



THE CORPORATION OF THE CITY OF VERNON

TOURISM ADVISORY COMMITTEE MEETING

WEDNESDAY, JANUARY 17, 2018

OKANAGAN LAKE ROOM – 8:00 a.m.

A G E N D A

1. **ELECTION OF CHAIR AND VICE-CHAIR**
2. **REVIEW OF TERMS OF REFERENCE AND BULLYING AND HARASSMENT POLICY** - attached
3. **ADOPTION OF AGENDA**
4. **ADOPTION OF MINUTES**
 - a) November 8, 2017 (attached)
5. **UNFINISHED BUSINESS**
 - a) 55+ Seniors Games
 - b) Large Tourism Map for Exterior of Visitor Info Centre
 - c) Associated Membership – Update
 - d) Dealing with Flood & Fire in Future
 - e) Vernon Accommodation Survey
 - f) Tourism Open House
 - g) Tourism Commission Discussion – Update
 - h) Tapping the Ontario Market
 - i) Winter Chill Out Campaign with CTV
6. **NEW BUSINESS:**
 - a) Request for Activate Safety Task Force Representative from TAC
 - b) Digital Campaign for Winter
7. **INFORMATION ITEMS:**
 - a) Accommodation Tracking (none)
 - b) Visitor Info Centre Statistics (attached)
 - c) Municipal Reg. District Tax Update (attached)
 - d) Silver Star FAM Tour – December 21, 2017 Wrap Report
 - e) Social Media Calendar - December
 - f) Travel Trade:
 - i. Attended CITAP Winter Function
 - Report attached

- g) Media:
- Tracking:
 - i. 2017 Summary:
 - 74 Stories to date valued at \$4,636,932
 - Audience of 1.248 B
 - Stories:
 - i. Marilyn Denis Show – aired a second time on January 2, 2018
 - ii. 2018 – “Retreat to Vernon” by Karen Kwan for Vitamin Daily – database of over 100,000+
 - iii. “Embrace the Cold” CAA (Ontario & Atlantic) Magazine – Kat Tancock – Silver Star and Sovereign Lake – Circulation – 1,723,804, readership 3M, ad value - \$20,403
 - iv. West Coast Winds – Spring Issue – Vernon Golf – all courses
 - v. Destination BC – Inlander – ‘Resorts of the Northwest’ – Silver Star
 - vi. Destination BC – Urbanized – ‘3 Must-visit places where you’ll find the best craft cider in BC’ – BX Press Cidery
 - vii. ‘Best of Both Worlds’ – Ski Canada Fall 2017
 - Recent/Upcoming Hosting:
 - i. Wild Woman FAM – December 11 – 14
 - 5 journalists
 - 1. Joanne Sasvari – on assignment Westcoast Homes & Design
 - 2. Jacqueline Ranit – Monte Cristo Magazine
 - 3. Michele Marko – Vancouver Sun
 - 4. Barb Sligl – Freelance
 - 5. Diane Selkirk – Freelance
 - ii. M39 Air Canada Mexico Media FAM – December 11-12th
 - iii. Gord Scott – Toronto Star – personal trip to SilverStar and Caravan Farm Theatre December 18th
 - Upcoming Media Dinners:

8. **NEXT MEETING:**

The next meeting of the Tourism Advisory Committee is tentatively scheduled for Wednesday, February 21, 2018.

9. **ADJOURNMENT**



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TERMS OF REFERENCE

Committee Name: Tourism Advisory Committee

Type: Select

POLICY/AMENDMENT APPROVED BY:	DATE OF COUNCIL MEETING:	SECTION AMENDED
<i>"Wayne Lippert"</i> Mayor	January 26, 2009	ORIGINAL POLICY
<i>"Wayne Lippert"</i> Mayor	January 25, 2010	Council approved a two year term
<i>"Wayne Lippert"</i> Mayor	April 26, 2010	Organizations may appoint alternate to attend and vote on behalf of the organization
<i>"Wayne Lippert"</i> Mayor	June 28, 2010	Increase the number of seats on Committee, specifically Golf Sector
<i>"Wayne Lippert"</i> Mayor	March 28, 2011	Amendments made to the following sections: 1.01-1.02, 2.01-2.03, 3.01, 3.03, 4.0-4.01
<i>"Wayne Lippert"</i> Mayor	June 27, 2011	Amended: Voting members for TAC matters a) Accommodation 4* AHRT - weighted vote 2:1 See * Note
<i>"Wayne Lippert"</i> Mayor	September 26, 2011	Council approved all members to have a two year term
<i>"Akbal Mund"</i> Mayor	July 11, 2016	Addition of a representative from the Greater Vernon Cultural Plan Implementation Advisory Team as a voting member



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1.0 Committee Purpose

- 1.01 To identify and provide recommendations on opportunities that will improve tourism services, increase the number of tourism related overnight stays in the Vernon area, and serve as support for the Tourism Services function.
- 1.02 Work cooperatively to develop Vernon as a tourism destination through collaboration between the committee, local Tourism sector, Tourism Vernon, and City Council while accessing the expertise within the committee.
- 1.03 To monitor the use of the Additional Hotel Room Tax.

2.0 Duties

- 2.01 Provide support for the implementation of the direction of the Vernon Tourism Development Plan (2010-2015)
- 2.02 Provide input into the annual Marketing work plan and monitor and provide recommendations for the overall use of marketing funds.
- 2.03 Provide advice and recommendations to Council on matters affecting the tourism industry.

3.0 Membership

3.01 Terms of Appointment

All members shall have terms of appointment of two (2) years.

3.02 Appointment by Council

The Committee will be comprised of fifteen (15) members as follows:

Voting Members for TAC matters:

a) Accommodation	4*	AHRT weighted vote 2:1
b) Attractions	1	
c) Outdoor/Sport	1	
d) Culture/Events	1	
e) Chamber	1	
f) DVA	1	
g) Silver Star Resort	1	
h) Community at Large	1	
i) Golf Sector	1	
j) Greater Vernon Cultural Plan Implementation Advisory Team	1	



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*Whenever possible, Council will attempt to split the 4 appointments between large and small accommodators.

In the event a Council appointed member of the Chamber of Commerce, DVA, Silver Star Resort or the Greater Vernon Cultural Plan Implementation Advisory Team is unable to attend a Committee meeting, the organization may appoint an alternate to attend the meeting and vote on behalf of the organization.

Non-Voting Members:

- | | | |
|-----|---------------------------|---|
| (a) | City Council | 1 |
| (b) | Manager, Tourism Services | 1 |

In matters related to AHRT funds, representatives from Accommodation have a weighted vote.

3.02 A Chair and alternate shall be appointed annually by a majority vote of the Committee.

3.03 Staff

An assigned City Staff person is the secretary to the Committee.

4.0 Operations of the Committee

The Tourism Advisory Committee needs to properly manage all conflicts of interest and perceived conflicts of interest. The conflict of interest policy as stated in Section 11.0 of the City of Vernon's Corporate Policy – Council Committee Structure, is designed to help committee members and the Tourism Advisory Committee achieve its goals through accountability and transparency in Committee operations.

4.01 Meeting Schedule

The Committee will meet once per month or special meetings may be called as required or as determined by the Chair pursuant to the Council Committee Structure Policy.

4.02 Notice of Meeting

Notices of meetings shall be posted on the City Hall bulletin board in accordance with the Council Procedure Bylaw.



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4.03 Meetings Open to Public

Committee meetings will be open to the public, and the Committee Secretary may schedule applicants upon approval of the Chair, to speak at the meeting.

4.04 Rules of Procedure

Meeting Agendas

Meeting agendas will be prepared by the Committee Clerk and approved by the Chairperson. The agenda is to be distributed to all members of the Committee at least five days prior to the meeting date. Each member of Council is to be provided with a copy of the approved agenda prior to the meeting.

Minutes

Minutes of the meeting will be recorded by the Committee Clerk and any action items will be undertaken as directed by the Committee. Minutes will be distributed to all members of Council following approval by the Chairperson.

Recommendations

All decisions of the Committee shall be by majority vote. The recommendations of the Committee on items referred to it by Council shall be reported back to Council at the next meeting of Council. A memorandum to Council shall be prepared, outlining the recommendations of the Committee, including the background information and/or reports that have been provided to the Committee.



THE CORPORATION OF THE CITY OF VERNON

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Corporate Policy

Section:	Human Resources	
Sub-Section:		
Title:	Bullying and Harassment	

RELATED POLICIES

Number	Title

APPROVALS

POLICY APPROVAL:	AMENDMENT APPROVAL:	SECTION AMENDED
Approved by:	Amendment Approved by:	
Mayor: <u>Akbal Mund</u>	Mayor:	<u>Amended due to compliance Workers Compensation Bill 14</u>
Date: <u>December 14, 2015</u>	Date: <u>December 18, 2015</u>	<u>Changed from Harassment Policy to Bullying and Harassment Policy</u>

<u>Approved by:</u> <u>"Sean Harvey"</u>	<u>Amendment</u> <u>Approved by:</u>	
<u>Mayor: Sean Harvey</u>	<u>Mayor:</u>	<u>Added the requirement for all parties involved in a harassment investigation to sign a confidentiality agreement; and wording which outlines the implications of a "breach of confidentiality"</u>
<u>Date: September 29, 2003</u>	<u>Date: July 10, 2006</u>	
<u>Approved by:</u> <u>"Sean Harvey"</u>	<u>Amendment</u> <u>Approved by:</u>	<u>Complaint Resolution Process</u>
<u>Mayor:</u>	<u>Mayor:</u>	
<u>Date: September 29, 2003</u>	<u>Date: October 25, 2004</u>	
<u>Approved by:</u> <u>"Sean Harvey"</u>	<u>Amendment</u> <u>Approved by:</u>	
<u>Mayor:</u>	<u>Mayor:</u>	
<u>Date: September 29, 2003</u>	<u>Date:</u>	

POLICY

The policy of the City of Vernon is to provide and maintain a workplace that is free from discrimination, bullying and harassment, not only in relation to the specific conduct prohibited by the British Columbia (BC) Human Rights Code, but regarding any form of personal bullying harassment which may reasonably cause embarrassment, insecurity, discomfort, offence or humiliation to another person or group.

The City of Vernon is committed to a professional working environment where employees, contractors, elected officials, committee volunteers, and students working on behalf of the City or present within the City's facilities and programs, are treated with respect and dignity.

This Policy will apply to the resolution of all internal informal or formal complaints brought forward or filed pursuant to this Policy.

The procedures set out within this Policy will also apply to any and all City of Vernon investigations conducted in response to external discrimination/harassment/bullying complaints filed with WorkSafe BC, the Human Rights Tribunal or otherwise.

DEFINITIONS

Parties

Parties are the Complainant(s) and Respondent(s) directly involved in a Complaint and may include: employees (unionized and excluded), contractors, elected officials, committee volunteers, and students.

Complainant(s)

Complainant(s) are those individuals making a Complaint and seeking recourse in relation to this Policy.

Respondent(s)

Respondent(s) are those individuals alleged to have violated this Policy.

Bystanders

Bystanders are third parties who have witnessed behaviour that, in their view, potentially constitutes a violation of this Policy. Bystanders should report their concerns in accordance with Step 2 of the informal processes set out below.

Bystanders are not Parties to a Complaint. However, they may be interviewed as witnesses in the event there is a formal investigation into their concerns.

Witnesses

Witnesses are individuals who have direct knowledge of or involvement in any matter or incident that potentially relates to a Complaint brought forward or filed pursuant to this Policy.

Complaint

A concern or Complaint regarding any of the potential behaviour as defined below that requires a solution that is brought forward for the purposes of obtaining a resolution.

Prohibited Grounds

Conduct or commentary that is based, in whole or part, on any of the following 13 grounds: 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.

Respectful Conduct

Respectful workplace conduct incorporates courtesy, civility, consideration, and compassion. It is an approach which actively respects individuals by avoiding unnecessary behaviours which would reasonably be considered to have a negative impact on others. It involves taking responsibility for one's behaviour/conduct in the workplace.

A workplace disagreement or difference of opinion is not by definition disrespectful. The manner in which a disagreement is described, discussed or resolved will determine whether or not the conduct is respectful.

Examples of Respectful vs. Disrespectful Behavior

Violations of this Policy will be determined on an objective and case-by-case basis, having regard to the overall circumstances of each Complaint, including the particular timing and context of the event(s) in question. This commonly will be determined after receiving information from the Parties and Witnesses. However, for illustrative purposes only, some examples of respectful versus disrespectful behaviour could include the following:

- Quiet and calm communication which focuses on the issues rather than personal characteristics of the individuals involved vs. loud, profane, name-calling, and abusive language that may also focus on personal characteristics.
- Expressing and resolving disagreement in a calm and professional manner vs. insulting or belittling others through personal attacks, sarcasm or through non-verbal behaviour that may include repetitive eye-rolling, loud sighing, disrespectful

facial expressions, shunning, stone walling discussions, walking out of discussions prematurely, or making physical or psychological threats.

- Addressing issues and concerns regarding work performance or misconduct in a confidential, discreet manner through responsible managers vs. engaging in gossip, rumours, speculation or criticism of an individual to others or discussing issues in front of individuals who do not need to be a part of the discussion.
- Sharing information required to deliver services effectively vs. repeatedly ignoring questions or requests for information or deliberately failing to provide necessary/helpful information.
- Responding to on-call pages in a timely fashion vs. not being accessible or responding to pages when on-call.
- Written communication made in a respectful professional manner vs. unprofessional comments made about colleagues or co-workers.

Discrimination

Discrimination is adverse 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 serves no work-related function. It is important to note that such conduct is not only a breach of this Policy; it may also be a breach of the BC Human Rights Code.

Discriminatory Harassment

Discriminatory harassment is a form of discrimination and is also contrary to the BC Human Rights Code. Discriminatory harassment is abusive, unfair, offensive, or demeaning treatment of or disrespectful/disruptive conduct towards a person or group of persons related to their 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 that a reasonable person would know or ought to know or would:

- have the effect of interfering with an individual's work or participation in work related activities; or
- create an intimidating, hostile or offensive environment for work or participation in a work-related activity.

Examples of Discriminatory Harassment:

- Teasing, joking, taunting, insulting or criticizing a person, directly or indirectly, verbally or in writing, based on his or her prohibited grounds (e.g. race, gender, age). This may include commentary regarding their ability to communicate clearly, physical appearance, work style, and level of intelligence.

Sexual Harassment

Sexual harassment is disrespectful/disruptive conduct of a sexual nature made by a person who knows or ought to reasonably know that such conduct or comment is unwanted or unwelcome; or an expressed or implied promise of a reward for complying with a request of a sexual nature; or an expressed or implied threat of reprisal for refusal to comply with such a request; or disrespectful/disruptive conduct of a sexual nature which is intended or reasonably would be known to create an intimidating, hostile or offensive environment.

Examples of Sexual Harassment include:

- verbal abuse or threats of a sexual nature;
- unwelcome remarks, jokes, innuendoes or taunting of a sexual nature;
- displaying of pornographic or other offensive pictures;
- unwelcome and/or repeated sexual invitations or requests;
- leering or other inappropriate sexually oriented gestures;
- unnecessary physical contact such as: touching, patting or pinching;
- sexual assault (this may also be a criminal matter);
- negative comments that are gender-based, and
- repeated behavior that a person has objections to and is known or should reasonably be known to the offender as being unwelcome.

Personal Harassment

Personal harassment is any behavior, including disrespectful/disruptive conduct by a person directed against another person that a reasonable person would know or ought to know would cause offence, humiliation or intimidation, where the conduct is not carried out in good faith and serves no legitimate work-related purpose.

Examples of Personal Harassment:

- swearing, yelling, or making derogatory gestures or comments to or about another individual;
- engaging in embarrassing practical jokes, ridicule, or malicious gossip;
- verbal or physical threats or physical assault.

Bullying

Bullying is any repeated or systematic physical, verbal or psychological behaviour including disrespectful/disruptive behavior, which would be seen by a reasonable person as intending to belittle, intimidate, coerce or isolate another person.

Note: Personal harassment and/or bullying does not include social banter in the workplace that is objectively viewed as acceptable in tone and content. Nor does it include actions occasioned through the good faith management of the employment relationship, including decisions related to hiring, selection, performance evaluations, and progressive corrective discipline, provided that such decisions are made and implemented in a manner that is respectful of those involved. <http://www2.worksafebc.com/Topics/BullyingAndHarassment/RegulationAndGuidelines.asp?ReportID=37223>.

Methods of Communication

Inappropriate communication that may violate this Policy may be transmitted in person, on the phone, and in writing, through email, texts, Facebook, Twitter and other social media messaging, and otherwise. Potential violations may consist of inappropriate communication made to a person and/or communication made about a person to others.

Fairness

Parties, Bystanders, and Witnesses have a right to fair treatment in the consideration and adjudication of complaints and concerns under this policy. Fair treatment includes the right to:

- bring forward their concerns pursuant to processes within the Policy within a timely manner;
- being informed in a timely manner of Complaints made against them;
- an impartial and objective consideration and evaluation of the circumstances, through informal or formal intervention;
- confidentiality to the extent possible in the circumstances, including the avoidance of gossip, rumours and speculation by Party(ies), Witness(es) or others within the City;
- protection to any Party(ies) or Witness(es) from retaliation for participation in processes under this Policy
- being effectively informed of the outcome of any formal intervention;
- union representation for unionized staff; and
- other representation, for excluded staff.

Confidentiality

All Bystanders, Witnesses, and Parties involved in a Complaint or in the informal/formal resolution of a Complaint, are expected to keep matters related to a Complaint confidential. This includes managers and supervisors who are privy to the Complaint or Complaint resolution process.

An established breach of confidentiality regarding a Complaint or Complaint resolution process shall be considered an independent violation of the Policy (regardless of the merits or conclusions regarding the Complaint) and may result in discipline.

Any allegation or Complaint under this Policy will be considered personal information supplied in confidence for the purpose of Section 22(2) (f) of the *Freedom of Information and Protection Privacy Act*. The names of those involved in the Complaint shall not be disclosed to any person except where necessary for the purpose of fairly investigating and determining the outcome of the complaint.

The substance of investigative reports and the substance of meetings held by those in authority to make decisions in relation to a Complaint, regardless of whether it is substantiated, will be protected from disclosure to third parties in accordance with Section 19 of the *Freedom of Information and Protection Privacy Act*.

Complaint Resolution

Complainants are encouraged to resolve Complaints/concerns with others as soon as they arise using the informal process set out below, unless it is clearly inappropriate in all of the circumstances.

Without limiting its application, the informal resolution process is commonly used in circumstances where the alleged concern/conduct appears to be: (a) non-repetitive (a 'one-off' discussion/interaction); and (b) relatively minor in severity or seriousness, considering its content, potential impact on the individual and/or the safety/health of the overall organization.

Although the Complainant(s) may indicate that he/she prefers the informal process, the City of Vernon may at any time exercise its discretion to initiate a formal process based upon its overall review of the circumstances.

PROCEDURES

Informal Processes

Step 1 – Resolution (Informal Conversation)

Wherever reasonable, the Complainant(s) should address the person with whom he/she is having difficulty (the Respondent(s)) in a direct and discreet (confidential) manner as soon as possible following the incident.

If the Complainant(s) is not comfortable taking this step, or if the Complainant(s) has done so without success, then the Complainant(s) should proceed to the next step.

Step 2 – Resolution (Manager/Designate Involvement)

The Complainant(s) or Bystander(s) should approach his/her manager or director with his/her concerns including particular examples of inappropriate statements or verbal or non-verbal behaviours by the Respondent(s), dates, times, witnesses, and as much detail as possible. This should be done as soon as reasonably possible following the incident/behaviours. The manager or director should contact Human Resources.

If the Complainant(s) or Bystander(s) is uncomfortable approaching any of these individuals, or if the individuals are the Respondent(s) or if the individuals are perceived by the Complainant(s) to be part of the problem, then the Complainant(s) or Bystander(s) can speak to Human Resources.

Human Resources will review the concern and where appropriate should directly or indirectly facilitate a resolution in a manner that it considers most effective and reasonable considering all of the circumstances.

Interventions by managers or directors, Human Resources in Step 2 may include one or more of the following possibilities (or other similar interventions):

- meeting separately with each person involved in the concern to discuss and investigate the situation;
- meeting together with the persons involved to facilitate a discussion aimed at understanding and resolving the issue in a practical, non-punitive manner or mediating a solution that works for all Parties;
- coaching one or more of the Parties (verbally or in writing) on workplace expectations regarding appropriate workplace behavior or performance;
- recommending or applying progressive discipline when warranted i.e. based on the findings and severity of the misconduct found;
- engaging the support of Human Resources to assist with Step 2 processes, or
- engaging an external third party facilitator or mediator to work with the Parties and others involved to achieve a confidential, practical and mutually agreeable

resolution to outstanding concerns without making findings against any Parties (Mediation).

The above noted intervention/preliminary investigation should be completed on or before 30 days after the final interview. The time-lines will be reasonably extended at the request of the lead investigator based on a number of factors, including extenuating circumstances or complexities surrounding a particular investigation/intervention.

If, at the outset of or at any time during the Step 2 process, the individual who receives the reported Complaint/concern concludes that, given the severity of the behaviours alleged in the Complaint, including their potential physical or psychological impact on the Complainant(s) or other employees at the City of Vernon, a formal investigation is warranted, then the matter should be immediately referred to Step 3 of the Policy for investigation and resolution.

Formal Processes

Step 3 – Investigation

The formal process involves an objective investigation of a written Complaint/concern that has been brought forward to Human Resources, the Complaint.

Once the Complaint has been received by the immediate supervisor, manager, or Human Resources representative; the Complainant(s) will be asked to complete a formal Complaint form. This form seeks the following details:

- Complainant(s) name and position;
- name and position(s) of the Respondent(s);
- address or location where the incident occurred;
- detailed summary of all of the specific incidents or examples of behavior that have led to the filing of the Complaint;
- date(s) and time of each incident;
- names of the individual(s) alleged to have engaged in the unacceptable conduct;
- details of the Complaint(s) – that is, the specifics of what was said or done to the Complainant(s) to have triggered the Complaint;
- identity of any potential witnesses;
- impact of the behaviour on the Complainant(s); and
- steps taken, though Steps 1 or 2 of the Policy, to address the Complaint and the outcome of those processes.

The Complainant(s) must sign and date the Complaint and send to the designated individuals set out above by either:

- envelope marked **Confidential**; or

- scanning the signed complaint and sending it via email indicating **Confidential**.

The filing of a formal Complaint does not mean that a formal investigation will automatically be conducted. The manner in which a Complaint is resolved will be determined by the City, following consultation with the Parties, and will depend on a number of factors, including the nature, extent and severity of allegations brought forward by the Complainant(s) and the history of circumstances leading up to the filing of the formal Complaint.

Following this review, the individual(s) who receives the Complaint may take one of the following steps:

- refer the matter back to Step 2 to resolve the matter through informal processes; or
- assign an internal or external Investigator to conduct a formal investigation of the Complaint.

Appointment of Investigator

Factors that the City will consider in determining whether to retain an internal or external investigator may include: the overall complexity of the facts/law related to the Complaint; the Parties to the Complaint, the anticipated length of time necessary to conduct the investigation; the potential severity of the outcome(s) of the investigation in relation to the Respondent(s) should the Complaint be substantiated; and any other relevant circumstances.

Internal investigators shall have sufficient prior experience and/or training in conducting workplace investigations and shall have no previous involvement in the facts/circumstances giving rise to the Complaint.

External investigators shall be appointed by the Director, Human Resources, in consultation with the Chief Administrative Officer (CAO) and at his/her discretion.

Time Limits

The time limit for making a formal complaint is within six (6) months from the date of the last incident. This is consistent with the time limits noted in the BC Human Rights Code.

Interim Measures

It may be necessary to take interim measures, such as transfers/leaves/restrictions on contact or communication while a Complaint is being investigated. Such measures will be precautionary, not disciplinary.

Mediation during the Formal Process

Where appropriate, mediation is available to Parties to try to resolve the Complaint at any point during the process. Any ongoing investigation will be suspended during mediation and will resume if mediation is unsuccessful.

Unless explicitly agreed to by the Parties in writing, the investigator shall not act as the mediator and shall have no communication with the mediator regarding the Complaint at any time.

Withdrawal of a Formal Complaint

At any time during the course of an investigation of a formal Complaint, the Complainant(s) may choose to withdraw his or her Complaint without penalty so long as the Complaint was filed in good faith. In such circumstances, there should be no indication of the complaint in the personnel files of the Complainant(s) or Respondent(s).

The Investigation Process and Role of the Investigator

The investigator will take a reasonable amount of time to conduct the investigation to interview the Parties and relevant Witnesses and obtain and review any potentially relevant documents.

The investigator will prepare a report of investigation outlining his/her findings and conclusions and submit the report to the relevant Human Resources Representative.

The findings and conclusions may relate to both the conduct at issue and the medical/emotional/financial impact of the conduct on those involved.

The investigator may include recommendations in the report of investigation, where applicable and if requested by the City.

The City will advise both the Complainant(s) and Respondent(s) of the findings and conclusions of the investigation and any recommendations related to their conduct, through a written summary of the report. Other Parties involved in the complaint (Witnesses and others) will be advised that the investigation has been concluded (without being provided any further information).

Appeals

Within 15 days of receiving a summary of the report of investigation, either Party(ies) may file an appeal with the City.

The appeal shall be based upon and restricted to, specific concerns related to the investigative process. The appeal shall not constitute an avenue in which to re-investigate the Complaint.

The CAO shall review the report of investigation to evaluate the fairness of the process and has sole discretion to take further action based upon his/her review.

The decision of the CAO is final.

Complaints involving City's Chief Administrative Officer, the Mayor or Members of City Council

External Investigator

Complaints brought under this policy against the Chief Administrative Officer, the Mayor or Members of City Council shall be presented to an external investigator with expertise regarding matters covered under this policy.

The external investigator will be retained by and will report directly to the Mayor and Chief Administrative Officer in cases involving the Members of Council. In cases involving the Mayor, the external investigator will be retained by and will report directly to the Chief Administrative Officer. In cases involving the Chief Administrative Officer, the external investigator will be retained by and will report directly to the Mayor.

Outcomes

General Outcomes

Once the appeal period has expired or the appeal has been concluded, the City will inform the Complainant(s) and Respondent(s) of its final implementation plan based upon the report of investigation.

Part of the implementation plan may include processes similar to those set out in Step 2, in order to help rebuild/repair the relationships.

Outcomes that may be included in the implementation plans include one or more of the following:

- oral and/or written apology from the parties;
- adjustments to the workplace environment;
- coaching of expectations – verbal or in writing;
- medical assessment referrals;
- training;
- transfers to a different department; and/or

- institution of formal discipline and disciplinary processes, up to and including suspension/removal from premises for contractors, visitors and volunteers; and
- mediation.

Discipline in accordance with Corporate Policy may arise if such action is warranted based on the severity of the findings/conclusions of the investigation.

The Complainant(s) and Respondent(s) will only receive information relevant to their role in the final implementation plan; they will not be privy to recommendations related to the other Party(ies).

Outcomes

City management will determine and implement specific consequences and remedies that are reflective of and relevant to the investigative findings/conclusions within a reasonable period of time after receipt of the report of investigation.

Any Party(ies) who disagrees with the nature/extent of action or disciplinary action imposed by the City as a result of the investigation should access the usual grievance/appeal process set out in the relevant collective agreements and City of Vernon policies.

Other Important Points

Malicious/Vexatious/Frivolous Complaints of Misuse of the Policy

In circumstances where a Complaint is found to have been made in bad faith or determined to be vexatious, frivolous or a general misuse of the Policy, the Complainant(s) may face similar outcomes as a Respondent(s) as set out above (ie. Interventions ranging from coaching to formal disciplinary intervention).

This section of the Policy may apply to filed Complaints as well as any circumstances in which individuals repeatedly threaten to file Complaints against others in order to achieve similar ends.

A Complaint, or threatened Complaint, will be deemed to have been made in bad faith when, considering all of the circumstances surrounding the complaint including its timing and context, the Complaint was found to have been made solely in an attempt to:

- influence or overturn decisions related to the Complainant's employment;
- intimidate, threaten or cause trouble to the Respondent(s);
- create a hostile or intimidating workplace environment for others, including the Respondent(s); or

- create a potential personal benefit or entitlement to the Complainant(s).

Misuse of the Policy may include unreasonable, repetitive filing of Complaints or concerns that are consistently found to be unsubstantiated.

In circumstances where a Complaint has been found to be malicious, vexatious or a misuse of the Policy, the Respondent(s) may be awarded the same remedies as those available to Complainant(s) as set out above (interventions ranging from an apology to compensation for established losses).

Unsubstantiated Complaints

If the investigator finds insufficient evidence to support the Complainant's allegations and finds that there has been no misuse of the Policy or bad faith in filing the Complaint, no action will be taken in relation to the complaint. There will be no record of the Complaint on the Respondent's file.

Consequences of Retaliation

Any established retaliation against any Party(ies), Bystander(s) or Witness(es) involved in an informal or formal resolution process shall be considered an independent violation of the Policy (regardless of the merits or outcome of the initial concern or Complaint) and shall result in discipline commensurate with the severity of the conduct.

Multiple Proceedings

This Policy is in addition to and not in substitution for any rights an individual may have to pursue action, whether under collective agreements, policies including any applicable legislation, including human rights legislation.

If at any time a staff member elects to initiate other legal proceedings or if the staff member takes any steps outside of those contemplated in this policy, the City may discontinue any procedures taken under this policy as a result of the Complaint (depending on a consideration of all of the circumstances).

Potentially criminal behaviour such as an assault, significant threats, or attempts at extortion shall be directly referred to the RCMP by the City upon receipt of a Complaint of this nature.

Get 2018 off to a great start at the Tourism Vernon Open House!



Dear Angeline,

We look forward to starting the New Year off by working together at the **Tourism Vernon Open House** on **Thursday January 18th, 2018, 3.30pm-6pm**. [Please RSVP to Ange Chew Now!](#)

When: Thursday January 18th, 2018; 3.30pm-6pm

Where: Vernon Lodge

What:

- William Bakker from Destination Think! will reveal Vernon's DNA as we learn how to play up our uniqueness and legacy to history;
- Kevin Poole will help us understand the Tourism Economic Impact for Vernon;
- Ange Chew will share how you can leverage coop opportunities, such as [Marketing and Partner Programs](#);
- The [Vernon Visitor Information Centre](#) team, led by Teresa Durning-Harker, will share what Visitor Servicing can do for you!

Here's to an afternoon of discovery and a great 2018 filled with collaborative and mutual success!

RSVP TO TOURISM VERNON OPEN HOUSE



THE CORPORATION OF THE CITY OF VERNON

INTERNAL M E M O R A N D U M

TO: Tourism Advisory Committee **FILE:** 6469-20

PC: K. Poole, Manager, Economic Development and Tourism **DATE:** January 10, 2018
A. Chew, Manager, Tourism

FROM: R. Miles, Manager, Long Range Planning and Sustainability

**SUBJECT: ACTIVATE SAFETY TASK FORCE: TOURISM ADVISORY COMMITTEE
REPRESENTATION**

At its Regular Meeting of November 14, 2017, Council endorsed the terms of reference for the Activate Safety Task Force— a task force struck to address issues related to the impacts of homelessness, poverty, addictions and criminal behaviour on Vernon's business community. This task force will develop a survey to get input from business owners in the city with regard to these issues and the development of a report to Council outlining recommendations for actions that can be taken. The group would meet in the first quarter of 2018. A copy of the report to Council is included with this memo, complete with a terms of reference, as Attachment 1.

The group will include representatives from the business community, two Vernon Councillors, RCMP and Bylaws staff, other key stakeholders and representatives from the community at large. The Tourism Advisory Committee was identified as one of the key stakeholders in the terms of reference. With this in mind, it is recommended that the Tourism Advisory Committee nominate one of its members to participate in the task force.

Respectfully submitted:

Rob Miles
Manager, Long Range Planning and Sustainability



THE CORPORATION OF THE CITY OF VERNON REPORT TO COUNCIL

ORIGINAL

SUBMITTED BY: Rob Miles
Manager, Long Range Planning
and Sustainability

COUNCIL MEETING: REG COW I/C
COUNCIL MEETING DATE: November 14, 2017
REPORT DATE: November 7, 2017
FILE: 6460-20

SUBJECT: ACTIVATE SAFETY TASK FORCE TERMS OF REFERENCE

PURPOSE:

To discuss the creation of a task force to address issues related to homelessness, addictions, criminal behavior and safety and the impacts on Vernon's business environment.

RECOMMENDATION:

THAT Council endorse the Terms of Reference for the Activate Safety Task Force, included as Attachment 1 in the report titled "Activate Safety Task Force Terms of Reference" dated November 7, 2017 from the Manager, Long Range Planning and Sustainability;

AND FURTHER, that Council direct Administration to proceed with recruitment for membership on the Activate Safety Task Force;

AND FURTHER, that Council appoint _____ and _____ to represent Council on the Activate Safety Task Force.

ALTERNATIVES & IMPLICATIONS:

1. THAT Council endorse the Terms of Reference for the Activate Safety Task Force, included as Attachment 1 in the report titled "Activate Safety Task Force Terms of Reference" dated November 7, 2017 from the Manager, Long Range Planning and Sustainability, with the following amendments: *(to be determined by Council)*;

AND FURTHER, that Council direct Administration to proceed with recruitment for membership on the Activate Safety Task Force;

AND FURTHER, that Council appoint _____ and _____ to represent Council on the Activate Safety Task Force.

Note: This would allow Council to make changes to the Terms of Reference for the task force as identified. The implications of this alternative would depend on the amendments identified by Council.

2. THAT Council direct Administration to prepare a town hall meeting with Council and members of the public, as outlined in the report titled "Activate Safety Task Force Terms of Reference" dated November 7, 2017 from the Manager, Long Range Planning and Sustainability.

Note: Should Council choose this alternative, Administration would proceed with planning for a meeting of Council to allow members of the public to express their concerns, as well as their ideas for solutions.

3. THAT Council receive the report titled "Activate Safety Task Force Terms of Reference" dated November 7, 2017 from the Manager, Long Range Planning and Sustainability, for information.

Note: Should Council choose this alternative, Administration would continue to work with partner agencies on addressing the issues identified using the current model.

ANALYSIS:

A. Committee Recommendations:

N/A

B. Rationale:

1. Background

Vernon, along with communities across British Columbia, has been working at addressing issues related to homelessness, criminal behavior, addictions, and community safety. Recent concerns in Vernon include the proliferation of overnight shelters in parks and public spaces, the effects of drug addiction, prostitution and panhandling. The City of Vernon has partnered with organizations such as the Social Planning Council for the North Okanagan, BC Housing and Interior Health to address the challenges that these issues bring. These partnerships have proven to be effective in identifying and implementing solutions to these challenges.

At its meeting of November 14, 2017, Council addressed a number of items that were related to the issues identified above. Council received the quarterly presentation from Ms. Annette Sharkey, Executive Director for the Social Planning Council for the North Okanagan. During this presentation, Ms. Sharkey reported that the number of homeless people in Vernon was on the rise, amongst other issues. Council also heard a delegation from the public expressing concerns about the impacts homelessness, addictions and panhandling were having on businesses in the community. Council also discussed amendments to the Parks and Public Spaces Bylaw regarding overnight sheltering in Linear Park.

During these discussions, Council adopted a resolution to draft terms of reference for a Task Force to address these issues, in particular with regard to the impacts on the business community including, but not limited to, Downtown Vernon. This report serves to address this resolution.

2. Purpose of the Task Force

Based upon the concerns raised at Council, the issues are as follows:

- Homelessness, including overnight sheltering in parks and public spaces;
- Addictions, including overdoses, sharps found in public spaces, and open drug use;
- Criminal behavior, including aggressive or violent behavior and theft;
- Safety, in particular, the feeling of safety in certain areas of the city, including aggressive panhandling; and
- Impacts on business, including the impacts related to the issues identified above and other issues, such as public urination and defecation.

3. Membership

The membership in the proposed Task Force is intended to strike a balance between stakeholders that have specialized expertise and representatives that can provide a voice for impacted residents and businesses.

- Business representatives
 - Economic Development Advisory Committee (1)
 - Tourism Advisory Committee (1)
 - Downtown Vernon Association (1)
 - Greater Vernon Chamber of Commerce (1)
- Community at large (2)

- City of Vernon Councillors (2)
- BC Housing (1)
- Interior Health (1)
- RCMP / Community Policing (1)
- City of Vernon Bylaw Compliance (1)
- Social Planning Council for the North Okanagan(1)

4. **Task Force Scope of Work**

The Task Force would be responsible for the following deliverables and establishing its own process within the following parameters:

- **Identify issues** related to homelessness, addictions, safety and criminal behavior and their impacts on the business community. Part of the Task Force's process would involve a survey that identifies the issues of concern to businesses with regard to social issues. The engagement could also include information to the business community about the various initiatives already underway.
- **Identify actions and/or strategies** to address the identified issues. At this stage, the Task Force would review relevant data, as provided by the City and other stakeholders, including what work has taken place to date to address these issues.
- **Make recommendations to Council** for short and long term solutions. These recommendations would be included in a report to Council that would summarize the issues raised by the business community, proposed actions / strategies, activities already underway and recommendations for Council to consider. It is expected that this report would be the final deliverable produced by the Task Force, at which point its work would be considered complete.

5. **Task Force Deliverables**

The Task Force would be responsible for the following deliverables:

- Development and implementation of a survey to get input from business owners in the city with regards to issues and concerns.
- Creation of a report to Council, outlining recommendations for specific, tangible and achievable actions that can be taken to address the identified issues and concerns.

Following the completion of these deliverables, the Task Force would disband.

6. **Town Hall Meeting Alternative**

Should Council choose not to endorse the creation of the Task Force, one alternative for consideration is for Council to host a town hall meeting where the public would have an opportunity to voice their concerns on the issue. To ensure that the discussions are solutions based, the format could be structured to require that presenters not only outline their concerns, but that they also provide ideas for solutions. The results of this town hall meeting would be recorded, and a report from Administration would follow summarizing the input.

7. **Next Steps**

Should Council endorse the Terms of Reference for the Activate Safety Task Force, Administration would contact the organizations identified for participation and respectfully request that they appoint a representative. Administration would also advertise for the Community At Large positions on the Task Force and bring forward the names for Council's consideration.

C. Attachments:

Attachment 1: Draft Terms of Reference, Activate Safety Task Force

D. Council's Strategic Plan 2015 – 2018 Goals/Deliverables:

Creation of a Task Force to deal with issues related to homelessness, addictions, crime and safety involves the following objectives in Council's Strategic Plan 2015 – 2018:

- Continue to support the Social Planning Council in the provision of social planning services to the City, including programs and initiatives to address homelessness, childcare, attainable housing, food security and neighbourhood safety.

E. Relevant Policy/Bylaws/Resolutions:


1. At its Regular Meeting of October 23, 2017, Council passed the following recommendation:

“THAT Council directs Administration to bring forward Terms of Reference to the November 14 Regular Meeting for a Task Force in order to examine local issues and make recommendation to address homelessness in Vernon.”


BUDGET/RESOURCE IMPLICATIONS:

The creation of the Activate Safety Task Force would require significant staff time and resources and potentially delay or defer completion of deliverables outlined in Council's Strategic Plan 2015-2018.

Prepared by:



 Robert Miles
 Nov 8 2017 9:17 AM DocuSign

Rob Miles
Manager,
Long Range Planning and Sustainability


 Kim Flick
 Nov 8 2017 9:10 AM DocuSign

Kim Flick, Director, Community Infrastructure and Development

Approved for submission to Council:


 Will Pearce, CAO
 Date: 08.11.2017.

REVIEWED WITH		
<input type="checkbox"/> Corporate Services	<input type="checkbox"/> Operations	<input type="checkbox"/> Current Planning
<input type="checkbox"/> Bylaw Compliance	<input type="checkbox"/> Public Works/Airport	<input checked="" type="checkbox"/> Long Range Planning & Sustainability
<input type="checkbox"/> Real Estate	<input type="checkbox"/> Facilities	<input type="checkbox"/> Building & Licensing
<input type="checkbox"/> RCMP	<input type="checkbox"/> Utilities	<input type="checkbox"/> Engineering Development Services
<input type="checkbox"/> Fire & Rescue Services	<input type="checkbox"/> Recreation Services	<input type="checkbox"/> Infrastructure Management
<input type="checkbox"/> Human Resources	<input type="checkbox"/> Parks	<input type="checkbox"/> Transportation
<input type="checkbox"/> Financial Services		<input checked="" type="checkbox"/> Economic Development & Tourism
<input type="checkbox"/> COMMITTEE:		
<input type="checkbox"/> OTHER:		

Activate Safety Task Force Terms of Reference

The Activate Safety Task Force is a group of stakeholders engaged in a process to address issues related to the impacts of homelessness, poverty, addictions and criminal behavior on the local business community.

Goals and Objectives

The objective of the Task Force is to identify local issues and solutions to those issues in the following areas:

- Homelessness
- Addictions
- Criminal behavior
- Safety
- Impacts on business

The expected outcome of this Task Force is a report that outlines a series of recommendations for Council to consider that are specific, achievable and relevant to the identified issues.

Scope of Work

The Task Force is responsible for the following deliverables and establishing its own process within the following parameters:

- **Identify issues** related to homelessness, addictions, safety and criminal behavior and their impacts on the business community. Part of the Task Force's process would involve a survey that identifies the issues of concern to businesses with regard to social issues. The engagement could also include information to the business community about the various initiatives already underway.
- **Identify actions and/or strategies** to address the identified issues. At this stage, the Task Force would review relevant data, as provided by the City and other stakeholders, including what work has taken place to date to address these issues.
- **Make recommendations to Council** for short and long term solutions. These recommendations would be included in a report to Council that would summarize the issues raised by the business community, proposed actions / strategies, activities already underway and recommendations for Council to consider. It is expected that this report would be the final deliverable produced by the Task Force, at which point its work would be considered complete.

Membership

The membership of the Activate Safety Task Force shall be as follows:

- Business representatives
 - Economic Development Advisory Committee (1)
 - Tourism Advisory Committee (1)
 - Downtown Vernon Association (1)
 - Greater Vernon Chamber of Commerce (1)

- Community at large (2)
- City of Vernon Councillors (2)
- BC Housing (1)
- Interior Health (1)
- RCMP / Community Policing (1)
- City of Vernon Bylaw Compliance (1)
- Social Planning Council for the North Okanagan(1)

Parking Passes 2017

	BC	AB	SK	MN	ON	QU	NB	Other	USA	Europe	Australia	Totals
January	7	6			2							15
February					1							1
March	7	6							1			14
April	16	3	1			1			1	1		23
May	23	4	1		2				1	1	2	34
June	34	20		1	2				1	2		60
July	23	27			1				7	4		62
August	31	19	1		1	2			8	4		66
September	702	4			1	1			6	1		715
October	16	2			1			1	1			21
November	3	1										4
December	1	1			1						1	4

Totals	863	93	3	1	12	4	0	1	27	13	2	1019
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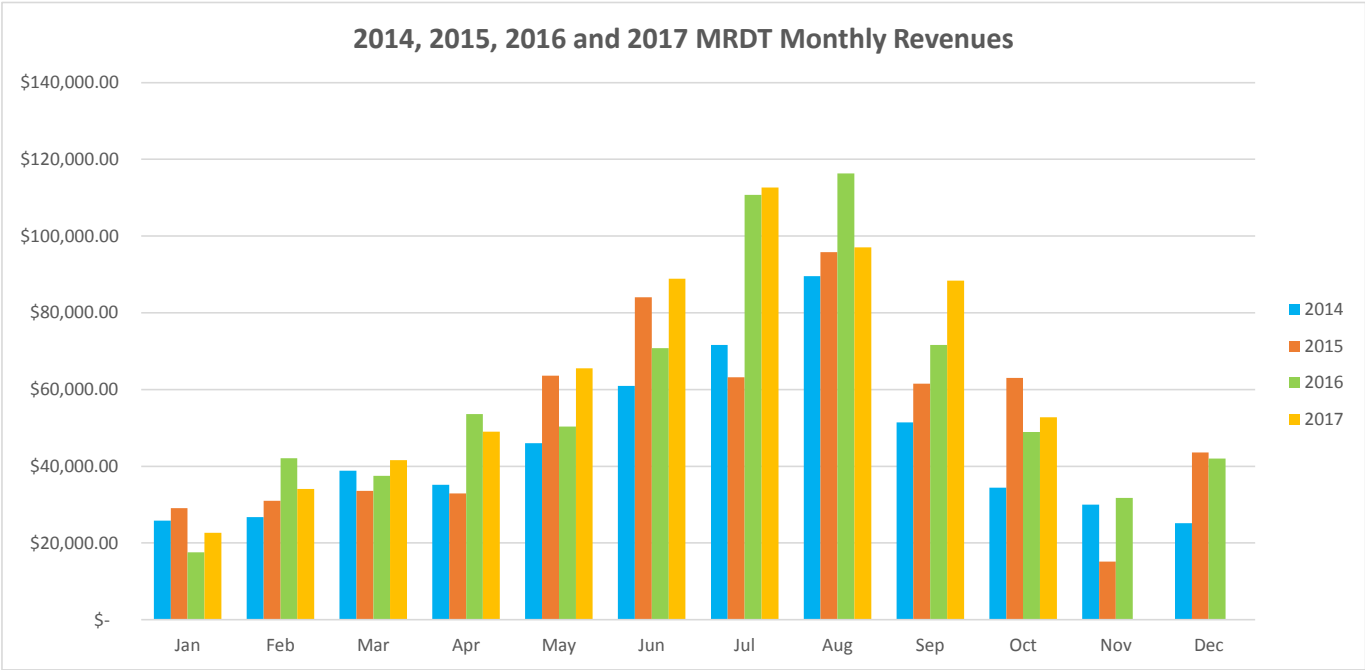
11 days of mobile inc 1 unmanned.

City of Vernon - Municipal Regional District Tax (MRDT)

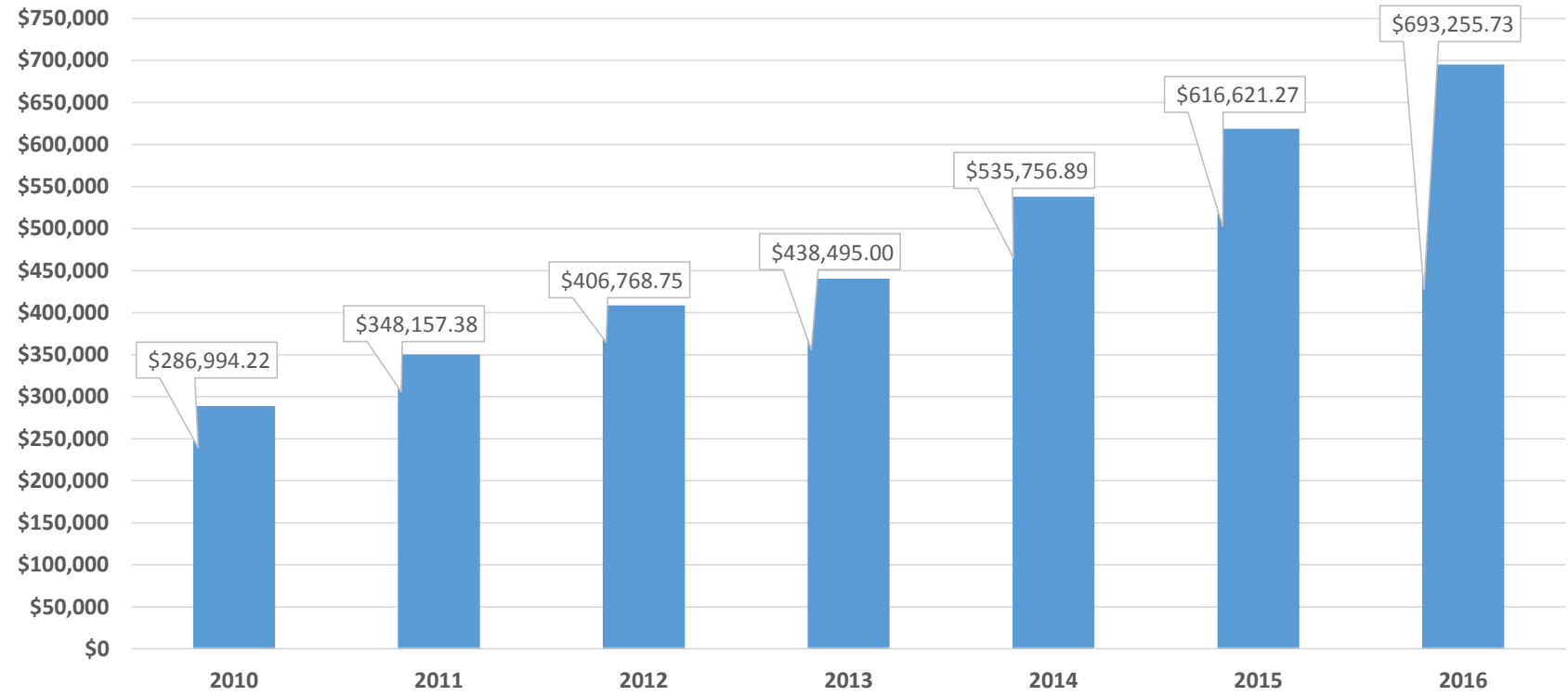
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	% Change
2010			\$ 14,059.37	\$ 15,378.73	\$ 29,706.08	\$ 28,307.55	\$ 57,794.11	\$ 51,024.02	\$ 37,161.53	\$ 23,118.91	\$ 15,367.53	\$ 15,076.39	\$ 286,994.22	
2011	\$ 13,981.12	\$ 16,742.05	\$ 17,222.08	\$ 21,906.75	\$ 30,889.11	\$ 36,343.13	\$ 53,694.20	\$ 55,603.66	\$ 39,460.30	\$ 28,493.44	\$ 16,974.86	\$ 16,846.68	\$ 348,157.38	21.3%
2012	\$ 15,892.31	\$ 22,100.33	\$ 23,464.58	\$ 25,369.30	\$ 45,707.82	\$ 32,426.54	\$ 58,396.59	\$ 65,696.25	\$ 46,579.53	\$ 30,194.44	\$ 21,192.47	\$ 19,748.59	\$ 406,768.75	16.8%
2013	\$ 16,026.37	\$ 23,733.51	\$ 19,139.83	\$ 40,283.88	\$ 24,869.37	\$ 57,577.49	\$ 58,946.46	\$ 75,141.02	\$ 46,232.59	\$ 28,396.24	\$ 25,350.62	\$ 22,797.62	\$ 438,495.00	7.8%
2014	\$ 25,807.91	\$ 26,765.80	\$ 38,843.83	\$ 35,149.52	\$ 46,008.33	\$ 60,983.09	\$ 71,608.62	\$ 89,567.76	\$ 51,430.75	\$ 34,414.08	\$ 30,018.81	\$ 25,148.39	\$ 535,746.89	22.2%
2015	\$ 29,094.14	\$ 31,022.31	\$ 33,554.57	\$ 32,953.08	\$ 63,650.92	\$ 84,034.83	\$ 63,183.41	\$ 95,771.69	\$ 61,559.02	\$ 62,992.74	\$ 15,199.82	\$ 43,604.74	\$ 616,621.27	15.1%
2016	\$ 17,588.50	\$ 42,075.23	\$ 37,520.57	\$ 53,626.42	\$ 50,353.08	\$ 70,757.97	\$ 110,712.30	\$ 116,350.69	\$ 71,607.80	\$ 48,901.92	\$ 31,770.00	\$ 41,991.25	\$ 693,255.73	12.4%
2017	\$ 22,673.79	\$ 34,065.95	\$ 41,568.22	\$ 49,031.11	\$ 65,502.09	\$ 88,915.85	\$ 112,682.35	\$ 97,088.02	\$ 88,380.56	\$ 52,740.41			\$ 652,648.35	5.4%

\$ 619,494.48

% Chg	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	% Change
16/15	-39.5%	35.6%	11.8%	62.7%	-20.9%	-15.8%	75.2%	21.5%	16.3%	-22.4%	109.0%	-3.7%		\$ 47,351.65
16/17	28.9%	-19.0%	10.8%	-8.6%	30.1%	25.7%	1.8%	-16.6%	23.4%	7.8%				



2017	\$ 652,648.35	5.4%
2016	\$ 693,255.73	12.4%
2015	\$ 616,621.27	15.1%
2014	\$ 535,746.89	22.2%
2013	\$ 438,495.00	7.8%
2012	\$ 406,768.75	16.8%
2011	\$ 348,157.38	



Accommodators Revenue		
2010	\$	14,349,711.00
2011	\$	17,407,869.00
2012	\$	20,338,437.50
2013	\$	21,924,750.00
2014	\$	26,787,344.50
2015	\$	30,831,063.50
2016	\$	34,662,786.50
2017	\$	32,632,417.50

Silver Star Mountain Resort Familiarization Tour 2017

Location: Silver Star Mountain Resort, 123 Shortt St, Silver Star Mountain, Vernon, BC, V1B 3M1

Staff attending: Sierra Krog (Team Lead), Kelsey Harry (Frontline) and Olivia Trepanier (Frontline)

Date: December 21, 2017 at 10:00am - 3:30pm

Silver Star Mountain Resort is located 20 minutes from Downtown Vernon. We allotted enough time to arrive safely and on time, we reached the parking lot 30 minutes before our scheduled meet up time. We soon met up with our guide, Tanis Black (Coordinator) and 12 of the Tourism Kelowna staff and volunteers.

First on the itinerary was skating on **Brewer's Pond**, the workers are very patient and helpful with beginner skaters and helmets are provided and recommended. Brewer's Pond is a one-hectare natural skating surface, with an outdoor fire and music, there's plenty of room for hockey enthusiasts and figure skaters. We had trouble at first as we were not used to skating on a natural skating surface, but the bumps and texture are useful as they provided traction for beginners just starting out.



Figure 1A and 1B: Skating on Brewer's Pond and Hot Chocolate Stop at the Tube Town Café

After taking our skates off we were given our snowshoes and directed to the **Tube Town Cantina Café & Bar** to receive a complimentary cup of hot chocolate in the newly renovated café. It was a nice, warm environment to stop in have a drink with a lovely fireplace inside and a bonfire outside.

Up next was a guided snowshoe tour. We started to put our snowshoes on outside of the Tubetown Café as we are headed for the ***Crack of Dawn Snowshoe Trail***, a 16km trail through the crisp cool air exploring the forest on foot. The views were stunning and the mountain was incredibly peaceful,



Figure 2A and 2B: Crack of Dawn Snowshoe Trail

After we were all good and tired we headed over to the Red Antler restaurant and were treated to a delicious meal of our choosing. One of many restaurants in the resort the Red Antler is located near the center of the village and offers large televisions and a large and diverse menu.

We were able to take a tour of Silver Stars new Elevate day spa by Aveda, the small but beautiful facility offers a wide variety of treatments ranging from pedicures and manicures to couples massages. The spa shares a building with the Silver Star Adaptive Snow Sports program (SSASS) which offers accessible snow sports to those with physical and mental challenges of all ages.

Our final stop of the day was Pinheads Bowling, this four lane alley is the perfect way to warm up and relax after a busy day on the slopes. Complete with music, televisions, and fully licensed bar and bistro you will find anything you need for the perfect night.

Coming up to the resort our staff had a basic idea of what is offered at Silver Star, but we had not experienced it firsthand. You do not have to be a skier or snowboarder to find something you'll want to do, there is truly an activity for everyone up at Silver Star Mountain Resort.

Social Media Planning Calendar

Month

Dec-17

*Okanagan Spirits product promo

- Dec. 6 @ 8pm ✓

- Dec. 8 @ 8pm ✓

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Date						December 1	December 2
8AM: TW/GO		3:30 4pm 5:30 7:30 9:30	Suds 'n' Cider ✓ Tea in Wonderland ✓ Battle of Bands ✓ Jops House Luncheon			Carnival in Wonderland ✓	Tubing @ Silver Star Mountain Resort ✓
2PM: FB/TW/GO	FB-Twitter Business Highlight wk -	See & Do Post	Trivia Tuesday	Retail Promo	VVC Tix Post Event Post ✓	Shoparama -Photo-Friday ✓	#Ski Saturday Ange articles post: ✓ Add @Buddha_gal and #ExploreVernon
7pm: TW/GO					4 major event tweets	Artsolutely @ VCAC ✓	The Scenic Sip's ✓ Flights + Frost bites
Date	December 3	December 4	December 5	December 6	December 7	December 8	December 9
8AM: TW/GO	Christmas Cards @ VCAC ✓	Artisans' Alley Video ✓	Flying Angel @ The VCAC ✓	Indoor Farmers Mkt @ Kal Tire Place ✓	Free Holiday Mares @ Vernon Taure Theatre ✓	Sunday Brunch with Santa @ Predators ✓	Artsolutely @ VCAC ✓
2PM: FB/TW/GO	#Snowshoe Sunday FB-Twitter Business Highlight wk - ✓	#Snowmobile Monday See & Do Post ✓	Silver Star light up Trivia Tuesday ✓ Scott Lang Comedy	Retail Promo ✓	Victorian Xmas Event Post ✓	Town Xmas lights Photo Friday ✓	Ange articles post: ✓ Add @Buddha_gal and #ExploreVernon ✓
7pm: TW/GO	Public Skate @ Centennial Outdoor Rink ✓	Critters Flight or Fight @ Ok Science ✓	Hypnotist @ Status Night club ✓	Christmas Tea + Tour @ O'Keefe Ranch ✓	Free Ornament Decorating @ Color Time Graphics ✓	Bethlehem Star @ Emmanuel Baptist Church ✓	Public Skate Centennial Outdoor Rink ✓
Date	December 10	December 11	December 12	December 13	December 14	December 15	December 16
8AM: TW/GO	The Other Side of Hope @ Taure Theatre ✓	Planetarium show @ Okanagan Science ✓	Christmas Cards @ VCAC ✓	An Evening of Classic Xmas Cards @ Trinity ✓	Vernon Vipers vs Merritt Centennials ✓	Blue Heron Presental @ Vernon Museum ✓	Kaloudays Winter Chill Paddle / Social ✓
2PM: FB/TW/GO	Ebenezer @ VDPAC FB-Twitter Business Highlight wk - ✓	Craft Night @ Silver Star ✓	A Festival of Lights Tourism-Tucker ✓	Xmas Gift Ideas Retail Promo ✓	Free Xmas Kid Activ. Event Post ✓	Paul Moore Photo Friday ✓	Ange articles post: ✓ Add @Buddha_gal and #ExploreVernon ✓ O'Keefe Ranch ✓ Sleigh Rides ✓
7pm: TW/GO	12 Days of Christmas @ SMR ✓	Siena Costani Exhibition @ Vernon Museum ✓	Movies @ Vernon Taure Cinema ✓	Artsolutely @ VCAC ✓	Parent and Youth Shiny @ Centennial Outdoor Rink ✓	Hotown @ The Powerhouse Theatre ✓	Live Music at the Den @ Silver Star ✓
	12 Days of Xmas	12 Days of Xmas	12 Days of Xmas	12 Days of Xmas	12 Days of Xmas	12 Days of Xmas	12 Days of Xmas

→ #12DaysOfChristmas (Dec 10 - Dec 22) Please use the hashtag #12DaysOfHolidayEvents for 2pm posts to link campaign together.

#12 Days of Holiday Events

Date	December 17	December 18	December 19	December 20	December 21	December 22	December 23
8AM: TW/GO	Mini Artists @ Public Art Gallery	Christmas Craft Night @ Silver Star	Public Skate @ Outdoor Kink	The Vernon Farmers Market @ Kal Tire	Frosty Science @ Ok Science	DVA Holiday Movie @ Towne Cinema	Family Roller Skating @ Armstrong Haddon Arena
2PM: FB/TW/GO	Hs. A Wonderful Life FB-Twitter-Business Highlight wk	State w/ Santa See & Do Post	Ring in the Season Trivia-Tuesday	Ski Under the Stars Retail Promo	Visit to Santa Event Post	Photo Friday	Ange articles post: Add @Buddha_gal and #ExploreVernon
7pm: TW/GO	Christmas Cards @ Vernon Community Arts Centre	Meet the Critics @ Okanagan Science	Motion Revival Dance @ Record City	Horse Drawn Sleigh Rides @ O'Keefe Ranch	Christmas with the Donkeys @ Turtle Valley Donkey Refuge	Christmas Eve @ Silver Star	12 Days of Christmas @ Silver Star
Date	12 Days of Xmas December 24	12 Days of Xmas December 25	12 Days of Xmas December 26	12 Days of Xmas December 27	12 Days of Xmas December 28	Holiday Hours @ Team	December 30
8AM: TW/GO	Christmas Dinners	Fatbiking @ Silver Star Mountain	Minor League Hockey	Night Skiing @ Silver Star	Horse Drawn Sleigh Rides @ O'Keefe	Live Music @ Match Eatery	NYE @ Silver Star Mountain
2PM: FB/TW/GO	#Ski Sunday? FB-Twitter-Business Highlight-wk	Merry Xmas/Happy Holidays See & Do Post	New Year's Eve Events, Tourism-Tucker	Retail Promo	Vernon Vipers Event Post	Photo Friday @ Hail Trail	Ange articles post: Add @Buddha_gal and #ExploreVernon
7pm: TW/GO	Horse Drawn Sleigh Rides @ O'Keefe Ranch	Live Music in and around Vernon?	Indoor Farmers Market @ Kal Tire Place	The Goods @ Match Eatery	Toonie Storm @ Vernon Rec Centre	90's NYE Bash @ Marten's Brewpub	Family Roller Skating @ Haddon Arena
Date	December 31						
8AM: TW/GO	Start the New Year Right Ride						
2PM: FB/TW/GO	Safe + Happy NYE? FB-Twitter-Business Highlight-wk	Happy New Years See & Do Post	Trivia Tuesday	Retail Promo	Event Post	Photo Friday	Ange articles post: Add @Buddha_gal and #ExploreVernon
7pm: TW/GO	Science Camps @ Okanagan Science Centre						

Free Cover
3 Day Event
Final Show NYE