, to revoke, limit or alter your rights to access any Internet use, including the use of social media, on your work computer or electronic devices.

7. Consequences of Non-Compliance

- Any breach or violation of this policy or the components contained herein, or any breach of law, will be treated as misconduct regardless if it occurred during work hours or otherwise and whether committed on City equipment or communication systems or otherwise.

- Any person suspected of breaching this Policy shall be required to cooperate with any investigation.
- Misconduct will be reviewed and investigated without any further notice and may result in disciplinary action being taken up to and including dismissal from employment, legal action, and/or seeking restitution.
- The City reserves the right to require the removal of certain posts or content which is deemed by the City to constitute a breach of this Policy or if it is necessary to ensure compliance with applicable laws.
- Failure to comply with any such request may result in further disciplinary action being taken.

8. Responsibilities

- Overall management of this Policy is the responsibility of the Director of Human Resources.
- This Policy will be reviewed periodically by the Director of Human Resource and will be amended or updated to ensure that it is current and relevant.

Committee Meeting Schedule

Meeting Times	Meeting Day	Meeting Dates
5:00 p.m.	Last Thursday of the month (November - May)	November 22 nd , January 24 th , February 28 th , April 25 th , May 23 rd



PERMISSION FORM

From time to time, the City is asked to forward to committee, board, commission, panel, or task force members, information regarding City business not necessarily related to your appointment. This could include invitations to workshops, forums, discussions, projects or other City and non-City events. In order to deliver this type of information to you we need permission to use your personal information as listed below.

I, _____ (please print) as a member of the _____
committee, board, commission, panel, or task force, agree that the City of New Westminster:

May use my personal contact information to deliver to me information regarding, but not limited to; invitations, workshops, forums, discussions or other projects or functions not necessarily related to my appointment on the above-noted committee, board, commission, panel, or task force.

Email address: _____

May not use my personal contact information to deliver to me information regarding, but not limited to; invitations, workshops, forums, discussions or other projects or functions not necessarily related to my appointment on the above-noted committee, board, commission, panel, or task force.

This permission may be changed at any time by contacting your committee secretary. The consent given here will cease when you are no longer a member of the above-noted committee, board, commission, panel or task force.

Signature of Member: _____ Date: _____

Received by: _____ Date: _____