

"To deliver effective and efficient local government services that benefit our citizens, our businesses, our environment and our future"

THE CORPORATION OF THE CITY OF VERNON

AGENDA

REGULAR OPEN MEETING OF COUNCIL CITY HALL COUNCIL CHAMBER

JULY 19, 2021

AT 8:40 AM

Pursuant to Provincial Health Officer's Order, "Gathering and Events – July 7, 2021", members of the public are **allowed** to attend Council meetings in-person. Please note capacity is limited and is available on a first come, first served basis.

Council meetings are live-streamed and video-recorded and may be accessed at https://www.vernon.ca/council-video. Recordings are made available on the City of Vernon website by noon on the day following the meeting.

1. CALL REGULAR MEETING TO ORDER AND MOVE TO COMMITTEE OF THE WHOLE

2. RESOLUTION TO CLOSE MEETING

- **A.** BE IT RESOLVED that the meeting be closed to the public in accordance with Section 90 of the *Community Charter* as follows:
 - (1) (g) litigation or potential litigation affecting the municipality;
 - (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 reasonable be expected to harm the interests of the municipality if they were held in public;
 - (2) (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.

3. ADJOURN TO OPEN COUNCIL AT 1:30 PM

LAND ACKNOWLEDGEMENT

As Mayor of the City of Vernon, and in the spirit of this gathering, I recognize the City of Vernon is located in the traditional territory of the Syilx People of the Okanagan Nation.

AGENDA

A. THAT the Agenda for the July 19, 2021, Regular Open Meeting of Council be adopted as circulated.

4. ADOPTION OF MINUTES AND RECEIPT OF COMMITTEE OF THE WHOLE

MINUTES

A. THAT the minutes of the Regular Meeting of Council held June 28, 2021 be adopted; **(P. 14)**

AND FURTHER, that the minutes of the Annual General Meeting held June 28, 2021 be adopted; **(P. 28)**

AND FURTHER, that the minutes of the Committee of the Whole Meeting of Council held June 28, 2021 be received.

5. BUSINESS ARISING FROM THE MINUTES

6. GENERAL MATTERS

DEVELOPMENT VARIANCE PERMIT APPLICATION FOR 8555 HARBOUR HEIGHTS ROAD (DVP00501) (P. 30) **A.** THAT Council support the Development Variance Permit application (DVP00501) to vary the following section of Zoning Bylaw #5000 to permit the construction of a detached garage/shop and carport addition on LT 3 PL 14930 SEC 14 TWP 13 ODYD (8555 Harbour Heights Road):

a) Section 9.2.5 minimum setback requirement from a flanking street from 7.5 m to 2.5 m;

AND FURTHER, that Council's support of DVP00501 is subject to the following:

- a) the site plan illustrating the general siting of the proposed development be attached to and form part of DVP00501; and
- b) the applicant providing a survey plan that verifies the proposed structure(s) will not encroach into any rights of way or easements registered on title, including but not limited to Plan A10559 (AC watermain).
- (i) Public Input on Development Variance Permit #00501

NOTE: At their April 27, 2020 In Camera (declassified) meeting, Council passed the following resolution:

THAT Council directs Administration to receive public input for development variance permit applications in written form only until the COVID-19 pandemic response social distancing requirements have been lifted by the Provincial Health Officer.

Public Input – DVP#00501

- Email dated June 28, 2021 from Leeanne Stringer and Douglas Geller (P. 35)
- Email dated July 14, 2021 from Paul Staals (P. 37)

Issuance of Permit – DVP#00501

(ii) THAT the Corporate Officer be authorized to issue Development Variance Permit #00501 to vary Section 9.2.5 of Zoning Bylaw #5000 in order to permit the construction of a detached garage/shop and carport addition on LT 3 PL 14930 SEC 14 TWP 13 ODYD (8555 Harbour Heights Road), once all conditions of Council are satisfied.

LAND USE CONTRACT VARIANCE PERMIT APPLICATION FOR 9240 CHINOOK ROAD (LUC00018) (P. 38)

- **B.** THAT Council approve a variance to Land Use Contract Bylaw #291, 1978 for Lot 18, Sec 11, Tp 13, ODYD, Plan 31060 (9240 Chinook Road) by varying:
 - a) Schedule A Section 4. (b) Floor Area for an accessory residential building from a maximum 55 m² to 69.2 m² and a maximum horizontal dimension from 9 m to 9.9 m:
 - b) Schedule A Section 5. (a) Height for an accessory residential building from a maximum of 5 m to 5.2 m; and
 - c) Schedule A Section 8. (d) Side Yard Setback for an accessory residential building from a minimum of 8 m to 3.7 m.

AND FURTHER that Council's approval of Land Use Contract Variance Application LUC00018 is subject to the following:

- That a Section 219 Covenant (Wildfire), complying with FireSmart BC guidelines and the Community Wildfire Protection Plan, in relation to the accessory residential building in favour of the City of Vernon, be registered on the title of Lot 18, Sec 11, Tp 13, ODYD, Plan 31060 (9240 Chinook Road); and
- ii. That the Certificate of Location of Accessory Building and building elevation plans generally comply with those shown as Attachment 1 in the report titled "Land Use Contract Variance Application for 9240 Chinook Road" dated June 29, 2021 and respectfully submitted by the Current Planner.
- (i) Public Input (written submissions only) on Land Use Contract Variance Permit #00018

NOTE: At their April 27, 2020 In Camera (declassified) meeting, Council passed the following resolution:

Public Input – LUC#00018

THAT Council directs Administration to receive public input for development variance permit applications in written form only until the COVID-19 pandemic response social distancing requirements have been lifted by the Provincial Health Officer.

Issuance of Permit – LUC#00018

- (ii) THAT the Corporate Officer be authorized to issue the permit to vary Land Use Contract Variance Bylaw #291 for Lot 18, Sec 11, Tp 13, ODYD, Plan 31060 (9240 Chinook Road) to vary:
 - a) Schedule A Section 4. (b) Floor Area for an accessory residential building from a maximum 55 m² to 69.2 m² and a maximum horizontal dimension from 9 m to 9.9 m;
 - b) Schedule A Section 5. (a) Height for an accessory residential building from a maximum of 5 m to 5.2 m; and
 - c) Schedule A Section 8. (d) Side Yard Setback for an accessory residential building from a minimum of 8 m to 3.7 m;

Once all conditions of Council are satisfied.

7. COUNCIL INQUIRIES

8. ADMINISTRATION UPDATES

ADMINISTRATION UPDATES (0550-05) (P. 56) **A.** THAT Council receive the Administration Updates dated July 19, 2021, for information.

9. UNFINISHED BUSINESS

2020 UNEXPENDED UNCOMMITTED REMAINING BALANCE (1700-02 2021) (P. 63)

TRUTH AND RECONCILIATION COMMISSION CALLS TO ACTION #43 AND #57 (0485-01 2021) (P. 65)

- **A.** THAT Council receive the memorandum dated July 13, 2021 titled "2020 Unexpended Uncommitted Remaining Balance" and respectfully submitted by the Manager, Financial Planning & Reporting.
- **B.** THAT Council receive for information the memorandum dated June 30, 2021 titled, "Truth and Reconciliation Commission Calls to Action #43 and #57" respectfully submitted by the Directors of Human Resources and Community Safety, Lands and Administration.

SPEED LIMIT ON OKANAGAN LANDING BENCH ROAD (8300-05) (P. 67)

RESPONSE TO BELLA VISTA ROAD DELEGATION (8300-05) (P. 69)

FORMER VISITOR
INFORMATION CENTRE
- REPURPOSING
UPDATE
(6441-01)
(P. 71)

DEVELOPMENT
VARIANCE PERMIT
APPLICATIONS:
RETURN TO INPERSON PUBLIC
INPUT (3090 – General)
(P. 78)

35TH AVENUE ROUNDABOUT LED STREETLIGHTING (5400-03) (P. 96)

- **C.** THAT Council receive the memorandum titled "Speed Limit on Okanagan Landing Bench Road" dated July 6, 2021 and respectfully submitted by the Transportation Technician.
- **D.** THAT Council receive the delegation regarding excessive speeding on Bella Vista Road as heard at Council's Regular Meeting of May 25, 2021 and described in the memorandum titled "Response to Bella Vista Road Delegation" dated July 6, 2021 and respectfully submitted by the Transportation Technician.
- **E.** THAT Council direct Administration to move forward with the relocation of the Emergency Management Program to the northern portion of the former Visitor Information Centre building;

AND FURTHER, that Council direct Administration to move forward with the use of the south half of the building for community purposes (meeting room and washrooms) as well as storage for Tourism Vernon;

AND FURTHER, that Council direct Administration to continue to explore funding options for the renovation of the former Visitor Information Centre for conversion to the uses as outlined in the memorandum titled "Former Visitor Information Centre – Repurposing Update" dated July 8, 2021 and respectfully submitted by the Manager, Long Range Planning and Sustainability, for information.

- **F.** THAT in person submissions for Development Variance Permit applications be re-instated for the Regular Meeting of September 7, 2021 as outlined in the memorandum titled "Development Variance Permit Applications: Return to In-Person Public Input" dated July 6, 2021, respectfully submitted by the Manager, Long Range Planning and Sustainability.
- **G.** THAT Council receive the memo titled "35th Avenue Roundabout LED Streetlighting" dated July 5, 2021, respectfully submitted by the Manager, Roads, Drainage and Airport;

AND FURTHER, that Council direct Administration to design and replace the thirty four (34) LED streetlights located on Pleasant Valley Road between 32nd Avenue and 35th Avenue and on 35th Avenue from Pleasant Valley Road to 30th Street, with new 3000K LED streetlights at an estimated cost of \$20,000 to be funded from the LED Streetlight Conversion project budget surplus.

DEVELOPMENT REVIEW WORKING GROUP: PROPOSED TERMS OF REFERENCE (6410-01) (P. 98)

RDNO DOG CONTROL BYLAW NO. 2881, 2021 (0482-05-07) (P. 102) H. THAT Council endorse the terms of reference for the Development Review Working Group as attached to the memorandum titled Development Review Working Group: Proposed Terms of Reference dated July 12, 2021 and respectfully submitted by the Director, Community Infrastructure and Development;

AND FURTHER, that Administration be directed to advertise for the member-at-large positions.

I. THAT Council receives the memorandum dated July 7, 2021, titled "RDNO Dog Control Bylaw No. 2881, 2021", respectfully submitted by the Deputy CAO, which confirms that the new RDNO Dog Control Bylaw No. 2881-2021, meets the current needs of the City of Vernon, and therefore Council rescinds the resolution adopted November 23, 2020, as follows:

'THAT Council receives the memorandum dated November 16, 2020, from the Deputy CAO together with the Legal Opinion dated October 20, 2020, from Lidstone and Company, regarding Animal/Dog Control within City of Vernon;

AND FURTHER, that Council directs the Mayor to forward letters to the partners in the Greater Vernon/White Valley Animal Control Extended Service Establishment Bylaw No. 869, 1990, which established the Greater Vernon/White Valley Animal

Control Service, identifying the City's concerns with the Service and requesting consideration and approval of a bylaw to amend the Establishment Bylaw to remove the City of Vernon as a participating area in the Service, pursuant to Section 349 of the Local Government Act, which allows for an amendment to the Establishment Bylaw with the consent of at least 2/3 of the participants and the approval of the Inspector;

AND FURTHER, that Council directs the Mayor – in the event that 2/3 of the participants within the Animal Control Service do NOT support the consideration of a bylaw amending the Establishment Bylaw to remove the City as a participating area in the Service, to initiate a Notice of a Service Review for the Animal Control service, in accordance with ss 357 – 360 of the Local Government Act;

AND FURTHER, that Council directs Administration to action the service review, by reporting back to Council in order to appoint a council member as its representative in the service review process; provide written notice to the Regional District of the North Okanagan together will all other participants in the Service (District of Coldstream, Village of Lumby, Electoral Area B, Electoral Area C, and Electoral Area D), and the Minister.'

AND FURTHER, that Council directs Administration to advise the parties to the Dog Control service, that the City of Vernon Council has rescinded the November 23, 2020 resolution.

SUPPORT FOR O'KEEFE GLAMPING GRANT (0230-20-37 2021) **J.** Memo to be circulated

10. MATTERS REFERRED: COMMITTEE OF THE WHOLE AND IN CAMERA

11. NEW BUSINESS

A. Correspondence:

PUBLIC OFFERING OF CITY LANDS FOR SALE (0911-01) (P. 104) (i) THAT Council direct Administration to sell City lands and real estate with a value greater than \$1,000,000, through a public offer process.

SEMI-ANNUAL GRANTS UPDATE: JANUARY – JUNE 2021 (1855-21) (P. 105) (ii) THAT Council receive the memorandum titled "Semi-Annual Grants Update: January – June 2021" dated July 8, 2021, respectfully submitted by the Manager, Communications and Grants.

RECREATION SERVICES – 2021 SECOND QUARTER REPORT (7700-01) (P. 109) (iii) THAT Council receive the memorandum titled "Recreation Services – 2021 Second Quarter Report" and the accompanying PowerPoint presentation, dated July 7, 2021 respectfully submitted by the Manager, Customer Service – Recreation.

REQUEST FOR FUNDING – KAL TIRE PLACE REALice SYSTEM (8215-2021) (P. 133) (iv) THAT Council authorize Administration to apply to the Fortis BC Rink De-aerator Rebate Program and to utilize unexpended funds from the Kal Tire Place Domestic Hot Water Tanks project to fund the purchase and installation of a REALice system for Kal Tire Place for up to \$12,000 as described in the memorandum titled "Request For Funding – Kal Tire Place REALice System", dated June 24, 2021, respectfully submitted by the Manager, Recreation Operations.

2021 PLANNING AND BULDING SECOND QUARTER STATISTICS SUMMARY (6970-20) (P. 134) (v) THAT Council receive for information the memorandum titled "2021 Planning and Building Second Quarter Statistics Summary" dated July 7, 2021 and respectfully submitted by the Manager, Economic Development and Tourism.

FORTIS BC LEGACY RESERVE TRANSFERS (1700-02 2022) (P. 139) (vi) THAT Council direct Administration to transfer \$2 million from the Fortis BC Legacy Reserve to the RCMP Building Reserve;

AND FURTHER, that Administration create a non-statutory reserve titled Kin Race Track Park Reserve;

AND FURTHER, that Administration transfer \$10 million from the Fortis BC Legacy Reserve to the Kin Race Track Park Reserve.

2022 BUDGET SURVEY RESULTS (1700-02 2022) (P. 141) (vii) THAT Council receive the memorandum dated July 8, 2021 titled "2022 Budget Survey Results" and respectfully submitted by the Manager, Financial Planning & Reporting.

FINANCE COMMITTEE RECOMMENDATION – SEWER BILLING ADJUSTMENT REQUEST (1670-02) (P. 212) (viii) THAT Council receive, for information, the request for a sewer leak billing adjustment from the resident of 6-4724 Heritage Drive:

AND FURTHER, that Council accept the recommendation from the Finance Committee;

AND FURTHER, that Council direct Administration to advise the property owner that the request is denied.

ACTIVE
TRANSPORTATION
INFRASTRUCTURE
GRANT APPLICATION
FOR THE SILVER STAR
ROAD MULTI-USE
PATH PROJECT
(5410-10) (P. 213)

(ix) THAT Council authorize Administration to make application to the Active Transportation Infrastructure Grant for the "shovel ready" Silver Star Multi-Use Path project, as presented in the memorandum dated July 7, 2021, titled "Active Transportation Infrastructure Grant Application for the Silver Star Road Multi-Use Path Project," respectfully submitted by the Infrastructure Engineer.

COMMUNICATIONS 2022 BUDGET PRIORITIES (1470-01) (P. 215) (x) THAT Council support, in principle, the creation of a full-time Communications Officer position for a cost of approximately \$110,000, to be funded through taxation;

AND FURTHER, that Council direct Administration to bring forward a Service Level Adjustment for the addition of a Communications Officer, during the 2022 Budget process, as described in the memorandum titled "Communications 2022"

Budget Priorities" dated July 8, 2021, respectfully submitted by the Manager, Communications and Grants.

UBCM VIRTURAL CONVENTION – SEPTEMBER (0530-10/0360-20-27) (P. 238) (xi) THAT Council approves (to be cited by Council) participating in the 2021 UBCM Virtual Convention, September 14 to 17, 2021.

OPERATION SERVICES

- ADMINISTRATIVE
SUPPORT (5210-01)
(P. 243)

(xii) THAT Council receive the memorandum titled "Operation Services - Administrative Support" dated July 8, 2021, respectfully submitted by the Director, Operation Services;

AND FURTHER, that Council authorize Administration to bring forward a service level increase for consideration during 2022 Budget Deliberations for the addition of a new full time Clerk position in Operation Services at an annual cost of \$95,000, to be funded by taxation and in addition to the 2% tax revenue increase directed by Council at their special meeting held on June 21, 2021.

FLEET SERVICES – STAFF (5210-10) (P. 245) (xiii) THAT Council receive the memorandum titled "Fleet Services – Staff" dated July 8, 2021, respectfully submitted by the Manager, Fleet services;

AND FURTHER, that Council authorize Administration to establish and recruit to a part time Heavy Duty Technician position effective July 20,2021.

COMPLEX NEEDS ADVOCACY PAPER (6460-01) (P. 247) (ix) THAT Council receive the Internal Memorandum titled Complex Needs Advocacy Paper, dated July 15, 2021, and respectfully submitted by the CAO;

AND FURTHER, that Council receive the Complex Needs Advocacy Paper dated July 2021 as presented and that Council endorse the Mayor to partner with the Mayors of Kelowna, West Kelowna and District of Lake Country to present the Advocacy Paper to senior levels of government, seeking funding and resource necessary to address the housing and support needs of individuals with complex needs.

B. Reports:

OFFICIAL COMMUNITY PLAN AMENDMENT AND REZONING APPLICATIONS FOR 1501 HWY 6 AND 1400, 1401, 1404, 1405, 1406 (i) THAT Council deny the proposed Official Community Plan amendment and rezoning applications for a portion of the properties described as Lot 1, PL 24027, SEC 26, TWP 9, ODYD (1501 Hwy 6) and Lots 23, 24, 25, 26, 27, PL KAP58251, SEC 26, TWP 9, ODYD (1400, 1401, 1404, 1405, 1406 17th Street) as illustrated in Attachment 1, to amend the

17TH STREET (3340-20, OCP00087, ZON00368) (P. 353)

BC HOUSING – HOUSING AGREEMENT FOR 2600 35TH STREET (DP000896) (P. 374)

GOOSE MANAGEMENT (6130-06) (P. 389)

HIGHWAY 97 STREETLIGHT DECORATIONS (5410-10) (P. 393) land use designation from Community Commercial to Light Industrial/Service Commercial and to rezone from C5: Community Commercial to C11: Service Commercial, as outlined in the report titled "Official Community Plan Amendment and Rezoning Applications for 1501 Hwy 6 and 1400, 1401, 1404, 1405, 1406 17th Street" dated July 5, 2021 and respectfully submitted by the Economic Development Planner.

- (ii) THAT Council support entering into a housing agreement pursuant to Section 4.9 of Zoning Bylaw #5000 with the Provincial Rental Housing Corporation for two supportive housing buildings on Parcel B (Being a Consolidation of Lots 56 and 57, See CA6746666) DL 71 ODYD Plan 324 Except: Plan EPP84901 (2600 35th Street), subject to the following condition:
 - That the terms and conditions of the draft housing agreement are those outlined in Attachment 1 contained in the report titled "BC Housing – Housing Agreement for 2600 35th Street", dated July 8, 2021 and respectfully submitted by the Economic Development Planner.
- (iii) THAT Council receives the report titled "Goose Management", dated June 28, 2021, respectfully submitted by the Manager, Parks and Public Spaces for information.

AND FURTHER, that Council direct Administration to resubmit the appropriate applications with the intent to pursue the goose "Kill" program in 2022;

AND FURTHER, that Council approve carrying over into 2022 any unspent 2021 budget related to the goose "Kill" program.

(iv) THAT Council receive the report titled "Highway 97 Streetlight Decorations" dated July 9, 2021 and respectfully submitted by the General Manager, Public Works;

AND FURTHER, that Council direct Administration that the scope of the project will be on Highway 97 from 15th Avenue to north of 43rd Avenue and not to exceed 68 decorations;

AND FURTHER, that Council direct Administration that the preferred style of decoration shown on Attachment 1 of the report titled "Highway 97 Streetlight Decorations" dated July 9, 2021 is (to be cited by Council);

AND FURTHER, that Council direct Administration to acquire costs of the selected decoration and brackets, and propose a

budget with source of funds, at the regular Council meeting of August 16, 2021.

- PROPOSED EMERGENCY PROGRAM BYLAW 5862 (3900-02) (P. 406)
- CLIMATE CHANGE, WILDFIRES AND THE COSTS OF LIMITED ACTION (7340-22) (P. 436)
- (v) THAT Council support the proposed Emergency Program Bylaw Number 5862 as presented in the report titled "Proposed Emergency Program Bylaw 5862" dated June 24, 2021 and respectfully submitted by the Emergency Program Coordinator.
- (vi) THAT Council authorize the Mayor on behalf of the City of Vernon, to sign the cover letter as presented for a whitepaper developed by a team of scientists and practitioners, including the City's consulting Fire Ecologist, Robert Gray, titled "Climate Change, Wildfires and the Costs of Limited Action", which presents to senior levels of government, 5 guiding principles to successfully reduce wildfire risks and costs. The white paper and the covering letter are presented in the report of the same title, dated July 14, 2021 and respectfully submitted by the Director, Fire Rescue Services.

12. LEGISLATIVE MATTERS

Bylaws:

- ADOPTION 5860
- FIRST, SECOND AND THIRD READING
 - 5863
 - 5864
 - 5865

- (i) THAT Bylaw #5860, "Recreation and Parks Services Fees and Charges (2022) Amendment Bylaw Number 5860, 2021" a bylaw to amend the recreation and parks services fees and charges, be read adopted. (P. 452)
- (ii) THAT Bylaw #5863, "Traffic (Housekeeping) Amendment Bylaw Number 5863, 2021" a bylaw to amend Traffic Bylaw Number 5600, 2018 be read a first, second and third time. (P. 502)
- (iii) THAT Bylaw #5864, "Bylaw Notice Enforcement (Traffic Bylaw Housekeeping) Amendment Bylaw Number 5864, 2021" a bylaw to amend Bylaw Notice Enforcement Bylaw Number 5250, 2011, be read a first, second and third time. (P. 505)
- (iv) THAT Bylaw #5865, "Municipal Ticket Information (Traffic Bylaw Housekeeping) Amendment Bylaw Number 5865, 2021" a bylaw to amend Municipal Ticket Information Bylaw Number 5300, 2011, be read a first, second and third time. (P. 507)

13. COUNCIL INFORMATION UPDATES

A. Mayor and Councillors Reports.

14. INFORMATION ITEMS

- **A.** Minutes from the following Committees of Council:
 - (i) Tourism Commission, April 21, 2021 (P. 509)
 - (ii) Tourism Commission, May 4, 2021 (P. 517)
 - (iii) Finance Committee, May 13, 2021 (P. 523)
 - (iv) Tourism Commission, May 19, 2021 (P. 531)
- **B.** Letter dated June 9, 2021 from Cindy Fortin, Mayor, District of Peachland re: BC Climate Action Revenue Incentive Program (CARIP) (P. 536)
- **C.** Letter dated June 11, 2021 from Cindy Graves, Corporate Officer, Township of Spallumcheen re: Residential Rate Review (**P. 538**)
- **D.** Letter dated June 18, 2021 from Rob Martin, Mayor, Colwood City Hall re: Support for 988, A 3-Digit Suicide and Crisis Prevention Hotline (**P. 539**)
- **E.** Letter dated June 23, 2021 from Karla Graham, Corporate Officer, City of North Vancouver re: Revised UBCM Resolution on Safe Passing Distance for All Road Users **(P. 540)**
- **F.** Letter dated June 29, 2021 from Fred Haynes, Mayor, District of Saanich re: UBCM Resolution on a Replacement B.C. Climate Action Revenue Incentive Program (**P. 548**)
- **G.** Letter dated July 2, 2021 from Fred Haynes, Mayor, District of Saanich re: Residential Schools (P. 555)
- H. Letter dated July 14, 2021 from Sheila Malcolmson, Minister of Mental Health and Addictions re: Federal Recognition of the Overdose Crisis as a National Public Health Emergency (P. 557)

RECESS 15. RECESS MEETING

NOTES:

A Public Hearing is scheduled for 5:45 pm in Council Chambers for:

"9228 Kokanee Road Land Use Contract LTO Registration Number P2461, Discharge Bylaw Number 5866, 2021"

RECONVENE

13. RECONVENE MEETING

THIRD READING

A. THAT Bylaw #5866 "9228 Kokanee Road Land Use Contract LTO Registration Number P2461, Discharge Bylaw Number 5866, 2021", a bylaw to authorize the discharge of Rezoning Bylaw No. 292, 1978 and Land Use Contract Agreement Bylaw No. 291, 1978, LTO #P2461, be read a third time. (P. 558)

CLOSE

14. CLOSE OF MEETING

THE CORPORATION OF THE CITY OF VERNON

MINUTES OF A REGULAR OPEN MEETING OF COUNCIL HELD JUNE 28, 2021

PRESENT: Mayor V. Cumming

Councillors: S. Anderson, K. Fehr, K. Gares,

B. Quiring, A. Mund, (D. Nahal – absent)

Staff: W. Pearce, Chief Administrative Officer

K. Poole, Director, Community Safety, Lands & Administration

K. Austin, Manager, Legislative Services

J. Nicol, Deputy Corporate Officer

D. Law, Director, Financial Services

C. Poirier, Manager, Communications & Grants

L. Cordell, Manager, Long Range Planning & Sustainability

J. Rice, Director, Operation Services

B. Bandy, Manager, Real Estate

D. Lind, Fire Chief, Vernon Fire Rescue Services

S. Wright, Manager, Recreation Programs

S. Melenko, Information Technician I

Others: Media and Members of the Public

Mayor Cumming called the Regular Open meeting to order at 8:41 am.

LAND ACKNOWLEDGMENT

As Mayor of the City of Vernon, and in the spirit of this gathering, I recognize the City of Vernon is located in the traditional territory of the Syilx People of the Okanagan Nation.

Mayor Cumming requested a motion to move to Committee of the Whole.

Mayor Cumming reconvened the Regular Open meeting at 10:58 am and requested a motion to move to In Camera.

RESOLUTION TO CLOSE MEETING

<u>Moved</u> by Councillor Fehr, seconded by Councillor Quiring:

BE IT RESOLVED that the meeting be closed to the public in accordance with Section 90(1) of the *Community Charter* as follows:

- c) labour relations or other employee relations
- 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.

CARRIED

Mayor Cumming called the Regular Open meeting back to order at 1:31 pm.

LAND ACKNOWLEDGMENT

As Mayor of the City of Vernon, and in the spirit of this gathering, I recognize the City of Vernon is located in the traditional territory of the Syilx People of the Okanagan Nation.

PRESENT: Mayor V. Cumming

Councillors: S. Anderson, K. Fehr, K. Gares,

A. Mund, B. Quiring, D. Nahal (1:38 pm)

Staff: W. Pearce, Chief Administrative Officer

K. Poole, Director, Community Safety, Lands and Administration

K. Austin, Manager, Legislative Services

J. Nicol, Deputy Corporate Officer

C. Poirier, Manager, Communications and Grants

L. Cordell, Manager, Long Range Planning & Sustainability

J. Rice, Director, Operation Services

R. Manjak, Director, Human Resources*

D. Law, Director, Financial Services

D. Lind, Director, Vernon Fire Rescue Services

M. Dowhaniuk, Manager, Infrastructure*

T. Scott, Infrastructure Engineer*

G. Mulligan, Infrastructure Management Tech.*

J. Perrott, Manager, Economic Development & Tourism*

T. Silverthorn, Manager, Tourism*

B. DeDood, Asst. Manager, Protective Services*

M. Austin, Current Planner*

A. Watson, Manager, Transportation*

E. Croy, Transportation Planner*

S. Melenko. Information Tech.*

*Attended, as required

Others: Members of the Public

ADOPTION OF THE AGENDA

APPROVAL OF ITEMS LISTED ON THE AGENDA

Moved by Councillor Mund, seconded by Councillor Gares:

THAT the agenda for the June 28, 2021, Regular Open meeting of the Council of The Corporation of The City of Vernon be amended to include:

- ADD ITEM 9. C. UNFINISHED BUSINESS 2021 Recreation Funding From COVID Re-Start Grant
- 2. ADD ITEM 11. A. (ix) NEW BUSINESS Request for Resource to Provide Cooling Centres During Heat Related Weather

Emergency

3. SEE ITEM – 8. A. – ADMINISTRATION UPDATES – 2900 block 30th Avenue Closure July 1 to September 7, 2021.

CARRIED

ADOPTION OF MINUTES

COUNCIL MEETINGS

Moved by Councillor Mund, seconded by Councillor Gares:

THAT the minutes of the Regular Meeting of Council held June 14, 2021 be adopted;

AND FURTHER, that the minutes of the Special Regular Meeting held June 21, 2021 be adopted.

AND FURTHER, that the minutes of the Committee of the Whole Meeting of Council held June 14, 2021 be received.

CARRIED

BUSINESS ARISING FROM THE MINUTES

GENERAL MATTERS

RECOGNITION – LGMA PRESIDENT'S AWARD RECIPIENT Mayor Cumming recognized Dr. Raeleen Manjak, Director, Human Resources, as this year's recipient of the Local Government Management Association (LGMA) President's Award.

PRESENTATION: SOCIAL PLANNING COUNCIL QUARTERLY REPORT (0360-20-35) Annette Sharkey, Executive Director, Social Planning Council of the North Okanagan provided the Quarterly Report – April 1 to June 30, 2021.

The following points were reviewed:

Action Teams:

- Homelessness/Housing
 - COOL Team Update increase in those sleeping outside noted, biggest concern is the extreme heat
 - Flyer developed with resources available (cooling stations, water, etc)
- Harm Reduction/HART
 - Folks on Spokes/Community Clean Ups
 - o Peer Recommendations
 - o Indigenous Recommendations
- Accessibility/Inclusiveness/Multiculturalism
 - o Anti-Racism Project Beairsto Elementary and video
- Evaluation of Partners in Action Committee
 - Truth and Reconciliation Commission initiatives.

Moved by Councillor Gares, seconded by Councillor Mund:

THAT Council receive the Social Planning Council / Partners In Action Quarterly Report, April 1 to June 30, 2021, for information

CARRIED

COUNCIL INQUIRIES

PLAYGROUND SIGNAGE

Council inquired regarding 30km/h signage and that some signs are significantly smaller than the usual. An Admin. update will be provided. Admin. confirmed that the maximum speed through a Playground Zone is 30km/h from dawn to dusk.

WORKS CONTRIBUTION FUNDS

Council inquired regarding the return of sidewalk works contribution funds being held. An Admin. update will be provided.

QUAGGA MUSSELS

Council inquired regarding quagga mussels. Parks Canada has instituted permits for those that boat on lakes in Banff. Suggestion that something similar be used in Okanagan. This will be brought forward to the Regional District of North Okanagan and Okanagan Basin Water Board.

ACCESSIBILITY - BEACHES

Council inquired regarding accessibility to parks and beaches. Is there an easier way to travel over the sand with a wheelchair? **Admin.** advised that options are being investigated through various Community Committees and Parks Planning. The City does have paved access at Paddlewheel Park, from the washroom to the water.

LANDSCAPING -MARSHALL FIELDS

Council inquired regarding inquiries from residents about trails at the west end of Marshall Fields, there are several trees that aren't receiving adequate water. An Admin. update will be provided.

STREETLIGHT CONVERSION

Council inquired regarding lumens levels for the streetlighting conversion. An Admin. update will be provided.

29th/30th TRANSPORTATION

CORRIDOR

Council inquired regarding 29 and 30th Street transportation corridor. Is the City paying for the re-paying near the railroad tracks? **Admin.** confirmed that the City of Vernon will be paying for re-paying.

POP UP SPRAY PARK

Thank you to Staff, the timing is great for a pop-up spray park. Council inquired about efforts made to contact businesses for sponsorship. **Admin.** indicated that a sponsorship package was being created for distribution through the City's social media channels.

TRAFFIC SIGNAGE – 4010 33 STREET

Council inquired regarding 'no-thru road' signage at 4010 33rd Street. Administration confirmed that the "No Thru Road" had been relocated to the right hand side of the 43rd Avenue intersection.

ADMINISTRATION UPDATES

ADMINISTRATION UPDATES (0550-05)

Moved by Councillor Mund, seconded by Councillor Nahal:

THAT Council receive the Administration Updates dated June 28, 2021, for information.

CARRIED

UNFINISHED BUSINESS

DEVELOPMENT APPROVAL PROCESS REVIEW: IMPLEMENTATION STRATEGY (6410-01) Moved by Councillor Nahal, seconded by Councillor Mund:

THAT Council support the implementation strategy for the development approval process review as attached to the report titled *Development Approval Process Review: Implementation Strategy* dated June 18, 2021 and respectfully submitted by the Director, Community Infrastructure and Development.

CARRIED

31ST STREET & 37TH
AVENUE ROAD AND
UTILITY
REHABILITATION
PROJECT – SCOPE
CHANGE
(5410-10)

Moved by Councillor Quiring, seconded by Councillor Fehr:

THAT Council receive the memo titled "31st Street and 37th Avenue Road and Utility Rehabilitation Project – Scope Change" dated June 18, 2021, respectfully submitted by the Infrastructure Engineer;

AND FURTHER, that Council approve a scope of work adjustment to the 31st Street and 37th Avenue project to include 36th Avenue and 38th Avenue between 31st Street and 32nd Street with no additional funding requirement;

AND FURTHER, that Council direct Administration to include 37th Avenue, between 31st Street and 32nd Street in the four year capital plan for future rehabilitation.

CARRIED

2021 RECREACTION FUNDING FROM COVID RE-START GRANT (1700-02 2021) Moved by Councillor Mund, seconded by Councillor Fehr:

THAT Council change the 2021 Recreation Services budget funding of \$365,107 from the Recreation Facilities Operating fund, to funding \$115,374 from Contributions from Other Governments, and funding \$249,733 from the COVID Safe Restart grant fund;

AND FURTHER, that Administration advise RDNO and Coldstream immediately.

CARRIED

MATTERS REFERRED

LEGACY RESERVE PROJECT SELECTION (1700-02)

Moved by Councillor Anderson, seconded by Councillor Gares:

THAT Council **ratifies and confirms** the following resolution adopted at the **June 28, 2021**, Committee of the Whole meeting of Council:

'THAT Council endorse the following projects to be funded from the Fortis BC Legacy Reserve:

- 1. Kin Race Track Park (sports fields, trails, outdoor ice rink, dog park and set aside lands for affordable housing and the Active Living Centre) (\$10M)
- 2. RCMP Building Renovation Analysis (up to \$2M).

CARRIED, with Councillor Mund opposed

THAT Council brings forward, as public information, the following motions **declassified** from confidential to non-confidential at the June 28, 2021, In Camera meeting:

CAO HR PLANNING (SUCCESSION MANAGEMENT) AND TALENT ATTRACTION (RECRUITMENT) POLICY (0110-40) 'THAT Council receive the Internal Memorandum dated June 21, 2021, titled "CAO HR Planning (Succession Management) and Talent Attraction (Recruitment) Policy" and attachment, respectfully submitted by the Director, Human Resources.'

THAT Council brings forward, as public information, the following motions **declassified** from confidential to non-confidential at the May 25, 2021, In Camera meeting:

AQUATIC CENTRE AIR HANDLING UNIT – ADDITIONAL FUNDING (7700-000-21) 'THAT Council authorize Administration to utilize up to \$340,000 from the Recreation Major Maintenance Reserve to fund the additional costs for the Aquatic Centre Air Handling Unit Project as per the internal memorandum titled Aquatic Centre Air Handling Unit – Additional Funding, dated May 14, 2021 respectfully submitted by the Director, Recreation Services;

AND FURTHER, that Council declassify the resolution from in camera after the project has been awarded to the successful bidder and all required contract documents have been signed by all parties.'

NEW BUSINESS

Correspondence:

4300 35TH AVENUE
OFFICIAL COMMUNITY
PLAN AMENDMENT
BYLAW #5754 AND
REZONING
AMENDMENT BYLAW
#5755 – REQUEST FOR
PROCESSING TIME
EXTENSION
(OCP00080/ZON00326)

Moved by Councillor Anderson, seconded by Councillor Mund:

THAT pursuant to the "Bylaws – Inactive Policy" Council approves a one year extension to the processing period for 4300 35th Avenue Official Community Plan Amendment Bylaw #5754 and Rezoning Amendment Bylaw #5755 to June 28, 2022.

CARRIED

REGIONAL DISTRICT OF NORTH OKANAGAN GREATER VERNON SUB-REGIONAL PARKS REGULATION BYLAW NO. 5834, 2020 (6135-01) Moved by Councillor Mund, seconded by Councillor Fehr:

THAT Council support Greater Vernon Sub-Regional Parks Regulation Bylaw No. 2834, 2020 as described in the memorandum titled "Regional District of North Okanagan Greater Vernon Sub-Regional Parks Regulation Bylaw No. 2834, 2020" dated June 16, 2021 and respectfully submitted by the Manager, Long Range Planning and Sustainability;

AND FURTHER, that Council direct Administration to notify the Regional District of North Okanagan that it supports the Greater Vernon Sub-Regional Parks Regulation Bylaw No. 2834, 2020 as presented.

CARRIED

IMPACT OF CONSTRUCTION COST ESCALATION ON INFRASTRUCTURE REPLACEMENT (5700-01) Moved by Councillor Gares, seconded by Councillor Fehr:

THAT Council receive the memo titled "Impact of Construction Cost Escalation on Infrastructure Replacement" dated June 8, 2021, respectfully submitted by the Infrastructure Management Technician.

CARRIED

TOURISM VERNON 2021/2022 VISITOR GUIDE (6900-01) Moved by Councillor Gares, seconded by Councillor Fehr:

THAT Council receive for information the memorandum titled "Tourism Vernon 2021/2022 Visitor Guide" dated June 15, 2021 and respectfully submitted by the Manager, Tourism.

CARRIED

CLIMATE ACTION ADVISORY COMMITTEE TERMS OF REFERENCE (0540-20) Moved by Councillor Quiring, seconded by Councillor Fehr:

THAT Council endorse the proposed changes to the Climate Action Advisory Committee Terms of Reference as outlined in the memorandum titled "Climate Action Advisory Committee Terms of Reference" dated June 16, 2021 and respectfully submitted by the Manager, Long Range Planning and Sustainability.

CARRIED

RCMP EARNED RETIREMENT BENEFIT (1661-08 2021) Moved by Councillor Mund, seconded by Councillor Gares:

THAT Council authorize the expenditure of \$731,744.38 for RCMP Earned Retirement Benefits, to be funded from the RCMP Contingency reserve.

CARRIED

Councillor Anderson left the meeting at 2:49 pm and returned at 2:51 pm.

TEMPORARY STRENGTHENING OF EMERGENCY DEPLOYMENT AT PREDATOR RIDGE FIRE STATION (7010-01) Moved by Councillor Mund, seconded by Councillor Fehr:

THAT Council authorize the expenditure of up to \$100,000 for temporary strengthening of emergency deployment at the Predator Ridge Fire Station, funded by the 2020 Unexpended Uncommitted reserve, as outlined in the memorandum of the same title dated June 22, 2021 respectfully submitted by the Director, Fire Rescue Services.

CARRIED

REQUEST FOR RESOURCES TO PROVIDE COOLING CENTRES DURING WEATHER RELATED EMERGENCIES (7130-06) Moved by Councillor Gares, seconded by Councillor Quiring:

THAT Council authorize the expenditure of up to \$20,000 from the 2020 Unexpended Uncommitted reserve to support the City's response to the extreme heat as outlined in the memorandum titled "Request for Resources to Provide Cooling Centres During Weather Related Emergencies" dated June 27, 2021, respectfully submitted by the Manager, Long Range Planning & Sustainability.

CARRIED

Reports:

Councillor Fehr left the meeting at 2:59 pm and returned at 3:01 pm.

LAND USE CONTRACT DISCHARGE APPLICATION FOR 9228 KOKANEE ROAD (3360-10 LUC00019 Moved by Councillor Fehr, seconded by Councillor Gares:

THAT Council support Application No. LUC00019 to discharge Rezoning Bylaw #292, 1978 and Land Use Contract Agreement Bylaw #291, 1978, LTO #P2461 from the title of Lot 21, Sec 11, Tp 13, ODYD, Plan 31060 (9228 Kokanee Road) and allow the property to be governed by Zoning Bylaw #5000, subject to the following:

- a) That a Section 219 Covenant (Wildfire), complying with FireSmart BC guidelines and the Community Wildfire Protection Plan, in favour of the City of Vernon, be registered on the title of Lot 21, Sec 11, Tp 13, ODYD, Plan 31060 (9228 Kokanee Road); and
- b) That the single detached housing site be located outside of 30% slope areas.

CARRIED

TRAFFIC BYLAW #5600 HOUSEKEEPING AMENDMENTS (8300-07) Moved by Councillor Fehr, seconded by Councillor Nahal:

THAT Council endorse proposed amendments to Traffic Bylaw #5600, as outlined in Attachment 1 in the report titled "Traffic Bylaw #5600 Housekeeping Amendments", dated June 10, 2021 and respectfully submitted by the Transportation Planner;

AND FURTHER, that Council endorse proposed amendments to Bylaw Notice Enforcement Bylaw #5250, as outlined in Attachment 2 in the report titled "Traffic Bylaw #5600 Housekeeping Amendments", dated June 10, 2021 and respectfully submitted by the Transportation Planner;

AND FURTHER, that Council endorse proposed amendments to Municipal Ticket Information Bylaw #5300, as outlined in Attachment 3 in the report titled "Traffic Bylaw #5600 Housekeeping Amendments", dated June 10, 2021 and respectfully submitted by the Transportation Planner

<u>Moved</u> by Councillor Quiring , seconded by Councillor Anderson:

THAT the motion be amended by adding the following wording to end end of the first paragraph:

'with the exception of the proposed amendment in Section 4.2 of **Traffic (2021 Housekeeping) Amendment Bylaw Number 5863, 2021,** which should remain unchanged'.

CARRIED, with Councillor Gares and Fehr opposed

THE QUESTION WAS CALLED ON THE MAIN MOTION, AS AMENDED, AND DECLARED CARRIED, with Councillor Fehr opposed

LEGISLATIVE MATTERS

Bylaws:

FIRST, SECOND & THIRD READINGS • 5860

Moved by Councillor Gares, seconded by Councillor Fehr:

THAT Bylaw #5860, "Recreation and Parks Services Fees and Charges (2022) Amendment Bylaw Number 5860, 2021" – a bylaw to amend the recreation and parks services fees and charges, be read a first, second and third time.

CARRIED

FIRST & SECOND READINGS AND PUBLIC HEARING DATE

5866

Moved by Councillor Mund, seconded by Councillor Gares:

THAT Bylaw #5866 "9228 Kokanee Road Land Use Contract LTO Registration Number P2461, Discharge Bylaw Number 5866, 2021", to authorize the discharge of Rezoning Bylaw No. 292, 1978 and Land Use Contract Agreement Bylaw No. 291, 1978, LTO #P2461, be read a first and second time;

AND FURTHER, that the Public Hearing for Bylaw #5866 be scheduled for **Monday**, **July 19**, **2021 at 5:30 pm** in the Dogwood Gym, Vernon Recreation Centre, 3310 – 37th Avenue.

CARRIED

COUNCIL INFORMATION UPDATES

Councillor Dalvir Nahal

Attended:

- Regional District of North Okanagan
- Arts Council of North Okanagan
- Met with Developer

Councillor Brian Quiring:

Attended:

- Thank you to Councillor Mund who helped organize some grad celebrations for BX Elementary
- DVA monthly board meeting
- RDNO
- Meeting with Director, CID re: secondary suites
- Special Council Meeting
- Climate Action Advisory

Councillor Kelly Fehr:

Attended:

- Met with an individual involved in e-learning
- Age Friendly Committee
- Taken some cultural competency learning opportunities

Councillor Kari Gares:

Attended:

- Finance Committee for OKRL
- Congratulations to grads of 2021

Councillor Scott Anderson:

Attended:

 Kudos to North Okanagan Canada Day Society and the Okanagan Indian Band for their collaboration in finalizing Canada Day

Councillor Akbal Mund

Attended:

- Proposed fire ban to be initiated this week, pending information from BC Wildfire
- Funtastic Raffle still going on until July 3, 2021

Mayor Victor Cumming:

Attended:

- Advisory Planning Committee
- Foothills neighbourhood meeting
- RDNO
- Mayors Vaccination Roundtable
- Call with therapists discussing housing
- Ribbons of Green
- Special Council Meeting
- RCMP tour
- Call with Ministers Osbourne and Eby regarding housing
- Climate Action Advisory
- Emergency Program Policy Review meeting
- Active Living Centre meeting

NOTICE OF MOTION – COUNCILLOR GARES - RECONCILIATION

Moved by Councillor Gares, seconded by Councillor Anderson:

THAT Council authorize the Mayor to write a letter urging the Federal Government to take meaningful steps to implement the following "calls to action" as outlined in the Truth and Reconciliation Commission (TRC) report:

#75: We call upon the federal government to work with provincial, territorial, and municipal governments, churches, Aboriginal communities, former residential school students, and current landowners to develop and implement strategies and procedures for the

ongoing identification, documentation, maintenance, commemoration, and protection of residential school cemeteries or other sites at which residential school children were buried. This is to include the provision of appropriate memorial ceremonies and commemorative markers to honour the deceased children.

#76: To adopt strategies of documenting, maintaining, commemorating, and protecting residential school cemeteries in accordance with the following principles:

- i. The Aboriginal community most affected shall lead the development of such strategies.
- ii. Information shall be sought from residential school Survivors and other Knowledge Keepers in the development of such strategies.
- iii. Aboriginal protocols shall be respected before any potentially invasive technical inspection and investigation of a cemetery site.

#77: We call upon provincial, territorial, municipal, and community archives to work collaboratively with the National Centre for Truth and Reconciliation to identify and collect copies of all records relevant to the history and legacy of the residential school system, and to provide these to the National Centre for Truth and Reconciliation.

AND FURTHER, that Council directs the Mayor to write a letter to UBCM regarding the roles of local municipalities and the meaningful impact local municipalities can have with regards to the TRC and the many calls to action that local Government can implement;

AND FURTHER, that Council direct staff to investigate how we can implement the following calls to action:

- Missing Children, Commemoration and Monuments: support National Day for Truth and Reconciliation cities (#76).
- Indigenous Sports: educate public regarding athletic history and champions; support Indigenous athletic development and competitions; respect Indigenous territorial protocols and involvement of Indigenous communities in event planning and participation (#87/88/91).
- We call upon federal, provincial, territorial, and municipal governments to fully adopt and implement the United Nations Declaration on the Rights of Indigenous Peoples as the

framework for reconciliation. (#43)

• We call upon federal, provincial, territorial, and municipal governments to provide education to public servants on the history of Aboriginal peoples, including the history and legacy of residential schools, the United Nations Declaration on the Rights of Indigenous Peoples, Treaties and Aboriginal rights, Indigenous law, and Aboriginal—Crown relations. This will require skillsbased training in intercultural competency, conflict resolution, human rights, and anti-racism. (#57)

CARRIED

COUNCILLOR GARES – NOTICE OF MOTION – WENGER PARK

<u>Moved</u> by Councillor Gares, seconded by Councillor Mund:

THAT Council waive the *Parks Naming Policy*;

AND FURTHER, that Council approve the park naming of the currently unnamed park located at 3009 11th Street as "Wenger Park";

AND FURTHER, that Council direct Staff to bring forth costs associated with providing the necessary signage.

CARRIED

COUNCILLOR FEHR-NOTICE OF MOTION -INDIGENOUS REPRESENTATION

<u>Moved</u> by Councillor Quiring, seconded by Councillor Fehr:

THAT as of 2022, planning for Canada Day events, where funded by the City of Vernon, must invite Indigenous representation.

CARRIED

Moved by Councillor Quiring, seconded by Councillor Fehr:

THAT Canada Day events funded in whole or in part by the City of Vernon must include a Traditional Territory Acknowledgment consistent with that of the City of Vernon.

CARRIED, with Councillor Anderson opposed

<u>Moved</u> by Councillor Fehr, seconded by Councillor Anderson:

THAT Canada Day events funded in whole or in part by the City of Vernon must include an acknowledgment of the devastating impacts colonization has had on indigenous populations in Canada.

WITHDRAWN

INFORMATION ITEMS

Council received the following information items:

- **A.** Minutes from the following Committee of Council:
 - (i) Advisory Planning, April 27, 2021
- **B.** Letter dated June 9, 2021 from Karen Elliott, Mayor, District of Squamish, re: Truth and Reconciliation Commission's Call to Action 75.
- **C.** Letter dated June 14, 2021 from Bill Dingwall, Mayor, City of Pitt Meadows re: Truth and Reconciliation Commission's Call to Action 75.
- **D.** Letter dated June 22, 2021 from Krystin Kempton, President, Greater Vernon Chamber of Commerce re: Interior Provincial Exhibition.

CLOSE

Mayor Cumming closed the Regular Open Meeting of the Council of the Corporation of the City of Vernon at 4:30 pm.

The Annual General Meeting and opportunity for Public Input for the 2020 Annual Report and Audited Financial Statements will be held at 5:00 pm.

CERTIFIED CORRECT:	
Mayor	Corporate Officer

THE CORPORATION OF THE CITY OF VERNON

RECORD OF PUBLIC INPUT ANNUAL GENERAL MEETING 2020 ANNUAL REPORT HELD MONDAY, JUNE 28, 2021 AT COUNCIL CHAMBERS

PRESENT: Mayor Cumming

Councillors: S. Anderson, K. Fehr, K. Gares,

B. Quiring, D. Nahal, (A. Mund – absent)

Staff: W. Pearce, Chief Administrative Officer

K. Poole, Director, Community Safety, Lands & Administration

K. Austin, Manager, Legislative ServicesC. Poirier, Manager, Communication & Grants

J. Nicol, Deputy Corporate Officer D. Law, Director, Financial Services

L. Cordell, Manager, Long Range Planning & Sustainability

J. Rice, Director, Operation Services D. Lind, Director, Vernon Fire Rescue

Others: Members of the Public

Mayor Cumming called the Public Input to order at 5:02 pm. Mayor Cumming advised those in attendance and watching via livestream that the purpose of the Public Input was to provide residents with an opportunity to speak to the 2020 Annual Report.

Debra Law, Director, Financial Services provided an overview of the 2020 Annual Report and advised that the report was posted on the City of Vernon website on June 11, 2021. Keri-Ann Austin, Corporate Officer, advised that, as legislated, advertisements of this opportunity were published in the June 17th and 24th, 2021 issues of the Morning Star Newspaper.

Keri-Ann Austin, Corporate Officer, advised that one written submission had been received and circulated to Council as follows:

June 28, 2021	Inge Friesen	
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Mayor Cumming called for representation from the public in attendance who wished to speak to the 2020 Annual Report

Mayor Cumming called a final time for representation, and there being none, closed the Public Input session for the 2020 Annual Report.

<u>Moved</u> by Councillor Quiring, seconded by Councillor Nahal:

THAT Council receive the overview of the 2020 Annual Report, as presented at the June 28, 2021 Annual General meeting, for information.

CARRIED

CLUSE.

The Annual General Meeting closed at 5:23 pm.

CERTIFIED CORRECT:

Mayor	Corporate Officer



THE CORPORATION OF THE CITY OF VERNON REPORT TO COUNCIL

SUBMITTED BY:

Matt Faucher

Current Planner

COUNCIL MEETING: REG $oxdiv Cow \Box$ I/C \Box

COUNCIL MEETING DATE: July 19, 2021

REPORT DATE: June 16, 2021 **FILE**: 3090-20 (DVP00501)

SUBJECT:

DEVELOPMENT VARIANCE PERMIT APPLICATION FOR 8555 HARBOUR HEIGHTS

ROAD

PURPOSE:

To review the Development Variance Permit application (DVP00501) to vary sections of Zoning Bylaw #5000 in order to construct a detached garage/shop and carport addition at 8555 Harbour Heights Road.

RECOMMENDATION:

THAT Council support the Development Variance Permit application (DVP00501) to vary the following section of Zoning Bylaw #5000 to permit the construction of a detached garage/shop and carport addition on LT 3 PL 14930 SEC 14 TWP 13 ODYD (8555 Harbour Heights Road):

a) Section 9.2.5 minimum setback requirement from a flanking street from 7.5 m to 2.5 m;

AND FURTHER, that Council's support of DVP00501 is subject to the following:

- a) the site plan illustrating the general siting of the proposed development be attached to and form part of DVP00501; and
- b) the applicant providing a survey plan that verifies the proposed structure(s) will not encroach into any rights of way or easements registered on title, including but not limited to Plan A10559 (AC watermain).

ALTERNATIVES & IMPLICATIONS:

- 1. THAT Council deny the Development Variance Permit application (DVP00501) to vary the following section of Zoning Bylaw #5000 to permit the construction of a detached garage/shop and carport addition on LT 3 PL 14930 SEC 14 TWP 13 ODYD (8555 Harbour Heights Road):
 - a) Section 9.2.5 minimum setback from a flanking street from 7.5 m to 2.5 m.

Note: Denial of the Development Variance Permit Application would restrict the siting of any proposed structure to conform with the provisions of Zoning Bylaw #5000. The applicant would be required to revise the proposal and future development on the subject property to meet the prevailing zoning provisions.

ANALYSIS:

A. Committee Recommendations:

At its meeting of June 15, 2021, the Advisory Planning Committee passed the following resolution:

THAT Council support Development Variance Permit Application DVP00501 to vary the following sections of Zoning Bylaw #5000 to permit the construction of a detached garage and carport addition on LT 3, PL14930, SEC 14, TWP 13, ODYD (8555 Harbour Heights Road):

a) Section 9.2.5 minimum setback requirement from a flanking street from 7.5 m to 2.5 m;

AND FURTHER, that Council's support of DVP00501 is subject to the following:

- a) the site plan illustrating the general siting, layout, form and character of the proposed development, be attached to and form part of DVP00501 as Schedule "A"; and
- b) the applicant providing a survey plan that verifies the proposed structure(s) will not encroach into any Rights of Way or easements registered on title, including but not limited to Plan A10559 (AC watermain).

B. Rationale:

- The subject property is located at 8555 Harbour Heights Road as shown on Figures 1 and 2. The property is approximately 1,288 m² in size and is within a residential area in the Okanagan Landing Neighbourhood.
- 2. The subject property is zoned R1 Estate Lot Residential and the subject application pertains to development regulations within Section 9.2.5 of Zoning Bylaw #5000.
- 3. The proposal is to construct a detached garage/shop and addition to the carport on the subject property.
- 4. The subject application proposes to vary the following section of Zoning Bylaw #5000 in order to permit the construction of a detached garage/shop and carport addition:
 - a) Section 9.2.5 minimum setback from a flanking street from 7.5 m to 2.5 m.

The site survey plan for the proposed garage/shop and carport are illustrated in Attachment 1.

5. The proposed garage/shop is approximately 66.92 m² in total area and the proposed carport addition is approximately 25.16 m². If Council approves the issuance of the Development Variance Permit a Building Permit will be required to construct the structures.

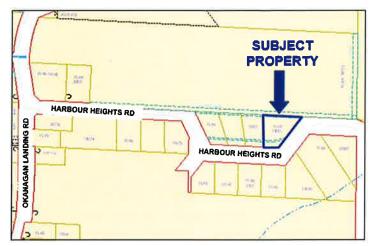


Figure 1 - Property Location Map



Figure 2: Aerial Photo of Property

Administration and the applicant's professional engineer have reviewed the access for the proposed structure, which included a sightline analysis report prepared by the applicant's consultant, and determined the proposal meets the Transportation Association of Canada's sightline requirements as well as City of Vernon bylaw requirements.

- 6. Administration supports the requested variances for the following reasons:
 - a) The subject property is adjacent to agricultural land within the Agricultural Land Reserve (ALR) and the siting of the proposed structure is abutting the ALR property thereby mitigating potential impacts on neighbouring residential properties.
 - b) The applicant has been proactive in consulting their neighbours in regards to their proposal and has obtained signatures in support from the owner(s)/occupant(s) of 8558 and 8570 Harbour Heights Road.
 - c) Given the slope of the site and encumbrances on the title of the subject property (rights of way / easements), as well as the sightlines from Harbour Heights Road, the area of the property that could support the construction of a detached garage is limited. The proposed location of the structure is the most suitable placement on the lot.
- 7. In order to protect the public, Council members, and staff, the City has implemented strict physical distancing measures in all City facilities, which follow the guidelines and Orders of the Provincial Health Officer (PHO).

Until further notice, to support these measures, Council has directed Administration to receive public input for development variance permit applications in written form only, until physical distancing requirements have been lifted by the PHO.

Only those written submissions (or emails to <a href="mails-email

As part of the notification process, twelve letters were sent to neighbouring residents, tenants and property owners. At the time of report writing, one written submission had been received. As input is received, it is placed on the City of Vernon website Development Variance Permits – Public Input as well as in a binder at the front counter of the Community Services Building.

Attachments

Attachment 1 – Site Survey Plan

C. Council's Strategic Plan 2019 – 2022 Goals/Action Items:

The subject application involves the following goals/action items in Council's Strategic Plan 2019 – 2022:

Review and streamline residential development process.

D. Relevant Policy/Bylaws/Resolutions:

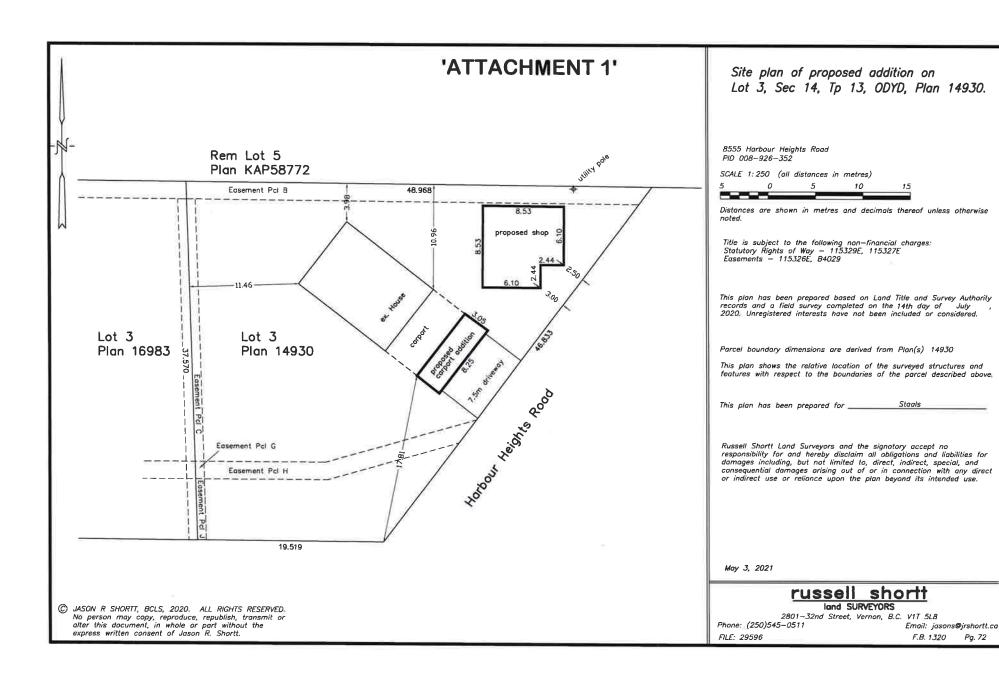
- 1. The following provisions of Zoning Bylaw #5000 R1 Estate Lot Residential Zone are relevant to the subject application:
 - Zoning Bylaw #5000:

Section 9.2.5 Minimum side yard is 2.5 m, except it is 7.5 m from a flanking street.

BUDGET/RESOURCE IMPLICATIONS:

N/A

	×		
Prepared by:	Approved fo	or submission to Council:	
X long Brodul	Will Pearce,	5. CAO	
Craig Broderick			
Manager, Current Planning	Date:(2	2 1064 2021	
X Signer 2 Sinh			
Kim Flick Director, Community Infrastructure a	nd Development		
REVIEWED WITH			
☐ Corporate Services	☐ Operations		
☐ Bylaw Compliance	☐ Public Works/Airport		lity
☐ Real Estate	☐ Facilities	□ Building & Licensing	
□ RCMP	Utilities		
☐ Fire & Rescue Services	□ Recreation Services	☐ Infrastructure Management	
☐ Human Resources	☐ Parks		
☐ Financial Services		☐ Economic Development & Tourism	
☐ COMMITTEE: APC (June 15/21)			
☐ OTHER:			.0.416
G:\3000-3699		VARIANCE PERMITS\20 Applications\DVP005	JUT\2



City Reception

From:

Douglas Geller ·

Sent:

Monday, June 28, 2021 10:06 AM

To:

Public Hearings

Subject:

Development Variance Permit, 8555 Harbour Heights Rd



Use Caution - External Email

In reference to Development Variance Permit application for 8555 Harbour Heights Rd, Vernon, I have the following information to report to Council and Staff:

We are one of the nearest neighbours to the proposed project, residing at 8562 Harbour Heights Rd directly across the street from the proposed carport addition and new second driveway.

Our primary concern is safety. As a resident here for 16 years, perhaps the Applicant and City staff are not fully aware of the hazardous conditions that residents of Harbour Heights encounter particularly in the winter on this steep and narrow road. Leeanne and others have found themselves in the ditch alongside Harbour Heights Road and there have also been accidents elsewhere on this road due to its steep grade.

The proposed carport will mean that the proposed new driveway will be quite short in length, meaning that vehicles will likely end up being parked within the road right of way, where accidents occur in winter. We have witnessed on more than one occasion vehicles sliding off into the ditch at the proposed new driveway location. There are already FOUR driveways abutting this short and very steep stretch of road. Why add a fifth?

City staff have recommended that the project proceed. Why would the City approve a workshop with a reduced setback from the road when others have not been allowed to do this, while also allowing a second driveway to be placed in the middle of an inside bend in the very steep road? It is on the inside bend of steep roads that most accidents occur, especially in winter.

Having discussed our main concern (safety) a few other technical points or background information are presented below for Staff and Council to consider in making a decision on the proposal.

- 1. It has been our understanding through prior conversations with City planning and engineering staff that addition of a second driveway has typically not been allowed on Harbour Heights Rd due to the Estate Residential zoning as well as the extremely steep illegal grade of the road built prior to the area being annexed into the city.
- 2. The Notice of Development sign placed facing the road and my property of the as well as the drawings attached to the Report to Council states the setback requirement from a flanking street is proposed to be reduced from **7.5 metres to 2.5 metres**; however, the **Staff Recommendation is to limit the reduction to 3.65 metres**. We'd like to point out that a workshop could be built further back on the property with no reduction, so this reduction in setback seems unnecessary, with possible undesired consequences (e.g. setting a precedent for others to build structures close to the road, plus the above-mentioned safety concerns). Again, as with the carport and new driveway, the reduced

workshop setback will likely mean vehicles will be parked in the road right-of-way, along a very steep section of the road and at a curve in the road.

- 3. By way of background, several years ago the City denied an application to build a workshop and second driveway in front of our neighbour's house at 8570 Harbour Heights Road. The workshop was eventually built behind the existing house instead, due to the zoning requirements. This workshop could have been built without encroaching on the 7.5 metre road setback in front of the house but instead sits behind the house with no second driveway access.
- 4. The Report to Council states that the Applicant has submitted two letters of support from neighbours including 8558 Harbour Heights. For the record we were not contacted by the Applicant to provide support for the proposed project. Elsewhere in the Report to Council (on Page 3), it states that "XX letters were sent to neighbouring residents, tenants and property owners" The "XX" seems to signify no one knows how many such letters were sent? We did not receive a letter.
- 5. As with many such Applications to change existing Zoning, approval of the proposed plan will set a new precedent for Harbour Heights Road and similarly zoned areas in Vernon that would allow for construction of more driveways in potentially unsafe areas and further encroachment on the public right of way and viewscapes that existing throughout the area.

We trust that Staff and Council carefully consider the implications of approving this application and explore whether it could be modified to reduce our safety concerns.

Respectfully submitted;

Leeanne M. Stringer and Douglas Geller

City of Vernon Disclaimer: This transmission (including any attachments) may contain confidential information, privileged material (including material protected by the FOI act or other applicable privileges), or constitute non-public information. Any use of this information by anyone other than the intended recipient is prohibited. If you have received this transmission in error, please immediately reply to the sender and delete this information from your system. Use, dissemination, distribution, or reproduction of this transmission by unintended recipients is not authorized and may be unlawful.

City Reception

From:

Marylou Staal:

Sent:

Wednesday, July 14, 2021 11:52 AM

To:

Public Hearings

Subject:

DVP 00501, Harbour Heights Road

Use Caution - External Email

Re: Development Variance Permit 00501, 8555 Harbour Heights Road

In response to the written submission dated June 28, 2021, by the owners of we would like to address some of their concerns.

- 1. We are applying to have only ONE driveway. As per access permits issued by the City of Vernon only one 6 metre wide driveway is allowed. The existing driveway will be decommissioned. As per the Professional Traffic Engineering report submitted to the City of Vernon, the proposed driveway is a safer option.
- 2. The Variance Committee supports our proposal for the 2.5 metre setback line. This setback is 2.5 metres from the property line, not the road, therefore only one corner of the proposed garage will be 8.7 metres from the edge of the road. We see no relevance between the setback line and road safety.

Considering the proposed driveway and the entrance to the garage on the south end of the building, there will be more off-street parking created than presently exists.

- 3. This does not have any bearing on our application.
- 4. N/A
- 5. On the drawing of the proposed plan (Neighbour Letter, Attachment 3) the proposed garage will be set back into the bank in consideration of keeping the roof line as low as possible as not to impede the view of neighbours. The proposed plan is for one driveway only.

Sincerely,

Paul Staals





THE CORPORATION OF THE CITY OF VERNON REPORT TO COUNCIL

SUBMITTED BY:

Michelle Austin

Current Planner

COUNCIL MEETING: REG ⊠ COW □ I/C □

COUNCIL MEETING DATE: July 19, 2021

REPORT DATE: June 29, 2021 **FILE**: 3360-40 (LUC00018)

SUBJECT:

LAND USE CONTRACT VARIANCE APPLICATION FOR 9240 CHINOOK ROAD

PURPOSE:

To review a development variance permit application to vary the floor area, height and side yard setback of Land Use Contract Bylaw #291, 1978 for an accessory residential building at 9240 Chinook Road.

RECOMMENDATION:

THAT Council approve a variance to Land Use Contract Bylaw #291, 1978 for Lot 18, Sec 11, Tp 13, ODYD, Plan 31060 (9240 Chinook Road) by varying:

- a) Schedule A Section 4. (b) Floor Area for an accessory residential building from a maximum 55 m² to 69.2 m² and a maximum horizontal dimension from 9 m to 9.9 m;
- b) Schedule A Section 5. (a) Height for an accessory residential building from a maximum of 5 m to 5.2 m; and
- c) Schedule A Section 8. (d) Side Yard Setback for an accessory residential building from a minimum of 8 m to 3.7 m.

AND FURTHER that Council's approval of Land Use Contract Variance Application LUC00018 is subject to the following:

- That a Section 219 Covenant (Wildfire), complying with FireSmart BC guidelines and the Community Wildfire Protection Plan, in relation to the accessory residential building in favour of the City of Vernon, be registered on the title of Lot 18, Sec 11, Tp 13, ODYD, Plan 31060 (9240 Chinook Road); and
- ii. That the Certificate of Location of Accessory Building and building elevation plans generally comply with those shown as Attachment 1 in the report titled "Land Use Contract Variance Application for 9240 Chinook Road" dated June 29, 2021 and respectfully submitted by the Current Planner.

ALTERNATIVES & IMPLICATIONS:

- THAT Council deny the variance to Land Use Contract Bylaw #291, 1978 for Lot 18, Sec 11, Tp 13, ODYD, Plan 31060 (9240 Chinook Road) to vary:
 - a) Schedule A Section 4. (b) Floor Area for an accessory residential building from a maximum 55 m² to 69.2 m² and a maximum horizontal dimension from 9 m to 9.9 m;
 - b) Schedule A Section 5. (a) Height for an accessory residential building from a maximum of 5 m to 5.2 m; and

c) Schedule A - Section 8. (d) Side Yard Setback for an accessory residential building from a minimum of 8 m to 3.7 m.

Note: The subject accessory building (i.e. carport) has already been partially constructed. This alternative does not support the request to vary the LUC, thereby prohibiting the dimensions, height and siting of the carport. If this alternative is approved, a building permit could not be issued for the building and the building would have to be removed.

ANALYSIS:

A. Committee Recommendations:

At its meeting of June 15, 2021, the Advisory Planning Committee adopted the following resolution:

THAT Council support Land Use Contract Variance Application LUC00018 to vary Land Use Contract Bylaw #291, 1978 for Lot 18, Sec. 11, Tp 13, ODYD, Plan 31060 (9240 Chinook Road) to vary:

- a) Schedule A Section 4. (b) Floor Area for an accessory residential building from a maximum 55 m² to 69.2 m² and a maximum horizontal dimension from 9 m to 9.9 m;
- b) Schedule A Section 5. (a) Height for an accessory residential building from a maximum of 5 m to 5.2 m; and
- c) Schedule A Section 8. (d) Side Yard Setback for an accessory residential building from a minimum of 8 m to 3.7 m.

AND FURTHER, that Council's support of Land Use Contract Variance Application LUC00018 is subject to the following:

a) That the Certificate of Location of Accessory Building and building elevation plans generally match those shown as Attachment 1 in the report titled "Land Use Contract Variance Application for 9240 Chinook Road" dated June 10, 2021 by the Manager, Current Planning, be attached to and form part of the Land Use Contract Variance (LUC00018) as Schedule 'A'.

B. Rationale:

- The subject property is located at 9240 Chinook Road, as shown on Figures 1 and 2. It is located in Sunset Properties, an established rural subdivision created by a Land Use Contract (LUC) in the 1970s.
- 2. LUCs were widely used in B.C. from 1971 to 1977. They were registered on title of the property and function like restrictive covenants, setting out how the property was (and is) to be subdivided, developed and serviced. They also act as the principal zoning for the property and include many of the typical development regulations. The use of LUCs was discontinued by the province in 1978.

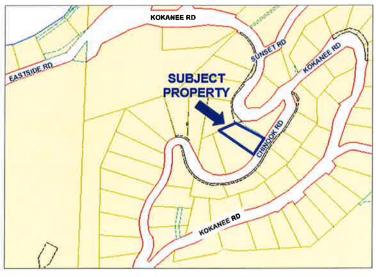


Figure 1: Property Location Map

- 3. As per Section 547 (1) of the Local Government Act (LGA), all LUCs will be terminated on June 30, 2024. There are numerous LUCs in place within the city. Administration has been working with applicants to amend (i.e. modify, vary or discharge) LUCs as property owners come forward for redevelopment or improvements, such as the subject application.
- 4. Section 546 of the *LGA* outlines the process to be followed for varying an LUC. Site specific amendments can be made to an LUC by way of a development variance permit, provided the proposal does not affect permitted uses or density. The proposed carport does not vary use or density, therefore the DVP route can be pursued.

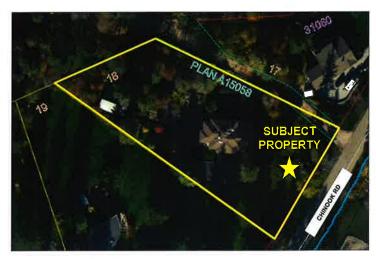


Figure 2: Aerial Photo of Property

- 5. The intent of this application is to request that Council sanction the dimensions, height and siting of the carport (Attachment 1) by varying these aspects of the LUC (Attachment 2). The carport was partially constructed prior to applying for and receiving a building permit (Attachment 3). The proposed use, accessory residential, is a permitted use within the LUC. Up to two accessory residential buildings are allowed. The carport is the only accessory building on the property. However, it was constructed larger and taller than allowed and too close to the side property line. If the recommendation is approved, a building permit would be reviewed and, if compliant with the building regulations, be issued.
- 6. Table 1 below shows how the proposed variances compare to the LUC and R1 regulations. Upon expiration of the LUC on June 30, 2024, the building would comply with the underlying R1 zoning (Attachment 4) and other provisions of Zoning Bylaw #5000.

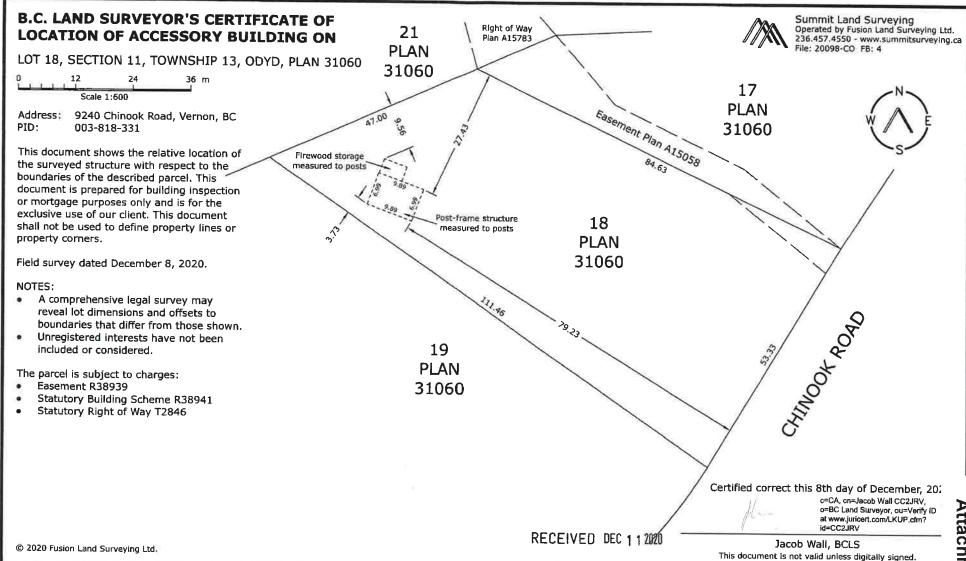
	Proposed Carport	LUC Regs	R1 Regs
Floor Area	69.2 m ²	55 m ²	90 m ²
Horizontal Dimension	9.9 m	9 m	N/A
Height	4.4 m (as per Zoning Bylaw #5000 & R1 Regs) 5.2 m (as per LUC)	5 m	4.5 m
Interior Side Yard Setback	3.7 m	8 m	1 m

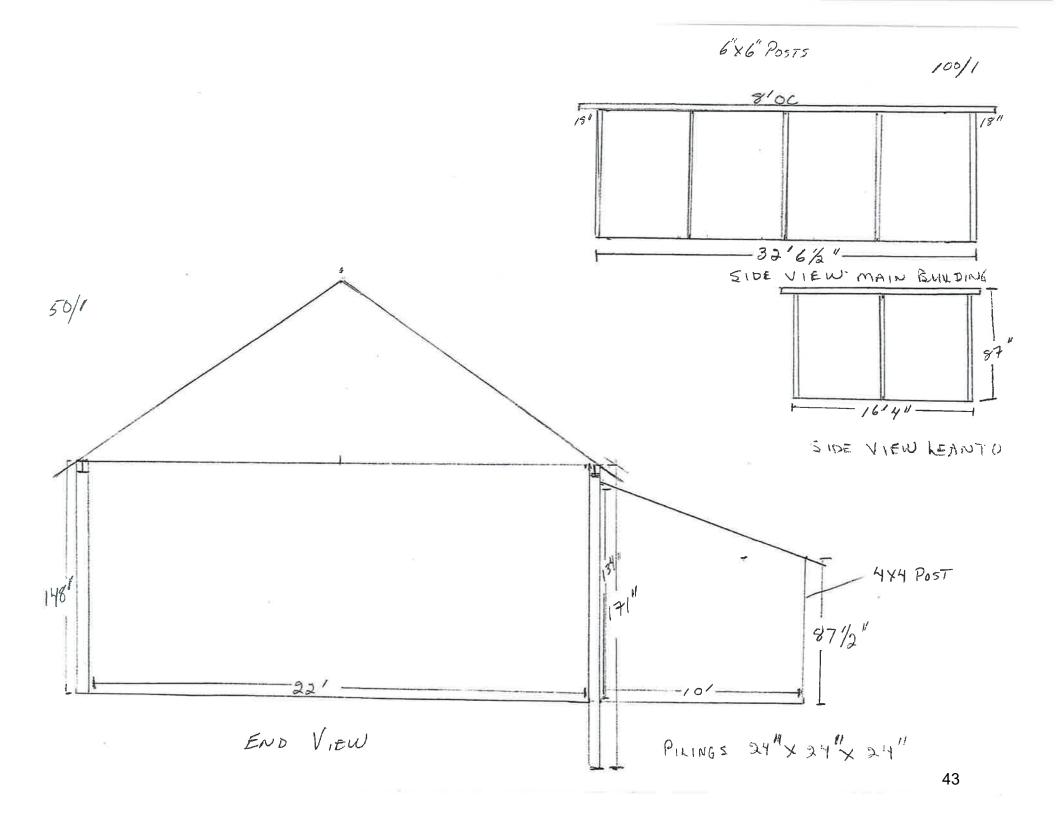
Table 1: Proposed Variances and Regs

- 7. The height of the building is measured differently under the LUC versus the Zoning Bylaw #5000, which explains why two different heights are shown for the proposed shop/garage:
 - Height, under the LUC, is measured from the average finished ground elevation, at the base of the building, to the highest point on the building.
 - Height, under Zoning Bylaw #5000, is measured from lowest average building grade, adjoining each exterior wall, to the midpoint between the eave line and the ridge of a sloping roof.
- 8. The subject property is located within the Hillside Residential and Agricultural District Development Permit Area therefore a Development Permit (DP) is required unless an exemption is applicable to the proposed development. In this situation, the DP requirement can be waived if the owner illustrates that the development complies with FireSmart BC guidelines and the Community Wildfire Protection Plan.

Prepared by:	Approved for submission to Council:
X Minholl Quatro	Will Pearce, CAO Date: 12. JULY. 2021
Michelle Austin Current Planner	
X Ham Duth Signer 2	
Kim Flick Director, Community Infrastructure and Develo	ppment

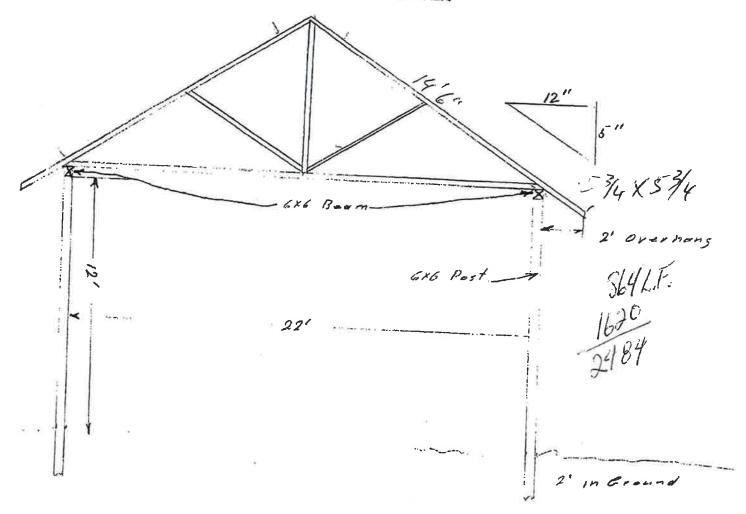
REVIEWED WITH		
□ Corporate Services□ Bylaw Compliance□ Real Estate	☐ Operations☐ Public Works/Airport☐ Facilities	☑ Current Planning☐ Long Range Planning & Sustainability☑ Building & Licensing
□ RCMP	☐ Utilities	 Engineering Development Services
☐ Fire & Rescue Services	☐ Recreation Services	☐ Infrastructure Management
☐ Human Resources	☐ Parks	☐ Transportation
☐ Financial Services		☐ Economic Development & Tourism
☑ COMMITTEE: APC Jun. 15/2021		
□ OTHER:		





130,00 sonews

FRED & RENATE von SCHELLWITZ 9240 Chinook Rd. Vernon, BC V1H 1K3 CANADA





SCHEDULE "A"

To Land Use Contract No.: 14 - 76

Subdivision

1. No lot or parcel in the lands created by the subdivision referred to in paragraph 2.2 and Schedule "B" (hereinafter called the "Lot") shall be subdivided or partitioned into two or more Lots or any Lots or any Lots consolidated into one or more Lots.

Permitted uses

- The following uses, as defined by the by-laws of the District and no others shall be permitted;
 - (a) Single family dwelling;
 - (b) Accessory residential;
 - (c) Restricted agricultural.

Buildings per Lot

- 3. The number of buildings allowed per Lot for each of the above mentioned permitted uses shall be not more than:
 - (a) One (1) single family dwelling;
 - (b) Two (2) accessory residential buildings;
 - (c) Two (2) restricted agricultural buildings.

Floor Area

4. The floor areas shall be as follows:

- (a) The floor area for a single family dwelling shall be not less than 60 m^2 (645.6 square feet).
- (b) The floor area for an accessory residential building shall not be greater than 55m² (591.8 square feet) with no horizontal dimension exceeding 9 m (29.53 feet);

Height of Buildings and Structures

- 5. The height of buildings and structures shall not exceed:
 - (a) 5 m (16.40 feet) for accessory residential use;
 - (b) 8 m (26.25 feet) for residential use;
 - (c) 10 m (32.81 feet) for restricted agricultural use.

Lot Coverage

6. Lot coverage shall be not greater than thirty percent (30%) of the Lot area.

Off-Street Parking

7. Off-street parking shall be provided and maintained in accordance with the provisions of Schedule "B" of By-law 801 of the By-laws of the District and the number of parking spaces required to be provided on a Lot or Lots, shall be determined by the use or uses being carried on on such Lot or Lots from time to time.

Setbacks

8. (Subject to the special building line setback provisions of Section 407 of the By-laws of the District)

(a) Front Yard:

A front yard free of all buildings and structures shall be provided with a depth of not less than:

- (i) 12 m (39.37 feet) for single family dwellings, and accessory residential use;
- (ii) 15 m (49.21 feet) for restricted agricultural use;
- (iii) 30 m (98.43 feet) for restricted agricultural use involving buildings used for the keeping of animals.

(b) Other Buildings:

Buildings shall not be sited within 3 m (9.843 feet) of any other building, except that buildings for restricted agricultural use involving the keeping of animals shall not be sited within 30 m (98.43 feet) of any residential dwelling not sited on the same Lot.

(c) Rear Yard:

A rear yard free of all buildings and structures shall be provided with a depth of not less than 8 m (26.25 feet), except that rear yards free of all buildings and structures used for keeping of animals shall be provided with a depth of not less than 30 m (98.43 feet) where the use abuts a Residential Zone.

(d) Side Yards:

Side yards free of all buildings and structures shall be provided with a width of not less than 8 m (26.25 feet), except that side yards free of buildings and structures used for keeping animals shall be provided with a width of not less than 30m (98.43 feet) where the use abuts a Residential zone.

Exterior side yards free of buildings and structures shall be provided with a width of not less than:

- (i) 12 m (39.37 feet) for single family dwellings, two family dwellings, mobile homes, and accessory residential use;
- (ii) 15 m (49.21 feet) for restricted agricultural
 use;
- (iii) 30 m (98.43 feet) for restricted agricultural use involving buildings used for the keeping of animals.

(e) Water Bodies:

Setbacks from water bodies and the natural boundary of any natural watercourse or source of water shall be in accordance with Section 406 of this By-law.

Restricted Agricultural Use

9. A restricted agricultural use shall be restricted to the cultivation of land and the keeping of animals for the personal use of the owner only, provided that this does not create a nuisance by reason of sound, sight, or smell and shall not include feed lots, mushroom growing, boarding and breeding kennels, or the keeping of swine or fur bearing animals.

Tree Cutting

- 10. No trees now standing on the Lands shall be cut or removed from the Lands unless the person desiring to cut any tree or trees makes written application to the District Planning Director for a tree cutting permit and states therein the following:
 - (a) The reason for the proposed tree cutting;
 - (b) The number, species and location of the tree or trees to be cut; and,
 - (c) A tree survey if a building permit is being applied for.

Attachment 3

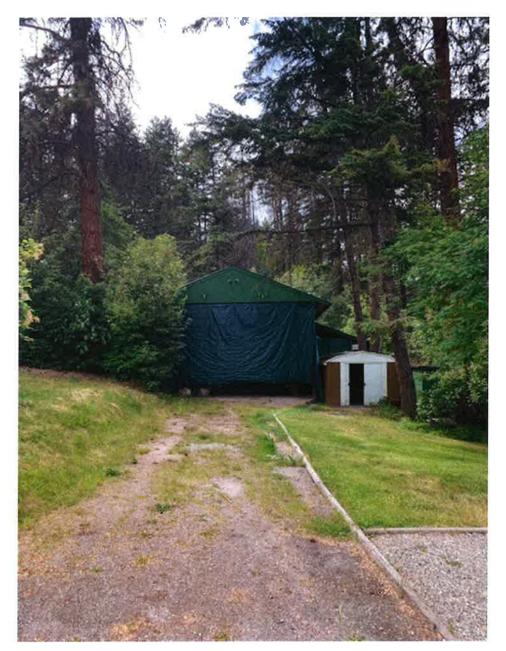


Photo 1: Front of Carport, photo taken facing west



Photo 2: Roof of carport in the distance, photo taken facing west

Secondary buildings in Non-Residential Zones

- 4.5.2 A **secondary building** or **structure** in any non-residential **zone** is subject to the **development** regulations for that **zone**.
- 4.5.3 Notwithstanding Section 4.5.2, a **secondary building** or **structure**, excluding **fences**, on a **lot** in a non-residential **zone**, which **abuts** a **lot** in a residential **zone**, shall not be less than 1.0 m from the boundary of the **lot** in a residential **zone**.

Secondary buildings in Residential Zones

- 4.5.4 **Secondary buildings** or **structures**, excluding **fences**, are not permitted in a **front yard**.
- 4.5.5 A **secondary building** or **structure** shall not be used as a **dwelling** unless it is a permitted **secondary suite**.
- 4.5.6 A **secondary building** or **structure** shall not exceed 4.5m or one **storey** in **height**, whichever is the lesser, unless specified otherwise in the **development** regulations of a particular **zone**.
- 4.5.7 Lot coverage of secondary buildings or structures shall not exceed 14% or a maximum area of 90m² for secondary buildings in the residential zones.
- 4.5.8 There shall be at least 2.0 m spatial separation between a **secondary building** and a primary **building**.
- 4.5.9 **Secondary buildings** and **structures** shall be located on an **interior lot** as follows:
 - a secondary building shall not be located closer than 18.0m to the front lot line unless it complies with the side yard requirements for a primary building;
 - a secondary building shall be located not less than 1.0m from the side lot line or shall be unrestricted where the secondary building does not exceed the permitted fence height,
 - a secondary building housing a secondary suite shall have the same side yard requirements as for the primary building in that zone.
 - mechanical equipment shall be located to comply with the side yard for the primary building.

9.2 R1: Estate Lot Residential



9.2.1 Purpose

The purpose is to provide a **zone** for **single detached housing**, and compatible uses, on larger urban serviced **lots**. The R1c sub-zoning district allows for **care centre**, **major** as an additional use. The R1h sub-zoning district allows for **home based business**, **major** as an additional use. (Bylaw 5467)

9.2.2 Primary Uses

- care centre, major (use is only permitted with the R1c sub-zoning district)
- single detached housing

9.2.3 Secondary Uses

- boarding rooms
- bed and breakfast homes (in single detached housing only) (Bylaw 5498)
- care centres, minor
- group home, minor
- home based businesses, minor
- home based businesses, major (use is only permitted with the R1h sub-zoning district)
- secondary suites
- seniors supportive housing

9.2.4 Subdivision Regulations

- Minimum lot width is 24.0m.
- Minimum lot area is 740m², or 10,000m² if not serviced by a community sewer system.
- Maximum density is 30.0 units per gross hectare (12.0 units/gross acre).

9.2.5 Development Regulations

- Maximum site coverage is 40% and together with driveways, parking areas and impermeable surfaces shall not exceed 50%.
- Maximum height is the lesser of 10.0m or 2.5 storeys, except it is 4.5m for secondary buildings and secondary structures.
- Minimum front yard is 7.5m.
- Minimum side yard is 2.5m, except it is 7.5m from a flanking street. Where there is no direct vehicular access to the rear yard or to an attached garage or carport, one side yard shall be at least 3.0m.
- Minimum rear yard is 7.5m, except it is 1.0m for secondary buildings. Where the lot width exceeds the lot depth, the minimum rear yard is 4.5m provided that one side yard shall have a minimum width of 4.5m.
- The maximum height of any vertical wall element facing a front, flanking or rear yard (including walkout basements) is the lesser of 6.5m or 1.5 storeys, above which the building must be set back at least 1.2m.

9.2.6 Other Regulations

- There shall be no more than one single detached house per lot.
- Where development has access to a rear lane, vehicular access to the development is only permitted from the rear lane.

- For **seniors supportive housing**, a safe drop-off area for patrons shall be provided on the **site**.
- In addition to the regulations listed above, other regulations may apply. These include the general **development** regulations of Section 4 (secondary **development**, **yards**, projections into **yards**, lighting, agricultural setbacks, etc.); the specific use regulations of Section 5; the **landscaping** and fencing provisions of Section 6; and, the parking and loading regulations of Section 7.
- Seniors supportive housing shall be for no more than four residents. (Bylaw 5467)
- As per Section 4.10.2 All **buildings** and **structures**, **excluding perimeter fencing** (garden walls and fences) on lots abutting City Roads as identified on Schedule "B" shall not be sited closer to the City Road than the setback as per the appropriate zone measured from the offset Rights of Way as illustrated on Schedule "B". (Bylaw 5440)

ADMINISTRATION UPDATES July 19, 2021 REGULAR COUNCIL MEETING

File: 0550-05

HUMAN RESOURCES

September 30 National Day for Truth and Reconciliation

On June 3, 2021, the federal government's Bill C-5, An Act to amend the Bills of Exchange Act, the Interpretation Act and the Canada Labour Code (National Day for Truth and Reconciliation) received Royal Assent. This bill amends the Canada Labour Code to provide for annual observance by the federal government and federally regulated workplaces of a new statutory holiday on September 30, the National Day for Truth and Reconciliation. This applies to the City of Vernon as the language vested within the collective agreements and practice across the Corporation offers that employees shall be entitled to, "...any other day proclaimed or declared by the Federal, Provincial or Municipal Government as a holiday."

The Truth and Reconciliation Commission of Canada (TRC) was established in 2008 to document the history and legacy of residential schools, which were operated between the late 1800s and the late 1990s by the federal government and Christian churches as part of a federal policy to assimilate Indigenous people into Canadian society.

In 2015, the TRC issued *Truth and Reconciliation Commission of Canada: Calls to Action*, which contained 94 calls to action in response to the injustices inflicted on First Nations, Inuit and the Métis Nation, including the forced removal of children from their families to attend residential schools and the abuse the children experienced there. The establishment of a National Day for Truth and Reconciliation as a statutory holiday is in response to the 80th call to action, which urged the federal government to work with Indigenous people to establish such a holiday. As stated in the calls to action report, the holiday's purpose is to "honour Survivors, their families, and communities, and ensure that public commemoration of the history and legacy of residential schools remains a vital component of the reconciliation process."

COMMUNITY INFRASTRUCTURE AND DEVELOPMENT SERVICES

Okanagan Indian Band (OKIB) Interpretive Signage

Administration has been working with staff from OKIB and Regional District of North Okanagan on interpretive signage for the Kin Beach area. Two signs will be installed: one near Kin Beach on City land (near the tree planted in recognition of the Relationship Accord signing by the City and OKIB) and one farther down the beach on IR#6 lands. An unveiling event will be scheduled once an installation date is known.

2900 30th Avenue Plaza

At its Regular Meeting of June 14, 2021, Council passed a resolution directing Administration to plan for the closure of the 2900 block of 30th Avenue from July 1 to September 7, 2021. Administration can confirm that preparatory work took place on June 29 and 30. Planters, barricades, picnic benches, additional lighting and sidewalk ramps have been installed. The photos below were taken between July 4 and 8, 2021.















Fuel Consumption of a Vernon Regional Transit Bus

At its Committee of the Whole Meeting of June 28, 2021, Council enquired what the miles per gallon a bus achieves. BC Transit has advised that the average consumption per 100 km for all busses, which are the same as Vernon's is as follows:

- April 1, 2019 to March 31, 2020 = 36.36 litres (7.77 miles per imperial gallon / 6.4 miles per US gallon)
- April 1, 2020 to March 31, 2021 = 32.87 litres (8.59 miles per imperial gallon / 7.1 miles per US gallon)
- April 1, 2021 to May 31, 2021 = 33.56 litres (8.42 miles per imperial gallon / 7.0 miles per US gallon)
- An overall average of 34.26 litres (8.26 miles per imperial gallon / 6.83 miles per US gallon

Size of 30km/h signs in Playground Zones

At its Regular Meeting of June 28, 2021, Council asked why speed limit sign sizes are different between 30 km/h signs and 50 km/h signs. Administration can advise that the signs are compliant with the British Columbia *Motor Vehicle Act*. The Act specifies that a smaller 45cm wide 30 km/h speed limit sign tab be placed underneath the playground sign to create a Playground Zone that is in effect dawn until dusk every day. It is noted that the Transportation Association of Canada's Manual of Uniform Traffic Control Devices Fifth Edition, which provides national guidance on sign design and placement utilizes a standard sized (60cm wide) speed limit sign, however compliance with the BC Act takes precedence.

Sidewalk Works Contribution Refunds

At its Regular Meeting of June 28, 2021, Council asked Administration to provide an update on the progress of Works Contribution Agreement refunds for curb and sidewalk works. Engineering Development Services continues to work through the list of outstanding Works Contribution Agreements, as per Council direction, in order to refund monies taken where updated bylaw standards no longer require the works. Since 2017, staff have worked through the agreements reverse-chronologically. Agreements have been reviewed and actioned accordingly dating back to and including agreements signed in 2010. The process was put on hold near the end of 2020 after staff changes left the department shorthanded. Now that the department is nearing full staffing, reviewing the files and issuing refunds will be reprioritized as staff time permits. While it is difficult to offer an estimated timeline to process the remainder of the files, due to variable complexity and some gaps in documentation, progress will resume in reverse chronological order. Moving forward, individual refund inquiries will be investigated as requested.

Advisory Planning Committee Vacancy

At the June 29, 2021 Advisory Planning Committee meeting, Larry Lundgren resigned from the Advisory Planning Committee. The Chair and other Committee members thanked Mr. Lundgren for his service to the Committee since January 2016. Mr. Lundgren had previously served on the Advisory Planning Commission for several years. A thank you letter will be sent to Mr. Lundgren from the Mayor's office. Advertising to fill the position will be initiated as soon as possible by Administration.

FIRE RESCUE SERVICES

Station 3 Deployment

Since June 29, 2021 Fire Services has been increasing staffing levels during the highest risk part of the day. Typically, this includes utilizing 2 Career Firefighters to staff Station 3 and Auxiliary Firefighters to fill out engine companies with less than 4 firefighters. Auxiliary Firefighters work from all three of the stations, based on the need of the particular day.

Throughout the COVID 19 pandemic, Career and Auxiliary Firefighters had been kept separate as a risk control measure. Increasing staffing level in response to the extreme conditions has improved response and has helped to create a more cohesive team. At the wildfire on Highway 97 and Clerke Road on Friday July 9, 2021 Fire Services had a strong turnout. Many of the Firefighters worked through the night for more than 11 hours straight and there was a relief team ready to serve the City the next day. In all, Vernon provided the on-duty crew of five, 8 off-duty career and 9 auxiliary fire fighters and one chief to the fire suppression efforts.

Station 3 has responded directly to motor vehicle accidents, first responder calls, a car fire and has also provided support to the initial responding units in other areas of the City. The initiative is proving to be successful and the budget is sufficient to provide this level of service well into September, if needed.

We have 1 employee off with an injury, 1 employee off on extended sick leave, 2 others on accommodated work schedules, and one Deputy Chief vacancy. The recruitment for the Deputy is underway.

Moral is high and the team is prepared, well equipped and strong.

OPERATION SERVICES

<u>Parks</u>

Marshall Field Trees

The trees at Marshall Park are being watered with an underground irrigation system. The irrigation system has been checked by parks staff and confirmed to be operating correctly. There are different varieties of trees in this area and some require more water than others. A lot of plant material (trees and shrubs) will be stressed with the high temperatures that we have experienced even with irrigation. Administration have installed bags on those that may require more water.

Wenger Park Signage

The new sign will follow the standards for the neighbourhood parks. It will include the name of the park; address and the symbols of what activities can be found in the park. It also includes an anti-graffiti coating. This sign will cost \$1,500.00 and will take approximately 1 month to manufacture and install. The cost to install the sign will be funded from the **Parks Infrastructure Renewal Budget.**



Girouard Park - Additional Land

The purchase of property adjacent to Girourd Park has been complted. The subject properties are currently in a natural state and are heavily treed with overgrown groundcover vegetation and a seasonal creek through both lots. In order to make these lands safe to use by the public and to reduce the amount of vandalism/camps in the area an initial clean-up of debris and landscaping is required. All hazard trees, and dead wood will be removed from the area. If dead trees are within 30m of the creek, they will be left as wildlife trees. All tree canopies will be lifted and vegetation will be thinned to create sight-lines. Best practice principles will be used from FireSmart as well as CPTED (Crime Prevention Through Environmental Design). The work is scheduled to be completed in the fall of this year.

<u>Infrastructure</u>

29th/30th Street Transportation Corridor (39th Avenue Intersection)

CN Rail is waiting on BC Hydro to upgrade their power service prior to Inservicing/commissioning the crossing warning system. Once this has been completed the old electrical bungalow can be removed and a different crew will be scheduled to put the crossing into service. The timeline is all dependent on BC Hydro upgrading the power service. The restoration of the surface works, remaining line painting and barrier removal will be completed after the CN works have been completed. The project is within budget.

37th Avenue Reconstruction Project

Work is underway to install underground utilities. The project is on budget and on schedule.

RECREATION SERVICES

Aquatic Centre AHU Project

The new air handling unit arrived on July 7, and was placed inside the Aquatic Centre on July 8 by a 100-ton crane. Now that the unit has been installed in the building, the next steps will be to get the unit connected to the many systems such as, electrical, controls, heating, cooling, etc. The new condenser was also placed on the roof. Interior duct work is ongoing to improve air flow throughout the area. The final stages of the project will include installing new exhaust fans in the dressing rooms. At this time, the project is on time and on budget.

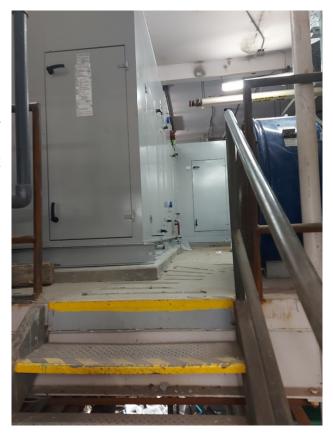






Priest Valley Refrigeration Plant Project

All of the demolition work has now been completed. New concrete pads to hold the new compressors have been poured. The chillers are scheduled to arrive the week of July 19. Once the chillers and compressors are in place, welding of the connecting piping will begin and the new computer controls system will be installed. Once completed, this first phase of the project will reduce the amount of ammonia in the system and will improve efficiency of the plant. When the final phase of the project is completed next summer with the installation of a new chiller for the Curling Rink, the ammonia load will be further reduced and additional energy savings will be achieved. At this time, the project is on time and on budget.





THE CORPORATION OF THE CITY OF VERNON

INTERNAL MEMORANDUM

TO:

Will Pearce, CAO

FILE:

1700-02 (2021)

PC:

Debra Law, Director, Financial Services

DATE:

July 13, 2021

FROM:

Aaron Stuart, Manager, Financial Planning & Reporting

SUBJECT: 2020 UNEXPENDED UNCOMMITTED REMAINING BALANCE

During the Regular meeting on March 22, 2021, Administration reported to Council the 2020 year-end results. It was identified at the end of 2020 there was \$1,677,453 of unexpended and uncommitted funds. Additionally, there was \$41,934 of the unspent 2019 Unexpended Uncommitted monies for a total of \$1,719,387 of Unexpended Uncommitted funds available for 2021.

The table below summarizes the amounts committed to projects during 2021 to date.

AMOUNT	DESCRIPTION		
\$1,719,387	Opening balance		
(130,000)	Childcare centre's DCC payments		
(32,974)	Abandoned Camp reserve top up		
(161,348)	Snow Removal reserve top up		
(130,000)	New Council Chamber audio/visual system		
(27,000)	E-mail filtering system		
(120,300)	Electronic Agenda system		
(700,000)	Yards building renovation project scope change		
(15,000)	Pop Up Spray parks		
(2,000)	Signage and refuse bags for dogs at Kin Beach		
(32,500)	Downtown Picnic Tables		
(25,000)	Repair Transit Terminal washroom		
(50,000)	Support closure of 30 th Street		
(100,000)	Firehall 3 temporary deployment; Cooling Centre		
(20,000)	Establish a Cooling Centre		
\$173,265	Remaining balance		

RECOMMENDATION:

THAT Council receive the memorandum dated July 13, 2021 titled "2020 Unexpended Uncommitted Remaining Balance" and respectfully submitted by the Manager, Financial Planning & Reporting.

Respectfully submitted:

Aaron Stuart

Manager, Financial Planning & Reporting



THE CORPORATION OF THE CITY OF VERNON

INTERNAL MEMORANDUM

TO: W. Pearce, CAO

FILE: 0485-01 (2021)

PC:

P. Bridal, D/CAO;

DATE: June 30, 2021

K. Poole, Director, Community Safety, Lands,

and Administration

FROM:

R. Manjak, Director, Human Resources

SUBJECT: TRUTH AND RECONCILIATION COMMISSION CALLS TO ACTION #43 AND #57

At its Regular meeting of June 28, 2021 Council requested Administration provide a recommended approached to the Truth and Reconciliation Commission (TRC) Calls to Action #43 and #57.

TRC Call to Action #43 - Canadian Governments and United Nations Declaration on the Rights of Indigenous:

We call upon federal, provincial, territorial, and municipal government to fully adopt and implement the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) as the framework for reconciliation.

UNDRIP was adopted by the United Nations (UN) in September 2007. The Province of British Columbia passed the Declaration of the Rights of Indigenous Peoples Act into law in November 2019. The Act establishes the UN Declaration as the Province's framework for reconciliation. The legislation sets out a process to align BC's laws with the UN Declaration. As additional research is required on a proposed approach for Council's consideration, Administration plans to report back in the fall.

TRC Call to Action #57 - Professional Development and Training for Public Servants:

We call upon federal, provincial, territorial, and municipal governments to provide education to public servants on the history of Aboriginal peoples, including the history and legacy of residential schools, the United Nations Declaration on the Rights of Indigenous Peoples, Treaties and Aboriginal rights, Indigenous law, and Aboriginal—Crown relations. This will require skills-based training in intercultural competency, conflict resolution, human rights, and anti-racism.

The City of Vernon has been actively working to increase understanding around the items noted in the TRC Calls to Action with a focus on intercultural competency, conflict resolution, human rights, and anti-racism. When there is an understanding about the reconciliation journey and all of the highs and lows, the emotions it stirs up, and the unimaginable gifts that are presented through this learning and development, awareness is increased and compassion and understanding is an outcome.

Reconciliation is a very big word. The Elders we have worked with remind us that it is a process, a journey without one single road or final destination. It is not always easy or comfortable and it is sometimes confusing and frustrating, yet it is worth every step.

The City of Vernon enacted this Call to Action in 2018. Over the course of a weeklong series of workshops, three (3) Members of Council and two hundred and seventy-three (273) employees participated in the Cultural Connections and Anti-Oppression/Communicating Across Differences workshops. To this day, the impact is felt by the participants and there is often discussion around the learnings from these powerful sessions.

To continue to refresh this learning and development and to strengthen individual competencies leading to positive partnerships, over the next two (2) months there are three (3) opportunities for employees to participate in The Village workshop. To ensure that we are offering multiple opportunities in various formats, there is one (1) self-directed opportunity that will run over the course of four (4) weeks and two (2) additional full day facilitated sessions. Each of these opportunities ends with a two (2) hour debrief with all participants and the facilitator.

We will continue to provide robust learning and development opportunities that meet the skills-based training noted in the TRC Call to Action. The City of Vernon's unwavering commitment to a safe and healthy workplace includes psychological health and safety, respecting diversity, equity, inclusivity, belonging, and a respectful workplace for all.

RECOMMENDATION:

THAT Council receive for information the memorandum dated June 30, 2021 titled, "Truth and Reconciliation Commission Calls to Action #43 and #57" respectfully submitted by the Directors of Human Resources and Community Safety, Lands and Administration.

Respectfully submitted,

Raeleen Manjak

Director, Human Resources

Kevin Poole

Director, Community Safety, Lands and Administration

THE CORPORATION OF THE CITY OF VERNON



INTERNAL MEMORANDUM

TO:

Will Pearce, CAO

FILE:

8300-05

PC:

Kim Flick, Director, Community Infrastructure

DATE:

July 6, 2021

and Development

Amanda Watson, Manager, Transportation

FROM:

Dwight Wright, Transportation Technician

SUBJECT: SPEED LIMIT ON OKANAGAN LANDING BENCH ROAD

At its Regular Meeting of March 8, 2021, Council inquired about the posted speed limits on Okanagan Landing Bench Road and on Bella Vista Road near Ogata Way.

In 2019, residents of Ogata Way submitted concerns to Administration regarding visibility at the Ogata Way and Bella Vista Road intersection. Administration completed a sightline assessment and determined that visibility on the eastbound approach was sufficient, but visibility for the westbound approach was not sufficient for a 50 km/h speed limit. When designing road networks, intersections should be placed where the sightline distance matches or exceeds the vehicle's stopping distance when travelling at the posted speed limit. Therefore, Administration completed vegetation trimming to improve sightlines and reduced the speed limit to 30 km/h in the westbound direction only to match the sightline distance. The posting of a speed limit is done with due consideration of the road classification, function and its physical characteristics and associated risks. This can lead to a differential speed limit being applied to each direction of travel. The application of a lower speed limit when the risk factors do not warrant its introduction can erode driver compliance with the posted speed limit. The application of a differential speed limit on Bella Vista Road is not unique and other cities and countries also use differential speed limits in site specific circumstances.

Administration recently carried out an enquiry based review of sightlines and access locations in Harbour Heights Road. As a result of the physical characteristics and associated risks, the posted speed limit on this road will be reduced in both directions from 50 km/h to 30 km/h.

At Council's request, Administration completed a similar review of the speed limit on Okanagan Landing Road Bench Road, and it was determined that due to the horizontal curves, vertical curves, and driveway locations, a 30 km/h speed limit is warranted. Therefore, Administration is reducing the posted speed limit on this road in both directions from 50 km/h to 30 km/h.

RECOMMENDATION:

THAT Council receive the memorandum titled "Speed Limit on Okanagan Landing Bench Road" dated July 6, 2021 and respectfully submitted by the Transportation Technician.

Respectfully submitted:

Dwight Wright

Transportation Technician

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THE CORPORATION OF THE CITY OF VERNON



INTERNAL MEMORANDUM

TO: Will Pearce, CAO FILE:

8300-05

PC:

Kim Flick, Director, Community Infrastructure

DATE: July 6, 2021

and Development

Amanda Watson, Manager, Transportation

FROM:

Dwight Wright, Transportation Technician

RESPONSE TO BELLA VISTA ROAD DELEGATION SUBJECT:

At its Regular Meeting of May 25, 2021, Council heard a delegation from C. Bunn regarding speeding concerns on Bella Vista Road near the intersection of Sandon Drive that requested speed limit signs, sidewalks, a crosswalk, and an extension of the concrete roadside barriers on the south side of the road. In response to the delegation, Administration completed sightline assessments at multiple intersections on Bella Vista Road, collected speed and traffic volume data, and collected pedestrian data on Bella Vista Road at Sandon Drive. Administration also hired a consultant to complete the concrete barrier warrant assessment. Collected data showed that:

- No pedestrians were observed on Bella Vista Road at Sandon Drive on a 7-hour Saturday count.
- The 85th percentile speed on Bella Vista Road was 58 km/h (i.e. 85% of vehicles travelled 58 km/h or slower).
- The average speed on Bella Vista Road was 52 km/h.
- The average daily traffic volumes were less than 5,500 vehicles per day.
- All intersections between Heritage Drive and Okanagan Hills Boulevard meet the required minimum stopping sight distances for the operating speed of 58km/h.

Based on the data and assessments performed, it was determined that:

- A crosswalk is not warranted on Bella Vista Road at Sandon Drive (as per Transportation Association of Canada's Pedestrian Crossing Control Guide).
- Observed speeds on Bella Vista Road are within acceptable thresholds for the speed limit of 50 km/h (based on Council's Neighbourhood Traffic Management Policy).
- All road intersections between Heritage Drive and Okanagan Hills Blvd meet the required minimum stopping sight distance for the operating speed of 58km/h (as per the Transportation Association of Canada's Geometric Design Guide for Canadian Roads).
- Roadside barriers are not warranted along Bella Vista Road by Sandon Drive, as determined by the transportation engineering consultant using national warrant procedures.
- A sidewalk is not recommended on Bella Vista Road as the City's Pedestrian & Bike Master Plan identifies a future off-road trail on the south side that is anticipated for construction within the next 10 years. The trail may be utilized by pedestrians.

 Adjusting signage along Bella Vista Road is required for improved safety (relocate existing curve warning signs closer to the curves, add speed advisory tabs to curve warning signs).

Administration will make changes to the existing curve warning signs and add speed advisory tabs to them where applicable along Bella Vista Road, in the area of Sandon Drive. No other changes are recommended based on the assessments completed.

RECOMMENDATION:

THAT Council receive the delegation regarding excessive speeding on Bella Vista Road as heard at Council's Regular Meeting of May 25, 2021 and described in the memorandum titled "Response to Bella Vista Road Delegation" dated July 6, 2021 and respectfully submitted by the Transportation Technician.

Respectfully submitted:

Dwight Wright

Transportation Technician, Transportation

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THE CORPORATION OF THE CITY OF VERNON

INTERNAL MEMORANDUM

TO:

Will Pearce, CAO

FILE:

6441-01

PC:

Kim Flick, Director, Community Infrastructure and

DATE: July 8, 2021

Development

David Lind, Fire Chief

FROM:

Laurie Cordell, Manager Long Range Planning and Sustainability

SUBJECT: FORMER VISITOR INFORMATION CENTRE – REPURPOSING UPDATE

This memorandum provides Council with proposed plans for repurposing of the former Visitor Information Centre (VIC) as directed by Council.

At its Regular Meeting of April 26, 2021, Council considered the memo titled "Proposed Permanent Visitor Information Centre Closure and Sani-Station Relocation" from the Director, Community Infrastructure and Development, and passed the following resolution:

THAT Council direct Administration to permanently close the Visitor Information Centre as recommended by the Tourism Commission and as outlined in the memorandum titled "Proposed Permanent Visitor information Centre Closure and Sani-Station Relocation" dated April 21, 2021, respectfully submitted by the Director of Community Infrastructure and Development;

AND FURTHER, that Council direct Administration to report back on the repurposing of the building to establish a permanent Level III Emergency Operations Centre and public washrooms.

The existing building is approximately 1,634 square feet (152m²). It is slab on grade cinder block construction, built in two sections prior to being purchased by the City. The current floorplan is illustrated in Attachment #1.

The northern half of the building contains office space, meeting space, two indoor washrooms, a large central area, and exterior doors facing 39th Avenue. This portion of the building was renovated in 2014 to accommodate the centralization of the City's then two Visitor Information Centres at a cost of \$285,000. These funds were sourced from the Hotel Tax Reserve Fund (\$200,000), and unused 2013 Budget allocations (Planning, Economic Development and Environmental Planning).

The southern half of the building is unfinished space. It is currently used for storage. It can be accessed from the front portion of the building via a large overhead rolling door. In addition to an exit door at the rear of the building, there is also another overhead rolling door providing exterior access. There are two non-functioning washrooms at the rear of the building, accessed from inside (not shown on the attachment).

71

Administration has explored various options for repurposing this building. The following options have been identified to meet identified needs, and at the direction of Council:

- Permanent Emergency Program location: Disasters and emergency events are becoming more complex, more frequent and longer in duration. The requirement for a flexible workspace to accommodate emergency personnel and the need for efficient information management and decision making can be accommodated in this facility. Building renovations, including relocation of walls, building entrances, and telecommunications/wiring, would maximize the full potential of this use in this location. In the immediate term the EOC does need a redundant power source should the power grid fail. This is key to operation. Emergency Services has secured an "Emergency Operating Centres & Training" grant in the amount of \$25,000, specifically for a stand-by generator. The grant was confirmed July 9, 2021. Operation Services has determined two potential locations and an upset budget of \$50,000. Administration requests Council's consideration to fund the balance monies from 2020 unexpended uncommitted balance (\$25,000).
- <u>Auxiliary Office/Workspace</u>: When not in use for Emergency Program operations, the open workspace and meeting room in the northern portion could be utilized short term by other staff, understanding that the Emergency Program takes precedent over other bookings. Meeting rooms are at a premium in City Hall/CSB Buildings and this building is a short walk away.
- Storage for Tourism Materials: There is a portion of the existing storage area that would remain storage for Tourism Vernon and materials but would require minor renovations to make it more functional.
- Flexible Meeting/Community/Activity Space: The rear of the building provides an opportunity for a large meeting space accommodating 20+ persons for a variety of community events, staff events, training sessions and other programming. Community space was an identified need during the Recreation Master Plan process. The location of the building within the new Civic Memorial Park provides an opportunity for community space which can incorporate into and benefit from the surrounding park. This would require significant building renovations to bring this area up to the current BC Building Code requirements.
- <u>Public Washrooms</u>: As discussed in the report titled "Canada Healthy Communities Initiative Grant Application Authorization", submitted by the Long Range Planner and endorsed by Council at its June 14, 2021 Regular Meeting, public washrooms were requested by the public during public consultation for the new park. An application to the Canada Healthy Communities Initiative (CHCI) Grant program was submitted on June 25, 2021 for up to \$238,000. Results are expected to be announced in September.

With the permanent closure of the VIC, integration of the former VIC building into the new Civic Memorial Park has been considered. Exterior and interior architectural concepts for possible future uses of the building were prepared. These included a repurposing of the rear portion of building as a community space, new exterior access washrooms, external building upgrades (new canopies and doors), and a renovation to the office space. A

conceptual office layout for the front of the building was also incorporated. These architectural concepts are provided in Attachment 2. Class D cost estimates were prepared by the architect. A complete renovation of the office could cost up to \$542,000. Renovating the community room is estimated at \$210,000.

A Class C estimate was also prepared for the potential public washrooms and submitted with the CHCl grant application. The estimated cost for these washrooms, as a standalone project, totaled \$238,000.

Administration will report back on the results of the CHCI grant application once known and will continue to seek grant funding opportunities for other potential improvements to the building.

RECOMMENDATION:

THAT Council direct Administration to move forward with the relocation of the Emergency Management Program to the northern portion of the former Visitor Information Centre building;

AND FURTHER, that Council authorize the expenditure of \$50,000 for the purchase and installation of a stand-by generator, source of funds \$25,000 Emergency Operations Centres & Training grant (approved) and up to \$25,000 2020 unexpended uncommitted year-end balance;

AND FURTHER, that Council direct Administration to move forward with the use of the south half of the building for community purposes (meeting room and washrooms) as well as storage for Tourism Vernon;

AND FURTHER, that Council direct Administration to continue to explore funding options for the renovation of the former Visitor Information Centre for conversion to the uses as outlined in the memorandum titled "Former Visitor Information Centre – Repurposing Update" dated July 8, 2021 and respectfully submitted by the Manager, Long Range Planning and Sustainability, for information.

Respectfully submitted:

Jul 14 2021 3:23 PM

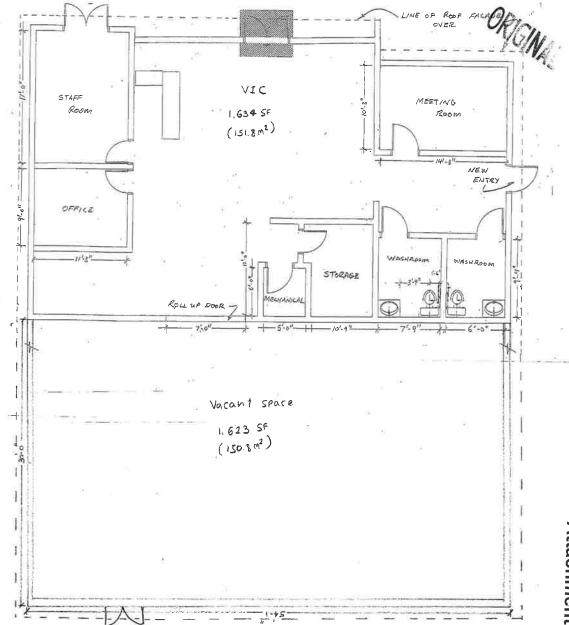


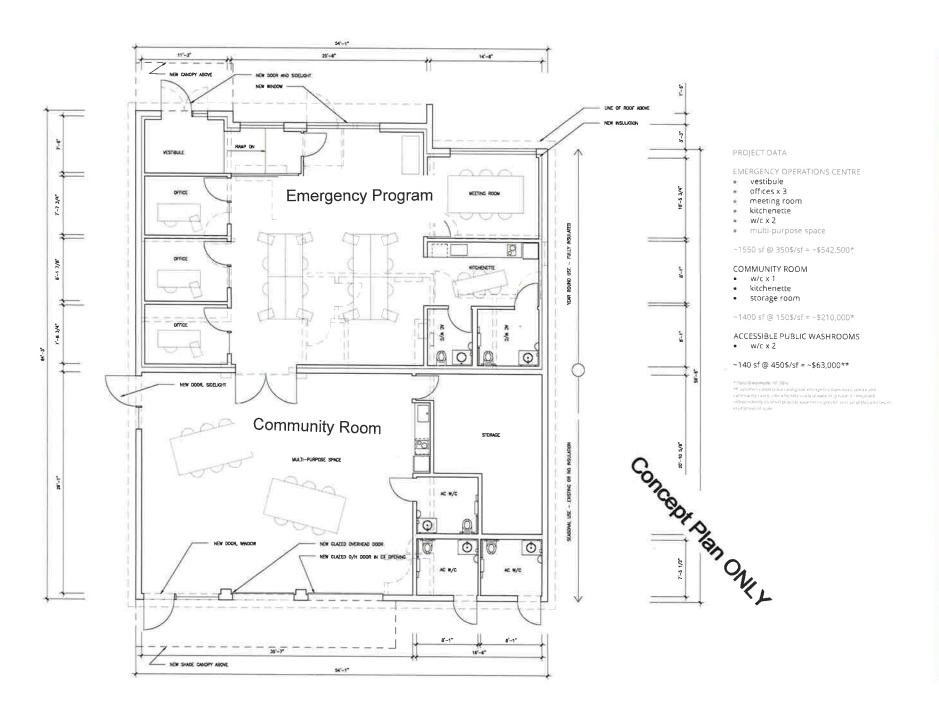
Laurie Cordell,

Manager, Long Range Planning and Sustainability

Attachment 1: Existing Building Layout Attachment 2: Architectural Concepts

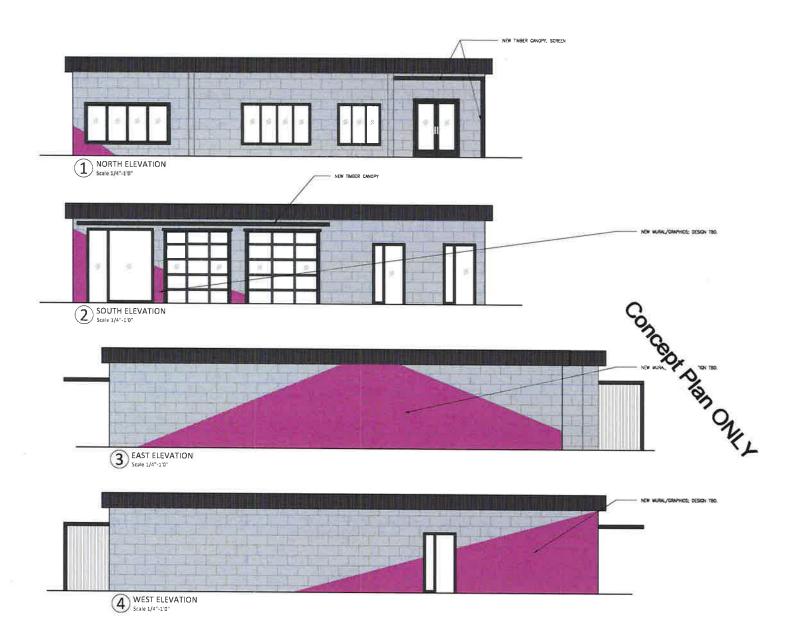
VIC: 1,634 SF (151.8m2) Vacant Space: 1,623 SF (150.8m2) Total Building: 3257 SF (302.6m2)







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VERNON CITY CENTRE PARK

VERNON CITY CENTRE PARK

RENDERINGS

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INTERNAL MEMORANDUM

TO:

Will Pearce, CAO

FILE:

3090 - General

PC:

Keri-Ann Austin, Manager, Legislative Services

DATE:

July 6, 2021

Kim Flick, Director, Community Infrastructure and

Development

FROM:

Laurie Cordell, Manager, Long Range Planning and Sustainability

SUBJECT:

DEVELOPMENT VARIANCE PERMIT APPLICATIONS: RETURN TO IN-PERSON

PUBLIC INPUT

At its In Camera Meeting of April 27, 2020, Council passed the following resolution:

THAT Council receive the memo titled "Public Input Sessions and Social Distancing" dated April 17, 2020, respectfully submitted by the Director, Community Infrastructure and Development, for information;

AND FURTHER, that Council directs Administration to receive public input for development variance permit applications in written form only until the COVID-19 pandemic response social distancing requirements have been lifted by the Provincial Health Officer;

AND FURTHER, that Council **declassifies** the resolution regarding Public Input for Development Variance Permit Applications.

This resolution arose in response to the COVID-19 pandemic and subsequent social distancing guidelines and orders that were issued from the provincial public health officer that impacted the City's ability to hold public input sessions for development variance permits (DVPs). Specifically, gatherings over 50 people were not permitted and Ministerial Order 083 required that local governments conduct their business in accordance with public health advisories. In addition, Ministerial Order 192, which provides the authority needed to adapt to the public health orders, will expire on September 28, 2021.

As the Province enters phase three of the restart plan, restrictions are being lifted and the public may attend public meetings of Council to express their interest in the applications being considered. Currently, there are applications in process with public notification already provided calling for written submissions only to the August 16, 2021 Regular Meeting of Council. To accommodate these applications with minimal confusion, Administration proposes a return to in-person submissions on DVPs for the September 7, 2021 Regular Meeting of Council. This return to past practices in place prior to the pandemic would be in accordance with Development Application Procedure Bylaw #4103 (Attachment 1).

RECOMMENDATIONS:

THAT in person submissions for Development Variance Permit applications be reinstated for the Regular Meeting of September 7, 2021 as outlined in the memorandum titled "Development Variance Permit Applications: Return to In-Person Public Input" dated July 6, 2021, respectfully submitted by the Manager, Long Range Planning and Sustainability.

Respectfully submitted:

ray Enderict

Jul 12 2021 3:29 PM

Craig Broderick

Docu Sign

Attachment 1 – Development Application Procedure Bylaw #4103



City of Vernon

DEVELOPMENT APPLICATION PROCEDURE BYLAW

#4103

Consolidated for Convenience

TABLE OF CONTENTS

Title		1
Repe	al	1
Scop	e	2
ilaaA	cation	2
	Installation:	3
	Failure to Post Notice	4
Fee		5
Proce	ess	5
Amen	idments - Approval or Refusal	6
Disch	arge - Approval or Refusal	6
Perm	its - Issuance or Refusal	6
Refus	sal - Amendments and Permits	7

BYLAW NUMBER 4103

AMENDMENTS

BYLAW	DATE	AMENDMENT
NO.		
4358	May 26 th , 1997	Schedule "E" – Schedule of Fees
4485	February 1 st , 1999	 Deleting words part 29 and replacing with part 26 Deleting words Section 975 (1) in the introductory Adding b,c,d, & e to Section 3.3 Adding Heritage Revitalization Agreements to various sections in the bylaw By deleting number 57(2) and 979 (1) in Section 6.A b) and replacing with 54 (2) and 924 (1) By adding a second sentence to Section 9.B Deleting number 954 (3) in Section 11 and replacing with 920 (3) Replacing Schedule "A" Replacing Schedule "E" – Schedule of Fees
4859	November 22, 2004	 Replacing words in the preamble Striking out all references to Plan Vernon Bylaw #4084 and replacing with the current OCP and all subsequent amendments Striking out all references to Zoning Bylaw #2458 and replacing with current zoning bylaw and all subsequent amendments Deleting Municipal Act and replacing with Local Government Act Deleting "Community Development Department" and replacing with "Community Services Department" Deleting "Director of Community Development" and replacing with "GM, Community Services" Amending Section 3 (1) by adding subsection (d) "Heritage Revitalization Agreements" Amending Section 3 (3) by adding subsection (f) "Secondary Use Development Permits" Deleting Section 4 "Application" and replacing wording Deleting Section 5 "Fees" and replacing wording Amending wording in Section 6 (A) "Process" Deleting Subsection 6 (B) (a) "Process" and inserting wording Amending Subsection 9 (B) and replacing wording

BYLAW	DATE	AMENDMENT
NO.		
		 Amending Section 8 "Discharge – Approval or Refusal and Section 10 "Refusal – Amendments and Permits" and inserting wording Deleting Schedule A "Application Form" and replacing with revised Schedule "A" Deleting Schedule B "Development Notice Sign" and replacing with revised Schedule B Deleting Schedule E "Schedule of Fees" Amending all references to Schedules and renumbering
5037	August 14, 2006	 Amending Section 3.3 – Scope, Issuance of: g) Environmental Development Permits; and h) Riparian Development Permits Deleting reference to "General Manager, Community Services" and replacing with "Manager, Planning, Development and Engineering Services; Deleting reference to "Community Services Department" and replacing with "Planning, Development and Engineering Services Department"
5215	August 10, 2009	 By adding "Temporary Use Permits" as subsection (i) of Section 3(3) By adding the phrase "or Temporary Use Permit" after the words "Secondary Use Development Permit" in Section 6(B).
5353	February 27, 2012	By adding new subsection D to Section 4 – Application (Developer's Compensation for Displaced Low Income Rental Housing Tenants)
5370	December 10, 2012	Amending Section 3.3 by REMOVING: (g) Environmental Development Permits (h) Riparian Development Permits
5508	September 8, 2014	 Amending Section 3.3 by REMOVING f) Secondary Use Development Permits and renumbering Amending Section 4 to update staff titles, add reference to Heritage Alteration Permit or Development Variance Permit; and amend requirements and specification for Development Notice signs Amend Section 6 to update staff titles, legislative references, add Heritage Alteration Permits, and delete reference to Secondary Use Permits Delete 'Schedule A' Secondary Use Development Permit Sign Amend 'Schedule B' to rename it 'Schedule A' and update reference to Community Development Department Rename 'Schedule C' and 'Schedule D'.

BYLAW	DATE	AMENDMENT
NO.		
5468	November 10, 2014	 Amend Section 3 to delete Secondary Use Development Permits Amend Section 4 to update job title and remove reference to Secondary Use Development Permit Amend Section 6 to update job title and remove reference to Secondary Use Development Permit Delete Schedule 'A' Secondary Use Development Permit Sign Amend Schedule 'B' Notice of Development Sign to update phone number and department title.
5545	February 10, 2015	 Amend Section 4. Application - staff titles and requirements and specifications for Development Notice signs Amend Section 6. Process - staff titles, update legislative references and notice requirements Amend Section 9. Permits - Issuance or Refusal - reference from 'application' to 'approval' Amend Section 10. Refusal - Amendments and Permits - notification requirements Amend Schedule 'A' Notice of Development Signage Amend Schedule 'B' Typical Sign Siting Amend Schedule 'C' Posting of Development Notice

BYLAW NUMBER 4103

A bylaw to establish procedures to amend the current Official Community Plan, and all subsequent amendments and the current zoning bylaw, and all subsequent amendments and to issue a Permit under Part 26 of the Local Government Act

WHEREAS the Council of The Corporation of the City of Vernon, referred to as "the Council", has adopted an Official Community Plan and Zoning Bylaw for The Corporation of the City of Vernon.

AND WHEREAS the Council of The Corporation of the City of Vernon shall, under the <u>Local</u> <u>Government Act</u>, by bylaw establish procedure to amend a plan, bylaw or issue a permit;

NOW THEREFORE the Council of The Corporation of the City of Vernon, in open meeting assembled, hereby enacts as follows:

1. Title

This bylaw may be cited for all purposes as "Development Application Procedure Bylaw Number 4103, 1995".

2. Repeal

"The Corporation of the City of Vernon Development Permit Application Procedure Bylaw Number 3444, 1987" and "The City of Vernon Rezoning, Land Use Contract Amendment and Development Variance Permit Specified Area Bylaw Number 3493, 1987" are hereby repealed.

BYLAW NUMBER 4103

3. Scope

This bylaw shall apply to the following:

- 1. Amendments to:
 - (a) The current Official Community Plan, and all subsequent amendments".
 - (b) The current Zoning Bylaw, and all subsequent amendments.
 - (c) Land Use Contracts.
 - (d) Heritage Revitalization Agreements
- 2. Discharge of:
 - (a) Land Use Contracts.
- Issuance of:
 - (a) Development Variance Permits.
 - (b) Development Permits.
 - (c) Minor Development Permits.
 - (d) Heritage Revitalization Agreements.
 - (e) Heritage Alteration Permits.
 - (f) Temporary Use Permits

4. Application

- A. Application for amendment, discharge, issuance for a permit shall be made by the registered owner of the land involved or by a person authorized in writing by the owner.
- B. Application for amendments, discharges or permits shall be made to the Director of Community Development of the City of Vernon on prescribed forms. (Bylaw 5468)

BYLAW NUMBER 4103

C. Any person making application for an Official Community Plan amendment, Zoning Bylaw amendment, Land Use Contract amendment, Heritage Revitalization Agreement, Heritage Alteration Permit or Development Variance Permit shall post a Development Notice on or adjacent to the lands which are the subject of the application provided that the Director, Community Development, or designate may require more than one Development Notice sign if the lands have frontage on more than one road. This section shall not apply to persons making applications for textual amendments to the Official Community Plan or the Zoning Bylaw. The Development Notice shall be posted in accordance with the following: (Bylaw 5545)

(a) Specifications:

The Development Notice sign shall be constructed of plywood or other durable material. The size and wording of the Development Notice sign shall be in accordance with Schedule "A" for an Official Community Plan redesignation, rezoning, Land Use Contract amendment, Land Use Contract discharge, Development Variance Permit, and a Heritage Revitalization Agreement attached hereto and forming part of this bylaw. (Bylaw 5545)

(b) <u>Installation</u>:

The Development Notice sign must be installed in a sound, workmanlike manner, capable of withstanding wind and weather. The Development Notice sign shall not interfere with pedestrian or vehicular traffic, or obstruct visibility from streets, lanes, walkways or driveways so as to create a hazard. The Director, Community Development, or designate, may specify a location or locations other than that indicated in Schedule 'B' if the Manager, or designate, determines that a different location would better serve a public notification purpose. (Bylaw 5545)

BYLAW NUMBER 4103

(c) <u>Timing</u>

- (i) The Development Notice sign must be installed for a minimum of twelve (12) consecutive days prior to the date of the Official Public Hearing or Public Input Session. (Bylaw 5545)
- (ii) The applicant must provide the City's Community Development Department with a "Statutory Declaration" in the form attached hereto and forming part of this Bylaw as Schedule "C" stating that the Development Notice sign has been installed on the land involved before the subject application will be considered at Official Public Hearing or Public Input Session. (Bylaw 5545)
- (iii) The Development Notice sign must remain in place continuously until the Official Public Hearing or Public Input Session is held, and must be removed within fourteen (14) days after the Official Public Hearing or Public Input Session has been closed. (Bylaw 5545)

(d) <u>Failure to Post Notice</u>

Failure to post the Development Notice sign in accordance with this section shall result in the postponement of the public hearing, and any costs incurred by the City for public notification as a result of such postponement shall be the responsibility of the applicant.

D. Any person making application for a Zoning Bylaw amendment be required to provide information to the City on the displacement of residential tenants and, in particular, whether any of the tenants would

BYLAW NUMBER 4103

be eligible to receive additional compensation and an additional one month's notice of eviction, as indicated in the "Rezoning Bylaw Consideration – Developer's Compensation for Displaced Low In come Rental Housing Tenants" Corporate Policy.

5. <u>Fee</u>

Every person shall at the time of making application for a permit, pay to the City fees according to the schedule set out in the City of Vernon's current Fees and Charges Bylaw, and all subsequent amendments.

6. Process

- A. Every application shall be processed by the Director, Community Development, or designate, who shall present a report to Council for its consideration except those applications that have been delegated to staff for approval. The report shall:
 - (a) specify whether or not the approval of the Minister of Transportation under Section 52 of the <u>Transportation Act</u> or Section 924 (1) of the <u>Local Government Act</u> is required; and
 - (b) give a recommendation on the application. (Bylaw 5545)
- B. A notice of an Official Public Hearing on a Rezoning, Official Community Plan amendment, Land Use Contract discharge or amendment, Heritage Revitalization Agreement, and a Temporary Use Permit application, and a notice of a Public Input Session for a Development Variance Permit application, shall be mailed to the owners and tenants in occupation of all parcels, any part of which lies within the distance specified as follows:
 - (a) Thirty metres (30.0m) distance from the perimeter of that part of the area included within the subject application. (Bylaw 5545)

BYLAW NUMBER 4103

(b) Should Council deem it necessary to expand the notification area beyond thirty metres (30.0m), the same shall be established and approved upon the adoption of a resolution receiving the affirmative vote of two-thirds majority of all members of the Council. (Bylaw 5545)

7. <u>Amendments - Approval or Refusal</u>

The Council may, upon receipt of the report under Section 6A of this bylaw, proceed with an amendment bylaw or reject the application.

8. Discharge - Approval or Refusal

The Council may, upon receipt of the report under Section 6A of this bylaw, proceed with a Land Use Contract Discharge Bylaw or reject the application.

9. <u>Permits - Issuance or Refusal</u>

- A. The Council may, upon receipt of the report under Section 6A of this bylaw:
 - (a) authorize the issuance of the permit;
 - (b) authorize the issuance of the proposed permit as amended by Council in its resolution; or
 - (c) refuse to authorize the issuance of the permit.
- B. Should the requirements for the issuance of a permit not be met within one year from the date of approval, the approval shall expire.

 Where an applicant has obtained Preliminary Layout Approval for a period longer than one year for the subdivision of lands in the City, a Development Permit or Development Variance Permit relating to the lands may be issued for a period not to exceed ten (10) years. An

BYLAW NUMBER 4103

applicant may apply for a further one-year extension at no charge. Where an approval for a permit has expired and not been extended by Council, an application fee to renew the application shall be charged in accordance with the City's current Fees and Charges bylaw, and all subsequent amendments. (Bylaw 5545)

10. Refusal - Amendments and Permits

Where an application for an Official Community Plan amendment bylaw, rezoning bylaw, Heritage Revitalization Agreement, Land Use Contract amendment bylaw, Land Use Contract discharge bylaw, or a Development Variance Permit has been refused by the Council, the Corporate Officer shall notify the applicant in writing within fifteen (15) days immediately following the date of refusal. In the case of a Development Permit application, the applicant shall be notified in writing by the Director, Community Development, or designate, within fifteen (15) days immediately following the date of refusal. (Bylaw 5545)

11. Re-Application

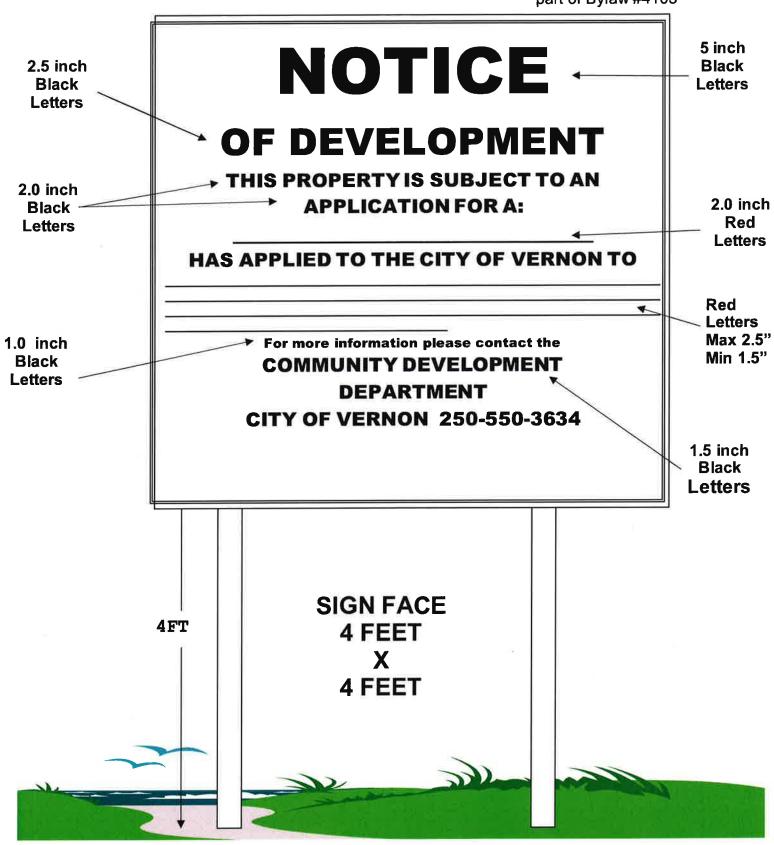
Subject to Section **920.1** (3) of the <u>Local Government Act</u>, re-application for an amendment, discharge or permit that has been refused by the Council shall not be considered within a six (6) month period immediately following the date of refusal.

READ A FIRST TIME this 27th day of November, 1995.
READ A SECOND TIME this 27th day of November, 1995.
READ A THIRD TIME this 27th day of November, 1995.
ADOPTED this 11th day of December, 1995.

PAGE 8 BYLAW NUMBER 4103

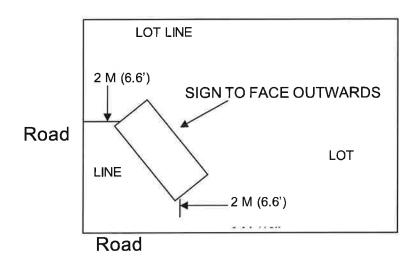
<u>"WAYNE MCGRATH"</u> Mayor: "MARGARET J. BAILEY" City Clerk:

SCHEDULE "A" Attached hereto and forming part of Bylaw #4103

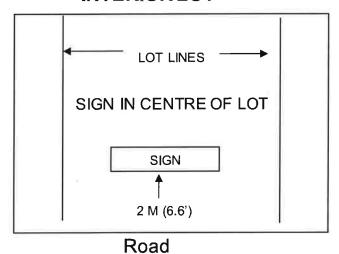


TYPICAL SIGN SITING:

CORNER LOT



INTERIOR LOT



SCHEDULE "C"

Attached hereto and forming part of Bylaw #4103

CITY OF VERNON DEVELOPMENT NOTIFICATION CERTIFICATE

POSTING OF DEVELOPMENT NOTICE

I,				of
(Print name in full)				
(Address)				
HEREBY CERTIFY that I did post (# of signs)	Develop	nent Notice	s for Deve	lopment
Application No	, in accordance w	th Section 4	of City of	Vernon Bylaw
#4103 on the day of		, 20at		_a.m./p.m.
on lands legally described as				
and addressed as				_,Vernon, B.C.
	Signature of Individ	ual Certifyir	ng Sign Ins	tallation
Date Received by City:				
Received by:(Signature)	and	(Print Nan	ne)	



INTERNAL MEMORANDUM

TO:

Will Pearce, CAO

FILE:

5400-03

PC:

James Rice, Director, Operation Services

DATE: July 5, 2021

FROM:

Ian Adkins, Manager, Roads Drainage and Airport

SUBJECT: 35TH AVENUE ROUNDABOUT LED STREETLIGHTING

At its Regular Meeting of June 28, 2021 Council inquired about the lumen values of the recently replaced LED street lights located in the area of the 35th Avenue and Pleasant Valley Road roundabout. Concerns were raised regarding the excessive level of lighting that was being provided in this area.

The LED street lights in this area were recently installed as part of a larger capital road reconstruction project. As part of the capital project, thirty-four (34) LED streetlights were installed on Pleasant Valley Road between 32nd Avenue and 35th Avenue and on 35th Avenue from Pleasant Valley Road to 30th Street. These LED lights are approximately 105 watts and 4000K lumens. The lighting levels and LED product selection was completed by a qualified lighting design consultant.

At its Regular Meeting of October 28, 2019, Council directed Administration to proceed with a City wide LED Streetlight Conversion project of approximately 1200 high pressure sodium streetlights. A lighting consultant was hired to conduct a streetlight audit, design a lighting replacement plan, assist with product selection and provide contract management during the installation phase. To date, the audit, design, and product selection have been completed. The installation contract has also been awarded with an estimated start date of August 2021 and an estimated completion date of October 2021. The approved budget for the LED Conversion project is \$717,000. The current estimated cost to complete the project is \$550,000. This will leave an estimated budget surplus of \$167,000.

The LED Streetlight Conversion project focused on City owned high pressure sodium streetlights only and not on previously replaced LED streetlights. LED technology has made considerable advancements over the last few years and can now provide required lighting levels and still maintain a warm lighting colour similar to a high pressure sodium light.

The thirty four (34) LED street lights located in the vicinity of the 35th Avenue and Pleasant Valley Road roundabout could be redesigned and replaced with the new technology of 3000K LED streetlights at an estimated cost of \$20,000. Council could decide to fund the replacement of these LED street lights with the LED Streetlight Conversion project budget surplus.

RECOMENDATION

THAT Council receive the memo titled "35th Avenue Roundabout LED Streetlighting" dated July 5, 2021, respectfully submitted by the Manager, Roads, Drainage and Airport;

AND FURTHER, that Council direct Administration to design and replace the thirty four (34) LED streetlights located on Pleasant Valley Road between 32nd Avenue and 35th Avenue and on 35th Avenue from Pleasant Valley Road to 30th Street, with new 3000K LED streetlights at an estimated cost of \$20,000 to be funded from the LED Streetlight Conversion project budget surplus.

lan Adkins Ian Adkins Jul 12 2021 1:03 PMocuSigna

lan Adkins Manager Roads Drainage and Airport



INTERNAL MEMORANDUM

TO:

Will Pearce, CAO

FILE:

6410-01

PC:

Keri-Ann Austin, Manager, Legislative Services

DATE: July 12, 2021

FROM:

Kim Flick, Director, Community Infrastructure and Development

SUBJECT: DEVELOPMENT REVIEW WORKING GROUP: PROPOSED TERMS OF

REFERENCE

At its Committee of the Whole Meeting of May 25, 2021, Council endorsed the creation of a Development Review Working Group and directed Administration to report back with proposed terms of reference. The creation of the working group was one of the recommendations of the final report on the development approval process review conducted by the external consultant and presented to Council at the same meeting.

Administration has had discussions with the Canadian Home Builders Association -Okanagan Chapter (CHBA) and the Greater Vernon Chamber of Commerce as to their participation and desired areas of focus. Both groups are supportive of the working group and will participate. In depth discussions with the Urban Development Institute and the Southern Interior Construction Association have not yet occurred at the time of writing. Administration will continue efforts in this regard.

Based on the input of the CHBA and Chamber of Commerce, as well as the recommendations of the development approval process review, terms of reference have been drafted for the working group and appear as Attachment #1. The intent of the working group is to provide a "shirt sleeves" approach to identifying and solving issues that impair the City's development approval process. Working group members will be encouraged to bring forward concerns related to the City's development approvals process from their members/networks. Similarly, information from the working group is expected to be shared with memberships/networks.

Initially the working group will be focused on the report recommendations from the external review of the development approval process. The working group will provide an excellent forum to review and "test drive" proposed improvements as Administration works through the implementation of the final report recommendations. When applicable, comments from the working group will be shared with Council in relation to proposed bylaw or policy amendments. It is important to note that the working group will not operate on a "majority carries the day" voting basis. This is a forum for discussion and ideally, consensus.

Following Council's endorsement of the terms of reference, Administration will advertise for the members at large positions and seek confirmation from the various groups as to who their representative(s) will be, for Council's consideration. Though the focus of the group will be on residential development, the goal is to have adequate depth and breadth represented on the working group to be able to provide substantive input on the full range of development approvals the City is responsible for, from single family to multi family, commercial, industrial and institutional development, large and small. Members who have significant development experience, including in multiple jurisdictions, would be ideal.

RECOMMENDATION:

THAT Council endorse the terms of reference for the Development Review Working Group as attached to the memorandum titled *Development Review Working Group:* Proposed Terms of Reference dated July 12, 2021 and respectfully submitted by the Director, Community Infrastructure and Development;

AND FURTHER, that Administration be directed to advertise for the member-at-large positions.

Respectfully submitted:

Jul 13 2021 5:42 PM

Docu Sign

Kim Flick, Director

Community Infrastructure and Development

Attachments:

Attachment 1 – Proposed Terms of Reference for the Development Review Working Group

G:\6400-6999 PLANNING AND DEVELOPMENT\6410 PLANNING AND DEVELOPMENT - GENERAL\01 General\2020 Development Process Review\210712 KF Memo re Dev Working Group Terms of Ref.doc

Draft Terms of Reference City of Vernon Development Review Working Group

Purpose

To establish and maintain ongoing dialogue between the City of Vernon and the development and construction industry to help ensure the City's development approval process is as efficient as possible. This working group is focused on the mechanics of the approval process that lead to system improvements.

Mandate

The Working Group will work as a two way conduit between City staff and development industry stakeholders. Working group members are encouraged to bring forward concerns related to the City's development approvals process from their members/networks. Similarly, information from the working group is expected to be shared with memberships/networks.

The Working Group will provide a forum to discuss bylaw/policy interpretation, stakeholder concerns, gaps that may be causing delays in approvals and other issues as they may arise.

The Working Group will vet proposed improvements to processes, including bylaw and policy amendments, on-line enhancements and the establishment of various metrics to evaluate the development approval process. When applicable, comments from the working group will be shared with Council in relation to proposed bylaw or policy amendments.

The Working Group will review development statistics and other metrics pertinent to development stakeholders which will be provided by staff and disseminated back to member organizations.

While all forms of development approvals will be within the purview of the Working group, residential construction, including affordable, attainable and purpose built rental housing, will be a particular focus of the group.

Issues of interest to the development community that are not directly related to the development approval process, such as labour force and land availability, can be the subject of specific meetings with the relevant staff in attendance.

Membership

- a. Up to two representatives of the Canadian Home Builders Association Okanagan Chapter
- b. Up to two representatives of the Greater Vernon Chamber of Commerce
- c. Up to two representatives of the Urban Development Institute
- d. Up to two representatives of the Southern Interior Construction Association

- e. Up to three members-at-large (individuals in the development industry who may want to participate; Administration may also approach individuals directly to ensure there is a mix and breadth of experience represented)
- f. City of Vernon staff, as follows:
 - i. Director of Community Infrastructure and Development
 - ii. Manager of Current Planning/Approving Officer
 - iii. Chief Building Official
 - iv. Manager of Engineering Development Services
 - v. Manager of Economic Development and Tourism
 - vi. Other staff or organizations to be brought in on an "as needed" basis

Groups identified in *a*. through *d*. above will be requested to appoint up to two members to ensure continuity of attendance. One or both members can attend.

Mayor and Council members are welcome to attend meetings any time.

<u>Term</u>

Term of membership on the working group is two years. There is no limit on the number of terms that an individual can serve.

Meeting Schedule

It is proposed that the group meet quarterly, with more or less meetings over time as warranted and determined by the group.

Meetings will be held at City Hall. All meeting arrangements and note taking will be coordinated by City staff.

Reporting

Administration will report back to Council periodically, at least once per year, on the progress of the working group.



INTERNAL MEMORANDUM

TO:

Will Pearce, CAO

FILE:

0482-05-07

PC:

Darren Lees, Mgr. Protective Services

DATE: July 7, 2021

FROM:

Patti Bridal, Deputy CAO

SUBJECT: RDNO DOG CONTROL BYLAW NO. 2881, 2021

On May 19, 2019 Council passed a resolution requesting the Regional District of North Okanagan (RDNO) consider amendments to the RDNO Dog Control Bylaw in order for the contractor to enforce the City of Vernon Animal Regulation/Animal Pound Bylaw and the Parks and Public Places Bylaw specific to dog control.

Through various letters, emails and reports to Council following this request, the Deputy CAO met with the Administration from RDNO, Lumby and Coldstream to analyze the RDNO Dog Control Bylaw No. 2446, 2010 and review suggested amendments of all parties in the service. This resulted in an updated 'new' Dog Control Bylaw No. 2881, 2021 being adopted by the RDNO Board at its meeting of March 21, 2021 with an implementation date of May 1, 2021.

Administration can confirm that the new bylaw (2881, 2021) includes the City of Vernon's amendments requested in 2019, and to date, the Dog Control Bylaw is meeting the basic needs of the City of Vernon. Any complaints received by Protective Services regarding the Dog Control service have been forwarded to the RDNO for follow up.

Administration is requesting Council rescind the motion passed at the In-Camera meeting of November 23, 2020 and declassified at the December 14, 2020 regular open meeting of Council.

RECOMMENDATION:

THAT Council receives the memorandum dated July 7, 2021, titled "RDNO Dog Control Bylaw No. 2881, 2021", respectfully submitted by the Deputy CAO, which confirms that the new RDNO Dog Control Bylaw No. 2881-2021, meets the current needs of the City of Vernon, and therefore Council rescinds the resolution adopted November 23, 2020, as follows:

'THAT Council receives the memorandum dated November 16, 2020, from the Deputy CAO together with the Legal Opinion dated October 20, 2020, from Lidstone and Company, regarding Animal/Dog Control within City of Vernon;

AND FURTHER, that Council directs the Mayor to forward letters to the partners in the Greater Vernon/White Valley Animal Control Extended Service Establishment Bylaw No. 869, 1990, which established the Greater Vernon/White Valley Animal Control Service, identifying the City's concerns with the Service and requesting consideration and approval of a bylaw to amend the Establishment Bylaw to remove the City of Vernon as a participating area in the Service, pursuant to Section 349 of the Local Government Act, which allows for an amendment to the Establishment Bylaw with the consent of at least 2/3 of the participants and the approval of the Inspector;

AND FURTHER, that Council directs the Mayor – in the event that 2/3 of the participants within the Animal Control Service do NOT support the consideration of a bylaw amending the Establishment Bylaw to remove the City as a participating area in the Service, to initiate a Notice of a Service Review for the Animal Control service, in accordance with ss 357 – 360 of the Local Government Act;

AND FURTHER, that Council directs Administration to action the service review, by reporting back to Council in order to appoint a council member as its representative in the service review process; provide written notice to the Regional District of the North Okanagan together will all other participants in the Service (District of Coldstream, Village of Lumby, Electoral Area B, Electoral Area C, and Electoral Area D), and the Minister.'

AND FURTHER, that Council directs Administration to advise the parties to the Dog Control service, that the City of Vernon Council has rescinded the November 23, 2020 resolution.

Respectfully submitted:

Patti Bridal Deputy CAO



INTERNAL MEMORANDUM

TO:

Will Pearce, CAO

FILE:

0911-01

PC:

FROM:

Kevin Poole, Dir. Community Safety, Lands &

DATE: July 8, 2021

Administration

Brett Bandy, Real Estate Manager

SUBJECT: PUBLIC OFFERING OF CITY LANDS FOR SALE

At the June 28, 2021 meeting of Council, Council requested that Administration go through a public offer process for the sale of City owned lands and real estate with a value over a minimum threshold. There are a limited number of land and real estate sales transactions where it is in the City's best interest to sell to a specific buyer: road closure, sale and consolidation (sale to adjacent land owners); and park, or trail lands when there is a proposed trade of lands. These specific transactions are typically less than \$1M in value.

Therefore, the following recommendation is respectfully submitted:

RECOMMENDATION:

THAT Council direct Administration to sell City lands and real estate with a value greater than \$1,000,000, through a public offer process.

Respectfully submitted:



INTERNAL MEMORANDUM

TO:

Will Pearce, CAO

FILE:

1855-21

PC:

Kevin Poole, Director, Community Safety, Lands,

DATE: July 8, 2021

Administration

FROM:

Christy Poirier, Manager, Communications and Grants

SUBJECT: SEMI-ANNUAL GRANTS UPDATE: JANUARY - JUNE 2021

Between January 1 and June 30, 2021, the City of Vernon submitted applications to or received notification for previous applications from twenty-four (24) grant programs for numerous municipal projects. The total amount of grant funding sought by the City during this time was \$5,090,266. As of June 30, the City has been awarded a total of \$1,474,489.

These grants have supported or augmented several City initiatives including infrastructure upgrades; tourism marketing and promotion; recreation services; and emergency management and preparedness initiatives.

Notable successful grant applications include: \$695,000 for the Priest Valley Refrigeration Plant Replacement project (Ministry of Municipal Affairs and Housing); \$236,890 for FireSmart initiatives (UBCM); \$25,000 for the Polson Park Hydrology study (OBWB); \$41,500 for tourism marketing and promotion campaigns (Destination BC); and \$25,000 for Emergency Operations Centre and training (UBCM).

In addition to the grant funding sought by the City, Vernon received one-time grant funding from the Province of B.C.'s Ministry of Transportation and Infrastructure for local recovery efforts from the impacts of the COVID-19 pandemic. The funding went towards operational costs for the Vernon Regional Airport and totalled \$360,000. A complete list of grants, including current status of applications, is included in Attachment 1.

RECOMMENDATION:

THAT Council receive the memorandum titled "Semi-Annual Grants Update: January -June 2021" dated July 8, 2021, respectfully submitted by the Manager, Communications and Grants.

Respectfully submitted:

Attachment 1: Grant tracking January 1 – June 30, 2021

Attachment 1

Grant tracking

January 1 - June 30, 2021

				1 = 00000000000000000000000000000000000					
Date of Submission		Project Manager	Funding Agency	Funding Program	Council Resolution Required (Y/N)	Total Project Cost (\$)	\$ Requested	Application Status	\$ Approved
	TOTALS					\$ 7,395,919.44	\$ 5,090,265.94		\$ 1,474,489
9-Jan-20	Airport Apron Rehabilitation and Expansion	Chris Ovens	BC Ministry of Transportation and Infastructure	BCAAP	Y	\$ 1,095,430.00	\$ 821,572.50	Declined	
1-Oct-20	Lakeview Wading Pool Revitalization Project	Gary Lefebvre	Government of Canada and Gov, of BC	Canada- BC ICIP Community, Culture and Recreation	Y	\$ 2,599,825.00	\$ 1,887,575.00	Submitted	
29-Oct-20	Priest Valley Refrigeration Plant Replacement	Stan Mitchell	Government of BC Ministry of Municipal Affairs and Housing	CERIP Community Resiliance Streem	Υ	\$ 1,200,000.00	\$ 695,000.00	Approved	\$ 695,000
29-Oct-20	Tourism Visitor Information Kiosks	Kevin Poole	Ministry of Tourism, Arts and Culture	CERIP Destination Development Stream	Y	\$ 400,000.00	\$ 400,000.00	Declined	
4-Nov-20	Child Care Health and Safety Grant	Shayne Wright	Government of BC - Ministry Chldren and Family	Child Care Operating Funding ("CCOF") Program	N	\$ 13,000.00	\$ 13,000.00	Approved	\$ 13,000
1-Sep-20	UBCM - CRI Firesmart 2021	David Lind	UBCM	CRI Firesmart Community Funding & Supports Program	Y		\$ 150,000.00	Approved	\$ 147,000

18-Jan-21	Canada Summer Jobs	Kim Paterson	Employment and Social Development Canada	Canada Summer Jobs 2021	N		\$ 32,704.00	Declined	
18-Jan-21	CAP Implementation Intern	Laurie Cordell	Pacific Institute for Climate Solutions (PICS)	PICS Intern	Z		\$ 12,000.00	Declined	
22-Dec-20	DMO Community Adaptation Funding Program	Torrie Silverthorn	Destination BC	DMO Community Adaptation Funding (CAF) Program	Ν		\$ 30,000.00	Approved	\$ 16,500.00
28-Jan-21	Canada Summer Jobs	Shayne Wright	Employment and Social Development Canada	Canada Summer Jobs 2021	N	\$21,000.00	\$ 11,550.00	Approved, but unable to fill position	\$ 11,550.00
25-Jan-21	BC Family Day Skates	Tima Coad	Government of BC	BC Family Day Recreation Grants	N	\$1,200	\$ 1,000.00	Approved	\$ 1,000.00
2-Feb-21	Vernon Household Organics Collection	Laurie Cordell/lan Adkins	CleanBC	Organics Collection Insfrastructure Program	Y	\$ 1,400,000.00	\$ 924,000.00	Submitted	
26-Feb-21	Polson Park Hydrology	Laurie Cordell	OBWB	Water Conservation and Quality Improvement Grant	у	\$ 60,000.00	\$ 30,000.00	Approved	\$ 25,000.00
17-Feb-21	Go By Bike Week	Angela Broadbent	Go By Bike BC Society	Bike to Work and School Week	N	\$ 9,000.00	\$ 2,650.00	Approved	\$ 2,675.00

22-Mar-21	Scarifier - Concrete Surface Planer	Clay Fredin	MIABC	MIABC Risk Management	N	\$13,604.44	\$ 13,604.44	Approved	\$ 13,604.44
22-Mar-21	Electrostatic Sprayers	Clay Fredin	MIABC	MIABC Risk Management	N	\$5,970.00	\$ 5,970.00	Approved	\$ 5,970.00
	Fortis BUILDBetter Pilot	Dan Gellein/Jing Niu	Fortis BC	BUILDBetter Pilot		\$ 33,000.00	\$ 33,000.00	Approved	\$26,400
22-Dec-20	Tourism Vernon Hiking and Biking Marketing Campaign	Torrie Silverthorn	Destination BC (DBC)	CAF- Community Adaptation Program	N	\$ 30,000.00	\$ 30,000.00	Approved	\$ 16,500.00
22-Nov-20	Outdoor Sector Promotion	Torrie Silverthorn	Destination BC (DBC)	Destination BC Co-Op Marketing Program FY21/22	N	\$ 25,000.00	\$ 25,000.00	Approved	\$ 25,000.00
23-Feb-21	Regional Trail Map Project	Torrie Silverthorn	RDNO	Trails & Natural Spaces (GVTNS)	N	\$ 13,500.00	\$ 6,250.00	Declined	
9-Mar-21	Airport COVID Relief	lan Adkins	BC MOTI	Airport Covid Relief	N	\$360,000	\$ 4	Approved	\$ 360,000.00
17-Mar-21	FireSmart Economic Recovery Fund	David Lind	UBCM	CRIP FireSmart	Y	\$ 89,890.00	\$ 89,890.00	Approved	\$ 89,890.00
26-Mar-21	EOC & Training Project	Sue Saunders	UMBC	CEPF	Y	\$25,000	\$ 25,000.00	Approved	\$ 25,000.00
26-Feb-21	Toonie Try It Sport Sessions for Youth	Tima Coad	ParticipACTION	Better Communities Challenge	N	\$500	\$ 500.00	Approved	\$ 400.00



THE CORPORATION OF THE CITY OF VERNON

INTERNAL MEMORANDUM

TO:

Will Pearce, CAO

FILE:

7700-01

PC:

Kevin Poole, Director, Lands, Safe Communities

DATE: July 7, 2021

and Administration

Doug Ross, Director, Recreation Services

FROM:

Leah Walker, Manager, Customer Service - Recreation Services

SUBJECT: RECREATION SERVICES - 2021 SECOND QUARTER REPORT

The end of the second quarter of 2021 saw the beginning of the phased-in BC Restart Plan and marked 15 months since the first declaration of the Provincial state of emergency and the closing of our Recreation facilities due to COVID-19.

Recreation Services continued to offer limited programs and services that were at or near capacity, and facilities were being utilized as much as they possibly could be within Provincial Health and WorkSafe BC direction. Recreation Services programs and facilities continued to be safe spaces for user groups and patrons to utilize amidst the global pandemic.

In this memorandum, the impact COVID-19 has had on Recreation Services revenues has been provided. When the Recreation Services budget was submitted last fall (November 2020) it was anticipated that should the Provincial Health Officer orders in place at the time continue. Recreation Services could expect to generate only 50% of historical revenues. For the areas of the operation identified in the attached Power Point presentation, to date, there has been a 41% decrease in revenues over the last 'normal' second guarter in 2019. This can be directly attributed to the health and safety restrictions that were in place including: adult sport programs not being able to occur, the physical distancing required, the limit to the number of patrons allowed and the limited type of activities able to take place. Also impacting revenues were the increased amount of time required between user groups to allow for increased cleaning and sanitization as well as ensuring there was no crossover mingling between users. To date (first and second quarter 2021), overall revenues are 49% of 2019 for comparison purposes.

Some key items in the report include:

Pre-registration continued for all drop-in activities, including public swimming, skating, and walking at Kal Tire Place. The total number of registrations for these drop-in activities for the second quarter was 17,132. Of this, the Recreation Clerks registered approximately 4,545 people in person or over the phone. The balance of registrations received online were 12,587.

The Creekside Conference Centre at the Vernon Recreation Centre continues to be utilized by the Interior Health Authority as the mass vaccination clinic site for the Greater Vernon area. This is an important role for Recreation Services to play in the fight against COVID-19 and the eventual return to normal.

The information in the accompanying PowerPoint presentation outlines the programs, rentals and services that Recreation Services was able to provide in the second quarter of 2021.

RECOMMENDATION:

THAT Council receive the memorandum titled "Recreation Services - 2021 Second Quarter Report" and the accompanying PowerPoint presentation, dated July 7, 2021 respectfully submitted by the Manager, Customer Service - Recreation.

Respectfully Submitted:

Walker

Leah Walker

Attachment



April1- June 30, 2021



Through Recreation
We Improve Quality of Life



Vernon Aquatic Centre

Learn to Swim Participants

Mar 29 - Jun 20, 2021

388* registered children

*692 participants (counting parents)

Spring 2020 - (closed)

Spring 2019 - 1,021 participants

* parents participated with lessons due to COVID



Vernon Aquatic Centre

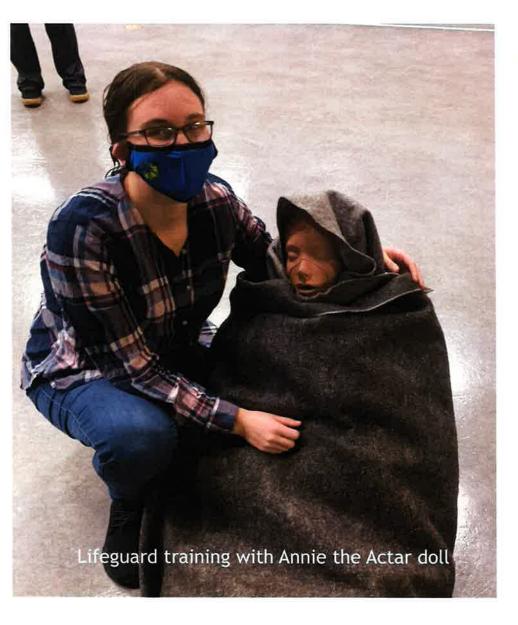
Pre-Registered Swim & Fitness

April 1 - June 20, 2021

15,943 user visits

Spring 2020 - Closed

Spring 2019 - 28,805 Participants



Vernon Aquatic Centre
Incident

Response

April 1 - Jun 20, 2021

Minor First Aid - 22

(e.g. cuts and bruises)

Water Rescue - 1

(e.g. deep water rescue, water inhalation)

Major First Aid - 6

(e.g. chest pain, seizure, blurred vision)



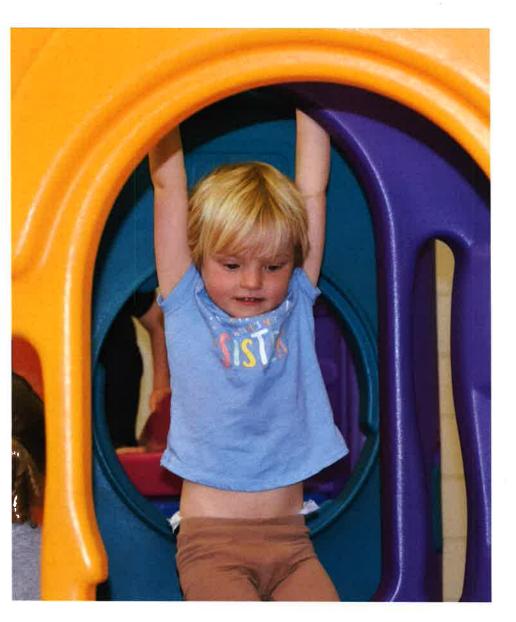
Vernon Aquatic Centre

National Lifejacket Day

May 20th, 2021

Recreation Services ran a social media awareness campaign from May 17th - May 21st.







80 participants8 activities

Spring 2020 (CANCELLED COVID)

10 Activities were planned

100% increase from 2020





6 Kids / 8 Weeks

Spring 2020 Cancelled

100% increase from 2020

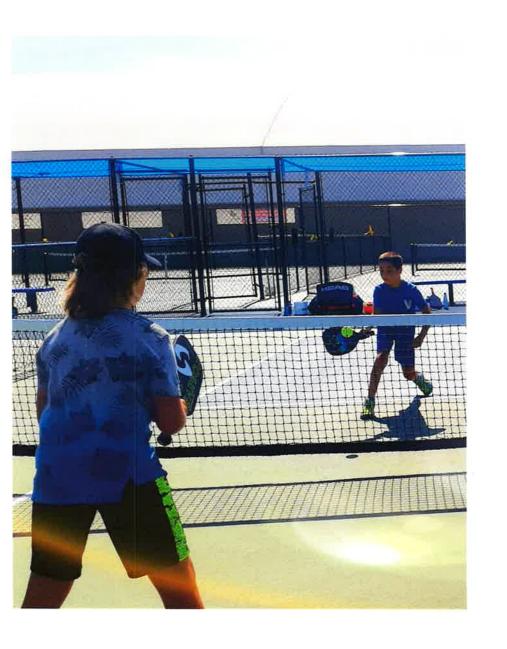
Home Safe/Babysitti

April 12 - June 25

40 Kids / 5 Courses

Spring 2020 Cancelled

100% increase from 2020



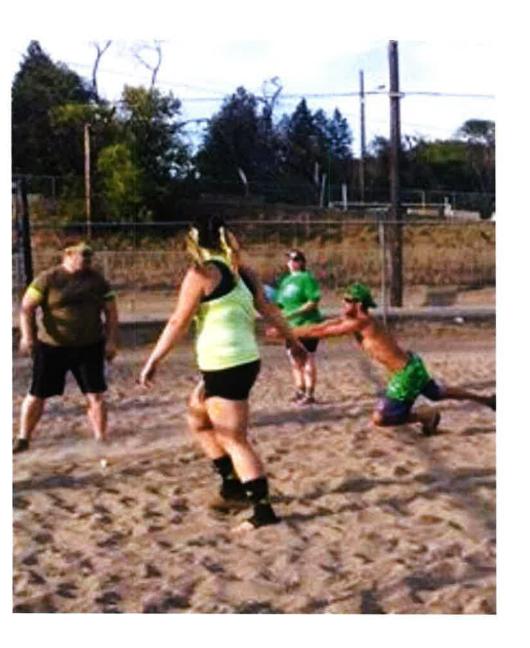


Sports & Skills

March 29 - June 30, 2021

67 Kids / 6 classes

Spring 2020 (CANCELLED COVID) 6 classes were planned 100% increase





May 31 - August 31, 2021

Drop-in Sports

Could Not Offer Spring 2020 Could Not Offer

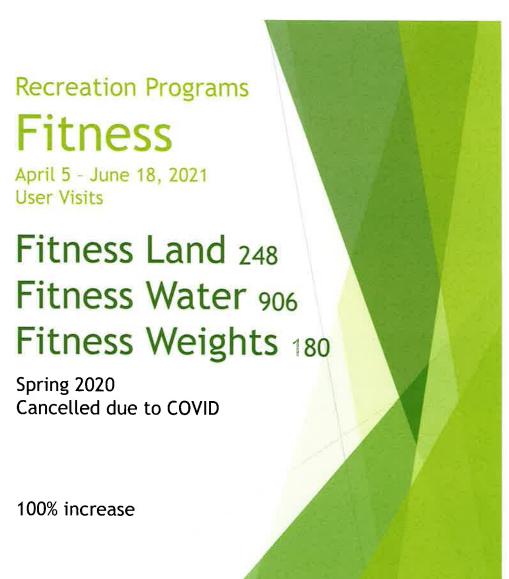
Tennis

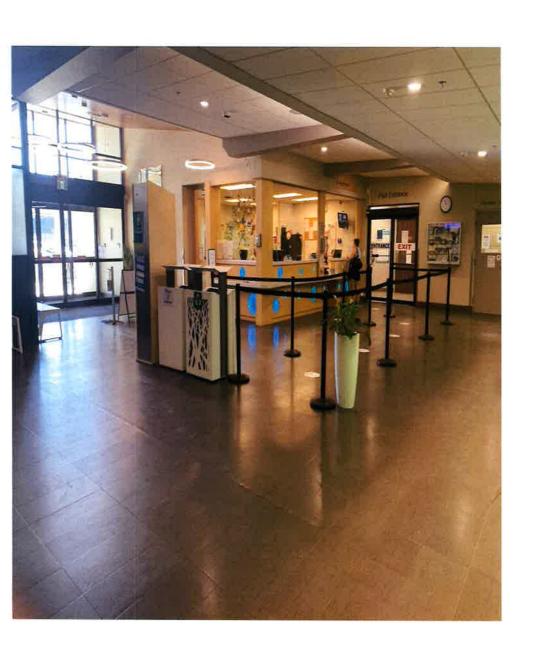
93 Participants / 8 Activities 2020 Season Could Not Offer

Beach Volleyball

40 Teams / 250 Participants 2020 Season Could Not Offer













April 1 - June 30, 2021

17,132Total Registrations

15,943 Pubic Swimming & Fitness Gym 1150 Kal Tire Place Walking 39 Public Skate



Facility Booking Hou April 1 - June 30, 2021

Meeting Spaces
2331 Hours Booked

Spring 2020
2194* Hours Booked
6% increase
*note: 2136 hours were booked for the Temporary
Shelter at the Curling Club*

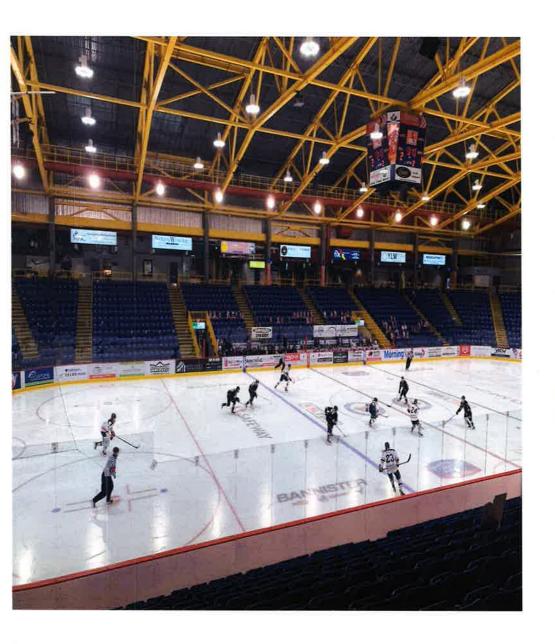


Facility Booking Hour

April 1- June 30, 2021

Gymnasium Hours 409 Hours Booked

Spring 2020
Facilities closed due to COVID-19 Restrictions



Arena Bookings

April 1- June 30, 2021

1102 Hours Booked

Spring 2020
Facilities closed due to COVID-19 Restrictions





Outdoor Spaces Bookings

April 1 - June 30, 2021

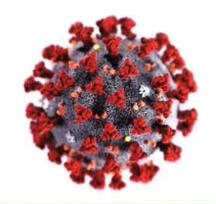
3734 Hours Booked

Spring 2020
Outdoor spaces were closed until early July 2020

		SIEP1	STEP2	SIEP3	STEP4
		May/25	JUNE 15 (carliest date)	JLY 1 (corliest cists)	SPT7 (cerliest date)
	Recreation Center & Day Programs Low Interestry Group Ritness (Jasses (max 25) Special Interest Adult (Jasses (max 10)) Acquatic Center		High Intensity Group Fitness Glasses (max RHO) Indoor tearnigames and practices for all ages—no speciaturs Physical Distanding not required on the field of play Photocopier moved to Front Office	Hallwaywashroomsavailable to public but remain accessible by lay or by Massing Rooms & Large Everts (max RHC) Reduce frequency of to ud point dearing ("industry)	Rec Certirelobby standnors and wait line decreased size Speaking hole installed in Rec Certier dear barrier Return tables and chairs into Front Lotby Dogwood Gymopen for pre-reg age-specific time blocks Willow Room to return to rental space (after IHA rental is over) Hand sanitizer stations awail during larger events and fluseacon Seasonal Handweshing signs posted All renters require updated User Safety Plan on file
CITY OF VERNON RECREATION SERVICES RESTART 2.0 PLAN			Closed June 20-Aug 2	Ratum to single lap laneuse Allowindoor speciators (max PHC) Keep bookable freeswim assessments Incressed capacities in the pool (max PHC) Reduce frequency of tour point dearing ("inclusiny) Equipment disinfection moved from per-use to monthly	2-way facility access through changerooms Changerooms available to Pitness Gymusers Loders Available Showers fully available, recommend limited leave time Pre-reg tap larses during program times with drop-ins Unparerted Swimming Lessons (*dependent on Worksafe) Increased capacities Pope Swing available Sauna & Steam Roomavailable Shared Use (Hot Spots) available during programs All renters require updated User Safety Plan on file
ION RECREATION	Fitness Gym		Closed June 20-Aug 2	Reduze frequency toud point dearing ("Industry) Continue Saritization Fogging minimum 2x day Equipment disinfection per user by user Increased capacities (max RFC)	Incressed apporties
CITY OF VERN	Arenas	Allowdressing roomuse within 15 minute timeframe	Indoor tearngames and practices for all ages – no spectators Physical Detarroing not required on the field of play	KIP Office hours open for regular office hours Dop in welking with sign in sheet for Welking @KIP loe/Dry floor rental entrances/exits looked until rental time Allowindoor spectators (max PHO) Reduce frequency of touch point desiring	Arena&Gymbookingsaval to 60 min before, 30 min after Showersavallable in dressing moms Hand sanitizer stationsaval during larger events and flu season Seasonal Handwashing signs posted All renters require updated User Safety Plan on file
	Cutdor game play dlowed for Youth & Ahlits & Outdoors Spaces Physical Distancing not required on the field of play		Allowspectators for Outdoor Sport (max 50)	Incressed travel for sport Reld bookings may include to unaments and competitions	Increased spectators All renters require updated User Safety Plan on file
	MaskUse	Required indoors Outdoors required if 2 mphysical distancing cannot be maintained	Required indoors Outdoors required if 2 mphysical distancing cannot be maintained	Recommended indoors Outdoors recommended if 2mphysical distarcing carnot be maintained	Personal préference



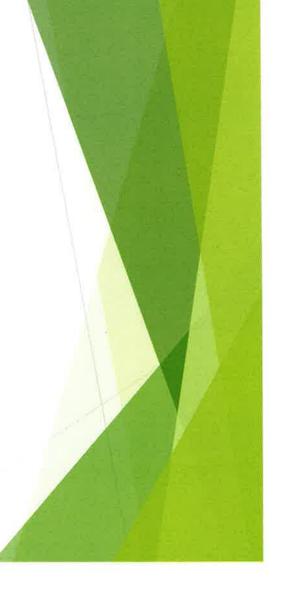
Impact of COVID-19



Second Quarter	2019	2020	2021
Aquatics Revenue	\$263,831	\$24,123	\$122,223
Programs Revenue	\$168,122	\$18,378	\$71,205
Facilities Revenue	\$203,070	\$139,924*	\$182,002
Total Revenue	\$635,023	\$182,425	\$375,430

*Note: 100% of the facilities revenue in 2020 contributed to the Temporary Shelter set up at the Curling Club with use of some PV Arena facilities.

**41% decrease in revenue compared to the last pre-COIVD second quarter in 2019*



Positive Quotes

"My wife and I are Vernon residents. We have been attending the water aerobics water sessions for the past 2 ½ years. We would like to comment on the way the water aerobic program is operating. The COVID-19 restrictions threw the program into a real spin mainly due to number of people (allowed) to attend the popular classes. But Recreation took it upon themselves to modify the program in order that we could keep participating in our particular aquatic activity. We have nothing but positive comments to be made and all due to the great staff. The front counter staff have been so efficient and friendly. They are experts at phone and ensuring that we can fit into a time slot. Our sincere thanks to them. The lifeguards deserve a real pat on the back. They are very friendly and diligent in keeping us safe and free of the virus. What a real pleasure it is to attend pool activities."

Sincere Thanks Aquafit Participant

"Thank you to all the people who worked so hard this last year keeping the pool running.

We all had to give up so much that mattered in our lives. I think that having the pool to come to became very important to many of us.

Thanks so much for being persistent with figuring out new ways to do tings, being kind to all of us each day and doing a great job through an awful year."

Sincerely, 7:30am Beginner Lane Swimmers

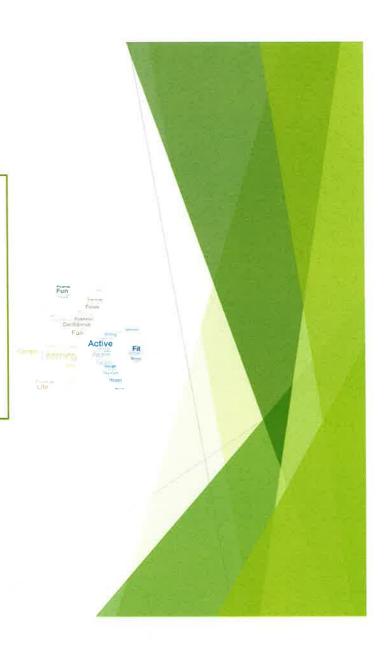


Positive Quotes

"The Salmon Arm Silverbacks would like extend a massive thank you to the city of Vernon, the Vernon Vipers organization and Kal Tire Place for hosting us this pod season.

"To host both us and the West Kelowna Warriors for 30 games in 38 days is an incredible accomplishment," Silverbacks general manager Brooks Christensen said. "I thought all organizations stepped up admirably and did a tremendous job following all necessary protocols to make this happen. Thank you to the Vipers organization for going above and beyond." The Backs would like to thank everyone who made this pod season a success, from the Vipers ownership, to management, to the game-day volunteers and everyone in between: you made it all possible."

Salmon Arm Silverbacks via Social Media Platforms



Positive Quotes

"We all appreciate the great job that you have done throughout all of this, and appreciate all your staff and how they look after our Rink staff, it is much appreciated."

Kal Tire Place Tenant

"Thank you for your time and patience navigating rentals and restrictions during the pandemic. You and your staff have made a difference."

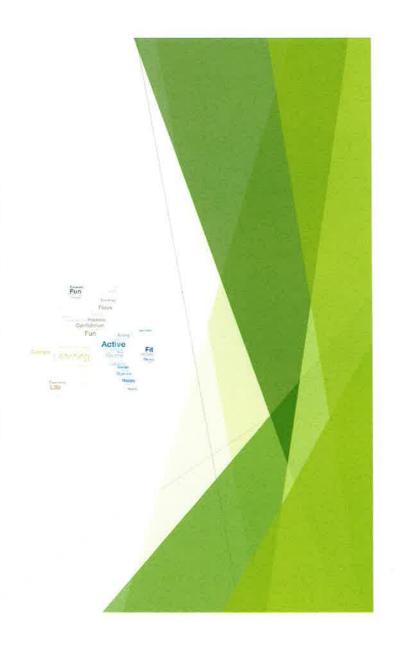
Ice User

"Thank you to you and your team for all of the hard work and many hours you put into ensuring safe play for everyone"

Field User

"Great job navigating these many chapters. You have all worked hard to ensure our safety."

Ice User





April 1 - June 30, 2021



Through Recreation
We Improve Quality of Life



THE CORPORATION OF THE CITY OF VERNON

INTERNAL MEMORANDUM

TO:

Will Pearce, CAO

FILE:

8215-2021

PC:

Kevin Poole, Director, Safe Communities, Lands

DATE: June 24, 2021

and Administration

Doug Ross, Director, Recreation Services Stan Mitchell, Manager, Recreation Facilities

FROM:

Dustin Pridham, Manager, Recreation Operations

SUBJECT: REQUEST FOR FUNDING – KAL TIRE PLACE REALice SYSTEM

The purpose of this memo is to request Council authorization for funding to purchase and install a REALice system at Kal Tire Place to reduce energy consumption by using cold water to make, clean and flood the ice rather than using hot water.

A REALice system was purchased and installed in the Priest Valley Arena in the summer of 2020 utilizing a Fortis BC rebate. From September to December 2020, a savings of \$1,982 in natural gas costs was achieved, compared to the same time period in 2018 and 2019.

The cost to purchase a REALice system for Kal Tire Place, after applying the Fortis BC rebate, would be \$10,770. REALice has estimated that the payback period would be less than one year with potential savings of \$15,000 per year. The REALice system will help to realize cost savings on the carbon tax scheduled to increase by \$5 per tonne April 1, 2022 and to assist in reducing GHG emissions.

It has been announced that the Fortis BC Rink De-aerator Rebate Program (valued at \$28,900) will end December 31, 2021. Because of this, Administration is recommending that the REALice system be purchased and installed this year with savings from the Kal Tire Place Domestic Hot Water Tanks project. The Hot Water Tanks project was budgeted at \$35,000 and was able to be completed for \$24,140, leaving a savings of \$10,860.

RECOMMENDATION:

THAT Council authorize Administration to apply to the Fortis BC Rink De-aerator Rebate Program and to utilize unexpended funds from the Kal Tire Place Domestic Hot Water Tanks project to fund the purchase and installation of a REALice system for Kal Tire Place for up to \$10,770 as described in the memorandum titled "Request For Funding - Kal Tire Place REALice System", dated June 24, 2021, respectfully submitted by the Manager, Recreation Operations.

Respectfully submitted:

20

Dustin Pridham Manager, Recreation Operations



THE CORPORATION OF THE CITY OF VERNON

INTERNAL MEMORANDUM

TO:

Will Pearce, CAO

FILE:

6970-20

PC:

Kim Flick, Director, Community Infrastructure and

DATE: July 7, 2021

Development

FROM:

John Perrott, Manager, Economic Development and Tourism

SUBJECT: 2021 PLANNING AND BUILDING SECOND QUARTER STATISTICS SUMMARY

The purpose of this memorandum is to provide Council with an update of planning and building applications processed by the Community Infrastructure and Development Services Division during the second quarter (Q2) of 2021. The figures highlight building permits by type and value, applications by type and volume, and revenue received to April 2021 from the Municipal Regional District Tax (MRDT).

PLANNING & BUILDING:

Broadly, the second quarter of 2021 continued to build on the momentum of planning and building application volumes seen in the first quarter with Single Family Dwelling new construction and renovations and Commercial renovations as the two leading sectors (Figure 1). Overall, permit values for the second quarter exceeded \$32 million, which is below the four-year average (2017 to 2020) of \$37.75 million.

Figure 1: Building Permit Issuance Summary - Quarter 2, 2012

		2017	100	2018		2019		2020	2021	
THE PARTY OF THE P	Q2 #	Q2 - Value								
Single Family Dwelling										
New	58	\$21,872,558	43	\$18,403,800	29	\$14,642,082	12	\$8,397,990	23	\$13,240,700
Addition/Reno/Upgrade/Suite	28	\$1,205,209	23	\$1,769,786	25	\$1,472,463	23	\$1,269,981	28	\$1,811,505
Multi-Family Dwelling										
New	8	\$4,482,955	16	\$21,880,064	_11	\$6,748,780	12	\$15,292,637	8	\$4,593,190
Addition/Reno/Upgrade	2	\$325,000	1	\$196,000	1	\$325,000	0	\$0	0	\$0
Commercial			/							أربط المستحديا
New	0	\$0	1	\$495,000	1	\$1,190,000	0	\$0	0	\$0
Addition/Reno/Upgrade	7	\$4,195,000	14	\$1,693,926	17	\$3,587,000	6	\$895,000	8	\$10,888,711
Industrial										
New	0	\$0	2	\$1,540,000	0	\$0	0	\$0	0	\$0
Addition/Reno/Upgrade	0	\$0	2	\$18,000	0	\$0	0	\$0	3	\$103,500
Institutional	Total .		1 - 5							
New	1	\$11,500,000	0	\$0	0	\$0	0	\$0	0	\$0
Addition/Reno/Upgrade	3	\$75,000	3	\$7,602,500	0	\$0	1	\$35,000	2	\$1,483,388
Other										A LEK CO
Total Other	26	\$280,000	27	\$514,979	25	\$365,000	31	\$118,821	23	\$757,336
Total # of BPs	133		132		109		85		95	
Total Value of BPs		\$43,935,722	0.00	\$54,114,055		\$28,330,325		\$26,009,429		\$32,878,330

Figure 2 shows a summary of the Building Permits issued and their respective construction values for the first half of 2021. While the total number of permits (197) slightly lag the four-year average (209), the value of construction (\$72.3 million) is slightly ahead of the four-year average (\$70.5 million).

Figure 2: Building Permit Issuance Summary – Year to Date (June 30, 2021)

		2017	71	2018		2019		2020	2021	
Type of Application	YTD #	YTD Value								
Single Family Dwelling			ш.					F - 1 - 0		
New	89	\$36,389,557	67	\$28,145,800	49	\$22,333,152	33	\$17,549,007	47	\$26,482,800
Addition/Reno/Upgrade/Suite	43	\$2,175,291	33	\$2,379,709	49	\$2,144,342	43	\$2,419,481	50	\$3,634,978
Multi-Family Dwelling			u=							
New	19	\$10,431,723	30	\$41,492,064	27	\$38,116,780	16	\$18,362,637	17	\$11,985,025
Addition/Reno/Upgrade	3	\$337,000	2	\$241,000	2	\$1,615,000	1	\$3,526,360	3	\$45,000
Commercial					-					
New	0	\$0	2	\$1,245,000	1	\$1,190,000	1	\$530,000	2	\$2,328,808
Addition/Reno/Upgrade	24	\$6,756,990	22	\$2,953,926	30	\$8,220,000	21	\$6,693,080	18	\$24,959,953
Industrial	-50								N	
New	0	\$0	2	\$1,540,000	3	\$2,450,000	1	\$3,250,000	0	\$0
Addition/Reno/Upgrade	0	\$0	2	\$18,000	0	\$0	1	\$30,000	3	\$103,500
Institutional										
New	1	\$11,500,000	0	\$0	0	\$0	0	\$0	0	\$0
Addition/Reno/Upgrade	3	\$75,000	3	\$7,602,500	1	\$0	1	\$35,000	3	\$1,766,389
Other							-			
Total Other	40	\$626,244	50	\$967,379	33	\$915,900	50	\$314,399	54	\$1,063,183
Total # of BP's	222		213		195		168	(1-BY	197	
Total Value of BP's		\$68,291,805		\$86,585,378		\$76,985,174		\$52,709,964		\$72,369,636

As shown in Figure 3, staff managed 330 applications in the second quarter, 42% more than in the second quarter of 2020 and nearly 10% more than the four-year average (2017 to 2020) of 294 applications. Overall, 665 applications were processed in the first half of 2021 – a record number when comparing the first half of any of the last five years.

Figure 3: Application Summary (Q2 and YTD)

		2017		2018	2019		2020		2021	
	Q2	YTD (Q1+Q2)	Q2	YTD (Q1+Q2)	Q2	YTD (Q1+Q2)	Q2	YTD (Q1+Q2)	Q2	YTD (Q1+Q2)
Land Use Applications	51	97	52	107	56	101	44	105	76	137
Building Permits	133	222	133	214	109	198	85	168	95	197
Miscellaneous Applications	136	235	137	229	140	247	102	200	159	331
Total	320	554	322	550	305	546	231	473	330	665

Figure 4 provides an outline of the types of Land Use Applications received by the City of Vernon comparing the second quarter and year-to-date for the years 2017 to 2021. Consistent with the increase in building activity in 2021, applications are up 72% over the same period last year, and 10% more than the four-year average (2017 to 2020) of 294 second quarter applications. Permits with the most notable increases over 2020 include Development Permits, Development Variance Permits, and Tree Removal Permits.

Figure 4: Land Use Application Summary

		2017	3.4	2018		2019	2020		2021	
Type of Application	Q2	YTD (Q1+Q2)	Q2	YTD (Q1+Q2)	Q2	YTD (Q1+Q2)	Q2	YTD (Q1+Q2)	Q2	YTD (Q1+Q2)
ALR Exclusion	0	0	0	0	0	0	0	1	0	0
Boundary Extension	0	0	0	0	0	0	0	0	0	0
Board of Variance	3	3	0	0	0	0	3	3	3	3
Cannabis Retail Licensing	1,000	3 - 5	-	*	9	19	0	0	0	0
Development Permit	14	31	16	29	10	16	10	22	19	35
Development Variance Permit	9	18	5	14	9	11	4	16	19	26
Heritage Revitalization / Alteration	0	0	0	0	1	4	2	7	1	3
Liquor Licensing	4	4	9	12	4	9	4	6	6	6
LUC Amendment / Discharge	0	0	1	1	0	0	1	3	1	4
OCP Amendment	1	11	1	4	0	3	0	1	0	2
Revitalization Tax Exemption	0	0	1	11	1	2	0	1	2	2
Rezoning	4	9	5	14	7	12	7	11	4	11
Subdivision	12	23	7	18	6	9	6	17	6	18
Tree Removal Permit	4	8	7	14	9	16	7	17	15	27
Total Applications	51	97	52	107	56	101	44	105	76	137

Figure 5 provides a breakdown of the miscellaneous applications received in Q2. Consistent with the increases seen in the first quarter of 2021, there has been an increase of 55% in the number of miscellaneous applications in this past quarter (159 vs 102). Most of the increase is attributable to the number of Property Information Requests as a result of a very active real estate market.

Figure 5: Miscellaneous Application Summary

	0	2017	2018		2019		2020		2021	
Type of Application	Q2	YTD (Q1 +Q2)	Q2	YTD (Q1 +Q2)	Q2	YTD (Q1 +Q2)	Q2	YTD (Q1 +Q2)	Q2	YTD (Q1 +Q2)
External Referrals	3	5	1	1	1	3	0	3	0	0
Hoarding	28	52	41	56	28	44	12	23	27	45
Property Info Request	49	78	44	83	65	106	61	111	107	223
Sidewalk / Blvd Area use	1	1	0	0	1	1	0	0	0	0
Sign Permit	55	99	51	90	45	93	29	63	25	63
TOTAL Applications	136	235	137	229	140	247	102	200	159	331

Figure 5 provides a summary of the DCCs received in the first and second quarter of 2021, year to date values, and historical year-end values received for the years 2017 through 2020.

Figure 5: Development Cost Charges

	2017	2018	2019	2020		2021	
Type of DCC	Year End	Year End	Year End	Year End	Q1	Q2	YTD
Sanitary Disposal	\$ 240,502	\$ 278,738	\$ 393,090	\$ 149,055	\$ 1,340	\$ 567	\$ 1,907
Sanitary Collection	\$ 162,421	\$ 183,994	\$ 209,148	\$ 361,293	\$ 49,765	\$ 88,677	\$ 138,442
Sanitary Treatment	\$ 160,199	\$ 140,138	\$ 197,232	\$ 126,691	\$ 12,456	\$ 19,908	\$ 32,364
Water Facilities	\$ 380,106	\$ 481,633	\$ 645,658	\$ 393,351	\$ 34,865	\$ 76,784	\$ 111,649
Transportation	\$ 1,935,161	\$ 864,306	\$3,022,155	\$1,169,473	\$ 201,797	\$ 451,384	\$ 653,181
Stormwater	\$ 112,197	\$ 119,222	\$ 108,322	\$ 213,128	\$ 27,916	\$ 58,639	\$ 86,555
Parks & Open Space (old bylaw)	\$ 1,222,682	\$ 1,059,353	\$1,464,882	\$ 14,910	n/a	n/a	n/a
Parks & Open Space (RDNO)	n/a	n/a	\$ 7,885	\$ 240,553	\$ 28,817	\$ 52,938	\$ 81,755
Parks & Open Space (CoV)	n/a	n/a	\$ 13,225	\$ 381,979	\$ 48,348	\$ 88,792	\$ 137,140
Total Value of DCCs	\$ 4,213,268	\$ 3,127,384	\$6,061,597	\$3,050,433	\$ 405,304	\$ 837,689	\$ 1,242,933

^{*} Note: Coldstream Sewer DCCs are included in the figures.

TOURISM

The Tourism sector in Vernon continued to be impacted by the COVID-19 pandemic due to domestic and international travel-restrictions in the first and the second quarters of 2021. Destination British Columbia and Tourism Vernon continued to promote inregion travel through stay local and explore local messaging. As such, hotel room revenues for the first quarter were trending at nearly normal levels – first quarter revenues are estimated at \$4.3 million – an amount just below the 5-year room revenue rolling average (2016 to 2020) of \$4.6 million.

Month	2019 Room Revenue (\$M)	2019 3% MRDT*	2020 Room Revenue (\$M)	2020 3% MRDT*	% Change Room Revenue	2021 Room Revenue (\$M)	2021 3% MRDT*	% Change Room Revenue
January	\$1.39	\$ 38,231	\$1.48	\$ 40,976	7.1%	\$1.1	\$ 30,557	-25.7%
February	\$1.87	\$ 51,772	\$0.38**	\$ 10,755**	-79.4%**	\$1.5	\$ 44,078	313%
March	\$2.47	\$ 68,477	\$0.17**	\$ 4,714**	-93.2%**	\$1.7	\$ 47,359	912%
April	\$2.21	\$ 61,209	\$0.06**	\$ 1,689**	-97.3%**	\$1.2	\$ 35,037	1995%
May	\$3.43	\$ 95,555	\$1.95**	\$ 54,678**	-43.1%**			
June	\$5.12	\$142,709	\$0.84**	\$ 23,471**	-83.6%**			
July	\$4.75	\$132,306	\$2.21**	\$ 61,824**	-53.5%**			
August	\$4.98	\$138,860	\$8.48**	\$ 237,315**	70.2%**			
September	\$3.93	\$109,519	\$3.74**	\$ 103,974**	-5.0%**			
October	\$2.44	\$ 67,648	\$2.33	\$ 64,706	-4.2%			
November	\$2.16	\$ 59,794	\$1.39	\$ 38,267	-35.6%			
December	\$2.05	\$ 56,878	\$1.55	\$ 42,716	-24.5%			
	\$36.8	\$1,022,958	\$24.6	\$ 685,085	-33.2%	\$5.5	\$157,031	

Figure 6: Municipal Regional District Tax

While the first quarter of 2021 saw significant improvements over the previous year, the second quarter began with "circuit breaker" travel restrictions put into place by the Provincial Government on April 23, 2021. As a result, April room revenues were below the five-year rolling average (Figure 7).

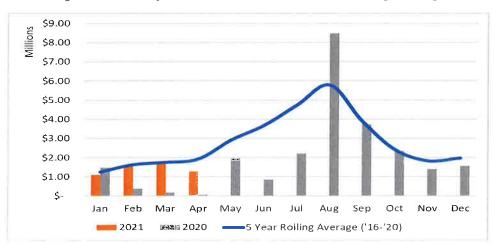


Figure 7: Monthly MRDT Collection vs. 5-Year Rolling Average

^{*}Although a 3% MRDT is collected, the City of Vernon receives 2.8% of the tax with the remaining 0.2% going to the provincial Tourism Events Program.

^{**} As noted above, figures for February to September 2020 reflect actual MRDT received by the City of Vernon during those months. However, as accommodators were not required to submit PST and MRDT to the Province of BC until September 30, 2020, the figures do not accurately reflect actual monthly room revenue collected during that time period.

Due to 90-day lag in MRDT remittances by the Province of BC to the City of Vernon, the impacts of the April and May travel restrictions are unknown at this time. The third quarter update is expected to include MRDT collection for May, June, and July which will quantify those potential impacts.

The March 2021 MRDT remittance from the Provincial Government included \$31,176.74 from Online Accommodation Platforms (OAP) for properties located in Vernon. This amount is about 43% of the total amount of OAP taxes collected in 2020 and 36% of OAP taxes collected in 2019. Please note that the figures above (Figure 6) do not include these Online Accommodation Platforms.

Anecdotal indicators from our accommodation providers indicate that the summer of 2021 will be a busy one with the hopes that the strong interest in travel to the Vernon area will continue well into the fall. This demand for travel is being driven by domestic travellers from both the British Columbia and Alberta markets. As a result, upcoming tourism marketing and promotional efforts will continue to focus on these key domestic markets to generate interest in fall travel to the area.

The Community Infrastructure and Development Services Division provides planning and building application statistics to Council on a quarterly and yearly basis; the remaining quarterly statistics shall be reported at the following Council meetings:

Quarter 3 → October 25, 2021 Quarter 4 and Year End → February 2022

Recommendation:

THAT Council receive for information the memorandum titled "2021 Planning and Building Second Quarter Statistics Summary" dated July 7, 2021 and respectfully submitted by the Manager, Economic Development and Tourism.

Respectfully submitted:

Jul 13 2021 2:35 PM



John Perrott Manager, Economic Development and Tourism

\\gw1\groups\6400-6999 PLANNING AND DEVELOPMENT\6970 PLANNING REPORTS AND STATISTICS\20 Planning Reports and Statistics\2021\Quarterly Stats\Q2\210727_jp_memo_2021_Q2_Dev_Stats.doc



THE CORPORATION OF THE CITY OF VERNON

INTERNAL MEMORANDUM

TO:

Will Pearce, CAO

FILE:

1700-02 (2022)

PC:

Mayor and Council

DATE:

July 6, 2021

FROM:

Debra Law, Director, Financial Services

SUBJECT: FORTIS BC LEGACY RESERVE TRANSFERS

At the Regular meeting held on Monday, June 28, 2021, Council passed the following resolution:

"THAT Council ratifies and confirms the following resolution adopted at the June 28, 2021 Committee of the Whole meeting of Council:

THAT Council endorse the following projects to be funded from the Fortis BC Legacy Reserve:

- 1. Kin Race Track Park (sports fields, trails, outdoor ice rink, dog park and set aside lands for affordable housing and the Active Living Centre (\$10 million);
- 2. RCMP Building Renovation Analysis (up to \$2 million)."

Administration is recommending that the monies identified above be transferred from the Fortis BC Legacy Reserve to two separate non-statutory reserves for the purpose of uniquely identifying Council's purpose for these funds.

Currently there is no existing reserve specific to the Kin Race Track Park site. Administration recommends creating a new non-statutory reserve titled "Kin Race Track Park Reserve". The \$10 million noted above, with Council authorization, will be transferred from the Fortis BC Legacy Reserve to the Kin Race Track Park Reserve. Any requests to spend monies for the purpose of the Kin Race Track Park development will come to Council for authorization for the expenditure with the funding source cited as the Kin Race Track Park Reserve.

There is an existing non-statutory reserve titled RCMP Building Reserve with a balance of \$171,504. Administration recommends moving \$2 million from the Fortis BC Legacy Reserve to this reserve to fund the renovation analysis of the existing RCMP detachment building. Any requests to utilize these funds for the renovation analysis of the existing RCMP detachment will come to Council for expenditure authorization.

At the end of either of these projects, any unspent monies sitting in the respective nonstatutory reserve can be used for a similar purpose, or transferred to another non-statutory reserve and used for an alternative purpose.

RECOMMENDATION:

THAT Council direct Administration to transfer \$2 million from the Fortis BC Legacy Reserve to the RCMP Building Reserve;

AND FURTHER, that Administration create a non-statutory reserve titled Kin Race Track Park Reserve;

AND FURTHER, that Administration transfer \$10 million from the Fortis BC Legacy Reserve to the Kin Race Track Park Reserve.

Respectfully submitted,



THE CORPORATION OF THE CITY OF VERNON

INTERNAL MEMORANDUM

TO:

Will Pearce, CAO

FILE:

1700-02 (2022)

PC:

Debra Law, Director Financial Services

DATE:

July 08, 2021

FROM:

Aaron Stuart, Manager, Financial Planning & Reporting

SUBJECT: 2022 BUDGET SURVEY RESULTS

At the Regular meeting of Council on February 8, 2021 Council approved the 2022-2026 Financial Plan Schedule. This schedule included a 2022 Budget Survey to be conducted during the month of June.

Administration provided a survey, during the month of June 2021, through the City's Engage Vernon website to solicit feedback from Vernon residents about their satisfaction with services currently provided by the City. Through efforts on the City's social media platforms, and with directed advertising through local radio and print media, the City encouraged residents to provide their feedback to Council in advance of 2022 Budget Deliberations.

This memorandum is intended to provide a summary of the responses; however, the Survey Response Summary report (Attachment 1) is a summary report outlining all the survey responses and comments.

The survey began with three questions to provide context about those that were completing the survey, of which the results are summarized below:

Surveys completed	115
1) Residents of Vernon	95.7%
2) Own property in Vernon	81 <i>.</i> 5%
3) Age range:	
18 to 24	1.6%
25 to 39	27.0%
40 to 59	35.7%
60+	35.7%

The next ten questions related to specific areas of the City that provide significant services to the community. Each question provided a brief description of the function, a link to the 2021 Financial Plan document and a YES or NO question about whether the respondent is satisfied with the service(s) that function provides. Results of these questions are summarized below:

QUESTION	% SATISFIED	% NOT SATISFIED
Community Planning & Development	59.3%	40.7%
Public Transit	77.9%	22.1%
RCMP Support Services	78.2%	21.8%
Protective Services	71.2%	28.8%
Fire Rescue Services	83.9%	16.1%
Roads, Drainage & Airport	47.8%	52.2%
Parks & Public Spaces	52.3%	47.7%
RCMP	71.4%	28.6%
Recreation Services	69.3%	30.7%
Infrastructure Program	67.9%	32.1%

If a respondent answered no, they are not satisfied, then a comment box would appear and the respondent was asked to state what it would take for them to be satisfied with the service(s) provided by that function.

All the comments made in the survey, and the results summarized in this memorandum, are included in the enclosed attachment (Attachment 1). Since the summarized report excluded parts of the questions, the full list of questions is included as Attachment 2 for reference.

RECOMMENDATION

THAT Council receive the memorandum dated July 08, 2021 titled "2022 Budget Survey results" and respectfully submitted by the Manager, Financial Planning & Reporting.

Respectfully submitted:

Aaron Stuart

Manager, Financial Planning & Reporting

Attachments:

- 1. Survey Response Summary Report
- 2. Budget Questions

2022 Budget Survey

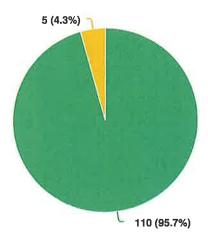
SURVEY RESPONSE REPORT 28 April 2017 - 05 July 2021

PROJECT NAME: 2022 Budget Survey





Q1 Are you a resident of the City of Vernon?

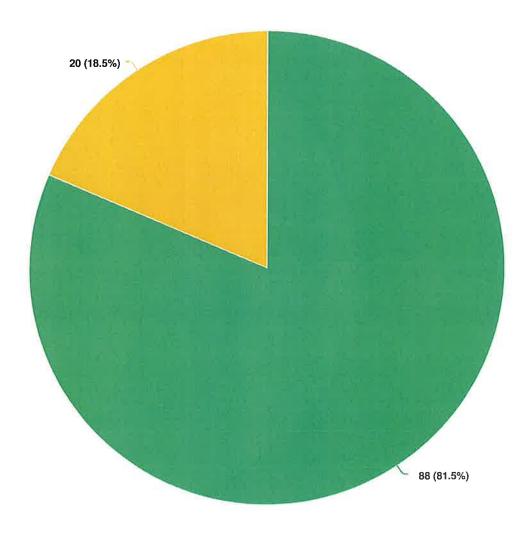


Question options



Mandatory Question (115 response(s)) Question type: Radio Button Question

Q2 Do you own property in the City of Vernon

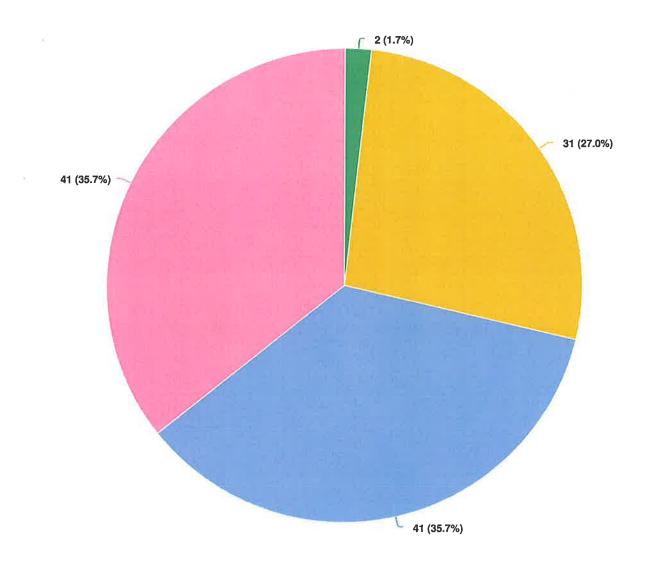


Question options

Yes
No

Optional question (108 response(s), 7 skipped) Question type: Radio Button Question

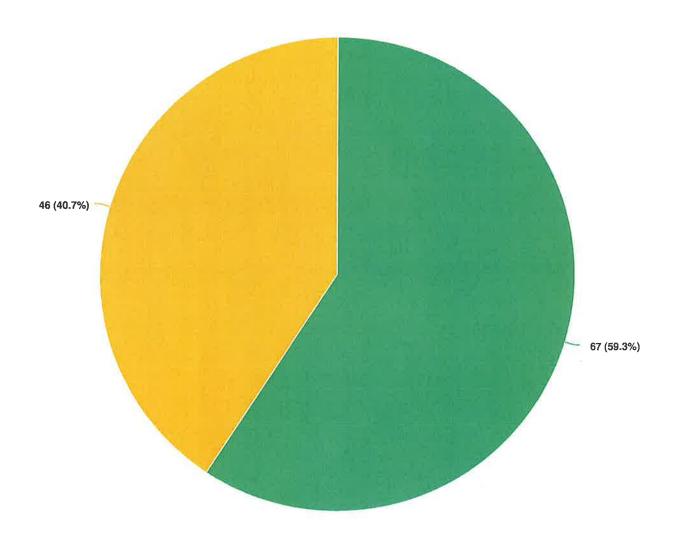
Q3 What is your age group?

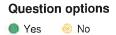




Mandatory Question (115 response(s))
Question type: Radio Button Question

Q4 Community Planning and DevelopmentThe Community Planning & Development departments address land use issues relating to the needs of transportation and urban development, zoning, housing, heritage and existing and new infrastructure. This area a...





Q5 If no, how could your satisfaction be improved?

Anonymous

6/01/2021 10:48 AM

there seems to be little planning for the increase in traffic from new development, new high density housing doesn't have enough parking onsite so vehicles are parked in the street creating bottle necks is one

such example.

Anonymous

6/01/2021 11:23 AM

I don't see the products of the commitment to sustainable

development - just more construction up the hills or on the lakefront for high income or 2nd homes.

Anonymous

6/01/2021 12:39 PM

Community is in dire need of affordable housing. If we don't have affordable housing, everything else attached to creating a community thrive and grow suffers. People that work full-time at the mall can't afford \$1500/mon rent payments. The trickle down effect is huge.

Anonymous

6/01/2021 01:26 PM

If your going to build all these bike paths then it's time they start paying in the form of licensing and fines for not obeying laws

Anonymous

6/01/2021 04:04 PM

To much red tape, taking too long to process even simple applications.

Too many silly rules that slow the process, too many jurisdictions involved and departments

Anonymous

6/01/2021 04:25 PM

Stop focusing on the aged population!! This city needs to focus on families that need safe things to do with their kids. The parks are overrun with homeless which makes it unsafe to be there. Think large rec center with huge pool. Hire for swim lessons. Indoor playground, take note of Edmonton's rec centres or even Kelowna H2O. Spray parks are a must. Roller rinks, more accessibility to programs. There are never enough spots to get it for any programs. Offer free programs too seriously. Enough with the seniors infrastructure. This city is growing at an alarming rate with families and there is NOTHING here for them.

Anonymous

6/01/2021 07:05 PM

Stop spending money on making our

roads more congested.

Anonymous

6/01/2021 09:21 PM

More direct response to public's queries, quicker refer all to

appropriate staff.

Anonymous

6/01/2021 11:01 PM

Our city is stale in development. Empower the department to make more aprovals with out council and lets get this city booming again.

Anonymous

6/01/2021 11:18 PM

Vernon has lagged behind severely with regards to housing. The

development that was planned for the old reservoir site near Mutrie park is a perfect example. This would have been a sizeable new housing development in Vernon, that is and was desperately needed, and the project was allowed to fail - Vernon needs to do more to work with developers to remove red tape and keep housing growth in line with population growth.

haas

6/02/2021 10:35 AM

poor planning and use of round a bouts asks for input but never publishes any of it and what they want they get

Anonymous

6/03/2021 12:41 PM

Too many loopholes, not enough follow through and accountability.

Anonymous

6/03/2021 03:56 PM

Flexibility within the OCP. Ability to change your zoning without council approval. Shouldn't have to be locked into your zoning. Ability to densify easier.

Anonymous

6/05/2021 09:09 PM

I would like to see two things - One a better relation built with OKIB (many times it was in the didn't get done list. Would also like to see more work on housing for lower income. People with disabilities have very little options in Vernon and possibly BC Housing and Vernon can work together

too many single home resident

Anonymous

6/12/2021 09:07 PM

properties changing to multi use which changes a whole neighbourhood. There should be a proper sidewalk and bike lane all the way down to Kin Beach on Tronson Rd. The increase in foot and bike usage along with the vehicle traffic has increased so much due to more housing development. It can be dangerous to walk along there to the

beach . Many people comment on how undeveloped it looks Also

please stop paying the paving crew to fill pot holes on Bench Row Road A waste of money .Properly pave it . It doesn't even last a month . The road is so narrow and so uneven its a goat trail . This is a main route to Kelowna and Predator Ridge and Sparkling Hill living out the landing , the Outback the Rise etc.

Anonymous

6/14/2021 10:18 AM

affordable housing

Anonymous

6/16/2021 01:57 PM

Better communication to public about location of activity and development.

Anonymous

6/16/2021 09:50 PM

A lot of great work is happening, but we need to do more to ensure public spaces are more accessible (both in terms of ensuring those with differing abilities are able to fully enjoy the spaces, and providing more spaces, like waterfront, for all residents to enjoy)

Anonymous

6/19/2021 07:45 AM

Spend too much time planning and getting input from residents and not

enough time doing

Anonymous

6/21/2021 07:45 PM

Opening up more multi family zoning

will help to increase housing affordability and make our city a better one for the lower income people of Vernon while not

diminishing the value of life for those

in a higher income bracket.

Anonymous

6/22/2021 08:23 PM

More bike trails, lanes to promote biking to work and improve safety.

Add more green spaces / parks,

through town.

Anonymous

6/23/2021 07:29 PM

Concerns with "Complete recreation feasability study"? What is that? You

beautify where the main traffic flows

don't need a study. We need a another recreation centre indoor and outdoor pool. Enough for hockey!!!! Clean the beaches more

and empty the garbage. It is just disgusting to be a the beach and have garbages over flowing.

Anonymous

you need to get more input from the

6/23/2021 07:35 PM

public at large.

Anonymous

6/24/2021 01:18 PM

We need indoor sports fields.

Anonymous

6/24/2021 01:39 PM

The BC building code now allows for secondary suites in Duplexes. I do not see exploring this as part of the financial plan. With housing being as tight as it is, something like this

should take priority.

Anonymous

Better urban development downtown.

6/24/2021 01:59 PM

Nicer areas to stroll/walk.

Anonymous

6/24/2021 02:40 PM

Quit letting the developers do most anything they want. You hold public meetings on development issues because you have to. You don't care what the residents who pay your salaries say.

Anonymous

6/24/2021 03:00 PM

Reduce bus service-ie too many empty buses on the roads. Improve traffic flow. Require more off street

parking

Anonymous

6/24/2021 03:40 PM

I can't afford to live here any more due to the high city taxes. Please lower taxes not raise them. It has been raised beyond the cost of living for decades now and this is not sustainable. Some of us will move out because you are driving us out with high taxes.

Anonymous

6/24/2021 09:38 PM

I have seen a neighbor, who bought the house and was significantly improving it, go through a nightmare of city hall red tape. The latest odd city demand was to plant grass (I'm guessing that we have far too much water and must increase its's demand), rather than complete his xeriscaping project. I would recommend acting more responsibly when demanding homeowners to use more water!

Anonymous

6/25/2021 05:55 AM

Vernon's development department is known in the industry as being regulative rather than facilitative. Mark my words, "regulative" and not "facilitative". Many investors are not interested in investing their money here because the department famously nitpicks everything and stubbornly refuses to be reasonable and facilitative of development projects. The culture in the department needs to change. We need a facilitative and development friendly leadership to take control. This is the opinion of many industry leaders and consultants I've discussed the matter with.

Anonymous

6/25/2021 07:02 AM

Leave all agricultural land alone!!! Stop all large developments especially those developments that devastate the existing neighbours and agricultural lands. They damage roads, disregard existing water flows, neglect wildlife impact, etc. etc. Give these opportunities to local hard working middle income community members rather than those who already have so much, give so little and who are not invested members of this community. Please see pass the big tax revenue which only looks good on paper - the middle income members that actually work and live (committed, full time) in this community are struggling. And leaving.

Anonymous

6/25/2021 09:33 AM

I am not a developer. I believe that one of the primary reasons that the price of housing is so high is excessive rules and processes that constrain supply. Make it easier, faster, and cheaper to build houses! For example, near where I live at the end of Hart Place a sidewalk was put in place on a dead end for five lots for single family homes. Sidewalks are nice to have, but was that expense really necessary?

Anonymous

6/26/2021 11:19 AM

Please streamline site and construction approvals. Also zoning procedures. Arduous and too slow.

Anonymous

6/27/2021 09:12 AM

There are too many private acres in this area. Too late now I suppose, but many more accesses to the lake should have been thought about long ago.

Anonymous

6/29/2021 06:58 AM

More cycling and pedestrian routes. Especially east west connections such as a protected route along 43rd Ave fro PV to Alexis Park Drive and 48th Ave entire length. Anderson Way entire length. Also Okanagan Ave, South Vernon road, 27th Avenue. All those roads need separated pedestrian and cycling facilities. We need a Pedestrian bridge over the highway at 35th Ave and on hospital hill.

Anonymous

6/29/2021 12:14 PM

New multi family facilities don't allow enough off street parking. While they are built fir families, often single people rent with roommates. All of which have their own vehicle. While the building standards might be met, those standards are unrealistic. Just look at the streets at night when most people are home from work.

Anonymous

6/30/2021 04:43 PM

Too much work and not enough staff

to do it.

Anonymous

7/05/2021 09:02 AM

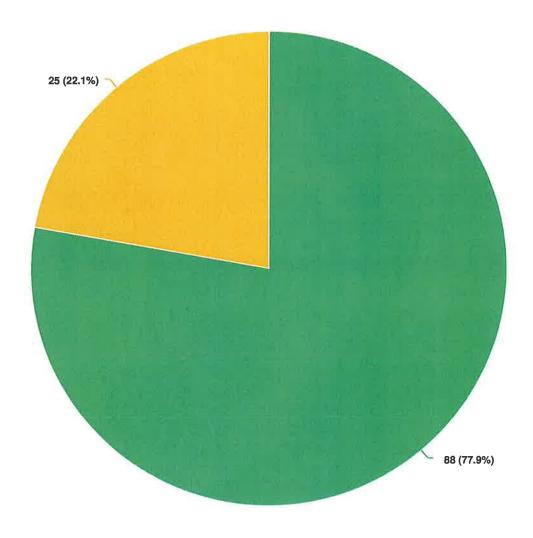
Not nearly enough care is taken to protect the environment, and most particularly the lakes, when considering development. It seems the almighty dollar is truly the only consideration. The lakes, the riparian

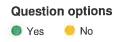
lands and their surrounding beauty are what attracted many residents to Vernon and the callous treatment of these precious resources by council approved development is shameful. The paving over of wetland and drainage basins increase flooding as well as allowing more polluted runoff into the precious waterways. The very thing that attracts people to Vernon is being callously thrown away, by allowing more and bigger development along the lakes' shores. This is foolhardy in the short term and dangerous in the long term.

Optional question (39 response(s), 76 skipped)

Question type: Essay Question

Q6 Public TransitThe City provides conventional and custom public transit options for residents. The conventional system is contracted to BC Transit and operates 12 buses with regular routes throughout Vernon and Coldstream. The custom transit syste...





If no, how could your satisfaction be improved?

Anonymous

6/01/2021 12:18 PM

We need increased services to the

periphery of the core city.

Coldstream/Foothills?Coldstream Estates/Lumby/Armstrong. Then we need to aggressively destigmatize public transportation and make it part of the fabric of being a Vernonite.

Anonymous

6/01/2021 12:50 PM

Safer bus stops (place to stand, sidewalk accessible) Handidart said I was too young even though I was disabled Taxi service is unreliable

Anonymous

6/01/2021 04:51 PM

Less empty buses

Anonymous

6/01/2021 11:01 PM

Its not 1980. Busses in Vernon should run till at the minimum of 11. The first bus out should get people to work the last bus should get the afternoon shift workers home. Its time to actually invest in transit.

Anonymous

6/03/2021 12:41 PM

Age old problem: not enough routes. Which is because we don't have enough riders. Consider giving all 14 and 15 year olds free bus passes. Small loss of revenue temporarily, for building up ridership over the years. At 16, they can compare the cost of a vehicle to a transit pass on a system they now know well. It will be obvious to many to purchase a pass. Too large a portion of Vernonites don't even consider the bus because they've never ridden it. Get them on it at 14, when they want

independence, parents are willing to give it to them, and they won't have to drive them (which also helps you

with emission goals)

Anonymous

I would like to see the busing

6/05/2021 09:09 PM

expanded to Kelowna. (especially for

non school times)

Anonymous

6/06/2021 06:45 PM

Add more buses on the road

Anonymous

6/07/2021 12:35 PM

Permanent late night hours for BC transit. running as late as 11pm Monday through Thursday and until 1 am Friday and Saturday. This will

help reduce late night employees safety risk (they won't have to walk home), and will help reduce

instances of drunk driving.

Anonymous

6/16/2021 09:50 PM

Not applicable to me. Can't provide a

educated answer.

Anonymous

6/21/2021 07:45 PM

There is no service to my house, within the city, without a 45+ min walk, all the way uphill one way on silver star road. Foothills area.

Anonymous

6/22/2021 08:23 PM

Would love to see a light rail system.

Anonymous

6/23/2021 06:04 PM

There are a way to many large buses going around their loops empty too often where they should have more

smaller buses

Anonymous

6/23/2021 07:35 PM

there is np service in the "foothills"
.... is there any future plans for this

area?? We pay our taxes and have

no service.

Anonymous

6/24/2021 10:40 AM

use smaller buses on routes with

less than 10 ridership

Anonymous

6/24/2021 02:00 PM

lower the budget, city busses at

usually 90%+ empty.

Anonymous 6/24/2021 03:00 PM

Reduce the service and get uber

operating

Anonymous

Reduce costs.

6/24/2021 03:40 PM

Anonymous

6/24/2021 09:38 PM

Around town (not the buses to OUBC), It always seems there are only a handful of riders. Perhaps we should have a fleet of smaller buses.

Anonymous

6/25/2021 09:33 AM

The conventional portion is far too costly for what it provides. An

average of one or two riders per hour of bus operations does not meet the aims of the City for mass transit. Be creative, provide transit in a different way. I have in the past suggested the city look at other options, such as using a service like Uber to provide transit. Transit systems designed for large urban centres do not necessarily function well in smaller,

more rural places like Vernon.

Anonymous

6/26/2021 08:24 PM

More routes & busses need to run more often. Taxi & driving services

need to be added.

Anonymous

6/27/2021 09:12 AM

A bus route along Okanagan Landing Road and Tronson Rd. is necessary.

There are thousands of homes along

that road and some are close

enough for one to walk to a bus stop. I worry about the staff and workers that are out that way (i.e. child care workers) who have to have a vehicle otherwise they don't even apply for jobs in this area. Is the City being

discriminatory??

Anonymous

6/29/2021 12:14 PM

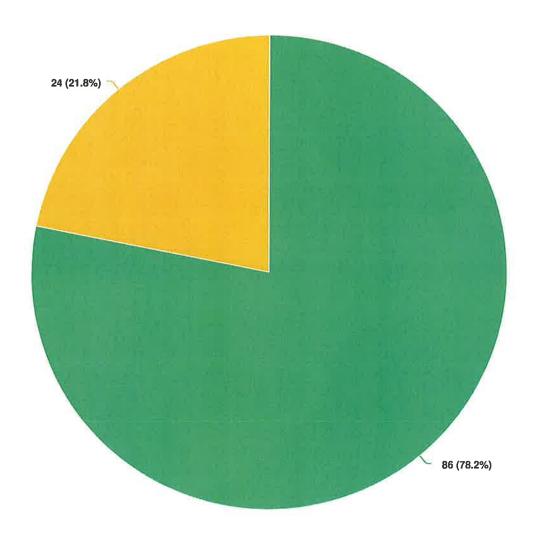
I don't know about this service. Need

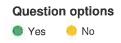
don't know options.

Optional question (22 response(s), 93 skipped)

Question type: Essay Question

Q8 RCMP Support ServicesMunicipalities in BC are required to pay 100% of the clerical and administrative support costs related to contracted RCMP services. These support services are essential to the efficient operation of the RCMP detachment. This i...





Q9 If no, how could your satisfaction be improved?

Anonymous 6/01/2021 10:21 AM Cut the RCMP budget. We don't need more officers sitting around issuing tax payers seat belt tickets.

Anonymous

6/01/2021 01:26 PM

Get the rcmp to do something about all the drug attic's thievery and quit just doing things that make money.

Anonymous

6/01/2021 04:46 PM

Based on the weak traffic

enforcement, I believe this category

should not be reduced.

Anonymous

6/01/2021 04:51 PM

Instead of announcing that the RCMP will not attend minor break and enter, etc. and giving the

criminals a free pass. Investigate and charge these criminals. Stop pussy footing around with the scrounge of our city. Stop accommodating them.

Take care of the law abiding tax

paying citizens.

Anonymous

6/01/2021 11:01 PM

Bring back 24 hour dispatch services.

Why contract to Kelowna?

haas

6/02/2021 10:35 AM

a large new building that plans for the future and allows plenty of safe secure areas for storage of vehicles

and interview rooms

Anonymous

6/03/2021 03:56 PM

Non emergency line should be open longer hours and on Saturday for

those who work.

Anonymous

6/06/2021 06:45 PM

The police need to focus on crime

Anonymous

6/16/2021 09:50 PM

The RCMP and it's services need to

be completely reviewed and

reprioritized. More officers are not needed here - we need to reallocate that designated budget to social services that make the community more equitable and safer for equity-

162

seeking groups, including BIPOC and those needing mental health supports.

Anonymous

6/23/2021 07:10 PM

Disband RCMP, support province in bringing back a modern, well thought

out police force. This might

incorporate, CO's, as well as by Law officers. At \$200,000 plus we cant afford poorly trained high school

grads!

Anonymous

6/24/2021 07:34 AM

Need local control

Anonymous

6/24/2021 12:53 PM

We need WAY more RCMP

members. That includes the general

duty members serving our community, special task force members to support with the homeless issues and the crime issues. Alongside those members is a team of very important clerical members that we need more of aswell to support the ongoing demand of our community.

Personally I am unsatisfied by the

cheapness of our city on how they barely have enough RCMP members

contracted out.

Anonymous

6/24/2021 01:29 PM

Not enough being done to deal with the way people drive in this city. Everyone speeds run lights and barely stops at stop signs. The property crime and thefts are

unbelievable and yet nothing is done

Anonymous

6/24/2021 03:40 PM

reduce costs

Anonymous

6/24/2021 09:38 PM

We aren't that large of a city. It seems we have an excess of

members and staff.

Anonymous

6/25/2021 08:27 AM

Add more members Suboffice in the

Landing area

Anonymous

Response times suffer, and RCMP

6/25/2021 11:13 AM

seem inclined to brush problems under the rug if not enough people care. It's become a matter of administrative needs over justice, I feel.

Anonymous

6/26/2021 11:19 AM

Vernon has kept up with staffing issues however RCMP member allotments have not kept pace.

Anonymous

6/28/2021 02:35 PM

More officers

Anonymous

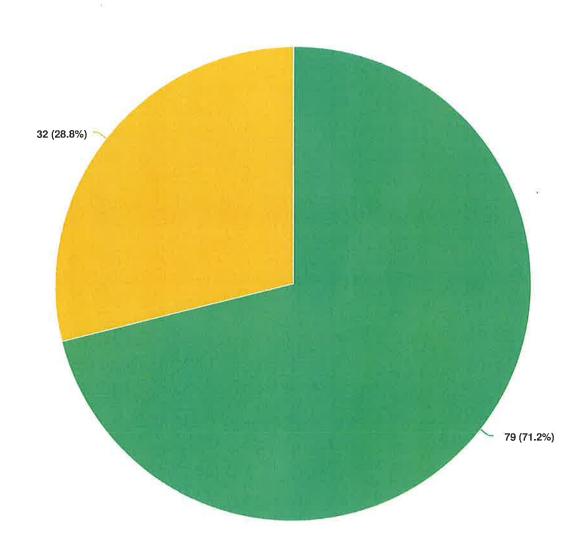
7/05/2021 09:02 AM

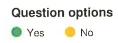
Again, with the safety of the lakes and those who enjoy them in mind, it would seem wise to have RCMP boats available on both Kalamalka and Okanagan Lakes at all times. There is no point having rules in the water if there is no one to enforce them, no one to look out for dumping in the lake, for drunk boat drivers, for dangerous boating.

Optional question (20 response(s), 95 skipped)

Question type: Essay Question

Q10 Protective Services Protective Services include Bylaw Compliance, Community Safety and Crime Prevention. These areas employ approximately 15 Bylaw Compliance positions and 2 Community Safety employees. Bylaw Compliance oversees the administration of...





Q11 If no, how could your satisfaction be improved?

Anonymous

6/01/2021 11:33 AM

More bylaw and addictions/mental health workers need to be present in downtown and Mission Hill areas and other hotspots. Vernon needs to be cleaned up so taxpayers can enjoy the city, while preserving dignity and supporting those in need.

Anonymous

6/01/2021 11:58 AM

By Law Officers to do more patrols within the downtown city core.

Anonymous

6/01/2021 12:39 PM

Bylaw needs to be readily available 7

days a week and ticket when necessary. Is no point having the rules in place and not following through with enforcement. It's a tough job that I couldn't do but the rules are in place for a reason.

Anonymous

6/01/2021 [2:50 PM

A mental health response team to call instead of rcmp if someone is in

distress and disruptive

Anonymous

6/01/2021 03:58 PM

Bylaws only respond to complaints. A

drive around would show many

violations.

Anonymous

6/01/2021 04:51 PM

My experience with the bylaw department is they have seemly help

the bylaw breakers. I've been complaining about an illegal suite next door and they do nothing about it. Bylaw told them to take the door off and call it a rooming house. They have cooking facilities a family lives there with at least 3 vehicles. You have ticketed me for leaving a car with a for sale sign on it. Now just down the street we have people living in RV's. A neighbour was running a used vehicle lot out of his home. It took over a year to rectify this, all with all my help.

166

Ar	nor	างเ	mo	us

6/01/2021 07:53 PM

Need to increase services around the drug addicted in the main downtown core. Need to slow down traffic on 27 Street. People are drag racing and no one is stopping them. Do we have limitation on noise coming from vehicles? Need real attention on vicious dogs in this city, and they are running free. Work with service providers and utility companies to better educate citizens on all this and snow/ice removal issues.

Anonymous

6/01/2021 09:21 PM

Bylaw officers wage needs to be lower, put that money into policing

or...?

Anonymous

6/01/2021 11:01 PM

Get Bylaw officers out of the office. Eliminate the requirement for Bylaw

to respond to calls only. They need to be out and about looking for

infractions.

Anonymous

6/02/2021 05:49 AM

More aid is needed for the bylaw dept who we see respond and deal with issues the police never do

haas

6/02/2021 10:35 AM

it seems that all they want to do is drive around and issue parking tickets. I have never seen them when I am at Polson park or other public areas

Anonymous

6/16/2021 09:50 PM

Would love to see bylaw working toward community building and

education.

Anonymous

6/18/2021 03:25 PM

More personnel

Anonymous

6/23/2021 07:35 PM

no comment at this time ... only to say that I am not very happy with the

so-called by-law officers.

Anonymous

6/24/2021 01:29 PM

As I stated above this is a major issue and needs a lot more attention

then your planning on giving it.

Anonymous

6/24/2021 01:59 PM

Increased crime prevention,

especially with break ins and drug

use.

Anonymous

6/24/2021 03:00 PM

Bylaw not enforcing snow clearing of

sidewalks and not fining when notice

of street cleaning and vehicles having impeded the cleaning

Anonymous

6/24/2021 03:40 PM

Reduce costs

Anonymous 6/24/2021 06:30 PM

more bylaw officers and more anti-

tag

Anonymous

6/24/2021 09:38 PM

I have been providing direct feedback to a couple of speed and blockwatch individuals as a "Teachable Moment" over a number of years. Sadly, it seems to take multiple attempts over a numbers of years before they finally improved there process. It shouldn't this hard to make things

better.

Anonymous

6/25/2021 08:27 AM

Clean up discarded items left by the

homeless. More partols

Anonymous

6/25/2021 09:33 AM

Invasive and noxious weed control should be given more importance. Any such effort should be integrated with and in collaboration with the surrounding jurisdictions of Greater Vernon and the Okanagan Indian Band lands. An attempt to engage the public in weed control efforts should be made.

Anonymous

6/25/2021 07:13 PM

At The Rise there are many cars with young people who race up there through the residential area. There should be speed bumps, more enforcement or a stop sign to manage the excessive speeds and

noise.

Anonymous

6/27/2021 09:12 AM

I am at Marshall Field everyday and have only seen a By-law Officer once in a whole year. There needs to be much more control of the use of the land in that area - dogs, bicycles, cars and people doing what they shouldn't need to be controlled on a

168

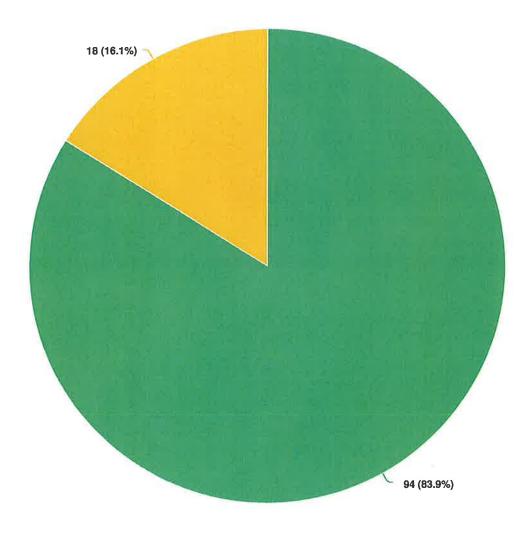
regular basis. There is also a very great need for some lighting in the east-side parking lot and the path leading to the tennis courts - it is dangerous.

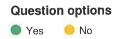
Anonymous 6/28/2021 02:35 PM More officers and more hours

Optional question (25 response(s), 90 skipped)

Question type: Essay Question

Q12 Fire Rescue Services Vernon Fire Rescue Services is responsible for the delivery of public safety and emergency service programs including: fire suppression and prevention, hazardous material and first medical response, public education, and emergen...





Q13 If no, how could your satisfaction be improved?

Anonymous

6/01/2021 10:48 AM

very disappointed with the fire chiefs

actions and subsequent

reinstatement, although not the city's

fault.

Anonymous

6/01/2021 04:04 PM

Waste of money sending fire truck to all em calls, it smells of padding, if they are to be first on the scene of every fender bender give them cars, we need firefighters an professional incident responders, not traffic directors and clean up crews. Also it's high time we stood up to the union claims of equal pay across province based on Vancouver compensation, pay them well, and

stop being bullied

Anonymous

6/01/2021 04:51 PM

No screwing in the captains office

Anonymous

6/01/2021 11:01 PM

Stop chasing ambulances. The fire dept should only respond to medical calls when there is no ambulance available. Staff all halls with full time personnel complimented with the volunteers. Stop wasting money with courts. It is a waste of taxpayers money. Admit you are stuck with a ranked fire professional. Next lawsuit should come with a CAO termination.

Anonymous

6/02/2021 05:49 AM

With increasing population and call outs/ response time there needs to

be improvements

haas

6/02/2021 10:35 AM

it seems that to make it look like they are busy they are sent out with the ambulances to residential areas, they both come from the same area so only ambulance and attendants are needed, as I have observed many times the fire rescue arrives and

waits for the emts to come.

Anonymous

6/02/2021 04:01 PM

We need more full time firefighters to be able to support a proper response to an emergency call. Having 2 firefighters arrive on an engine to a house fire that I witnessed is not adequate nor safe. If there was a victim inside that did not make it out because of the lack of personnel, how would that make the city look? The city has grown exponentially and we need to be able to address having enough front line responders available for duty. What happens when there are 2 house fires simultaneously?

Anonymous

6/23/2021 07:10 PM

Bring back Volunteers. Coldstream has them why not us. Our fire people are overpaid and underworked. This city cannot afford them!

Anonymous

6/24/2021 07:34 AM

Need fireball at Predator Ridge

activated full time

Anonymous

6/24/2021 03:40 PM

Reduce costs with more volunteers.

Anonymous

6/24/2021 06:30 PM

way too much money spent on this service. Too many apparatus' sit unused wasting away. Call volumes for the fire Department are not consistent with the amount of budget spent. They are not needed on half of the medical calls they go to and they just stand around. Why are Vernon taxpayers paying for firefighters to sit around all day and had sex in their chiefs office because they are so bored.

Anonymous

6/25/2021 08:27 AM

Full time fire fighters in the Landing.

Ambulance station at Hall #2

Anonymous

6/25/2021 09:33 AM

Greater effort should be made to integrate the fire services of Vernon and the BX electoral districts. This is particularly painful for me - I live in

Foothills yet can not depend on the much closer BX-Swan Lake fire station but must rely on the Vernon fire hall in th city centre. Cooperation and collaboration of fire services is even more vital when considering wildfires.

Anonymous

6/26/2021 11:19 AM

Negotiate a more flexible union contract with these 32 union

members. The city cannot even fire one for gross misconduct - the union

local president!

Anonymous

6/30/2021 12:18 PM

Additional funds for additional

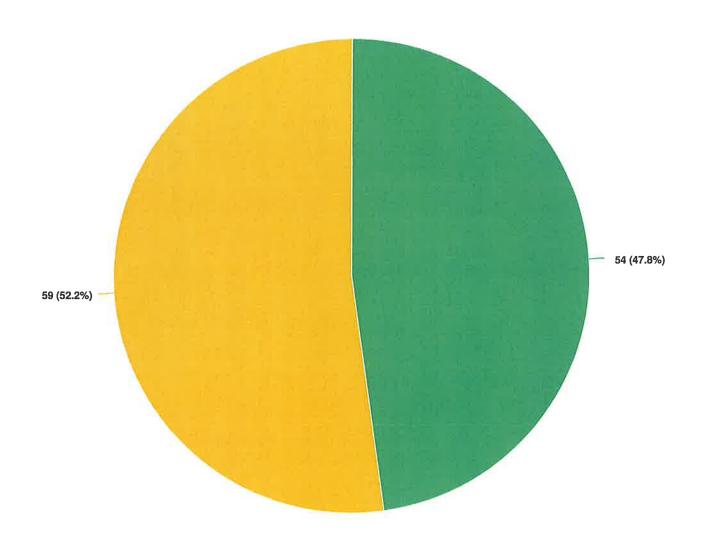
firefighters and equipment as the summers will only be hotter and more fires will occur in grasslands

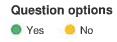
and forests around Vernon

Optional question (15 response(s), 100 skipped)

Question type: Essay Question

Q14 Roads, Drainage and AirportThe City's Public Works department falls within the Operations Division and is responsible for many services paid for through tax dollars. Services in this section include the operation and maintenance for roads, sidewalk...





Q15 If no, how could your satisfaction be improved?

Anonymous

6/01/2021 10:48 AM

More funding for replacement of degraded roadways, not crack

sealing or patching but repaving.

More funding for better proactive dust

control like washing the traction material or using an alternative.

Anonymous

6/01/2021 11:34 AM

Crews need to be doing work 24

hours a day, 7 days a week in order

to have repairs to roads done quickly. The 39th avenue road construction was a disaster.

Anonymous

6/01/2021 11:58 AM

More maintenance for city roads, and

more sidewalks, ie. 34th.st from

32nd.ave to the Rec Centre.

Anonymous

6/01/2021 12:39 PM

To see better financial decisions

made when creating traffic circles, repaving, snow removal, all of it. There

is too much unnecessary spending

Anonymous

6/01/2021 01:26 PM

Start repairing the roads instead of wasting money on trails and bike

asting money on trai

paths.

Anonymous

6/01/2021 04:04 PM

Takes way to long for city to finish

jobs, let's get a hybrid system

incorporations private contractors , we should never have sections of city closed for months. Maintain the expertise but speed up works, your

job as a city is to see that things get

done, not do them.

Anonymous

6/01/2021 04:25 PM

Fix the roads in a timely manner. No more round abouts. What a waste of

resources these are.

Anonymous

6/01/2021 04:46 PM

I do not believe the city should be in

the business of picking businesses that should succeed. The users that

benefit from the airport should pay

ALL the costs.

Anonymous

6/01/2021 04:51 PM

I lived near the airport for 20 years. I love it. Except for the past couple of years it appears there is a helicopter flight school. The helicopters fly the same flight pattern and take off and land up to 8 times in a row non stop. They hover over our neighborhood including 2 schools. It's extremely loud and not necessary. That the beauty of helicopters, they can land using different elevations and flight patterns

Anonymous

6/01/2021 07:57 PM

Need better snow removal for the winter. Potholes need to be fixed

more urgently.

Anonymous

6/01/2021 09:21 PM

Sanding and snowing clearing lacking on hill we're we live. Some intersections definitely need improvements, eg. Hwy 6 &/Middleton Way. Had potholes

often.

Anonymous

6/01/2021 11:01 PM

Oh where to start. Vernon is not that big of a city. Figure out how to clear snow from roads and sidewalks. This should be done within hours of snow

beginning to fall NOT days

afterwards. Convert as many 4-way stops to round a bouts as possible. STOP narrowing lanes. START narrowing eidewalks and bike lanes. FIRE whomever thought these plans out. Road construction should only happen at night. NEVER during the day. To much disruption to traffic flow.

Anonymous

6/02/2021 05:27 AM

Clean the streets better in winter to help with dust and air quality.

Anonymous

6/02/2021 05:49 AM

Road improvements need to be done with aging roads and outdated street lights (light pollution is an issue in

Vernon)

Anonymous

6/02/2021 06:11 AM

Tronson Road is an accident waiting to happen. There should be one

biking walking large shoulder on one side of road.it should make a circle around past the beach to join up on to lake shore rd. Please don't let any more helicopter company's work from the small airport, it is not so bad except when the do maneuvers over and over and over. Have a great day

Anonymous

6/02/2021 08:37 AM

Snow removal is a big issue in a city like Vernon. At times I have found the roads to be hazardous after plowing. There needs to be more care applied in this area.

Anonymous

6/02/2021 09:47 AM

As a resident on 27th Ave., we are disappointed with the street cleaning process used by the city, as 27th is a bus route both ways, many large trees and in our neighborhood the city has plunked a homeless shelter in our laps, our street is littered with garbage year round. We/I feel that the streets should be cleaned with that new street cleaning machine that you were bragging about not too long ago on a ongoing basis. Other cities clean their streets on a continual basis, why not Vernon, there is mud and dirt deposited on the streets from construction sites, off road vehicles etc..On our street between 35th St.& 41st St., there is approximately 500 residences with their addresses being on 27th.Ave,thats a lot of tax base in a few short blocks, the least the city can do is try too keep our street a little cleaner spring, summer and fall.

haas

6/02/2021 10:35 AM

you report road problems they drive by and take a picture and do not fill anything in. The street sweeping leaves a lot to be desired as does snow removal.

Anonymous

6/03/2021 12:41 PM

How many pedestrians have been hit in Vernon the last 12 months? We have sidewalks that go nowhere. No places to cross streets to sidewalks

and paths. Poorly marked intersections and crosswalks. If you're wanting to increase pedestrian

traffic, make it safe to do so.

Anonymous

6/03/2021 03:56 PM

adding more sidewalks where there are none. We have many streets within the city that don't have sidewalks we need them put in they

haven't had them for decades.

Anonymous

6/07/2021 12:35 PM

Road paint needs permanence, current paint type wears off in high traffic areas within 6-8 months or sooner. too many city controlled roads have dangerous potholes, showing that road repaving is necessary and urgent, especially for road up to bx falls waterfall parking lot. Snow removal has improved,

thank you for that.

Anonymous

6/12/2021 09:07 PM

Sidewalks down Tronson and Scott rd. Stop patching Bench Row rd. doesn't last a month waste of money pave it properly . Please read above statements on Community Planning and Development , Thank You

Anonymous

6/14/2021 10:18 AM

road improvements

Anonymous

6/16/2021 09:50 PM

Great work is being done, but more work is needed to keep up with maintaining roads, especially in the winter (including repairing damage in the spring faster)

Anonymous

6/19/2021 07:45 AM

Our roads are better than they used to be but still full of potholes. Make Vernon a place people want to come

visit stay and spend money

Anonymous

6/21/2021 07:45 PM

Work on one, or a small up number of projects at a time, so that road construction is not delayed, up to over a year on some roads, while also putting construction on routes people use to bypass the

178

construction.

Anonymous

6/22/2021 12:33 PM

The smaller roads handled by the city of Vernon are in terrible shape. For example, SARSONS Rd. off of Middleton is a bus route AND utilized by children walking to and from school. There are no curbs or sidewalks. It is falling apart at the edges which makes huge holes at the edge of the road that vehicles swerve to miss. It is not only poorly maintained it is an absolute hazard for the people who use it. This is only one example, but so many of the side streets off main areas are in terrible shape.

Anonymous

6/23/2021 06:04 PM

Studded tires should be outlawed as they wear the roads way too quickly. Make the sale of studs illegal in the province so that people will but winter with the appropriate traction.

Anonymous

6/23/2021 07:10 PM

We live in Sunset Properties and pay "big taxes"; all we see is a plow in winter. This is probably linked to liability issues concerning school kids. No attempt has been made to upgrade or even provide basic maintenance to the roads and road allowances. Our roads are falling apart!

Anonymous

6/23/2021 07:29 PM

Eastside road requires attention. As

well as a bike lane.

Anonymous

6/24/2021 07:34 AM

WE are paying extra costs on our street at Predator Ridge because city

does not support

Anonymous

6/24/2021 10:40 AM

time to take control and deal with

paving not patchwork!

Anonymous

6/24/2021 12:48 PM

More road upgrades required, many roads in the city are in very poor

shape and are in dire need of a new

surface.

Anonymous

Instead of patching some of these

6/24/2021 12:53 PM

areas, we should be not wasting time

on continuous patching and

promoting the replacement of some of these routes. I understand there are huge costs associated with these but it seems redundant on patching constantly and wasting time when it

could be easily replaced.

Anonymous

6/24/2021 01:08 PM

Better dust control-City wide-

throughout the year, not just the high traffic areas. More patching and resurfacing of paved roads-Road

rehabilitation...

Anonymous

6/24/2021 01:22 PM

More resources directed toward residential road resurfacing, less patching. Cul de sacs should have priority equal to more traveled roads. Better snow plowing strategy. Single pass understandable during storm but often cul de sacs left unwidened

for days.

Anonymous

6/24/2021 01:25 PM

Road repair is terrible in this city. Can we not afford to pave a whole road? 90% of the Vernon roads are patch work and taring. This needs to be a

priority.

Anonymous

6/24/2021 01:29 PM

All the development on my street is creating massive potholes on a road that should have been redone years ago as it is already in bad shape.

The construction workers drive up the road like its a race track and the heavy trucks are destroying the

roads

Anonymous

6/24/2021 03:00 PM

Dust control still totally inadequate

Anonymous

6/24/2021 03:29 PM

Eastside Road and Kokanee Road

need asphalt repair.

Anonymous

6/24/2021 03:40 PM

Reduce costs and pay more

attention to taxpayers roads rather

than developers.

Anonymous

The town is looking disgusting in

180

6/25/2021 05:55 AM

many areas where weeds are growing up in boulevards and along

sidewalks.

Anonymous

6/25/2021 07:02 AM

Too many new big developments creating more and more problems.

Anonymous

6/25/2021 07:49 AM

I'm a resident of Okanagan Landing area. We pay city taxes not for one but 3 properties. Where we have no street lighting, no side walks, no sewer. Ways to go before we can call it a city, I call overly populated farm land.

Anonymous

6/25/2021 11:13 AM

The drainage along 15 st backed up June of 2020 and flooded our home from inside.

Anonymous

6/25/2021 07:13 PM

The Bella Vista, Tronson and Bench roads need to be repaved and widen more for pedestrians and bicyclists. The tar crack filling is extremely dangerous in hot weather while on a motorcycle. Even in a car the tires slide on these repair strips. Some parts of the road are sinking and most sections are very bumpy. At The Rise there are many cars with young people who race up there through the residential area. There should be speed bumps, more enforcement or a stop sign to manage the excessive speeds and noise.

Anonymous

6/26/2021 06:58 AM

Better care of the frontage road at the airport. Quit taking away parking spaces in the downtown area, especially around doctor's offices.

Anonymous

6/26/2021 11:19 AM

For the most part, services are done in a timely framework. My concern is the airport. Lots of construction going on for larger hangers along Tronson Rd. These are owned by just a few folks that want storage for their personal aircraft and large toys. The land base is so finite and there is

little room for commercial activity. A

common complaint is the glacial pace

of administrative progress.

Anonymous

Our roads are terrible! They need re-

6/26/2021 08:24 PM

paved and sidewalks added.

Anonymous

Ensure drains are cleared more

6/28/2021 02:35 PM

That loud skydiver plane! I know Anonymous

Transport Canada regulates that but 6/29/2021 06:58 AM

please put in a word to them about

noise.

Anonymous

Research into alternatives to the high 6/30/2021 12:18 PM

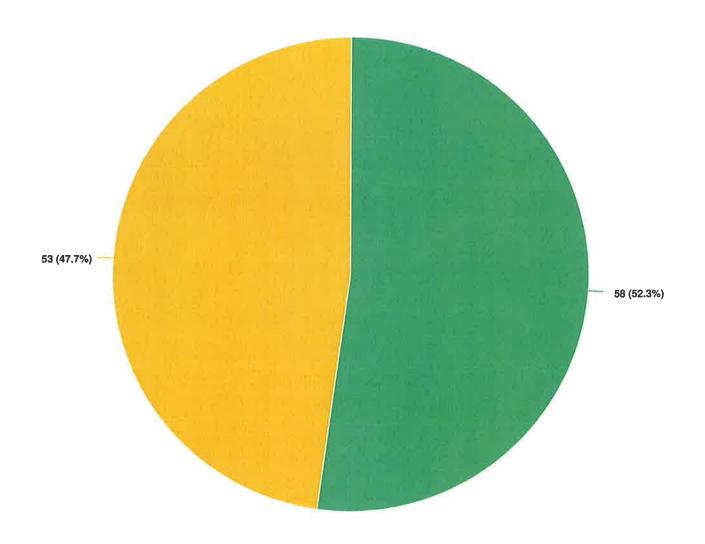
amount of sand required to cover icy

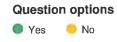
roads in the winter. The dust advisories every Spring need to decrease as they seem to be on a steady climb of additional days. An alternative may help reduce the Spring street cleaning blitz costs.

Optional question (52 response(s), 63 skipped)

Question type: Essay Question

Q16 Parks and Public SpacesThe City is responsible for the care, control and maintenance of all parks within its jurisdiction. This includes local parks, lake accesses, beaches and sports fields. Some of the notable parks in the City include Kin Beac...





Q17 If no, how could your satisfaction be improved?

Anonymous

6/01/2021 11:13 AM

We need some indoor sports fields. Some people don't play hockey and it would be nice to be able to play field sports such as flag football or

rugby in the winter months.

Not just talking about parking.

Anonymous

6/01/2021 11:23 AM

Our beaches are horrid. Not cleaned - just raked. Need more lake access and options to get to the lake access.

Anonymous

6/01/2021 11:33 AM

Parks are alright, but again need to be cleaned up. Don't feel safe letting my kid run around... I find needles

everywhere in Vernon.

Anonymous

6/01/2021 11:34 AM

We need more security at Polson Park. It's the most beautiful park in Vernon and nobody uses it.

Anonymous

6/01/2021 11:58 AM

More maintenance required at Hidden Park 3407 - 33 ave. The over mature trees haven't been prune for years, also seasonal flooding issues have not been addressed by the city. This park requires a major upgrade soon due to neglect over many years. Hidden Park is definitely not a safe environment for pubic use.

Anonymous

6/01/2021 03:29 PM

The Canada geese have made a number of the parks unusable for many purposes. The idea of going down to Polson and throwing down a blanket for a picnic or having an organized event like an outdoor movie under the stars is unpleasant due to goose crap everywhere.

Anonymous

6/01/2021 04:04 PM

Some of these lake accesses have no parking and will have no safe access, sell them an buy more child friendly beaches, ie Hurlburt, well done.

Anonymous

6/01/2021 04:25 PM

Stop focusing on the aged population!! This city needs to focus on families that need safe things to do with their kids. The parks are overrun with homeless which makes it unsafe to be there. Think large rec center with huge pool. Hire for swim lessons. Indoor playground, take note of Edmonton's rec centres or even Kelowna H2O. Spray parks are a must. Roller rinks, more accessibility to programs. There are never enough spots to get it for any programs. Offer free programs too seriously. Enough with the seniors infrastructure. This city is growing at an alarming rate with families and there is NOTHING here for them.

Polson Park needs to be more safe

Lets get rid of vagrancy in our parks.

Surface prkg lots not always

for the public.

maintained

Anonymous

6/01/2021 07:57 PM

Anonymous

6/01/2021 09:21 PM

Anonymous

6/01/2021 11:01 PM

We have resources like Bylaw sitting at the parkade get them to the parks. Presence alone can make bad people leave. Ban people who leave behind their personal belongings, poop, use drugs and leave paraphernalia. Get rid of dog friendly parks. Only people who should have their dogs at the parks are people with service dogs. Gated dog parks are fine away from people. People need to learn to stop taking their animals out in the heat and cold.

Anonymous

6/01/2021 11:18 PM

There needs to be more consideration for maintenance of sports fields. Marshall field baseball diamond 1 received some attention last year for the first time in 10 or so years (infield edging, grading, etc.) this needs to be kept routine.

Anonymous

6/02/2021 05:49 AM

Kin Beach needs more

improvements for tourism

haas

6/02/2021 10:35 AM

you wish to build new parks when the older ones are not being looked

after and in areas that do not

required them and in some place to just give the homeless a new place

the live

Anonymous

6/02/2021 10:15 PM

We Need upgraded

playgrounds...Splash parks! Many playgrounds are very outdated..time

for serious upgrade!

Anonymous

6/03/2021 12:41 PM

Balance maintenance of old parks with building of new. PLEASE figure

out a way to let our citizens volunteer to do some of the menial tasks. Many of us want to do something to feel like a more connected community. How about pitch in days? Could

maintenance sign ups?

Anonymous

6/03/2021 03:56 PM

Get the Polson master plan done, fix

organizations adopt-a-park? Trail

the flooding issues in polson, add a spray park back, fix the Japanese gardens, put the floral clock back to glory, add more money to parks and don't let them go into such decay, add another skate park and fix the old one. Fix dog park maps and add a dog beach into the lakeshore

beach area

Anonymous

6/05/2021 09:09 PM

Very satisfied with some of the

initiatives for parks. We need to keep going with this. I would like to see the city once and recognize the blue heron and permanently protect them.

Anonymous

6/06/2021 06:45 PM

Get rid of the geese. It's so gross.

Anonymous

6/07/2021 12:35 PM

many public parks are in disrepair and Polson requires re-naturalization of the creek as well as upgrades to

public washrooms/showers. to

reduce homeless issues public showers need to be constructed near the downtown area. these and washrooms should be accessible 24 hours no matter what, area beaches are in need of regular lifeguards during peak season, also more accessible beaches would remove strain from the few we have.

Anonymous

6/12/2021 09:07 PM

Should have bought Chelsea Estate instead of pouring money into another expensive building and have taxpayers to maintain it (a cultural building) Missed opportunity, could have had bike trails to connect to Sparkling Hill, more camping options tourists want to come here and we want to enjoy our Okanagan lake.

Anonymous

6/14/2021 10:18 AM

more lake access

Anonymous

6/16/2021 09:50 PM

Love to see the work that's been done over the last few years, but would love to see a designated offleash dog swimming area at Kin Beach.

Anonymous

6/19/2021 07:45 AM

We need to get the homeless out of our parks so that families feel safe to visit them again. Crime is through the roof and we're too worried about what the left is going to say about it when we make the homeless accountable

Anonymous

6/23/2021 04:42 PM

Get rid of the damn geese!

Anonymous

6/23/2021 07:10 PM

outside of mountains of goose poop all over paddlewheel , kin beach and

Marshall fields not bad

Anonymous

6/23/2021 07:29 PM

need more emptying of garbages and cleaning the beaches. Kin beach is looking better but Lakesore Park is

neglected.

Anonymous

each have issues and need to be

6/24/2021 10:40 AM

addressed separately

Anonymous

6/24/2021 01:18 PM

We need indoor sports fields.

Anonymous

6/24/2021 01:29 PM

Their arent many parks I feel safe taking my children. Every time I go to a park I have found either needles or drug paraphilia. Sickening

Anonymous

6/24/2021 01:59 PM

More patrol of drug users and aggressive homeless people. I don't even take my children to Polson Park anymore

Anonymous

6/24/2021 02:27 PM

Washrooms at parks open earlier in the year. Development of all public

access points on our lakes.

Anonymous

6/24/2021 03:00 PM

Adequate use not being made of Kal

Tire facility

Anonymous

6/24/2021 03:29 PM

Use the vacuuming machine weekly, not every two weeks, at Kin Beach lawns to remove goose droppings. Somehow, remove all the goose droppings from the sand as well. Remove the washed ashore winter mess from the beach edge. Make our Kin Beach a place of cleanliness rather than composting material at water's edge and a goose toilet! Plan

to cull geese again in 2022.

Construct an outdoor pool...like

Armstrong's, and a new spray park...

somewhere...anywhere! Maybe the
old racetrack? Make Vernon

attractive to those who have children!

Anonymous

6/24/2021 03:40 PM

Reduce costs

Anonymous

6/24/2021 03:54 PM

Not happy with the cemetery maintenance. Lots of room for

improvement.

Anonymous

6/24/2021 06:30 PM

need public outdoor skating rink

Anonymous

6/25/2021 05:55 AM

Open drug use and transient occupancy has made many of Vernon's best parks unsafe for public use. Deal with this issue. Don't just pity those who are abusing the system. Pity the taxpayer who wants to take their children and family to those parks.

Anonymous

6/25/2021 09:33 AM

We need a large natural, park in Foothills! City planning for this park has been done in a piecemeal fashion, with each development proposal considered independently as it arises rather than the city proposing a visionary plan for a park encompassing several different undeveloped properties owned by different persons.

Anonymous

6/25/2021 07:13 PM

Many of the city tennis courts need to be resurfaced. The ones on Marshall Field need repairing and so does its water fountain. We need more tennis courts too for the growing population of Vernon. The Kin Beach park could be improved and more public beach parks need to to be improved and added along Okanagan Lake. Good examples of nice beach public areas are those in Kelowna and Penticton. There are too many geese at these parks. I have seen a woman with a large bag of bread bits feeding the geese. There should be bylaws against this and if there are, where are the enforcement officers? The woman should have been sternly warned about the how she is doing more damage than good for all including the geese.

Anonymous

6/25/2021 10:25 PM

Tennis courts - Every court has cracks that are getting worse every year. At the very least, these need to be repaired or if let go then eventually the courts will need to be resurfaced. - The 2004 Parks Master

Plan recommended four more courts at Marshall Field over the next 10 years. The 2014 Parks Master Plan (draft) showed 14 courts but the 2015 Parks Master Plan showed 16 courts. Where are these courts? Are the ones out of Vernon being counted? I can only count 12 public courts. To compound the problem, four courts are now lined for pickleball. This is not supported by the joint BC Tennis/Pickleball Committee. The 2015 Parks Master Plan indicates population of 42,574 would have a mid range benchmark of 17 courts. -Some municipalities on on the Lower Mainland (North Vancouver, Coguitlam and Langley) have now built their own indoor tennis facilities that they either run themselves or lease out. This is something to consider down the road. - In 2019, there were 496 registrations in tennis programs and activities in the RDNO. This certainly does not count the casual players who do not sign up for any activity.

Anonymous

6/26/2021 06:58 AM

Anonymous

6/26/2021 07:08 AM

Anonymous

6/26/2021 09:43 AM

Kin Beach is now inhabited by geese that make a mess on the grass making it hard to enjoy having a picnic or letting children run barefoot on the grass. It now seems to be a park for geese rather than people.

Tennis courts need attention, crack repairs especially. Marshall Field. Addition of more courts is necessary.

Please repair the cracks in the public tennis courts, some of them are so badly damaged they will no longer be useable in a short amount of time.

This is the case at polson park, sawicki park, and paddle wheel park to name a few. Vernon also needs an indoor tennis facility to allow for year-round play! It's fantastic that the

pickleball association were able to fundraise for a roof over their courts at marshall field but extremely disappointing this was not a collaborative effort between the city & the tennis & pickleball communities, which would have allowed hundreds more community members to participate & actively play their sport year-round. The popularity of tennis in Canada is growing each year & having an indoor tennis facility is extremely important in facilitating year round access for people to enjoy their sport. Not everyone can afford a ski pass or a membership at predator ridge to use the indoor facility there, so having another option for sport during the colder/snowier months of the year when the outdoor courts are not available is very important to encourage people to stay active. My household plays tennis several times per week during the spring, summer & fall & we would most definitely continue to play through the winter as well if the facility was available. An indoor tennis facility would be a fantastic asset for the City of Vernon. It could attract more people to visit and move to the area if tennis is a sport they enjoy participating in. The courts could be used to host local tournaments such as those currently held in salmon arm & kamloops each year. This would in turn help other businesses as people come from out of town needing accommodation, food & other services. Please please please work with the tennis community & the vernon tennis association to help create an indoor tennis facility that can be used yearround. This would be an incredible asset to the community here. Thank you.

Anonymous

Anonymous

6/27/2021 09:12 AM

See my comment in #10. However,

the plan for 4 more tennis courts has never been addressed and it was over 20 years ago that the plan was first brought forth in the budget. What happened to it? Let's get some of

these items up and running instead of concentrating on new items that have come up over the last 10 years.

Dog signage and dog parks need to

have come up over the last to your

6/28/2021 02:35 PM be clearer online.

Anonymous Washroom building like at Kin Beach

6/29/2021 06:58 AM need at new Lakeshore park

Anonymous I would like to see Polson Park

6/30/2021 04:43 PM updated. It is a great resource and

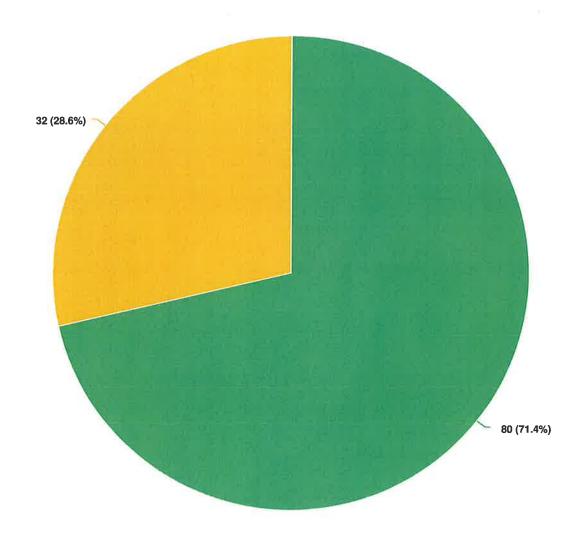
should be extraordinary!

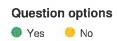
Optional question (48 response(s), 67 skipped)

Question type: Essay Question

Q18 RCMP ContractPolicing services within the City are contracted out to the RCMP.

Currently the City budgets for 56 members (police officers) at a total cost of approximately \$9.9 million. General duty officers are deployed at peak hours to address co...





Q19 If no, how could your satisfaction be improved?

Anonymous Cut the RCMP budget. Again, we

6/01/2021 10:21 AM don't need more officers sitting

around using tax payers seat belt

tickets.

Anonymous If it doesn't make money all they do

6/01/2021 01:26 PM is tell you to see your insurance

provider.

Anonymous See question #9 above. Also add

6/01/2021 04:51 PM more members so we can feel safe

in our homes.

Anonymous Cops literally don't do anything for

6/01/2021 07:05 PM thefts when reported. They will watch

a homeless guy walk by with a stolen

propane tank and do nothing.

Anonymous Response to call outs brings them

6/01/2021 09:21 PM late.

Anonymous The RCMP is way to expensive and

6/01/2021 11:01 PM we don't appear to have much in the

way of local policing. Time to bring

our own police force.

Anonymous Maybe time.to look into Police like

6/02/2021 10:15 PM some.other cities have done

Anonymous Fund more money into policing.

6/03/2021 03:56 PM Policing should be better funded.

You're always adding into fire and that should be stopped and balanced by added policing costs. Surely fire doesn't need all that but policing

needs some. Make sure you don't

alienate your top police

Anonymous The RCMP and it's services need to

6/16/2021 09:50 PM be completely reviewed and

reprioritized. More officers are not needed here - we need to reallocate that designated budget to social services that make the community

more equitable and safer for equityseeking groups, including BIPOC and those needing mental health supports.

Anonymous

6/18/2021 03:25 PM

We need more members crime is far

too high for the size of the

community

Anonymous

6/19/2021 07:45 AM

We need a larger police presence in

Vernon

Anonymous

6/22/2021 08:23 PM

Implement a Vernon city police department and invest more money

to solving problems.

Anonymous

6/23/2021 04:42 PM

Need more traffic enforcement in neighborhoods. Also more focus on making the city safe from all the homeless, thieves and drug addicts.

Anonymous

6/23/2021 07:10 PM

See above. Police are overpaid and underworked, they are farmed out throughout the country and the north OK. Their efficiency is low, but then what do you expect of poorly trained highschool kids and affirmative action hires.. I could go on but I wont. Disband them they are worse than

useless

Anonymous

6/23/2021 07:29 PM

We always need more police officers.

The drug addiction, thiefery and property distruction is terrible in this

city

Anonymous

6/24/2021 07:34 AM

Local control

Anonymous

6/24/2021 12:53 PM

Like mentioned about we have a huge demand for many more officers within Vernon. We are constantly fighting these crime riddled streets, ridiculous amounts of distracted and impaired drivers and not enough members to comply with these huge demands. A beautiful city is turning into a disastrous crime filled spot where families don't feel safe anymore. The city should be not

even thinking twice about contracting

more members out.

Anonymous

6/24/2021 01:29 PM

FOCUS ON THE REAL CRIME!

LIKE THEFT AND DRUG RELATED

ISSUES

Anonymous

6/24/2021 01:59 PM

We need way more police officers foe

aggressive drug users. Speeding has

gone way up around town too. Specifically in Coldstream.

Anonymous

6/24/2021 03:40 PM

Reduce costs

Anonymous

6/24/2021 06:30 PM

need more officers day and night, re-

allocate fire services budget to here

Anonymous

6/24/2021 09:38 PM

As noted above. We aren't that large of a city. It is difficult to see why we

need such a large number if

individuals.

Anonymous

6/25/2021 11:13 AM

Crime is still a huge issue here,

especially theft.

Anonymous

6/26/2021 11:19 AM

Previously commented on.

Anonymous

6/26/2021 08:24 PM

Vernon is known as the "ghetto" of the Okanagan...it would be nice to be

proud of the city I own a home in.

More officers are needed! Drugs and
homeless are a huge issue here.

Anonymous

6/27/2021 09:12 AM

There is always a great need for

more officers in any modern

municipality - you can never have enough. I believe a City police force is more effective than an RCMP unit. City police are not spread as thin as RCMP are, and they have their pride

protect.

Add more

Anonymous

Anonymous

6/28/2021 02:35 PM

Channeling some funds that are

and ownership of the city they

2022 Budget Survey: Survey Report for 28 April 2017 to 05 July 2021

6/30/2021 12:18 PM

earmarked for policing to better

mental health treatment access.

Anonymous

7/05/2021 09:02 AM

See number 8 above. We need

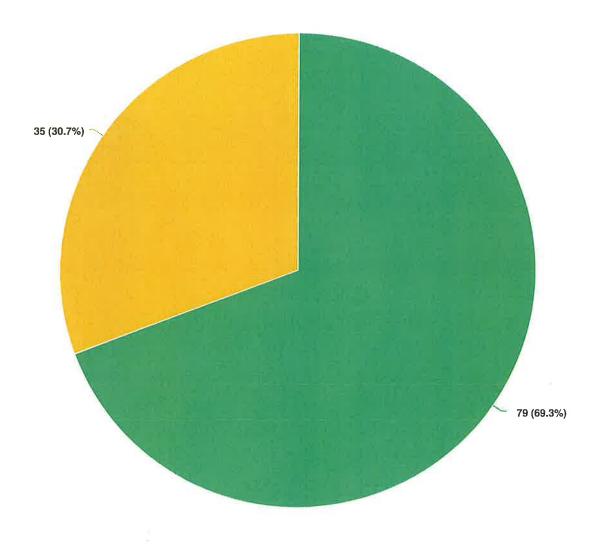
RCMP presence on the lakes, most especially during the summer months and even more during the weekends when people come on the lake in boats they are not necessarily

licensed to operate and oblivious or uninterested in the rules associated with safe, and sober boat operation.

Optional question (29 response(s), 86 skipped)

Question type: Essay Question

Q20 Recreation Services Recreation Services provides regional recreation programs and services through multiple facilities and arenas. This includes the Vernon Recreation Centre which encompasses the Aquatic Centre, Auditorium, and Dogwood and Priest V...





Q21 If no, how could your satisfaction be improved?

Anonymous

6/01/2021 10:42 AM

This community needs to things for toddlers to do - ie indoor activities/ play places for cold days/ smoky/ hot times of the year

Anonymous

6/01/2021 11:13 AM

We need indoor field space.

Anonymous

6/01/2021 11:34 AM

The city is very hard to deal with when trying to rent any facility. I have experienced horrible behavior when dealing with city staff when renting ice, and inquiring about other facilities. The city staff need to treat people like they are customers and not as an inconvenience.

Anonymous

6/01/2021 11:50 AM

build a new pool

Anonymous

6/01/2021 11:58 AM

More Rec services are required as the demographics are forever

changing.

Anonymous

6/01/2021 03:29 PM

There is obviously a need for another aquatic facility. Maybe adding one that would cater mostly to lessons, lap swimming, and swim clubs (with the ability to host competitions)... and then when that one is done, refurbish the old aquatic centre to a leisure pool more for families and recreation like a mini version of H2O in

Kelowna. There also isn't a question for arts and culture. While the new arts centre is underway, could the city tag some money specifically for local organizations to host festivals and arts events? Coming out of Covid we are going to want to get out

and build community again.

Anonymous

6/01/2021 04:25 PM

Stop focusing on the aged population!! This city needs to focus on families that need safe things to do with their kids. The parks are overrun with homeless which makes it unsafe to be there. Think large rec center with huge pool. Hire for swim lessons. Indoor playground, take note of Edmonton's rec centres or even Kelowna H2O. Spray parks are a must. Roller rinks, more accessibility to programs. There are never enough spots to get it for any programs. Offer free programs too seriously. Enough with the seniors infrastructure. This city is growing at an alarming rate with families and there is NOTHING here for them.

Anonymous

6/01/2021 07:05 PM

Build a new pool Pay the curling club appropriately for the rental of the building

Anonymous

6/01/2021 07:57 PM

An H2O center like Kelowna would be amazing.

Anonymous

6/01/2021 09:21 PM

Need bigger lap pool and

Anonymous

6/01/2021 11:01 PM

Make Coldstream operate their own recreational facillities. Lets stop subsidizing their rec services. We need to charge more to non taxpayer users from out of town including Coldstream, and the electoral areas for using our rec spaces. Again it is not 1980. We need better and more facillities. We still need more ice surfaces so lets start seeing plans for a new rec center. KEEP our current center and renovate it bringing it up to what is needed for such a facillity in 2025.

haas

6/02/2021 10:35 AM

overpaid and not held responsible

Anonymous We need a BIGGER POOL...Current

200

6/02/2021 10:15 PM

pool is tiny for this si,e of town

Anonymous

6/03/2021 03:56 PM

We need the new active living centre and we need it done right. Indoor walking track, proper accessible pool, indoor playground, indoor skate park,

etc.

Anonymous

6/06/2021 06:45 PM

There is not enough for young

families to do around here

Anonymous

6/09/2021 08:10 AM

Rec facility needs a new home with bigger pool and more space for other

indoor activities.

Anonymous

6/14/2021 07:38 PM

There needs to be more available

space/support for kids

programs/sports

Anonymous

6/16/2021 09:50 PM

Great work- but still more to be done around equity and accessibility of

these City services.

Anonymous

6/18/2021 03:25 PM

We need more accessible recreation

programs

Anonymous

6/19/2021 07:45 AM

We need a new indoor aquatic center

and truck like a YMCA

Anonymous

6/23/2021 07:29 PM

All great but we need a another pool.

Anonymous

6/24/2021 01:18 PM

We need indoor sports fields.

Anonymous

6/24/2021 01:22 PM

Prioritize new pool. Stop spending money on outdated aquatic centre.

Avoid temptation to keep old pool

along with new.

Anonymous

6/24/2021 01:29 PM

The current rec center is outdated

and tiny. We need a new one not a cultural center for the top 5% of this

city's population

Anonymous

6/24/2021 03:29 PM

Why close the aquatic centre just

when kids are on summer holidays? Kin Beach is unsanitary...why should people have to drive to Armstrong or

201

Lavington to swim in clean, sanitary

conditions!?

Anonymous

6/24/2021 03:40 PM

reduce costs

Anonymous

6/24/2021 06:30 PM

need new pool expedited and both pools should stay open. need new peanut pool and spray park. need lifeguards at public beaches in peak summer.

Anonymous

6/24/2021 11:48 PM

Increase in facilities/programs for Mom & Tots, pre-school to adult programs. I feel there is an emphasis on providing programs for elderly Vernon citizens which, given the demographics, makes sense but as a tax-paying citizen, I would like more recreational opportunities outside this age-group. Additionally, given the number of recreational cyclists using both road and trail and the success with tourism dollars generated by these groups in other communities (e.g. Kamloops, Fernie, Cumberland, to name a few), I would like to see greater collaboration between the city, organizations like NOCS, and the province in developing new trail networks. The multiuse trail to the Foothills is a good start and I am proud to see such an initiative in this community. I would encourage you to keep going.

Anonymous

6/25/2021 07:13 PM

I would like to see more badminton facilities in the school gymnasiums during the winter months in the weekday evenings.

Anonymous

6/28/2021 02:35 PM

New pool with handicap access, indoor running track, new skate park, dog park, no housing

Anonymous

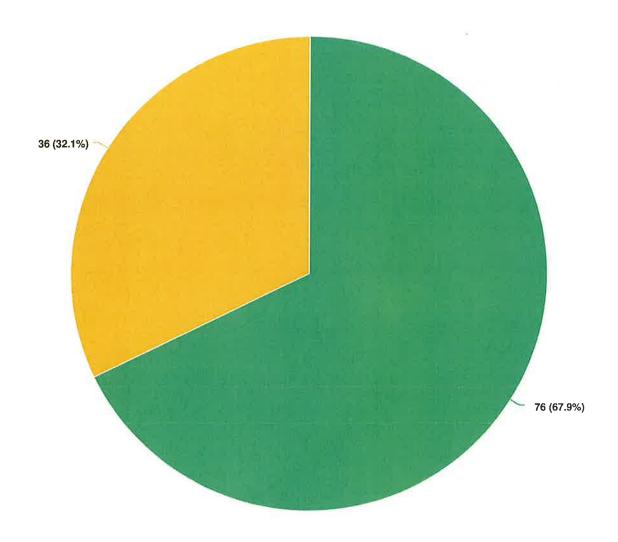
6/29/2021 12:14 PM

Don't know where this should go but more dedicated cycling routes. So cars can't park in them and push the rider into the traffic. How about a dedicated lane way all the way around swan lake, continuing on Alexis Park Drive, down 32nd Ave (awful for pedestrians and cyclists and being on 30th avenue in that area is just as bad), continuing onto Bella Vista Road and beyond.

Optional question (31 response(s), 84 skipped)

Question type: Essay Question

Q22 Infrastructure ProgramAlso referred to as the Capital Program, these dollars support the replacement of critical infrastructure needed to provide many of the core services the City provides. Projects range from road, sanitary and storm main replace...





Q23 If no, how could your satisfaction be improved?

Anonymous

no ,see comment on roads

6/01/2021 10:48 AM

Anonymous

See above. Parks and Public Space.

6/01/2021 11:58 AM

Vernon Master Plan has also allocated \$100,000.00 towards

upgrades to to HiddenPark.

Anonymous

6/01/2021 12:39 PM

To see better financial decisions

made when creating traffic circles, repaving, snow removal, all of it. There is too much unnecessary spending

Anonymous

6/01/2021 04:51 PM

Stop the useless bike lane program.

Nobody uses them. Stop shrinking the roads. Hire contractors that can actually complete work in a timely

matter. I've gone by many

construction projects with no one working, equipment idle and extremely long time to complete.

Anonymous

6/01/2021 07:57 PM

The garbage and recycling need to

be improved. Need a large yard waste bin that gets picked up

biweekly. The automated trucks are

way better.

Anonymous

6/01/2021 09:21 PM

Paint all road lines twice a r. It is up

Eric.

Anonymous

6/01/2021 11:01 PM

We keep seeing water manes

bursting. Double the fee and double the work. Only when ALL of Vernon infastructure is up to date can we

back off. But lets NEVER fall behind

again.

haas

6/02/2021 10:35 AM

capital funds program should be only

used for road, sewer and water

improvements or repairs and should

not be automatically increased

2022 Budget Survey: Survey Report for 28 April 2017 to 05 July 2021

Anonymous

6/03/2021 12:41 PM

Our East Hill streets, and the pipes

beneath them, need more than

bandages.

Anonymous

6/03/2021 03:56 PM

Keep this levy.;)

Anonymous

6/03/2021 08:45 PM

The round about on 39 Ave took way

too long

Anonymous

6/07/2021 12:35 PM

storm drains in my neighborhood need replacement and possible need

for capacity upgrades to water services since addition of many new

properties in the area.

Anonymous

6/12/2021 09:07 PM

Sewer down the landing stinks, should have stayed on septic .Hopefully regular flushing will happen and more controlling of the

stink and methane gas will be

ongoing.

Anonymous

6/16/2021 09:50 PM

Certainly happy to pay the levy pays for much-needed services - but capital needs to be reprioritized to

areas that support equity-seeking

groups and under-served

communities (not those in wealthier

elareas)

Anonymous

6/22/2021 12:33 PM

See previous comment on number

10

Anonymous

6/23/2021 07:10 PM

Not totally in the know about this area. But, I do know our area is really poorly served in as much as roads and basic maintenance are

concerned.

Anonymous

6/23/2021 07:29 PM

closing public washroom early does not give the homeless anywhere to be at night. More police enforcment and local support for individual are

required.

Anonymous

6/24/2021 10:40 AM

the list can go on.....

Anonymous

I think a bigger percent should be

6/24/2021 12:48 PM

spent on infrastructure.

Anonymous

6/24/2021 01:22 PM

See comments on roads above.

Anonymous

6/24/2021 03:00 PM

Too much money being wasted on projects like the Greenway and no action on needed projects like

PV/39th ave

Anonymous

6/24/2021 03:40 PM

reduce costs. Also, a review is required to see whether contracting out is cost effective in all areas. We have lost experienced workers that could possible repair infrastructure faster and more economically. Not to mention the cost of fixing mistakes sue to corner cutting, inexperienced workers, etc. I'm sure the remaining staff could fill you in on this.

Anonymous

6/25/2021 07:02 AM

Where to beginning..... Stop new developments to first fix and completed existing projects FIRST

Anonymous

6/25/2021 07:13 PM

The Bella Vista, Tronson and Bench roads need to be repaved and widen more for pedestrians and bicyclists. The tar crack filling is extremely dangerous in hot weather while on a motorcycle. Even in a car the tires slide on these repair strips. Some parts of the road are sinking and most sections are very bumpy.

Anonymous

6/27/2021 09:12 AM

Let's concentrate on up-grading exiting roads and less on new facilities. Sometime, something has to be done about 32 Avenue used as 97 Highway? Going right through the middle of a busy city is just not the way to run a transportation corridor,

duh!

Anonymous

6/29/2021 06:58 AM

My satisfaction could be improved if there was an increase in commitment

to pedestrian and cycling

infrastructure, especially separate

pathways and especially increased

budget not contingent on getting

matching grants.

Anonymous

Increase the infrastructure levy to

6/30/2021 12:18 PM

2.1%

Anonymous

I am satisfied, but the levy must

6/30/2021 04:43 PM

continue indefinitely in order to keep

up with the infrastructure

maintenance.

Optional question (28 response(s), 87 skipped)

Question type: Essay Question

Attachment 2

2022 Budget Questions for Online Engagement

June 2021

RCMP Contract

Policing services within the City are contracted out to the RCMP. Currently the City budgets for 56 members (police officers) at a total cost of approximately \$9.9 million. General duty officers are deployed at peak hours to address continual increases in calls for service and proactively address known problem areas. Each additional officer costs approximately \$180,000 (salary, vehicle, equipment, training, office space, etc.). For more information please see <u>LINK TO 2021</u> FINANCIAL PLAN.

Are you satisfied with this service? (Y/N) – if no then a comments box appears for them to explain what it would take to get a YES answer

RCMP Support Services

Municipalities in BC are required to pay 100% of the clerical and administrative support costs related to contracted RCMP services. These support services are essential to the efficient operation of the RCMP detachment. This includes court liaison, administrative support and full life cycle exhibit and records management services. As the City increases the number of RCMP members in its contract, additional support services are required. For more information please see LINK TO 2021 FINANCIAL PLAN.

Are you satisfied with this service? (Y/N) – if no then a comments box appears for them to explain what it would take to get a YES answer

Protective Services

Protective Services include Bylaw Compliance, Community Safety and Crime Prevention. These areas employ approximately 15 Bylaw Compliance positions and 2 Community Safety employees. Bylaw Compliance oversees the administration of approximately 40 regulatory bylaws. Community Safety programs are delivered by volunteers and include: Citizens on Patrol, Speed and Block Watch, the Anti-Tag team (graffiti removal), a hazardous material pick up program, and other crime prevention activities. For more information please see LINK TO 2021 FINANCIAL PLAN.

Are you satisfied with this service? (Y/N) – if no then a comments box appears for them to explain what it would take to get a YES answer

Public Works (Roads, Drainage and Airport)

The City's Public Works department falls within the Operations Division and is responsible for many services paid for through tax dollars. Services in this section include the operation and maintenance for roads, sidewalks, traffic signals, street lights, boulevards, airport, and various related projects. Road services include patching, grading, dust control, snow and ice control,

sweeping and road rehabilitation. For more information please see <u>LINK TO 2021 FINANCIAL</u> PLAN.

Are you satisfied with this service? (Y/N) – if no then a comments box appears for them to explain what it would take to get a YES answer

Fire Rescue Services

Vernon Fire Rescue Services is responsible for the delivery of public safety and emergency service programs including: fire suppression and prevention, hazardous material and first medical response, public education, and emergency management. Tax dollars support approximately 32 career firefighters, auxiliary (volunteer) firefighters, three fire halls throughout Vernon, and the operation and maintenance of millions of dollars of fire apparatus' and equipment. For more information please see LINK TO 2021 FINANCIAL PLAN.

Are you satisfied with this service? (Y/N) – if no then a comments box appears for them to explain what it would take to get a YES answer

Infrastructure Program

Also referred to as the Capital Program, these dollars support the replacement of critical infrastructure needed to provide many of the core services the City provides. Projects range from road, sanitary and storm main replacement, to facility repair and maintenance, and various transportation and park related projects. The amount of the program funded by taxation dollars grows by 1.9% annually and is referred to as the "1.9% Infrastructure Levy". Council deferred the 2021 increase to provide some financial relief to taxpayers, thus the program will continue in 2022 and 2023. The remaining funding is achieved through use of reserve funds and external grants. For more information please see LINK TO 2021 FINANCIAL PLAN.

Are you satisfied with this service? (Y/N) – if no then a comments box appears for them to explain what it would take to get a YES answer

Recreation Services

Recreation Services provides regional recreation programs and services through multiple facilities and arenas. This includes the Vernon Recreation Centre which encompasses the Aquatic Centre, Auditorium, and Dogwood and Priest Valley gymnasiums. Other facilities include the Halina Senior Citizens Centre, Lakers Clubhouse, Centennial outdoor rink, Kal-Tire Place, Kal-Tire Place North, and Priest Valley Arena. Recreation Services also leases and operates the Vernon Curling Club in the spring and summer months, and operates the Lakeview and Lavington outdoor pools in the summer. For more information please see LINK TO 2021 FINANCIAL PLAN.

Are you satisfied with this service? (Y/N) – if no then a comments box appears for them to explain what it would take to get a YES answer

Public Works (Parks and Public Spaces)

The City is responsible for the care, control and maintenance of all parks within its jurisdiction. This includes local parks, lake accesses, beaches and sports fields. Some of the notable parks in the City include Kin Beach, Paddlewheel and Polson Park, Marshall Fields, DND, McDonald

and Kin Parks. This area also oversees public spaces which includes the cemetery and surface parking lots. For more information please see <u>LINK TO 2021 FINANCIAL PLAN</u>.

Are you satisfied with this service? (Y/N) – if no then a comments box appears for them to explain what it would take to get a YES answer

Public Transit

The City provides conventional and custom public transit options for residents. The conventional system is contracted to BC Transit and operates 12 buses with regular routes throughout Vernon and Coldstream. The Custom transit system includes the HandyDART, taxi saver and taxi supplement services. This Custom service provides transportation services to Vernon, Coldstream and Electoral Areas B & C (Regional District of North Okanagan) with a cost recovery to Vernon from these jurisdictions For more information please see LINK TO 2021 FINANCIAL PLAN.

Are you satisfied with this service? (Y/N) – if no then a comments box appears for them to explain what it would take to get a YES answer

Community Planning & Development

The Community Planning & Development departments address land use issues relating to the needs of transportation and urban development, zoning, housing, heritage and existing and new infrastructure. This area also ensures new construction is safe and consistent with neighbourhood zoning through processing and issuing building permits and inspections. For more information please see <u>LINK TO 2021 FINANCIAL PLAN.</u>

Are you satisfied with this service? (Y/N) – if no then a comments box appears for them to explain what it would take to get a YES answer

THE CORPORATION OF THE CITY OF VERNON

INTERNAL MEMORANDUM

TO:

Will Pearce, Chief Administrative Officer

FILE:

1670-02

PC:

Debra Law, Director, Finance

DATE: July 7, 2021

FROM:

Terry Martens, Manager, Financial Operations

SUBJECT: FINANCE COMMITTEE RECOMMENDATION - SEWER BILLING ADJUSTMENT

REQUEST

The owner of 6-4724 Heritage Drive submitted a Sewer Leak Adjustment Request in the Fall of 2020 for higher than normal sewer charges relating to an outside water leak between the Fall of 2018 and the Spring of 2019. The water leak was repaired, but the 2019 quarterly sewer consumption charge based on water consumption during the first guarter totalled \$1,911 for the entire year.

Based on the City's standard procedure, a Sewer Leak Adjustment Request will only be considered if it is received in the same calendar year as the water leak. The request was received in October of 2020 and was denied due to the time limit being exceeded. Had the request been submitted within the timeframe permitted, a billing reduction of \$1,862 would have been approved. The property owner requested an extension due to extenuating personal circumstances.

The Finance Committee, at its meeting on July 7, 2021, reviewed the extension request and related circumstances and made the following recommendation for Council:

THAT the Finance Committee recommends to Council that they receive, for information, the request for a sewer leak billing adjustment from the resident of 6-4724 Heritage Drive.

Should Council accept the recommendation of the Finance Committee, Administration will advise the property owner that the request is denied.

Recommendation:

THAT Council receive, for information, the request for a sewer leak billing adjustment from the resident of 6-4724 Heritage Drive;

AND Further, that Council accept the recommendation from the Finance Committee;

AND Further, that Council direct Administration to advise the property owner that the request is denied.



THE CORPORATION OF THE CITY OF VERNON

INTERNAL MEMORANDUM

TO: Will Pearce, CAO

FILE: 5410-10

PC:

Mark Dowhaniuk, Manager, Infrastructure

DATE: July 7, 2021

James Rice, Director, Operations

Christy Poirier, Manager, Communications and Grants

Debra Law, Director, Financial Services

FROM:

Trevor Scott, Infrastructure Engineer

SUBJECT: ACTIVE TRANSPORTATION INFRASTRUCTURE GRANT APPLICATION FOR

THE SILVER STAR ROAD MULTI-USE PATH PROJECT

British Columbia's Active Transportation Infrastructure Grant is aimed at building cleaner greener futures for all British Columbians by helping communities build integrated and accessible active transportation systems. The grant aligns well with Council's Strategic Plan – Sustainability Priorities, the City's Climate Action Plan, and the 25 Year Master Transportation Plan.

The City is constructing a new multi-use path (MUP) to connect the Foothills neighbourhood with BX Elementary School, and eventually, Pleasant Valley Road, and the north area of the city.



Figure 1: Artistic Rendering of the Silver Star Road Multi-Use Path North of BX Elementary School

The Silver Star Road MUP project is "shovel ready", is approved for construction, and meets all other requirements of the grant. The grant provides up to 50% of eligible project costs, up to a maximum of \$500,000.

RECOMMENDATION:

THAT Council authorize Administration to make application to the Active Transportation Infrastructure Grant for the "shovel ready" Silver Star Multi-Use Path project, as presented in the memorandum dated July 7, 2021, titled "Active Transportation Infrastructure Grant Application for the Silver Star Road Multi-Use Path Project," respectfully submitted by the Infrastructure Engineer

X July 2021 4:25 PM

Trevor Scott
Engineer, Infrastructure Management

 $\label{localize} $$ \gn = \g$



THE CORPORATION OF THE CITY OF VERNON

INTERNAL MEMORANDUM

TO: Will Pearce, CAO

FILE: 1470-01

PC:

Kevin Poole, Director, Community Safety, Lands,

DATE: July 8, 2021

Administration

FROM:

Christy Poirier, Manager, Communications and Grants

SUBJECT: COMMUNICATIONS 2022 BUDGET PRIORITIES

Communications is a critical function for the City of Vernon that must be operational 24/7/365 to support regular municipal business and provide service and information during emergency situations.

In February 2020, Council endorsed the *City of Vernon 2020 – 2022 Strategic Communications Plan* (Attachment 1). The Plan was developed to support *Council's Strategic Plan 2019 – 2022*.

In its daily practice, the Communications department delivers governance, guidance and support to the Corporation in 15 areas of service including: strategic communication planning; media and public relations; issues management; crisis communication; Corporate marketing; digital content creation; and more.

Since implementation of the Plan began in 2020, great strides have been made to build and maintain strong working relationships with local and regional media; begin establishing a consistent voice for the City; deliver timely and effective communication to internal and external stakeholders; provide critical emergency communication support; and begin the standardization of many internal processes.

Currently, the Manager, Communications and Grants is responsible for creating and delivering almost all communications to the media and general public, including emergency response information through the Emergency Operations Centre (as the Information Officer).

The Communications department is now facing three significant challenges:

- no suitable or sustainable coverage for the duties of the Manager,
 Communications and Grants / Information Officer during planned and unplanned absences and in the event of an EOC activation;
- 2. the volume of work required to maintain timely, accurate and effective internal and external communications has far exceeded available resources; and
- 3. increased public expectation to fulsomely utilize digital communication platforms has strained available resources, created gaps of service, and lead to inconsistency of voice and messaging for the City.

In response to the third challenge, the City is currently in the recruitment process for a Digital Communications Specialist. The FTE for this position already exists as a technical role (Website Developer – Graphical Support), which will become vacant due to a retirement at the end of July. The position's duties have been revised (and are under review) to better support the City's communications function and specifically address digital communication best practices.

However, to further implement the 2020 - 2022 Strategic Communications Plan, meet the communication and engagement goals of Council, sustain the City's round-the-clock communications function, and minimally meet the growing needs and expectations of our citizens, businesses, visitors and employees, additional resources are required.

In the first 6 months of 2021, by example, the City has tackled many significant communications issues including: multi-level responses to the COVID-19 pandemic; information on multiple fire rescue events that included ESS activation; promotion of the City's newly endorsed Climate Action Plan; spring freshet preparedness information; wildfire preparedness information; and active wildfire response information.

Further major communication initiatives anticipated to take place in 2021/2022 include: the 2022 Municipal Election and Active Living Centre borrowing referendum; public engagement on the Kin Race Track lands; education on the City's transition to automated residential waste collection; and further EOC response (to activities such as the ongoing COVID-19 pandemic response, wildfires, flooding and extreme weather events).

Administration requests that Council consider increasing service levels in 2022 by approximately \$110,000 to recruit a new full time professional, to add appropriate capacity to the Communications department (as a Communications Officer) and establish back-up for the role of Information Officer during emergency events. Should Council support the request for funding, Administration would bring forward a Service Level Adjustment during the 2022 Budget process, for consideration.

RECOMMENDATION:

THAT Council support, in principle, the creation of a full-time Communications Officer position for a cost of approximately \$110,000, to be funded through taxation;

AND FURTHER, that Council direct Administration to bring forward a Service Level Adjustment for the addition of a Communications Officer, during the 2022 Budget process, as described in the memorandum titled "Communications 2022 Budget Priorities" dated July 8, 2021, respectfully submitted by the Manager, Communications and Grants.

Respectfully submitted:

Christy Poirier

Attachment 1: City of Vernon 2020 - 2022 Strategic Communications Plan



This Strategic Communications Plan has been prepared for the
City of Vernon as a plan for 2020 - 2022 and includes
internal and external communication protocols to support Mayor and Council,
Senior Management and City employees. This plan has been
updated from the 2017 Strategic Communications Plan.

Plan prepared by:

Christy Poirier
Manager, Communications & Grants
Corporation of the City of Vernon
cpoirier@vernon.ca

February 2020





Table of Contents

Executive summary	
Defining strategic communication	
Mission statement	3
Purpose and practice	4
Communication procedures	
Strategic approach	
Goal	
Objectives and actions	
Internal objectives	
External objectives	
Stakeholders	
Key Messages	16
Timeline and action plan	
Evaluation	
Research	



Executive summary

Local government has the most direct influence on the daily lives of Canadian residents. How a local government chooses to communicate and engage with its citizens directly impacts its ability to progress, maintain order and good governance, and fulfill its strategic goals.

Communications, as an interdisciplinary field of practice, is regularly evolving due to technological advances, social expectations and global connectivity. Current industry trends heavily emphasize the importance of relationship building between organizations and their publics through open, two-way dialogic engagement. Marketing and public relations techniques have been blended with one another, creating a more customer-centric focus across all sectors.

Best practices for local government communication include several approaches that are similar to not-for-profit and private corporations; however, the issues or concerns related to a municipality's stakeholders are much different. Local government provides a complex system of services and governance that directly impacts every resident, business and employee within its municipal boundaries. The public and media watch the municipality with a critical eye and a vested interest in the strategic objectives and actions of Council and Administration.

It is with this in mind that the City of Vernon is fully committed to delivering effective and efficient, local government services that benefit our citizens, our businesses, our environment and our future. The City, under the direction of Administration, is also committed to providing truthful, accurate and factual information, operating with absolute integrity, credibility and a purpose to serve the community of Vernon.

This Strategic Communications Plan outlines the ethical communication standards and effective communication principles that are employed by the City on a daily basis. It explains the Communications department's daily practice of delivering governance, guidance and support to the Corporation in three key areas: Corporate and departmental communications; marketing and promotion; and digital communications.

Through an integrated communication approach, Council's Strategic Plan 2019 – 2022 is supported by three corporate communication priorities – to inform, engage and promote – in order to enhance transparency of the decision making process, strengthen regional relationships, purposefully engage stakeholders, and build awareness of the City's programs, policies and services.

Although digital communication has grown exponentially in the last several years, there is a growing amount of research that is being conducted regarding the effects of heavy screen time. We are starting to see movements across the world, calling for people to put down their devices and spend more time offline. There is no doubt that utilizing digital channels to connect with our residents is a vital component of our communication strategy, but we must also use traditional communication methods to ensure we maximize our reach and do not miss portions of our community that rely on other channels to interact with the City.

Within this communications plan, the term *social media* refers to a variety of internet-based platforms that allow for direct interaction between the City and other social media users (or, *followers*). These platforms include, but are not limited to, Facebook, Twitter, Instagram, LinkedIn



and YouTube. According to recent studies by the Pew Research Center and North American pollsters, the number of Canadian and American adults using social media is continuing to grow and a large portion of the adult population says it looks for news on Facebook and Twitter. However, these studies also show a steady decline in users *trusting* the news they read on these same platforms.

Social media users identified the following concerns about the content and governance of major platforms such as Facebook and Twitter: a lack of data privacy; increased advertisement targeting; significant amounts of misinformation or *fake news* from a variety of sources; polarized political conversations; echo chambers; and a lack of fact checking by content creators.

A municipality must make careful decisions about how to utilize social media platforms, and its purpose or intent for engaging with each platform and its fellow users. As noted, the City of Vernon is committed to providing truthful, accurate information and uses social media on a limited basis, balancing its use with other approaches to engage with our citizens through a variety of other channels.

This is a foundational plan, using the next three years to standardize the City of Vernon's communication procedures to meet industry best practices, ensuring consistency, timeliness, message accessibility and inclusivity.

This plan is a living document and will be updated on an annual basis to reflect the current priorities of Council, as well as changing technologies and industry best practices.

Defining strategic communication

Strategic communication as a practice "shapes meaning, builds trust, creates reputation, and manages symbolic relationships with internal and external stakeholders in order to support organizational growth and secure the freedom to operate" (Zerfass & Huck, 2007). Strategic communication is the "purposeful use of communication to fulfill the mission of an organization" (Hallahan et al., 2007).

A Strategic Communications Plan provides the framework to ensure an organization's objectives, key messages and approach align with its values. Values in this context may include principles such as: trust, respect, or integrity. A plan built on industry best practices will promote two-way communication and proactive relationship building, thereby increasing public trust and credibility for the organization.

Mission statement

To deliver effective and efficient, local government services that benefit our citizens, our businesses, our environment and our future.



Purpose and practice

The City of Vernon Strategic Communications Plan 2020 – 2022 has been developed to support Council's Strategic Plan 2019 – 2022. Its purpose is to provide a framework for proactive and open two-way communication with Vernon residents and businesses, City employees and key stakeholders. This plan was built on industry best practices of ethical communication standards and effective communication management.

Under the direction of the Administration of the City of Vernon, all communication to come from the Corporation is to be truthful, accurate and factual. Staff members are to operate with absolute integrity, credibility and a purpose to serve the community of Vernon. Adhering to these principles builds public trust, organizational stability and community confidence.

The City of Vernon Communications department adheres to the following codes of professional standards and ethics:

- City of Vernon Code of Ethics
- CPRS: Canadian Public Relations Society
- IABC: International Association of Business Communicators
- IAP2: International Association for Public Participation
- LGMA: Local Government Management Association of British Columbia

In its daily practice, the Communications department delivers governance, guidance and support to the Corporation in three key areas:

- 1) Corporate and departmental communications
 - Strategic communication planning
 - Media and public relations
 - Stakeholder engagement and public participation
 - Issues management
 - Emergency management and crisis communication
 - Official protocol and special events
 - Internal communications
- 2) Marketing and promotion
 - Corporate marketing development
 - Branding alignment
 - Graphic and creative services
 - City event, program or policy advertisement and promotion
- 3) Digital communications
 - Digital property standards
 - Digital content strategies
 - Digital content creation or curation
 - City websites, mobile app and social media channels



Communication procedures

This section of the plan provides the City of Vernon with fundamental procedures for internal and external communications in order to maintain consistency, organizational stability and a clear, meaningful brand identity.

1) Spokespersons

The Mayor is the official spokesperson on matters related to policy of the Corporation and decisions made by resolution of Council.

The Manager, Communications and Grants (also identified as the Communications Officer, or CO), is the official spokesperson on all other matters related to the Corporation. If necessary, an alternate spokesperson (i.e., member of the Senior Management Team or a department manager) may be designated as a subject matter expert. Alternate spokespersons are to be approved by the Manager, Communications and Grants, or the CAO.

2) Media protocol

All incoming media requests should be directed to the CO unless received by the designated spokesperson (usually listed as the media contact on a media release, the project manager or SMT). This includes requests for Vernon Fire Rescue Services (VFRS), Protective Services, Tourism Vernon and Greater Vernon Recreation Services. No staff member represents the City and the position of the Corporation; therefore, staff members are not to talk to the media unless they are a manager or are deemed the most appropriate expert by their manager or by the CO.

If the Mayor is asked to comment, the CO will assist with coordinating a response from the Mayor's office. The CO will provide the reporter with relevant information and facilitate contact with the Mayor or the manager most knowledgeable about that topic.

If contacted directly by the media, the interviewee should inform the CO of the following:

- The reporter and media outlet
- Questions asked and answers provided
- When the story will be released

Media scrums/interviews following council meetings do not need to be coordinated through the CO, but if the media is requesting background material, images or other information, they should be referred to the CO.

Following the interview, the interviewee will debrief the CO, providing information on the types of questions asked and answers provided. The CO will track the results of the interview and, if necessary, follow up with feedback to the media or interviewee.

In the case the CO is unavailable, an alternate will be designated. In the case of an emergency, the Director, Corporate Services will act as the alternate media contact for time sensitive inquiries.



3) Media releases

Media releases are created and distributed by the CO, who will work with appropriate staff to ensure information is accurate. Staff or managers can provide pre-written releases to the CO for editing, but releases are not to be sent to the media except with approval of the CO or, in the absence of the CO, the Director, Corporate Services or CAO.

All media releases are sent with the City of Vernon logo except for Council highlights or messages from the Mayor, which are sent using the City Crest. Releases are written using CP (Canadian Press) standards, and using the *inverted pyramid* style of composition.

When another agency is mentioned in the release, that agency is given the opportunity to comment if appropriate, and the agency is provided a copy of the release to approve before it is distributed to the media. When appropriate, the other agency's logo is included on the release. Otherwise, another agency is not mentioned in a City release.

For joint releases with the MP or MLA, they are given the opportunity to edit and/or provide input into the release. If another agency is the lead on the release, they take the lead on issuing the release, with our logo included whenever appropriate and/or reasonable. The City also posts joint releases to its website.

Politically sensitive or controversial releases must be approved by the Director, Corporate Services, the CAO and/or the Mayor prior to distribution. Quotes of individuals must also be approved prior to distribution.

All media releases are posted immediately to the City's website and emailed to web subscribers and the media. Whenever possible or appropriate, photos should be provided with the release. Stories with accompanying photos are far more likely to be run and read in print and web media.

4) Radio, newspaper and digital advertising

All advertising is to be approved by the CO. Advertising templates are available to staff on Jostle. This procedure ensures consistency of voice, tone and branding.

Departments are to submit print advertisements to the Communications department at least three business days prior to publication in order to meet print deadlines (i.e., newspaper ads for Wednesday are due end of day Friday; newspaper ads for Friday are due end of day Tuesday). *Print deadlines are non-negotiable.*

Radio and web advertisements are to be submitted to the Communications department by end of day Monday, to begin airing/running the following week, unless other arrangements are made with the CO.



5) Brand identity and Visual Identity Standards

Branding is a vital component of strategic communication planning. Through the intentional use of a mission statement, logo, tagline, colour palette, typography, key messages, tone and imagery, an organization develops a *brand identity*. This brand identity helps stakeholders recognize, authenticate and trust messages from an organization.

The City of Vernon logo and tag line have been trademarked and are used in all publications by the City.

The City of Vernon *Visual Identity Standards* document was updated in 2015. All print material must adhere to these guidelines including the use of imagery, typography, City of Vernon logo, Tourism Vernon logo, City Council crest, colour palette and stationary.

All visual standards inquiries may be directed to the Communications department.

6) Owned media

The Communications department is responsible for the governance, guidance, management and/or support of the City of Vernon's owned media channels. These include two websites (www.EngageVernon.ca), a mobile app (VernonConnect), an Intranet site (Jostle), multiple Facebook pages, Twitter feeds, a YouTube page and a LinkedIn page.

Each of these channels will be reviewed by the Communications department within the next three years and a strategic plan will be developed in order to determine which departments require administrative access to provide public updates, how each platform is to be used, and what content needs to be created or revised in order to increase online public participation and promote two-way communication. Research will also be done on new and emerging digital communication channels for relevancy, accessibility and practicality to reach diverse publics. Considerations for the implementation and use of new channels will include organizational capacity, network security and information privacy.

7) Emergency management communication

In the event an Emergency Operations Centre is activated, the Manager, Communications and Grants acts as the Information Officer (IO) for all public communication purposes. In the event the Manager, Communications and Grants is unavailable, an alternate IO has been designated from the VFRS department.

8) Public engagement and strategic communication

Staff project managers are responsible for identifying public engagement opportunities for the projects within their department. All public engagement for the City of Vernon is to follow the strategies and approaches established by the International Association for Public Participation (IAP2). The Communications department supports the Corporation with public engagement recommendations and strategic communication planning, development and management.



Currently, the Communications department does not have the capacity to lead all public engagement opportunities for the Corporation; therefore, project teams must take the lead to share information with key stakeholders and inform, consult, involve, collaborate with or empower stakeholders to be part of the planning and implementation process.

9) Multimedia and graphical services

The Communications department is in the process of gathering the necessary equipment to produce multimedia productions in-house. This will allow the City to expand our storytelling capabilities, reach our audiences with new and creative messaging and provide dynamic community updates. Due to capacity levels within the department these productions will be brief but effective.

For larger projects that require creative or graphical support, individual departments will be responsible for contracting a creative agency for photography, video or graphic design work. The Communications department will provide guidance and support throughout the process, where appropriate, and will help ensure all products align with the Corporation's brand identity and Visual Identity Standards.

10)Tone

In all City of Vernon communications, we must be friendly, approachable and professional. In order to create trust with the public, we must act and communicate in a manner that builds positive relationships.



Strategic approach

The City of Vernon uses an *integrated communication approach* to promote effective communication. This approach refers to both the *intent* and *function* of communicating with our residents, businesses, staff members and key stakeholders, and takes into consideration message accessibility, creativity, coherence and inclusivity. The goal of integrated communication is "to demonstrate a clear and unambiguous image of what an organization stands for in all messages, symbols, and strategies" (Faulkheimer and Heide, 2011).

This approach requires a high degree of collaboration and commitment between all City departments to ensure consistency, timeliness and shared understanding. Every staff member must be aware of their shared responsibility to support the delivery of clear, accurate and factual information and to purposefully engage internal and external stakeholders to foster a culture of open, two-way communication.

An integrated communication approach requires us to use a healthy mix of contemporary and traditional marketing and public relations techniques in order to reach a diverse audience that is already inundated with constant *messaging*, *advertisements* and *noise* from other sources.

It is vital that multiple approaches be used to share information in formats and on devices and platforms that our community members prefer. These include:

- interpersonal communication
- news media
- owned media (websites, mobile app, social platforms)
- paid advertising (broadcast, print, electronic/outdoor signage, digital)
- organizational communication (publications, reports, pamphlets, mail campaigns)

Relying on just two or three channels to deliver a message is likely to isolate portions of our audience or miss them altogether. An integrated communication approach optimizes audience reach, increases opportunities to listen and receive feedback, and enhances the shared understanding between the City and our citizens.

Within this communications plan, the term *social media* refers to a variety of internet-based platforms that allow for direct interaction between the City and other social media users (or, *followers*). These platforms include, but are not limited to, Facebook, Twitter, Instagram, LinkedIn and YouTube. According to recent studies by the Pew Research Center and North American pollsters, the number of Canadian and American adults using social media is continuing to grow and a large portion of the adult population says it looks for news on Facebook and Twitter. However, these studies also show a steady decline in users *trusting* the news they read on these same platforms.

Social media users identified the following concerns about the content and governance of major social media platforms such as Facebook and Twitter: a lack of data privacy; increased advertisement targeting; significant amounts of misinformation or fake news from a variety of



sources; polarized political conversations; echo chambers; and a lack of fact checking by content creators.

With growing evidence of a lack of trust, lack of truth, minimum fact checking and few to no standards for guarding against misinformation on social media sites, a municipality must make careful decisions about how to utilize these platforms, and its purpose or intent for engaging with each website and its fellow users.

As noted, the City of Vernon is committed to providing truthful, accurate information and uses social media channels to inform, engage with and listen to our citizens. However, the extent to which these platforms are relied upon to connect with our citizens is limited and balanced with other approaches to engage with our citizens through a variety of other channels.

Council's Strategic Plan 2019 – 2022 outlines a series of objectives and action items that require support from the Communications department. Using an integrated communication approach, these objectives will be addressed by implementing three corporate communication priorities: to inform, engage and promote.

The following are some of Council's priorities for 2019 - 2022:

Inform

- Enhance transparency of decision making, including the use of new or expanded tools and online platforms
- Continue to implement FireSmart principles in the wildfire interface area and improve communication with residents throughout the year in addition to emergency events
- Support the Folks on Spokes program and other clean up initiatives in the Downtown core
- Address safety concerns including drug use, vagrancy, communicating role of Bylaw Services & increased RCMP presence

Engage

- Investigate new approaches to engage citizens (e.g., online platforms)
- Increase public participation in the development of strategies and plans
- Foster learning and development across the organization
- Cultivate and promote a respectful, diverse, and inclusive Corporate culture
- Enhance relationships and improve communications with regional partners including the Okanagan Indian Band
- Improve communication and consultation with the RDNO

Promote

- Investigate opportunities to enhance the transparency of decision making
- Promote the Okanagan Rail Trail through marketing, trail connections and other initiatives
- Support economic development initiatives that attract skilled labour to the area
- Support continued implementation of health and wellness initiatives
- Encourage sustainable infrastructure, agriculture and landscaping
- Work towards a sustainable Vernon environmentally, economically and socially
- Adopt and implement a Climate Action Plan and amend Official Community Plan accordingly



Current practice by Administration is to identify the connection between City projects and Council's strategic priorities. To enhance transparency of decision making and align practices, these connections will also be included in external communication.

In addition to supporting Council's strategic priorities, the Communications department will review the Corporation's communication procedures for several key areas over the next three years. This will ensure the Corporation has the appropriate tools and guidelines in place to support each department and align with the City's mission and communication approach. These procedures will include:

- Emergency Management communication plan
- VFRS communication plan
- Crisis communication plan
- IAP2 public participation and communication toolkit
- Owned media channel strategies
- Internal communication strategy
- Talent acquisition and retention communication plan
- Tourism Vernon communication plan
- Greater Vernon Recreation Services communication plan
- Organizational communication protocols and tools



Goal

To establish the City of Vernon as a proactive, effective and efficient organization that uses open, two-way communication to build trust-based relationships and purposefully engage internal and external stakeholders. This will increase awareness and understanding of City services and initiatives while building organizational stability, community confidence and public participation.

Objectives and actions

Internal Objectives

Actions

INFORM

Increase staff awareness and understanding of the Corporation's communication procedures and resources.

Establish a support system for the Communications department in the absence of the CO.

ENGAGE

Foster an environment of collaboration between departments by connecting with and engaging employees on a regular basis,

Foster a culture of participation in regards to: learning and development; health and wellness initiatives; public engagement and strategic communication planning.

Foster a culture of respect, diversity and inclusivity.

Empower employees with opportunities to learn new and relevant communication and engagement skills to build capacity and consistency across the Corporation.

PROMOTE

Increase staff awareness and understanding of activities, programs and projects across the Corporation.

Interpersonal communication

- CO to attend divisional or departmental meetings when possible, and as invited, to address communication inquiries and seek input on procedures, programs and plans
- CO to attend SMT meetings as necessary
- Continue regular touch points between CO and SMT/department managers on project updates
- Deliver training sessions to staff on IAP2 principles for public engagement and strategic communication planning and execution
- Deliver training sessions to staff on media interviews
- Deliver training sessions to staff on owned media channel standards, protocols and strategies

Owned media - Jostle Intranet

- Relevant and timely notices, updates and features to be posted regarding Corporate news and employee resources
- Jostle documents (e.g., policies, procedures and templates) to be reviewed to confirm correct versions are posted and are easily accessible
- CO to share reminders about how to access important documents (promote via intranet, team meetings, bulletin boards)
- SMT and managers to support and promote Jostle as a primary channel for internal communication
- Re-establish Jostle Ambassador team meet regularly to plan and implement initiatives to engage employees

Organizational communication

- Identify, appoint and promote details regarding alternate CO
- CO to provide necessary training to alternate regarding communication procedures and contact information
- Promote activities and resources on Learning and Development hub
- Assist HR division with development of engagement and communication strategies for health and wellness; learning and development; staff retention; inclusion, diversity and collaboration



External Objectives

INFORM

Increase the community's awareness and understanding of City projects, services and initiatives.

Proactively share relevant, timely and professional information with the City's diverse publics.

ENGAGE

Increase positive engagement between the City and its stakeholders.

Increase public participation in matters related to Council and the Corporation (i.e., planning, strategizing, and implementing changes, programs or projects).

Enhance relationships, improve communications and increase consultation with regional partners.

Increase community awareness, understanding and participation in Sustainability initiatives to complement the City's Climate Action Plan.

PROMOTE

Present a consistent and recognizable message, voice and brand for the City of Vernon.

Enhance transparency of decision making by Council and the Corporation.

Increase community awareness and understanding of safety and security measures implemented in the Downtown core.

Increase community resiliency to emergency situations (i.e., wildfire, flooding, liquid spill, extreme weather conditions).

Actions

Interpersonal communication

- Equip customer-facing staff with appropriate resources to respond to public inquiries (particularly during emergency situations)
- Develop a public engagement and strategic communication tool kit so project leaders use a consistent approach (based on IAP2 principles)
- Mirror engagement approach used on EngageVernon.ca through interpersonal opportunities
- Build a tool kit of assets to be used for public engagement activities (e.g., kiosks, signage, branded materials, standing banners, etc.)
- Build a recognizable presence at trade shows, expos and community events; produce purposeful and practical branded giveaways; ensure information and material on hand is relevant to audience and venue
- Promote opportunities for public to attend Council meetings; participate in committees
- Actively seek opportunities to share messaging with local organizations (i.e., School District 22, Okanagan College Vernon Campus, etc.), in order to increase audience reach and engage new demographics in creative ways

News media

- Continue building positive, professional working relationships with local and regional media
- Identify newsworthy story ideas to highlight City programs, initiatives and announcements and share them with media
- Prepare backgrounders, FAQs and fact sheets for major projects or announcements
- Ensure media inquiries are given high priority and that information provided is accurate, factual and timely

Owned media

- Produce multimedia content to highlight major project updates, City programs and new initiatives
- Develop regular educational campaigns to highlight City services and initiatives (e.g., emergency preparedness, FireSmart principles, spray irrigation program, paid parking regulations, RCMP volunteer programs, Folks on Spokes, Sustainability education, snow clearing priorities, driving in winter conditions, etc.)
- Curate content (where appropriate) to highlight regional partnerships
- Update website pages as necessary for accessibility; consistency of message, tone and voice; ease of locating relevant information
- Mirror interpersonal engagement approach on EngageVernon.ca
- Update EngageVernon.ca to appear more dynamic and welcoming for public participation
- Ensure project leads are updating EngageVernon.ca and closing the communication loop with project news or reports
- Research new and emerging digital communication channels for relevancy, accessibility and practicality to reach diverse publics
- Promote availability of Council agendas, videos and minutes
- Conduct semi-annual test of emergency alert system through City website and mobile app



Promote and support economic development, tourism and recreation opportunities and initiatives.

Paid advertising

- Continue use of print and radio advertising for City updates, announcements and public notifications (e.g., road updates, safety messages, major construction projects, public participation opportunities, program announcements, etc.)
- Align print and radio advertisements to increase audience reach and reaffirm message

Organizational communication

- Identify connections between City projects and Council's strategic priorities
- Ensure all print and digital material follows Visual Identity Standards
- Develop e-newsletter (spring, fall and winter) with updates on major projects, initiatives and programs
- Use listening tools to monitor media stories, digital channels and audience sentiment; prepare follow-up information to share as necessary that is accurate, relevant and timely
- Develop printed copies of public reports, studies, program promotions and newsletters
- Use utility bill inserts for education purposes when necessary
- Host a photo contest to showcase community members' favourite aspects of Vernon; celebrate why Vernon is a place of choice
- Identify opportunities to share resources with regional partners (e.g., RDNO, OKIB, neighbouring municipalities) to increase communication reach and impact
- Develop a content style guide for written communication purposes



Stakeholders

Internal Stakeholders

City Council

Staff with direct reports (SMT/Managers)

Office staff

Off-site staff
Part-time staff
Seasonal staff

Volunteers

External Stakeholders

Residents

Seasonal residents

Businesses

Service clubs

Visitors

Greater Vernon Chamber of Commerce

Downtown Vernon Association

Other local organizations

GVAC, GVW

Regional District of North Okanagan (RDNO) Surrounding Interior municipal governments

Province of British Columbia (including MLA)

Government of Canada (including MP)

Okanagan Indian Band (OKIB)

Institutions (e.g., School District 22, Okanagan

College Vernon Campus)

Media

Vernon Morning Star

107.5 Beach Radio/Vernonmatters.ca

105.7 SunFM

CBC Kelowna

Shaw Spotlight

Global News - Okanagan

Castanet

iNFONews



Key Messages

The following key messages are based on Council's strategic priorities for 2019 – 2022.

Our Mission: To deliver effective and efficient, local government services that benefit our citizens, our businesses, our environment and our future.

- The City of Vernon is working to support the creation of affordable and attainable housing.
- The City of Vernon is providing resources to support a safe and vibrant Downtown.
- The City of Vernon is committed to identifying and supporting initiatives that enhance social, economic and environmental sustainability practices.
- The City of Vernon is working to enhance recreation opportunities, parks and public spaces.
- The City of Vernon encourages increased public participation in City initiatives, programs and planning.
- The City of Vernon is committed to fostering a culture of learning and development.
- The City of Vernon is working to enhance regional relationships.
- The City of Vernon is committed to completing and implementing a Climate Action Plan to reduce greenhouse gas emissions and prepare for the impacts of climate change.



Timeline and action plan

Many of the deliverables listed in this communication plan are principles that will be used in daily practice by the Communications department and the Corporation. Below are specific items that will be developed, reviewed and/or updated in order to ensure the Corporation is using a consistent integrated communication approach and is fully committed to purposeful, open, two-way communication with our publics.

2020

- Receive Council endorsement of 2020 2022 Strategic Communications Plan
- Review and update Emergency Management communication plan
- Develop VFRS communication plan and procedures
- Develop crisis communication plan
- Develop public engagement and communication toolkit (based on IAP2 principles)
- Start building tool kit of assets for public engagement activities
- Identify alternate CO for redundancy within Corporation
- Provide necessary training to alternate CO to increase Communications department capacity
- Launch in-house multimedia content on owned media channels

2021

- Upgrade City of Vernon website platform (Drupal), as required, for security and functionality purposes
- Introduce community e-newsletter (spring, fall and winter editions)
- Develop and deliver staff training on public engagement principles (based on IAP2 training)
- Develop and deliver staff training on strategic communication principles
- Finish building tool kit of assets for public engagement activities
- Review all City of Vernon owned media channels; update as necessary for accessibility, consistency of message, tone and voice, and ease of locating relevant information; develop strategies as required
- Research new and emerging digital communication channels for relevancy, accessibility and practicality to reach diverse publics
- Research digital listening tools to monitor media stories and digital channels
- Re-establish Jostle Ambassador team and conduct regular meetings

2022

- Continue staff training on public engagement and strategic communication principles
- Review and update internal communication strategy
- Develop and deliver staff training on media interviews
- Review talent acquisition and retention communication strategy



- Review Tourism Vernon communication plan and procedures
- Review Greater Vernon Recreation Services communication plan and procedures
- Update necessary organizational communication protocols and tools
- Develop content style guide for written communication purposes
- Host public photo contest
- Develop and implement municipal election education and promotion campaign

Evaluation

This Strategic Communication Plan will be evaluated in three categories: outputs, outcomes and takeaways.

Outputs: This is the most straight-forward category to evaluate, as it is based on the materials produced by the City of Vernon in regards to this communication strategy. Outputs will be measured by the material design, ease of access and ability to inform and educate publics in a clear and concise manner. Outputs will also include a review of the messages produced, the cost of material production and advertising value equivalency of message distribution.

Outcomes: This category will be evaluated over a longer period of time, specifically as it is related to education and public participation campaigns. This outcome will measure active responses by citizens to our communication practices and messages.

Takeaways: This is the most difficult category to evaluate, as it is based on the understanding captured by our citizens. Takeaways will be evaluated by listening to the public's responses through the review of news media stories, online sentiment, interpersonal communication opportunities and engagement.



Research

The City of Vernon Strategic Communications Plan 2020 – 2022 is grounded in primary and secondary research, including: interviews of internal and external stakeholders; peer reviewed academic literature; communication industry articles; and several Canadian municipality communication plans. Below is a list of sources used for the development of this plan.

- An oasis of bipartisanship: Republicans and Democrats distrust social media sites for political and election news by M. Jurkowitz and A. Mitchell
- Canadians like, but don't trust, social media for news, according to CJF poll conducted by Maru/Matchbox by Canadian Journalism Foundation
- Canadian Public Relations Society (CPRS) Code of Professional Standards
- City of Vernon Code of Ethics
- City of Vernon Council's Strategic Plan 2019 2022
- City of Vernon policies and Administrative procedures (various, as related to Corporate communication)
- Defining strategic communication by K. Hallahan, D. Holtzhausen, B. Van Ruler & K.
 Sriramesh (2007)
- Guidelines for measuring relationships in public relations by Dr. G. Hon & Dr. J. Grunig
- Innovation, communication and leadership: New developments in strategic communication by A. Zerfass & S. Huck (2007)
- International Association of British Columbia (IABC) Code of Ethics for Professional Communicators
- Local Government Management Association (LGMA) of British Columbia Code of Ethics
- Municipal government communications: The case of local government communication by C. Killingsworth (2009)
- Municipal government communication strategies: City of Vernon, City of Mississauga, City of Oshawa, Greater Napanee, Greater Sudbury, Regional District of North Okanagan, Town of Saugeen Shores
- Pew Research Center: An update on our research into trust, facts and democracy by M.
 Dimock
- Pew Research Center: Users say they regularly encounter false and misleading content on social media – but also new ideas by A. Smith, L. Silver, C. Johnson and J. Jiang
- Poll: Americans give social media a clear thumbs-down by M. Murray
- Relationships as organizational resources: Examining public relations impact through its connection with organizational strategies by L. Ni
- Social Media and Local Governments: Theory and Practice by M.Z. Sobaci (ed)
- Social media's pitfalls for government: Considering the legal and ethical implications by
 H. Callaghan
- Strategic Communication by J. Falkheimer and M. Heide (2011)
- Strategic Planning for Public Relations by R. Smith (2017)
- The future of well-being in a tech-saturated world by J. Anderson and L. Rainie
- What does integrated communications really mean? by M. Wildrick (2016)



THE CORPORATION OF THE CITY OF VERNON

INTERNAL MEMORANDUM

TO:

Will Pearce, CAO

FILE:

0530-10/0360-20-27

PC:

DATE: July 7, 2021

FROM:

Patti Bridal, Deputy CAO

SUBJECT: UBCM VIRTURAL CONVENTION - SEPTEMBER

The 2021 Union of BC Municipalities (UBCM) Annual Convention will be held virtually from September 14 to 17, 2021.

Vernon Council has forwarded a resolution to the UBCM for consideration at the 2021 Convention - "Provincial Changes in Emergency Management" which was co-sponsored by the City of Enderby (Attachment 1). Although this resolution was not endorsed by the Southern Interior Local Government Association (SILGA), the UBCM has confirmed that the Council endorsed resolution will be considered at the UBCM Convention.

Council has not scheduled any virtual meetings with cabinet ministers.

Attached find the program description and registration details at \$475.00 per member (Attachments 2 and 3, respectively).

Administration has reserved the Kalamalka Lake Meeting Room for those Members of Council who wish to participate in the 2021 UBCM Virtual convention.

RECOMMENDATION:

THAT Council approves (to be cited by Council) participating in the 2021 UBCM Virtual Convention, September 14 to 17, 2021.

Respectfully Submitted,

Patti Bridal Deputy CAO

Attachment 1 – UBCM Resolution

Attachment 2 – 2021 UBCM Convention Program

Attachment 3 – 2021 UBCM Registration Details





THE CORPORATION OF THE CITY OF VERNON

UBCM RESOLUTION

Emergency & Disaster Services Funding

WHEREAS the Provincial Government is modernizing elements of the emergency program that directly affect local authorities' ability to meet legislated emergency management responsibilities;

AND WHEREAS Emergency Management BC's publication of the Financial Assistance for Emergency Response Costs, A guide for BC First Nations and Local Authorities (2020), demonstrates the need for and lack of meaningful consultation with, and consideration of, local authorities' role in emergency management and of the relationship as defined in the Community Charter:

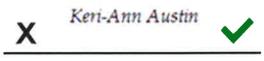
THEREFORE BE IT RESOLVED, that UBCM establish a permanent committee for emergency management and request the Province direct all emergency program initiatives affecting local authorities through this committee as part of their final review;

AND FURTHER, that the Province postpone implementation of the revised Financial Assistance for Emergency Response Costs Guide, and all other proposed Emergency Program administrative and financing amendments until such times as affected municipalities are meaningfully consulted.

CARRIED.'

The undersigned hereby certifies the above resolution to be a true copy of the resolution passed by Council of the City of Vernon on February 22, 2021.

Jul 6 2021 11:12 AM



Docu Sign

Keri-Ann Austin, Corporate Officer
The Corporation of the City of Vernon

File: 0360-27

Fire Department: Telephone (250) 542-5361 Fax (250) 542-7271 Planning & Engineering: Telephone (250) 550-3634 Fax (250) 545-5309



Program

2021 Convention Long Program

Please note this program is subject to change and was updated on April 13, 2021.

MONDAY, SEPTEMBER 13

1:30^{PM} – 2:30^{PM} Municipal Finance Authority Semi-Annual Meeting

3:30^{PM} – 4:30^{PM} Municipal Insurance Association AGM

TUESDAY, SEPTEMBER 14

All Day	Virtual Delegates Lounge Live
$8:30^{AM} - 4:00^{PM}$	Virtual UBCM Exhibitor Showcase
$9:00^{AM} - 4:00^{PM}$	Pre-Recorded Candidate Speeches Available
9:00 ^{AM} - 9:30 ^{AM}	CONVENTION OPENING SESSION Welcome from local First Nations UBCM President's Address
9:30 ^{AM} – 9:50 ^{AM}	ANNUAL MEETING Adoption of Conference Rules and Procedures Adoption of Minutes of 2020 Convention Annual Report Question-and-Answer Period Adoption of Financial Statements Appointment of Auditors
$9:50^{AM} - 10:00^{AM}$	Report of the Nominating Committee
$10:00^{AM} - 10:30^{AM}$	Delegate Coffee Break
10:30 ^{AM}	Election for Executive Positions Open
$10:30^{AM} - 11:00^{AM}$	Address by the Minister of Municipal Affairs
11:00 ^{AM} - 11:15 ^{AM}	Address by the FCM President
11:15 ^{AM} – 11:50AM	Community Excellence Awards
11:50 ^{AM} - 1:00 ^{PM}	Delegate Lunch Break
$1:00^{PM} - 2:30^{PM}$	Plenary Session
2:30 ^{PM} – 2:45 ^{PM}	Delegate Coffee Break
2:45 ^{PM} – 4:00 ^{PM}	Concurrent Workshops

WEDNESDAY, SEPTEMBER 15

All Day

Virtual Delegates Lounge Live

 $8:30^{AM} - 4:00^{PM}$

Virtual UBCM Exhibitor Showcase

 $9:00^{AM} - 12:00^{PM}$

Pre-Recorded Candidate Speeches Available

 $9:00^{AM} - 12:00^{PM}$

Resolutions

12:00^{PM}

Election for Executive Positions Close

 $12:00^{PM} - 1:00^{PM}$

Delegate Lunch Break

 $1:00^{PM} - 1:20^{PM}$

Address by Leader of the Opposition

 $1:20^{PM} - 2:35^{PM}$

Concurrent Workshops

THURSDAY, SEPTEMBER 16

All Day

Virtual Delegates Lounge Live

 $8:30^{AM} - 4:00^{PM}$

Virtual UBCM Exhibitor Showcase

 $9:00^{AM} - 12:00^{PM}$

Resolutions

 $12:00^{PM} - 1:00^{PM}$

Delegate Lunch Break

 $1:00^{PM} - 2:00^{PM}$

Keynote Address

 $2:00^{PM} - 2:30^{PM}$

Delegate Coffee Break

 $2:30^{PM} - 2:45^{PM}$

Address by the Leader of the Green Party

 $2:45^{PM} - 4:00^{PM}$

Concurrent Workshops

FRIDAY, SEPTEMBER 17

All Day

Virtual Delegates Lounge Live

 $8:30^{AM} - 12:00^{PM}$

Virtual UBCM Exhibitor Showcase

 $9:00^{AM} - 9:30^{AM}$

Federal Address

 $9:30^{AM} - 10:45^{AM}$

Concurrent Cabinet Town Halls

 $10:45^{AM} - 11:00^{AM}$

Delegate Coffee Break

 $11:00^{AM} - 11:15^{AM}$

Installation of President Elect

11:15^{AM} - 12:15^{PM}

Address by the Premier

12:15^{PM}

Adjourn

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• Twitter: @ubcm

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Date

September 14 - 17, 2021

Virtual Convention

Payment Methods

All payments must be made by credit card. UBCM accepts VISA and MasterCard. Credit card payment must process successfully to complete registration for the Virtual 2021 UBCM Convention.

Registration Deadline

Registration Closes September 3rd, 2021 at 4pm.

Refund Policy

100% refund available, if cancelled **by August 6, 2021**. 50% refund if cancelled **between August 7 - 20** and no refund thereafter. Future Registration credits will not be issued.

Voting Delegates

Virtual voting information will be forthcoming.

Student Registration

Please email to convention@ubcm.ca.

If you have any questions regarding registration, please email to convention@ubcm.ca.

How would you describe yourself?	Please Select	v
	Vext	



THE CORPORATION OF THE CITY OF VERNON

INTERNAL MEMORANDUM

TO:

Will Pearce, CAO

FILE:

5210-01

PC:

Debra Law, Director, Financial Services

DATE:

July 8, 2021

Aaron Stuart, Manager, Financial Planning and Reporting

FROM:

James Rice, Director, Operation Services

SUBJECT: OPERATION SERVICES - ADMINISTRATIVE SUPPORT

The City of Vernon Operations Division consists of approximately 120 employees reporting to the following Departments:

Parks

Fleet

Facilities

Water Reclamation

Spray Irrigation

Infrastructure

Airport

Roads and Drainage

Utilities

The Operations administrative support team currently consists of two receptionist positions, and three administrative support positions. One receptionist is located at the main Operations facility on 48th Avenue and one receptionist is located at the Water Reclamation Centre.

The senior administrative support position provides support to the Operation Services Director, and also provides direction to the remainder of the administrative support positions and receptionist positions. The two remaining administrative support positions are shared by all of the Operation Services Departments providing clerical support, managing service requests, assisting with the asset management plan, records management, processing financial transactions, assisting with budgets, and project delivery. These positions also provide backup for the two receptionist positions.

A number of factors have resulted in the need for additional administrative support. These factors include the recent addition of the Infrastructure Department to the Operation Services Division, as well as an overall increase in administrative support required to manage additional projects identified in the various asset management plans created to date, including the sanitary collection system, the Water Reclamation Centre, and Spray Irrigation program. At present, managers and supervisory staff within Operation Services are performing an increasing volume of clerical duties due to a lack of clerical support. This is having a significant impact on staff efficiency.

RECOMENDATION

THAT Council receive the memorandum titled "Operation Services - Administrative Support" dated July 8, 2021, respectfully submitted by the Director, Operation Services;

AND FURTHER, that Council authorize Administration to bring forward a service level increase for consideration during 2022 Budget Deliberations for the addition of a new full time Clerk position in Operation Services at an annual cost of \$95,000, to be funded by taxation and in addition to the 2% tax revenue increase directed by Council at their special meeting held on June 21, 2021.

Jul 13 2021 4:30 PM

James Rice

Docu Sign

James Rice Director, Operation Services



THE CORPORATION OF THE CITY OF VERNON

INTERNAL MEMORANDUM

TO:

Will Pearce, CAO

FILE:

5210-10

PC:

James Rice, Director, Operations

DATE:

July 8,2021

Debra Law, Director, Financial Services

Aaron Stuart, Manager, Financial Planning and

Reporting

FROM:

Richard Strobel, Manager, Fleet Services

SUBJECT: FLEET SERVICES - STAFF

The City of Vernon Fleet Services Department consists of one Manager, one Supervisor, two full-time Heavy-Duty Technicians, one full time Welder / Mechanic, one Fleet Service Technician and one Part Time twenty-four hour per week Heavy Duty Technician. Fleet Services normal operating hours are Monday to Friday 7:00 AM - 8:00 PM and Saturday 7:00 AM - 3:30 PM.

This staffing level has been in effect since 2010. The number of vehicles, equipment, stand-by generators and small tools being serviced and repaired by Fleet services continue to increase as the City grows. Since 2010, the City's licensed fleet has increase from 140 units to 188 units in 2021. As technology has changed, vehicle servicing has also become significantly more complicated and time consuming.

To maintain the same service level and keep current with all mandatory inspections, service and repair work an additional part time Technician position of sixteen hours per week is required. Currently this extra work is being contracted out to external vendors with some shop labour rates as high as \$135/ hour.

The estimated cost for the requested position is \$45,000 annually and can be fully funded through existing fleet charges without jeopardizing the annual funding that is budgeted to be transferred to Vehicles and Equipment reserve. There is no impact on tax support and the necessary work will be completed in a more efficient and effective manner.

Recommendation

THAT Council receive the memorandum titled "Fleet Services – Staff" dated July 8, 2021, respectfully submitted by the Manager, Fleet services;

AND FURTHER, that Council authorize Administration to establish and recruit to a part time Heavy Duty Technician position effective July 20,2021.

Jul 13 2021 4:53 PM

x hh

Docu Sign

For: Richard Strobel Manager, Fleet Services



THE CORPORATION OF THE CITY OF VERNON

INTERNAL MEMORANDUM

TO: Mayor & Council FILE: 6460-01

PC: Kim Flick, Director Community Infrastructure and DATE: July 15, 2021

Development

Annette Sharkey, Exec. Director Social Planning

Council

Kevin Poole, Director Community Safety, Lands &

Administration Patti Bridal

FROM: Will Pearce, CAO

SUBJECT: COMPLEX NEEDS ADVOCACY PAPER

Kelowna City Council received a report to Council (Attachment 1) dated July 12, 2021 from the City Manager presenting the Complex Needs Advocacy Paper (Attachment 2). The report recommended Kelowna City Council endorse the Advocacy Paper.

The City of Vernon was invited to participate in the development of the Advocacy Paper. Vernon Council has received two comprehensive presentations regarding the development of the Advocacy Paper at the In Camera meetings August 17, 2020 and April 12, 2021.

While Kelowna staff and a project consultant led the development of the Advocacy Paper, the City of Vernon was closely involved through the CAO and the Executive Director of the Social Planning Council. Vernon's situational analysis is included in pages 52-56 and essentially parallels the broader results.

Attachment 3 presents the Kelowna Council workshop background information which summarizes the results and recommendations of the Advocacy Paper.

Attachment 4 presents the Complex Needs Housing Strategy on one page.

The Advocacy Paper includes a situational analysis of the challenges presented by those with complex needs and a series of specific, costed, recommendations.

Kelowna City Council endorsed the Complex Needs Advocacy Paper as presented (Attachment 2) and resolved:

"THAT Council authorize the Mayor to collaborate with the Mayors of the City of Vernon, City of West Kelowna and District of Lake Country and the Chief of the Okanagan Indian Band to present the Advocacy Paper to senior levels of government, seeking the development of a new model of complex care housing with supports, a system redesign and the funding and resources necessary to address the housing and support needs of individuals with complex needs."

RECOMMENDATION:

THAT Council receive the Internal Memorandum titled Complex Needs Advocacy Paper, dated July 15, 2021, and respectfully submitted by the CAO;

AND FURTHER, that Council receive the Complex Needs Advocacy Paper dated July 2021 as presented and that Council endorse the Mayor to partner with the Mayors of Kelowna, West Kelowna and District of Lake Country to present the Advocacy Paper to senior levels of government, seeking funding and resource necessary to address the housing and support needs of individuals with complex needs.

Respectfully submitted:

Will Pearce, CAO

Attachment 1: City of Kelowna Council Report, dated July 12, 2021

Attachment 2: Complex Needs Advocacy Paper, July 2021

Attachment 3: Kelowna Council workshop background information

Attachment 4: Complex Needs Housing Strategy Summary

Attachment 1

Report to Council



Date:

July 12, 2021

To:

Council

From:

City Manager

Subject:

Complex Needs Advocacy Paper

Department: Real Estate

Recommendation:

THAT Council receives, for information, the report from the Real Estate department dated July 12, 2021, with respect to the Complex Needs Advocacy Paper;

AND THAT Council endorse the Complex Needs Advocacy Paper as attached to the report from the Real Estate department dated July 12, 2021;

AND FURTHER THAT Council authorize the Mayor to collaborate with the Mayors of the City of Vernon, City of West Kelowna and District of Lake Country and the Chief of the Okanagan Indian Band to present the Advocacy Paper to senior levels of government, seeking the development of a new model of complex care housing with supports, a system redesign and the funding and resources necessary to address the housing and support needs of individuals with complex needs. •

Purpose:

To seek Council endorsement of the finalized Complex Needs Advocacy Paper.

Background:

Our community requires a full continuum of care related to housing and health supports to address the needs of individuals with complex needs1 - from emergency shelters, to supportive housing - alongside

¹ Complex needs are the attributes of Individuals experiencing overlapping mental and substance use disorders, comorbid developmental disabilities, acquired brain injuries or FASD often resulting in the experience of homelessness, along with being frequent users of crisis and emergency services. For the purposes of this advocacy paper, the focus is on individuals experiencing overlapping mental health and substance use disorders who experience homelessness.

a range of health supports that include primary care, and care for mental health and substance use. Individuals with complex needs have an impact on the well-being of our community, both in terms of how they are supported in our community and how this directly impacts our community's ability to provide housing and supports to individuals without complex needs. The City continues to invest in developing an advocacy framework toward effectively and holistically addressing this system gap in our community. To this end, Council funded the development of a Complex Needs Advocacy Paper uniquely tailored to our community and building on the recommendations of the Central Okanagan Journey Home Society (COJHS) to propose a redesign of the continuum of care with a particular focus on the gap in housing with supports.

The challenge of addressing the infrastructure and resource needs for individuals facing complex needs is a significant concern for Kelowna, our region and the province. By addressing the lack of appropriately designed housing with supports through a regional lens, the advocacy paper appropriately positions, and scales proposed solutions at hand to the Okanagan Valley as a whole. Accordingly, stakeholders in this initiative include Interior Health, BC Housing, City of Vernon, City of West Kelowna, District of Lake Country and Okanagan Indian Band (see schedule A – Executive Summary).

Scale of the Need

The project team expended significant efforts to assess the scope of the local population that presents as experiencing complex needs. The data for our region suggests approximately 250 of the approximately 520 individuals facing homelessness have complex needs (see schedule A-2.3 Local Population Characteristics). This population can be further disaggregated as being 60% male and 34% indigenous.

Costs of Status Quo

Beyond the human cost of homelessness, the economic cost of not providing appropriate housing with supports for individuals experiencing complex needs for the social, health care and justice systems is significant. Research suggests that the annual costs of not addressing the systems gaps and remaining in a reactionary response are between \$54,000-75,000² per individual per year. Accordingly, it is estimated that the direct economic cost of the current 'status quo' pertaining to the approximately 250 individuals with complex needs in our community is between \$14M and \$18M annually.

Alternatively, it is estimated that the annual cost associated with a redesign of the housing systems to support individuals with complex needs that incorporates onsite health supports alongside complementary community-based health services is estimated at \$38,000 per individual per year (see schedule A – 4.1 Cost of Improvements). This suggests potential system-wide savings in the range of \$4.5 to \$8.5M annually³. It should be noted that while these anticipated savings illustrate the business case benefits of investing in additional supports for individuals experiencing complex needs, they do not translate into direct budget reductions for emergency services, policing or crisis intervention services. These types of direct reductions are likely to be captured only once comprehensive, upstream prevention has taken place to address the root causes of homelessness, mental health or substance use challenges.

² Housing-first strategy proves cost effective especially for the most-vulnerable homeless group - McGill University

³ To better understand the health care costs of "status quo" vs. a new integrate care / systems approach, the City of Kelowna is looking to partner with research teams (potentially UBCO Research Consortium)

Systems Gaps

While our community continues to deliver a number of affordable and supportive housing initiatives, the delivery of housing with directly incorporated health supports that meet the needs of individuals experiencing complex needs continues to be a 'gap' in the regional continuum of care. Resources and programs provided by appropriately qualified personnel are needed all along the continuum of assessment, triage, and housing to support individuals to access and maintain their housing. There is not a housing model that is designed specifically for people experiencing complex needs⁴ as the region does not currently have the inventory of effective facilities and related program supports and personnel needed for these individuals. Further, the system redesign should be grounded in housing first principles that the COJHS has been instrumental in promoting and supporting in the community. Housing First is where housing is provided to those experiencing homelessness and is then used as a foundation for additional services and supports. In addition, the principles of choice, healing, connection and safety promoted by individuals with lived/living experience should provide the basis for designing spaces to support complex care housing for those experiencing complex needs.

There is also a lack of qualified staff locally with specific training to support individuals with complex needs. Currently, the system of housing delivery dictates high client to staff ratios in existing shelter and housing contexts, such that those who are qualified often do not have the resources or bandwidth to adequately support these individuals. People with complex needs require a high level of attention from staff, which makes it difficult for social services organizations (and housing providers, in particular) to allow them to stay when organizational capacity is low.

Furthermore, systemic racism and inter-generational trauma are contributing factors to the over-representation of Indigenous people who experience complex needs. There is a need to ensure that all services incorporate Indigenous cultural safety and Indigenous focused supports. Given the over-representation of Indigenous people who experience complex needs, solutions need to incorporate Indigenous leadership, cultural safety and belonging.

Best Practices Moving Forward

There are very real differences from one community to the next. The jurisdictional responsibilities health authorities have to housing agencies, municipalities and First Nations vary on a case by case basis, but there nevertheless exists a series of foundational tenets around which a successful model of support for individuals with complex needs can be based. The following figure illustrates the five components that meet the demographic profile of our community to help support those individuals experiencing homelessness with the most complex needs (See Schedule A - 30. Supportive Practices).

⁴ It is worth nothing that, Ellis Place (opened as of November 2020) aims to provide greater supports for this population.



Aligning with Provincial Government Priorities & Mandates

As shown in the attached Schedule A - 5.0 Advocacy Position, five government Ministries have relevant jurisdiction and influence over supporting individuals experiencing homelessness with complex needs to attain and maintain stable housing with appropriate supports. Accordingly, developing an effective advocacy strategy requires a strong understanding of each Ministry's mandate and resources, complemented by a targeted engagement strategy.

The leadership role the City of Kelowna has taken around the development of the advocacy paper has been instrumental in shaping the conversation at the Provincial level and informing the BC Urban Mayors Caucus (BCUMC) in how best to address the housing with supports system redesign, including the infrastructure and resource needs for individuals experiencing complex needs. Part in parcel to the work taking place, the BCUMC is pressing the Province to initiate a number of complex care housing pilot projects to be up and operating within a year as needed to accelerate B.C.'s response to addressing the mental health, substance use and homelessness crises.

Next Steps:

Over the course of the next few months, the framework around the Complex Needs Advocacy Paper will be finalized as per the timeline below.

Estimated Timeline	Activity
July 12	City of Kelowna Council Endorsement of Advocacy Paper
Q3+Q4	Council and Senior Leadership advocacy position with province

Conclusion:

The work the City of Kelowna, the Project Consultants, Project Stakeholders and the Intergovernmental and Municipal Partners have completed to date to effectively and holistically address complex care housing and supports highlights the importance of a systems redesign to addressing the challenge. This systems approach requires the full support, financial resources and leadership of the previously noted provincial ministries in order to achieve the level of integration of services required to support the development and implementation of this new model. The framework set forth in the Advocacy Paper will guide the provincial lead agencies as they invest into infrastructure and resources to address the system gaps along the continuum of care that effect individuals that require significant housing and health supports. The advocacy paper provides an opportunity to not only address complex needs, but to build on the learnings as the recommendations move forward in a manner that will inform the necessary province-wide, long-term strategy needed to create appropriate housing and supports in communities across the province.

Internal Circulation:

Active Living & Culture Policy & Planning Real Estate Services Communications Community Safety

Existing Policy:

The development of a Complex Needs advocacy paper is aligned with a number of Council and Corporate Priorities, as supported by Council through the City's Imagine Kelowna: Vision into Action plan. This includes Community Safety (crime rates are decreasing; residents feel safe & data are used to understand problems) and Social and Inclusive (homelessness is decreasing).

This advocacy paper is in alignment with other City of Kelowna housing goals expressed in documents including the Housing Needs Assessment and the Journey Home Strategy.

City of Kelowna Housing Needs Assessment:

- GAP 6: Bottleneck in the Wheelhouse. Trends in market rental and ownership housing put pressure on the long-term supportive and subsidized rental housing areas of the Wheelhouse. Journey Home Strategy Recommendation: Explore the development of innovative partnerships, laying the foundation for strategic multi-sectoral collective planning and investments.
- GAP 7: Need for greater housing diversity. Encouraging a variety of unit sizes will ensure that suitable housing is available for all ages, abilities and household types. Journey Home Strategy Recommendation: Identify community priorities and investigate opportunities to provide appropriate, permanent housing for key populations.

Journey Home:

- **Guiding Principles Housing First**. Housing First is a person-centered approach rooted in the belief that all people deserve housing, and that anyone, even those with the most complex needs, can move directly from homelessness to housing in concert with appropriate supports.
- Pillar 3: Housing & Supports. The Journey Home Strategy indicates that housing strategies
 must reflect the needs of various sub-populations including a continuum of housing options.

Critical to this success is including integration between homeless services, mental health, and addictions by adopting a harm reduction approach across the sector, including training the service system on related concepts such as trauma-informed, motivational interviewing, and the philosophy for Housing First

Considerations not applicable to this report:

Legal/Statutory Authority: Legal/Statutory Procedural Requirements: Financial/Budgetary Considerations: External Agency/Public Comments: Communications Comments:

Submitted by: S. Wheeler, Social Development Manager

B. Walker, Property Officer Specialist

Approved for inclusion: J. Säufferer, Department Manager, Real Estate

Attachment: 1. Schedule A – Complex Needs Advocacy Paper

2. Schedule B – Presentation

cc: D. Noble-Brandt, Policy & Planning Department Manager

S. Wheeler, Social Development Manager

D. Caul, Community Safety Director

C. Matte, Community Communications Manager





Complex Needs Advocacy Paper

July 2021

Prepared By: Urban Matters CCC

Table of Contents

Ackno	owledgements	4
Execu	tive Summary	5
1.0	Introduction	10
1.1	Overview of 'Complex Needs'	10
2.0	Research & Background	12
2.1	Research Overview	12
2.2	Local Service Provider Survey	14
2.3	Local Population Characteristics	16
3.0	Supportive Practices	19
3.1	Housing First	20
3.2	Physical Housing Inventory	
3.3	Staffing and Supports	22
3.4	Community Health Supports	27
3.5	Systems and Administrative Supports	31
4.0	Business Case Considerations	33
4.1	Cost of Improvements	33
4.2	Cost of Status Quo	38
4.3	Cost Comparison	39
5.0	Advocacy Position	40
APPE	NDIX A - REFERENCES	45
APPE	NDIX B: KELOWNA INTERVIEW SUMMARY	47
APPE	NDIX C: VERNON INTERVIEW SUMMARY	52
APPE	NDIX D: WEST KELOWNA INTERVIEW SUMMARY	57
	NDIX E: DISTRICT OF LAKE COUNTRY INTERVIEW SUMMARY	
APPE	NDIX F: INTERVIEW GUIDE	65
ΔPPFI	NDIX G: RURAL / SMALL COMMUNITY RESPONSES	6 6

Table of Figures

Figure 1: Complex Needs Community Size: Regional Data	7
Figure 2: Model for Supporting Individuals with Complex Needs	7
Figure 3: Government Ministry Priorities	9
Figure 4: Regional Complex Needs Data	18
Figure 5: Supportive Practices	19
Figure 6: Units Distributed Throughout the Community	21
Figure 7: Government Ministry Priorities	41
Table of Tables	
Table 1: Total Capital and Annual Costs	
Table 2: Recommended Housing Types	22
Table 3: Comparison of ACT and ICM	28
Table 4: Total Capital and Annual Costs	33
Table 5: Estimate of Capital Costs by Year	34
Table 6: Estimate of Onsite Staffing Costs	35
Table 7: Onsite Teams by Housing Type and Associated Costs	35
Table 8: Scattered Site Costs	36
Table 9: Total Operating Costs	36
Table 10: Anticipated Costs Savings	36
Table 44. Anticipated Cost of Status Que	2Sc

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Intergovernmental and Municipal Partners:

- City of Vernon
- District of Lake Country
- Okanagan Indian Band
- City of West Kelowna

Project Stakeholders:

- BC Housing
- Interior Health Authority

Project Consultants

- Urban Matters CCC
- Homelessness Services Association of BC (HSABC)
- Dr. John Higenbottam

The City would also like to acknowledge the contributions from the community stakeholders and those with lived experience that participated in the interviews and engagement.

Executive Summary

The Journey Home Strategy prioritizes a Housing First model that is a person-centered approach rooted in the belief that all people deserve housing, and that anyone can move directly from homelessness to housing in concert with appropriate supports. With the increasing level of demand for housing and medical services, key stakeholders have acknowledged the immediate need for housing, health supports and resources allocated to clients with complex needs which can include mental health needs, alcohol and substance use dependency needs, FASD, developmental delays, and brain trauma injuries. Locally, in the Central Okanagan, the supply of housing opportunities and related supports for individuals with these types of needs is not readily available.

The Complex Needs Advocacy Paper takes a regional approach and includes the perspectives and data from the City of Vernon, District of Lake Country, City of Kelowna, City of West Kelowna and Okanagan Indian Band. The goals of the Complex Needs Advocacy Paper are to:

- ldentify the available and relevant data to understand the scale of people experiencing complex needs across the region.
- ▶ Draw on research, best and promising practices, and insights from local service providers to understand the gaps in the current system.
- Identify a model for Complex Care Housing including the housing continuum and identification of appropriate supports.
- Understand the costs of implementing the model in the region, including comparisons to the cost of the status quo.
- Ensure that solutions incorporate Indigenous leadership and a focus on cultural safety, given the overrepresentation of Indigenous people who experience complex needs.
- Develop an approach to advocate to the provincial government for support and funding in implementing the model for Complex Care Housing in the region.
- ▶ Gather support with intergovernmental and municipal partners to support a regional approach to the challenge and align advocacy efforts.

Complex Care Housing is in direct support of the COJHS goal of eliminating homelessness by 2024. The document is intended to be used by local government and intergovernmental partners to advocate to provincial ministries for the establishment of dedicated Complex Care Housing. The work offers a guide for how local governments and First Nations communities in conjunction with Central Okanagan Journey Home Society (COJHS), BC Housing, Interior Health Authority and regional service providers can meet the housing and health support needs of our region's most housing-vulnerable.

The broad and diverse group of individuals who experience complex needs will often have a multitude of complex and intersecting support needs. Recognizing the broad range of intersecting needs, and that there is not a uniform definition of complex needs across jurisdictions and service providers, complex needs are described as:

Individuals experiencing overlapping mental and substance use disorders, co-morbid developmental disabilities, acquired brain injuries or FASD often resulting in the experience of homelessness, along with being frequent users of crisis and emergency services. For the purposes of this advocacy paper, the focus is on individuals experiencing overlapping mental health and substance use disorders who experience homelessness.

While the research points to promising medical and community based programs and interventions, as well as continuing evolution and improvements in supportive housing models, there exists significant opportunities to expand the continuum of care in community to accommodate people with complex needs through integrated housing and health supports. In addition there needs to be consistent actions to decolonize systems, institutions and processes that have perpetuated

racism and colonial exclusion, removal of barriers to education, training, and employment, as well as the introduction of trauma informed care across the continuum of care, to name just a few. While the root causes of homelessness, mental health and substance use challenges are complex and intersecting, there is significant evidence to suggest the provision of housing with appropriate supports is one very effective and necessary intervention within the continuum of care to support individuals experiencing homelessness and complex needs.

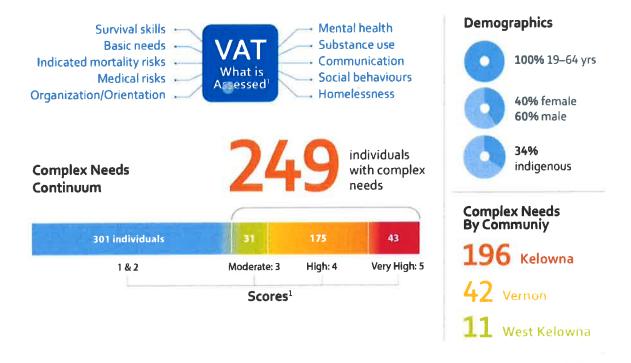
Regional Population Characteristics

As a starting point in ascertaining the scale and nature of the individuals with complex needs in the region, BC Housing maintains a Coordinated Access List for Kelowna and West Kelowna as well as for Vernon that tabulates the number of clients requesting housing services that are currently experiencing homelessness. Upon entry into that system, a survey is conducted with individuals using the Vulnerability Assessment Tool (VAT). Individuals who identified both mental health and substance use concerns ranked moderate to severe (3-5) the complex needs community size could potentially be in the range of 249 individuals at this moment in time (see Figure 1).

Figure 1: Complex Needs Community Size: Regional Data

Vulnerability Assessment Tool (VAT) and Coordinated Access List

Ongoing count of individuals age 19 or older in need of BC Housing services in Kelowna, West Kelowna and Vernon



For each VAT domain, an individual can be assigned a score between 1 to 5. 1–2 indicates mild/no vulnerability; 3–5 indicates moderate to severe vulnerability. An individual's position is not static and might change. Data indicating 'Complex Needs' constitutes individuals who scored 3 to 5 in both mental health and substance use categories.

Limitation to this data is that it may underestimate present and current complexity as: 1. An individual's scores are not updated after initial assessment; and 2. It requires a client to share their personal story

Supportive Practices

Figure 2 below illustrates five components that are derived from evidence from research, promising practices, and interviews with local service providers as approaches to address gaps within the continuum of care for people with complex needs. The model outlined below is appropriate for the regional context given the recent momentum around the application of housing first philosophies, the elevation of lived experience voices at decision making tables and associated supportive employment endeavours. The highlighted gap in the regional continuum of care for this population continues to be housing with the provision of appropriate health supports.

People are supported by an integrated Variety of low-medium density housing forms team of clinical + non-clinical supporters who work onsite. **Housing First** Peer People SW Support Permanent housing with staff supports System + Administrative Supports SUPPORTS Integrated Shared Supportive teams data procurement Integrated mental health + policy substance use supports ICM + ACT

Figure 2: Model for Supporting Individuals with Complex Needs

- Housing First: The Housing First Model, adopted by the Journey Home Strategy for Kelowna and the Central Okanagan Valley, involves moving people experiencing homelessness, particularly people experiencing chronic homelessness, rapidly from the street or emergency shelters into stable and long-term housing, with supports.
- PHYSICAL HOUSING INVENTORY: There exists a need to shape a much broader continuum of housing types than is typically developed in the region currently (beyond the 40-50 person apartment complex). The continuum of housing types for people with complex needs ranges from smaller 3-5 unit, or larger 8-10 unit townhouse buildings, (plus common areas and work spaces), small-medium sized apartment buildings ranging from 20 to 40 units per building, and some scattered site housing in market developments.
- **STAFFING AND SUPPORTS**: An evolved model of staffing and supports is required that will combine onsite teams of clinical and non-clinical support (social workers, psychiatric nurse practitioners, Indigenous supporters and cultural supports, peer supporters, general support workers) that is resident on-site in most cases.

- ► COMMUNITY HEALTH SUPPORTS: The model is enhanced through complementary community supports focused on community health, triage and deescalation delivered through Assertive Community Treatment (ACT) and Intensive Case Management (ICM).
- **System and Administrative Supports:** A series of shifts in service delivery, data systems and procurement processes may be required to supporting people with complex needs.

Business Case

The cost of improvements are determined by a benchmark estimate cost analysis of improvements in housing infrastructure and onsite staffing and supports to house approximately 250 individuals with complex needs across the Central Okanagan region.

Table 1 illustrates the total costs for each of the system elements identified. The one-time capital cost over three years of the identified necessary housing infrastructure is in the range of \$106m for approximately 14 buildings of different sizes. The total annual costs for the onsite supports, scattered site units and associated system wide administrative costs is approximately \$9.5 million per year. It is important to note the identified operating costs represent more of an incremental cost increase above and beyond the operating costs of existing supportive housing, as costs do not include building security, maintenance, general administration or other service costs.

Table 1: Total Capital and Annual Costs

Support Element	Cost	Notes
Housing Infrastructure	\$106 million	Capital investment (one-time costs spread over 3 year timeframe 2022-24)
On-site Clinical & Non-clinical Teams	\$8.6 million	Includes staff working in integrated teams (11 teams to support 220 individuals) plus 25% contingency
System Administrative Supports	\$0.2 million	
Scattered Site Unit Costs	\$0.7 million	Includes costs of rent supplements and support staff, plus 25% contingency
Total (Capital Infrastructure)	\$106 million	
Total (Annual)	\$9.5 million	

There is significant evidence that beyond the human cost of homelessness, the economic cost of not addressing the identified systems gaps related to the provision of integrated housing and associated health supports for individuals experiencing complex needs will continue to require crisis responses at a cost to social, health care and justice systems. It is anticipated that the cost to address the system gap related to providing housing with supports for approximately 249 individuals with complex needs in in the current system is between \$14M and \$18M annually.

In contrast, it is estimated the annual costs of providing supports for people with complex needs is approximately \$9.5 million. These costs are considerably lower than the cost of not addressing the system gap. An approach to housing individuals with complex needs that incorporates onsite health supports alongside complementary community based health services can lead to a cost savings of between 4.5M and 8.5M. It should be noted the anticipated cost avoidance illustrates the business case benefits of investing in additional supports for individuals experiencing complex needs; however, they do not translate into direct budget reductions for emergency services, policing or crisis intervention services.

Advocacy Position

The Cities of Kelowna, Vernon, West Kelowna along with District of Lake Country, and Okanagan Indian Band (regional coalition) seek to develop Complex Care Housing that provide a person-centered approach to address the complex needs of people with overlapping substance use and mental health challenges.

As it relates to the topic of housing and supporting homeless individuals with complex needs, the overlapping priorities of the core government ministries are visualized in Figure 3. The Ministry of Mental Health and Addictions priorities of establishing new Complex Care housing and expanding the ACT teams are central to our topic, with supporting priorities of public safety, addressing needs of people experiencing homelessness, poverty reduction and improvements to services for adults with intellectual and developmental disabilities as important supporting items.

ATTORNEY GENERAL & MINISTRY OF MUNICIPAL MINISTER RESPONSIBLE **AFFAIRS FOR HOUSING** Addressing needs of people experiencing homelessness **MINISTRY OF MENTAL** Supporting public safety and solutions in neighbourhoods **HEALTH AND ADDICTIONS** affected by homelessness **COMPLEX ACT** CARE **PROGRAM HOUSING EXPANSION Poverty Reduction** MINISTRY OF SOCIAL MINISTRY OF HEALTH **CLBC DEVELOPMENT AND POVERTY REDUCTION**

Figure 3: Government Ministry Priorities

What the government mandate letters makes clear is the intergovernmental nature of many of the priorities related to supporting people experiencing homelessness who have complex needs. In this way, the advocacy efforts must recognize the collaborative nature of priorities among Ministries and be targeted accordingly.

1.0 Introduction

The Journey Home Strategy prioritizes a Housing First model that is a person-centered approach rooted in the belief that all people deserve housing, and that anyone, including those with the most complex needs, can move directly from homelessness to housing in concert with appropriate supports. With the increasing level of demand for housing and medical services, key stakeholders have acknowledged the immediate need for integrated housing and health supports and resources allocated to clients with complex needs (e.g. mental health needs, substance use treatment needs, FASD, developmental delays, brain trauma, injury, etc.). Locally, in the Central Okanagan, the supply of housing opportunities and related supports to address these types of needs is not readily available.

In order to properly understand how best to provide safe and adequate housing and supports to those with the most complex needs, the City of Kelowna has led in the development of this Advocacy Paper. The Paper takes a regional approach and includes the perspectives and data from the City of Vernon, District of Lake Country, City of Kelowna, City of West Kelowna and Okanagan Indian Band. The purpose of this Complex Needs Advocacy Paper is to provide a guide for how local communities, in conjunction with BC Housing, Interior Health, the regional service providers, the Journey Home Society, and the Province of BC can meet the complex housing and health support needs our region's most housing-vulnerable. It aspires to 'paint the picture' incrementally, initially at a high level based upon the availability of relevant data to support the positions being explored, and create the opportunity for further dialogue across the organizations involved to make the decisions on next steps together. The Advocacy Paper will be used in conversations with senior Provincial government Ministries, in particular with the Ministry of Mental Health and Addictions, Minister Responsible for Housing, and the Ministry of Health who are tasked with establishing new Complex Care housing.

The document further builds upon the momentum being established at the Provincial level through the Ministry of Mental Health and Addictions, and the 'Pathway to Hope' roadmap for making mental health and addictions care better for people in BC.

1.1 OVERVIEW OF 'COMPLEX NEEDS'

What Are 'Complex Needs'?

The language of 'Complex Needs' is quickly becoming catch all terminology used to describe that subset of the homeless population whose support needs fail to fit neatly into the silos into which support services are often organized. Different definitions emerge across various studies, jurisdictions, and service providers too, and a number of out of date terms have been used to describe this population since the 1980s. The broad and diverse group of individuals who experience complex needs will often have a multitude of complex and intersecting challenges related to substance use, mental illness, developmental disabilities, FASD, and acquired brain injury, as well as other complex chronic health challenges. (Somers et al., 2016 p.267).

The entire population of individuals experiencing complex needs in our communities are served through a variety of systems, which include Community Living BC, health programming and services supported by community organizations. The broad and diverse group of individuals who experience complex needs will often have a multitude of complex and intersecting support needs related to substance use, mental illness, developmental disabilities, FASD, acquired brain injury, as well as other complex chronic health challenges. Recognizing the broad range of intersecting needs, and that there is not a uniform definition of complex needs across jurisdictions and service providers, complex needs are described as:

'Individuals Individuals experiencing overlapping mental and substance use disorders, co-morbid developmental disabilities, acquired brain injuries or FASD often resulting in the experience of homelessness, along with being frequent users of crisis and emergency services. For the purposes of this advocacy paper, the focus is on individuals experiencing overlapping mental health and substance use disorders who experience homelessness.'

The complexity of individual needs is not only related to the level of supports but the fact that their support needs often cross multiple sectors and services. With this specific population, this paper is focused on addressing the system related gaps related to the intersection of housing and health support options. This systems gap has contributed to individuals experiencing homelessness, inadequate or precarious housing, and being over representation of interactions with police and emergency services.

2.0 Research & Background

Journey HOME

Central Okanagan Journey Home Society

The Journey Home Strategy is Kelowna's 5-year plan to address homelessness with a focus on ensuring everyone has a place to call home. The goal of the strategy is to ensure a coordinated and easy to access system of care for those in Kelowna who have lost, or are at risk of losing their home. The Central Okanagan Journey Home Society has an Memorandum of Understanding (MOU) with the City of Kelowna outlining their role facilitating the implementation of the Strategy. The organization is responsible for homeless systems planning, funding coordination, and building partnerships with key groups including A Way Home Kelowna to address youth homelessness and regional partners, Westbank First Nation, City of West Kelowna and the Regional District of Central Okanagan.

The Journey Home Society uses a system planning approach to addressing homelessness, aiming for a functional end to homelessness and preventing future homelessness. It uses the concept of Functional Zero as a measurable benchmark to assess progress on homelessness. Achieving Functional Zero means developing responses to ensure homelessness is prevented whenever possible; if homelessness occurs, it is a rare, brief, and a non-recurring experience. As part of the response to achieve Functional Zero, the Journey Home Society recognizes the critical importance of housing individuals with complex needs.

2.1 RESEARCH OVERVIEW

To set the stage for developing an advocacy position, secondary research was undertaken at the outset to establish the state of the research in this area in the BC/Canadian context, and to draw upon applicable best practices, proxies, and conclusions. Highlights of the 'desktop' research scan are as follows, and a more detailed list of referenced resources are outlined in Appendix A.

Complex Needs as a Broad System Failure

Although complex needs is not a new concept, it has gained more attention over the past two decades. As communities are focused on working toward reducing or eliminating homelessness, they have begun to grapple with understanding the complexity and scale of the needs of this community population. The concept of complex needs is not unique to Kelowna, and it is prominent in other communities in Canada and internationally. Although dated, a report by the BC Ministry of Health estimated that there were approximately 130,000 individuals with severe addiction and/or mental illness in British Columbia (BC) in 2006, and of this population around 11,750 were absolutely homeless and an estimated 18,759 were at imminent risk of homelessness (MOH 2007 Report).¹

The rise in the homeless population is symptomatic of broader system challenges related to housing affordability, income supports, availability of appropriate and supported training and employment, livability, colonialism and systemic racism, violence against women, and access to trauma informed care, to name just a few. These system challenges emphasize the need to identify and understand the prevalence of complex needs across Canada. As homelessness continues to rise the population individuals experiencing homelessness with complex needs are further exposed to adverse outcomes.

¹ Note these numbers capture absolute homeless and individuals at imminent risk of homelessness through the course of a year, not as per a point in time count.

The growth in the population of individuals experiencing complex needs may be attributed in part to policy changes between the 1960s to 1980s with amendments to the Mental Health Act that resulted in a national deinstitutionalization of mental health services. These changes made local support services more broadly accessible for moderate needs but it also resulted in a systemic gap where individuals experiencing complex challenges are unable to access the multiple services they need and causing them to become more susceptible to relapses, crises and rehospitalizations.

The negative impact of the COVID-19 pandemic on individuals experiencing homelessness has exposed the need to provide housing alongside appropriate supports as a frontline defense becomes significantly clear. While the research points to promising medical and community based programs and interventions, as well as continuing evolution and improvements in supportive housing models, opportunities to expand the continuum of care in community to accommodate people with complex needs through integrated housing and health supports are being highlighted. This notion is reinforced through research and interviews with service providers throughout the region.

Fragmented Responses to Individuals with Complex Needs

Extensive research has been conducted to further understand the prevalence and impacts of complex needs within the homeless population. A 2019 study including 1000 people experiencing homelessness across Toronto, Ottawa and Vancouver identified that "substance use is a significant barrier to exiting homelessness and further exacerbates social marginalization. Substance use among persons who are experiencing homelessness has also been associated with early mortality, chronic physical illness, and longer periods of homelessness. In addition, a substantial proportion of homeless individuals with substance use disorders also suffer from other mental disorders" (Palepu et al., 2019, p.2).

To provide an appropriate level of support for individuals experiencing homelessness with complex needs requires a multi-sectoral response that includes a combination of intensive social supports and medical services alongside the provision of affordable housing. In additional there needs to be consistent actions to decolonize systems, institutions and processes that have perpetuated racism and colonial exclusion, removal of barriers to education, training, and employment, as well as the introduction of trauma informed care across the continuum of care, to name just a few. While the root causes of homelessness, mental health and substance use challenges are complex and intersecting, there is significant evidence to suggest the provision of housing with appropriate supports is one very effective and necessary intervention to support individuals experiencing homelessness and complex needs.

Social service providers in the Downtown Eastside of Vancouver have reported a lack of appropriate healthcare supports and housing transitions for individuals with complex needs who need supported care throughout their lives due to their severe underlying mental health needs. They have indicated there is also an absence of coordination among the agencies responding to the crisis, that includes the provincial health services, Provincial Ministries (i.e. Attorney General, Ministry of Families and Children, Ministry of Social Development and Poverty Reduction), BC Housing, non-profits, private and faith-based organizations, resulting in data inconsistencies and service gaps. These system failures are reported across all jurisdictions.

A year-long study conducted in 2015 across the cities of Vancouver, Winnipeg Toronto, Montreal and Moncton found that without access to housing, health and social services there were slower exits from homelessness and less housing stability despite the availability of universal healthcare. (Aubry et al. page 279) It is important to note that the prevalence of the complex needs population is not restricted to large, urban metropolises but as found in a 2016 study the highest per capita rate of individuals with complex needs is in small remote, rural communities where the availability of mental health and substance uses services is limited (Somers et al. p. 267). Additional research and promising practices specifically geared towards small and rural communities can be found in Appendix G.

Between 2007 – 2013, the Vancouver Police Department (VPD) produced multiple reports to highlight the rising trend of violent episodes involving individuals with mental health challenges as well an observed increase in the use of emergency department and crisis services by the same population (VPD Report, 2013, p. 1). The VPD put forth a range of recommendations for a combination of crisis support, healthcare and housing support teams to address the challenges with

housing individuals with complex needs. The Province carried out a review in 2013 in response to the VPD report and supported some of the recommendations to establish additional mental health and/or addiction support services. However, there is yet to be a response to establish a coordinating authority or program that seeks to coordinate the delivery of housing, health and social support services to meet the medical and housing needs for individuals with complex needs. The current system of dispersed services streams for mental health, substance use and housing, although successful for certain subsets of the homeless population, has demonstrated to be unsuccessful in addressing the needs of individuals with complex needs.

In communities across the country, homeless individuals with complex needs are often the most visible within the public eye and become the subjects of negative media stories about homelessness that reinforce harmful stereotypes and dehumanizing stigma. The rising visibility of homelessness also further reinforces the narrative of ineffective government response that has failed to house and support this population.

2.2 LOCAL SERVICE PROVIDER SURVEY

To engage a more local perspective, a qualitative verbal survey of front-line service providers was developed and implemented, which helped to further develop the picture of service and infrastructure gaps for people with complex needs in the health care and housing system, as well as daylighting considerations for unique characteristics of care to better support these individuals. Stakeholder organizations from Kelowna, West Kelowna, Lake Country and Vernon participated telephone interviews between July 2020 and March 2021, as follows:

- Canadian Mental Health Association (Kelowna and Vernon branches)
- ARC Community Centre
- Foundry
- John Howard Society
- Karis Support Society
- NOW Canada
- John Howard Society
- A Way Home Kelowna
- Okanagan Boys and Girls Club
- Ki-Low-Na Friendship Society
- Community Living BC Kelowna Branch
- Turning Points Collaborative/Street Clinic
- Interior Health Authority (multiple communities)
- The City of Vernon
- The Ministry of Social Development and Poverty Reduction
- Vernon Community Corrections
- The RCMP
- Upper Room Mission
- West Kelowna Shelter Society
- PIERS (Partners in Resource)

City of Kelowna

14

- Central Okanagan Food Bank Central Office
- Turning Points West Kelowna Shelter
- Lake Country Food Assistance Society
- Westbank First Nation

The interview guide and questions were developed in partnership with the Central Okanagan Journey Home Society and Homelessness Services Association of British Columbia (HSABC). These questions and a full engagement summary for each community, are found in Appendixes B through F.

Learnings from the Local Service Provider Interviews:

An estimated 50-75% of of clients accessing social services experience complex needs. Many organizations operate at capacity, which indicates there may be additional people with complex needs who are not accessing services.

There is no housing that is designed specifically for people with complex needs. There is a need for more integrating of health supports into housing with supports that are tailored for the unique needs of adults with complex needs. The location and design of housing for people with complex needs is critical; individuals typically need quiet and calm spaces that help to limit negative interactions with other clients or neighbours. Ellis Place which opened in Kelowna in November 2020 aims to provide greater supports for this population.

There is a service gap for youth with complex needs for several different reasons (e.g. youth aging out of care, lack of supportive housing options).

There is a lack of qualified staff with specific training to support individuals with complex needs. Client to staff ratios for people with complex needs are high, such that those who are qualified often don't have the resources or bandwidth to adequately support these individuals. People with complex needs require a high level of attention from staff, which makes it difficult for social serving organizations (and housing sites, in particular) to allow them to stay when organizational capacity is low.

The current system does not transition with individuals who experience complex needs as one enters a 'healthier' stage or experiences a relapse or crisis.

There are no transitional housing and supports available to integrate people with living experiences of complex needs back into the community. In some cases, people living with experiences of complex needs who are released from hospitals or institutions get placed back onto the street with little to no supports. People with complex needs face integrated barriers that include lack of transportation to access services (which are primarily located in downtown Kelowna), a need for privacy to access services, lack of income, and lack of proper identification cards. The lack of transitional supports can lead to a repetitive cycle of being institutionalized over and over again. Critically, being housed allows for individuals to attend their appointments, especially if there is someone to support them navigating systems and services.

There is a need to address stigma that follows people with complex needs within the services, systems and communities where they live. Stigma makes it more difficult for people with complex needs to "come back" from setbacks and reintegrate into the community.

There are growing numbers, and higher degrees of suffering for people with with complex needs, including seniors.

Challenges are compounded by racism and discrimination, the reemergence of stimulants such as opioids and crystal meth, and income inequality. In addition, seniors who experience complex needs combined with medical assistance needs are often ineligible for long term care and therefore end up inappropriately housed or experiencing homelessness.

Systemic racism and inter generational trauma are contributing factors to the over representation of Indigenous people who experience complex needs. There is a need to ensure that all services incorporate Indigenous cultural safety and Indigenous focused supports.

People with complex needs face restrictions in accessing appropriate services. For example, for clients outside of the major centres in Kelowna and Vernon, the local community does not have appropriate mental health or substance use supports, and transportation is a barrier to access.

Given the over-representation of Indigenous people who experience complex needs, solutions need to incorporate Indigenous leadership, cultural safety, and belonging.

Furthermore, the following were identified by stakeholders during the interviews as practices they are undertaking or initiating to support people with complex needs:

- Providing a 1 to 1 client to staff model to help stabilize people with complex needs who may have been evicted from other places.
- Introducing a 'no curfew' policy for emergency shelter which allows individuals to leave and return according to their schedule.
- Case management team, which includes a psychiatric nurse and two social workers, to help service users out.
- Helping people with complex needs to navigate services, by connecting them to other service providers so that they can build and maintain those relationships themselves.
- ▶ Referrals for services are expanded beyond public entities to community organizations, families and friends.
- Individuals use income assistance to budget and pay for housing and all recovery items, such as warm up cards for personal shopping and bus passes. If financial capacity not available, alternative funding is found.
- Creating strong peer support programs to help people with complex needs.
- Ensuring that motels are available for temporary housing.
- Effective collaboration and communication between service provider organizations, government, social workers and mental health practitioners, health services, and law enforcement even before issues arise.
- In Vernon, the RCMP created two full-time positions for Downtown Enforcement this provides an opportunity to get to know the community.
- ► The creation and continuation of the Camp Okanagan Outreach Liaison Team (COOL Team) this team was developed to ensure individuals living in encampments are connected to appropriate services.
- Supporting and advocating for Indigenous led services to support Indigenous people experiencing complex needs accessing cultural supports and feeling a sense of belonging.

In most respects, the local service provider perspective mirrors the broader trends depicted in the secondary research, but adds a rich and deep layer of local flavor and perspective that has served to inform this work well.

2.3 LOCAL POPULATION CHARACTERISTICS

Understanding the depth and nature of individuals with complex needs in the Central Okanagan region is complicated. Data on the specific health circumstances of individuals is often privacy protected, and pieces of the data puzzle often rest within different institutional partners (RCMP and ByLaw Enforcement, Interior Health, BC Housing, Ministry of Social Development and Poverty Reduction, Journey Home, Community Living BC, and front line service providers). Furthermore, no single institution specifically collects data on this community for the purpose of this exercise.

The Point in Time Count for Homelessness offers an indication of the approximate numbers of individuals experiencing homelessness over a 24-hour period. According to these counts:

- In March 2020, there were 297 individuals identified in Kelowna.
- In October 2019, there were 151 individuals identified in Vernon.
- In July 2018 there were 72 individuals identified on the Westside (Point in Time Count conducted by City of West Kelowna and Westbank First Nation).

Understanding the entire population as a starting point in ascertaining the scale and nature of individuals with complex needs experiencing overlapping mental health and substance use challenges (our population focus), BC Housing maintains a Coordinated Access List for Kelowna and West Kelowna (combined) and for Vernon that tabulates the number of clients requesting housing services that are currently experiencing homelessness.

Upon entry into that system, a survey is conducted with individuals using the Vulnerability Assessment Tool (VAT), a qualitative tool that assesses an individuals' level of vulnerability across 10 domains: survival skills, basic needs, indicated mortality risks, medical risks, organization/orientation, mental health, substance use, communication, social behaviours and homelessness. For each of these domains, an individual is assigned a score between 1 to 5:

- ▶ 1-2 indicates mild/no vulnerability
- 3-5 indicates moderate to severe vulnerability

In querying that dataset for individuals who identified both mental health and substance use concerns, and ranked them as moderate to severe (3-5), our complex needs regional community size could potentially be in the range of 249 individuals at this moment in time. This population can be further disaggregated as being 60% male and 34% Indigenous.

Now, as a starting point, there are a number of limitations to using the VAT approach as a means to qualify this community. VAT assessments are a 'snapshot' of an individual at a moment in time, usually one of the more challenging times in their lives. It may under-, or overestimate present and current complexity as an individual's 'scores' are not updated after that initial intake assessment. The VAT tool will underestimate the youth population (under the age of 19 years) as they are not represented in this dataset. The VAT is based upon an individual sharing their personal story, which, depending upon the circumstances and the skills/empathy of the interviewer, they may be more or less inclined to do. Finally, the VAT dataset only represents those individuals who access services related to BC Housing, which does not constitute everyone experiencing homeless in any given community. Combined, it is clear that the VAT approach to gauging the scale of the complex needs population has its limitations, and is likely under-representing the population.

The VAT approach, in the current configuration that has been made available for the purposes of this exercise, also fails to appreciate where the individual is at along their journey. As noted, it is a moment in time. A truly effective model to improve upon and provide supports to this community will need to recognize that nothing is static, any more than we can expect any population to remain 'static' in their lives over many months during a pandemic. It's a dynamic environment that will require a dynamic and adaptive response. However, for the time being, and within the scope of the data that has been made available for this exercise, this is our starting point; 249 individuals.

To add further comfort to this figure, it is worthwhile noting that the data roughly aligns with what we heard from service providers – approximately 40-60 per cent of individuals they provide services to experience complex needs.

Furthermore, in mid 2020, the Journey Home Society released its estimate of the local homeless population to be 374 individuals. This data was sourced from their own 'By Names' list, which is an aggregation of multiple data sources in the community, including the COVID19 Motel List, Shelter Bed Lists, BC Housing Supportive Housing Lists, Ki-Low-Na Friendship Society List, CMHA's Covid19 List, the BC Housing VAT List, and the A Way Home Kelowna Referral List (for youth). At the time of its issue (many months ago now), it is the most accurate estimate of the scale of the homeless

community in Kelowna. A number of the aforementioned research studies suggests that anywhere between 40%-70% of any given homeless population may be experiencing complex needs at any moment in time; and while a wholly simplistic proxy, our population of complex needs individuals in Kelowna fits into that range.

However, when attempting to disaggregate the data between Kelowna and West Kelowna specifically, it has become clear the data capturing the population in West Kelowna is very likely underestimated. BC Housing only has VAT data for about 30 individuals in West Kelowna, which less than half of the estimated 70 plus individuals who experience homelessness in the community. As a result, the VAT data is highlighting only 11 individuals who experience complex needs. Gaps in the data along with service provider interviews conducted in West Kelowna suggest the numbers of individuals experiencing complex needs in the community is significantly underestimated.

Figure 4: Regional Complex Needs Data

Point-in-Time Homeless Count By Community

In March 2020

297

individuals identified

in Kelowna

In October 2019

151

Individuals identified

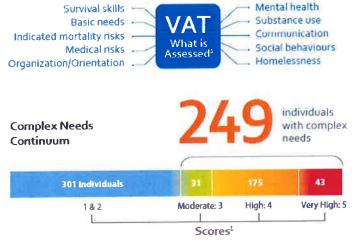
in July 2018

2018

individuals identified on the Westside

Vulnerability Assessment Tool (VAT) and Coordinated Access List

Ongoing count of individuals age 19 or older in need of BC Housing services in Kelowna, West Kelowna and Vernon



Demographics

100% 19–64 yrs

40% female
60% male

34%
indigenous

Complex Needs
By Communiy
196 Kelowna
42 Vernon
11 West Kelowna

Limitation to this data is that it may underestimate present and current complexity as: 1. An individual's scores are not updated after initial assessment; and 2. It requires a client to share their personal story

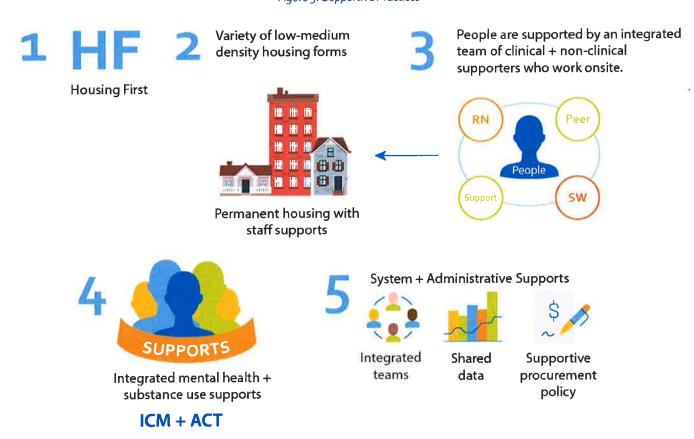
For each VAT domain, an individual can be assigned a score between 1 to 5.1–2 indicates milding vulnerability, 3–5 indicates moderate to severe vulnerability. An individual's position is not static and might change. Data indicating "Complex Needs" constitutes individuals who scored 3 to 5 in both mental health and substance use categories.

3.0 Supportive Practices

The available evidence from research, promising practices and interviews with local service providers suggests a significant need and opportunity to enhance the system of care for individuals with complex needs through the provision of housing with appropriate health supports. The model outlined below is appropriate for the regional context given the recent momentum around the application of housing first philosophies, the elevation of lived experience voices at decision making tables and associated supportive employment endeavours. The highlighted gap in the regional continuum of care for this population continues to be housing with the provision of appropriate health supports. It should be noted that the model described below and advocated for remains a downstream intervention - as it is focused on providing the housing and supports for individuals with complex needs long after a multitude of other system failures have contributed to their current challenges. For this reason, it is necessary to acknowledge the importance of continued efforts to address the upstream causes of mental health, substance use and homelessness.

Taking into consideration the very real differences in communities, as jurisdictional responsibilities from health authorities to housing agencies to municipalities to First Nations vary so much on a case by case basis, there nevertheless exists a series of foundational tenets around which a successful model of support for individuals with complex needs can be based. It centres on establishing a continuum of care for people with complex needs; qualified resources and programs are needed from the continuum of assessment, triage, housing, and supports to support individuals maintaining their housing. It is important that all parts of the continuum of care function effectively together. The figure below illustrates five components that support an effective continuum of care for people with complex needs, each of which are explored in detail in the section following:

Figure 5: Supportive Practices



At the outset, it is worthwhile repeating, considering the Housing First ethos recommended in the Journey Home Strategy and being practiced in the community, we simply do not have the inventory of appropriate housing and related program and health supports for individuals experiencing homelessness and complex needs in Kelowna. This is largely why so many of these individuals continually cycle through the systems of housing and mental health service providers (several have been evicted by the service providers many times over), the justice system and the health care systems. The level of staffing and supports required, the right mix of physical housing inventory options, onsite, integrated clinical and non-clinical support and case management teams do not exist at present in the region. An effective response to this current situation needs to address this shortcoming.

3.1 HOUSING FIRST

Stable housing is viewed as an essential part of supporting individuals with complex needs. The Housing First Model, adopted by the Journey Home Strategy for Kelowna and the Central Okanagan Valley, involves moving people experiencing homelessness, particularly people experiencing chronic homelessness, rapidly from the street or emergency shelters into stable and long-term housing, with supports. Stable housing provides a platform to deliver services to address issues frequently faced among the chronically and episodically homeless. The goal is to encourage housing stability and improved quality of life for persons served by Housing First and, to the extent possible, foster self-sufficiency. The basic idea is to securely house people before reasonably expecting any form of support or treatment to be effective.



Reaching Home: Canada's Homelessness Strategy, further identifies the core principle of Housing First as follows:

- O1 Rapid Housing with Supports: This involves directly helping clients locate and secure permanent housing as rapidly as possible and assisting them with moving in or rehousing if needed. Housing readiness is not a requirement.
- Offering Clients' Choice in Housing: Clients must be given choice in terms of housing options as well as the services they wish to access.
- Separating Housing Provision from Other Services: Acceptance of any services, including treatment, or sobriety, is not a requirement for accessing or maintaining housing, but clients must be willing to accept regular visits, often weekly. There is also a commitment to rehousing clients as needed.
- O4 Providing Tenancy Rights and Responsibilities:
 Clients are required to contribute a portion of their income towards rent. The preference is for clients to contribute 30% of their income, while the rest would be provided via rent subsidies. A landlord-tenant relationship must be established. Clients housed have rights consistent with applicable landlord and tenant acts and regulations. Developing strong relationships with landlords in

- both the private and public sector is key to the Housing First approach.
- os Integrating Housing into the Community: To respond to client choice, minimize stigma and encourage client social integration, more attention should be given to scattered-site housing in the public or private rental markets. Other housing options such as social housing and supportive housing in congregate setting could be offered where such housing stock exists and may be chosen by some clients.
- Of Strength-Based and Promoting Self-Sufficiency: The goal is to ensure clients are ready and able to access regular supports within a reasonable timeframe, allowing for a successful exit from the Housing First program. The focus is on strengthening and building on the skills and abilities of the client, based on self-determined goals, which could include employment, education, social integration, improvements to health or other goals that will help to stabilize the client's situation and lead to self-sufficiency.

3.2 PHYSICAL HOUSING INVENTORY

In the Central Okanagan, indeed across British Columbia, the publicly funded physical housing inventory typically built to provide access to individuals facing barriers to housing tends to be homogenous in form – 40 to 50 clients are housed in larger scale buildings that encompass individual units with some cooking facilities, along with common space, often with a communal kitchen and an eating area. Several housing providers maintain smaller sites disbursed throughout the community, but these smaller complexes are less prevalent. Larger facilities are the conventional approach, and it is understood from a perspective of economies of scale and the deployment of scarce public funds, that this model persists.

As per the engagement and feedback from all the stakeholders in this process and best practices in other jurisdictions, it is understood that the current housing inventory is limiting and presents gaps for individuals with complex needs. Inclusive and equitable communities are built upon a strong continuum of housing options alongside appropriate medical and community-based health and social supports, appropriate and supported employment, and more. Specific to housing, none of us would thrive exclusively with access to only one form of higher density housing model throughout our lives; we grow and develop, and our needs evolve and change. People currently experiencing homelessness are similarly looking for housing that fits their specific needs.

So, there exists a very evident need to shape a much broader continuum of housing types deployed to support people with complex needs to attain and maintain housing. Figure 6 illustrates a housing continuum for people with complex needs, which ranges from small 3-5 unit buildings (plus common areas and workspaces), to small-medium sized apartment buildings containing 20+ units. As well, it is recognized that part of the housing continuum needs to be a housing first scattered site model, where clients are housed within market developments and supported by a team of support workers and case management supports. While the scattered site model will not work for all individuals who experience complex needs, it is anticipated certain clients will thrive in this type housing. It should be noted that a blended model of housing and supports for individuals with and without complex needs may also be appropriate in some contexts.

Housing Continuum for Complex Needs

Figure 6: Units Distributed Throughout the Community









Small 3 -5 Unit House/Townhouse 8 -10 Unit Townhouse Complex 20+ Unit Apartment Complex with Common Areas Housing First Scattered Site (individual units within market developments)

Bringing this back to our local population specifically, the inventory of necessary housing options to accommodate the approximately 249 individuals in the community experiencing complex needs will then necessarily consist of adding a new mix of the housing forms identified on the continuum above that do not presently exist. How many buildings of each type are required? In reality, a number of scenarios may be plausible, as we don't have an in depth understanding of the specific circumstances of these 249 individuals, and even if we did, they are prone to consistently change and evolve. What we're trying to communicate here is that we need to build up a dynamic system that has housing options and choices embedded in it for individuals at all stages of complexity. So, whether we have 3 buildings of one type and 5 of another is of less concern here than the overarching message of housing form and variety as a necessary condition of success. Nevertheless, to move

toward some sense of a business case framing and preliminary costs analysis and based upon some assumptions made from the VAT scores, we have identified a plausible mixture of housing to accommodate the need in the community, as shown in Table 2.

Table 2: Recommended Housing Types

Housing Form	Number Needed in Community
40 unit apartment style (purpose built)	2
30 unit apartment style (purpose built)	1
20 unit apartment style (purpose built)	2
10 unit townhouse style (purpose built)	5
5 unit townhouse style (purpose built)	4
Scattered site housing units in market developments	30
Total People Supported	250

It is also critical that the physical location of the housing supports individuals in their wellness and healing journeys, with abundant access to nature, green spaces and parks, as well as accessible and efficient transportation. Care needs to be taken with integrating the housing units into surrounding neighbourhoods so that there are harmonious relations between residents of the Complex Care Housing and the broader neighbourhood. During the project development phase it is important to create inclusive place names that acknowledge the Syilx language of the land, and recognize diverse history and Indigenous names.

3.3 STAFFING AND SUPPORTS

Perhaps more than any other attribute that we've explored in this exercise, the need for appropriate and qualified staffing and related clinical and non-clinical supports has been identified as a significant gap to improving outcomes for individuals with complex needs, along with a range of housing forms. While the support ecosystem is just that, a continuum of services and support, the staffing models currently being deployed and largely funded by BC Housing alone is proving to be insufficient to support individuals with complex needs; it is the proverbial 'elephant in the room'. As we cross the line from non-clinical supports into a requirement for clinical supports, we are finding ourselves in the gap space in the support ecosystem; the intersection of where BC Housing's current funding model starts to taper off and where Interior Health's starts to pick up. Typical of most complex social challenges communities are dealing with, problems tend to grow and fester in the inter-jurisdictional corners of our support systems.

In the current context of how supportive housing projects to address homelessness are getting funded locally, the capital dollars for the construction/rehab of the housing physical infrastructure get established and deployed, and decisions are made in terms of which subset of the community is being considered for support and a suitable operator is selected (under contract with BC Housing typically). The fit and form of the infrastructure has most typically been larger scale 40-50 unit facilities, presumably working toward economies of scale with scarce public funds. The operator contracts typically cover two support workers who are responsible for supporting the approximately 50 individuals living on-site. Staff will typically receive training in de-escalation, overdose awareness, cultural awareness and harm reduction. The wage for these positions is in the range of \$19.50-\$24.50 per hour, and these positions are often filled by individuals with high school degree or perhaps a human services diploma; and the career trajectory and related compensation is such that it discourages those with deeper qualifications and skills from making a career choice in this area. Individuals who have qualifications don't stay in these positions for long and will move on to higher paying clinical positions that usually have more standard hours. Local service providers observe compounding factors of high stress and burnout as contributing to high rates of staff turnover in supportive housing units and shelters (and the sector in general).

A new supportive housing building on Ellis Street in Kelowna opened in November of 2020 and is testing a new model that aims to help support individuals with higher complex needs to maintain stable housing -approximately 28-30 tenants in the building have complex needs. The building is smaller scale than what has been typical - with 38 units on site. An Interior Health supported clinical team is operating 7 days a week for 8 hours per day. The team includes a psychiatric nurse practitioner and a social worker who work with the housing and support team. This team has enabled building tenants to receive much more streamlined and faster health supports than would be possible through accessing community health supports only, resulting in tenants receiving stabilizing health supports much more quickly.

Ellis Place is the first model of integrated supports for mental health and substance use embedded onsite in a supportive housing facility in Kelowna. For this reason, a collaborative research project is beginning in Spring 2021 to help understand how Ellis Place compares to the status quo model, and to understand how the integrated health supports onsite is enabling housing stability for a greater range of clients than has been typical in supportive housing.

A New Model to Support People with Complex Needs

To move toward more effective outcomes in providing support to individuals experiencing complex needs, we will need to explore an evolved model of staffing and supports. While there is no 'one size fits all' solution here, we know that we will need to have in place a more reliable approach to support that combines appropriate qualifications and incentives, that combines the clinical and non-clinical support, that is resident on-site in many cases, that is connected and integrated with community health supports such as ACT and ICM teams, that is inclusive of Indigenous world views and culturally safe, that is adaptable and flexible and that can evolve and adjust as the system demands fluctuate. And we will need this at the scale of the community we aspire to serve, at least 200+ individuals at this juncture, and growing.

What does this look like? Based upon dialogue with service providers in the community, the Journey Home Society, and experiences in other jurisdictions, the model will need to incorporate at least four types of expertise/support working at the housing site, who have a range of skills and qualifications:

- Peer Supporters: Embedded within housing to support deep connections and supports for people with complex needs.
- Clinical Staff: Psychiatric nurse practitioners and generalized or specialized social workers support workers (typically, Master of Social Work with specialization in substance use or mental health).
- Indigenous Supports and Cultural Healing: Indigenous case managers and social workers who can support Indigenous clients with cultural healing, belonging and safety within housing units.
- **General Support Workers**

In addition to these formal roles, there is often a need for wellness or lifestyle staff who may have fewer official qualifications but are skilled in providing supports to individuals who are regaining regular daily rhythms and learning activities to support their mental health and recovery journey. By design, the staff to client ratios are much lower than in typical supportive housing or community health services models because the teams are assigned to housing units on a full time (or often rotating, depending upon the housing density) basis. It should be noted that given the prevalence of Indigenous individuals who experience complex needs it is important to embed cultural safety and healing into the system of staffing and supports developed. While this will be done with the support of the Indigenous team member, all efforts will need to be made to recruit Indigenous professionals to all of the available roles within the Complex Care Housing.

For the individuals accessing scattered site housing in market units, they will be supported through a team of case managers who will conduct home based site visits as often as necessary, help broker connection and attachment to community based health resources, and other basic needs.

Communities also rely on community based health services as opposed to onsite services to support individuals with complex needs. These are discussed in ensuing sections. Currently, Kelowna has an integrated ACT team who serves up to

City of Kelowna

23

80 clients in the community. At this juncture, these community based models provided in Section 3.4 are best viewed as additional and complementary to the types of onsite housing supports presented herein.



department visits.

ShelterCare, Waterloo Region

ShelterCare is an expanded approach to health care and shelter and is based on an innovative system-wide approach implemented in Ottawa and now the Waterloo Region. Results in Ottawa indicate that for every dollar spent on providing health care in shelter and supportive housing, two dollars are saved in paramedic and police services and emergency

House of Friendship's Shelter, in Waterloo is following the ShelterCare model to help men experiencing homelessness transition to housing and successfully stay housed. Individuals are provided with a range of supports, including:

- A safe and warm place to stay 24/7;
- Onsite health care to address their physical, addiction and mental health needs;

- Supports to address the factors that resulted in homelessness (like childhood trauma);
- Staff to provide the tools and resources they need to find and maintain permanent housing.

Key successes include:

- No positive COVID-19 cases within the ShelterCare program;
- Overdose rates are down by over 50% despite increasing the number of individuals served from 51 to more than 100;
- 75% reduction in Emergency Medical Service visits; and
- More than 30 men housed over the past six months, with none returning to Shelter.

Workforce Availability and Qualifications

The nature and configuration of the positions suggested in the model is newer, and emerging, and so it is difficult to accurately determine the labour market readiness for such a shift. If the funding were available, would the staffing resources follow? It has been suggested that there is likely a labour market shortage to support a model of this nature as professionals simply haven't chosen a career trajectory in this area as it was never deemed valuable enough to be funded as a viable career choice. For the purposes of this exercise, we will have to assume that with funding and appropriate signals to the labour market, a staffing complement will take shape, although it is entirely likely that this will be more challenging than as simply described here.

More challenging is supporting the general support workers within the sector to achieve deeper and more nuanced skill sets to support people with complex needs. No curriculum exists currently to guide the training and qualifications for housing support workers. Anecdotally, a balance of educational supports with other emotional and workplace mentoring is likely required to support these staff sustaining their employment and avoiding burnout. In addition, it is important all staff receive appropriate training related to a history of colonialism, micro-aggressions, and systemic racism. Training should focus on opportunities for self reflection and ways of fostering cultural safety. It is acknowledged that there is an Indigenous work force shortage in the sector – additional resources and systems are required to support more Indigenous people to embark on career paths in the social serving sector.

Peer supporters are not yet widely incorporated into housing models, although there is an increasing acknowledgement of the benefits they bring to any workplace. More work is required in the community to effectively train and support peer support workers. Currently, several organizations are expanding the roles available for peer supporters, and peers have been involved in providing services at the Hygiene Station, a COVID response motel and outreach from the Queensway washrooms, among other roles. The work the City of Kelowna and PEOPLE Employment Services is doing around embedding peer navigators in community organizations over 2021-2023 can likely continue to support the shift to incorporating peer workers into the housing model. PEOPLE Employment Services is a supported employment organization that hires and supports people with lived and living experience in meaningful work.

Veteran Homelessness in US Continues to Drop Through Coordinated System Level Response

Veteran homelessness has remained a persistent social and political challenge within the United States as veterans are found to be overrepresented among the homeless population. A 2013 report identified veterans comprise 12.3% of the homeless population whereas they constitute only 9.7% of the total US population. Veteran homeless have a complex range of needs that increase both their risk of homelessness and the challenge to bring them housing stability.

Some of the leading risk factors for homelessness coincide among veterans include extreme poverty, mental illness, substance abuse, social isolation and a lack of support that leave veterans more vulnerable to homelessness than their non-veteran counterparts...²

Recognizing the complexity of needs among the homeless veteran population, the US undertook an ambitious system level approach that brought together federal, state and community level partners in a coordinated response to address the systemic barriers facing homeless veterans with highly complex needs. While overall veteran homelessness remains high as 37,085 veterans were homeless in 2019, as per the 2019 US Department of Housing and Urban Development's (HUD) Point-in-Time Count, however this represents a 50% decline in the veteran homeless population between 2011 and 2019.³

This success is largely attributed to the targeted approach and coordination between HUD and the Department of Veterans Affairs (VA) who deliver a range of services and tools to identify the most vulnerable veterans and connect them with the necessary interventions. A key feature of the coordinated response has been the jointly administered Housing and Urban Development-Veteran Affairs

Supportive Housing (HUD-VASH) Program that adopted the Housing First model to provide homeless veterans with immediate access to supportive housing without preconditioning mental health or substance abuse treatment.4

The HUD-VASH Program provides permanent HUD rental assistance vouchers for privately owned housing for homeless veterans who are eligible for VA provided healthcare and case management. This is a good example of a scattered site program. VA administers case management connecting veterans with support services such as health care, mental health treatment and substance use counseling to support them in their recovery and enhance their ability to maintain housing. Among the range of care programs offered by VA, HUD-VASH enrolls the largest number of veterans who have experienced long-term or repeated homelessness. At the end of FY 2019, there were 90,749 Veterans with active HUD-VASH vouchers and 83,684 vouchers inuse.5 A 2017 study examining program performance and retention, found that largely program participants had their immediate needs met through the program and significant percentage of participants exited the program when they no longer needed it... Overall, most of the program participants experienced housing stability during the study length and reported reduced use of acute care and emergency services after program entry. However, the overall health of the participants did not indicate a significant improvement and there was no large decline in the use of substances.7 Additional studies have also found few improvements in the psychiatric health of housed individuals.

⁸These findings signify the continued vulnerability and risk of homelessness among individuals with complex needs and hence indicate a need to continuously remove system barriers to provide consistent supportive housing and wrap-around services to prevent repeat homelessness for individuals with complex needs.

² Tsai, Jack; Rosenheck, Robert A. (2015). "Risk Factors for Homelessness Among US Veterans". Epidemiologic Reviews, 37 (1): 177–195. doi:10.1093/epirev/mxu004

³ Veterans Affairs Health Services Research & Development. (2020, January 24). "Spotlight on Homelessness Identifying and Measuring Risk for Homelessness among Veterans."
www.hsrd.research.va.gov/news/feature/homelessness-2020.cfm.

⁴ US Department Housing and Urban Development. (2019, November 12). Press Release: Trump Administration Announces Continued Decline in Veteran Homelessness. https://www.hud.gov/press/press_releases_media_advisories/HUD_No_19_163

⁵ US Department of Veterans Affairs Homelessness in Veterans. (2019, December 6). U.S. Department of Housing and Urban Development-VA Supportive Housing (HUD-VASH) Program. www.va.gov/homeless/hud-vash.asp Accessed: November 20, 2020

⁶ US Department of Housing and Urban Development (HUD). (2017, September). HUD-VASH Exit Study Final Report HUD-VASH Exit Study - Final Report (huduser.gov)

⁸ Tsai, Jack; Rosenheck, Robert A. (2015). "Risk Factors for Homelessness Among US Veterans". Epidemiologic Reviews. 37 (1): 177–195. doi:10.1093/epirev/mxu004.

Indigenous Cultural Safety

There are a number of considerations that need to be taken in the implementation of this model to ensure the Complex Care Housing and supports are safe and culturally appropriate to support Indigenous people. As a starting point, the 12 dimensions of Indigenous Homelessness provide a lens acknowledging that in an Indigenous context homelessness is much more than loss of housing. These dimensions offer perspectives for ensuring Indigenous people are supported in their housing in ways that respond to their experiences of homelessness. The dimensions are:

- Historic displacement
- Contemporary geographic separation
- Spiritual disconnection
- Mental disruption and imbalance
- Cultural disintegration and loss
- Overcrowding
- Relocation and mobility
- Going home
- Nowhere to go
- Escaping or evading harm
- Emergency crisis
- Climatic refugee

In addition to the inclusion of Indigenous staff within the onsite support model, there are opportunities to cultivate a sense of belonging for both Indigenous and non-Indigenous residents of Complex Care Housing, including working with residents to gain a sense of purpose – either within the housing through contributions to the site, or external to the housing through supported employment or volunteer opportunities. "Coming Home Ceremonies" are a way to instill a sense of belonging for residents from the start – ceremonies often include participation from Elders, smudge, song, dance, prayer and sharing of food.

Reconnecting with identity is becoming a recognized practice of healing for both Indigenous and non-Indigenous people. This can be encouraged through structured education opportunities and peer based learning that incorporates time on the land, connection to Elders, and learning about the systems of colonialism that have removed opportunities for strong connections to identities for Indigenous people. Due to systemic racism, Indigenous people face multiple barriers and intersecting challenges, and many Indigenous people have been made to believe these things are inherent faults as opposed to broader ways systems have been failing Indigenous people. Removing the shame associated with this internalized racism is an important component of healing journeys. Connections to, and understanding of identity can also be fostered through greater support for kinship networks that may include more deliberate inclusion of family members into the systems of supports, or in some cases the location of housing units close to Indigenous family networks. This shifts the support model from an individual basis to one that revolves around family and community – which better reflects Indigenous support systems.

^{9 12} Dimensions of Indigenous Homelessness, https://www.homelesshub.ca/resource/12-dimensions-indigenous-homelessness

The model of staffing and supports also needs to incorporate opportunities for Elders to participate and connect with residents to share knowledge, language based teachings, and share knowledge about the importance and roles of family.

COMMUNITY HEALTH SUPPORTS

The cornerstone to improving outcomes for individuals experiencing complex needs is based around establishing a housing program with a range of housing forms alongside integrated onsite support services. However, this model absolutely requires complementary community supports focused on community health, triage and de-escalation. A range of community based support services interventions are used in jurisdictions across Canada, Europe, Australia and the United States to assist individuals with complex needs experiencing overlapping mental illnesses and substance misuse issues.

Assertive Community Treatment (ACT) and Intensive Case Management (ICM) are evidence-based practices which have proven to be effective at improving the outcomes of individuals with complex needs. Each of these practices employs other evidence based methodologies including but not limited to:

- Illness Self-Management Training
- Cognitive Behaviour Therapy
- Cognitive Remediation
- Supported Employment (SE)
- Family Psychoeducation (FPE) and Social Skills Training

In addition to the evidence-based practices identified, many countries have adopted a recovery-oriented practice in their mental health policies. This recovery paradigm focuses on the health and mental health determinants of an individual, rather than focusing on the problems and deficits of the condition they may be experiencing.

Assertive Community Treatment (ACT) and Intensive Case Management (ICM)

Both ACT and ICM are integrated team based approaches for which there is significant evidence suggesting they help to support and stabilize individuals with complex needs: clients with problematic or chronic dependent substance use, concurrent disorders (substance use and mental illness). Individuals will be facing complex challenges related to health, housing, poverty, and face barriers in accessing existing health and social services. Table 3 compares the client profiles, services and structures of generic ACT and ICM teams.10

10 British Columbia Ministry of Health, Intensive Case Management Team Model of Care Standards and Guidelines, 2014. Rikishi Columbia Ministry of Health. Victoria.

27

Element	Assertive Community Treatment (ACT)	Intensive Case Management (ICM)			
Functioning – level of severity	Severe	Moderate to severe			
Emergency Department / Inpatient days	Significant (>50 days)	Moderate to significant (less than 50). May have limited engagement with health system.			
Hours of Service	24/7	Extended hours (evenings and weekends)			
Type of Team	Team case management, integrated, multidisciplinary team	Primary worker, integrated, multidisciplinary team			
Client to Staff Ratio	7 to 10:1	16 to 20:1			
Annual Budget	\$1.5 million (~12 FTE)	\$1 million (8 FTE)			

In Kelowna, the ACT team is made up of a team of 8 full-time and 6 part-time practitioners, with skills that include social work, occupational therapist, addictions counsellor, life skills worker, psychiatrist, psychologist, nursing, and program leadership. The team operates a staff to client ratio of 1 full-time team member to for every 10 clients. The ACT team is available to provide support seven days a week with operating hours between 8am and 8:30pm, and on-call service overnight. On average, they serve 80 clients at a time.

ACT is a self-contained service delivery system, meaning that ACT teams aim to provide the majority of the treatments and services directly to the clients rather than direct them to other service providers. Core ACT services can include crisis assessment and intervention; comprehensive assessment; illness management and recovery skills; individual supportive therapy; substance abuse treatment; support services, such as housing, medical care, and transportation; basic life skills training; intervention with support networks; case management; and education or employment training programs. It is important to note that not everyone experiencing homelessness with complex needs fits the mandate for ACT.

ICM is complementary to ACT programming; in many cases there are individuals who cannot be served within traditional models of mental health or substance use supports, and yet do not meet the qualifying requirements for the ACT program. Thus, these individuals fall through gaps in health and social service systems. ICM teams typically consist of a partnership of professional and non-professional team members who share responsibilities for outreach and services provided in the client's community and family environment. Services are tailored to the needs of the client within the available community resources. In Kelowna, Ellis Place supportive housing has an embedded ICM team that operates onsite, which is the first model of this kind in the region.

Effectiveness

Reviews of ACT research consistently demonstrate it is a leading practice in supporting people with complex needs:

- Compared with other treatments (e.g., brokered or clinical case management programs), when implemented following a fidelity model, ACT greatly reduces psychiatric hospitalization and leads to a higher level of housing stability.
- Compared to other treatments, ACT has the same or a better effect on clients' quality of life, symptoms, and social functioning. In addition, consumers and family members report greater satisfaction..¹¹

¹¹ Evidence Based Practices KIT, Assertive Community Treatment. U.S. Department for Health and Human Services.

A multitude of research of social policy intervention indicates the success of a Housing First approach to respond to the complex needs of people who are suffering from homelessness, mental health and substance use. The research continues to highlight a Housing First approach with intensive clinical support services such as Assertive Community Treatment to be most effective in leading to longer housing stability and reducing morbidity..12

A one-year study conducted in 2015 in five Canadian cities of Vancouver, Winnipeg Toronto, Montreal and Moncton found the without housing, health and social services yielded slower exits from homelessness and less housing stability even in the context of a universal healthcare system. The research demonstrate that Housing First with ACT yielded significant benefits to individuals with high levels of need, notably helping them to exit homelessness as well as experience rapid gains in community functioning and quality of life. In comparison, individuals who received traditional treatment experienced poor housing outcomes. From a policy perspective, the choice has become to either implement Housing First and significantly reduce homelessness while having a modest effect on mental health and substance use or to provide treatment first, then housing, with similar clinical outcomes but inferior housing outcomes. The Canadian federal government has used the study findings to prioritize the development of Housing First programs in its national homelessness initiative. ¹³

"We know that Housing First is a cost-effective solution for people with moderate needs; this new research demonstrates that for people with the most needs, the savings are even more dramatic. You get more bang for your buck by serving this group, in terms of reducing costs of shelters, health visits, and incarcerations," says Latimer. 14

¹² Nelson, G., Aubry, T., Tsemberis, S., & Macnaughton, E. (2020). Psychology and public policy: The story of a Canadian Housing First project for homeless people with mental illness, Canadian Psychology/Psychologie canadienne, 61(3), 257-268. https://doi.org/10.1037/cap0000206

¹³ Aubry, T., Goering, P., Veldhuizen, S., Adair C., Bourque, J., Distasio, J., Latimer, E., Stergiopaulos, V., Somers, J., Streiner, D., & Tsemberis, S. (2016). A multiple-city RCT of Housing First with Assertive Community Treatment for homeless Canadians with serious mental illness. Psychiatric Services, 67(3), 275-281. https://doi.org/10.1176/appi.ps.201400587

^{14,} Cardenas, S., (2020, August 25). Housing-First strategy proves cost effective especially for the most-vulnerable homeless group. McGill University.

https://www.mcgill.ca/newsroom/channels/news/housing-first-strategy-proves-cost-effective-especially-most-vulnerable-homeless-group-323879



At Home/Chez Soi: Lessons to End Homelessness from Pan-Canadian Housing First Successes

The At Home/Chez Soi (AHCS) is a unique research demonstration highlighting the success of a Housing First (HF) approach in reducing homelessness for individuals with complex needs across Canada. The \$110 million four-year research initiative featured a randomized control trial to measure the outcomes of HF projects to provide housing for individuals with complex needs across the five cities of Vancouver, Winnipeg, Toronto, Montreal, and Moncton. 15 The AHCS is the world's largest trial of HF interventions demonstrating the effectiveness of the service model in housing homeless individuals with complex needs and improving their quality of life over a period of time with minimal costs. 16

The Montréal trial included 469 participants between 2009 and 2011 who were assigned to different groups depending on their level of need, either high need (HN) or moderate need (MN). Participants with HN were randomly assigned to HF with Assertive Community Treatment or to a control group. Participants with MN were randomly assigned to Intensive Case Management Teams or to a control group. The control group did not receive HF interventions and continued to use services available to them in the community.

The results of the study showed a higher rate of housing stability and an improvement in quality of life among both HN and MN participants over the participants in the control group. The HF participants overall reported an improvement to their mental health, decrease in stress and anxiety, greater re-establishment of connections with family, and decreased substance abuse. 17

The research initiative highlighted the potential savings generated from implementation of HF interventions. The study calcuated the annual costs of providing health services, emergency shelters and policing for homeless individuals with high levels of complex needs to be about \$75,000 per year, compared to about \$51,000 for homeless people with moderate needs. 18 The AHCS demonstrated the cost-effectiveness of HF interventions alongside ACT and ICM as housed participants are less likely to use these acute care services that offset the cost of the intervention from about \$20,000 to \$6,300 (69%) per person per year.

¹⁵ The Douglas Research Centre. (2020) "The At Home/Chez Soi Project." The Douglas Research Centre. https://douglas.research.mcgill.ca/homechez-soi-project

¹⁶ Mental Health Commission of Canada. (2014). "The National Final Report: Cross-Site At Home/Chez Soi Project.

https://douglas.research.mcgill.ca/documents/mhcc_at_home_report_national_cross-site_eng_2_o.pdf

¹⁷ The Douglas Research Centre. "The At Home/Chez Sai Project."

¹⁸ Phys Org. (2020, August 25). Housing First proves cost effective especially for the most-vulnerable homeless group. Accessed 25 November 2020 https://phys.org/news/2020-08-housingeffectivemost-vulnerable-homeless-group.html

3.5 SYSTEMS AND ADMINISTRATIVE SUPPORTS

Throughout the process of this exercise and in developing this document, ancillary, but no less critically important components of a healthy system of supports for individuals experiencing complex needs have been articulated that rest outside of the broad categories previously mentioned. They are captured here for consideration and further discussion for the time being, as follows:

While considerable time and effort have gone into articulating just what the constituent components of an appropriate service model might look like, and that should be the thrust of this first draft, some have queried the delivery vehicle; and in particular who/how should we deliver upon this 'package' of services? The suggestion here is that the current silo'd model is not well equipped to deal with this hybrid context. In principle, this argument make sense, and the notion of creating a new service delivery vehicle should at least be contemplated at this early stage.

Should an advocacy exercise of this nature be successful, should implementation trickle down from the Province of BC through BC Housing for the physical infrastructure and basic staffing support components, through the Interior Health Authority for the clinical staffing support components, and finally through to a contracted non-profit operator? In a model like this, all of the incumbent actors continue to operate in a slightly evolved status quo scenario with more resources dedicated to funding supports for individuals with complex needs.

Or would the system be better served in creating or working with a new third party entity set up explicitly for the purposes of providing supports to individuals experiencing complex needs and receiving input from key entities like BC Housing and Interior Health Authority? From a system change perspective, often these kinds of persistent challenges that communities are facing are at least in part a derivative of the silo'ed approach to problem solving that our systems perpetuate. An argument could be made, that new and complex multi-jurisdictional issues are going to be most effectively treated by custom built organizations (or subsidiaries) that have been expressly designed to deliver upon that mandate.

For sure, arguments can be made in either direction, and it is clear all parties must be collaborating effectively and included in decision making for either scenario. It is not the intent to process a recommendation at this juncture, rather, to seed the notion and provide for future dialogue.

Data Sharing

Without going into too much detail as perhaps this goes without saying, but a healthy system of supports for individuals experiencing complex needs will ultimately rely on the proactive participation of all parties influencing the lives of these individuals, and in particular in sharing data across all of the organizations that these individuals come into contact with.

The experience of attempting to pull together the data to support the arguments being put forward in this document shines a light on just how challenging it can be. Every agency that has data related to this topic exists for primary purposes other than supporting individuals experiencing complex needs; it is a periphery issue, as opposed to a primary central focus. As a result, no agency could afford to be forthcoming with data to support the cause, at least not effectively. Privacy policy concerns prevail, and while that is completely understandable in the context of their core mission, our complex needs community goes underserved.

Again, from a systems perspective, this is a fairly predictable reality, and this is a common symptom of complex social challenges. They continue to persist as no singular agency is exclusively responsible for the challenges we're dealing with, and the lack of transparency on the data essential to making the improvements is a symptom or systemic breakdown.

Efforts to support the on-going development of the 'By Names' List being assembled by the Journey Home Society need to continue with some degree of urgency. Kelowna's By-Name List is a real-time list of all people experiencing homelessness

and includes a robust set of data points that support coordinated access and prioritization at a household level and an understanding of homeless inflow and outflow at a system level. This real-time actionable data supports triage to services, system performance evaluation and advocacy (for the policies and resources necessary to end homelessness). It is an important part of addressing the entire spectrum of homelessness in the community, including for those individuals who experience complex needs.

Procurement

In the interviews with front line service providers, it has been suggested that the procurement process being deployed to decide which service providers assume the contract to operate supportive housing lacks transparency, discourages innovation, favours the incumbents and ultimately thwarts attempts to enhance services and supports available to be offered to individuals experiencing complex needs. How is this possible?

Again, this is easily explained as the domain of the dominant system, the provision of physical housing and basic supports, fails to recognize the emerging need for the combination of integrated clinical and non-clinical supports. Even if it does recognize the trend, it is beyond its current mandate to seek to extend itself to cover off newer and emerging areas of need on a fixed budget of scarce public resources. As a result, the current procurement model doesn't stretch itself to accommodate this emerging area of need.

This is not to suggest fault or assign blame, it is just an acknowledgement that systems need to evolve to better accommodate the community we aspire to serve, and the administrative systems that support key components of the system are not exempt from needing to evolve if we aspire to improve upon the outcomes for individuals experiencing complex needs.

It is also acknowledged that there needs to be deliberate effort placed on understanding Indigenous barriers to leadership for these types of housing models. This will involve understanding and then removing systemic, organizational and political barriers to participation. The explicit purpose will be to support leadership, staffing, and organizational development capacity for a much deeper Indigenous presence in the operations, staffing, and leadership of Complex Care Housing.

4.0 Business Case Considerations

At this juncture, an evolved, and in some cases, entirely new system for housing and essential supports for people experiencing complex needs is taking shape to the level of detail that the source data will allow (for now). Identifying the range of desirable solutions is, of course, relatively easy when contrasted to considering how it is going to be paid for. What of the costs?

As noted throughout, source data is limited, and appropriate proxies have been derived throughout via secondary research. Elements of the model described in Section 2 have been broken down and costed at a high level, while contrasted to the costs associated with the status quo, of doing nothing, as a means to shape a preliminary business case and present an argument for advocacy.

Note, that the intent at this juncture is to 'scratch the surface' of the business case rationale, to gain an understanding of what the circumstances look like as a means to further the dialogue with the stakeholders, to understand what data is available and the extent to which additional investment in developing a formal business case may be warranted.

4.1 COST OF IMPROVEMENTS

For the purposes of this analysis, the cost of improvements are determined by a benchmark estimate cost analysis of improvements in housing infrastructure and onsite staffing and supports to house approximately 250 individuals with complex needs across the Central Okanagan region. The costs of additional community supports as referenced in Section 2 have not been included in the costing at this time. Proxy numbers from the At Home/Chez Soi trial and subsequent analysis of cost effectiveness of Housing First with ACT or ICM interventions are utilized to estimate community based costs and potential savings.

The costs have been allocated over a 3 year timeframe, with implementation in 2022, 2023 and 2024 to align with the work of the Central Okanagan Journey Home Society and their goal to eliminate homelessness by 2024. It is anticipated the units will be distributed throughout the region according to the scale of the need.

Table 4 illustrates the total costs for each of the system elements identified. The one time capital cost over three years of the identified necessary housing infrastructure is in the range of \$106 million for approximately 14 buildings of different sizes. However, this cost element is presumed to be consistent across the comparison scenarios, as ultimately this population will need to be housed. The total annual costs for the onsite supports, scattered site units and associated system wide administrative costs is approximately \$9.5 million per year. It is important to note the identified operating costs represent more of an incremental cost increase above and beyond the operating costs of existing supportive housing, as costs do not include building security, maintenance, general administration or other service costs.

Table 4: Total Capital and Annual Costs

Support Element	Cost	Notes
Housing Infrastructure	\$106 million	Capital investment (one time costs spread over 3 year timeframe 2022-24)
On-site Clinical & Non-clinical Teams	\$8.6 million	Includes staff working in integrated teams (11 teams to support 220 individuals) plus 25% contingency
System Administrative Supports	\$0.2 million	
Scattered Site Unit Costs	\$0.7 million	Includes costs of rent supplements and support staff, plus 25% contingency
Total (Capital Infrastructure)	\$106 million	
Total (Annual)	\$9.5 million	

Table 5 illustrates a detailed breakdown of how to achieve the total units needed across the continuum of housing over a 3 year timeframe. The model estimates 220 units to be accommodated in new purpose built housing, while 30 units will be accommodated in scattered site market housing developments (with no upfront capital costs). The costs outlined represent a high level estimate based on available information and will continue to change to reflect market conditions around land and construction.

Table 5: Estimate of Capital Costs by Year

Housing Form	Number Needed in Community	Cost Per Unit	Total Capital Cost	Land Cost	Total Cost Per Building	Total Cost (includes 25% contingency)
YEAR 1 (2022)			_			
40 unit apartment style (purpose built)	2	\$287,639	\$11,505,541	\$2,301,108	\$13,806,649	\$34,516,624
10 unit townhouse style (purpose built)	2	\$351,385	\$3,513,847	\$702,769	\$4,216,616	\$10,541,540
Total People Supported Year 1	~100					\$45,058,164
YEAR 2 (2023)						
20 unit apartment style (purpose built	2	\$389,935	\$7,798,701	\$1,559,740	\$9,358,442	\$23,396,104
10 unit townhouse style (purpose built)	2	\$351,385	\$3,513,847	\$702,769	\$4,216,616	\$10,541,540
5 unit townhouse (purpose built)	2	\$351,385	\$1,756,923	\$351,385	\$2,108,308	\$5,270,770
Total People Supported Year 2	~70					\$39,208,414
YEAR 3 (2024)						
30 unit apartment style (purpose built)	1	\$299,626	\$8,988,766	\$1,797,753	\$10,786,519	\$13,483,148
10 unit townhouse style (purpose built)	1	\$281,457	\$2,814,567	\$562,913	\$3,377,481	\$4,221,851
5 unit townhouse (purpose built)	1	\$281,457	\$1,407,284	\$281,457	\$1,688,740	\$4,221,851
Total People Supported Year 3	~50					\$21,926,850
TOTAL CAPITAL	•					\$106,193,4

Assumptions

Land costs estimated at 20% of total capital costs

Unit costs based on comparable projects built by BC Housing in last 5 years in region

Table 6 illustrates the underlying assumptions used to determine the annual staff and support costs for the housing units. Annual salaries for clinical and non clinical positions are estimated, along with additional staff benefits and costs. The total annual cost for an integrated team of 6 professionals working full time consisting of 1 psychiatric nurse, 1 social worker, 1 Indigenous supporter, 2 peer navigator and 2 support workers is about \$550,000. In addition, it is anticipated that the overall administration, coordination and management of this system of housing will require 2 system administrator positions, valued at approximately \$180,000 per year. The scattered site staff supports include a case manager and a part time administrator.

^{- ~250} individuals in region with complex needs

³ year time frame to align with Journey Home Strategy (eliminate homelessness by 2024)

²²⁰ individuals in new, purpose built units; 30 individuals in scattered site market development units (no capital, only operating costs)

^{25%} contingency added to totals

Table 6: Estimate of Onsite Staffing Costs

Position	Annual Salary	Benefits & Other Costs	Total	Integrated Team
Psychiatric Nurse (RN)	\$77,760	\$38,880	\$116,640	For each housing unit, team consists of 1x Psychiatric
Social Worker (MSW)	\$73,920	\$36,960	\$110,880	Nurse (RN), 1x Social Worker, 1x Indigenous Supporter, 2x Support Workers, 2x Peer Navigators.
Indigenous Supports & Cultural Healing	\$70,000	\$35,000	\$105,000	
Peer Supporter	\$42,240	\$21,120	\$63,360	
Support Worker	\$51,840	\$25,920	\$77,760	
Total Cost for 1 Team			\$551,400	
System Administrator (x2)	\$60,000	\$30,000	\$180,000	Assumed that the entire system will require 2 administrators
Scattered Site Staff Supports				
Case Manager	\$75,000	\$37,500	\$112,500	
Part Time Administrator	\$30,000	\$15,000	\$45,000	

Table 7 illustrates the anticipated annual costs each year as more Complex Care Housing comes online, along with the assumptions for the number of integrated teams required for each type of housing unit.

Table 7: Onsite Teams by Housing Type and Associated Costs

Housing Form	Number Needed in Community	Number of Teams	Annual Cost
YEAR 1 (2022)			
40 unit αpartment style (purpose built)	2	4	\$2,459,040
10 unit townhouse style (purpose built)	2	1	\$614,760
Total People Supported Year 1	~100		\$3,253,800 (includes integrated teams and administration costs)
YEAR 2 (2023)			
20 unit apartment style (purpose built	2	2	\$1,229,520
10 unit townhouse style (purpose built)	2	1	\$614,760
5 unit townhouse (purpose built)	2	1	\$614,760
Total People Supported Year 2	~70		2,639,040 (includes integrated teams and administration costs)
YEAR 3 (2024)			
30 unit apartment style (purpose built)	1	1	\$614,760
10 unit townhouse style (purpose built)	1	0.5	\$307,380
5 unit townhouse (purpose built)	1	0.5	\$307,380
Total People Supported Year 3	~50		\$1,409,520 (includes integrated teams and administration costs)
Operating Costs Year 4 Onwards			\$8,677,950 (includes additional 25% contingency)

The costs associated with delivering scattered site units in market developments are summarized in Table 8. The costs assume there will be 1 case manager plus administration support working in years 1 and 2, while 2 case managers will be required from year 3 onwards.

35

Table 8: Scattered Site Costs

Housing Form	Number Needed Community	in	Monthly Cost Per Unit	Annual Unit	Cost	Per	Total
YEAR 1 (2022)	10		\$550	\$6600			\$66,000
Repair and maintenance							\$10,000
Total Y1 Costs							\$233,500 (includes staff costs)
YEAR 2 (2023)	20		\$550	\$6600			\$132,000
Repair and maintenance							\$20,000
Total Y2 Costs							\$375,500 (includes staff costs)
YEAR 3 (2024)	30		\$550	\$6600			198,000
Repair and maintenance							\$30,000
Total Y3 Costs							\$696,000 (includes staff costs)

The total yearly operating costs for the model are presented in Table 9. The total operating costs once the full model is operating across the region supporting 250 individuals with complex needs in housing is approximately \$9.1 million annually.

Table 9: Total Operating Costs

Total Costs Per Year	Housing with onsite teams	Scattered site housing	System Wide Administration	Total (includes 25% contingency)
Year 1 (2022)	\$3,073,800	\$233,500	\$180,000	\$4,359,125
Year 2 (2023)	\$5,532,840	\$375,000	\$180,000	\$7,610,425
Year 3 (2024)	\$6,762,360	\$696,000	\$180,000	\$9,547,950
Year 4 onwards				\$9,547,950

Anticipated Cost Savings

Reasonable assumptions about cost savings in the wider system can be made based on detailed cost effectiveness reviews of the At Home/Chez Soi trials. It should be noted however, that in reality savings do not translate dollar for dollar in other parts of the system directly to cost savings. For individuals receiving housing first supports and ACT services, the cost of intervention was reduced by 69% because of reduced strain on other services, including shelters, supportive housing, ambulatory visits, and incarcerations. For individuals enrolled in the program with ICM supports, cost of intervention was reduced by 46%.

Table 10: Anticipated Cost Savings

Support Element	Cost	Net Intervention (with savings)	Notes
ACT	\$1.5 million	\$0.5 million	Assumes 183 individuals (VAT of 4 or 5)
ICM	\$1 million	\$0.5 million	Assumes 24 individuals (VAT of 3)
Total (Annual)	\$2.5 million	\$1 million	

Fewer cost effectiveness studies are available for onsite health supports versus business as usual. Ottawa Inner City Health (upon which the ShelterCare model in Waterloo is based) identified savings of two dollars in associated services to every one dollar spent on shelter and supportive housing. Evaluation of this program suggests that for every dollar spent on providing

health care in shelter and supportive housing, two dollars are saved in paramedic and police services and emergency department visits.

Based on the proxy data available it is anticipated that an investment of approximately \$9.5 million annually on onsite and community-based health and associated supports for people with complex needs, there could be as much as 50% to 200% savings in the broader system of shelters, police, emergency services and judicial systems.

BC Housing has conducted Social Return on Investment (SROI) analysis for its supportive housing in BC. For every dollar invested in dedicated-site supportive housing in B.C., approximately four to five dollars in social and economic value is created.

Housing First with Supports Compared to Business as Usual



Based on the findings across 5 case studies, it is estimated that approximately half of the value generated through dedicated-site supportive housing returns to the government in cost reallocations due to decreased use of services such as emergency health services, justice services, hospital services, child welfare services,

and other social services such as homeless shelters and basic needs supports. Approximately 1% of the value is estimated to return to local communities and neighbourhoods where supportive housing buildings are located, through improved community wellbeing (such as fewer homeless individuals living on the streets) and increased local spending. The remaining value is experienced by residents and their families through increases in personal wellbeing (including improvements in mental and physical health), improved personal safety, ability to engage in employment, more disposable income, and increased connection to community. While this study did not look specifically at Complex Care Housing, it is anticipated there will be similar positive results from investments in this type of housing and supports.¹⁹

ACT Cost Effectiveness

Housing First alongside ACT supports is more cost effective than treatment as usual options for people with high to severe complex needs. The baseline annual cost for persons with mental illness and high needs was estimated as \$71,738. The median annual costs associated for each person receiving treatment as usual was \$56,084 (zero additional intervention costs).

For persons who received Housing First with ACT, the median annual costs per person were \$42,028 and intervention costs were \$20,367, for a total of \$62,395. Due to the reductions in costs of other services, the net intervention cost was brought down by 67% to \$6,311 in 69% of individuals, for a net annual cost per person of \$48,339. These program costs were reduced by two-thirds through meaningful savings on current services offered to individuals experiencing homelessness, including shelters, supportive housing, ambulatory visits, and incarcerations. The study found the intervention appeared cost-effective regardless of participant sex, alcohol or drug abuse or dependence, level of functioning, prior hospitalizations, or recent arrest history. ²⁰

Additionally, days of stable housing was 151.3 days more than the treatment as usual group — Housing First with ACT supporting individuals staying in stable housing longer and with fewer interventions. The cost for each additional day of stable housing was estimated at \$41.73 per participant (for a 69% chance that the intervention is cost effective). The likelihood that the intervention is cost-effective for a higher proportion of individuals goes up if the decision maker is willing to pay up to \$60 per night stably housed (80 per cent), and higher still at \$100 per night stably housed (100 per cent).²³

¹⁹ BC Housing Research Centre (2018), The Social and Economic Value of Dedicated-Site Supportive Housing in B.C., BC Housing.
20 Latimer, E., Rabouin, D., Cao, Z., Ly, A., Powell, G., Aubry, T., Distasio. L., Hwang, S., Somers, J., Bayoumi, A., Mitton, C., Moodie, E. & Goering, P. (2020). Cost-effectiveness of Housing First with assertive community treatment: Results from the Canadian At Home/Chez Soi trial. Psychiatric Services, 71(10), 1-11. Doi: 10.1176/appi.ps. 2020a0029
21 Ibid.

ICM Cost Effectiveness

In 2019, the cost effectiveness of participants receiving Housing First with intensive case management (ICM) interventions in the At Home/Chez Soi trial was assessed. Compared to treatment as usual, days of stable housing were higher in participants who received Housing First plus ICM interventions. The baseline cost for persons with mental illness and moderate needs is a median of \$53,015. The annual costs associated for each person receiving treatment as usual was a median of \$40,849 (zero additional intervention costs). For persons who received Housing First with ICM, the median annual costs per person were \$34,220 and intervention costs were \$14,496, for a total of \$48,716. Due to the reductions in costs of other services, the net intervention cost was reduced by 46% to \$7,868 in 95% of individuals, for a net annual cost of \$42,088.²²

4.2 COST OF STATUS QUO

There is significant evidence that beyond the human cost of homelessness, the economic cost of not addressing the identified systems gaps related to the provision of integrated housing and associated health supports for individuals experiencing complex needs will continue to require crisis responses at a cost to social, health care and justice systems. For persons struggling with both homelessness and severe mental illness and/or substance use, the annual costs of not addressing the systems gaps and remaining in a reactionary response are upwards of \$75,000.²³ This number assumes individuals are not accessing traditional services such as shelters, hospitals, community based health and housing services. Based on a study conducted with 950 homeless individuals with complex needs in 5 cities across Canada, the baseline cost of 'treatment as usual' (which includes use of shelters, hospitals, community based health and housing services) was between \$53-56,000 annually.²⁴

The costs associated with both no access to services and business as usual services from the At Home/Chez Soi study have been used as a proxy to estimate a range of cost of status quo in Kelowna. It is anticipated that the cost to address the system gap related to providing housing with supports for approximately 249 individuals with complex needs in the current system is between \$14M and \$18M annually.

Table 11: Anticipated Cost of Status Quo

Level of Complexity	Number of Individuals	Annual Cost (Assumes Access to BAU Services)	Annual Cost (Assumes No Access to Traditional Services)
Moderate (VAT Score of 3)	31	\$1.6 million	\$1.6 million
High (VAT Scores of 4 or 5)	218	\$12.2 million	\$16.3 million
Total (Annual)		\$13.8 million	\$17.9 million

²² Latimer, E., Rabouin, D. Cao, Z., Ly, A., Powell, G., Adair, C., Sareen, J., Samers, J., Stergiopoulos, V., Pinto, A., Moodie, E., & Veldhuizen, S. (2019). Cost-effectiveness of Housing First intervention with Intensive Case Management compared with treatment as usual for homeless adults with mental illness. JAMA Network Open, 2(8), 1-15. https://doi.org/10.1001/jamanetworkopen.2019.9782

²³ Cardenas, S., (2020, August 25). Housing-First strategy proves cost effective especially for the most-vulnerable homeless group, McGill University. https://www.mcgill.ca/newsroom/channels/news/housing-first-strategy-proves-cost-effective-especially-most-vulnerable-homeless-group-323879
24 \$53,000 for people with moderate complex needs, and \$56,000 for people with high severity complex needs.

4.3 COST COMPARISON

Individuals experiencing homelessness who have complex needs are not receiving the supports they require to attain and maintain stable housing. Failing to provide supports is a significant drain on community resources — in the central okanagan it is estimated to be upwards of between \$14 and \$18 million annually.

In contrast, it is estimated the annual costs of providing supports for people with complex needs is approximately \$9.5 million. These costs are considerably lower than the cost of status quo.

An approach to housing individuals with complex needs that incorporates

onsite health supports alongside complementary

community based health services can lead to a cost

savings of between \$4.5M and \$8.5M annually.

It should be noted the anticipated cost savings illustrate the business case benefits of investing in additional supports for individuals experiencing complex needs; however, they do not translate into direct budget reductions for emergency services, policing or crisis intervention services. These types of direct reductions are likely to be captured only once both comprehensive upstream prevention has taken place to address the root causes of homelessness, mental health or substance use challenges.

5.0 Advocacy Position

The Cities of Kelowna, Vernon, West Kelowna along with District of Lake Country, and Okanagan Indian Band seek to develop complex care services that provide a person-centred approach to address the complex needs of people with overlapping substance use and mental health challenges. The current inventory of housing and supports is not adequate to support or house these individuals within a system that also lacks formal social supports, cultural safety, and the provision of adequate economic means. By working at both the individual and systemic level, our coalition aims to support effective and integrated care in the homeless serving system, and also reshape ecosystems of services and health care. This involved building a range of housing forms coupled with onsite clinical and non-clinical supports as well as community based health supports. It is anticipated that once tested, this initiative can provide a scalable model across the province to support homeless individuals with complex needs attain housing as a foundation for stabilization.

Alignment with Provincial Government Priorities

To start, it is useful to contextualize our work establishing housing and supports for people with complex needs within the wider objectives of government. The provincial election in October 2020 and subsequent cabinet reshuffle created an opportunity for the government to refresh Ministry mandates and priority areas of focus. Two of four cross-cutting government priorities relate directly to housing people with complex needs:

- providing better health care for people and families;
- delivering affordability and security in our communities.

Four government Ministries have relevant jurisdiction and influence over supporting homeless individuals with complex needs attain and maintain stable housing with appropriate supports:

- Ministry of Social Development and Poverty Reduction: Committed to poverty reduction through building on the TogetherBC plan and creating a multi-sectoral Poverty Task Force, which may include exploring options for integrated housing,. shelter services as well as opportunities for jobs and skills training. They are tasked with working closely with the Attorney General and Minister responsible for Housing to address the needs of people experiencing homelessness, including those living in encampments. They are instructed to continue working on the Reimagining Community Inclusion Initiative to improve services for adults with intellectual and developmental disabilities. 25
- ▶ Ministry of Mental Health and Addictions: Lead work to provide an increased level of support including more access to nurses and psychiatrists for B.C.'s most vulnerable who need more intensive care than supportive housing provides by developing Complex Care housing. Other relevant priorities include expanding mental health intervention teams (such as ACT team), and respond to the opioid crisis..²6
- Ministry of Municipal Affairs: Committed to supporting the work of the Attorney General and Minister responsible for Housing to address the needs of people experiencing homelessness. They will also support local government responses to street disorder, cleanliness, public safety, and improve their ability to respond to challenges posed to businesses and neighbourhoods by homelessness..²⁷
- Ministry of Health: Tasked with supporting the work of the Attorney General and Minister responsible for Housing to address the needs of people experiencing homelessness. Committed to also working with the Ministry of Mental Health and Addictions to develop Complex Care Housing.
- Ministry of Housing and Attorney General: Committed to leading the province's housing strategy and working with other ministry partners to address homelessness. In addition, the Ministry is tasked with supporting the Ministry of Mental Health and Addictions to increase the level of support for B.C.'s most

²⁵ https://news.gov.bc.ca/files/SDPR-Simons-mandate.pdf

²⁶ https://news.gov.bc.ca/files/MMHA-Malcolmson-mandate.pdf

²⁷ https://news.gov.bc.ca/files/MUNI-Osborne-mandate.pdf

vulnerable who need more intensive care than supportive housing provides by developing Complex Care housing. 28

As it relates to the topic of housing and supporting individuals experiencing homelessness with complex needs, the overlapping priorities of the core government ministries are visualized in Figure 7. Ministry of Mental Health and Addictions priorities of establishing new Complex Care housing and supporting ACT team expansion are central to our topic, with supporting priorities of public safety, addressing needs of people experiencing homelessness, poverty reduction and improvements to services for adults with intellectual and developmental disabilities as important supporting items.

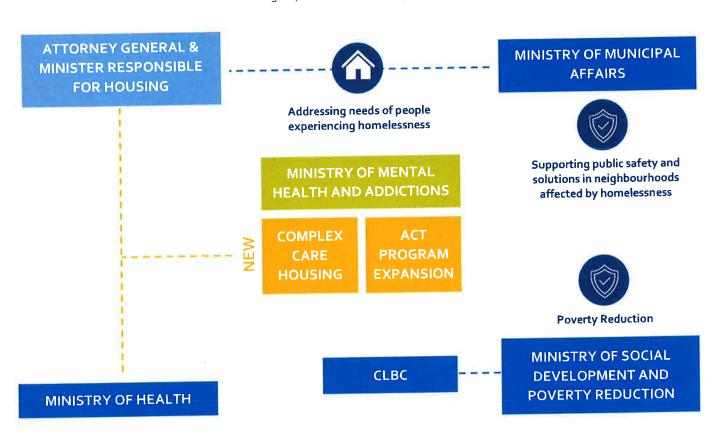


Figure 7: Government Ministry Priorities

What the government mandate letters makes clear is the intergovernmental nature of many of the priorities related to supporting people experiencing homelessness who have complex needs. In this way, the advocacy efforts must recognize the collaborative nature of priorities among Ministries and be targeted accordingly.

It should be noted that there are several other provincial initiatives underway that related directly to supporting people with complex needs attain and maintain stable housing:

A Pathway to Hope: Is a plan led by the Ministry of Mental Health and Addictions to begin transforming B.C.'s mental health and substance use service system from its current crisis-response approach to a system based on wellness promotion, prevention and early intervention where people are connected to culturally safe and effective care when they need it.

²⁸ https://news.gov.bc.ca/files/AG-Eby-mandate.pdf

Transforming Primary Care: The Ministry of Health is undertaking a process to transform the process of Primary Care in the province in order to better serve all people, including those who experience vulnerable circumstances as a result of complex needs and required coordinated services.

The following is a short 'advocacy brief' which outlines the project background, key details and opportunities, a high level project plan, and summary of how the work aligns with Ministry priorities. It is intended to be utilized as a standalone summary document.



BACKGROUND

The needs of individuals experiencing complex needs are going unmet in our communities. These individuals have overlapping mental and substance use disorders which often resulting them experiencing homelessness, and in their frequent use of crisis and emergency services. The current inventory of housing and supports is not adequate to support or house these individuals. Approximately 249 people without homes experience complex needs in Kelowna, West Kelowna and Vernon,

Complex Care Housing **ADVOCACY BRIEF**



DETAILS/OPPORTUNITIES

Journey HOME This initiative is an essential component of the City's Journey Home Strategy, and critical to the City achieving its goal of Functional Zero in homelessness by 2024.



Through promising practices research and insights drawn from service provider experience, this initiative proposes leading practices in how to address the housing support and health support needs of those with the most complex needs. The model introduces a variety of housing forms with onsite clinical and non-clinical supports alongside robust community-based health service teams.

\$9.5M

Investment of approximately \$9.5 million annually in housing and supports for individuals with complex needs is significantly less expensive than the cost of the status quo which totals between \$14 and \$18 million. Stabilizing individuals in long-term housing will result in additional benefits to society, such as reducing stigma, restoring hope and dignity, and in some cases support individuals returning to work or reducing dependency on other areas of the support system.



All municipalities are grappling with how to house and support individuals with complex needs. This initiative would be a major milestone for the Central Okanagan, and the Province.

PROJECT PLAN

Magnitude: Capital +/- \$106 million over 3 years | Operating +/- \$9.5 million per year

Construction / Retrofit of:



Apartments - 2 x 40 units; 1 x 30 units; 2 x 20





- Establish Onsite, Integrated Clinical / Non-Clinical Care Teams (including Indigenous based practitioners)
- Scale up Community-Based Health Supports (scale up ACT, establish ICM)
- Shift Service Provision Norms (re procurement, data sharing, integration of clinical and non-clinical teams etc.)

CURRENT STATUS

The City of Kelowna initiated the development of an evidence-based Advocacy Paper that involved understanding the scale of need in the community and cost considerations associated with a new model of care for people with complex needs. The City has since initiated a regional coalition that includes the City of Vernon, City of West Kelowna, District of Lake Country, , and Okanagan Indian Band. This advocacy position takes into consideration the needs of the region.

ALIGNING WITH THE MINISTRY

The Ministries of Housing, Social Development and Poverty Reduction, Health, and Mental Health and Addictions are tasked to collaboratively address the needs of people experiencing homelessness, while the Ministry of Mental Health and Additions is leading work to develop Complex Care housing that will provide an increased level of support – including more access to nurses and psychiatrists – for B,C.'s most vulnerable who need more intensive care than supportive housing provides.

MAKING CONNECTIONS

COMPLEX NEEDS



Honourable Nicholas Simons
Minister of Social Development and
Poverty Reduction



Honourable Josie Osborne
Minister of Municipal Affairs



Honourable Sheila
Malcolmson

Minister of Mental Health and
Addiction



Honourable David Eby
Attorney General and Minister responsible for Housing



Niki Sharma

Parliamentary Secretary for Community Development and Non-Profits

NOTES & FOLLOW UP INFORMATION

ADVOCACY & ALIGNMENT INSIGHTS

APPENDIX A - REFERENCES

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APPENDIX B: KELOWNA INTERVIEW SUMMARY

Date:

October 25, 2020

Subject:

People with Complex Needs Interview Summary

Overview

There were nine stakeholder organizations who participated in the phone interviews which took place between July and August 2020. The stakeholders are Canadian Mental Health Association, ARC Community Centre, Foundry, John Howard Society, Karis Support Society, NOW Canada, John Howard Society, A Way Home Kelowna, and Okanagan Boys and Girls Club, Ki-Low-Na Friendship Centre, Community Living BC – Kelowna.

The purpose of the interviews to understand service gaps for people with complex needs in the healthcare and housing system in Central Okanagan and considerations for unique characteristics of care and support to better support these individuals.

The interview guide and questions were developed in partnership with the Journey Home Kelowna and Homelessness Services Association of British Columbia (HSABC).

The following are key findings regarding people with complex needs in the Central Okanagan:

- A range of housing and support services are offered by the stakeholders
- Youth who have complex needs access different housing and support services than adults
- All stakeholders indicated that a minimum of 50% of the people they serve experience complex needs (as defined in the project).
- There is no housing that is designed specifically for people with complex needs
- There is a lack of staff equipped with the right training to support people with complex needs
- Historically there has been resistance to systemic change to support of people with complex needs
- Some people who experience complex needs may not be captured under the existing evaluation systems
- There are no transitional housing and supports available to integrate people with living experiences of complex needs back into the community
- There is a need to breakdown stigma around people with complex needs
- Growing number of people with complex needs
- Opportunity for collaboration and trust across delivery partners

A note on youth with complex needs:

While a few of the interview stakeholders provide housing and support services specifically for youth with complex needs, the findings in this report focus on adults with complex needs. This is because barriers and challenges experienced by adults with complex needs in accessing services may be different from youth with complex needs as the two systems offer different programs for the groups and are funded by separate provincial and federal ministries.

PROGRAMS OFFERED FOR PEOPLE WITH COMPLEX NEEDS IN THE CENTRAL OKANAGAN

A range of housing and support services are offered by the stakeholders.

The housing and support services programs in the Central Okanagan have different mandates and serve different groups in need. While some are focused on providing housing, others are focused on service provision only, and others may provide both. The services available include outreach and community inclusion activities for individuals with learning disabilities, home share models for individuals with disabilities, supportive housing, scattered site housing, emergency shelters for individuals experiencing homelessness, women's recovery programs and shelters.

Youth who have complex needs access different housing and support services than adults.

Some stakeholders provide support services to young adults and children ranging from 0 to 25 years of age. To name a few programs available for people with lived experience in Kelowna and in the Central Okanagan, there are the: Support Services for Families with FASD Program, Behaviour Assessment Support Services Program, Family-based Treatment Program, School Based Services, Collaborative Youth and Family Services. These programs are not be available for adults who do not meet the age eligibility.

All stakeholders indicated that a minimum of 50% of the people they serve experience complex needs (as defined in the project).

Whether the services offered are specific for individuals with complex needs or not, all stakeholders reported that a minimum of 50% of the people they serve experience complex needs. Many stakeholders described a high proportion of their clients as having complex needs (75% or higher). Some stakeholders noted that they were experiencing maximum capacity which indicates that there may be additional people with complex needs who are not captured. Severity of the needs, such as high or low needs, was not asked as part of the question.

People with complex needs are served by two different systems of housing and support services.

CHALLENGES AND BARRIERS ACCESSING SERVICES FOR PEOPLE WITH COMPLEX NEEDS IN CENTRAL OKANAGAN

There is no housing that is designed specifically for people with complex needs.29

There is no housing that is designed specifically for people with complex needs. Stakeholders described how housing programs do not have built-in services and considerations for people with complex needs, such as the ability to maintain their house during crises and the lack of supportive treatment programs. It was emphasized that many people with complex needs are in survival mode and require specialized treatment so that they are able to stay housed over time.

One stakeholder noted that location of housing for people with complex needs is also important. It was noted it can be difficult for individuals to stay calm in situations where many people (e.g. 30 or more) are in crises, which can increase tension between neighbouring properties and eventually lead to eviction. The Coordinated Access Table in Kelowna seeks to find the right service or housing to accommodate individuals who have nowhere else to go.

Note the interviews were completed prior to Ellis Place opening, which includes onsite supports for people with complex needs.

There is a lack of staff equipped with the right training to support people with complex needs.

For stakeholders who provide support services only, the client to staff ratio is high which makes it challenging to serve individuals with complex needs. This is often compounded by the lack of resources available who are trained to work with concurrent disorders (e.g. mental health challenges and substance use disorders). In emergency shelters, people with complex needs require a high level of attention from staff which makes it difficult for stakeholders to allow them to stay when organizational capacity levels are low.

Historically there has been resistance to systemic change to support of people with complex needs

The importance of accountability and a focus on outcomes, rather than outputs, from all levels of service providers including government entities and non-profit organizations – was noted. Stakeholders emphasized that a system of care allows for tailored approaches to support people with complex, and are much more effective than approaches that are solely focused on providing housing or clinical treatments only (e.g. the same acquired brain injury can affect 15 people in 15 different ways). One stakeholder noted how the current system does not move with the individuals. An individual may be in a "healthier place", but their medication and treatment plan are reflective of where they were, not where they are currently.

Stakeholders noted how organizational mandates, history, capacity, and lack of funding can make it difficult for those who want to shift the paradigm and allow for more flexibility to support people with complex needs. As a result of historic resistance, a stakeholder reported that organizations who work with people with complex needs may feel defeated and without options to support them.

"Currently we keep people alive, but do not really help them. We sustain their pain a bit longer."

- Interview Stakeholder

Some people who experience complex needs may not be captured under the existing evaluation systems

The existing evaluation systems for housing and support services may not be capturing all people with complex needs who require additional supports. Stakeholders noted that there is a service gap for individuals who are not screened for support services because they do not meet certain ratios (e.g. requirement of a low IQ score or developmental disability). This creates a big barrier for people who are not able to meet any of the criteria for individual support services, which leaves them without support. Where more flexibility is allowed in the evaluation, then the barrier may be lessened for people with complex needs to access services they require.

There are no transitional housing and supports available to integrate people with living experiences of complex needs back into the community

There is an identified service gap for people with complex needs who are recovering and are trying to reintegrate back into the community. Stakeholders described that there may be people with living experiences of complex needs (e.g. recovering from substance use disorders and mental health challenges) who are released from hospitals or institutions back onto the street with no supports. Specific barriers for individuals who are transitioning back into the community include lack of transportation to access services (which are primarily located in downtown Kelowna), a need for privacy to access services, lack of income, and lack of proper identification cards.

The lack of transitional supports can lead to a repetitive cycle of being institutionalized over and over again if there are no programs available for people with living experiences of complex needs to continue to develop skills. Stakeholders reported how being housed allows for people with living experiences of complex needs to attend their appointments, especially if there is someone to support them and navigate the system with them.

There is a need to break down stigma around people with complex needs

49

Stakeholders described how people with complex needs have experienced a lifetime of stigma within the services, systems, and communities they live in. This stigma makes it more difficult for people with complex needs to "come back" from that and reintegrate into community. One stakeholder has waived the client referral requirement which allows the client to access their services without having to pass through the referring agency, which lowers the access barriers, particularly for clients who may not feel safe going to the referring organization.

RECENT TRENDS REGARDING SUPPORTS FOR PEOPLE WITH COMPLEX NEEDS

Growing number of people with complex needs

The number of people with complex needs have increased over the years. Stakeholders reported how a proportion of individuals who are experiencing complex needs receive traditional supports but are unable to stay housed. There are the same people that cycle through the housing and health care systems. At the same time, stakeholders noted there are few resources in place to accommodate people with complex needs, and therefore the system get saturated quickly.

It was noted by stakeholders that the challenges faced by people with complex needs are more acute now with higher degrees of suffering (e.g. more people on the street). Stakeholders reported how this is compacted by several factors, such as funding restrictions; racism and discrimination; the re-emergence of stimulants, such as opioids and crystal meth; and income inequality. Some stakeholders observed that this is due to the lack of funding for affordable housing from several decades ago which has led to a lack of affordable purpose-built rental units in the community.

Opportunity for collaboration and trust across delivery partners

Stakeholders reported there are examples of collaboration to break down silos between community organizations and service providers to better serve people with complex needs. It was noted that the City of Kelowna, BC Housing and Interior Health Authority have invested resources into collaborating around affordable housing and getting involved in social issues faced by more vulnerable groups in the community. Several local service and housing programs, including one to one support services, were noted as successful models and initiatives. Stakeholders also reported that there is a big move towards harm reduction, person-centered, disability informed approaches to care. However, it was reported by stakeholders that there is competition among non-profit service providers due to the nature of request for proposal bids.

EMERGING PRACTICES TO SUPPORT PEOPLE WITH COMPLEX NEEDS IN THE CENTRAL OKANAGAN

The following were identified by stakeholders as practices they are undertaking or emerging to support people with complex needs:

- Providing a 1 to 1 client to staff model to help stabilize people with complex needs who may have been evicted from other places
- Harm reduction approach and/or Housing First approach when providing services
- No curfew for emergency shelter which allows individuals to leave and return according to their schedule
- Case management team, which includes a psychiatric nurse and two social workers, to help service users out
- Help people with complex needs to navigate services, by connecting them to other service providers so that they
 can build and maintain those relationships themselves
- Referrals for services are expanded beyond public entities to community organizations, families and friends.
- Individuals use income assistance to budget and pay for housing and all recovery items, such as warm up card for
 personal shopping and bus pass. If financial capacity not available, alternative funding is found.

PRELIMINARY IMPACTS OF THE COVID-19 PANDEMIC ON PEOPLE WITH COMPLEX NEEDS IN THE CENTRAL OKANAGAN

Stakeholders were asked to describe any changes in the number of people with complex needs over the last few months during the COVID-19 health crisis. Overall, stakeholders noted anecdotally that there were no significant changes in the number of people with complex needs. However, it was noted that meeting social needs have been very challenging and those who were the most vulnerable continue to be impacted the most. Emergency shelters cannot have service providers and supports visiting and client interactions have decreased as staffing levels lowered.

Those who stay in scattered sites and Housing First programs now receive less visitors, and the need to wear personal protective equipment (PPE) can establish an institutionalized feeling. While there are fewer beds available in shelters, some individuals have shown to be resilient and have benefited from smaller group settings due to social distancing measures. It was reported that the programs that were introduced at the start of the pandemic have been implemented very quickly and that people with complex needs have a more difficult time with self-isolation. Some individuals did not feel safe going indoors to stay in emergency shelters which led to sanctioned encampments. However, social distancing is not maintained at the camps and some individuals felt they were not safe.

APPENDIX C: VERNON INTERVIEW SUMMARY

Date:

March 3, 2021

Subject:

Complex Needs Advocacy Paper – Vernon Service Provider Interview Summary

Overview

There were eight stakeholder organizations (and 11 respondents) who participated in the **phone** interviews which took place in **January and February 2021**. The stakeholders are as follows: The Canadian Mental Health Association, Turning Points Collaborative/Street Clinic, Interior Health, The City of Vernon, The Ministry of Social Development and Poverty Reduction, Vernon Community Corrections, The RCMP, and Upper Room Mission.

The purpose of the interviews is to understand service gaps for people with complex needs in the healthcare and housing system in Vernon, and to gain insights into considerations for unique characteristics of care and support to better support these individuals.

This work is part of a larger regional initiative – the Complex Needs Advocacy Paper – begun in the City of Kelowna to understand the service gaps and appropriate models for housing and health supports for individuals who experience homelessness who have complex needs. As a result, the interview guide and questions mirror those used during the interviews with City of Kelowna service providers, and were developed in partnership with the Central Okanagan Journey Home Society and Homelessness Services Association of British Columbia (HSABC).

The following are key findings regarding people with complex needs in Vernon:

- A range of housing and support services are offered by the stakeholders with complex needs.
- The majority of stakeholders indicated that a minimum of 50% of the people they serve experience complex needs (as defined in the project).
- The current housing support system does not adequately serve people with complex needs.
- Staff need to be equipped with the right training to support people with complex needs.
- There is a stigma around people with complex needs.
- Having specialized supports can help to address barriers.
- There is a growing number of people with complex needs.
- Housing availability is a key area of concern.
- Young people are increasingly presenting with complex needs.
- There is heightened awareness of the need to support individuals with complex needs, and some service providers are increasing their services and supports.
- People experiencing vulnerable circumstances continue to be impacted by the Covid-19 pandemic.

A note on youth with complex needs:

While a few of the interview participants provide housing and support services specifically for youth with complex needs, the findings in this report focus on adults with complex needs. This is because barriers and challenges experienced by adults with complex needs in accessing services may be different from youth with complex needs as the two systems offer different programs for the groups and are funded by separate provincial and federal ministries.

PROGRAMS OFFERED FOR PEOPLE WITH COMPLEX NEEDS IN VERNON

A range of housing and support services are offered by the stakeholders.

The housing and support services programs in Vernon have different mandates and serve different groups in need. While some are focused on providing housing, others are focused on service provision only, and others may provide both. The services available include emergency shelters for individuals experiencing homelessness, opioid treatment, employment counselling, overdose prevention and harm-reduction programs, substance use outreach, case management, community education programs (e.g. school outreach), mental health and public health programs, community policing and crime reduction, crisis support, and peer support programs. Tertiary and psychosocial community residence support programs are available as well.

The majority of stakeholders indicated that a minimum of 50% of the people they serve experience complex needs (as defined in the project).

Whether the services offered are specific for individuals with complex needs or not, 9 out of 11 stakeholders estimated that a minimum of 50% of the people they serve experience complex needs. Seven stakeholders described a high proportion of their clients as having complex needs (80% - 100%). It was reported that it in outreach work, it can be difficult to determine accurately how many individuals experience complex needs. Stakeholders were not asked to comment on the severity of individuals experiencing complex needs (such as high or low needs, for example).

CHALLENGES AND BARRIERS ACCESSING SERVICES FOR PEOPLE WITH COMPLEX NEEDS IN VERNON

The current housing support system does not adequately serve people with complex needs.

The current housing support and community health system does not adequately serve people with complex needs. Stakeholders described an increase of behavioural issues that result in clients being banned from various programs and services, including being banned by health authorities and landlords. Some clients display behaviours that are a disruption to other clients and community members. It was noted that some clients do not feel safe staying in shelters, or being in group settings as a result of safety issues – as a result, some choose to remain sheltering outside or living in encampments.

Stakeholders reported that a lack of transportation can be a barrier in terms of access to health services. This is problematic as people are often expected to go into clinics / physical locations to receive services. In addition, it was noted that clients may feel stigmatized while accessing services at local hospitals.

For those experiencing homelessness, a few respondents reported that clients may find themselves in and out of jails and hospitals. Experiences of individuals can be chaotic and those who are sleeping in rough conditions may relocate, and fall through the cracks without their care being prioritized. It was also noted that time management is challenging for some individuals. They may miss or be late for appointments and court hearings. Some are unable to maintain a job, and others engage in activities that lead to incarceration. In order to better serve these clients, the focus needs to shift towards safe supply (e.g. prescribing substances through safe supply) and housing. Those who have the most complex needs must have access to a variety of services.

Staff need to be equipped with the right training to support people with complex needs.

For stakeholders who provide support services to clients with behavioural challenges, it was noted that de-escalation does not always work. Behaviours are becoming more complex as individuals use substances that previously did not exist. Aggression or disruptive behaviour can pose problems for large group work, and the needs of staff must be taken into consideration. It was noted that staff have educational backgrounds in human services, but they can bring in personal biases and values. Staff retention was a reported challenge as well.

There is a stigma around people with complex needs.

One stakeholder described a situation in which clients with complex medical needs (in addition to substance use) may need antibiotics three times a day – they would need to visit a hospital multiple times a day, and they feel stigmatized. In addition, it was noted that people may be turned down for housing – some are not even given appointments for rental property viewings. People who experience complex needs are stigmatized by society as a whole.

Having specialized supports can help to address barriers.

In order to address current challenges, stakeholders note that an effort is being made to work with outreach teams who can connect individuals with primary health care services. In addition, one organization ensures nurses are on site to provide services like wound care, counselling assessments, and referrals. The City of Vernon created the *Folks on Spokes* program in which peer workers are engaged in order to work collaboratively and help to reduce stigma. It was also noted that the City of Vernon has a Vernon Survival Guide which includes information on food, shelter and Covid-19 updates.

In terms of addressing barriers, there is a general need for better housing options, increased resources, and staff training. The following specialized supports were identified: increased community-based detox and treatment programs, more progressive hands-on facilities, increased after care programs, introducing peer navigators within hospitals, facilities with a high level of surveillance, FASD assessments, and specific education related to trauma.

In addition, several interview participants highlighted the need for a safe supply of substances, which would reduce antisocial behaviours, use of the corrections system, and significantly reduce the stress levels of individuals. For individuals with severe mental health challenges, prescribing substances through safe supply is the more humane approach.

RECENT TRENDS REGARDING SUPPORTS FOR PEOPLE WITH COMPLEX NEEDS

There is a growing number of people with complex needs.

The number of people with complex needs have increased over the years. One stakeholder noted anecdotally that fentanyl addiction is more profound now, and with the changes in potency, methadone does not work as a viable alternative. Opioid use has increased, along with health issues, and overall complex needs. Stakeholders noted an increase of families who are homeless - possibly forced out of stable living environments. It was also reported that Indigenous individuals are overrepresented in the terms of the number of people experiencing complex needs. The connection between complex needs and behavioural challenges was reported as a trend as well – there has been an increase in public drug use and volatile behaviour which impacts the types of resources that individuals can access. Programs and services were reported to be at maximum capacity, despite the ebbs and flows of caseloads.

It was also noted that the overall population in the city is increasing, and overall poverty within the community exists, especially among families, single mothers, and children. Housing affordability, job loss, depression and addiction were reported as invisible factors related to complex needs.

Housing availability is a key area of concern.

Stakeholders reported that shelters are often the only available option for those with complex needs (even for individuals who are capable of living independently), as there is an overall lack of affordable housing in the community. It was also noted that there has been a decrease in Single Room Occupancy (SRO) style housing, and the majority of individuals receive income assistance that is much lower than what is required for market rent.

"For someone with complex needs, there is next to nowhere for them to find permanent housing currently."

Interview Stakeholder

Young people are increasingly presenting with complex needs.

Anecdotally, stakeholders reported increased substance use rates among youth. Younger individuals are presenting complex needs, and this is apparent with those who are aging out of care / support programs. When this happens, a significant safety net for youth is removed, and can severely disrupt their lives.

There is heightened awareness of the need to support individuals with complex needs, and some service providers are increasing their services and supports.

Throughout the community, there is increasing awareness, and in some cases, ability, to support people experiencing homelessness who have complex needs. For example, Vernon City Council has provided additional funding to support the needs of homeless populations. As well, bylaw officers are shifting from an enforcement approach to incorporate perspectives from social work, and officers are being trained in mental health first aid. These trends highlight the importance of raising awareness and understanding of the unique needs of people with complex needs. One stakeholder noted a heightened ability to meet people where they are, in terms of offering services, and the creation of a specific substance abuse working group for pregnant women.

BEST PRACTICES TO SUPPORT PEOPLE WITH COMPLEX NEEDS IN VERNON

The following were identified by stakeholders as practices they are undertaking or emerging to support people with complex needs:

- Creating strong peer support programs to help people with complex needs.
- Ensuring that motels are available for temporary housing.
- Effective collaboration and communication between service provider organizations, government, social workers and mental health practitioners, health services, and law enforcement even before issues arise.
- Organizations pooling resources and advocating together to meet the individual needs of clients, and the needs of the community.
- Employing transparency and a social justice lens in their work.
- In Vernon, supports for those impacted by homelessness are within walking distance of one another.
- The RCMP created two full-time positions for Downtown Enforcement this provides an opportunity to get to know the community.
- The creation and continuation of the Camp Okanagan Outreach Liaison Team (COOL Team) this team was
 developed to ensure individuals living in encampments are connected to appropriate services.
- Excellent community connections: if an officer encounters someone who is in crisis / seeking medical attention, they will know who to connect with.

PRELIMINARY IMPACTS OF THE COVID-19 PANDEMIC ON PEOPLE WITH COMPLEX NEEDS IN VERNON.

Stakeholders were asked to describe any changes in the number or needs of individuals with complex needs over the last few months during the COVID-19 health crisis. Overall, stakeholders noted anecdotally that there have been significant changes for clients, as availability of support programs was negatively impacted by Covid-19.

Meeting the needs of clients has been very challenging as various services such as drop-in programs came to a halt in the early stages of the pandemic. The respondents reported an increase of overdoses, a reduction in vital in-person services, an increased strain on staff, and less places for vulnerable people to go during the day. With Covid-19, bylaw officers were also seeing additional cash on the street, leading to increased drug use. It was also noted that there is an increased need for hospital care, but less inpatient treatments and referrals, as hospitals face pressure to serve those impacted by Covid-19. Wait times for community-based referrals have increased as well. More recently, various programs have restarted, but are currently taking place virtually (by computer, phone, or text) - this can be challenging if clients do not have access to appropriate technology / resources.

However, with the Covid-19 pandemic, additional funds were provided to low-income populations, and BC Housing worked to create temporary shelters in partnership with hotels. This has led to fewer people sleeping in rough conditions. Despite these positive changes, individuals and communities experiencing vulnerable circumstances continue to be impacted by the Covid-19 pandemic.

APPENDIX D: WEST KELOWNA INTERVIEW SUMMARY

Date:

April 12, 2021

Subject:

Complex Needs Advocacy Paper – West Kelowna Service Provider Interview Summary

Overview

There were five stakeholder organizations West Kelowna who participated in the **phone** interviews which took place in **March 2021**. The stakeholders from West Kelowna are as follows: West Kelowna Shelter Society, PIERS (Partners in Resource), Central Okanagan Food Bank – Central Office, Turning Points - West Kelowna Shelter, Westbank First Nation and Interior Health.

The purpose of the interviews is to understand service gaps for people with complex needs in the healthcare and housing system in West Kelowna, and to gain insights into considerations for unique characteristics of care and support to better support these individuals.

This work is part of a larger regional initiative – the Complex Needs Advocacy Paper – begun in the City of Kelowna to understand the service gaps and appropriate models for housing and health supports for individuals who experience homelessness who have complex needs. As a result, the interview guide and questions mirror those used during the interviews with City of Kelowna service providers, and were developed in partnership with the Central Okanagan Journey Home Society and Homelessness Services Association of British Columbia (HSABC).

The following are key findings regarding people with complex needs in West Kelowna:

- 1. There are a range of support services are offered by service providers in West Kelowna.
- 2. The majority of stakeholders indicated that a minimum of 50% of the people they serve experience complex needs (as defined in the project).
- 3. There is a lack of critical services for those with complex needs in West Kelowna.
- 4. Clients face restrictions in terms of accessing services.
- 5. There is a lack of collaboration among organizations, and inadequate staff training.
- 6. There is a stigma around people with complex needs.
- 7. There is a growing need for community-based supports in West Kelowna.
- 8. Housing availability is a key area of concern.
- 9. Young people are increasingly presenting with complex needs.
- 10. Additional government support is required to better support individuals with complex needs.
- 11. People experiencing vulnerable circumstances continue to be impacted by the Covid-19 pandemic.

A note on youth with complex needs:

While a few of the interview participants may provide housing and support services for youth with complex needs, the findings in this report focus on adults with complex needs. This is because barriers and challenges experienced by adults with complex needs in accessing services may be different from youth with complex needs as the two systems offer different programs for the groups and are funded by separate provincial and federal ministries.

PROGRAMS OFFERED IN WEST KELOWNA

A range of support services are offered by the stakeholders in West Kelowna.

The support services programs in West Kelowna have different mandates and serve various groups in need. While some are focused on providing temporary shelter, others are focused on service provision only, and others may provide both. The available services include emergency shelters for individuals experiencing homelessness, transitional housing programs, wellness teams, counselling, food provision services, health services including doctor and pharmacist visits, outreach services, harm reduction, life skills and behaviour modification support, pre-employment programs, transit support, case management, overdose prevention services, and supervised consumption sites. Despite these services, a key gap is specific health services to support mental health and substance use challenges – services critical to supporting individuals with complex needs.

The majority of stakeholders indicated that a minimum of 50% of the people they serve experience complex needs (as defined in the project).

Whether the services offered are specific for individuals with complex needs or not, 5 out of 6 stakeholders estimated that a minimum of 50% of the people they serve experience complex needs. Four stakeholders described a high proportion of their clients as having complex needs (80% - 100%). Stakeholders were not asked to comment on the severity of individuals experiencing complex needs (such as high or low needs, for example).

CHALLENGES AND BARRIERS ACCESSING SERVICES FOR PEOPLE WITH COMPLEX NEEDS IN WEST KELOWNA

There is a lack of critical services for those with complex needs in West Kelowna.

The current housing support and community health system in West Kelowna system does not adequately serve people with complex needs. Stakeholders noted a lack of emergency health services and little to no mental health and substance use programs available in the community (e.g. psychiatric services or injection therapy). There is often a need to travel to access services in Kelowna, as they are not available in West Kelowna. In addition, there is a shortage of detox and treatment facilities — the wait for treatment can often be over six months. This makes it difficult for clients active in recovery and sobriety without appropriate resources and supports.

This is further complicated by a lack of transportation in these communities, which was reported as a barrier in terms of access to health services. Clients are unable to access the services they need, or make it to important appointments. It is also difficult for clients to find motivation to seek it services that are not located within their community. It was noted that in some cases, caseworkers are located in Kelowna, and individuals must travel to meet them, but are effectively unable to.

It was reported that many individuals have difficulty navigating through professional settings (e.g. medical offices, probation appointments, banks, etc.), and clients often have to advocate for themselves if they are unable to secure program referrals.

Clients face restrictions in terms of accessing services.

Stakeholders reported that there are various restrictions that may make it difficult for those with complex needs to access important services. One respondent noted that clients must provide two pieces of identification and proof of residency in the central Okanagan in order to access food bank services. Those who do not have identification are unable to access this

service. Lack of internet and technology (e.g. mobile phones and/or laptops) also restrict community members from accessing online resources and tools.

Clients may also face bans from programs and services, which complicates their ability to find support. In addition, it was noted that in order to qualify for supportive housing, clients must leave the community and go to Kelowna. This is problematic for those who do not want to leave family, friends and connections behind.

There is a lack of collaboration among organizations, and inadequate staff training.

One stakeholder who provides support services to clients with complex needs indicated that it is difficult to collaborate and communicate with government health authorities in relation to the wellbeing and safety of clients. An example was provided in which a client with dementia was discharged into homelessness after a lung surgery. The client was not provided with adequate support.

Difficulties with law enforcement units were also raised. It was noted that the Police and Crisis Team (PACT) team does not respond to calls in West Kelowna, and RCMP at times have responded to mental health calls with brute force, as opposed to using de-escalation techniques.

Stakeholders report that clients in shelter care are often not connected to the services they require, such as income assistance. This can be attributed to a lack of staff training, and an overall system failure. It was also noted that in most shelter settings, there are no medical or nursing supports in place. As the needs of clients intensify, it is made clear that staff are not well equipped to appropriately support them.

There is a stigma around people with complex needs.

Those who experience complex needs are often stigmatized in society. One stakeholder described a situation in which a client with a substance use disorder may find it very difficult to access mental health services. It was noted that if hospitals know that the person is under the influence of a substance, they categorize them as having a substance use disorder, and that drastically changes the trajectory of help and services provided. Fear of judgement was also mentioned as a key concern for clients. It was noted that families may be reluctant to seek out supports due to fears of having their children taken away.

RECENT TRENDS REGARDING SUPPORTS FOR PEOPLE WITH COMPLEX NEEDS IN WEST KELOWNA

There is a growing need for community-based supports in West Kelowna.

The level of services required to support those with complex needs has increased in these communities. One stakeholder noted anecdotally that fentanyl addiction is increasing in complexity as the drugs are now stronger, more unpredictable, and addictive. The drug supply is toxic and can lead to increased overdoses, especially among youth populations who are ending up in shelters more often. It was also noted that opioid use has significantly increased, along with overdose deaths. Stakeholders also reported that foodbank usage has surged. Additionally, those who are experiencing homelessness in West Kelowna have a very strong community, and it is difficult for them to move to another city to access services - it is vital to have services they can access in their own communities.

Housing availability is a key area of concern.

Stakeholders reported that the availability of safe and affordable housing is a key challenge in West Kelowna. Vacancy rates are below 1%, and this makes it difficult or near impossible to secure housing. It was noted that rental properties are highly competitive, landlords discriminate against those receiving social supports, and credit checks (to secure rental units) are

increasing in popularity. Despite the development of more supportive housing units, the need for safe housing continues to grow, as the number of those who are facing homelessness also increases.

Young people are increasingly presenting with complex needs.

It was reported that younger individuals are accessing toxic drug supplies and exposing themselves to high risk situations. One stakeholder noted key consequences for youth including repeated overdoses or substance induced psychosis. It was explained that in previous years, shelter clients were generally older and more likely to have alcohol use disorder, but young people are now presenting with opioid and meth use disorders. Shelters are seeing this change in population. In addition, it was noted that there is a lack of awareness about child development needs.

Additional government support is required to better support individuals with complex needs.

Stakeholders made it clear that government bodies need to provide more housing options, transportation services, and localized programs / services for individuals in their communities. There is a lack of knowledge, understanding, and trust in government and school systems.

In order to better serve those with complex needs, it would be beneficial for government organizations to support capacity building, and develop partnerships with community organizations, create dedicated community spaces, bring detox and treatment centres into the community, increase Indigenous programming, enact caps for rental amounts or increase rental subsidies, and increase health services / programs that are rooted in the community.

"There needs to be spaces that specifically are able to address mental health and substance use challenges. They (governments) also must address physical and medical needs because currently this is a huge gap." - Interview Stakeholder

BEST PRACTICES TO SUPPORT PEOPLE WITH COMPLEX NEEDS IN WEST **KELOWNA**

The following were identified by stakeholders as practices they are undertaking or emerging to support people with complex needs:

- Increased relationship-building and collaboration with community partners including BC Housing, law enforcement, and shelter services.
- Collaboration with partner organizations and agencies to advocate for the needs of their clients and communities.
- Employing a housing-first model to ensure clients are housed, and can access the services they need. This also helps to encourage independence.

PRELIMINARY IMPACTS OF THE COVID-19 PANDEMIC ON PEOPLE WITH **COMPLEX NEEDS IN WEST KELOWNA**

Stakeholders were asked to describe any changes in the number or needs of individuals with complex needs over the last few months during the COVID-19 health crisis. Overall, stakeholders noted anecdotally that there have been significant changes for clients, as community need increased during the Covid-19 pandemic.

Meeting the needs of clients has been very challenging as various support workers (nurses, volunteers, outreach workers, counsellors, and doctors, etc.) are unable to physically enter shelter settings (at all, or often) as a result of the ongoing

pandemic. Covid-19 has also created a situation in which in-person services and community connections have been negatively impacted and staff are unable to pick up individuals who are living transiently. Stakeholders report that there are no longer places to gather, increased loneliness among seniors and those who lack social interaction, and restrictions in terms of access to bathrooms.

However, with the Covid-19 pandemic, additional funds were provided which created an increase of shelter beds, funding for a Covid-19 wellness program, the ability to provide personal protective equipment, and drop-off food provision programs. One stakeholder noted that they are making changes to service delivery by introducing hybrid (virtual)) programming along with small group sizes. Despite these positive changes, individuals and communities experiencing vulnerable circumstances continue to be impacted by the Covid-19 pandemic.

APPENDIX E: DISTRICT OF LAKE COUNTRY INTERVIEW SUMMARY

Date:

April 23, 2021

Subject:

Complex Needs Advocacy Paper – Lake Country Service Provider Interview Summary

Overview

There was one stakeholder organization from Lake Country who participated in the phone interview which took place in April 2021. The stakeholder from Lake Country was Lake Country Food Assistance Society. The purpose of the interviews was to understand service gaps for people with complex needs in the healthcare and housing system in Lake Country, and to gain insights into considerations for unique characteristics of care and support to better support these individuals.

The project team reached out to several other organizations with limited engagement in scheduling additional interviews:

- Lake Country Health Planning Society: The outreach program is no longer part of their services. There has not been any request for outreach services since August. There was a small group of people 'living rough' at a closed/abandoned motel site for a time, but our team worked with these individuals to get them access to appropriate services and housing, mostly in Kelowna."
- Society of Hope: The Society of Hope provides independent living to seniors, families and women in short term housing with, or without, children. The Society does not provide any supportive housing. The Society rarely comes into contact with individuals with complex needs.
- Lake Country Church: Have helped some people in the past but not clear if it is part of our mandate.

This work is part of a larger regional initiative - the Complex Needs Advocacy Paper - begun in the City of Kelowna to understand the service gaps and appropriate models for housing and health supports for individuals who experience homelessness who have complex needs. As a result, the interview guide and questions mirror those used during the interviews with City of Kelowna service providers, and were developed in partnership with the Central Okanagan Journey Home Society and Homelessness Services Association of British Columbia (HSABC).

The following are key findings regarding people with complex needs in Lake Country:

- 12. Food provision and food recovery services are available for those with complex needs.
- 13. A minimum of 25% of the people served by the organization experience complex needs (as defined in the project).
- 14. There is a lack of critical services for those with complex needs in Lake Country.
- 15. Communication challenges are a key barrier.
- 16. Housing availability is a key area of concern.
- 17. Young people are increasingly presenting with complex needs.
- 18. Additional government support is required to better support individuals with complex needs.
- 19. People experiencing vulnerable circumstances continue to be impacted by the Covid-19 pandemic.

PROGRAMS OFFERED FOR PEOPLE WITH COMPLEX NEEDS IN LAKE COUNTRY

Food provision and food recovery services are available for those with complex needs.

Social service programs in Lake Country have different mandates and serve various groups in need. The participating organization noted that they provide food provision and food recovery services (distributing food from local grocery stores). In addition to this, they provide guidance to clients and connections to other programs and services.

A minimum of 25% of the people served by the organization experiences complex needs (as defined in the project).

Whether the services offered are specific for individuals with complex needs or not, the stakeholder indicated that about 25% of the populations they serve have complex needs. It was noted that within Lake Country, they may serve 500 individuals per month. Stakeholders were not asked to comment on the severity of individuals experiencing complex needs (such as high or low needs, for example).

CHALLENGES AND BARRIERS ACCESSING SERVICES FOR PEOPLE WITH **COMPLEX NEEDS IN LAKE COUNTRY**

There is a lack of critical services for those with complex needs in Lake Country.

The current housing support and community health system in Lake Country system does not adequately serve people with complex needs. The stakeholder noted a lack of affordable housing, and localized services / programs for community members. Individuals must go to Kelowna in order to access services. It was noted that transportation is not adequate in this community. The bus runs just twice a day and as a result, clients are unable to access food bank services.

Communication challenges are a key barrier.

It was reported that clients may not have access to phones (personal / mobile phones, or pay phones), and this makes communication and access to support very difficult. The stakeholder indicated that they try to reach out to clients, but this can be very challenging for those who do not have telephone access.

RECENT TRENDS REGARDING SUPPORTS FOR PEOPLE WITH COMPLEX NEEDS LAKE COUNTRY

Housing availability is a key area of concern.

The stakeholder reported that housing is extremely expensive in Lake Country. A one-bedroom unit can cost \$1,200 per month. Many individuals in the community are couch-surfing or living transiently, which makes it difficult to secure housing.

Young people are increasingly presenting with complex needs.

Younger individuals are presenting with chronic issues, and it was noted that youth are at increasingly high risk. Especially in situations of existing crisis, there is often a lack of available support.

Additional government support is required to better support individuals with complex needs.

The stakeholder made it clear that government bodies need to provide support to ensure local programs are available. At present, there are no local services for community members. Lake Country currently has one social worker – they require more social work support and increased capacity in this area. Government bodies also need to provide additional support in the area of transportation. It was noted that funding allocations for Lake Country need to be revisited.

"There are no services in the community... There is nothing, and there are people sleeping rough."

— Interview Stakeholder

BEST PRACTICES TO SUPPORT PEOPLE WITH COMPLEX NEEDS IN LAKE COUNTRY

The following were identified by stakeholders as practices they are undertaking or emerging to support people with complex needs:

- Foster strong community connections the small community size ensures that community members get to know one another.
- Church-based organizations provide important support in the community.

PRELIMINARY IMPACTS OF THE COVID-19 PANDEMIC ON PEOPLE WITH COMPLEX NEEDS IN LAKE COUNTRY

Interview participants were asked to describe any changes in the number or needs of individuals with complex needs over the last few months during the COVID-19 health crisis.

It was reported that Covid-19 has created a situation in which in-person services and community connections have been negatively impacted. The stakeholder indicated that without being able to see clients in person, it has been difficult to understand the true needs of clients and communities. In addition, as a result of the pandemic, there is no longer a place for clients to come together or gather.

However, with the Covid-19 pandemic, the organization has been able to increase food deliveries by 450%. Despite this positive change, individuals and communities experiencing vulnerable circumstances continue to be impacted by the Covid-19 pandemic.

APPENDIX F: INTERVIEW GUIDE

Introduction

The City of Kelowna along with City of Vernon, City of West Kelowna, District of Lake Country and Okanagan Indian Band are working with local partners in the Central Okanagan Region to better understand the scale of individuals with complex needs in West Kelowna, and the unique characteristics of care and support that should be considered to better support these individuals.

We acknowledge that complex needs vary from individual to individual and are defined differently across agencies and service providers. For the purposes of this research, people with "complex needs" are described generally as individuals experiencing overlapping mental and substance use disorders often resulting in homelessness and being frequent users of crisis and emergency services.

More specifically, complex needs can be defined as:

- A person with 'complex needs' is someone with two or more needs affecting their physical, mental, social or financial wellbeing.
- Such needs typically interact with and exacerbate one another leading to individuals experiencing several challenges simultaneously.
- These needs are often severe and/or long standing, often proving difficult to ascertain, diagnose or treat.
- Individuals with complex needs are often at, or vulnerable to reaching crisis point and experience barriers to
 accessing services; usually requiring support from two or more services/agencies.

We will not attribute any specific comments to you. However, we will include a list of the individuals and organizations that were interviewed as part of this study in the final report. Does this work for you? Do you have any questions before we begin?

Interview Questions:

- 1. Can you please describe the programs your organization offers and who you serve? Do you have specific programs that work with individuals with complex needs?
- 2. Please provide an estimate of the number of individuals with complex needs who access your services on any given month.
- 3. How do you and your organization define an individual with complex needs?
- 4. Can you describe the challenges or barriers that individuals with complex needs face in terms of accessing the services they require? Do you have specific programs that work with individuals with complex needs?
- 5. Are there specific programs or services offered by your organization to help meet / address these specific challenges and barriers?
- 6. What changes has your organization observed in the number or needs of individuals with complex needs over the last few months, specifically during the COVID-19 health crisis?
- 7. How has COVID-19 affected your ability to provide services to individuals with complex needs in particular?
 - Are there any emerging practices that are showing signs of success?
- 8. Have you noticed any trends in recent years (e.g. last 5 years) in the number of individuals with complex needs?
- 9. What do you think should be done at a municipal/ provincial/federal level to better address the challenges people with complex needs face?
- 10. What does the Central Okanagan do well in regards to supporting individuals with complex needs?
- 11. Further comments.

APPENDIX G: RURAL / SMALL COMMUNITY RESPONSES

Date:

April 23, 2021

Subject:

Complex Needs Advocacy Paper – Rural/Small Community Responses - Research Summary

Overview

Given the smaller community size and bedroom community characteristics of District of Lake Country (DLC), in relation to its larger neighbours of Kelowna and Vernon, it is acknowledged there are fewer direct services for people experiencing homelessness in the community. Given these unique characteristics, the appropriate response for the District may be different from that of Kelowna or Vernon. It will be important to ensure the advocacy work conducted by elected officials is appropriately contextualized for the DLC context.

The purpose of the research summary is to highlight promising practices in how smaller communities are addressing housing people with complex needs. This work is part of a larger regional initiative – the Complex Needs Advocacy Paper – begun in the City of Kelowna to understand the service gaps and appropriate models for housing and health supports for individuals who experience homelessness and who have complex needs (overlapping mental health and substance use challenges).

The following are key themes from the research about approaches to supporting individuals with complex needs in small communities, and/or bedroom communities which may lack services, but may be interested in supporting those individuals to stay in the community:

Best practices:

- 20. Employ a tailored, community-focused approach, and maximize existing resources to build capacity within the community.
- 21. Develop creative strategies to expand the non-traditional complex care workforce.
- 22. Sustainable financing strategies are instrumental in designing successful complex care approaches in rural areas.
- 23. Outreach work can help to support those with complex needs in rural communities.
- 24. Adapt an integrated service delivery model, or community hub approach.
- 25. Collaborate with community partners to organize and deliver services for those with complex needs in rural communities.
- 26. Consider innovative uses of technology to facilitate and coordinate provider, community organization, and patient linkages.
- 27. Invest in rural communities to create localized and appropriate services.
- 28. Create services that are targeted towards specific populations.

Key challenges:

- 1. There is a lack of transportation services and community infrastructure to support individuals with complex needs in rural communities.
- Rural and remote towns do not have adequate services to meet the needs of individuals with complex chronic conditions.

BEST PRACTICES IN SERVICE DELIVERY FOR PEOPLE WITH COMPLEX NEEDS IN RURAL OR BEDROOM COMMUNITIES.

Employ a tailored, community-focused approach, and maximize existing resources to build capacity within the community.

It is important for organizations in rural communities to leverage existing resources and services as they support populations with complex needs. Rural communities often lack centralized services, and this creates difficulties in terms of accessing services. Discovering existing opportunities for cooperation can help organizations come together to better serve their communities.³⁰

According to the Centre for Housing Policy at the University of York in Scotland, service provider organizations can enhance existing services by developing formal and informal support networks. This can include mentoring and life skills support programs. There is value in developing volunteers in order to increase the capacity and effectiveness of social networks in small communities.³¹

"In Pueblo, Colorado, a group of community organizations that had originally convened to improve youth mentoring programs recognized that they were involved in a larger, shared endeavor. When they gathered, they found other places in the community where they could work together to improve the lives of individuals, including new collaborative developments for diversion programs, and supporting Medicaid coverage of alternative treatment and support strategies for children with significant behavioral health needs. The organizations involved discovered what was fully available from partners in the community and were able to share resources.³²"

www.chcs.org/resource/opportunities-to-advance-complex-care-in-rural-and-frontier-areas/

Develop creative strategies to expand the non-traditional complex care workforce

The role of healthcare organizations in rural communities has changed in that they commonly take on a community organizer role. Organizations may provide support in the areas of care coordination, but they may also play a role in connecting clients / patients to services such as housing and food provision. Jim Lloyd discusses the "non-traditional" complex care workforce, in which community members can be trained to support those in need (e.g. peer support and navigation workers).³³

An organization in Northern California engaged community members to participate as health care coordinators at their local wellness centre. These individuals were familiar with the region, and could provide support for those looking to access

³⁰ Lloyd, Jim. Opportunities to Advance Complex Care in Rural and Frontier Areas, Center for Health Care Strategies, May 2019, www.chcs.org/resource/opportunities-to-advance-complex-care-in-rural-and-frontier-areas/. (p. 4).

³¹ Bevan, Mark, and Julie Rugg. Providing Homelessness Support Services in Rural and Remote Rural Areas: Exploring Models for Providing More Effective Local Support. University of York, Sept. 2006, www.york.ac.uk/media/chp/documents/2006/remoterural.pdf. (p. VIII)

³² Lloyd, Jim. Opportunities to Advance Complex Care in Rural and Frontier Areas, Center for Health Care Strategies, May 2019, www.chcs.org/resource/opportunities-to-advance-complex-care-in-rural-and-frontier-areas/. (p. 4).

³³ Lloyd, Jim. Opportunities to Advance Complex Care in Rural and Frontier Areas, Center for Health Care Strategies, May 2019, www.chcs.org/resource/opportunities-to-advance-complex-care-in-rural-and-frontier-areas/. (p. 5).

services in the community.³⁴ According to the Rural Ontario Institute, informal networks such as friends and family, often take on the role of "first responders" for those who are at risk of experiencing homelessness.³⁵

Sustainable financing strategies are instrumental in designing successful complex care approaches in rural areas.

Complex care services can be costly for individuals accessing services and for service provider organizations. It is helpful to connect with local foundations as well as regional health foundations to acquire the support needed to operate services in rural communities. Overall, it is important to identify sources of sustainable financing and community investments. ³⁶

Outreach and after-hours work can help to support those with complex needs in rural communities

Outreach Services help to ensure that community members can access health and social services. This is particularly important in rural communities, where access to services is negatively impacted by geography, as well as challenges related to availability of services and infrastructure.

According to the Rural Ontario Institute, non-profit organizations are understood as best suited to undertake outreach work. Individuals experiencing homelessness were appreciative of staff members who went out into the communities to serve clients directly. Providing outreach support can help to make services more accessible for community members. For example, Street Outreach Van in York Region (a van-based service delivery program), or mobile outreach program can help to support those who experience homelessness by reducing access and transportation barriers. Hours of service can be extended to meet the needs of vulnerable individuals in the community as well.³⁷

"In 2016 the city of Santa Monica created its Homeless Multidisciplinary Street Team, a group of specialists who locate and engage homeless individuals in the city who most-frequently use city services. The goal was to help the people obtain housing and address their other needs, including mental health and substance use disorders.

The team tries to see each of the targeted homeless residents at least twice a week, with many being seen almost daily. Team members worked for weeks or months to gain the trust of the homeless residents, using a light touch to build relationships in order to convince them to accept housing and services." 38

https://www.rand.org/news/press/2019/06/05.html

Adapt an integrated service delivery model, and / or community hub approach.

Integrated Service delivery models and/ or community hub models are a helpful way to improve accessibility and service coordination in rural communities. Employing a community hub model helps to address gaps by bringing services together.

³⁴ Lloyd, Jim. Opportunities to Advance Complex Care in Rural and Frontier Areas, Center for Health Care Strategies, May 2019, www.chcs.org/resource/opportunities-to-advance-complex-care-in-rural-and-frontier-areas/. (p. 6)

³⁵ KAUPPI, C., O'GRADY, B., SCHIFF, R., MARTIN, F. and ONTARIO MUNICIPAL SOCIAL SERVICES ASSOCIATION. (2017). Homelessness and Hidden Homelessness in Rural and Northern Ontario. Guelph, ON: Rural Ontario Institute.

www.ruralontarioinstitute.ca/file.aspx?id=ae34c456-6c9f-4c95-9888-1d9e1a81ae9a. (p. 146).

³⁶ Lloyd, Jim. Opportunities to Advance Complex Care in Rural and Frontier Areas, Center for Health Care Strategies, May 2019, www.chcs.org/resource/opportunities-to-advance-complex-care-in-rural-and-frontier-areas/. (p. 9).

³⁷ KAUPPI, C., O'GRADY, B., SCHIFF, R., MARTIN, F. and ONTARIO MUNICIPAL SOCIAL SERVICES ASSOCIATION. (2017). Homelessness and Hidden Homelessness in Rural and Northern Ontario. Guelph, ON: Rural Ontario Institute.

www.ruralontarioinstitute.ca/file.aspx?id=ae34c456-6c9f-4c95-9888-1d9e1a81ae9a. (p. 137).

³⁸ Ashwood, J. Scott. "Smaller City Effort to Aid Chronically Homeless Has Success, Cuts Use of Municipal Services." RAND Corporation, 5 June 2019, www.rand.org/news/press/2019/06/05.html.

Community hubs can be physical spaces in which a number of activities, programs, and services take place.³⁹ According to the government of Ontario, community hubs can serve as a central access point in which agencies can collaborate on service provision, and they can help to create services that are responsive to the needs of the community. Community Hubs can also reduce administrative duplication for service provider organizations.40 According to the Centre for Housing Policy at the University of York in Scotland, co-locating services can help to reduce the effects of remoteness, such as distance and lack of physical presence.41

Integrating services such as affordable housing, transitional housing, and health supports, will better help to meet the needs vulnerable populations, including youth. For example, an integrated service models, clients can access a variety of supports such as employment and education programs, as well as housing services within the same organization. 42

Collaborate with community partners to organize and deliver services for those with complex needs in rural communities

According to the National Alliance to End Homelessness, making connections and forging partnerships with service provider organizations and community agencies is an important way to build support for those with complex needs, including youth. 43 Schools can play an integral role as outreach partners as well; they have the ability to support with service delivery, and they can identify if youth may be experiencing, or at risk of experiencing homelessness. For example, the Youth Reconnect Program in Catharine's, Ontario, works with schools, law enforcement and social workers to address the needs of at-risk youth in their community. This program ensures that youth clients do not have to leave the community in order to access services.44

"Partnerships between community organizations and municipal governments were identified as a necessary component of all successful prevention, intervention, and outreach models. These partnerships can help offset or share the cost of funding outreach and engagement strategies." - National Alliance to End Homelessness, 2009

Collaboration with faith-based organizations can also be helpful in supporting individuals with complex needs in rural communities. For example, North House Shelter in Beaverton, Ontario, noted that solidifying partnerships with church organizations such as Faith Works and the Anglican Church, is integral to their success. 45

³⁹ KAUPPI, C., O'GRADY, B., SCHIFF, R., MARTIN, F. and ONTARIO MUNICIPAL SOCIAL SERVICES ASSOCIATION. (2017). Homelessness Rural Ontario Institute. and Northern Ontario. Guelph, ON: in Rural Homelessness Hidden www.ruralontarioinstitute.ca/file.aspx?id=ae34c456-6c9f-4c95-9888-1d9e1a81ae9a. (p. 153).

⁴º "Community Hubs." Ontario.ca, Ontario Ministry of Infrastructure, June 2017, www.ontario.ca/page/community-hubs#section-o. 41 Bevan, Mark, and Julie Rugg. Providing Homelessness Support Services in Rural and Remote Rural Areas: Exploring Models for Providing More Effective Local Support. University of York, Sept. 2006, www.york.ac.uk/media/chp/documents/2006/remoterural.pdf. (p. VIII). 42 Lukawiecki, J., Sawatzky, A., Arsic, V., & Brown, D. (2018). Strategies for engaging youth experiencing or at risk of homelessness in rural areas. Guelph, ON: Community Engaged Scholarship Institute.

https://atrium.lib.uoguelph.ca/xmlui/bitstream/handle/10214/15853/Luckawiecki etal StrategiesForYouthHomelessness Report 2019. pdf?sequence=1&isAllowed=y. (p. 10).

⁴³ Lukawiecki, J., Sawatzky, A., Arsic, V., & Brown, D. (2018). Strategies for engaging youth experiencing or at risk of homelessness in rural areas. Guelph, ON: Community Engaged Scholarship Institute.

https://atrium.lib.uoguelph.ca/xmlui/bitstream/handle/10214/15853/Luckawiecki etal StrategiesForYouthHomelessness Report 2019. pdf?sequence=1&isAllowed=y. (p. 10).

⁴⁴ Lukawiecki, J., Sawatzky, A., Arsic, V., & Brown, D. (2018). Strategies for engaging youth experiencing or at risk of homelessness in rural areas. Guelph, ON: Community Engaged Scholarship Institute.

https://atrium.lib.uoguelph.ca/xmlui/bitstream/handle/10214/15853/Luckawiecki etal StrategiesForYouthHomelessness Report 2019. pdf?sequence=1&isAllowed=y. (p. 11).

⁴⁵ KAUPPI, C., O'GRADY, B., SCHIFF, R., MARTIN, F. and ONTARIO MUNICIPAL SOCIAL SERVICES ASSOCIATION. (2017). Homelessness and Hidden Homelessness in Rural and Northern Ontario. Guelph, ON: Rural Ontario Institute. www.ruralontarioinstitute.ca/file.aspx?id=ae34c456-6c9f-4c95-9888-1d9e1a81ae9a. (p. 129).

"In Spartanburg County, South Carolina, a coalition of community organizations devoted to improving the health of the region met with local church leaders to engage the rural communities in a diabetes control program offered in the area. The conversation among the groups, however, led to the church leaders expressing interest in the Adverse Childhood Experiences study and opportunities to use a trauma-informed approach to care within their communities. The pastors recognized how trauma impacted their parishioners' lives, and began working with the coalition to develop community-based training and educational sessions on the topic".46

https://www.chcs.org/media/TCC-RURAL-BRIEF_050719.pdf

Consider innovative use of technology to facilitate and coordinate provider, community organization, and patient linkages

Access to quality care can be challenging as rural and remote communities may have inadequate technology including a lack of broadband internet connection. However, technology can help to facilitate communication with patients / clients, and other care providers as well. Software packages can be used to coordinate the care needs of clients and community members. In addition, models such as telehealth can help to ensure that care is made available in underserved communities.⁴⁷

For example, in Chatham-Kent, Ontario, the community came together to develop a telephone crisis line service. This serves as a point of contact for individuals experiencing homelessness, or in a state of crisis. Callers are screened and diverted to safe temporary housing, or referred to local emergency motels. If transportation is preventing access to emergency the motels, local cab companies are engaged. Social media marketing was used to share news about this program as well.⁴⁸

"Mountain-Pacific Quality Health has supported the development of multidisciplinary ReSource Teams in Montana that go beyond clinic walls to provide care to complex patients through in-person visits and connect patients to providers virtually through tablet technology. The teams, which consist of complex care nurses and CHWs, provide care coordination services and connect rural and frontier complex care patients with social support services addressing SDOH such as housing security, utility access, financial independence, and food availability."49

https://www.chcs.org/media/TCC-RURAL-BRIEF_050719.pdf

70

⁴⁶ Lloyd, Jim. Opportunities to Advance Complex Care in Rural and Frontier Areas, Center for Health Care Strategies, May 2019, www.chcs.org/resource/opportunities-to-advance-complex-care-in-rural-and-frontier-areas/. (p. 2).

⁴⁷ Lloyd, Jim. Opportunities to Advance Complex Care in Rural and Frontier Areas, Center for Health Care Strategies, May 2019, www.chcs.org/resource/opportunities-to-advance-complex-care-in-rural-and-frontier-areas/. (p. 7).

⁴⁸ KAUPPI, C., O'GRADY, B., SCHIFF, R., MARTIN, F. and ONTARIO MUNICIPAL SOCIAL SERVICES ASSOCIATION. (2017). Homelessness and Hidden Homelessness in Rural and Northern Ontario. Guelph, ON: Rural Ontario Institute. www.ruralontarioinstitute.ca/file.aspx?id=ae34c456-6c9f-4c95-9888-1d9e1a81ae9a. (p. 137).

⁴⁹ Lloyd, Jim. Opportunities to Advance Complex Care in Rural and Frontier Areas, Center for Health Care Strategies, May 2019, www.chcs.org/resource/opportunities-to-advance-complex-care-in-rural-and-frontier-areas/. (p. 4).

Invest in rural communities to create localized and appropriate services

Investing in rural communities helps to develop a local service system which supports the creation of programs and services that are accessible, holistic, coordinated, and culturally appropriate (for Indigenous communities and beyond). It is vital that solutions are developed in the context of the uniqueness of each rural community. Funding allocations must also better align to local needs.⁵⁰

Service providers discussed local strategies for addressing the needs of people by utilizing available services through hospitals, police, busses, and motels. If these options were unworkable, they referred people to services in a city. The absence of vital services in rural settings requires service providers to be creative in finding solutions but this entails the investment of extra time and energy.⁵¹

https://www.ruralontarioinstitute.ca/file.aspx?id=ae34c456-6c9f-4c95-9888-1d9e1a81ae9a

Create services that are targeted towards specific populations

According to the Canadian Observatory on Homelessness, in order to address homelessness among marginalized individuals in rural regions, it is vital to tailor programs and services to meet the needs of specific populations such as women, newcomers, Indigenous Peoples, LGBTQ2S community members, and veterans. The *Repairing the Holes in the Net* action research project was provided as an example in which researchers uncovered barriers for women who have complex needs (e.g. substance use disorder and / or mental health concerns), and are homeless or are at risk of experiencing homelessness. Research participants indicated key challenges such as trauma, social exclusion and housing. It was noted that study results went on to inform the development of tailored programs and services.⁵²

"Unresolved trauma, poverty and social exclusion, inability to find and maintain housing and ineffective services emerged as interconnected and multifaceted challenges related to women's service engagement."53

https://www.tandfonline.com/doi/full/10.3402/ijch.v74.29778

City of Kelowna 325

⁵⁰KAUPPI, C., O'GRADY, B., SCHIFF, R., MARTIN, F. and ONTARIO MUNICIPAL SOCIAL SERVICES ASSOCIATION. (2017). Homelessness and Hidden Homelessness in Rural and Northern Ontario. Guelph, ON: Rural Ontario Institute. www.ruralontarioinstitute.ca/file.aspx?id=ae34c456-6c9f-4c95-9888-1d9e1a81ae9a. (p. 147).

⁵¹KAUPPI, C., O'GRADY, B., SCHIFF, R., MARTIN, F. and ONTARIO MUNICIPAL SOCIAL SERVICES ASSOCIATION. (2017). Homelessness and Hidden Homelessness in Rural and Northern Ontario. Guelph, ON: Rural Ontario Institute. www.ruralontarioinstitute.ca/file.aspx?id=ae34c456-6c9f-4c95-9888-1d9e1a81ae9a. (p. 105).

⁵² Taylor , Malaika. "How Is Rural Homelessness Different from Urban Homelessness?" How Is Rural Homelessness Different from Urban Homelessness? | The Homeless Hub, Canadian Observatory on Homelessness, July 2018, www.homelesshub.ca/blog/how-rural-homelessness-different-urban-homelessness.

⁵³ Rose Schmidt, Charlotte Hrenchuk, Judie Bopp & Nancy Poole (2015) Trajectories of women's homelessness in Canada's 3 northern territories, International Journal of Circumpolar Health, 74:1, DOI: 10.3402/ijch.v74.29778

CHALLENGES AND BARRIERS TO ACCESSING SERVICES FOR PEOPLE WITH COMPLEX NEEDS IN RURAL OR BEDROOM COMMUNITIES.

There is a lack of transportation services and community infrastructure to support individuals with complex needs in rural communities.

According to Jim Lloyd, from the U.S based Center for Health Care Strategies, there is a lack of infrastructure to serve those with complex needs in rural communities. This ranges from a lack of public transportation to overall inaccessibility of primary care and social services. Geography is also noted as a key area of concern, as those in need are unable to access quality services in-person.⁵⁴

Many individuals in rural and northern communities depend on private / personal vehicles for transportation. Various service provider organizations are able to integrate transportation into their services (through private transportation by staff or volunteer drivers), but this may not be covered by direct or administration costs. In order to develop regional transportation systems to address this gap, significant community input, and government funding is required. In addition, since rural communities often have low density and large distances, this may create fare rates that are unaffordable for community members. High-quality transit service can be understood as an anti-poverty support, especially in suburban and rural areas, as the majority of funds available for anti-poverty programs are located in larger metropolitan cities. 56

Rural and remote towns do not have adequate services or staff to meet the needs of individuals with complex chronic conditions.

In looking at healthcare provision for those with complex needs in rural communities, Kathleen Rice and Fiona Webster note that resource towns do not have adequate services to meet the needs of individuals with complex chronic conditions. It was found that in some of these towns, young people seek employment outside the community, and an older population is left behind with complex care needs (both age related and social needs).⁵⁷

There is often a shortage of specialized health and community-based services in remote towns. Care providers also face difficulties in offering services, as community infrastructure is not designed to meet the needs of seniors. Additionally, rural and remote communities have challenges with recruitment and retention of health care professionals. 58 Healthcare and social needs in these communities are rising, but there are barriers that make it difficult to provide and access services.

72

⁵⁴ Lloyd, Jim. Opportunities to Advance Complex Care in Rural and Frontier Areas, Center for Health Care Strategies, May 2019, www.chcs.org/resource/opportunities-to-advance-complex-care-in-rural-and-frontier-areas/. Page 1.

⁵⁵ KAUPPI, C., O'GRADY, B., SCHIFF, R., MARTIN, F. and ONTARIO MUNICIPAL SOCIAL SERVICES ASSOCIATION. (2017). Homelessness and Hidden Homelessness in Rural and Northern Ontario. Guelph, ON: Rural Ontario Institute. www.ruralontarioinstitute.ca/file.aspx?id=ae34c456-6c9f-4c95-9888-1d9e1a81ae9a. (p. 147).

⁵⁶ Snyder, Tanya. "Suburbanization of Poverty Isolates a Growing Number of Americans." Streetsblog USA, May 2013, usa.streetsblog.org/2013/05/21/suburbanization-of-poverty-isolates-a-growing-number-of-americans/.\

⁵⁷ Kathleen Rice, Fiona Webster (2017). Care interrupted: Poverty, in-migration, and primary care in rural resource towns. Social Science & Medicine, Volume 191., Pages 77-83. ISSN 0277-9536, https://doi.org/10.1016/j.socscimed.2017.08.044.

⁵⁸ Kathleen Rice, Fiona Webster (2017). Care interrupted: Poverty, in-migration, and primary care in rural resource towns. Social Science

[&]amp; Medicine, Volume 191., Pages 77-83. ISSN 0277-9536, https://doi.org/10.1016/j.socscimed.2017.08.044.

CASE STUDIES

Cornerstone Landing Youth Service - Lanark County

"Lanark County is made up of small towns and rural areas. It has one shelter for the domestic violence population and no specific emergency housing. In 2010, a group of concerned people got together to address the issue of young people in their county who were homeless, which evolved into Cornerstone Landing Youth Services, a community-based charitable non-profit that provides a continuum of care to youth aged 16 to 25 in their community. This is a small, uniquely rural approach to addressing youth homelessness on a one-by-one basis.

Programs and services: Cornerstone Landing provides direct support and case management services to youth who are homeless or at risk of homelessness across the County through two Housing First case workers. Rent supplements and financial support are also available on a priority basis. Most recently Cornerstone Landing added a transitional housing program in Smiths Falls to their list of services. They plan to open a second transitional home in Carleton Place in the fall of 2017. Youth accessing all of Cornerstone Landing's programs are supported in accessing community resources, completing their education, finding employment and working toward independent living." 59

https://www.ruralontarioinstitute.ca/file.aspx?id=ae34c456-6c9f-4c95-9888-1d9e1a81ae9a

Community Mobilization North Bay Gateway Hub

"The Gateway Hub in North Bay provides the opportunity for highly-structured collaboration with over 20 community agencies from different sectors, including policing services, health, social services, education, Indigenous partners and other community-based organizations. Based on and modelled after the Risk Driven Collaborative process from Prince Albert, Saskatchewan, the intent of The Gateway Hub is to rapidly mobilize existing community resources to help individuals and families who are most in need, to reduce their level of risk. Acutely elevated risk exists when a number of factors are identified that, if left unattended, would likely result in harm or lead to the situation worsening to the point where a more formal and extended intervention is required. This may include the apprehension of children, criminal charges, or prolonged medical or psychiatric inpatient hospital stays. The Gateway Hub is a great example of intersectoral collaboration and integration at the community level that positively impacts the wellbeing of individuals and families in the North Bay community."⁶⁰

https://www.ontario.ca/page/two-year-progress-report-community-hubs-ontario-strategic-framework-and-action-plan

⁵⁹ KAUPPI, C., O'GRADY, B., SCHIFF, R., MARTIN, F. and ONTARIO MUNICIPAL SOCIAL SERVICES ASSOCIATION. (2017). Homelessness and Hidden Homelessness in Rural and Northern Ontario. Guelph, ON: Rural Ontario Institute. www.ruralontarioinstitute.ca/file.aspx?id=ae34c456-6c9f-4c95-9888-1d9e1a81ae9a. (p. 128).

⁶⁰ Government of Ontario. "Two-Year Progress Report on Community Hubs in Ontario: A Strategic Framework and Action Plan." Ontario.ca, October 13, 2017, Oct. 2017, www.ontario.ca/page/two-year-progress-report-community-hubs-ontario-strategic-framework-and-action-plan.

Places for People Non-Profit Housing Corporation - Haliburton County

"Places for People (P4P) is a charity that provides subsidized rental housing in Haliburton County. Since 2007, it has developed properties in three villages comprising six family units. It has been granted relief from land taxes by MPAC because it relieves poverty, but otherwise is not dependent on government funds. It fundraises in the community until the mortgage and related housing costs can be addressed by rental revenue and then proceeds to develop its next project. P4P has attracted investment from community members and organizations by offering a reasonable financial return, as well as the satisfaction of helping to increase the stock of quality housing. It also borrows reserve funds from community organizations on a short-term promissory note in order to buy down its more expensive mortgages.

Programs and services: P4P buys existing properties, renovates them, and rents them at affordable rates by accessing municipal rent supplements. P4P board members and volunteers provide property maintenance and tenant support, as well as fundraising and community education. Tenants connect monthly with a 'coach', a skilled volunteer, to discuss progress on goals and arrange for assistance as needed. This connection triggers a monthly contribution of a small percentage of the rent into a trust fund that the tenant may access, on negotiation, for emergencies or opportunities. P4P is implementing two new tweaks on its original model; further information is available on this from the contact." ⁶¹

https://www.ruralontarioinstitute.ca/file.aspx?id=ae34c456-6c9f-4c95-9888-1d9e1a81ae9a

The Yo! Mobile - Timmons, Ontario

The Yo! Mobile was established in 2010 by a community member who identified a gap in services. It is non-profit organization that operates a mobile van dedicated to providing warm food and clothing to people living with homelessness in Timmins, Ontario. The program has become an integral part of community services for people living with homelessness. Items provided are donated by individuals and businesses in the community. The community response to the service has been positive and supportive.

Programs and services: Initially, the van drove around to various locations in the city. At present, it parks on Friday and Saturday nights between the hours of 7 p.m. and midnight at the Timmins City Hall, where it has a dedicated parking spot and power supply. It operates from October to March each year. In the winter of 2016, 4,500 people used the service. The service provides, for no fee, food (coffee, tea, hot chocolate, soups, sandwiches, desserts and individually wrapped snacks), clothing on a serve-yourself basis (tuques, mitts, gloves, coats, snowsuits, boots and sleeping bags), as well as a warm place for people to sit while accessing the service.

Rural Ontario Institute (ROI) 2017 Report on homelessness in rural and northern Ontario –

https://www.ruralontarioinstitute.ca/file.aspx?id=ae34c456-6c9f-4c95-9888-1d9e1a81ae9a

⁶¹ KAUPPI, C., O'GRADY, B., SCHIFF, R., MARTIN, F. and ONTARIO MUNICIPAL SOCIAL SERVICES ASSOCIATION. (2017). Homelessness and Hidden Homelessness in Rural and Northern Ontario. Guelph, ON: Rural Ontario Institute. www.ruralontarioinstitute.ca/file.aspx?id=ae34c456-6c9f-4c95-9888-1d9e1a81ae9a.



Background Information

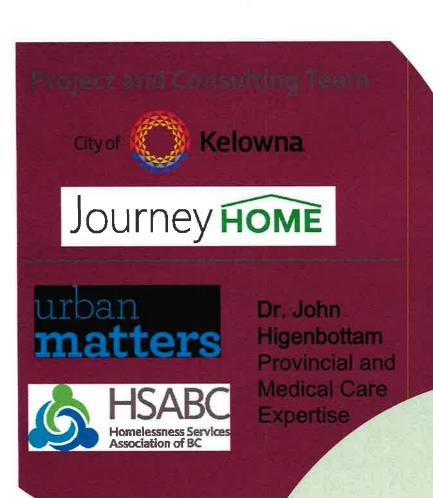


- Connection to Journey Home systems approach and a Housing First model
- Increasing demand for housing and supports
- Regional approach to addressing Complex Needs of the housing vulnerable
- Community leadership

Role of Advocacy Paper

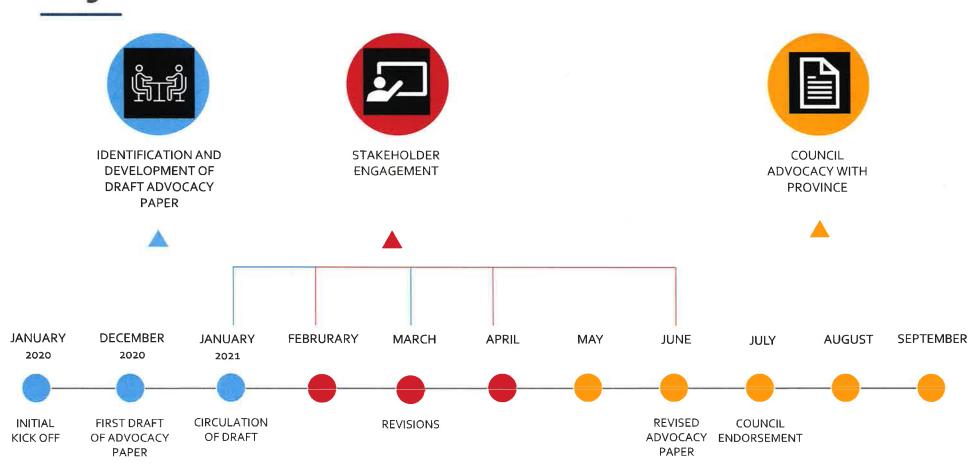


- Seeking the development of a new model of complex care housing (systems design with integrated services)
- Align with direction of Provincial government Ministry mandates
- Focus of municipal resources
- Adapt to community needs
- Moving the dial on the most complex issues for communities





Project Timeline



Working Definition(s)

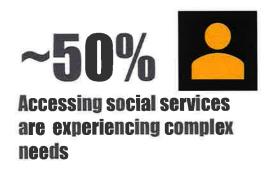
COMPLEX NEEDS

- People with "complex needs" are:
 - Individuals experiencing overlapping mental and substance use disorders, comorbid developmental disabilities, acquired brain injuries or FASD often resulting in the experience of homelessness, along with being frequent users of crisis and emergency services.
 - For the purposes of this advocacy paper, the focus is on individuals experiencing overlapping mental health and substance use disorders who experience homelessness
- This work addresses the part of the continuum of care related to 'housing with supports'



WHAT WE'VE LEARNED

- Across whole housing continuum, the system of care is not equipped to serve people with complex needs
- At least half of the individuals accessing social services are experiencing complex needs
- Social serving organizations are generally operating at capacity before considering individuals with complex needs – therefore their needs are going unmet.





WHAT WE'VE LEARNED

- Indigenous people are overrepresented in the number of people experiencing complex needs
- There is a lack of culturally safe services available for Indigenous people
- There is an opportunity to support Indigenous capacity building to take on greater leadership and staff support roles related to how people with complex needs are supported and housed





WHAT WE'VE LEARNED

- There are no housing models being deployed locally that specifically meet the needs of individuals experiencing complex needs (*Ellis Place)
- There is a housing and service gap for youth experiencing complex needs
- There is a very significant lack of qualified staff experienced and trained to support individuals experiencing complex needs

Gaps in:









Staff



WHAT WE'VE LEARNED

- The current 'system' does not adequately move individuals experiencing complex needs through the spectrum of supports as their circumstances change or relapses occur
- There are no supports in place to help address stigma







WHAT WE'VE LEARNED

- Procurement and funding models don't recognize the service requirements of individuals experiencing complex needs
- Procurement models don't incite innovation in supporting individuals experiencing complex needs
- Procurement models favour the status quo in terms of contractors and measures of success

Procurement model changes required





WHAT WE'VE LEARNED

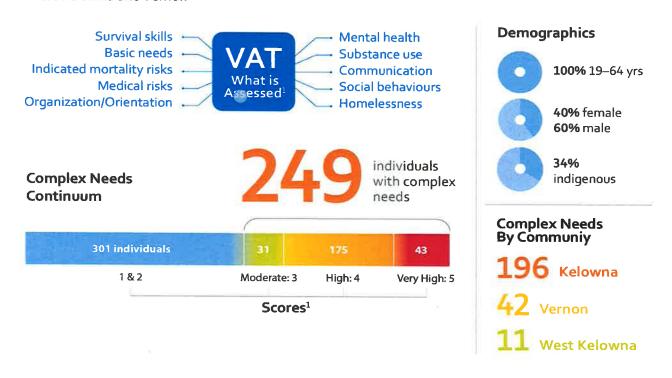
- Community health models are required but not sufficient
 - ACT supports are effective but insufficient
 - There isn't an ICM Team locally
- Resident support models are lacking/non-existent



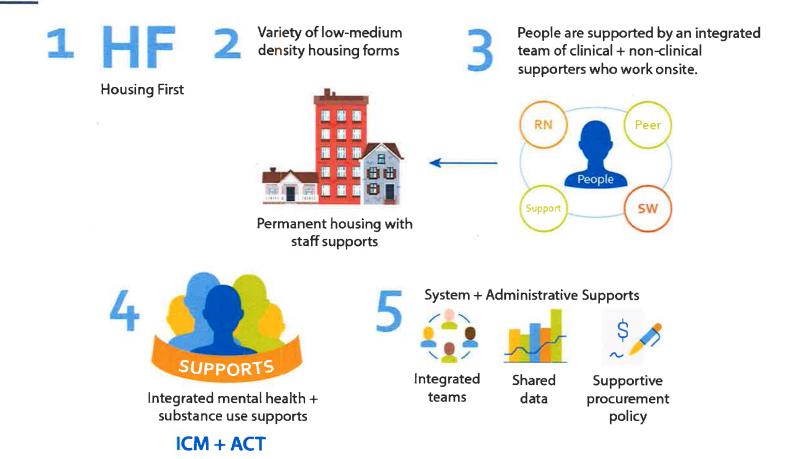
Scale of the Need

Vulnerability Assessment Tool (VAT) and Coordinated Access List

Ongoing count of individuals age 19 or older in need of BC Housing services in Kelowna, West Kelowna and Vernon



Shaping the Improvements



Variety of Low-Medium Density Housing

HOUSING CONTINUUM FOR COMPLEX NEEDS



Small 3 -5 Unit House/Townhouse



8 -10 Unit Townhouse Complex



20+ Unit Apartment Complex with Common Areas



Housing First Scattered Site (individual units within market developments)

Staffing and Supports

INTEGRATED TEAM OF CLINICAL & NON CLINICAL SUPPORTERS WHO WORK ONSITE



- Peer Supporters: Embedded within housing to support deep connections and supports for people with complex needs;
- Clinical Staff: Psychiatric nurse practitioners and generalized or specialized social workers support workers (typically, Master of Social Work with specialization in substance use or mental health).
- Indigenous Supports and Cultural Healing: Indigenous case managers and social workers who can support Indigenous clients with cultural healing, belonging and safety within housing units.
- General Support Workers

Community Health Supports

INTEGRATED MENTAL HEALTH & SUBSTANCE USE SUPPORTS – ACT & ICM



- Assertive Community Treatment: ACT teams aim to provide the majority of the treatments and services directly to the clients.
- **Intensive Case Management:** ICM teams typically consist of a partnership of professional and non-professional team members who share responsibilities for outreach and services provided in the client's community and family environment.

System and Administrative Supports



Business Case Considerations

Support Element	Cost	Notes
Housing Infrastructure	\$106 million	Capital investment (one time cost spread over 3 year timeframe 2022-24)
On-site Clinical & Non-clinical Teams	\$8.6 million	Includes staff working in integrated teams (11 teams to support 220 individuals) plus 25% contingency
System Administrative Supports	\$0.2 million	
Scattered Site Unit Costs	\$0.7 million	Includes costs of rent supplements and support staff, plus 25% contingency
Total (Capital Infrastructure)	\$106 million	
Total (Annual)	\$9.5 million	

Potential Cost Avoidance

- Individuals experiencing homelessness who have complex needs are not receiving the supports they require to
 attain and maintain stable housing. The lack of housing and supports has significant financial impact on
 community resources in the central okanagan it is estimated to be upwards of between \$14 and \$18 million
 annually.
- In contrast, it is estimated the annual costs of providing the housing and supports for people with complex needs is approximately \$9.5 million. These costs are considerably lower than the cost of status quo.

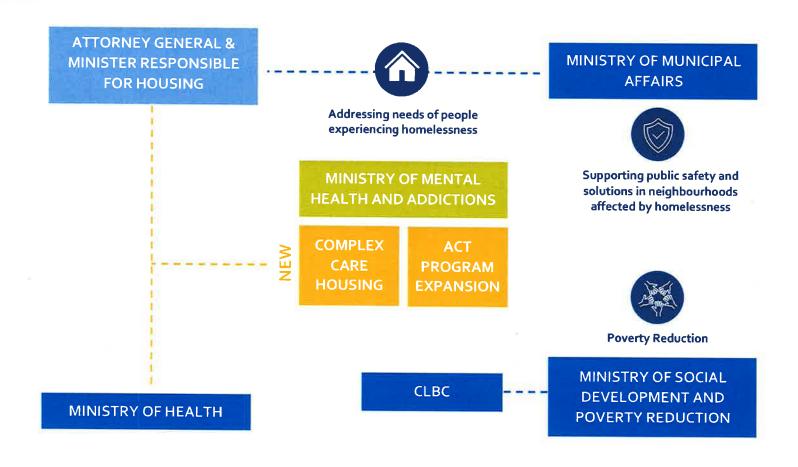
An approach to housing individuals with complex needs that incorporates

onsite health supports alongside complementary

community based health services can lead to a cost

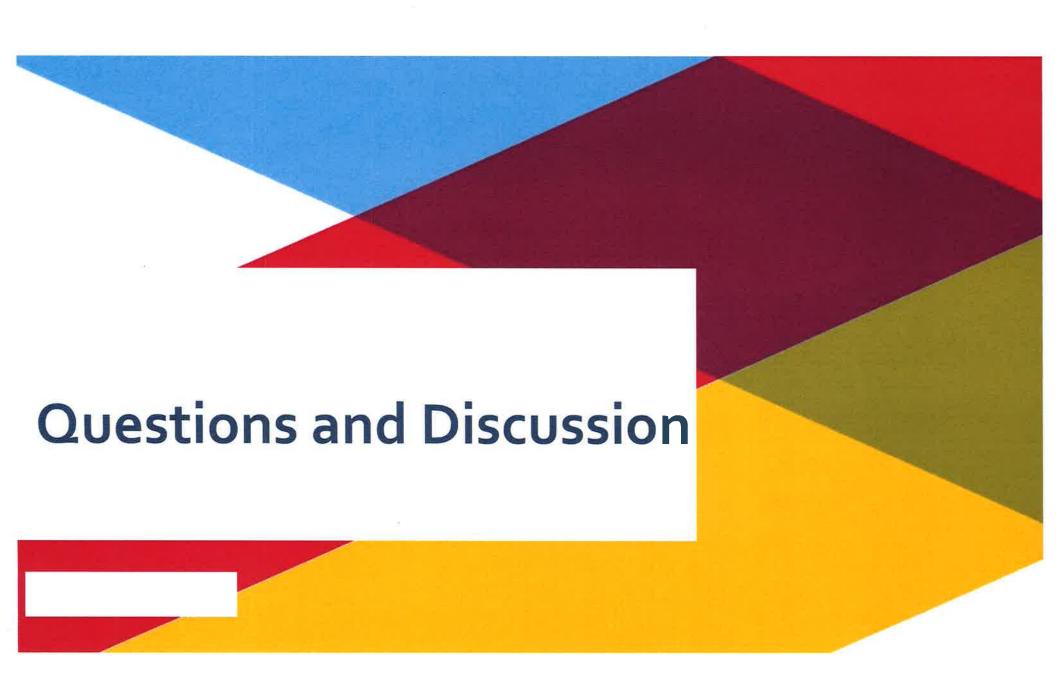
savings of between \$4.5M and \$8.5M annually.

ADVOCACY POSITIONS

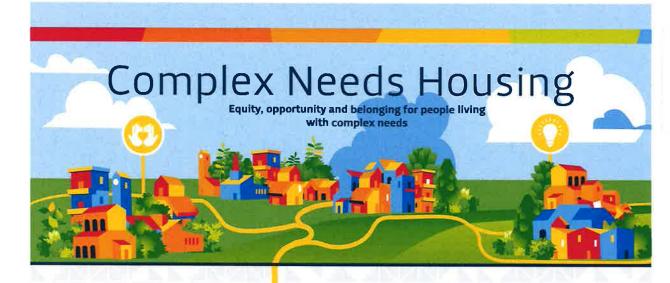


Next Steps

- City of Kelowna Council Endorsement
- Advocacy with Provincial Ministries



Attachment 4



WHAT ARE COMPLEX NEEDS?

Complex needs refer to the broad and diverse group of individuals who experience overlapping mental and substance use disorders, multiple developmental disabilities, acquired brain injuries or Fetal Alcohol Spectrum Disorders (FASD) often resulting in the experience of homelessness, along with being frequent users of crisis and emergency services.

Supports are often provided by a multitude of different organizations, in a variety of locations across the community. creating barriers to access for people with complex needs. Roughly 250 individuals in the Central Okanagan had moderate to very high complex needs in 2020. These individuals are someone's child, parent or relative—with their own unique stories and experiences—who require support to move from surviving to thriving.

Safe, reliable housing is a right for everyone, including people who experience complex needs.



WHY IS HOUSING AND SUPPORTS FOR PEOPLE WITH COMPLEX NEEDS IMPORTANT?

Housing is a basic human right. Housing is among the most important determinants of health and well-being. It provides a sense of identity, belonging and social support. Supporting people experiencing homelessness and reducing poverty contribute to making Kelowna safe and inclusive for our most housing vulnerable.



An appropriate model of supportive housing is lacking in the provincial system. The provision of housing with integrated supports is needed to enhance the continuum of care, and institutions that perpetuate

Systems and institutions that perpetuate racism and colonial exclusion need to be decolonized, barriers to education, training and employment removed and trauma-informed care introduced.



Housing with health supports for people with complex needs is cost effective. Failing to provide

housing and health supports requires continued crisis responses at a cost to social, health care and justice systems.

WHAT WE KNOW



▶ 50-75% of clients accessing social services experience complex



There is a need to address the stigma that follows people with complex needs.



There is a lack of qualified staff with specific training to support individuals with complex needs



There is no housing designed specifically for people with complex needs, although Ellis Place aims to provide greater supports for this population.



incorporate Indigenous leadership, cultural safety and belonging.

Solutions need to

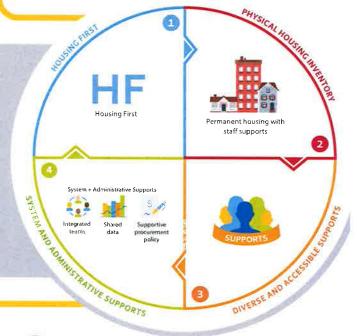


People with complex needs who live outside the main centres of Vernon and Kelowna need to travel which is a barrier to access

Complex Care Housing supports the Central Okanagan Journey Home Society's goal of eliminating homelessness by 2024.

WHAT DOES A MODEL FOR COMPLEX NEEDS LOOK LIKE?

The Journey Home Housing First approach prioritizes providing permanent housing to people experiencing homelessness, ending their experience of homelessness and serving as a platform for them to access the supports they need.



WHY DOES REGIONAL ADVOCACY

To understand how to provide safe and supportive housing to those with the most complex needs in our community, the City of Kelowna, the Central Okanagan Journey Home Society and consultants from Urban Matters developed an evidence-based Advocacy Paper. The City has since initiated a regional coalition that includes the City of Vernon, City of West Kelowna, District of Lake Country, and Okanagan Indian Band. The Complex Needs Housing Initiative aspires to create further dialogue across the organizations involved to make decisions on next steps together.



HOUSING FIRST: Housing First moves people experiencing homelessness rapidly into stable long-term housing with supports.



with complex needs range from 3–5 unit townhomes to 20–40 unit apartments.

DIVERSE AND ACCESSIBLE SUPPORTS: On-site staff, direct

access to specialists and complementary community health

PHYSICAL HOUSING INVENTORY: Housing types for people



SYSTEM AND ADMINISTRATIVE SUPPORTS: Shifts in system design, service delivery, data systems and procurement processes are required. Potentially create a new third-party entity to provide supports with appropriate procurement

models that encourage innovation.





THE CORPORATION OF THE CITY OF VERNON REPORT TO COUNCIL

SUBMITTED BY:

Roy Nuriel

Economic Development Planner

COUNCIL MEETING: REG ⊠ COW □ I/C □

COUNCIL MEETING DATE: July 19, 2021

REPORT DATE: July 5, 2021

FILE: 3340-20 (OCP00087, ZON00368)

SUBJECT:

OFFICIAL COMMUNITY PLAN AMENDMENT AND REZONING APPLICATIONS FOR

1501 HWY 6 AND 1400, 1401, 1404, 1405, 1406 17TH STREET

PURPOSE:

To review the following Official Community Plan amendment and rezoning applications for a portion of the properties at 1501 Hwy 6 and 1400, 1401, 1404, 1405, 1406 17th Street, in order to permit a commercial storage development.

RECOMMENDATION:

THAT Council deny the proposed Official Community Plan amendment and rezoning applications for a portion of the properties described as Lot 1, PL 24027, SEC 26, TWP 9, ODYD (1501 Hwy 6) and Lots 23, 24, 25, 26, 27, PL KAP58251, SEC 26, TWP 9, ODYD (1400, 1401, 1404, 1405, 1406 17th Street) as illustrated in Attachment 1, to amend the land use designation from Community Commercial to Light Industrial/Service Commercial and to rezone from C5: Community Commercial to C11: Service Commercial, as outlined in the report titled "Official Community Plan Amendment and Rezoning Applications for 1501 Hwy 6 and 1400, 1401, 1404, 1405, 1406 17th Street" dated July 5, 2021 and respectfully submitted by the Economic Development Planner.

ALTERNATIVES & IMPLICATIONS:

1. THAT Council support in principle the proposed Official Community Plan amendment application for a portion of the properties described as Lot 1, PL 24027, SEC 26, TWP 9, ODYD (1501 Hwy 6) and Lots 23, 24, 25, 26, 27, PL KAP58251, SEC 26, TWP 9, ODYD (1400, 1401, 1404, 1405, 1406 17th Street) as illustrated in Attachment 1, to amend the land use designation from Community Commercial to Light Industrial/Service Commercial, as outlined in the report titled "Official Community Plan Amendment and Rezoning Applications for 1501 Hwy 6 and 1400, 1401, 1404, 1405, 1406 17th Street" dated July 5, 2021 and respectfully submitted by the Economic Development Planner;

AND FURTHER, that Council support presenting the proposed Official Community Plan Amendment application at a public open house in order to seek public input prior to the Public Hearing;

AND FURTHER, that Council support in principle the proposed rezoning application for a portion of the properties described as Lot 1, PL 24027, SEC 26, TWP 9, ODYD (1501 Hwy 6) and Lots 23, 24, 25, 26, 27, PL KAP58251, SEC 26, TWP 9, ODYD (1400, 1401, 1404, 1405, 1406 17th Street) as illustrated in Attachment 1, to rezone from C5: Community Commercial to C11: Service Commercial, subject to the following conditions:

- a) Consolidation of Lots 1, PL 24027, SEC 26, TWP 9, ODYD (1501 Hwy 6) and Lots 23, 24, 25, 26, 27, PL KAP58251, SEC 26, TWP 9, ODYD (1400, 1401, 1404, 1405, 1406 17th Street) into one or two titles;
- b) Registration of a Restrictive Covenant to restrict the Primary Uses in the C11: Service Commercial on the subject property to only "commercial storage" use; 353

- c) That a Transportation Impact Assessment (TIA) and access safety review be conducted for the site; and
- d) That prior to final adoption of the zoning amendment bylaw, the Development Permit be ready for issuance.

Note: Should Council choose this alternative, the subject lands could be re-designated Light Industrial/Service Commercial in the OCP and rezoned to C11: Service Commercial. If this alternative is selected, it is recommended that Council endorse the conditions identified above. Additional conditions may be added for Council's consideration following a review of the Development Permit, TIA and access safety study.

2. THAT Council support in principle the proposed Official Community Plan amendment application for a portion of the properties described as Lot 1, PL 24027, SEC 26, TWP 9, ODYD (1501 Hwy 6) and Lots 23, 24, 25, 26, 27, PL KAP58251, SEC 26, TWP 9, ODYD (1400, 1401, 1404, 1405, 1406 17th Street) as illustrated in Attachment 1, to amend the land use designation from Community Commercial to Light Industrial/Service Commercial, as outlined in the report titled "Official Community Plan Amendment and Rezoning Applications for 1501 Hwy 6 and 1400, 1401, 1404, 1405, 1406 17th Street" dated July 5, 2021 and respectfully submitted by the Economic Development Planner;

AND FURTHER, that Council support presenting the proposed Official Community Plan Amendment application at a public open house in order to seek public input prior to the Public Hearing;

AND FURTHER, that Council support in principle the proposed rezoning application for the portion of the properties described as Lot 1, PL 24027, SEC 26, TWP 9, ODYD (1501 Hwy 6) and Lots 23, 24, 25, 26, 27, PL KAP58251, SEC 26, TWP 9, ODYD (1400, 1401, 1404, 1405, 1406 17th Street) as illustrated in Attachment 1, to rezone from C5: Community Commercial to C11: Service Commercial, subject to the following conditions:

- a) Consolidation of Lots 1, PL 24027, SEC 26, TWP 9, ODYD (1501 Hwy 6) and Lots 23, 24, 25, 26, 27, PL KAP58251, SEC 26, TWP 9, ODYD (1400, 1401, 1404, 1405, 1406 17th Street) into one or two titles;
- b) That a Transportation Impact Assessment (TIA) and access safety review be conducted for the site.

Note: Should Council choose this alternative, the subject lands could be re-designated Light Industrial/ Service Commercial in the OCP and rezoned to C11: Service Commercial. The subject property could be developed to other C11 permitted uses other than "commercial storage". If this alternative is selected, it is recommended that Council endorse the conditions identified above. Additional conditions may be added for Council's consideration following a review of the Development Permit, TIA and access safety study.

ANALYSIS:

A. Committee Recommendations:

At its meeting of June 29, 2021, the Advisory Planning Committee adopted the following resolution:

"THAT Council not support the proposed Official Community Plan amendment and rezoning applications for the portion of the properties described as Lot 1, PL 24027, SEC 26, TWP 9, ODYD (1501 Hwy 6) and Lots 23, 24, 25, 26, 27, PL KAP58251, SEC 26, TWP 9, ODYD (1400, 1401, 1404, 1405, 1406 17th Street), and illustrated in Attachment 1, to amend the OCP land use designation from Community Commercial to Light Industrial/Service Commercial and to rezone from C5: Community Commercial to C11: Service Commercial, as outlined in the report

titled "Official Community Plan Amendment and Rezoning Application for 1501 Hwy 6 and 1400, 1401, 1404, 1405, 1406 17th Street" dated June 21, 2021, respectfully submitted by the Economic Development Planner".

B. Rationale:

- 1. The subject properties located at 1501 Hwy 6 And 1400, 1401, 1404, 1405, 1406 17th Street (Figures 1 and 2), are designated Community Commercial in the Official Community Plan (OCP) and zoned C5: Community Commercial in Zoning Bylaw #5000. The total area of the properties is 8.44 acres. Although the lot boundaries of properties at 1400, 1401, 1404, 1405, 1406 17th Street are shown as a residential subdivision, their existing land use designation, zoning and ownership include them with the large commercial lot at 1501 Hwy 6.
- 2. The applicant is seeking an Official Community Plan (OCP) amendment to change the land use designation of a portion of the lots on 1501 Hwy 6 and 1400, 1401, 1404, 1405, 1406 17th Street (Attachments 1 and 2) from Community Commercial to Light Industrial / Service Commercial (Figure 3). The purpose of the amendment is to support a rezoning of a portion of the properties from C5: Service Commercial to C11: Community Commercial, to accommodate the creation of a new commercial storage development on the west side of the subject properties (Attachment 1). The current OCP and zoning of the subject properties are shown in Attachments 3 and 4.
- 3. As shown in Attachment 3, the existing OCP land use designation on the subject properties is Community Commercial Community Commercial supports the economic activity of the city and the region by accommodating a variety of business types and sizes, and to ensure that residents can have access to commercial services. In their letter (Attachment 2), the applicant has stated that based on the total size of the properties (8.44 acres), largescale commercial development is not viable. The applicant feels that it would be difficult to fill the whole site with the current zoning. As such, the applicant has proposed to amend the land use designation and rezone a portion of the properties (4.34 acres) to build commercial self-storage on the west end of the property (Attachment 1). In their letter, the applicant has also provided pictures from the new Airport Village Self Storage, which was developed by the same company at the Kelowna Airport Business Park. The proposed self-storage would be aesthetically similar to Kelowna's



Figure 1: Location Map



Figure 2: Aerial Map



Figure 3: Proposed Subject Lands for an OCP Amendment and Rezoning

commercial storage, with low buildings that would include a landscape transition from the site to the neighbouring residential properties. As illustrated in the proposed zoning and OCP sketch (Attachment 1) and the preliminary development site plan (Attachment 5), the east portion of the properties would stay under the existing community commercial land use and C5 zoning to accommodate commercial development in the future. The access to the self-storage would be from 15th Street, which may reduce the impact on the adjacent residential properties.

4. The proposed rezoning from C5: Community Commercial to C11: Service Commercial (Attachments 6 and 7) is consistent with the proposed OCP amendment and permit self-storage development as a primary use. The definition of "commercial storage" in Zoning Bylaw #5000, is as follows:

STORAGE, **COMMERCIAL** means a self-contained building or group of buildings containing lockers available for rent for the storage of personal goods or a facility used exclusively to store bulk goods of a non-hazardous nature.

- 5. Zoning Bylaw #5000 permits commercial storage as a primary use only in I1: Light Industrial, C11: Service Commercial and CD1: Comprehensive Development Area 1 (Area B/Type 2) zoning districts. Commercial storage is a rental facility on a month-to-month basis where the tenant has sole access to their unit. A typical commercial storage facility is located on a large lot and includes mixed sizes of units in one to two-storey simplified building structures surrounded by drive aisles. Commercial storage facilities are completely fenced, well lit and are not maintenance intensive. The amount of labour in such facilities is minimal and mostly include a site manager and a couple of employees. These characteristics of commercial storage are the reasons for limiting their development and operation to Light Industrial/ Service Commercial areas. Their large site coverage and aesthetics are compatible with the City's Light Industrial / Service Commercial zoning districts.
- 6. The subject properties are located at the eastern gateway of Vernon, adjacent to Hwy 6 and are part of the East Hill Neighbourhood. The OCP land use designation and zoning on the subject property were given for development of a new commercial centre to support the residential neighbourhoods of East Hill and Middleton Mountain. Currently, most of the community commercial areas are located in the north part of the city and along major traffic corridors. The Shops at Polson Park, which is located at Hwy 6 and Kalamalka Lake Road, is the only existing commercial centre in this area. The Shops at Polson Park site is almost completely built out and new development opportunities there are limited. Commercial development of the subject properties is required to support the existing and projected population for the east part of the city and surrounding area and would reduce trips to the north part of the city. In addition, and based on the OCP, the City's transportation and infrastructure plans identify the site for commercial development and a retail employment hub in the short and long term, which includes supporting infrastructure such as public transportation routes, multi-use path and road and intersection improvements.
- 7. By supporting the application and amending the OCP and rezoning of 4.34 acres from the total of 8.44 acres to develop a new commercial storage facility, Vernon's eastern gateway would lose an important site for large scale commercial development, which will be needed to meet the population's needs for the east side of the city and surrounding area. The long term vision for the site is a vibrant mixed-use commercial and residential centre, which is already permitted under the existing C5: Community Commercial zoning district (Attachment 6). Although the applicant has mentioned in their letter that the commercial storage would follow the aesthetic guidelines of retail centres, by developing commercial storage on 50% of the site, a prime and visible location along a major traffic corridor will be given to a less desirable use for this specific area, especially when the city has other available lands within its boundaries that are already designated for commercial storage development, zoned and better situated away from residentially zoned land. As such, Administration does not support the requested OCP and rezoning amendments.

- 8. Should Council choose to support the OCP amendment and rezoning applications, Administration recommends that as part of rezoning from C5: Community Commercial to C11: Service Commercial, that the following four conditions be completed prior to the final adoption of the rezoning:
 - a) Consolidation of Lots 1, PL 24027, SEC 26, TWP 9, ODYD (1501 Hwy 6) and Lots 23, 24, 25, 26, 27, PL KAP58251, SEC 26, TWP 9, ODYD (1400, 1401, 1404, 1405, 1406 17th Street) into one or two titles;
 - b) Registration of a Restrictive Covenant to restrict the Primary Uses in the C11: Service Commercial on the subject property to an only "commercial storage" use;
 - c) That a Transportation Impact Assessment (TIA) and access safety review will be conducted for the site; and
 - d) That prior to final adoption of the zoning amendment bylaw, the Development Permit be ready for issuance.

The last three recommended conditions would protect the property from the development of other service commercial uses that are not "commercial storage" and would provide some level of assurance to the community, and especially to the adjacent residential properties about the form and character of the proposed commercial storage building and site, including the landscape buffer, screening, traffic movement and access. Additional conditions may be added for Council consideration following a review of the Development Permit, TIA and access safety study.

- 9. Administration does not support the OCP and rezoning amendments on the subject lands for the following reasons:
 - a) The existing OCP land use designation and zoning for the subject properties are Community Commercial. This designation is in place to support a large-scale commercial development centre to meet the needs of a growing population.
 - b) Commercial storage facilities in the area are developed on large lots to accommodate secured and simplified building structures surrounded by drive aisles. As such, the Zoning Bylaw permits the use of Commercial storage only in I1: Light Industrial, C11: Service Commercial and CD1: Comprehensive Development Area 1 (Area B/Type 2) zoning districts. The subject property is part of the East Hill Neighbourhood and adjacent to residential homes. Development of commercial storage centres outside designated lands is not recommended and may impact adjacent residential properties.
 - c) By developing commercial storage on 50% of the site, a prime and visible location along a major traffic corridor will be given to a less desirable use for this specific area, especially when the city has other available lands within its boundaries that are already designated for commercial storage development, zoned and better situated away from residentially zoned land.

C. Attachments:

Attachment 1 - Proposed OCP Land Use and Zoning Map

Attachment 2 – Letter from Applicant

Attachment 3 – OCP Land Use Map

Attachment 4 - Zoning Map

Attachment 5 - Preliminary Proposed Site Plan

Attachment 6 – C5: Community Commercial Zoning District

Attachment 7 - C11: Service Commercial Zoning District

D. Council's Strategic Plan 2019 - 2022 Goals/Deliverables:

The subject application involves the following goals/action items in Council's Strategic Plan 2019 - 2022:

> Be a leader in economic development

E. Relevant Policy/Bylaws/Resolutions:

- 1. The subject properties are located on 1501 Hwy 6 and 1400, 1401, 1404, 1405, 1406 17th Street, are designated Community Commercial in the Official Community Plan (OCP) and C5: Community Commercial in Zoning Bylaw #5000.
- 2. Should Council choose to support proceeding with the OCP amendment application, the first step, as per the OCP Amendment Application Policy, would be to provide an opportunity for the public and other affected agencies to review and comment on the proposed amendment. Staff would host a public open house to allow residents to comment on the proposed amendment. Following this, staff would report back to Council with the results of the open house and provide the associated bylaws for Council's consideration.
- 3. The definition of "Commercial Storage" in Zoning Bylaw #5000 is as follows:

STORAGE, COMMERCIAL means a self-contained building or group of buildings containing lockers available for rent for the storage of personal goods or a facility used exclusively to store bulk goods of a non-hazardous nature.

BUDGET/RESOURCE IMPLICATIONS:

N/A

Prepared by:

Jul 13 2021 10:18 AM

X Roy Nuriel

Roy Nuriel

Economic Development Planner

Jul 13 2021 10 18 AM

Docu Sion

Kim Flick

Director, Community Infrastructure and Development

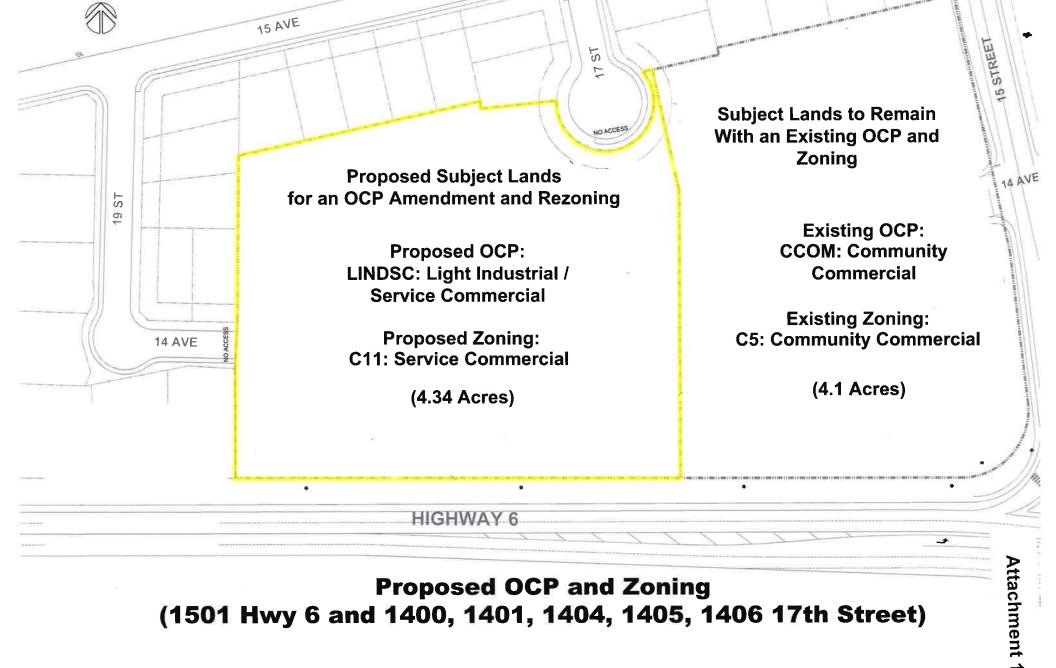
Approved for submission to Council:

Will Pearce, CAO

Date: 13. JULY 2021

REVIEWED WITH		
 □ Corporate Services □ Bylaw Compliance □ Real Estate □ RCMP □ Fire & Rescue Services □ Human Resources □ Financial Services ⋈ COMMITTEE: APC (Jun.29/21) □ OTHER: 	 □ Operations □ Public Works/Airport □ Facilities □ Utilities □ Recreation Services □ Parks 	 ☑ Current Planning ☑ Long Range Planning & Sustainability ☐ Building & Licensing ☐ Engineering Development Services ☐ Infrastructure Management ☑ Transportation ☑ Economic Development & Tourism

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RECLIVED FEB 2 7 2021



February, 25 2021

Roy Nuriel Economic Development Planner City of Vernon Community Service Building, 3001-32 Ave, Vernon, B.C., V1T 2L8

Dear Mr. Nuriel,

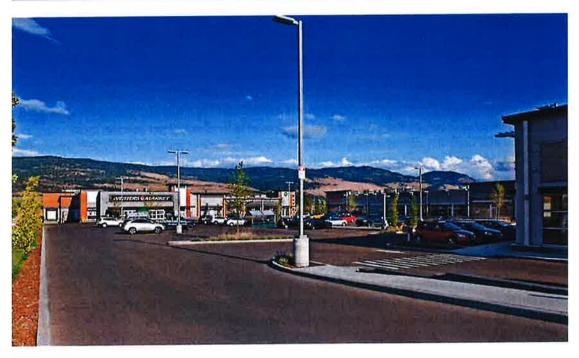
Thank you for your help on our project proposal this last couple of weeks. At this time, we would like to move forward with the OCP Amendment application that is needed to change the land use and rezone to allow for the commercial self-storage we are proposing for the West portion of the project.

As discussed, we are planning on developing our property at Hwy 6 and 15th Street Corner. The East end of the property will be developed within current OCP and Zoning designations however with the size of the property we feel that it will be difficult to fill the whole site with the current community commercial designated type uses and are therefore proposing to build a commercial self-storage on the West end of the property that would service the local residential and business communities. Access to the self-storage would be from 15th street. The Armstrong Land Corp. is a company committed to creating aesthetically pleasing and functional sites and understand there will be challenges with landscaping transitions from this site to the neighboring residential that will need addressing. Once land use and zoning is finalized, we feel confident that together with architects, engineering, and the City's regulations & bylaws a solution can be found.

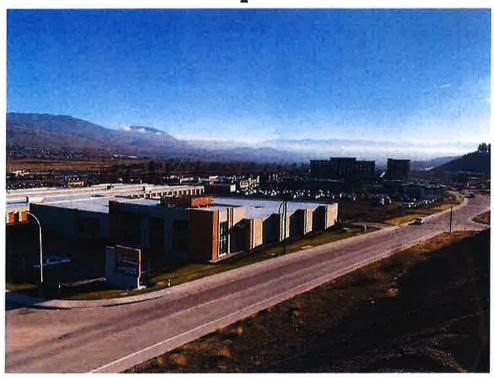
Following are some pictures of a site the Armstrong Land Corp. has developed in Kelowna. It is a site that has community commercial type uses with a self-storage adjacent and is a busy, well like community amenity! If you would like more examples or details of the Armstrong Land Corp's developments, we would be happy to provide more detail.













3025 Smith Drive Armstrong, B.C. V0E 1B1 Phone: - 250-900-1102 | Fax - 250-900-1107

Armstrong Land Corp.



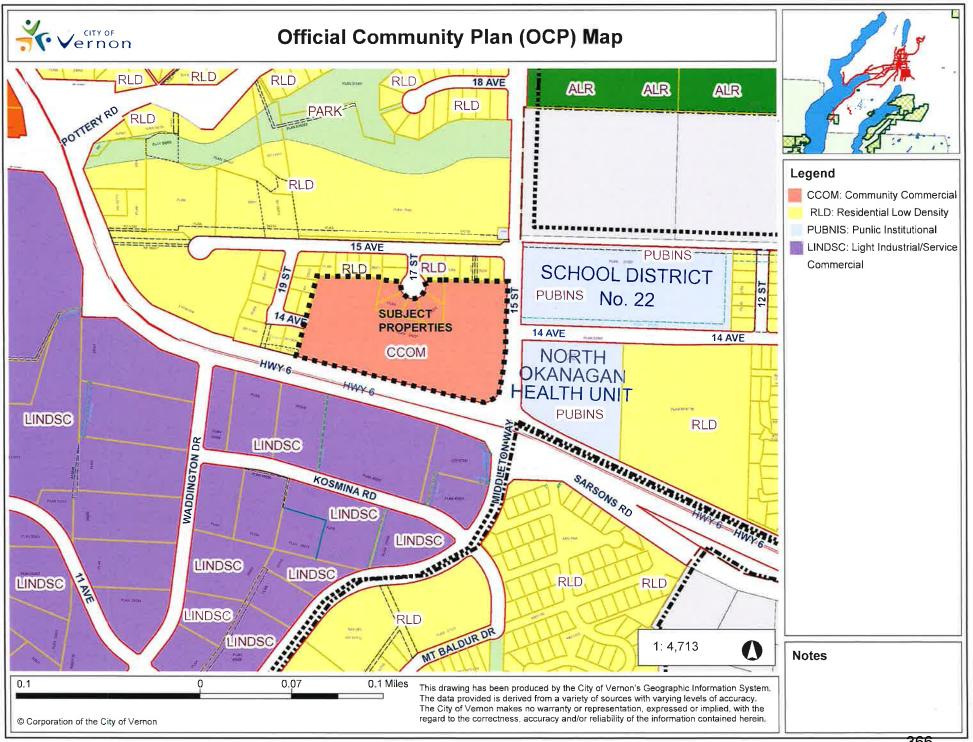


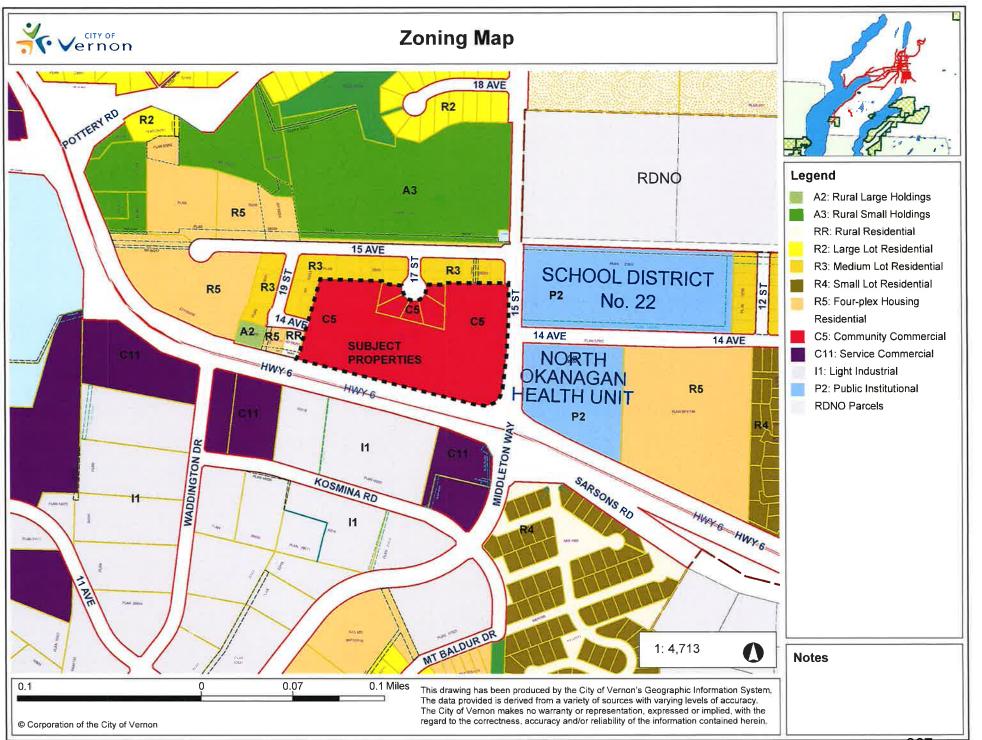


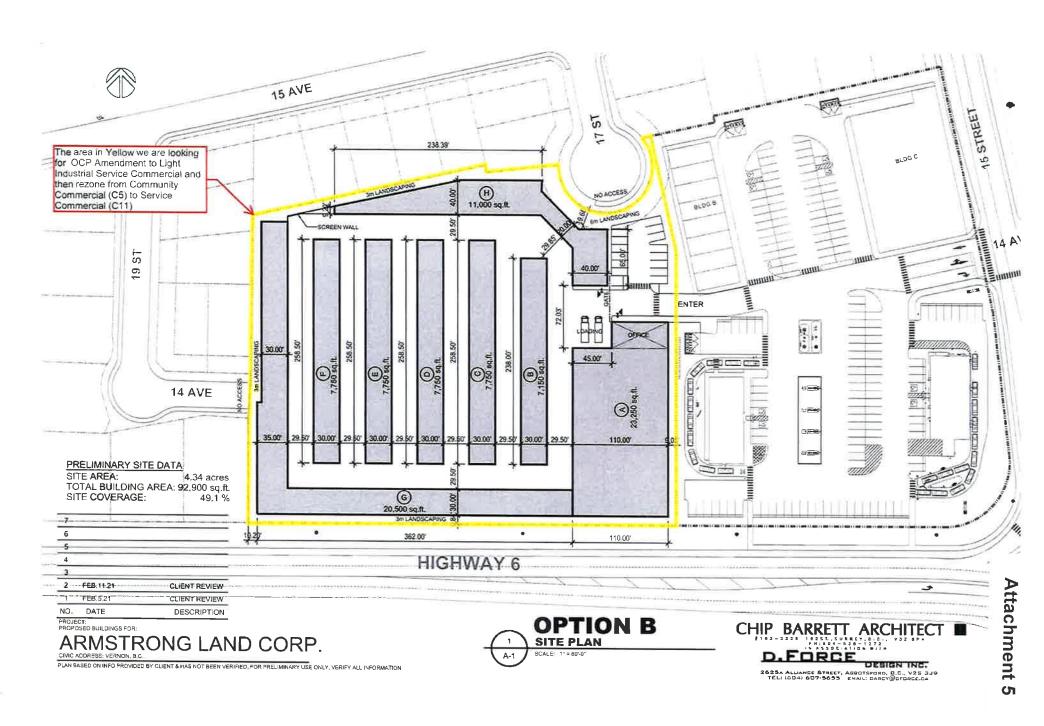
We realize this may not be the vision the City had for this site but want you to know that we are committed to create a site that will enhance and service the community into the future.

Sincerely,

Marshall Goossen







C5

10.5 C5: Community Commercial

10.5.1 Purpose

The purpose is to provide a **zone** for the **development** of community commercial centres to serve more than one neighbourhood.

10.5.2 Primary Uses

- amusement arcades, major
- automotive and recreation vehicle services
- animal clinics, minor
- broadcasting studios
- business support services
- care centres, major
- call centres
- commercial schools
- community recreation centres
- cultural exhibits, private
- custom indoor manufacturing
- drive-through services
- emergency protective services
- extended medical treatment services
- financial services
- food primary establishments
- gaming facilities**
- gas bars
- government agencies
- government services
- health services
- hotels and motels
- hostels (Bylaw 5788)
- liquor primary establishment, minor
- liquor primary establishment, major
- non-accessory parking
- offices
- participant recreation services, indoor
- personal services
- private clubs
- retail cannabis sales (Bylaw 5731)
- retail stores, convenience
- retail stores, general
- retail store, licensee
- second-hand dealerships
- seniors assisted housing
- seniors residential care
- seniors supportive housing
- service stations, minor
- shopping centres
- special needs housing
- spectator entertainment establishments
- storage, outdoor
- temporary shelter services
- used goods store
- utility services, minor impact

warehouse sales

** refer to definition for "gaming facilities" in Section 2.3.3. for limitation on number of slot machines permitted within the City of Vernon boundaries

10.5.3 Secondary Uses

- amusement arcades, minor
- animal grooming (Bylaw 5339)
- apartment housing
- brewing or distilling, Class A
- care centres, minor
- carnival
- group homes, minor
- storage, outdoor

10.5.4 Subdivision Regulations

- Minimum lot width is 15.0m, except it is 40.0m if there is no abutting lane.
- Minimum lot area is 460m², except it is 1300m² if there is no abutting lane.

10.5.5 Development Regulations

- Maximum commercial floor space ratio is 2.0.
- Maximum site coverage is 60%.
- Maximum height is the lesser of 15.0m or 4.0 storeys.
- Minimum front yard is 3.0m.
- Minimum side yard is 0.0m, except it is 3.0m for a flanking street or where the site abuts a residential zone.
- Minimum rear yard is 0.0m, except it is 6.0m where the abutting land is zoned or designated Residential.

10.5.6 Other Regulations

- Major care centres, seniors assisted housing, seniors residential care and seniors supportive housing are only allowed above the first storey and require a separate at-grade access from the commercial uses.
- A minimum area of 5.0m² of private open space shall be provided per bachelor dwelling or group home bedroom, 10.0m² of private open space shall be provided per 1 bedroom dwelling, and 15.0m² of private open space shall be provided per dwelling with more than 1 bedroom.
- Financial services shall have a maximum total gross floor area of 500m².
- Convenience retail stores shall have a maximum total gross floor area of 300m².
- Where residential **development** has access to a rear **lane**, vehicular access to the **development** is only permitted from the rear **lane**.
- For seniors assisted housing, seniors residential care and seniors supportive housing, a safe drop-off area for patrons shall be provided on the site.
- In addition to the regulations listed above, other regulations may apply. These include the general **development** regulations of Section 4 (secondary **development**, **yards**, projections into **yards**, lighting, agricultural setbacks, temporary shelters, etc.); the specific use regulations of Section 5; the **landscaping** and fencing provisions of Section 6; and, the parking and loading regulations of Section 7. (Bylaw 5788)
- Outdoor storage shall be screened from view of any street or lane and from adjacent properties. There shall be no outdoor storage of toxic, noxious, explosive, or odorous materials.
- As per Section 4.10.2 All buildings and structures, excluding perimeter fencing (garden walls and fences) on lots abutting City Roads as identified on Schedule

C5 - 2 of 3

CITY OF VERNON

"B" shall not be sited closer to the City Road than the setback as per the appropriate zone measured from the offset Rights of Way as illustrated on Schedule "B". (Bylaw 5440)

C11

10.11 C11: Service Commercial

10.11.1 Purpose

The purpose is to designate and preserve land for the accommodation of a mix of **commercial uses**, including vehicular oriented areas, not provided for in other **zones**.

10.11.2 Primary Uses

- amusement arcades, major
- animal clinics, minor
- animal clinics, major
- auctioneering establishments
- autobody repair and paint shops
- automotive and equipment repair shops
- automotive and recreation vehicle services
- broadcasting studios
- business support services (Bylaw 5441)
- call centres
- clubs, private
- commercial storage
- convenience vehicle rentals
- contractor services, limited
- custom indoor manufacturing (Bylaw 5441)
- drive-through services
- drive-through vehicle services
- emergency protective services
- equipment rentals
- flea markets
- fleet services
- food primary establishments
- funeral services
- gaming facilities (Bylaw 4967)**
- gas bar
- government agencies
- high technology research and product design (Bylaw 5441)
- household repair services
- kennels (Bylaw 5339)
- limited contractor services
- liquor primary establishment, minor
- non-accessory parking
- offices, construction and development
- participant recreation services, indoor
- pawn shops
- recycled materials drop-off centres
- retail cannabis sales (Bylaw 5731)
- retail stores, service commercial
- service stations, minor
- truck and mobile home sales/rentals
- used goods stores
- utility services, minor impact
- vehicle and equipment sales/rentals, industrial and agricultural
- warehouse sales
 - ** refer to definition for "gaming facilities" in Section 2.3.3. for limitation on number of slot machines permitted within the City of Vernon boundaries

10.11.3 Secondary Uses

- amusement arcades, minor
- carnival
- outdoor storage
- residential security/operator unit
- real estate sales office
- retail store, licensee

10.11.4 Subdivision Regulations

- Minimum lot width is 30.0m.
- Minimum lot area is 1000m².

10.11.5 Development Regulations

- Maximum commercial floor space ratio is 1.8.
- Maximum site coverage is 60%.
- Maximum height is the lesser of 12.0m or 3.0 storeys.
- Minimum front yard is 2.0m.
- Minimum side yard is 0.0m, except it is 2.0m for any flanking street, and 4.5m when adjacent to a residential, agricultural or institutional zone.
- Minimum rear yard is 0.0m, except it is 6.0m where the abutting land is zoned or designated Residential.

10.11.6 Other Regulations

- Only one residential security/operator unit is permitted on a site.
- In addition to the regulations listed above, other regulations may apply. These include the general **development** regulations of Section 4 (secondary **development**, **yards**, projections into **yards**, lighting, agricultural setbacks, etc.); the specific use regulations of Section 5; the **landscaping** and fencing provisions of Section 6; and, the parking and loading regulations of Section 7.
- Outdoor storage shall be screened from view of any street or lane and from adjacent properties. There shall be no outdoor storage of toxic, noxious, explosive or odorous materials.

10.11.7 Temporary Commercial Use Permits

- In addition to the Primary and Secondary Uses permitted by Sections 10.11.2 and 10.11.3, Temporary Commercial Use Permits may be issued in respect of the land legally described as Lot 26, Sec. 27, Tp. 9, Plan B4869, ODYD to permit administrative offices and the retail sale of dog food and related products.
- As per Section 4.10.2 All buildings and structures, excluding perimeter fencing (garden walls and fences) on lots abutting City Roads as identified on Schedule "B" shall not be sited closer to the City Road than the setback as per the appropriate zone measured from the offset Rights of Way as illustrated on Schedule "B". (Bylaw 5440)



THE CORPORATION OF THE CITY OF VERNON REPORT TO COUNCIL

SUBMITTED BY:

Roy Nuriel

Economic Development Planner

COUNCIL MEETING: REG ☑ COW ☐ I/C ☐

COUNCIL MEETING DATE: July 19, 2021

REPORT DATE: July 8, 2021

FILE: DP000896

SUBJECT:

BC HOUSING - HOUSING AGREEMENT FOR 2600 35TH STREET

PURPOSE:

To review the request from officials of BC Housing to enter into a housing agreement pursuant to Section 4.9 of Zoning Bylaw #5000 for two supportive housing buildings at 2600 35th Street.

RECOMMENDATION:

THAT Council support entering into a housing agreement pursuant to Section 4.9 of Zoning Bylaw #5000 with the Provincial Rental Housing Corporation for two supportive housing buildings on Parcel B (Being a Consolidation of Lots 56 and 57, See CA6746666) DL 71 ODYD Plan 324 Except: Plan EPP84901 (2600 35th Street), subject to the following condition:

1. That the terms and conditions of the draft housing agreement are those outlined in Attachment 1 contained in the report titled "BC Housing – Housing Agreement for 2600 35th Street", dated July 8, 2021 and respectfully submitted by the Economic Development Planner.

ALTERNATIVES & IMPLICATIONS:

1. THAT Council not support entering into a housing agreement pursuant to Section 4.9 of Zoning Bylaw #5000 with the Provincial Rental Housing Corporation for two supportive housing buildings on Parcel B (Being a Consolidation of Lots 56 and 57, See CA6746666) DL 71 ODYD Plan 324 Except: Plan EPP84901 (2600 35th Street), as outlined in the report dated July 8, 2021 and respectfully submitted by the Economic Development Planner;

Note: This alternative would result in changing the design of the proposed second supportive housing building in order to accommodate the required parking spaces as required in Zoning Bylaw #5000.

ANALYSIS:

A. Committee/Board Recommendations:

At its meeting of July 8, 2021, the Affordable Housing Advisory Committee adopted the following resolution:

"THAT Council support entering into a housing agreement pursuant to Section 4.9 of Zoning Bylaw #5000 with the Provincial Rental Housing Corporation for two supportive housing buildings on Parcel B (Being a Consolidation of Lots 56 and 57, See CA6746666) DL 71 ODYD Plan 324 Except: Plan EPP84901 (2600 35th Street), subject to the following condition:

1. That the terms and conditions of the draft housing agreement are those outlined in Attachment 1 contained in the report titled "BC Housing Management Commission – Housing Agreement for 2600 35th Street", dated July 7, 2021, respectfully submitted by the Economic Development Planner;

AND FURTHER, that Council direct Administration to bring forward the appropriate bylaw to enable the City of Vernon to enter into the referenced housing agreement".

B. Rationale:

- The subject property is located at 2600 35th Street, as shown in Figures 1 and 2, and is 0.44 hectare (1.088 acres) in area. The subject property has an existing four storey, 52 unit supportive housing building by BC Housing "My Place" (Figure 3), which is operated by Turning Points Collaborative Society (TPCS).
- BC Housing Management Commission (hereinafter, BC Housing), has proposed a second supportive housing building for the property, to provide 52 additional units of supportive housing (Attachments 2 and 3).
- 3. Prior to the construction of the second supportive housing building, BC Housing has requested Council support for a housing agreement for both buildings on the subject property so that in addition to the 52 existing units, 52 new supportive units can be constructed on the property with a reduction in parking requirements. This conforms to Section 4.9.2 of the Zoning Bylaw #5000 provided there is a public benefit such as affordable or special needs housing rented at below market rates.
- 4. Housing agreements are also utilized to waive "low income housing" projects from being levied City and the Regional District of North Okanagan (RDNO) Development Cost Charges (DCCs). Waiving the City DCCs is provided for in Bylaw #5233. In the subject case, the proposed 52 unit

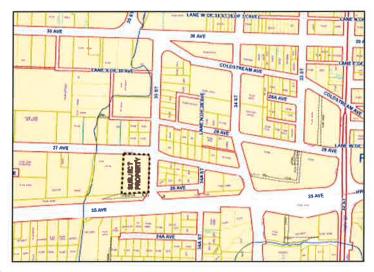


Figure 1: Location Map



Figure 2: Aerial Map

supportive housing building is already exempt from DCCs as per Section 561 (7) (a) in the *Local Government Act* as the units are no larger in area than 29m².

5. There would be a total of 104 rental bachelor units, 52 units in the existing building and an additional 52 units in proposed building. Zoning Bylaw #5000 defines the use of supportive housing as a "Group Home, Major" with the following parking requirements:

Group Home, Major: 1 per employee on duty, plus 1 per 5 dwelling or sleeping units' plus 1 scooter parking space per 5 dwelling or sleeping units.

A total of 25 parking spaces would be required for the 104 dwelling units and for the on-duty employees. The applicant is proposing to provide a total of 20 parking spaces (Attachment 2). In their reduced parking rationale letter (Attachment 4), the applicant has stated that due to the use of the dwellings for supportive housing for low income residents, and as the maximum usage of the parking for the existing building is only 8 cars, the proposed 20 parking spaces would be sufficient for the two buildings. By reducing the number of parking spaces, BC Housing is able to add additional dwelling units and provide housing for more people.



Figure 3: BC Housing Supportive Housing Building Number One – "My Place 1" (2600 35th St.)

Administration has worked with the applicant to provide 20 acceptable parking spaces, two of which would be accessible stalls, as well as a significant increase in secure bicycle and mobility scooter parking on the site.

6. The two BC Housing supportive housing buildings will offer the public benefit of affordable housing and special needs housing rented at below market rates. Based on comparable parking requirements for the use, proximity to downtown, social services, transit and the additional bicycle and mobile scooter parking provided beyond the minimum Zoning Bylaw #5000 requirements, Administration recommends that Council support BC Housing's request to enter into a housing agreement to decrease the parking requirements.

C. Attachments:

Attachment 1 – Proposed housing agreement

Attachment 2 – Proposed site plan

Attachment 3 - Proposed elevations for second building

Attachment 4 - Reduced parking rationale letter

D. Council's Strategic Plan 2019 – 2022 Goals/Action Items

The proposed housing agreement involves the following goals/action items in Council's Strategic Plan 2019 – 2022:

- > Create accessible and attainable housing for families with annual income below \$70,000
- > Develop affordable housing partnerships, including the use of City lands
- > Promote transit-oriented housing and mixed-use development
- ➤ Work towards a sustainable Vernon environmentally, economically and socially
- > Affordable/accessible housing, continue to pursue every effective means to ensure safe housing for all
- > Streamline the residential development approval process

E. Relevant Policy/Bylaws/Resolutions:

1. The subject property is located at 2600 35th Street, is designated Residential High Density in the Official Community Plan (OCP) and zoned RH1: Low-Rise Apartment Residential in Zoning Bylaw

#5000. The subject property has an existing four storey, 52 unit supportive housing building by BC Housing – "My Place".

- 2. Section 4.9 of Zoning Bylaw #5000 governs housing agreements, as follows:
 - 4.9 Housing Agreements
 - 4.9.1 City Council may enter into a housing agreement and/or covenant pursuant to the Local Government Act, as a condition of approval for affordable and/or special needs housing, which contains contractual arrangements as to any, or all, of the following:
 - the use of the lot in relation to any existing or proposed building or structure including the preservation of buildings, structures and environmental setbacks;
 - the occupancy, form of tenure, availability, administration, management and rent provisions, of the housing units;
 - the timing of the development; and
 - such other conditions as may be considered reasonable under the circumstances.
 - 4.9.2 Increases in the maximum density or reductions in parking or loading requirements are permitted to the density specified in the RM1, RM2, RH1, RH2, and RH3 zones provided:
 - the owner enters into a housing agreement and/or covenant satisfactory to the City of Vernon; and
 - such public benefit, determined by the City of Vernon, may include affordable or special needs housing for sale or rental at below market rates to qualifying purchasers or tenants or, amenities or amenity improvements to public spaces or community facilities.
 - 4.9.3 All agreements and/or covenants entered into pursuant to Section 4.9 shall run with the land as a priority charge against the title of the subject lands at the *Land Title Office*.
- 3. Section 561 (7) (a) in the Local Government Act for Circumstances in which development cost charges are not payable:
 - (7) Subject to a bylaw under subsection (8) or a regulation under subsection (11)(a), a development cost charge is not payable in relation to the construction, alteration or extension of self-contained dwelling units in a building authorized under a building permit if
 - (a) each unit is no larger in area than 29 square metres.

BUDGET/RESOURCE IMPLICATIONS:

N/A

Jul 13 2021 5:13 PM

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Approved for submission to Council:

Prepared by:

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	Docu Sign;	Date: 14.1	ULY. 2021			
Roy Nuriel						
Economic Development Pla						
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DEVELOPMENT

PERMITS\20

APPLICATIONS\DP000896\2



HOUSING AGREEMENT (Pursuant to section 483 of the Local Government Act)

AMONG:

THE CITY OF VERNON 3400 – 30th Street Vernon, B.C. V1T 5E6

(the "City")

OF THE FIRST PART

AND:

PROVINCIAL RENTAL HOUSING CORPORATION

Suite #1701 – 4555 Kingsway, Burnaby, B.C. V5H 4V8 (the "**Owner**")

OF THE SECOND PART

WHEREAS:

- A. Capitalized terms used in this Agreement, unless otherwise or elsewhere defined or the context otherwise clearly requires, will have the respective meanings ascribed to them in section 1.1;
- B. Under section 483 of the *Local Government Act* the City may, by bylaw, enter into a Housing Agreement with an owner regarding the occupancy of the housing units identified in the agreement, including but not limited to terms and conditions referred to in section 483(2) of the *Local Government Act*;
- C. The Owner is the registered and beneficial owner in fee simple of lands in the City of Vernon, B.C. with the following civic addresses and legal description:

1 and 2-2600 35th Street, Vernon, B.C.

PID: 030-421-284

PARCEL B (BEING A CONSOLIDATION OF LOTS 56 AND 57, SEE

CA6746666) DISTRICT LOT 71 OSOYOOS DIVISION YALE DISTRICT PLAN

324 EXCEPT: PLAN EPP84901

- D. The Owner has sought or will be seeking certain parking variances in respect of the Development; and
- E. The City and the Owner wish to enter into this Agreement, as a Housing Agreement pursuant to section 483 of the *Local Government Act*, in support of the parking variances and to secure the agreement of the Owner that all Dwelling Units on the Lands will be used and held only as affordable housing, subject to the terms and conditions set forth herein.

NOW THIS AGREEMENT WITNESSES that pursuant to section 483 of the *Local Government Act*, and in consideration of the sum of One Dollar (\$1.00) paid by the City to the Owner (the receipt whereof is hereby acknowledged) and the premises and covenants contained in this Agreement, the parties agree each with the other as follows:



1.0 DEFINITIONS AND INTERPRETATION

1.1 Definitions. In this Agreement:

"**Agreement**" means this Housing Agreement, including the foregoing Recitals and all Schedules hereto:

"BC Housing" means British Columbia Housing Management Commission;

"CPI" means the All-items Consumer Price Index for Vernon, B.C. published from time to time by Statistics Canada, or its successor in function;

"Development" means an existing four storey building and a new four storey building to be constructed on the Lands each containing 52 residential dwelling units and each having other support services including but not limited to a common kitchen, common rooms and offices;

"Dwelling Units" means any or all, as the context may require, self-contained residential dwelling units within the Development, and "Dwelling Unit" means any of such residential dwelling units located on the Lands;

"HILs" means the annual Housing Income Limits for the City of Vernon that are determined from time to time by BC Housing and that apply to a particular Low Income Unit, for example depending on whether the Low Income Unit is a Bachelor or 1 Bedroom Dwelling Unit.

"Immediate Family" includes a person's husband, wife, partner, child, mother, father, brother, sister, mother-in-law, father-in-law, grandparent, brother-in-law, sister-in-law, niece and nephew:

"Land Title Act" means the Land Title Act, R.S.B.C. 1996, c.250;

"Lands" means that certain parcel of land described in Recital C, and includes any parcel into which some or all of such land is consolidated or subdivided;

"Local Government Act" means the Local Government Act, R.S.B.C., c. 1;

"Low Income Unit" means a Dwelling Unit that is designated as a low income unit in accordance with Article 2.0 of this Agreement;

"Non-owner" means a person other than the Owner or a member of the Owner's Immediate Family, who occupies a Dwelling Unit for residential purposes;

"Notice" has the meaning ascribed to that term in section 4.1;

"Owner" includes a person who acquires an interest in the Lands or any part of the Lands and is thereby bound by this Agreement, as referred to in section 5.2;

"Residency Agreement" means an agreement, lease, licence, or other right of a Non-owner to occupy a residential unit;

"Strata Plan" means a strata plan filed in respect of the Lands or any subdivided portion



thereof pursuant to the Strata Property Act;

"Strata Property Act" means the Strata Property Act, S.B.C. 1998, c. 43; and

"Subdivided Parcel" has the meaning ascribed to that term in section 3.3.

2.0 LOW INCOME HOUSING

- **2.1** The Owner covenants and agrees that:
 - (a) 100% of the Dwelling Units, consisting of at least 104 Dwelling Units, shall be designated as Low Income Units; and
 - (b) each of the Low Income Units shall only be rented to a Non-owner or Non-owners under the terms of a Residency Agreement with a combined annual household income that is equal to or less than the HILs that apply to the particular Low Income Unit being rented by such Non-owner or Non-owners. In the event that BC Housing ceases to determine HILs and such determination is not replaced by a similar publication, then the income limit with respect to a Low Income Unit shall be determined by reference to the last published HILs which shall be increased annually by an amount equal to the increase in the CPI commencing January 1 following the year BC Housing ceased determining HILs.

3.0 SUBDIVISION

- **3.1 Subdivision Generally**. If the Lands are subdivided at any time hereafter either under the provisions of the *Land Title Act* or under the *Strata Property Act*, or under other similar legislation enacted from time to time, then upon the deposit of a plan of subdivision, a Strata Plan, or similar plan as the case may be, subject to section 3.2:
 - (a) the rights and benefits of this Agreement herein granted will be annexed to and run with each of the new parcels, lots or other subdivided parcels and areas so created; and
 - (b) the burdens, obligations, agreements and covenants contained in this Agreement will continue to be noted on each of the new parcels, lots or other subdivided parcels and areas so created.
- **3.2 Subdivision by Strata Plan.** If the Lands, or any portion thereof, are subdivided by a Strata Plan:
 - (a) the existence of this Agreement and the City bylaw authorizing and enacting it will be noted on the title of each individual strata lot and noted on the common property sheet:
 - (b) the Owner will cause the strata corporation or the strata corporations created by the deposit of a Strata Plan to be obliged to perform and observe the Owner's applicable covenants in this Agreement, solely at the expense of the strata lot owners; and



(c) the liability of each strata lot owner for the performance and observance of the Owner's covenants herein will be in proportion to the unit entitlement of his, her or its strata lot as established by the Strata Plan,

provided that, if the Lands are first subdivided by air space plan and then one or more of these parcels are further subdivided by Strata Plan, the easements and covenants registered concurrently with the air space plan may designate the air space parcel or the remainder, and therefore each strata lot owner and/or the strata corporation, responsible to perform and observe the Owner's covenants in this Agreement.

3.3 Release of Notice. For certainty, if the portion of the Lands containing the Development is subdivided and any of the parcels created as a result of such subdivision do not contain any of the Dwelling Units (the "Subdivided Parcel"), the owner of such Subdivided Parcel may apply to the City to release the Notice (as defined in section 4.1) from title to the Subdivided Parcel. The City agrees to execute and deliver a release of this Housing Agreement from title to the Subdivided Parcel, provided however that: (a) the City will have no obligation to execute any such release until a written request therefor from the owner of the Subdivided Parcel has been received by the City, which request will include the form of release in registerable form; (b) the cost of preparation of such release and the cost of registration of same in the Land Title Office will be paid by the Owner; and (c) the City will have a reasonable time within which to execute such release and return the same to the Owner for registration.

4.0 NOTICE TO BE REGISTERED IN LAND TITLE OFFICE

4.1 Notice of this Agreement (the "**Notice**") may be registered in the Land Title Office by the City in accordance with section 483 of the *Local Government Act*.

5.0 GENERAL PROVISIONS

- **5.1 NOTICE.** If sent as follows, notice under this Agreement is considered to be received:
 - (a) seventy-two (72) hours after the time of its mailing (by registered mail),
 - (b) on the date of dispatch if delivered by fax before 5:00 pm on a regular business day, and otherwise on the next regular business day thereafter, and
 - (c) on the date of delivery if hand-delivered,

if to the City, addressed as follows:

The City of Vernon 3400 – 30th Street Vernon, B.C. V1T 5E6

Attention:	City Clerk	
Fax:		

if to the Owner, addressed as follows:

Provincial Rental Housing Corporation Suite #1701 – 4555 Kingsway, Burnaby, B.C. V5H 4V8



Attention:	Manager,	Real	Estate	Services
C-14				

If a party identifies alternate contact information in writing to another party, notice is to be given to that alternate address/person.

If normal mail service or facsimile service is interrupted by strike, work slowdown, force majeure, or other cause,

- (a) notice sent by the impaired service is considered to be received on the date of delivery, and
- (b) the sending party must use its best efforts to ensure prompt receipt of a notice by using other uninterrupted services, or by hand-delivering the notice.
- **5.2 BINDING EFFECT**. This Agreement will enure to the benefit of and be binding upon the parties hereto and their respective successors and permitted assignees. In accordance with section 483(6) of the *Local Government Act*, this Agreement and all obligations hereunder is binding on all who acquire an interest in the Lands, and is binding on the Owner only during the Owner's ownership of any interest in the Lands, and with respect only to that portion of the Lands of which the Owner has an interest.
- **5.3 HEADINGS.** The division of this Agreement into articles and sections and the insertion of headings are for the convenience of reference only and will not affect the construction or interpretation of this Agreement.
- **5.4 LANGUAGE.** Words importing the singular number only will include the plural and vice versa, words importing the masculine gender will include the feminine and neuter genders and vice versa, and words importing persons will include individuals, partnerships, associations, trusts, unincorporated organizations and corporations and vice versa.
- **5.5 LEGISLATION**. Reference to any enactment includes any regulations, orders or directives made under the authority of that enactment, and is a reference to that enactment as consolidated, revised, amended, re-enacted or replaced, unless otherwise expressly provided.
- **5.6 WAIVER**. The waiver by a party of any failure on the part of the other party to perform in accordance with any of the terms or conditions of this Agreement is not to be construed as a waiver of any future or continuing failure, whether similar or dissimilar.
- 5.7 EQUITABLE REMEDIES. The Owner acknowledges and agrees that damages would be an inadequate remedy for the City for breach of this Agreement and that the public interest strongly favours specific performance, injunctive relief (mandatory or otherwise), or other equitable relief, as the only adequate remedy for a default under this Agreement
- **5.8 CUMULATIVE REMEDIES**. No remedy under this Agreement is to be deemed exclusive but will, where possible, be cumulative with all other remedies at law or in equity.
- **5.9 ENTIRE AGREEMENT**. This Agreement when executed will set forth the entire agreement and understanding of the parties as at the date it is made.



- **5.10 FURTHER ASSURANCES**. Each of the parties will do, execute, and deliver, or cause to be done, executed, and delivered all such further acts, documents and things as may be reasonably required from time to time to give effect to this Agreement.
- **5.11 AMENDMENT**. This Agreement may be amended from time to time, by consent of the Owner and a bylaw duly passed by the Council of the City and thereafter if it is signed by the City and the Owner provided however, that the Owner acknowledges and agrees that it is within the City's sole discretion to consent or not to consent to modifications of this Agreement and that such consent may be withheld for any reason.
- 5.12 NO DEROGATION FROM STATUTORY AUTHORITY. Nothing in this Agreement shall:
 - (a) limit, impair, fetter or derogate from the statutory powers of the City all of which powers may be exercised by the City from time to time and at any time to the fullest extent that the City is enabled and no permissive bylaw enacted by the City, or permit, licence or approval, granted, made or issued thereunder, or pursuant to statute, by the City shall estop, limit or impair the City from relying upon and enforcing this Agreement; or
 - (b) relieve the Owner from complying with any enactment, including the City's bylaws, or any obligation of the Owner under any other agreement with the City.
- 5.13 SEVERABILITY. If any section, term or provision of this Agreement is found to be partially or wholly illegal or unenforceable, then such sections or parts will be considered to be separate and severable from this Agreement and the remaining sections or parts of this Agreement, as the case may be, will be unaffected thereby and will remain and be enforceable to the fullest extent permitted by law as though the illegal or unenforceable parts or sections had never been included in this Agreement.
- 5.14 COUNTERPARTS. This Agreement may be executed in counterparts and delivered by facsimile or emailed PDF file, each of which will have the same effect as if all parties had signed the same document. Each counterpart shall be deemed to be an original. All counterparts shall be construed together and shall constitute one and the same Agreement.
- **5.15 EFFECTIVE DATE**. This Agreement is effective as of the date of the signature of the last party to sign.

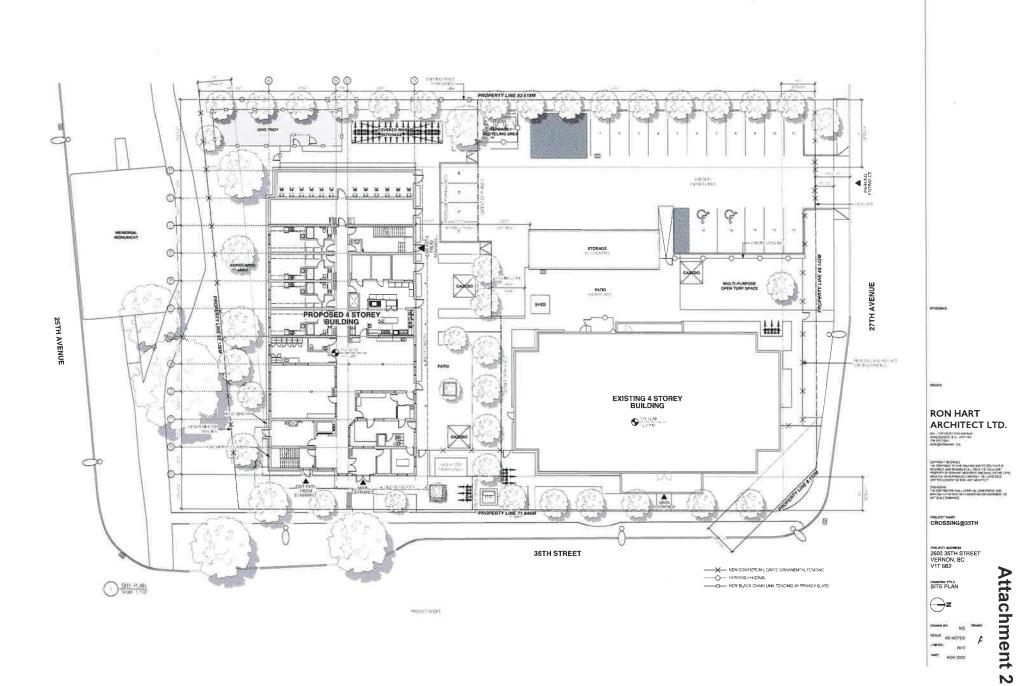
IN WITNESS WHEREOF the parties hereto have set their hands and seals as of the day and year last below written.

THE CITY OF VERNON by its authorized signatory(ies):	;
Print Name:	
Print Name:	

Date signed:	
PROVINCIAL RENTAL HOUSING CORPORATION by its authorized signatory(ies):	
Print Name:	
Print Name:	

Date signed:_____









1 JUSTIN BOUGHONDS

RON HART ARCHITECT LTD.

401 - 126 WEST 6 IH AVENUE VANCOUVER 6 G VSY 1KN 776/231 7241 HONGRONHART CA

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CROSSING@35TH

PROJECT ADDRESS 2600 35TH STREET VERNON, BC V1T 6B2

ELEVATIONS

MALE AS NOTED 204 Mil. 2017 DATE MOV 2020

Attachment 3

RON HART ARCHITECT LTD.

404-128 West 6th Avenue Vancouver BC V5Y 1K6 778 233 7241

REDUCED PARKING RATIONALE

Project: Vernon - 2600 35TH STREET Supportive Housing - My Place 2

Project Number: 2010

Date of Letter: October 13th, 2020

Atten: City of Vernon Planning Department

Please consider the following as a rationale for reduced parking requirements at the 2600 35th Supportive Housing complex.

My Place One with 52 supportive housing units has been in operation for 2 years.

- Staff has reported, and observations by our team confirm, that the current parking provided (16 stalls, including 2 accessible stalls) exceeds the needs of the staff and residents currently on site.
- Approximately ½ or less of the stalls are used at any one time. This means that 4 stalls are
 typically adequate for this facility.
- The proposed building, My Place Two, will provide an additional 52 supportive housing units. Assuming a similar resident profile and staffing of My Place Two, with similar vehicle usage characteristics, we can estimate a regular total parking usage of no more than 8 stalls for the site as a whole.
- Proposed parking for the site: 20 stalls including 2 accessible stalls. While this is less than zoning
 requirements call for, this amount exceeds the need by more than half and thereby accommodates
 considerable future change in resident profiles.
- Other considerations that support reduced parking:
 - By reducing parking requirements we are able to increase units on site and provide housing to more people in need.
 - Reducing the paving area and preserving more green space contributes to:
 - Reduced heat island effect
 - Additional amenity space
 - Additional space for trees and planting
 - Improved site characteristics for ground water infiltration.
 - Additional space for storage of residents preferred means of transport including:
 - electric scooters
 - bicycles.

BC housing will provide a housing agreement with the City of Vernon to support this parking reduction.

Ron Hart, Architect, AIBC

Ron Hart Architect Ltd.



THE CORPORATION OF THE CITY OF VERNON REPORT TO COUNCIL

SUBMITTED BY: Chris Ovens.

General Manager, Public Works

COUNCIL MEETING: REG ⊠ COW □ I/C □

COUNCIL MEETING DATE: July 19, 2021

REPORT DATE: June 28, 2021

FILE: 6130-06

SUBJECT:

GOOSE MANAGEMENT

PURPOSE:

To provide Council with results of the Okanagan Valley Goose Management Program for 2021 and to provide options for management and control of the population of geese in the Vernon area.

RECOMMENDATION:

THAT Council receives the report titled "Goose Management", dated June 28, 2021, respectfully submitted by the Manager, Parks and Public Spaces for information.

AND FURTHER, that Council direct Administration to resubmit the appropriate applications with the intent to pursue the goose "Kill" program in 2022:

AND FURTHER, that Council approve carrying over into 2022 any unspent 2021 budget related to the goose "Kill" program;

ALTERNATIVES & IMPLICATIONS:

1. THAT Council receives the report titled "Goose Management", dated June 28, 2021, respectfully submitted by the Manager, Parks and Public Spaces for information.

AND FURTHER, that Council authorize changing the 2021 goose "Kill" program, approved at their Regular meeting held on February 8, 2021, with a budget of \$40,000 funded by the Casino reserve, to a "Kill to Scare" program to be completed in 2021 at a cost of \$15,000;

AND FURTHER, that Council authorize Administration to bring forward a service level increase for consideration during 2022 Budget Deliberations for an annual goose "Kill to Scare" program of up to \$15,000, to be funded by taxation and in addition to the 2% maximum tax revenue increase directed by Council at their Special meeting held on June 21, 2021;

AND FURTHER, that Council authorize Administration to bring forward a service level increase for consideration during 2022 Budget Deliberations for enhanced annual turf cleaning of up to \$38,000, to be funded by taxation and in addition to the 2% maximum tax revenue increase directed by Council at their Special meeting held on June 21, 2021, and up to \$45,000 for one-time equipment purchases, to be funded by taxation and in addition to the 2% maximum tax revenue increase directed by Council;

AND FURTHER, that Council direct Administration to investigate changes required to the Firearms and Weapons Bylaw #5399 to allow hunting on McKay Reservoir land and report back to Council at a future meeting.

2. THAT Council receives the report titled "Goose Management", dated June 28, 2021, respectfully submitted by the Manager, Parks and Public Spaces for information. 389

AND FURTHER, that Council authorize the expenditure of up to \$50,000 for the investigation of landscape design options at Kin Beach and Paddlewheel Park to deter geese from congregating in these areas, funded from the 2020 Unexpended Uncommitted reserve.

Note: Changing the landscape of Paddlewheel Park and Kin Beach may reduce the numbers of geese in these areas but will cause the geese to relocate to other adjacent privately owned areas. Costs associated with landscape changes are unknown and could be significant.

ANALYSIS:

A. Committee Recommendations:

N/A

B. Rationale:

- 1. At its Regular Meeting of February 10, 2020, Council directed Administration to increase the scope of the egg addling program at a cost of \$15,000. The adjustment to the program was made as per Council direction. The current egg-addling program consists of pre-addling surveys of nests and pairs in March followed by intensive egg addling throughout April and the first half of May. Administration will report on the egg addling numbers when this information is available later this year.
- 2. At its Regular Meeting of January 25, 2021, Council directed Administration to proceed with a goose "Kill" program to reduce the goose population in the Vernon area by 100-150 birds. Administration completed the required supporting documentation and submitted the permit to the appropriate approving agencies in April of this year. Administration was recently advised by representatives of the Federal Government that the permit would not be approved in 2021 due to the complexity of the permit and the lack of resources required to review and approve the complex application. On Councils direction, Administration will continue with the permitting process for implementation in 2022.
- 3. As an alternative to the goose "Kill" program, Council could direct Administration to proceed with a goose "Kill to Scare" program. This technique is the method recommended by the City's goose control contractor and is the method used successfully by neighboring communities. A "Kill to Scare" program is used to remove the social dominant goose from a flock. When the dominant goose is removed (through lethal means) the remainder of the flock tends to disperse and leave the area in smaller groups. A "Kill to Scare" program does require a permit issued from the Canadian Wildlife Services, however, the permitting process is not as complex as the "Kill" program. Once the permit and the management plan are reviewed and approved, the Canadian Wildlife Service will provide Administration with the number of geese that can be removed from the area. The annual cost to complete a "Kill to Scare" program is \$15,000.
- 4. In addition to the "Kill to Scare" program, Council could direct Administration to increase the frequency of goose waste removal at Kin Beach, Paddlewheel Park, Lakeshore Park, Marshall Fields and Polson Park. Presently the City has a contractor that completes scare tactics for 4 hours every morning. The time is split between Kin Beach, Lakeshore Park, Paddlewheel Park and Marshall fields. During this four-hour period, the contractor also attempts to remove goose waste using manual methods (shovels). City staff also use a turf sweeper at Kin Beach and Paddlewheel Park twice a month to complete a more thorough clean up of the goose waste. Administration could provide turf sweeping three times a week at Kin Beach, Paddlewheel Park, Lakeshore Park, Marshall Field and Polson Park from May until October at an annual cost of \$38,000. The purchase of an additional turf sweeper would also be required at a one time cost of \$45,000.

- 5. The Firearms and Weapons Bylaw #5399 currently does not permit the use of firearms for the purpose of hunting within the corporate boundaries of the City. Hunting using longbows or crossbows on properties larger than 2 hectares in size is permitted provided the activity is in compliance with the Wildlife Act. In addition to the alternatives noted previously in the report, Council could direct Administration to investigate changes required to the Firearms and Weapons Bylaw #5399 to allow hunting of Geese in McKay Reservoir and report back to Council at a future date. This option has the benefit of reducing the goose population in our area with the inclusion of beneficial use of the meat.
- 6. Council could also decide to direct Administration to investigate changes to the landscaping at Kin Beach and Paddlewheel park to deter geese from these locations. Alterations may include grade changes, fencing, plant material, logs, and other obstacles. Landscape changes required to deter geese would change the parks significantly and come at a considerable cost. It is also important to note that these changes will not necessarily reduce the goose population and will likely force geese to other lands in the surrounding area that are more desirable.

C. Attachments:

D. Council's Strategic Plan 2019 - 2022 Goals/Deliverables:

N/A

E. Relevant Policy/Bylaws/Resolutions:

1. At the February 8, 2021 Regular Meeting, Council adopted the following resolution:

"THAT Council receive the Internal Memorandum titled "Geese Cull" dated February 2, 2021 from the Acting Director, Operation Services;

AND FURTHER, that Council direct Administration to proceed with the geese cull as presented in the Internal Memorandum dated February 2, 2021, with an authorized budget of up to \$40,000 including contingencies, with the source of funds being the Casino Reserve."

2. At the January 25, 2021 Regular Meeting, Council adopted the following resolution:

"THAT Council direct Administration to proceed with the permits required to initiate a "Kill" program to eliminate approximately 100-150 geese from the Vernon area at an estimated cost of \$41,000 with source of funds being an amended 2021 budget and subsequent tax rate;

AND FURTHER, that Council directs Administration to look into Lakeshore, Kin, Paddlewheel and Polson as the parks to initiate a "Kill" program.

AND FURTHER, that Council directs Administration to contact neighbouring jurisdictions from Lake Country, North via letter to determine their interest in investigating a combined effort with egg addling and/or a "Kill" program.

3. At the February 10, 2020 Regular Meeting, Council adopted the following resolution:

"THAT Council approve the expenditure of \$15,000 to initiate a program to increase the duration and scope of the egg addling program in the City of Vernon, source of funds amended 2020 budget and subsequent tax rate;

AND FURTHER, that Council direct Administration to proceed with amendments to the Animal Control Bylaw to prohibit wildlife feeding within City limits and bring forward for Council's consideration;

AND FURTHER, that Council direct Administration to implement a public education and communications strategy to inform the public on the prohibition of wildlife feeding in City limits, upon changes in the Bylaw."

BUDGET/RESOURCE IMPLICATIONS:

Jul 14 2021 8:19 AM

Prepared by:

If Council decides to direct Administration to follow the recommendations provided in the report, the 2021 goose "Kill" project funding would be carried over into 2022. No additional funding would be required to complete the goose "Kill" program in 2022.

If Council directs Administration to implement Alternative #1, \$15,000 of the 2021 approved funding identified for the goose "Kill" program will be used to fund the recommended goose "Kill to Scare" program in 2021. The additional items identified in the recommendation will be brought forward for consideration during the 2022 Budget Deliberations.

If Council directs Administration to implement Alternative #2, \$50,000 to complete the investigation of landscape design options would be funded from the 2020 Unexpended Uncommitted reserve. Significant funding may be required to complete the modifications identified in the landscape design options with no identified funding source.

Approved for submission to Council:

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De	Date: 14.	JULY. 2021
Chris Ovens, General Manager, Works	Public 1 8:19 AM	
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James Rice, Director, Operation	S	
REVIEWED WITH		
 □ Corporate Services □ Bylaw Compliance □ Real Estate □ RCMP □ Fire & Rescue Services □ Human Resources 	 ☑ Operations ☐ Public Works/Airport ☐ Facilities ☐ Utilities ☐ Recreation Services ☒ Parks 	 □ Current Planning □ Long Range Planning & Sustainability □ Building & Licensing □ Engineering Development Services □ Infrastructure Management □ Transportation
☑ Financial Services☐ COMMITTEE:☐ OTHER:		☐ Economic Development & Tourism

THE CORPORATION OF THE CITY OF VERNON



REPORT/RECOMMENDATION TO COUNCIL

SUBMITTED BY: Chris Ovens, DATE: July 9, 2021

General Manager, Public Works

FILE: 5410-10

SUBJECT: HIGHWAY 97 STREETLIGHT DECORATIONS

PURPOSE:

To provide Council with information and associated costs regarding the enhancement of decorative lighting on Highway 97 between 25th Avenue and 43th Avenue.

RECOMMENDATION:

THAT Council receive the report titled "Highway 97 Streetlight Decorations" dated July 9, 2021 and respectfully submitted by the General Manager, Public Works;

AND FURTHER, that Council direct Administration that the scope of the project will be on Highway 97 from 15th Avenue to north of 43rd Avenue and not to exceed 68 decorations;

AND FURTHER, that Council direct Administration that the preferred style of decoration shown on Attachment 1 of the report titled "Highway 97 Streetlight Decorations" dated July 9, 2021 is (to be cited by Council);

AND FURTHER, that Council direct Administration to acquire costs of the selected decoration and brackets, and propose a budget with source of funds, at the regular Council meeting of August 16, 2021.

ALTERNATIVES & IMPLICATIONS:

1. THAT Council receive the report titled Highway 97 Light Decorations dated July 9, 2021, respectfully submitted by the General Manager, Public Works.

ANALYSIS:

A. Committee/Board Recommendations:

N/A

B. Rationale:

1. At its Regular Meeting of February 18, 2021, Council directed Administration to propose plans to enhance holiday lighting along Highway 97 between 43th Avenue

- and 25th Avenue between December 1 and January 30 and that Administration identify a source of funding for the proposed enhanced holiday lighting.
- 2. Traditionally lighting has been provided from December to March along 30th Avenue through the downtown core and on Highway 97 from 15th Avenue to north of 43rd Avenue. The decorations on Highway 97 are attached to existing streetlight infrastructure that is owned and operated by the Ministry of Transportation. It is unclear when this process was started, but it can be assumed that the original decorations were installed prior to the 1980's.
- 3. The original decorations consisted of curved steel structures covered with garland and incandescent lights. Over the years, the appearance and quality of the garland and lights deteriorated and became unsightly. During the 2010 budget process, Operation Services requested funding in the amount of \$72,000 to replace the decorations. This request was not supported by Council.
- 4. In an effort to maintain some holiday lighting along Highway 97, Operation Services retrofitted the existing decorations by removing the garland and replacing the bulbs with red LED rope lighting. This change was competed at minimal cost. Operations currently installs and removes approximately 60 lights on Highway 97 from 15th Avenue to north of 43rd Avenue annually. This process takes staff approximately 3 days to complete.
- 5. Lighting options have advanced significantly over the past 30 to 40 years, enabling communities to take advantage of new light weight materials, more efficient lighting and improved design features. Examples range from half snowflake designs with one colour of light to shooting stars with red garland and rope lighting. Some available lighting styles are provided in Attachment 1.
- 6. New lighting will also require the installation of new mounting brackets to suit the new decorations. The mounting brackets will enable staff to install and remove the decorations similar to our current practice. Pricing for lighting varies with the degree of complexity and features. The pricing for decorations ranges from approximately \$750 to \$1150 per unit. Brackets required for the installation are estimated to cost an additional \$450 per decoration including mounting and installation.
- 7. Any adjustment to our current decorations on Highway 97 would need to be submitted to the Ministry of Transportation and Infrastructure for approval. This approval should be obtained before any decorations are purchased. The Ministry may also have plans to upgrade the streetlighting on highway 97 at some point in the future. Any future upgrades to these streetlights also needs to be considered prior to purchasing new decorations. It is estimated that a review from the Ministry may take up to 8 weeks to complete.
- 8. Council has requested the enhancement of decorations on Highway 97 between 25th Avenue and 43th Avenue. The total number of decorations through this section of Highway 97 is 40. The estimated cost to enhance these decorations using the higher

end cost of the decorations shown in Attachment 1 including a contingency is \$75,000.

- 9. Operation Services currently installs decorations on Highway 97 from 15th Avenue to north of 43rd Avenue. The total number of decorations currently installed is 68. The estimated cost to enhance these decorations using the higher end cost of the decorations shown in Attachment 1 including contingency is \$120,000. Expected delivery from date of order is estimated at four to five weeks.
- 10. The City procures goods and services for its operation consistent with City's Corporate Purchasing Policy. Based on the cost to purchase the decorations, Administration would be required to follow a formal bid process. The decorative light examples included in Attachment 1 are intended to represent available styles. Council could select a particular style that they determine to be appropriate for the application. Administration would then use this information during the formal procurement process to purchase a decoration that closely matched Council's preferred option while still following a consistent procurement process.

C. Attachments:

1. Decorative Lighting Catalogue

D. Strategic Plan Objectives:

Enhancing the main corridor into Vernon, which intersects with the downtown aligns with Council's Strategic Plan:

Vibrant Downtown

E. Policy (Existing/Relevance/None):

N/A

F. Relevant History:

 At its Regular Meeting of February 18, 2021 Council passed the following resolution:

THAT Council direct Administration to propose plans to enhance holiday lighting along Highway 97 between 34 Avenue and 25 Avenue between December 1 and January 30;

AND FURTHER, that Administration identify a source of funding for the proposed enhanced holiday lighting;

AND FURTHER, that Council direct Administration to deliver the proposal no later than August 15, 2021.

G. <u>Ap</u>	plicants Re	esponse:					
N/A	Č ,						
H. Rea	asons for E	Bylaw:					
N/A							
I. <u>Re</u> s	sources:						
N/A							
BUDGET IMPL	ICATIONS	<u>i</u> ,					
project will ran	ge from \$7	75,000 to \$	120,	d decoration fixtur 000. Source of fu fire additions are o	unds M	1AY be the 20	20 Unexpended
Prepared by:	161.42	2021 12:52 PM		Approved for	submi	ssion to Counc	ila
Chris Ovens, General Manager, Public Works Will Pearce, CAO Date: 13. July 767							
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☐ Human Resou	rces 🔲 U	Itilities		☐ Recreation Serv	/ices		

☐ Other_

NOTE: City Administrator's comments will be provided if required as an addendum to the report

light pole COR

- Aluminum Frame Construction
- Illuminated with durable LED Rope Lighting
- Easy Do-It-Yourself Installation
- Each Pole Mount includes Adjustable Stainless Steel Snaplock Bands for Easy Do-it Yourself Installation

LED Lit Pole Mounts

 Holly Wave
 (8'2", 44 watts) Red, Green & Cool White DLPMHOLLYW

Falling Ribbon Star
 (8'2", 53 watts) Cool White, Ropelight & Red Garland DLPMFALLINGRB-CW
 (8'2", 53 watts) Warm White, Ropelight & Red Garland DLPMFALLINGRB-WW

 Elegant Stars
 (8'2", 48 watts) Cool White, Ropelight PMEMELEGANT8

 Fancy Ribbon (5', 45 watts) Cool White, Twinkle Mini Light, Double Line Ropelight, Red Garland DLGL6655-8CW Double line Ropelight, Red Garland DLGL6655-8CW

Valparaiso

 (8'7", 78 watts)

 Warm White, Ropelight LMS093
 Cool White, Ropelight LMS092

Dancing Twin Trees
 Cool White ropelight with green mini lights & green garland on Aluminum frame with cUL trasnfomer,
 (5', 50 watts)
 DLPMDANCINGTWIN-5CW
 (8'2", 80 watts)
 DLPMDANCINGTWIN-8CW

Half Snowflake
 (5.5', 38 watts) Cool White, Ropelight with
 4 Flash Bulbs
 PMFD23575B2

8. Snowflake Window (8'2", 89 watts) Cool White, Ropelight PMEMSFWIN8

Double Snowflake Wave
 Cool White Twinkle Mini Lights, Double Line
 LED Ropelight, Blue Garland
 (5', 45 watts)
 DLGL6688-5CW
 (8'2", 85 watts)
 DLGL6688-8CW



LED Lit Pole Mounts

10. Swirl Burst

Cool White Twinkle Mini Lights, Double Line LED Ropelight, Blue Garland (5', 45 watts) DLGL6677-5CW (8'2", 85 watts) DLGL6677-8CW

11. Double Bell

Red & Cool White Mini Lights, Red & Pure White, Ropelight, Red & Silver Garland, Aluminum Frame. (4', 50 watts) DLPMBELLRB-4

12. Classic Half Snowflake

Cool White Ropelight with Warm White Mini Lights (5'5", 55 watts) DLPMHALFSNOW

13. Double Ribbon Star

Cool White Ropelight, Red Garland (5', 45 watts) DLPMDBRIBBON-5

14. Festive Snowflake

Cool White Ropelight, Aluminum Frame

(4', 45 watts) PMFDSNOWFLAKE

15. Dancing Tree

Cool White Ropelight, Red Garland, Aluminum Frame (5', 48 watts) PMFD3501B2

16. Wreath

Red & Green Mini Lights with Red & Green Garland (42", 40 watts) DLPMWREATH-35

17. Mini Snowflake

Cool White Ropelight, Aluminum Frame (5', 45 watts) PMFD124005B2

NEW 18. Tri-Snowflake - 67" H x 34"w (170cm X 85cm Cool white Ropelight, and 3 flashers, with cUL transformer, 24v, 60w, aluminum frame. DLPMNTV66

NEW 19. Multi-Snowflake - 94.5" H x 44"w (240cm x 111c m)Cool white & Delete Cool in the Samp; Blue LED Rope light & Delete Cool in the Samp; aluminium frame, with culture culture culture cool in the Cool in the Samp in the Cool in

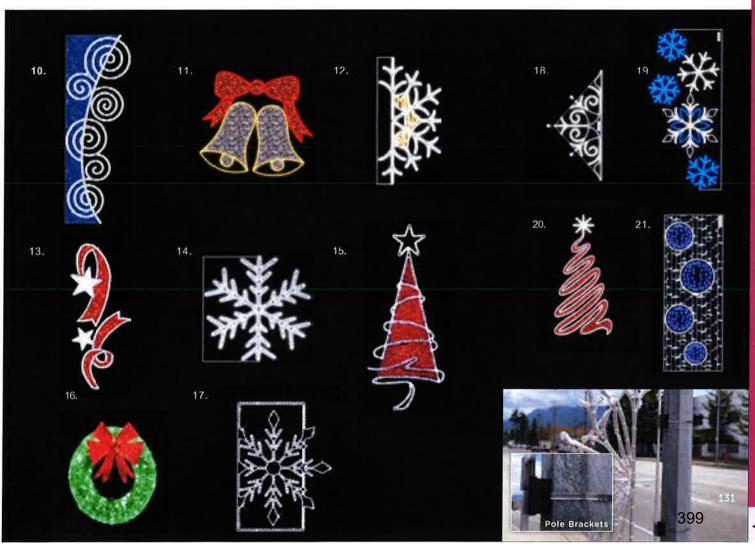
NEW 20. DL Snow Tree - 78" H x 37.5" (198cm x 95cm) LED cool white ropelight and Red Garland, with cUL transformer 24v. 60w, aluminum frame. DPLMSNOWTREE

NEW 21. Multi Ball - 78" H x 29.5" (198cm x 75cm)

LED CW Rope light and CW/BL string light with twinkle strands, with cUL transformer 24v, 100w, aluminum frame.

DLPMORNAMENT

V. Pole Mount Bracket, Stainless Steel DLBRACKET-FIX-20













Lit Pole Mounts

- 22. Star Snowflake
 5', 90 LED bulbs, 87 watts, 21 lbs
 PMVGSTSF5C7LED
- 23. Diamond Snowflake
 5', 90 LED bulbs, 87 watts, 21 lbs
 PMVGDSFDM5C7LED
- 24. Spiral Snowflake 4'6", 60 LED bulbs, 58 watts, 14 lbs PMVD54SPRLSSFLED
- 25. Deluxe Ice Snowflake
 - 5', 90 LED bulbs, 87 watts, 19 lbs PMVD5DLXESFLED
 - 3', 54 LED bulbs, 52 watts, 13 lbs PMVGSFSH3C7LED
- 26. Deluxe Forked Snowflake 5', 90 LED bulbs, 87 watts, 22 lbs PMVDPMSFD60ELED
- 27. Classic Winter Snowflake 8', 97 LED bulbs, 93 watts, 23 lbs
- PMVG5FCW085LED

 28. Starburst
- 8', 49 LED bulbs, 47 watts, 16 lbs PMVGSSB8C7LED
- 29. North Star8', 74 LED amber & clear bulbs,72 watts, 24 lbsPMVGBSTAR8C7LED



- 30. Silhouette Shooting Star 8', 87 LED bulbs, 84 watts, 50 lbs PMGPSLSSX8C7LED
- 31. Falling Stars 8', 110 LED bulbs, 107 watts, 40 lbs PMGPPMFSX8C7LED
- 32. Shooting Star

7', 55 LED bulbs, 54 watts, 19 lbs PMVGSSTAR7C7LED

LED with Festive Garland PMVD7GSSSLITLED

3.5', 35 LED bulbs, 34 watts, 12 lbs PMVGSSTAR3C7LED

- Zig Zag Tree
 - 7', 55 LED bulbs, 53 watts, 45 lbs
- 33. Green PMGPZZGR7FWLLED
- 34.Gold
- PMGPZZGD7FWLLED
- 35. Candy Cane with Holly 6', 66 LED bulbs, 64 watts, 50 lbs PMGPCCNWLFXC9LED









SILHOUETTE POLE MOUNTS

THE CORPORATION OF THE CITY OF VERNON



REPORT/RECOMMENDATION TO COUNCIL

SUBMITTED BY:

Sue Saunders, Emergency Program Coordinator DATE: June 24, 2021

FILE:

3900-02

SUBJECT: PROPOSED EMERGENCY PROGRAM BYLAW 5862

PURPOSE:

To provide a contemporary Emergency Program Bylaw granting authority for the Emergency Plan, Emergency Management Program and Emergency Management Organization including the Emergency Program Coordinator and appropriate committees.

RECOMMENDATION:

THAT Council support the proposed Emergency Program Bylaw Number 5862 as presented in the report titled "Proposed Emergency Program Bylaw 5862" dated June 24, 2021 and respectfully submitted by the Emergency Program Coordinator.

ALTERNATIVES & IMPLICATIONS:

THAT Council not support the proposed Emergency Program Bylaw Number 5862 outlined in the report titled "Proposed Emergency Program Bylaw 5862" dated July 19, 2021 and respectfully submitted by the Emergency Program Coordinator.

Note: This would mean that the City of Vernon Emergency Program Bylaw #5645 would remain as passed in 2017. The implication is the current bylaw is not aligned with other local and provincial emergency programs nor with the Emergency Management BC (EMBC) direction.

ANALYSIS:

A. Committee/Board Recommendations:

1. The Emergency Program Policy/Planning Committee recommends that the City of Vernon Council support the proposed Emergency Program Bylaw 5862 as presented to the Emergency Program Policy/Planning Committee at their meeting held June 24, 2021.

B. Rationale:

- 1. The intention of an emergency program bylaw is the establishment of the emergency management program and emergency management organization in accordance with the *Emergency Program Act* (Act).
- 2. Emergency Management BC provides a template for the emergency program bylaw for municipalities. The proposed bylaw conforms with the template.
- 3. The proposed emergency program bylaw includes these changes:
 - a. updated terminology consistent with that used by EMBC and other emergency programs to ensure clear communications;
 - b. clarity of the responsibilities of Council, including the use of policy and plans to facilitate general direction and control of emergency response, as set out in section 5;
 - c. clarity on the responsibilities delegated to the emergency management organization as set out in section 6 through 9; and,
 - d. confirmation of liability provisions enabled by the Act.
- 4. Council may delegate in writing its powers and duties under the Act to the Emergency Management Organization or Emergency Program Coordinator, with exception of the power to declare a state of local emergency.
- 5. The City of Vernon's Emergency Management Organization and Emergency Management Program are administered within the corporation's policy framework, including but not limited to those related to the authorities and responsibilities for staff appointments, budgets, purchasing, contracting and work plans.
- 6. This update clarifies the Executive Committee is accountable to Council and has the responsibility to provide strategic direction and oversight to the Management Committee and may determine which, if any, additional members would be necessary for the committee to fulfill its function.
- 7. The Senior Management Team and Emergency Program Coordinator meet regularly to review elements of the emergency program. This established work group includes the City's emergency professionals and has representatives of police, fire, administration, public works, emergency support services, communications and search and rescue services. Existing work structures enable this team's performance of the Management Committee responsibilities clarified in this update.
- 8. This update clarifies the responsibilities of the Chief Administrative Officer in emergency response, as set out section 9.2.
- 9. This update does not include non-statutory reporting to the Provincial Emergency Program.

- 10. This update does not include templates used in the administration of a state of local emergency. They are located in the City of Vernon Emergency Management Plan.
- 11. This would mean that the current City of Vernon Emergency Program Bylaw #5645 would be repealed in its entirety if the proposed Emergency Program Bylaw #5862 is adopted.

C. Attachments:

Attachment 1 – Emergency Program Bylaw 5645

Attachment 2 - EMBC Emergency Program Bylaw Template

Attachment 3 – Proposed Emergency Program Bylaw 5862

D. Strategic Plan Objectives:

• Continue to implement FireSmart principles in the wildfire interface area and improve communication with residents

E. Policy (Existing/Relevance/None):

N/A

F. Relevant History:

- 1. Council authority is required for substantial changes to the City of Vernon Emergency Management Plan (Plan). Council last amended the plan March 26, 2021.
- 2. Three of four Auditor General for Local Government independent assurance audits on emergency management recommended a review of committee structures and processes to strengthen the support and oversight for emergency programs.
- 3. The Province of British Columbia have indicated their intent to modernize emergency management legislation.

G. Applicants Response:

N/A

H. Reasons for Bylaw:

1. The statutory requirements of the Emergency Program Act and the Local Authority Emergency Management Regulation.

I. Resources:

N/A

BUDGET IMPLICATIONS:

None, there is no cost.

Sue Saunders, EPC	les		Will Pearce, Date: 14.) CAO LOLM. 202		
APPROVALS	DATE		COUNCIL	. AGENDA INFORM	MATION:	7
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☐ Public Works

Engineering

Operations

Other_

GVS - Water

☐ Recreation Services

Planning

Approved for submission to Council:

NOTE: City Administrator's comments will be provided if required as an addendum to the report

Environment

☐ Facilities

Finance

☐ Utilities

Fire

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☐ Building & Licensing ☐ GVS – Parks

Prepared by:

☐ Bylaw Services

☐ Economic Dev.

☐ Human Relations

☐ Clerk

☐ RCMP



City of Vernon

EMERGENCY PROGRAM BYLAW

#5645

THE CORPORATION OF THE CITY OF VERNON

BYLAW NUMBER 5645

A bylaw to develop and implement plans for emergencies and disasters in the City pursuant to the *Emergency Program Act*, R.S.B.C. 1996, c. 111

WHEREAS the Council for the City of Vernon is required by the provisions of the *Emergency Program Act*, R.S.B.C. 1996 c. 111, as amended, to establish an emergency plan to prepare for, respond to and recover from emergencies and disasters;

AND WHEREAS Council may appoint such committees as it considers necessary or desirable to assist it in meeting its obligations under the Act;

AND WHEREAS Council may appoint a Coordinator of its emergency management organization;

AND WHEREAS this bylaw is intended to provide a comprehensive program of emergency management by a coordinated response of Council, officers and employees of the City of Vernon, volunteer services and external agencies, that will respond to natural and man-made hazards with the goal of preserving life, property, the local economy and the environment in a comprehensive approach using prevention, mitigation, preparedness, response and recovery, all in a manner that will ensure the continuity of government;

NOW THEREFORE, THE COUNCIL FOR THE CITY OF VERNON in open meeting assembled, enacts as follows:

- 1. This bylaw may be cited for all purposes as "Emergency Program Bylaw Number 5645, 2017".
- 2. "City of Vernon Emergency Program Bylaw Number 4713, 2002" and amendments thereto, is hereby **repealed**.

3. **Definitions**

In this bylaw

- (a) "Act means the Emergency Program Act, R.S.B.C. 1996, c. 111, as amended, and any regulations thereunder;
- (b) "City" means the City of Vernon;
- (c) "Chief Administrative Officer" means the senior administrative officer of the City;

BYLAW NUMBER 5645

- (d) "Declaration of a state of local emergency" means a bylaw or resolution of the Local Authority or an order of the Mayor that an Emergency or Disaster exists or is imminent and made in accordance with section 12 of the Act;
- (e) "Director of EOC" means the Chief Administrative Officer or designate who provides overall direction in and is responsible for the operations in the Emergency Operations Center;
- (f) "Disaster" means a calamity that
 - (i) is caused by accident, fire, explosion or technical failure or by the forces of nature, and
 - (ii) has resulted in serious harm to the health, safety or welfare of people or in widespread damage to property;
- (g) "Emergency" means a present or imminent event that
 - (i) is caused by accident, fire explosion or technical failure or by the forces of nature, and
 - requires prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of people or to limit damage to property;
- (h) "EOC" means the Emergency Operations Centre as defined in the Emergency Program or such other facility as may be designated from time to time as the EOC by the Local Authority;
- (i) "Emergency Program Leadership Team' means the group constituted as such pursuant to section 4.3 of this bylaw;
- (j) "Emergency Program Policy/Planning Committee" means a Committee constituted pursuant to Section 4.2 of the bylaw;
- (k) "Emergency Program" means the City's Emergency Program as adopted or implemented from time to time and any amendment thereto;
- (I) "Emergency Program Coordinator" is a position responsible for the City's Emergency Program;
- (I) "Local Authority" means the Council for the City of Vernon;

BYLAW NUMBER 5645

- (m) "Mayor" means the individual elected as Mayor of the City or, in the event the Mayor is absent, ill, or otherwise unable or unwilling to carry out or exercise his or her duties and powers under this bylaw and the Act, the person designated by the City's policy as the Acting Mayor at the relevant time;
- (n) "Minister" means a member of the Executive Council appointed to head a ministry of the government of British Columbia;
- (o) "Order" means a written statement or instruction giving effect to a Declaration of a state of local emergency by the Mayor, which Order must include the date of issuance and bear the name of the Mayor.

(Note: letters were re-organized in this section)

4. Emergency Program Administration

- 4.1 The Director of Fire Rescue Services is appointed by the Mayor and has responsibility for the emergency program. The Director of Fire Rescue Services may staff a position to address the responsibilities of the Emergency Program Coordinator.
- 4.2 An Emergency Policy/Planning Committee is hereby created which will meet not less than every 6 months. The following individuals may constitute the Committee:
 - (a) the Mayor, who may act as Chair;
 - (b) the Chief Administrative Officer, or Acting CAO, or designate;
 - (c) the Deputy Chief Administrative Officer;
 - (d) the RCMP Officer in Charge (OIC);
 - (e) the Director or delegate, Community Infrastructure and Development;
 - (e) the Emergency Program Coordinator or designate;
 - (f) the Director of Fire Rescue Services or designate;
 - (g) the Director or delegate, Corporate Services;
 - (h) the Director or delegate, Financial Services;
 - (i) the Director or delegate, Recreation Services;

BYLAW NUMBER 5645

sub-Committee(s) by the Chair from time to time.

- (j) the Director or delegate, Operation Services; and such other individuals as may be appointed to the Committee or
- 4.3 With the exception of the Mayor, or any Council member(s), the positions listed in 4.2 shall be members of the Emergency Program Leadership Team.

5. Responsibilities

- 5.1 The Emergency Program Coordinator will be responsible for the following:
 - (a) preparing the Emergency Program, which program must
 - (i) provide a general direction and framework that covers prevention, mitigation, preparedness, response and recovery programs to deal with a Disaster or Emergency in the City,
 - (ii) formulate roles and responsibilities for all officials appointed pursuant to this bylaw (whose roles and responsibilities are not otherwise defined herein), and
 - (iii) formulate a budget for the City of Vernon Financial Plan;
 - (b) making and amending practices and procedures;
 - (c) establishing such sub-committees or working groups as it deems necessary to carry out its duties and obligations;
 - (d) subject to the final approval of the Local Authority,
 - (i) negotiating agreements with other municipalities or governments for the purpose of mutual aid or the formation of joint organizations,
 - (ii) negotiating with individuals, societies, corporations or other legal entities other than government bodies for the engagement of one or more of their members

BYLAW NUMBER 5645

deemed qualified to provided services necessary to achieve the objectives of this bylaw;

- (e) serving as a member of the Emergency Measures Policy/Planning Committee
- (f) making such minor amendments to the Emergency Program as are necessary to ensure that the information contained in such Program remains current at all times, including, without limitation, updating telephone numbers, addresses, locations of equipment and response teams;
- (g) providing day to day administration of the Emergency Program, including coordinating staff emergency management, encouraging public emergency management and coordinating with external organizations on emergency management;
- (h) maintaining information on potential natural and man-made hazards and the impact that such hazards could have on the City;
- (i) ensuring all City departments, including and Emergency Social Services, develop and keep updated departmental emergency plans that area consistent with and support the Emergency Program;
- (j) developing and keeping updated the City Emergency Plan which includes the EOC Plan
- (k) coordinating, equipping and training the City's emergency volunteer services
- (I) providing liaison on behalf of the City with other external support organizations
- (m) selecting and processing candidates for Federal or Provincial Emergency Program courses
- (n) conducting studies and exercise within the City to ensure that the Emergency Program is understood, effective and in a state of readiness
- (o) acting as the point of contact for the City with the Provincial Emergency Program and other governments or agencies concerning emergency planning and operations; and

BYLAW NUMBER 5645

- (p) when a Declaration of a state of emergency exists, acting as the City's liaison person between the Director or such other person the Minister may appoint pursuant to section 90(2) of the Act and the Local Authority.
- 5.2 The Emergency Operations Management and Policy Group will be responsible for the coordination and direction of overall operations undertaken by the City in accordance with its Emergency Program.

6. Declaration of a State of Local Emergency as provided in the Act.

- 6.1 Subject to section 6.3, the Local Authority may, when satisfied that an Emergency or Disaster exists make a Declaration of a State of Local Emergency either by resolution or bylaw.
- 6.2 Subject to section 6.3 and provided that the Mayor has used his or her best efforts to obtain the consent of all other members of the Local Authority to a Declaration of a state of local emergency, the Mayor may, by Order, make a Declaration of a State of Local Emergency.
- 6.3 A Declaration of a state of local emergency, whether made by the Local Authority or the Mayor must:
 - (a) identify the nature of the Disaster or Emergency
 - (b) identify whether the Disaster or Emergency affects all of the City or only a portion thereof and, in the latter case, clearly identify the affected portion of the City; and
 - (c) be made in the form annexed as **Schedule "A"** to this bylaw.
- 6.4 If a Declaration of a state of local emergency is made in accordance with this bylaw the Local Authority or Mayor, as applicable, must immediately:
 - (a) forward a copy of the Declaration of a state of local emergency, to the Minister; and
 - (b) cause details of the Declaration of a state of local emergency to be published by a means of communication that the Local Authority or Mayor, as the case may be, considers most likely to make the contents of the declaration known to the population of the affected area of the City.

BYLAW NUMBER 5645

7. Powers associated with the Declaration of a State of Local Emergency as provided for in the Act

Once a Declaration of a state of local emergency has been made in the City the Emergency Operations Management and Policy Group will immediately assume responsibility for the Disaster or Emergency which prompted the Declaration of a state of local emergency in accordance with the division of responsibilities set out in sections 5.2 and 5.3 of this bylaw, the Act and the Emergency Program. In carrying out its duties and responsibilities the Emergency Operations Management and Policy Group may exercise any or all of the following powers of the Local Authority pursuant to the delegation provisions of section 6(4) of the Act, subject only to an order from the Minister directing the Local Authority and, through it to its delegates, to refrain or desist from exercising any one or more of the powers enumerated in paragraphs (a) through to and including (j) below:

- (a) acquire or use any land or personal property considered necessary to prevent, respond to alleviate the effects of the Emergency or Disaster;
- (b) authorize or require any person to render assistance of a type that the person is qualified to provide or that otherwise is or may be required to prevent, respond to or alleviate the effects of the Emergency or Disaster
- (c) control or prohibit travel to or from any area of the City
- (d) provide for the restoration of essential facilities and the distribution of essential supplies and provide, maintain and coordinate emergency medical, welfare and other essential services in any part of the City
- (e) cause the evacuation of person and the removal of livestock, animals and personal property from any area of the City that is or may be affected by the Emergency or Disaster and make arrangement for the adequate care and protection of those persons, livestock animals and personal property;
- (f) authorize the entry into any building or on any land, without warrant, by any person in the course of implementing the Emergency Program or if otherwise considered necessary to

BYLAW NUMBER 5645

prevent, respond to or alleviate the effects of the Emergency or Disaster

- (g) cause the demolition or removal of any trees, structures or crops if the demolition or removal is considered necessary or appropriate in order to prevent, respond to or alleviate the effects of the Emergency or Disaster
- (h) construct works considered necessary or appropriate to prevent, respond to or alleviate the effects of the Emergency or Disaster
- (i) procure, fix prices or ration food, clothing fuel, equipment medical supplies or other essential supplies and the use of any property, services resources or equipment, within any part of the City for the duration of the Declaration of a state of local emergency under this bylaw

8. Cancellation of a Declaration of a State of Local Emergency

The Local Authority or Mayor, as the case may be, must, when of the opinion that the Emergency or Disaster no longer exists in the City of part thereof for which a Declaration of a state of local emergency was made, cancel the Declaration of a state of local emergency was made, cancel the Declaration by means of a bylaw or resolution of the Local Authority or Order of the Mayor, as appropriate, and promptly notify the Minister of the cancellation of the Declaration of a state of local emergency.

READ A FIRST TIME this 17th day of July, 2017.

READ A SECOND TIME this 17th day of July, 2017.

READ A THIRD TIME this 17th day of July, 2017.

ADOPTED this 14th day of August, 2017.

'Akbal Mund	"Patti Bridal"	
Mayor	Corporate Officer	

Declaration of State of Local Emergency

ORDER

WHEREAS flooding is occurring in The Regional District of Anywhere;

AND WHEREAS resident cottages are likely to be impacted by the flood waters in the Electoral Area B and people and property are directly threatened;

AND WHEREAS this flooding emergency requires prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of people of to limit damage to property;

NOW THEREFORE:

IT IS HEREBY ORDERED pursuant to Section 12 (1) of the Emergency Program Act (RS, 1996, Chap 111) that a state of local emergency exists in the electoral area designated as J in the regional district due to potential damage and threat to persons and property and without accessing the emergency powers will be nampered in alleviating or at least mitigating the expected impacts;

IT IS FURTHER ORDERED THAT The Regional District of Anywhere, its employees, servants and agents are empowered pursuant to Section 13 (1) of the *Emergency Program Act* to do all acts and implement all procedures that are considered necessary to prevent or to alleviate the effects of the emergency.

ORDERED by the *Chair*, *George* this date September 28, 20XX to remain in force for seven days until October 05, 20XX at midnight unless cancelled by order of The Regional District of Anywhere or the Minister responsible.

(Head of local author	rity)

Declaring State of Local Emergency

Delegation of Emergency Powers Matrix

Local authority may choose to enter other position descriptions.

Reference: Emergency Program Act Section 10 **Delegated To** Deputy **Operations Emergency Powers EOC EOC** Section Incident Director Director Chief Commander Acquire or use any land or personal property considered necessary to prevent, respond to or alleviate the effects of an emergency or disaster. Authorize or require any person to render assistance of a type that the person is qualified to provide or that otherwise is or may be required to prevent, respond to or alleviate the effects of an emergency or disaster. Control or prohibit travel to or from any area of British Columbia. Provide for the restoration of essential facilities and the distribution of essential supplies and provide, maintain and coordinate emergency medical, welfare and other essential services in any part of British Columbia. Cause the evacuation of persons and the removal of livestock, animals and personal property from any area of British Columbia that is or may be affected by an emergency or a disaster and make arrangements for the adequate care and protection of those persons. livestock, animals and personal property. Authorize the entry into any building or on any land, without warrant, by any person in the course of implementing an emergency plan or program or if otherwise considered by the minister to be necessary to prevent, respond to or alleviate the effects of an emergency of disaster. Cause the demolition or removal of any trees, structures or crops if the demolition or removal is considered by the minister to be necessary or appropriate in order to prevent, respond to or alleviate the effects of an emergency or disaster. Construct works considered by the minister to be necessary or appropriate to prevent, respond to or alleviate the effects of an emergency or disaster. Procure, fix prices for or ration food, clothing, fuel, equipment, medical supplies or other essential supplies and the use of any property, services, resources or equipment within any part of British Columbia for the duration of the state of emergency.

NOTE: Other individuals/agencies may be included in the matrix at the discretion of the head of a local authority.

Extension Request For

State Of Local Emergency

WHEREAS life and property remain at risk due to Wobashau Creek Nooding in The Regional District of Anywhere;

AND WHEREAS the Chair of The Regional District of Anywhere has requested to extend the duration of the declaration of a state of local emergency due to expire on October 05, 2011 at midnight;

IT IS HEREBY APPROVED pursuant to Section 12(6) of the Emergency Program Act (RS, 1996, Chap. 111) that The Regional District of Anywhere may extend the duration of a state of local emergency for a further seven days to October 12, 2011 at midnight.

Solicitor General

(Incumbent Minister) Solicitor General

October 04, 2011
Date Signed

State of Local Emergency CANCELLATION

ORD	ER
Date: October 08, 2011	
WHEREAS the flooding at Wobashau Creek in	The Regional District of Anywhere;
AND WHEREAS this flooding emergency no lo action or special regulation of persons or proper welfare of a person or to limit damage to proper IT IS HEREBY ORDERED pursuant to Section	dr.
Act (RS, 1998, Chap 111) that a state of local electoral area I boundaries and is therefore ca	mergency no longer exists in the
	Printed Name
	Signature (Head of Local Authority)

Sample Bylaw for Municipalities

MUNICIPALITY OF	-
BYLAW NO.	

A bylaw to establish an emergency program within the [name of municipality].

WHEREAS the [Municipality] Council is required to prepare a local emergency plan respecting preparation for, response to, and recovery from emergencies and disaster,

AND WHEREAS the [municipality] wishes to provide a comprehensive management program to prepare for, respond to and recover from emergencies and disasters,

NOW THEREFORE, the Council of the [municipality] in open meeting assembled enacts as follows:

1. CITATION

1.1. This Bylaw shall be cited as the Emergency Program Regulatory Bylaw No. _____, 20__,

2. INTERPRETATION

- 2.1. In this bylaw, "Act" means the Emergency Program Act.
- 2.2. Unless otherwise specifically stated, the words used in this bylaw shall have the same meaning as words have in the Act.
 - a) "Council" means the municipal council of the [Municipality].
 - b) "Mayor" means that person elected by the [Municipality], and includes the person designated as acting mayor at the relevant time when the "Mayor" is absent, or otherwise unable to act or when the office of the Mayor is vacant.,
 - c) "declaration of a state of local emergency" means a declaration of the Council or the Mayor that an emergency exists or is imminent in the regional district;
 - d) "disaster" means a calamity that:
 - i. is caused by accident, fire, explosion or technical failure or by the forces of nature, and
 - ii. has resulted in serious harm to the health, safety or welfare of people, or in widespread damage to property;
 - e) "emergency" means a present or imminent event that:
 - i. is caused by accident, fire, explosion or technical failure or by the forces of nature, and

- ii. requires prompt coordination of action or special regulation of persons or property, to protect the health, safety or welfare of people or to limit damage to property;
- f) "[municipality] Emergency Management Organization" means the Emergency Program Executive Committee, Emergency Program Management Committee, Emergency Coordinator and such other persons appointed and functional groups established, and which are charged with emergency preparedness, response and recovery measures;

3. EMERGENCY PROGRAM

- 3.1. In accordance with the provisions of the Act, an Emergency Program, comprising:
 - a) the Council,
 - b) an Executive Committee,
 - c) an Emergency Program Coordinator, and
 - d) an Emergency Program Management Committee

is hereby established.

4. THE COUNCIL

- 4.1. The Council is at all times responsible for the general direction and control of the response of the [Municipality] to an emergency or disaster, and in particular to:
 - a) declare a State of Local Emergency;
 - b) delegate powers available under the Emergency Program Act, as required, and to monitor the use of such powers;
 - c) establish any emergency policy and legislation necessary to facilitate the response to an emergency or disaster; and
 - d) prepare an emergency plan respecting preparation for, response to, and recovery from an emergency or disaster.
- 4.2. Notwithstanding the provisions of subsection 4.1, the Mayor may carry out the responsibilities specified in clauses (a) and (b) where, because of the circumstances of an emergency or disaster, it is not possible to assemble a quorum of the Council, and provided the Mayor has made every effort to obtain the consent of the other members of the Council.
- 4.3. The Mayor will appoint an Emergency Program Coordinator to facilitate emergency preparedness, response and recovery measures.
- 4.4. The Council will ensure that sufficient budget and staff are provided to maintain an essential level of emergency program preparedness.

4.5. The Council will report the annual status of the emergency program to the Provincial Emergency Program.

5. EMERGENCY PROGRAM EXECUTIVE COMMITTEE

- 5.1. The Executive Committee is accountable to the Council.
- 5.2. The Executive Committee must comprise, at minimum::
 - a) a Councillor,
 - b) the Chief Administrative Officer, and
 - c) the Emergency Program Coordinator,
 - d) heads of selected functional departments or their designates as determined by the Council, and
 - e) such other members that the Council may determine.
- 5.3. The Executive Committee must
 - Provide strategic direction and oversight to the Management Committee and Emergency Program Coordinator.
 - b) Finalize the annual strategic plan and budget and present to the Council.
 - c) Approve emergency plans developed by the Management Committee.
- 5.4. The Executive Committee may strike such sub-committees and work groups as deemed necessary.
- 5.5. Subject to the approval of the Council, the Executive Committee may:
 - a) make and amend its terms of reference, policies and procedures,
 - b) enter into agreements with other regional districts or municipalities for the purpose of emergency assistance or the formulation of coordinated emergency preparedness, response or recovery, and
 - c) enter into agreements with individuals, bodies, corporations or other non-government agencies for the provision of goods or services.

6. EMERGENCY PROGRAM COORDINATOR

- 6.1. The Coordinator is accountable to the Executive Committee
- 6.2. The Coordinator is responsible for
 - a) providing leadership and administration for the emergency program,

- b) coordinating and/or supervising any sub-committees or work groups,
- c) developing a Strategic Plan, action plans and budget,
- d) maintaining all emergency plans and documentation
- e) providing an annual status report on the level of preparedness,
- f) coordinating a training and exercise program,
- g) coordinating with other governments, non-government agencies, First Nations and private sector,
- h) establishing and maintaining an Emergency Operations Centre, and
- i) establishing, coordinating and supporting volunteer programs.

7. EMERGENCY PROGRAM MANAGEMENT COMMITTEE

- 7.1. The Emergency Program Management Committee is accountable to the Executive Committee.
- 7.2. The Management Committee must comprise, at minimum:
 - a) the Emergency Program Coordinator, [the Chair]
 - b) representatives of agencies having direct operational responsibilities during a major emergency. Members should include representatives of police, fire, administration, public works, Emergency Social Services (ESS), communications, search and rescue, health services, ambulance, and may include a member of the Council. It can also include representatives from agencies with an interest in safety, and bring in others for consultation and advice.
- 7.3. The responsibilities of the Management Committee include:
 - a) Developing and implementing the emergency program and plans as directed by the Executive Committee,
 - b) On-going assessment of hazards, risks and vulnerability,
 - c) Evaluating progress of the emergency program annually,
 - d) Developing the annual strategic plan including recommending emergency program priorities, specifying procedures for implementation, budget and resource requirements,
 - e) Maintaining a staffing and support plan for the Emergency Operations Centre (EOC)
 - f) Maintaining a training and exercise program.

7.4.	The Management Committee may	strike such	sub-committees	and work	groups as	deemed
	necessary.					

8. EMERGENCY RESPONSE

- 8.1. The Emergency Management Program will conform to the "B.C. Emergency Response Management System" (BCERMS).
- 8.2. The Chief Administrative Officer is designated as the Emergency Operations Centre (EOC) Director.
 - a) The EOC Director is authorized to expend Municipal funds which are not included in the financial plan of the Municipality, required for the preservation of life, health and the protection of property during an emergency or disaster, on the following basis:
 - i. up to and including [\$250,000], at the discretion of EOC Director; and
 - ii. [\$250,001] and above, at the discretion of the Council
 - b) Any expenditures made in accordance with subsection 8.2.a) must be presented to the Council in a report under the signature of the Mayor.

9. LIABILITY

9.1.		enabled by the Act, no person, including, without limitation, the Council, the Mayor, nbers of the [Municipality] Emergency Management Organization, employees of the, a volunteer and any other persons appointed, authorized or requested
		arry out measures relating to emergencies or disasters, is liable for any loss, cost, expense, nages or injury to persons or property that result from:
	a)	the person in good faith doing or omitting to do any act that the person is appointed, authorized or required to do under this bylaw, unless, in doing or omitting to do the act, the person was grossly negligent, or
	b)	any acts done or omitted to be done by one or more of the persons who were, under this bylaw, appointed, authorized or required by the person to do the acts, unless in appointing, authorizing or requiring those persons to do the acts, the person was not acting in good faith.

10. <u>[REPEAL</u> Bylaw No is hereby repealed.]	
READ A FIRST TIME the day of READ A SECOND TIME the day of READ A THIRD TIME the day of	., 20 , 20 _, 20
ADOPTED the day of, 20	

MAYOR	[MANAGER OF ADMINISTRATIVE SERVICES / SECRETARY]



City of Vernon

EMERGENCY PROGRAM BYLAW

#5862

THE CORPORATION OF THE CITY OF VERNON BYLAW NUMBER 5862

A bylaw to develop and implement plans for emergencies and disasters in the City pursuant to the *Emergency Program Act*, R.S.B.C. 1996, c. 111

WHEREAS the Council for the City of Vernon is required to prepare a local emergency plan respecting preparation for, response to, and recovery from emergencies and disaster.

AND WHEREAS the Corporation of the City of Vernon wishes to provide a comprehensive management program to prepare for, respond to and recover from emergencies and disasters,

NOW THEREFORE, the Council of the City of Vernon in open meeting assembled enacts as follows:

- 1. This bylaw shall be cited as the Emergency Program Regulatory Bylaw Number 5682, 2021.
- 2. City of Vernon Emergency Program Bylaw Number 5645, 2017 is hereby repealed and replaced for all purposes.

3. Interpretation

- 3.1. In this bylaw, "Act" means the Emergency Program Act.
- 3.2. Unless otherwise specifically stated, the words used in this bylaw shall have the same meaning as words have in the Act.
 - a) "Council" means the municipal council of the City of Vernon;
 - b) "Mayor" means that person elected by the City of Vernon, and includes the person designated as acting mayor at the relevant time when the "Mayor" is absent, or otherwise unable to act or when the office of the Mayor is vacant,
 - c) "declaration of a state of local emergency" means a declaration of the Council or the Mayor that an emergency exists or is imminent in the municipality;
 - d) "disaster" means a calamity that:

BYLAW NUMBER 5862

- i. is caused by accident, fire, explosion or technical failure or by the forces of nature, and
- ii. has resulted in serious harm to the health, safety or welfare of people, or in widespread damage to property;
- e) "emergency" means a present or imminent event that:
 - i. is caused by accident, fire, explosion or technical failure or by the forces of nature, and
 - ii. requires prompt coordination of action or special regulation of persons or property, to protect the health, safety or welfare of people or to limit damage to property;
- f) "City of Vernon Emergency Management Organization" means the Emergency Program Executive Committee, Emergency Program Management Committee, Emergency Program Coordinator and such other persons appointed, and which are charged with emergency preparedness, response and recovery measures.

4. Emergency Program

- 4.1. In accordance with the provisions of the Act, an Emergency Program, comprising:
 - a) the Council;
 - b) an Executive Committee;
 - c) an Emergency Program Coordinator; and
 - d) an Emergency Program Management Committee is hereby established.

5. The Council

- 5.1. The Council is at all times responsible for the general direction and control of the response of the City of Vernon to an emergency or disaster, and in particular to:
 - a) declare a State of Local Emergency;
 - b) delegate powers available under the Emergency Program Act, as required, and to monitor the use of such powers;
 - c) establish any emergency policy and legislation necessary to facilitate the response to an emergency or disaster; and
 - d) prepare an emergency plan respecting preparation for, response to, and recovery from an emergency or disaster.

BYLAW NUMBER 5862

- 5.2. Notwithstanding the provisions of subsection 5.1, the Mayor may carry out the responsibilities specified in clauses (a) and (b) where, because of the circumstances of an emergency or disaster, it is not possible to assemble a quorum of the Council, and provided the Mayor has made every effort to obtain the consent of the other members of the Council.
- 5.3. The Council will ensure that sufficient budget and staff are provided to maintain an essential level of emergency program preparedness.
- 6. Emergency Program Executive Committee
- 6.1. The Executive Committee is accountable to the Council.
- 6.2. The Executive Committee must comprise, at minimum:
 - a) the Mayor;
 - b) the Chief Administrative Officer;
 - c) the Emergency Program Coordinator;
 - d) the Directors of selected functional divisions or their designates as determined by the Executive Committee, and
 - e) such other members that the Executive Committee may determine.
- 6.3. The Executive Committee must
 - a) Provide strategic direction and oversight to the Management Committee and Emergency Program Coordinator.
 - b) Approve emergency plans developed by the Management Committee.
- 6.4. The Executive Committee may strike such sub-committees and work groups as deemed necessary.
- 6.5. Subject to the approval of the Council, the Executive Committee may:
 - a) make and amend its terms of reference, policies and procedures,
 - b) enter into agreements with other regional districts or municipalities for the purpose of emergency assistance or the formulation of coordinated emergency preparedness, response or recovery.

7. Emergency Program Coordinator

PAGE 5

BYLAW NUMBER 5862

- 7.1. The City of Vernon will appoint an Emergency Program Coordinator to facilitate emergency preparedness, response and recovery measures.
- 7.2. The Emergency Program Coordinator is responsible for:
 - a) providing leadership and administration for the emergency program;
 - b) coordinating and/or supervising any sub-committees or work groups;
 - c) developing, action plans and budgets;
 - d) maintaining all emergency plans and documentation;
 - e) providing an annual status report on the level of preparedness;
 - f) coordinating a training and exercise program;
 - g) coordinating with other governments, non-government agencies, First Nations and private sector;
 - h) establishing and maintaining an Emergency Operations Centre; and
 - i) establishing, coordinating and supporting volunteer programs.
- 7.3 In compliance with corporate policies and practices, the Emergency Program Coordinator may enter into agreements with individuals, bodies, corporations or other non-government agencies for the provision of goods or services.
- 8. Emergency Program Management Committee
- 8.1. The Emergency Program Management Committee is accountable to the Executive Committee.
- 8.2. The Management Committee must comprise, at minimum:
 - a) the Emergency Program Coordinator;
 - b) the Chief Administrative Officer; and,
 - c) the Directors of selected functional divisions or their designates as determined by the Chief Administrative Officer.
- 8.3. The responsibilities of the Management Committee include:
 - a) Developing and implementing the emergency program and plans as directed by the Executive Committee;
 - b) On-going assessment of hazards, risks and vulnerability;

PAGE 6

BYLAW NUMBER 5862

- c) Evaluating progress of the emergency program annually;
- d) Developing the annual strategies for emergency program priorities;
- e) Maintaining a staffing and support plan for the Emergency Operations Centre (EOC); and
- f) Maintaining a training and exercise program.
- 8.4. The Management Committee may strike such sub-committees and work groups as deemed necessary.

9. Emergency Response

- 9.1. The Emergency Management Program will conform to the "B.C. Emergency Management System" (BCEMS).
- 9.2. The Chief Administrative Officer is designated as the Emergency Operations Centre (EOC) Director.

10. Liability

- 10.1.As enabled by the Act, no person, including, without limitation, the Council, the Mayor, members of the City of Vernon Emergency Management Organization, employees of the City of Vernon, a volunteer and any other persons appointed, authorized or requested to carry out measures relating to emergencies or disasters, is liable for any loss, cost, expense, damages or injury to persons or property that result from:
 - a) the person in good faith doing or omitting to do any act that the person is appointed, authorized or required to do under this bylaw, unless, in doing or omitting to do the act, the person was grossly negligent; or
 - b) any acts done or omitted to be done by one or more of the persons who were, under this bylaw, appointed, authorized or required by the person to do the acts, unless in appointing, authorizing or requiring those persons to do the acts, the person was not acting in good faith.

READ A FIRST TIME the	_ day of	, 20
READ A SECOND TIME the	day of _	, 20
READ A THIRD TIME the	_ day of	, 20
ADOPTED the day of	, 20	

PAGE 7 BYLAW NUMBER 5862

MAYOR	Corporate Officer

THE CORPORATION OF THE CITY OF VERNON



REPORT/RECOMMENDATION TO COUNCIL

SUBMITTED BY: David Lind DATE: July 14, 2021

FILE: 7340 -22

SUBJECT: CLIMATE CHANGE, WILDFIRES AND THE COSTS OF LIMITED ACTION

PURPOSE:

To seek Council support for the City of Vernon to co-sign a cover letter for a white paper titled "Climate Changes, Wildfires and the Costs of Limited Action", developed by a team of scientists and practitioners, including the City's consulting Fire Ecologist, Robert Gray, which recommends a course of action to senior levels of government to successfully reduce wildfire risks and costs.

RECOMMENDATION:

THAT Council authorize the Mayor on behalf of the City of Vernon, to sign the cover letter as presented for a whitepaper developed by a team of scientists and practitioners, including the City's consulting Fire Ecologist, Robert Gray, titled "Climate Change, Wildfires and the Costs of Limited Action", which presents to senior levels of government, 5 guiding principles to successfully reduce wildfire risks and costs. The white paper and the covering letter are presented in the report of the same title, dated July 14, 2021 and respectfully submitted by the Director, Fire Rescue Services.

ALTERNATIVES & IMPLICATIONS:

THAT Council not authorize the Mayor on behalf of the City of Vernon, to sign the cover letter as presented for a whitepaper developed by a team of scientists and practitioners, including the City's consulting Fire Ecologist, Robert Gray, titled "Climate Change, Wildfires and the Costs of Limited Action", which presents to senior levels of government, 5 guiding principles to successfully reduce wildfire risks and costs. The white paper and the covering letter are presented in the report of the same title, dated July 14, 2021 and respectfully submitted by the Director, Fire Rescue Services.

ANALYSIS:

A. Committee/Board Recommendations:

At their meeting of May 27, 2021 the Climate Action Advisory Committee passed the following resolution:

"THAT THE CLIMATE ACTION ADVISORY COMMITTEE recommends that Vernon become a signatory on the cover letter for a whitepaper developed by a team of scientists and practitioners, including the City's consulting Fire Ecologist, Robert Gray, titled "Climate Change, Wildfires and the Costs of Limited Action", lobbying senior levels of government to consider a contemporary approach to addressing wildfire risk as outlined in the memorandum titled "Climate Change and Wildfire White Paper" and respectfully submitted by David Lind, Fire Chief, Fire-Rescue Services dated May 26, 2021.

CARRIED."

B. Rationale:

- 1. The City has acted to reduce risks in the Wildland Urban Interface. Staff have encouraged private homeowners to FireSmart their properties, provided cross-training and equipment to better prepare municipal firefighters to operate in the interface, aligned fuel treatment strategies with other levels of government, and conducted fuels treatments on City owned lands. This is good work; however, it is not enough to achieve the scope of landscape level treatments needed to address wildfires without a more significant investment.
- 2. A white paper, titled "Climate Change, Wildfires and the Costs of Limited Action" (Attachment 1), was developed by a team of leading scientists and practitioners. The paper presents 5 guiding principles to successfully reduce wildfire risks and costs. The intent is to encourage action by senior levels of government.

C. Attachments:

1. Cover letter and whitepaper, Climate Change, Wildfires and The Costs of Limited Action

D. Strategic Plan Objectives:

The recommendation is congruent with the following objectives in Council's Strategic Plan:

- Adopt a Climate Action Plan
- Update the Landscaping Standards Bylaw to require sustainable and Fire Smart landscaping
- Continue to implement Fire Smart principles in the wildfire interface area and improve communication with residents throughout the year, in addition to emergency events
- > Review and implement the Fire and Rescue Services Strategic Plan

E. Policy (Existing/Relevance/None):

1. None

F. Relevant History:

Robert Gray, consulting Fire Ecologist for the City of Vernon, has provided the attached white paper with an invitation for the City of Vernon to lend its support and encourage senior levels of government to implement the 5 guiding principles, as presented, to successfully reduce wildfire risks and costs.

The paper on wildfires and climate change was written by Robert Gray (AFE Certified Wildland Fire Ecologist), Mathieu Bourbonnais (University of BC-Okanagan), Crystal Kolden (University of California - Merced), Susan Prichard (University of Washington), Scott Green (University of Northern BC), Robin Gregory (University of BC and Decision Research) and Francisco Seijo (Instituto de Empresa, Madrid, Spain).

The paper is the culmination of a two-year conversation on how to bring awareness of the looming wildfire/climate change crisis to policymakers and what needs to be done to mitigate the crisis. Time is of the essence. The approach is to solicit support from a wide coalition of individuals, groups, associations in the Indigenous community, local government, academia, health services, NGO's, business groups, and others to encourage senior levels of government to consider and implement the proposed actions.

Once support is achieved the authors will distribute the paper to ministries and shadow ministries within the provincial governments in Alberta and BC, departments and shadow departments within the federal government, and state (WA, OR, CA, ID, MT) and federal government in the US.

	Apı	plica	nts	Res	ро	nse:
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NA

G. Reasons for Bylaw:

NA

H. Resources:

N/A

BUDGET IMPLICATIONS:

None	
Prepared by: Authors name	Approved for submission to Council: Will Pearce, CAO
	Date: 15. July 2021

APPROVALS		DATE	COUNCIL	AGEN	DA INFORMAT	ION:
Supervisor Division Manager			Regular In-Camera/COW Information Item Agenda Addenda	Date: _ Date: _		Item # Item #
REVIEWED WITH	REVI	EWED WITH	REVIEWED WITH		REVIEWED W	
☐ Bylaw Services	⊠ E	nvironment	☐ Public Works		☐ Climate-Ad	ction-Advisory
Committee						
☐ Clerk	□ Fa	acilities				Task Force
☐ Economic Dev.	⊠ Fi	inance	Engineering			=======================================
RCMP	⊠ Fi	ire				
☐ Building & Licensing	$\boxtimes G$	VS – Parks	☐ GVS - Water			
☐ Human Resources	□ U	tilities	☐ Recreation Serv	vices		
			Other	===		

NOTE: City Administrator's comments will be provided if required as an addendum to the report

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Earth, Environmental and Geographic Sciences
Irving K. Barber Faculty of Science
The University of British Columbia Okanagan
Science Building 1177 Research Road
Kelowna BC V1V 1V7
eegs.ok.ubc.ca | science.ok.ubc.ca

To: XXX

Dear XXX

With hope for an end to the COVID-19 pandemic, government must now pivot attention to the looming climate change crisis and threats posed by highly destructive wildfires. The scientific community predicts the consequences of increased area burned at high severity will include the following staggering annual statistics for western Canada:

- Hundreds to thousands of premature deaths due to smoke impacts on human health,
- Tens to hundreds of million tonnes of greenhouse gas emissions further complicating efforts to mitigate climate change,
- Billions of dollars in increased suppression and indirect fire costs negatively impacting the social, cultural, and political fabric of the provinces.

By 2050, years like 2017/2018 in BC and 2016/2019 in Alberta will be commonplace. The annual highly damaging fire seasons will be punctuated by increasingly extreme events as seen recently in eastern Australia, Siberia, and the west coast of the United States. Climate change and fire science experts insist on a limited window - the next decade - in which society can positively alter the crisis.

Solving a crisis requires matching our actions proportional to the scale of the crisis. Actions driven by a climate change emergency, guided by social justice, informed by holistic and inclusive policies, and supported by long-term sustainability. New collaborations are critical to solving a crisis impacting every segment of society; no one government agency or special interest has the ability or perspective to act in isolation. The solution requires an unprecedented level of international cooperation and collaboration; wildfires and their effects do not recognize administrative boundaries. These considerations and partnerships are not new or revolutionary because they mirror recent government efforts in response to the COVID-19 pandemic. With the pandemic, the government demonstrated an ability to suspend the status quo economic paradigm to solve an existential crisis. We saw how informative and respectful communication with the public has been key to managing the COVID-19 turmoil and will be equally crucial in gaining the social license needed to implement climate change plans and strategies.

A team of scientists and practitioners developed this white paper by applying decades of experience in wildland fire, climate change research, and on-the-ground operations. It describes the crisis we face in detail and suggests a course of action to reduce future wildfires' adverse consequences. Use the following as a starting point for the necessary holistic, inclusive, and transparent debate resulting in policies to bring us together through this crisis.

Sincerely,

Mathieu Bourbonnais PhD, University of British Columbia- Okanagan Kelowna, BC

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CLIMATE CHANGE, WILDFIRES AND THE COSTS OF LIMITED ACTION

1.0 The Problem

The shockingly high costs of recent fire events will be unsustainable by mid-century if allowed to occur unabated. Examples of regionally significant catastrophic wildfires include the 2016 Fort McMurray Fire, the 2017 and 2018 British Columbia fires, and the 2019 Alberta fires. These fires accounted for over \$10 billion in direct losses and tens of billions more in indirect economic losses. We cannot quantify the adverse social, cultural, physical, and mental health impacts due to relocations resulting from fires and widespread smoke. Our western Canada fire season will continue to experience extreme events, as seen in eastern Australia, Siberia, and the United States' west coast.

Fires of the immediate future threaten all Canadians, even if they are not directly in the path of the flames.

- Chronic smoke increases hospital visits, degrades physical and mental health, and leads to hundreds to thousands of premature deaths annually.
- Wages are interrupted or jobs are lost as forest and agricultural commodities burn.
- Transportation of consumer and industrial goods halts.
- Tourism revenues decline.
- Housing prices and tax bases fluctuate as communities repair and rebuild on reduced revenues.
- Communities struggle to surmount the combined burdens of trauma, economic losses, and detrimental health impacts.

Without action now, this is the future faced by western Canadians.

1.1 What needs to be done

It is not difficult to devise an ambitious plan for protecting the forests and citizens of western Canada. The challenge lies in creating a realistic plan we can readily implement while acknowledging existing interests and resources in the face of ever-changing financial and political realities. COVID-19 provides a helpful lens.

Can we imagine an effective wildfire reduction strategy surviving both the political and market-based changes witnessed in North America during the past four years, along with the financial realities of burgeoning government debt? Yes, by integrating adaptability and defining milestones to serve as indicators for both progress and course correction, we have a chance of meaningful change.

How can this be done? The answer is not yet another Royal Commission or eighteen-month task force. We know enough about the actions that should be taken, especially in recognizing the climate change emergency facing western North America. Over the next two to three years, critical gains can and should be made – both on the ground and in terms of increased public support - while parallel efforts provide answers to additional pressing research questions. A realistic plan should supply both short-term gains (significant for reasons of support and credibility) and medium- or long-term research answers to understand outcomes of mitigation strategies and how wildfire risk and behaviour are responding. Knowledge gaps and uncertainty are real but should not impede action. This includes, but is not limited to: forest thinning, prescribed burning, tree planting (deciduous and conifer), rehabilitation and restoration work, as well as developing strategies to deal with the immense quantities of fuel that need to be removed from our forests in ecologically sustainable ways.

Although many nations face the spectre of the wildfire crisis, none have yet solved this complex problem. Canada has an opportunity to make substantial progress but must quickly enact changes through large-scale efforts. Work must dovetail with neighboring provinces and states and federal governments in both Canada and the United States. Specific actions will vary across scales, jurisdictions, and disciplines.

Top-down edicts alone will be insufficient. Broadscale change can't be achieved without community-level collaboration and buy-in. Government has the role and responsibility of investing in solutions, realigning management strategies on Crown lands, aiding private forest owners to reduce their risks, and facilitating wood product and energy market changes to achieve the desired outcomes. Government also has the responsibility of elevating the voices of key actors who must play a bigger role in leading change, including both stakeholders in the forest industry and the more holistic, intergenerational perspective of the Indigenous peoples of BC.

2.0 The solution

The five guiding principles to successfully reduce wildfire risks and costs while strengthening foundational forest ecological systems are: scaling our solutions, the climate emergency driving actions, social justice considerations, smart policy, and committing to sustained, long-term actions.

Actions must be to scale.

Scale refers to the size of the area treated and the volume of fuel (biomass). The scale of the problem is daunting. In BC, the scale of the hazard posed by excess fuel accumulations is measured in the millions of hectares and billions of tonnes of biomass. Timber harvest (over 190,000 ha/year in BC), insect epidemics, drought, and minimal post-fire salvage contribute to the problem. Wildfire risk-reduction treatments must be conducted at large spatial scales involving large quantities of fuel to significantly mitigate wildfire emissions, stabilize carbon storage, and reduce fire effects on the economy and society.

That scale of actions needs to match the scale of wildfires we are currently experiencing as well as future events. The landscape needs to contain a high proportion of patches of low flammability fuels, while maintaining ecological integrity. To slow the spread of a 100,000 ha wildfire, fire scientists recommend >50% of a landscape treated to conditions that slow or impede the spread of a wildfire of that scale. This means higher biomass utilization on harvest units, more harvest units prescribe burned, more salvage of damaged forests, more areas of non-forest fuels, more areas of deciduous forest, etc. These thresholds to effectiveness are critical; if our investments in fuel treatments fall short of treating a high enough percentage of fire-prone landscapes, we are not likely to have enough of an impact given the scale and severity of wildfires to reduce negative consequences. We will continue to experience large, high severity fires with staggering levels of emissions as well as social, environmental, and economic costs. At the same time, research shows local solutions to wildfire risk reduction are often the most likely to be accepted and supported. So, the big challenge is thinking on a large enough scale to make meaningful landscape-level changes to fuel composition and configuration, in ways that are created and acceptable to local communities and enhance ecosystem function and resilience.

The realities of the climate emergency must drive actions.

The gradual "fueling" of the landscape was overlooked until the late 1990s and early 2000s when several significant wildfires adversely impacted communities, local and provincial budgets, and human health and safety. The consensus from climate and fire scientists is highly damaging wildfires will become more common in the decades to come. Many scientists suggest that we have a limited window to effectively slow down climate change and its negative effects, with some suggesting that the next decade is the critical period. Without addressing emissions within a decade, the likelihood of staying below 4-5 °C of warming is low (western Canada is already experiencing a 2°C increase over the global base line). As a result, the negative economic and environmental impacts of wildfire will only worsen. This message is similar to what public officials are now saying with respect to COVID-19: stronger actions taken earlier

would have saved large numbers of lives and large amounts of money. With COVID-19, the early inaction is partially excusable because so much was not yet known about the virus, but the evidence in the case of climate change and wildfires is clear and consistent: far higher costs are and will be imposed on society by continuing the current partial and crisis-oriented response to the threat of wildfires.

Actions are grounded in social justice.

According to the *Canadian Human Rights Act*, every person in Canada has the right to safety, security, dignity, respect, opportunity, and well being, regardless of their social or economic status. Therefore, the rights of everyone, regardless of economic status, to live in a risk-free and healthy environment needs to be a requirement of wildfire hazard mitigation going forward. We must identify areas at risk and target our actions accordingly, with financial consequences less of a deciding factor. Commonly used wildfire threat and treatment prioritization systems are weighted heavily to economic values at risk, which are generally physical structures like houses, businesses, or infrastructure. Instead, provinces need to move to a system that gives equal weighting and importance to cultural, social and ecological values when evaluating mitigation priorities. They must recognize the protection of Indigenous cultures and their relationship to the land, as well as the fundamental relationship of all Canadian citizens to the land and nature-based rights (e.g., the importance of old-growth forests and the health of species-at-risk) including spiritual, mental-health, and place-based values.

Actions are informed by holistic and inclusive policies

Policies to address the risks of wildfires need to take account of more than the narrow set of concerns of a single stakeholder. New research on engaging citizens for informing public policy points to the need to establish two-way communication that can simultaneously lead to a more informed citizenry, who better understand the technical options and their implications, and (equally important) a more informed set of managers and government officials, who gain a deep understanding of public values and concerns. Special attention will need to be given to communities that are likely to be disproportionately affected: Indigenous communities, rural populations, and current workers in the forestry sector. And it must be realized that traditional sources of scientific expertise alone cannot supply all the answers. Science can provide essential insights regarding new forest management options, but science is mute when it comes to understanding the value-based trade-offs required for developing broad-based acceptance of new forest sector initiatives.

Many specific on-the-ground activities are not new: thinning, species conversion, prescribed fire, restoration projects, and modified suppression tactics. The forest industry is currently the only one

agent at the table in these efforts. They are not the overarching driver of change but an important facilitator of change none-the-less. Studies in the US on successful fire resilience and adaptation efforts have shown that complex solutions are best accepted and initiated when originating locally from trusted sources, not solely industry or government agencies. Governments play a powerful role in enabling change when they align local sources with knowledge and funding and ensure that policies and players at regional and national scales represent the complexity of the problem.

Efforts must account for the human dimension as a critical element inherent in the complexity of changing policy. Studies by behavioral scientists emphasize a wide range of biases typically influencing how people (both scientists and members of the public) view policy actions addressing the long-term effects of climate change. Biases include anchoring on recent or highly salient events, over emphasizing past investments (so-called "sunk costs") and potential uncertainty regarding future conditions, and relying on convention (we've always done it this way) which can encourage the continued reliance on ineffective policies. These factors influence stakeholders' ability to make effective and informed decisions.

Dealing with this crisis will require near-term costs and effort, yet it is clear people have a difficult time imagining what a fire-smart and resilient future will look like. The solution is for both scientists and public officials to do a better job of communicating the costs associated with the current path (as a default strategy) and articulating the substantial gains associated with making changes to current management policies. Addressing these behavioral insights is essential to begin gaining long-term public support so that forest management changes can be made thoughtfully, with a coherent inter-agency strategy recognizing cumulative effects and ecological and social values, unrolled over decades (as needed) rather than as a short-term fix.

Actions must be supported by long-term sustainability. Any approach to solving this crisis must be maintained for decades. There is no good-news story where we can miraculously and significantly reduce the risks over the next 5 or 10 years. Solutions will require patience and a long-term commitment that is not easy to mobilize or sustain. Both political will and wildfire fuels are dynamic, yet any solution with a chance of success must incorporate the behavioural and ecological realities of making long-term, sustainable changes. This includes the creation of both an enduring political will and a long-term capital investment in the infrastructure needed to turn raw wildfire fuels into marketable/usable commodities. We must end the practise of spending millions of dollars on short-term funding programs and initiatives originating in the wake of a bad fire season (i.e., Union of BC

Municipalities Strategic Wildfire Protection Initiative and Community Resiliency programs, Forest Enhancement BC, Wildfire Risk Reduction, etc.). These post-fire initiatives make for catchy news headlines, but they are reactive rather than proactive, and their ability to implement the required behavioural, political, and environmental changes at landscape scales is unclear.

Long-term, stable investment is needed for two reasons. First, for the on-the-ground treatment of broad landscapes, to make them more resilient in the face of threats from fires. Second, for creating the manufacturing and workforce infrastructure necessary to process billions of tonnes of wildfire fuels. Government funded programs, monetizing ecosystem services, NGO and private foundation investments have all advanced strategies to accomplish portions of this work. However, the scale of investment has failed to match the scale of the wildfire problem and the need to address the problem in a timely, consistent, sustained manner.

Ironically, these issues of long-term funding and advanced planning for wildfire have not been as serious with mitigation efforts of potential negative effects of other natural disturbances such as earthquakes, floods and now a pandemic. Estimates of damage from a significant earthquake in BC exceed \$30 billion, and governments have invested similar capital in seismic upgrades and other measures intended to mitigate negative social and economic impacts. Governments have demonstrated an ability to invest large sums of money in risk management when faced with an existential threat. However, the same cannot be said for wildfire risk mitigation. Investment in wildfire mitigation in BC over the last decade has been a tiny fraction of the total cost of fires over that same period, with most of the investment in response and recovery as opposed to prevention and mitigation. Wildfire mitigation efforts that have occurred over the last 16 years have focused primarily on the Wildland-Urban Interface and yet no community in the province would be considered "safe" from wildfire.

Investment must also come in the form of timber harvests, but this is fraught with many caveats. Timber harvest is not the same as a fuel treatment, which re-arranges fuels as opposed to removing them. If the goal is to reduce burned area by impeding fire movement across the landscape and reducing fire severity, cut blocks do neither, unless they are followed by a prescribed burn. With BC's annual timber harvest footprint of 190,000 ha's, landscape resilience to wildfire could be improved if harvests were strategic and combined with wildfire hazard mitigation. Timber harvest in BC has been offered as a market-based solution, suggesting that existing and future markets for wood biomass products (dimension lumber, pulp and paper, engineered wood products, bioenergy), or carbon offset markets, will solve the wildfire fuel problem by making it economical to treat the hazard as a by-product

of traditional forest harvest activities. However, harvesting practices are aligned with current economics and policies that do not account for wildfire fuels, risk and how the combination of these will influence ecosystem function.

3.0 Recommendations

To solve this crisis, we need a new kind of Strategic Plan - one that spans multiple decades, is national and international in scope yet meaningfully involves local and provincial/state governments, receives broad-based and bi-partisan political support, is founded on principles of ecosystem function and resilience, and is inclusive and adaptable. It also needs to be responsive to the needs of big business and big government (i.e, long-term funding commitments, government aid and market interventions) while creating a social license to operate that includes input from the general public, Canada's Indigenous communities, and a wide range of NGOs.

Core Elements

The Provinces of BC and Alberta, in conjunction with Ottawa and neighboring US States, must tackle the wildfire crisis in its entirety. This will require that we address the following interrelated elements with a plan that recognizes they can no longer be addressed in isolation:

- Communities. The Provinces must commit to fireproofing communities at risk from wildfire, recognizing that the risk never disappears, and anticipating how the number and location of communities at risk will increase over time due to climate change.
- Watersheds. The Provinces must commit to improving the wildfire resilience of watersheds providing ecosystem services, critical wildlife habitat, and water to downstream individuals, communities, and businesses.
- Greenhouse gas emissions. The Provinces, in partnership with the Federal Government, have committed to reducing the emissions of greenhouse gases. They need to specifically commit to the large-scale reduction in greenhouse gas emissions from wildfires.
- Smoke emissions. The Provinces must commit to large-scale reductions of harmful particulate
 emissions from wildfires. The science is clear that chronic exposure to elevated particulate
 matter levels, especially for children, is a major public health issue. It is also emerging as a major

- economic issue as well, with many businesses in western Canada being negatively affected by protracted periods of smoke.
- Economic burden. The Provinces must commit to reducing the direct (suppression) and indirect (wage and business losses, infrastructure damage, acute and chronic psychological and physical health impacts, etc.) costs of wildfires on the Provincial budgets, the business community and the citizens of BC and AB.

National and International in Scope

Ottawa, in partnership with western province premiers, and Washington, DC, in partnership with western states governors, need to work together to contribute solutions to cross-border wildfire effects including physical damage from wildfires that spread across national and international borders, as well as negative impacts of wildfire smoke on businesses, incomes and livelihoods, and human health. This means working cooperatively to reduce the conditions leading to high severity, costly wildfires across western North America. Solutions will need to focus on internal policies, external trade agreements, and market forces that prevent the treatment of millions of hectares of forests containing billions of tonnes of forest fuels. Governments across the region need to guide the creation of markets that can absorb this volume of material and provide the financial incentives necessary to coax the private sector into investing in the workforce and manufacture of commodities from that material. This is not dissimilar from the approach both national governments have taken in response to the COVID-19 pandemic and the need to mitigate the spread of the virus, support businesses and individual finances, and rapidly develop a vaccine.

Bi-Partisan

The Strategic Plan needs to be bi-partisan because there is no simple solution that will fit within a 4-year election cycle. Solving this crisis will require a long-term, stable approach and will involve social and economic hardships along the way that can be exploited for political gain, setting back progress on solving the crisis. To solve this crisis, all political parties must be involved in the solution so that they all share ownership.

Wholistic and Inclusive

The Strategic Plan needs to be wholistic including multiple levels of government and portfolios. This crisis is affecting most municipal departments, provincial ministries and federal departments and all should have a say in how the crisis is resolved. In the past, whenever a post-wildfire review was

commissioned and delivered it went to the forest ministry alone to resolve; this crisis is too large and too complex for one portfolio to solve. The plan also needs to be inclusive of the interests, concerns and knowledge of the majority affected by wildfires outside of government and the forest industry.

Adaptive and Flexible

The Strategic Plan needs to be informed by emerging science. To do so, governments and industry need to make a long-term, stable funding commitment to targeted research that is a cross-border effort. We need to harness the best minds to solve a shared crisis in what is basically a shared set of ecosystems — the Cordillera running north-south from Alaska to Mexico. These ecosystems/fire regimes in BC, western AB, and the Yukon have more in common with Alaska, Idaho, Montana, Oregon, and Washington than they do with the rest of Canada.

Coordinated between Business and Government

A Herculean effort will be needed to do the necessary forest thinning, prescribed burning, tree planting, rehabilitation and restoration work necessary to solve this crisis. A similar effort is needed to process the billions of tonnes of fuel that need to be removed from the forest today and in the future. Capacity is one aspect of this requirement: a large, well trained workforce that can do the necessary restoration work. The second aspect is markets for the material. Industry can solve some of this on its own, provided they can turn a profit. To treat larger scales, poorer quality stands, difficult locations, etc., government needs to intervene and reduce the risk to business. This means strategies such as: providing direct subsidies to ensure projects are revenue neutral; creating new markets for wood and bioenergy products; creating incentives for the use of wood products based on carbon accounting; and creating disincentives for the use of building (cement, vinyl, aluminum) and energy products (fossil fuel-based products) based on carbon accounting.

If government can reduce the investment and operating risk to business it can realize significant social, environmental, and financial benefits. A sizable, stable investment of taxpayer's money will be required, however, that investment would yield immeasurable results. The large-scale effort to tackle this crisis would result in significant job creation in rural BC, AB, and the Yukon. The wages associated with these jobs are decent, middle-class wages. The multiplication factor (employment, goods, and services) for wood products, manufacturing and bioenergy extraction is also high. Corporate, personal, and goods and services taxes would provide a significant source of revenue to the Crown as would stumpage revenue associated with adaptive harvest and treatment measures developed to mitigate wildfires.

4.0 Conclusions

Although images of recent wildfires in California and Australia remind us of their potentially devastating effects on people and infrastructure, we forget that wildfires burning at the wildland-urban interface have been documented for centuries. Even though governments are better equipped to fight and respond to wildfires, society has never been more vulnerable to their negative effects. More people are living in fire-prone areas while a changing climate is increasing the length of the fire season and creating more extreme weather conditions. Both forest and grassland animal and plant communities have never been more exposed to wildfires' negative impacts. In the past, much of the "wildfire problem" was pegged on either fire protection agencies or the forest sector. This has led to a decades-long discussion on how to maximize fire protection by integrating fire and forest management activities. This paradigm is simplistic and insufficient, because wildfires affect so many facets of our society including health, biodiversity, water security, the economy, and more. Wildfire management must engage additional proponents to help people to learn to live with the realities of landscapes and ecological systems that include wildfires but, over time, works to reduce their more catastrophic effects.

To this end, we propose an approach to meeting wildfire management objectives that: (i) frames the appropriate scale (i.e., spatial extent) of action, (ii) explicitly considers the current climate emergency, (iii) is guided by principles of social and environmental justice, (iv) is informed by holistic and inclusive policies, and (v) promotes long-term sustainability. Such a framework is in no way meant to be rigid or prescriptive. At best, it provides a gold standard to strive for and, at worse, lays the foundation for a constructive - and urgent - discussion. While the wildfire seasons of 2017 and 2018 in British Columbia, and 2015 and 2019 in Alberta, caused much hardship, a full-blown human tragedy like the one experienced in California a few months ago has thus far been avoided. But luck will not always be on our side, and losses far larger than any yet experienced are not only plausible but highly likely in Canada's western provinces. Knowing this, it is imperative to act to mitigate or, if possible, prevent such a human and ecological disaster.

THE CORPORATION OF THE CITY OF VERNON

BYLAW NUMBER 5860

A bylaw to Amend Recreation and Parks Services Fees and Charges Bylaw Number 5472

WHEREAS the Council of the City of Vernon has determined to amend "Recreation and Parks Services Fees and Charges Bylaw Number 5472, 2013".

NOW THEREFORE the Council of the Corporation of the City of Vernon, in open meeting assembled, enacts as follows:

- 1. This bylaw may be cited as "Recreation and Parks Services Fees and Charges (2022) Amendment Bylaw Number 5860, 2021".
- That Schedule "A" of Recreation and Parks Services Fees and Charges Bylaw Number 5472, 2013 be amended as noted in red as shown on attached Schedule "A".
- 3. These rates shall come into effect as of January 1, 2022.
- 4. If any section, subsection, paragraph, clause or phrase, of this Bylaw is for any reason held to be invalid by the decision of a court of competent jurisdiction, such decision does not affect the validity of the remaining portions of this bylaw.
- 5. Recreation and Parks Services Fees and Charges Bylaw Number 5472 is hereby ratified and confirmed in every other respect.

READ A FIRST TIME this	28 th day of J	June, 2021.	
READ A SECOND TIME this	28 th day of J	June, 2021.	
READ A THIRD TIME this	28 th day of J	June, 2021.	
ADOPTED this	day of	, 2021.	
Mayor		Corporate Officer	



City of Vernon Recreation and Parks Services

Manual of Fees and Charges

Rates Effective as of January 1, 2021 2022

(Amendment Bylaw 5840-5860)

THE CORPORATION OF THE CITY OF VERNON

BYLAW NUMBER 5472

A bylaw to establish fees and charges for Recreation Services

Mayor	Corporate Officer
"Robert Sawatzky"	"Patricia Bridal"
ADOPTED this 16 th day of December, 2013.	
READ A THIRD TIME this 9 th day of December	er, 2013.
READ A SECOND TIME this 9 th day of Decen	nber, 2013.
READ A FIRST TIME this 9 th day of Decembe	er, 2013.
3. This bylaw is to take effect on January	1, 2014.
2. There is hereby established fees and on in Schedule "A", attached hereto and forming	charges for Recreation Services as set out part of this bylaw.
Number 5472, 2013".	
	tion Services Fees and Charges Bylaw
NOW THEREFORE the Council of the Cormeeting assembled, enacts as follows:	poration of the City of Vernon, in open
WHEREAS Section 194 [Municipal fees] of a Council of the City of Vernon, may, by b municipality;	·

THE CORPORATION OF THE CITY OF VERNON

BYLAW NUMBER 5472

AMENDMENTS

BYLAW	ADOPTION	AMENDMENT
NO.		
5484	February 24, 2014	AMEND Schedule "A" - Lakers Clubhouse, Adult - Day Rate and Adult - 1/2 Day Rate
5500	August 11, 2014	AMEND Schedule "A" – New Rates effective September 1, 2014
5563	July 13, 2015	AMEND Schedule "A" – New Rates effective September 1, 2015
5568	September 14, 2015	AMEND Schedule "A" – Parks, Volleyball Court Rentals – C. Community Use – Minor (per court per hour) to \$3.59
5595	July 11, 2016	AMEND Schedule "A" – New Rates effective September 1, 2016
5632	May 23, 2017	AMEND Schedule "A" – New Rates effective September 1, 2017
5682	May 28, 2018	AMEND Schedule "A" – New Rates effective September 1, 2018
5748	May 27, 2019	AMEND Schedule "A" – New Rates effective September 1, 2019
5805	March 23, 2020	AMEND Schedule "A" – New Rates, effective April 1, 2020, for: • Pool Drop in Rates Taxes Included • Recreation Centre Swimming Pool • Recreation Centre Swimming Lessons • Analysis
5813	May 25, 2020	AMEND Schedule "A" – New Rates effective September 1, 2020 RENAME overall Bylaw to 'Recreation and Parks Services Fees and Charges Bylaw Number 5472'
5840	November 30, 2020	AMEND Schedule "A" – New Rates effective January 1, 2021 for Recreation Services only.
5860		AMEND Schedule "A" – New Rates effective January 1, 2022

Table of Contents

Definitions	3
General Conditions for Rental of Facilities	5
Administrative Policies	6
Rate Use Categories	7
Payment of Rental Fee	9
Facilities Information & Capacities	10
Facility Inventory	<u>14</u> -15
General Admissions: Pool	15 -16
General Admissions: Arena	17 -18
Ice Rentals - Priest Valley Arena	18- 19
Non-Ice Rentals - Priest Valley Arena	19- 20
Outdoor Rink Rentals – Centennial Outdoor Rink	<u>20-</u> 21
Non-Ice Rentals - Centennial Outdoor Rink	21 -22
Multi Use Facility (Kal Tire Place and Kal Tire Place North)	22- 23
Curling Rink	26- 27
Recreation Centre Auditorium Rentals	27- 28
Recreation Centre Creekside Conference Rentals	<u>28-</u> 29
Recreation Centre Meeting Room Rentals	<u>29-</u> 30
Recreation Centre Display Space	3 2 33
Kitchen Rentals	3 3 34
Gymnasium Rentals	34- <mark>35</mark>
Lakers Clubhouse	3 6- 37
Swimming Pool Rates	3 <mark>7-38</mark>
Swimming Lessons	38- <mark>39</mark>
Parks:	
· Sports Fields for League Play or Practice	3 9 4 0
· Picnic Shelters - Kin Beach	4 0 4 1
· Polson Park	4 1 4 2
· Special Event Permits	4 2 4 3
· Courts Rentals – Volleyball, Tennis, Pickleball	4 3 4 4
Analysis	44-45
Insurance Schedule	4 5 46

Definitions

One of the policies relating to fees and charges states that recoveries from services and facilities should be self-supporting for adults, and no more than 50% subsidization for youth and "disabled" persons. In order to adhere to this objective, it is necessary to define these segments of the population.

Preschool: Six years and under.

Child: Seven to twelve years of age.

Youth: Thirteen to eighteen years of age.

Disabled Youth: Children under the age of 19, a resident of B.C., eligible for Children and

Youth with Special Needs services: Autism Diagnosis, Developmental Disability, or At Home Eligible may receive a 75% discount on select programs (*). A child under the age of seven must be accompanied by a paying adult, however that adult can request to have someone assist

them in caring for their child with a disability, free of charge.

Adult: Nineteen years and over (19+)

Seniors: Sixty five years and over (65+)

Family: Means members of an immediate family. Parents, legal guardians or

grandparents and dependent children who are under the age of 19. Maximum of two adults and youths who are immediate family members.

Disabled: Persons having a permanent disability which would limit his/her abilities to

fully use the facility without assistance. If the disability is not physically apparent, a doctor's certificate may be required. Support workers are admitted free unless the support worker is paid then the support worker

pays regular fees.

Financially Disadvantaged:

Persons who are receiving financial assistance from one of the following provincial or federal programs may receive a 75% discount on select programs (*).

- Persons with disabilities (PWD)
- Persons with persistent and multiple barriers (PPMB)
- Regular income assistance benefits (must be renewed annually)
- Canadian Pension disabilities (CPPD)
- Guaranteed income supplement for seniors (GIS) (must be renewed annually)

Non-Prime Time:

Ice time at Priest Valley and MUF Arenas between the hours of 8:00 a.m. and 3:00 p.m., Mondays through Fridays during the school year.

- 50% of the regular ice rental rate
- Not available to already subsidized rates
- Not available on school holidays or breaks

Page 3 457

Resident Business: A business that is operating within the Greater Vernon boundaries, and with a valid City of Vernon or District of Coldstream business license.

(*) Select programs include: Public swim and weight room, selected playschool classes, drop in and punch cards for aquafit classes and aqua therapy classes, public skate, and all drop-in sports programs.

Page 4 458

General Conditions for Rental of Facilities

- 1. All rental rates include the standard facility, with normal maintenance staff.
- 2. Standard sound system as are located in the facilities.
- 3. Ushers, ticket sellers, security forces, etc., are the responsibility of the renter (the Department reserves the right to provide such services at the Renter's expense).
- 4. Uses beyond the normal operating hours will require payment of additional labour costs.
- 5. The City of Vernon reserves the right to require a Performance Bond and / or Damage Deposit.
- 6. The Renter is responsible to ensure that the facility is vacated at the end of the event.
- 7. Entrance to or use of facilities will only be requested and approved on the Facility Booking Request Form. Prior entry for decorating, set up, early start, etc. will be by the approval of the Director of Recreation Services and noted on the rental contract. Additional fees, charges and conditions may apply.
- 8. The application must not exceed the maximum capacity allowed for the facility.
- 9. The Renter shall be responsible for loss or damage and assume all risk of injury (including death) to any person arising out of the use of the facility.
- 10. All rentals must carry a liability insurance policy specifically naming as co-insured, the City of Vernon, the Regional District of North Okanagan and the District of Coldstream.

11. Facility Use Agreement:

Prior to use of any facilities, the Renter must complete a Facility Use Permit. This document includes a waiver or release which **must** be read by the participant before signing. Staff **must** make sure the waiver is read by the participant before signing. If the participant requests an explanation of the meaning of the waiver, the staff shall respond as follows:

It is a legal document and by signing the release you are giving up certain legal rights, including the right to sue.

Under no circumstances is the document to be signed without drawing the participant's attention to the waiver, and confirming that the proper liability insurance coverage is in place.

12. All occasional/one time renters will also be charged an insurance fee according to the Insurance Rate Schedules attached to and forming part of this bylaw. This applies to renters who **do not** already have liability insurance through their organization.

Page 5 459

Administrative Policies

Refund Policy:

Swim Lessons, Leagues, Camps, Courses, One Day Programs and Special Events:

- Due to the nature of these programs, if you need to cancel a registration please be sure to notify us 3 business days (Mon to Fri) before the start of the program. No refunds will be given if notification is less than 3 business days. Administration fee will be applied.

Ongoing Classes and Programs:

If you find that the class you have registered in is not what you expected and you want to cancel, please make sure you call BEFORE the second class and we will refund you the remaining sessions. No refunds are given after the second class. Administration fee will be applied.

Memberships:

Memberships are not transferable or refundable unless due to illness or injury and with a doctor's note.

Administration Fee:

Approved refunds are subject to a 10% administration fee.

Discounts:

Only one discount can be applied at a time, combining discounts is not permitted. Discounts may not be applied to staffing or extra fees.

Rental Cancellation:

If a facility rental is cancelled more than 30 days before the start of the event, a full refund, minus the administration fee, will be given.

If a facility rental is cancelled less than 30 days but more than 14 days before the start of the event, the renter will pay 10% of the rental in addition to the administration fee.

If a facility rental is cancelled 14 days or less before the start of the event, no refund will be given.

Note: For event bookings, the refund policy within the facility contract will be applicable.

Drop In Pass Expiry Date: Drop in or multiple visit passes have a two year expiry date from the year they are purchased. Unused passes are not transferrable or refundable.

Carrying Credit on Account: Credits will not be carried on accounts. Refunds will be given in the way in which they were paid or via cheque.

> Page 6 460

Rate Use Categories

A. Recreation Programs

- 0-6 years of age (25% of Adult Rate)
- 7-18 years of age (50% of Adult Rate)
- 19 years and over (Full Adult Rate)

These are activities organized and operated by the City of Vernon. Rates are flexible to accommodate new trial programs and maximize use of facility space.

B. School District No.22

- During school hours − (8:00 a.m. − 3:30 p.m.)
- Outside school hours community youth rates apply (This includes all schools within District No.22)
- Note: This rate applies to student-related activities.

C. Community Use

I. Adult

Local community benefit activities, Winter Carnival events, community concerts, Okanagan Symphony, wedding receptions, "closed" functions, religious events. This category applies to all local groups, clubs, etc., whose event is closed to their members only.

II. Youth

This category applies to any youth group where 80% of the participants are under 18 years of age. The rate will be 65% of adult rate.

III. Minor Sports Groups

Groups identified below qualify for 50% of adult rate. Local minor sports organizations, approved by City Council. Currently this includes:

- Greater Vernon Minor Hockey
- Vernon Figure Skating Club
- Vernon Kokanee Swim Club
- North Okanagan Minor Lacrosse
- Greater Vernon Ringette Association
- Vernon Speed Skating Club
- Vernon District Minor Baseball
- North Okanagan Youth Soccer Association
- Vernon Minor Football
- Greater Vernon Minor Fastball

D. Commercial

I. Resident Business

Advertising, sales or promotions by local resident businesses. Must take out a business license for the event.

II. Non-Resident Business

Advertising, sales and promotions by non-resident businesses. Must take out a business license for the event.

Page 7 461

E. Private Sponsored Entertainment

Public dances, "open" functions, films, theatre productions, variety shows, political functions (use local rate).

I. Local

Entertainment brought to the facility by a local, registered non-profit society.

II. Out of Town

Entertainment brought to the facility by non-resident groups.

F. Other

As per individual group contracts or any other items needing a payment category.

G. Setup/Takedown and Conversion

Cost for a set up or take down day for event rentals.

Note: All rental fees are pre tax, and all drop-in fees include tax.

Page 8 462

Payment of Rental Fee

- A reserve date deposit is required with the Facility Lease Application Form: \$100 for service clubs or organizations pertaining to reduced rate, and \$200 for commercial or privately sponsored events. This fee is non-refundable and non-transferable if activity is cancelled.
- 2. Total rental fee is payable 30 days in advance for out of town or commercial renters. Credit may be granted to local community groups. Arrangements must be made prior to the date of booking with the City of Vernon Director of Recreation Services or their designate. Such arrangements will be noted on the Facility Lease Application Form.
 - Example: Winter Carnival events, local service clubs
- 3. If a Performance Bond is requested, the bond (certified cheque or cash) shall be deposited prior to the event. The Performance Bond shall be in the amount of One Thousand Dollars (\$1,000.00). However, the City of Vernon may require additional damage deposits. After completion of the event, the City of Vernon Director of Recreation Services will authorize a refund of the deposit.
- 4. Overtime charges for the custodians will be charged before 8:00 a.m. and after 1:00 a.m., amount to equal the overtime benefits according to current Union Contract.
- 5. Minor Sports Groups to be billed monthly with such accounts to be paid within 15 days.

Page 9 463

Facilities Information and Capacities

	RECREATION COMPLEX	
AUDITORIUM	INFORMATION	SQ. FT.
Area (angled walls)	1,600 sq. ft w/ floor down	12,404
Doorway size	64.25" wide by 83.75" high	,
Constructed in 1967		
Banquet 718	Meeting 950	
Cabaret 520		
Sunrise Room:		900
Classroom 36	Conference 56	
Theatre 75		
Sunset Room:		585
Classroom 20	Conference 40	
Theatre 40		
Willow Room:		375
DOGWOOD GYM	INFORMATION	SQ. FT.
Area	42' x 84'	3,528
Banquet 350	Meeting 450 / Cabaret N/A	
PRIEST VALLEY GYM	INFORMATION	SQ. FT.
Area	81' x 106'	8,586
Constructed in 1972		-,
Banquet & Cabaret N/A	Meeting 743	
Boxing Club:		
Area		4,000
Banquet & Cabaret N/A	Meeting 121	,
Curling Rink (dry floor):		
Area	160' x 120'	19,200
Constructed in 1972	Owned by Vernon Curling & Athletic Club	
Banquet & Cabaret both 1,200	Meeting 2,000	
Cabaret & Meeting both 558	Lounge N/A	
AQUATICS CENTRE	INFORMATION	SQ. FT.
Lap Pool:		·
Area (water)	25m x 19m = 450 square meters	82' x 62' = 5,085 sq. ft.
Area (water and deck)	102' x 80'	8,160
Constructed in 1967	Renovated in 1994	,
Capacity	350 swimmers & 50 spectators	
278,101 US Gallons	231,571 IMP Gallons/ 1,052,725 Liters	
Leisure:		
Area (water and deck)	76' x 104'	7,904
Water only estimated		2,900
Capacity	225 swimmers	
44,018 US Gallons	36,653 IMP Gallons/ 166,624 Liters	
Hot Tub:	Area	250
Capacity	28 swimmers	
4,290 US Gallons	3,572 IMP Gallons/ 16,238 Liters	
Fitness Gym:		

Capacity 60 people or 20 in a user group
--

Facilities Information and Capacities Cont'd

SENIOR CITIZEN'S CENTRE	INFORMA	ATION	SQ. FT.	
Pool Room (capacity 80 seats)	Area 28'	x 35'	980	
Workshop & Storage Areas:			1,288	
Halina Room (capacity 181 seats)	Area 42'	x 54'	2,268	
Club Room (capacity 77 seats)	Area 26'	x 36'	936	
Kitchen	Area 14'	x18'	252	
Office	Area 14'	x 19'	266	
Cafeteria (capacity 31seats)			391	
Craft Room	Area 8'	x 9'	72	
Common			548	
TOTAL			7,001	
LOCATION	TOTAL SQUARE FOOTAGES		PERCENT	
Auditorium	12,404		47 %	
Dogwood Gym	3,52	8	13 %	
Common Areas	2,174		8 %	
Offices	1,05	5	4 %	
Seniors Centre	7,001		28 %	
TOTAL	26,162		100 %	
PARKING SPACE	s		STALLS	
Main (South)			156	
P.V. Arena			113	
P.V. Gymnasium			36	
Main (North)			174	
Curling Rink			94	
TOTAL		573		
PV ARENA	INFORMATION		SQ. FT.	
Area (ice surface)	85' x 200'		17,000	
Area	Gross building		20,289	
Zamboni door size	9' 10" wide by 9' 4" high			
Constructed in 1978	VFSC addition in 1994		4,908	
Spectator sport	200 seats			
Off-ice room	125 per	sons		
Refrigeration capacity	1/3 of 22			
Dressing Room	#1 +		600 Sq. Ft. each	
Dressing Room	#3 +		664 Sq. Ft. each	
Dressing Room	#5 +	#6	358 Sq. Ft. each	
Off Ice Viewing Room			650	

OUTDOOR RINK	INFORMATION	SQ. FT.
Area (ice surface)	118' x 126'	14,868
Constructed in 1967		
Refrigeration capacity	1/3 of 225 tons	
CURLING RINK	INFORMATION	SQ. FT.

A (: f)	400' 400'	40.000
Area (ice surface)	160' x 120'	19,200
Area (gross building)	- I I I I I I I I I I I I I I I I I I I	
Constructed in 1972	(Privately owned by Vernon Curling Club)	
Refrigeration capacity	1/3 of 225 tons	
KAL TIRE PLACE	INFORMATION	SQ. FT.
Area (ice surface)	Standard – 85' x 200' Olympic - 100' x 200'	17,000 20,000 (maximum)
Area (gross building)		91,600
Constructed in 2001		
Seating 3006	Standing: 500 (concourse) Floor Seating: 1500	
Upgraded Technology	ADSL, Telus Bi00, Dynamnic IP Allocation	
6 Dressing rooms		
Drape	16' x 8' (11 in total)	
Refrigeration capacity	2250 Kilowatts	
Front entrance garage door	7' 3" wide x 9' high	
Zamboni gates	9'11" Wide	
Zamboni overhead door	13'8" x 13" Tall	
Meeting Rooms:	INFORMATION	SQ. FT.
Civic and Crossover Room		3,431
Combined		
Civic Room	7.7	
Area	51.5' x 42.5'	2,189
Banquet		
Meeting		
Cabaret		
Garage Doors	7' 8" wide x 7' 11" high	
Crossover Room	27' x 46'	1,242
Training Room:	INFORMATION	SQ. FT.
Area	23' x 49'	1,127
Overtime Room:	INFORMATION	SQ. FT.
Area	28' x 27'	756
Banquet		
Meeting	67	
Cabaret	N/A	
Parking:	INFORMATION	SQ. FT.
East lot	100 Stalls	
North lot	399 Stalls	
West side	122 Stalls	
South Lot	42 Stalls	
Total Stalls	663	
KAL TIRE PLACE - NORTH	051 0001	17.000
Area (ice surface)	85' x 200'	17,000
Constructed in 2018 Spectator Sport	400 Seats	
Specialor Sport	400 36415	

Dressing Rooms	6	
Refrigeration Capacity	2250 Kilowatts	
Breakaway Room	18' x 35'	630
LAKERS CLUBHOUSE:	INFORMATION	SQ. FT.
LAKERS CLUBHOUSE: Main Area	INFORMATION 60' x 30' Oval	SQ. FT. 1,800
		·

Multi Use Facility - Kal Tire Place

The facility was constructed to provide needed ice time and to be one of the premier facilities in the Greater Vernon area. One of the purposes of the facility is to attract events that otherwise would not be available for the citizens of the community to enjoy (special events). To provide a facility to host these types of events is costly and the people who attend these events, or sponsor these events, should be prepared to pay an appropriate fee to use/attend the facility.

One of the challenges is to find that balance in fees that is most beneficial to the owner, yet still affordable enough to attract events and users. The fee structure has been put together with these principles in mind. It is also important that the operators have flexibility and the authority to negotiate fees/charges for major events and the operator should be given this authority.

The other issue is to use the facility appropriately. The facility should be used for special events that cannot be accommodated in any other facility in the community. This would result in the best use of the ice time plus the most efficient use of all facilities in the community.

Facility Inventory

Auditorium/Pool/Gymnasiums	3310 – 37 th Avenue, V1T 2Y5
Halina Senior Citizen's Centre	3310 – 37 th Avenue, V1T 2Y5
Curling Rink (owned by Vernon Curling & Athletic Club)	3400 – 39 th Avenue, V1T 3E16M4
Priest Valley Arena/Gymnasium	3409 – 35 th Avenue, V1T 3E1
Vernon Winter Carnival Society Building	3401 – 35 th Avenue, V1T 2T5
Multi Use Facility	
Kal Tire Place & Kal Tire Place North	3445 – 43 rd Avenue, V1T 8P5
Lavington Pool	6401 Lavington Way, V1B 3G5
Lakeview Pool	3001 – 18 th Street, V1T 4A6
Polson Spray Pool	2600 Highway 6, V1T 5G4
Lakers Clubhouse	.7000 Cummins Road, V1H 1M2

	Pool Drop in Rates	Rate	Rate
	Taxes Included	2020-21	2020-21
•			2022
	Full Access Facility Pass – SINGLE	Γ	
•	Adult (19+)	\$7.00	\$7.00
•	Seniors (65+) – 25% Discount		
•	Youth (13-18 yrs)	\$5.20	\$5.20
•	Child (7-12 yrs)	\$4.50	\$4.50
•	Preschool (3-6 yrs) 0-2 yrs N/C	\$2.30	\$2.30
•	Family	\$15.25	\$15.25
•	Toonie Swim – Adult	\$2.00	\$2.00
•	Toonie Swim – Youth	\$2.00	\$2.00
•	Disabled – 25% Discount		
Fu	I Access Facility Pass – 10X PASS (1 free use)	T	
•	Adult (19+)	\$62.90	\$62.90
•	Seniors (65+) – 25% Discount		
•	Youth (13-18 yrs)	\$46.90	\$46.90
•	Child (7-12 yrs)	\$40.80	\$40.80
•	Preschool (3-6 yrs) 0-2 yrs N/C	\$20.50	\$20.50
•	Family	\$137.20	\$137.20
•	Disabled – 25% Discount		
Ful	I Access Facility Pass – 20X PASS (3 free uses)	,	
•	Adult (19+)	\$118.75	\$118.75
•	Seniors (65+) – 25% Discount		
•	Youth (13-18 yrs)	\$88.60	\$88.60
•	Child (7-12 yrs)	\$77.00	\$77.00
•	Preschool (3-6 yrs) 0-2 yrs N/C	\$38.65	\$38.65
•	Family	\$259.15	\$259.15
•	Disabled – 25% Discount		
Fu	I Access Facility Pass –30 DAY PASS		
•	Adult (19+)	\$76.70	\$76.70
•	Seniors (65+) – 25% Discount		
•	Youth (13-18 yrs)	\$57.95	\$57.95
•	Child (7-12 yrs)	\$49.80	\$49.80
•	Preschool (3-6 yrs) 0-2 yrs N/C	\$24.95	\$24.95
•	Family	\$168.55	\$168.55
•	Disabled – 25% Discount		
Ful	I Access Facility Pass –90 DAY PASS		
•	Adult (19+)	\$157.10	\$157.10
•	Seniors (65+) – 25% Discount		
•	Youth (13-18 yrs)	\$118.70	\$118.70
•	Child (7-12 yrs)	\$101.90	\$101.90
•	Preschool (3-6 yrs) 0-2 yrs N/C	\$51.05	\$51.05
•	Family	\$345.05	\$345.05

Disabled – 25% Discount		
Full Access Facility Pass –180 DAY PASS	•	
• Adult (19+)	\$269.10	\$269.10
Pool Drop in Rates	Rate	Rate
Taxes Included	2020-21	2020-21
		2022
Full Access Facility Pass – SINGLE		
• Seniors (65+) – 25% Discount		
Youth (13-18 yrs)	\$203.55	\$203.55
• Child (7-12 yrs)	\$174.45	\$174.45
Preschool (3-6 yrs) 0-2 yrs N/C	\$87.35	\$87.35
Family	\$591.60	\$591.60
Disabled – 25% Discount		
Full Access Facility Pass – 1 YEAR PASS		
• Adult (19+)	\$468.55	\$468.55
Seniors (65+) – 25% Discount		
Youth (13-18 yrs)	\$354.45	\$354.45
Child (7-12 yrs)	\$305.85	\$305.85
Preschool (3-6 yrs) 0-2 yrs N/C	\$152.20	\$152.20
Family	\$1,030.50	\$1,030.50
Disabled – 25% Discount		

Arena Drop in Rates	Rate	Rate
Taxes Included	2020-21	2020-21
		2022
PUBLIC SKATING		
Adult	\$6.35	\$6.35
Seniors (65+) – 25% Discount		
Youth 7-18 years	\$4.75	\$4.75
Preschool	\$1.90	\$1.90
Family Rate	\$14.00	\$14.00
Shinny Hockey	\$6.35	\$6.35
Disabled – 25% Discount		
STRIP TICKETS - 10 X PASS (1 free use)		
Adult	\$57.10	\$57.10
Seniors – 25% Discount		
Youth 7-18 years	\$43.20	\$43.20
Preschool	\$16.80	\$16.80
Family Rate	\$126.15	\$126.15
Adult Shinny Hockey	\$57.05	\$57.05
Disabled – 25% Discount		
STRIP TICKETS – 20X PASS (3 free uses)		
Adult	\$107.90	\$107.90
Seniors – 25% Discount		
Youth 7-18 years	\$81.60	\$81.60
Preschool	\$31.70	\$31.70
Family Rate	\$234.73	\$234.73
Adult Shinny Hockey	\$107.85	\$107.85
Disabled – 25% Discount		

	Priest Valley Ice Rates	Rate 2020-21	Rate 2020-21	Incl Tax
			2022	
A.	Recreation Programs			
	Youth	\$106.40	\$106.40	
	Adult	\$212.75	\$212.75	
B.	School District No. 22			
	During school hours	N/C	N/C	N/C
C.	Community Use			
	Adult – Reg Season	\$212.75	\$212.75	\$223.39
	Adult – Non Prime	\$106.40	\$106.40	\$111.72
	Youth – Reg Season (65% of rate)	\$138.30	\$138.30	\$145.22
	Minor – Reg Season (50% of rate)	\$106.40	\$106.40	\$111.72
D.	Commercial			
E.	Private Sponsored Entertainment			
F.	Other - Current Contracts			
	Junior Hockey as Per Contract			
G.	Setup / Takedown Time			
	50% of regular rate			

	Priest Valley	Rate	Rate	Incl
	Dry Floor Rates	2020-21	2020-21	Tax
			2022	
A.	Recreation Programs	_		
	Youth	\$45.61	\$45.61	
	Adult	\$91.21	\$91.21	
B.	School District No. 22			
	During school hours	N/C	N/C	
C.	Community Use			
	Adult – Reg Season Apr 1 – July 31 where available	\$91.21	\$91.21	\$95.77
	Youth – Reg Season Apr 1 – July 31 where available (65% of rate)	\$59.29	\$59.29	\$62.25
		Φ <i>AE</i> G1	Φ <i>1</i> Ε 61	¢47.00
	Minor – Reg Season Apr 1 – July 31 where available (50% of rate)	\$45.61	\$45.61	\$47.89
D.	Commercial			
	Local – Prevailing Adult Rate	\$1,567.57	\$1,567.57	\$1,645.94
	Non-Resident Business – Prevailing Adult Rate	\$3,135.14	\$3,135.14	\$3,291.90
E.	Private Sponsored Entertainment			
	Local – Prevailing Adult Rate	\$1,144.33	\$1,144.33	\$1,201.54
	Second Performance greater of 7.5% gross or	\$474.97	\$474.97	\$498.72
	Non-Resident – Prevailing Adult Rate	\$2,094.12	\$2,094.12	\$2,198.83
	Second Performance greater of 10% gross or	\$949.94	\$949.94	\$997.44
<u>F.</u>	No Current Private Contracts			
G.	Setup / Takedown			
	50% of regular rate			

Н.	PV – Off Ice Room			
	Hourly	\$26.30	\$26.30	\$27.62
	1/2 Day	\$99.94	\$99.94	\$104.94
	Day	\$263.00	\$263.00	\$276.15

	Centennial Outdoor Rink	Rate	Rate	Incl
	Ice Rates	2020-21	2020-21	Tax
			2022	
A.	Recreation Programs			
	Youth	\$50.68	\$50.68	
	Adult	\$101.37	\$101.37	
B.	School District No. 22			
	During School Hours	N/C	N/C	
C.	Community Use			
	Adult – Reg Season Dec 1 – Mar 1	\$101.37	\$101.37	\$106.44
	Adult – Non Prime	\$50.68	\$50.68	\$53.22
	Youth – Reg Season Dec 1 – Mar 1 (65% of rate)	\$65.89	\$65.89	\$69.19
	Minor – Reg Season Dec 1 – Mar 1 (50% of rate)	\$50.68	\$50.68	\$53.22
D.	Commercial			
E.	Private Sponsored Entertainment			
F.	No Current Private Contracts			
G.	Setup / Takedown			
	50% of regular rate			

	Centennial Outdoor Rink	Rate	Rate	Incl
	Dry Floor Rates	2020-21	2020-21	Tax
	•		2022	
A.	Recreation Programs			
	Youth	\$24.11	\$24.11	N/A
	Adult	\$48.23	\$48.23	N/A
B.	School District No. 22			
	N/C during school hours	N/C		
	Outside school hours – youth rate applies	\$31.35	\$31.35	\$32.92
C.	Community Use			
	Day Rate	\$241.10	\$241.10	\$253.16
	Adult – Reg Season Mar 1 – Nov 30 where	\$48.23	\$48.23	\$50.64
	available	·	·	
	Youth – Reg Season (65% of rate)	\$31.35	\$31.35	\$32.92
	Minor – Reg Season (50% of rate)	\$24.11	\$24.11	\$25.32
D.	Commercial			
	Local – Day Rate	\$516.13	\$516.13	\$541.93
_	Non-Resident Business – Day Rate	\$1,032.27	\$1,032.27	\$1,083.88
E.	Private Sponsored Entertainment			
	Local – Prevailing Adult Rate	\$376.10	\$376.10	\$395.00
	Second Performance greater of 7.5% gross or	\$232.60	\$232.60	\$244.23
	Non-Resident – Prevailing Adult Rate	\$689.50	\$689.50	\$723.98
	Second Performance greater of 10% gross or	\$390.52	\$390.52	\$410.04
F.	No Current Private Contracts			
G.	Setup / Takedown			
	50% of regular rate			

	Kal Tire Place	Rate	Rate	Incl
	Ice Rates	2020-21	2020-21	Tax
			2022	
A.	Recreation Programs			
	Youth	\$106.40	\$106.40	N/A
	Adult	\$212.75	\$212.75	N/A
B.	School District No. 22			
	During school hours	N/C	N/C	N/C
C.	Community Use			
	Adult – Reg Season	\$212.75	\$212.75	\$223.39
	Adult – Non Prime	\$106.40	\$106.40	\$111.72
	Youth – Reg Season (65% of rate)	\$138.30	\$138.30	\$145.22
	Minor – Reg Season (50% of rate)	\$106.40	\$106.40	\$111.72
	Summer Use – June 1 – July 31	\$224.48	\$224.48	\$235.70
D.	Commercial			
E.	Private Sponsored Entertainment			
F.	Other - Current Contracts			
	Junior Hockey as Per Contract			
G.	Setup / Takedown Day			
	50% of regular rate			
	Kal Tire Place North	Rate	Rate	Incl
		2020-21	2020-21	Tax

	Kal Tire Place North	Rate 2020-21	Rate 2020-21 2022	Incl Tax
A.	Recreation Programs	-		
<u> </u>	Youth	\$106.40	\$106.40	N/A
	Adult	\$212.75	\$212.75	N/A
B.	School District No. 22			
	During school hours	N/C	N/C	N/C
C.	Community Use			
	Adult – Reg Season	\$212.75	\$212.75	\$223.39
	Adult – Non Prime	\$106.37	\$106.37	\$111.72
	Youth – Reg Season (65% of rate)	\$138.30	\$138.30	\$145.22
	Minor – Reg Season (50% of rate)	\$106.40	\$106.40	\$111.72
	Summer Use – June 1 – July 31	\$224.48	\$224.48	\$235.70
D.	Commercial			
E.	Private Sponsored Entertainment			
F.	Other – Current Contracts			
	Junior Hockey as Per Contract			
G.	Setup / Takedown Day			
·	50% of regular rate			

	Kal Tire Place	Rate	Rate	Incl
	Dry Floor Rates	2020-21	2020-21	Tax
			2022	
A.	Recreation Programs			
	Youth	\$45.61	\$45.61	
	Adult	\$91.21	\$91.21	
B.	School District No. 22			
	MUF: N/C during school hours	N/C	N/C	
	Grad Ceremony	\$1,336.09	\$1,336.09	\$1,402.89
C.	Community Use			
	Adult – Reg Season Apr 1 – July 31 where available	\$91.21	\$91.21	\$95.77
	Youth – Reg Season Apr 1 – July 31 where	\$59.29	\$59.29	\$62.25
	available (65% of rate)			
	Minor – Reg Season Apr 1 – July 31 where	\$45.61	\$45.61	\$47.89
	available (50% of rate)			
D.	Commercial			
	Local – greater of 15% ticket sales or rate	\$1,567.57	\$1,567.57	\$1,645.94
	Non-Resident Business – greater of 15% ticket	\$3,135.14	\$3,135.14	\$3,291.90
	sales or rate	. ,	. ,	. ,
	Local Non Profit - greater of 15% admission or rate	\$2,822.97	\$2,822.97	\$2,964.12
E.	Private Sponsored Entertainment			
	Local – greater of 15% ticket sales or rate	\$1,144.33	\$1,144.33	\$1,201.54
	Concert – greater of 15% ticket sales or rate	\$2,097.94	\$2,097.94	\$2,202.84
F.	No Current Private Contracts			
G.	Setup / Takedown Day			
	50% of regular rate			

^{*} In addition to the above fees, there will be a displacement fee for events held during the ice season.

	Kal Tire Place North	Rate	Rate	Incl
	Dry Floor Rates	2020-21	2020-21	Tax
			2022	
A.	Recreation Programs			
	Youth	\$45.61	\$45.61	N/A
	Adult	\$91.21	\$91.21	N/A
В.	School District No. 22			
	During school hours	N/C	N/C	N/C
C.	Community Use			
	Adult – Reg Season Apr 1 – July 31 where available	\$91.21	\$91.21	\$95.77
	Youth – Reg Season Apr 1 – July 31 where available (65% of rate)	\$59.29	\$59.29	\$62.25
	Minor – Reg Season Apr 1 – July 31 where available (50% of rate)	\$45.61	\$45.61	\$47.89
D.	Commercial	·		·
	Local – Prevailing Adult Rate	\$1,567.57	\$1,567.57	\$1,645.94
	Non-Resident Business – Prevailing Adult Rate	\$3,135.14	\$3,135.14	\$3,291.90
E.	Private Sponsored Entertainment			

	Local – Prevailing Adult Rate	\$1,144.33	\$1,144.33	\$1,201.54
	Second Performance greater or 7.5% gross or	\$474.97	\$474.97	\$498.72
	Non-Resident – Prevailing Adult Rate	\$2,094.12	\$2,094.12	\$2,198.83
	Second Performance greater of 10% gross or	\$949.94	\$949.94	\$997.44
F.	No Current Private Contracts			
G.	Setup / Takedown Day			
	50% of regular rate			

	Multi Use Facility	Rate	Rate	Incl
	Room Rentals	2020-21	2020-21	Tax
			2022	
A.	Civic and Crossover Rooms Combined (3,431 ft ²)			
	Hourly	\$75.72	\$75.72	\$79.50
	Day	\$757.20	\$757.20	\$795.01
B.	Civic Room (2,189 ft ²)			
	Hourly	\$64.41	\$64.41	\$67.63
	Day	\$644.10	\$644.10	\$676.27
C.	Crossover Room (1,242 ft²)			
	Hourly	\$36.54	\$36.54	\$38.37
	Day	\$365.40	\$365.40	\$383.67
D.	Overtime Room (756 ft²) Capacity 42 people			
	Hourly	\$22.25	\$22.25	\$23.26
	Day	\$222.50	\$222.50	\$233.62
E.	Training Room (1,127 ft ²)			
	Hourly	\$21.78	\$21.78	\$22.88
F.	Breakaway Room – Kal Tire Place North			
	Hourly	\$18.53	\$18.53	\$19.46
	½ Day	\$139.07	\$139.07	146.03
	Day	\$185.38	\$185.38	\$194.59
				_
A.	Parking Lot			
	Hourly	\$44.38	\$44.38	\$46.60
	Per Day	\$443.84	\$443.84	\$466.03
	Farmers Market as per contract			

	Curling Rink	Rate	Rate	Incl
	April 1 – Sept 15 (Dry Floor)	2020-21	2020-21	Tax
	1 - () /		2022	
A.	Recreation Programs	l		
	Youth	\$53.40	\$53.40	N/A
	Adult	\$106.79	\$106.79	N/A
B.	School District No. 22			
<u> </u>	During school hours no charge	N/C	N/C	
	Outside school hours - Hourly	\$69.41	\$69.41	\$72.88
	Day Rate	\$694.10	\$694.10	\$728.81
	½ Day Rate	\$520.58	\$520.58	\$546.60
C.	Community Use			
	Adult – Hourly	\$106.79	\$106.79	\$112.12
	Adult – Day Rate	\$1,067.90	\$1,067.90	\$1,121.30
	Adult – 1/2 Day	\$800.93	\$800.93	\$840.97
D.	Commercial			
	Local – Day rate only	\$1,762.04	\$1,762.04	\$1,850.14
	Non-Resident Business – Day rate only	\$3,524.08	\$3,524.08	\$3,700.28
E.	Private Sponsored Entertainment			
	Local – Day	\$1,281.48	\$1,281.48	\$1,345.55
	Second performance greater of 7.5% gross sales	\$538.22	\$538.22	\$565.13
	or rate	Ψ550.22	Ψ550.22	ψ505.15
	Non-Resident – Day	\$2,370.75	\$2,370.75	\$2,489.29
	Second performance greater of 10% gross sales	\$1,076.44	\$1,076.44	\$1,130.26
	or rate	Ψ1,070.11	Ψ1,070.11	Ψ1,100.20
F.	No Current Private Contracts			
G.	Setup / Takedown Day			
	50% of Day Rate			
H.	Tables/Chairs/Staging/Bleachers	,		
	Tables/Chairs per 100	\$47.08	\$47.08	\$49.44
	Staging @ Current Labour Rates	1		
	Bleachers (per day, per set)	\$31.45	\$31.45	\$33.03

^{*} NOTE: The Curling Club facility is owned and operated by the Vernon Curling & Athletic Club. It is leased to the City of Vernon from April 1st through September 15th each year.

	Recreation Centre Auditorium Main Floor Rental	Rate 2020-21	Rate 2020-21	Tax Incl
	Decreeding Durange		2022	
A.	Recreation Programs	#20.40	#20.40	NI/A
	Youth	\$39.46	\$39.46	N/A
	Adult	\$78.92	\$78.92	N/A
B.	School District No. 22	N/C	N/C	
	During school hours no charge	N/C	N/C	ФГО ОС
	Outside school hours hourly	\$51.30	\$51.30	\$53.86
	Day Rate	\$513.00	\$513.00	\$538.65
	1/2 Day	\$384.75	\$384.75	\$403.99
C.	Community Use	ф 70.00	ф 7 0.00	#00.07
	Adult – Hourly	\$78.92	\$78.92	\$82.87
	Adult – Day Rate	\$789.20	\$789.20	\$828.66
	Adult – 1/2 Day	\$591.90	\$591.90	\$621.50
D.	Commercial	#070.05	#070.05	#4 005 47
	Local – 1/2 day	\$976.35	\$976.35	\$1,025.47
	Local – Day rate only	\$1,302.18	\$1,302.18	\$1,367.29
	Non-Resident Business – 1/2 Day	\$1,952.70	\$1,952.70	\$2,050.34
	Non-Resident Business – Day rate only	\$2,604.36	\$2,604.36	\$2,734.58
E.	Private Sponsored Entertainment	40.47.04		400400
	Local – Day	\$947.04	\$947.04	\$994.39
	Second performance greater of 7.5%	\$394.60	\$394.60	\$414.33
	gross sales or rate	·	·	•
	Non-Resident – Day	\$1,736.24	\$1,736.24	\$1,823.05
	Second performance greater of 10%	\$848.39	\$848.39	\$890.81
	gross sales or rate	,		+
F.	No Current Private Contracts			
G.	Setup / Takedown – Day			
	50% of Day Rate			
H.	Tables/Chairs/Staging/Bleachers	* 47.00	47.00	A 10 11
	Tables/Chairs per 100	\$47.08	\$47.08	\$49.44
	Staging @ Current Labour Rates	***		***
	Bleachers (per day, per set)	\$31.45	\$31.45	\$33.03

 $^{^{\}ast}$ Auditorium Main Floor rental includes use of the auditorium, and stage only. Meeting rooms are rented separately.

	Recreation Centre	Rate	Rate 2020-21	Tax
	Creekside Conference Centre	2020-21	2022	Incl
A.	Recreation Programs			
	Youth	\$47.83	\$47.83	N/A
	Adult	\$95.66	\$95.66	N/A
B.	School District No. 22			
	During school hours no charge	N/C		
	Outside school hours	\$62.18	\$62.18	\$65.29
	Day Rate	\$621.80	\$621.80	\$652.89
	1/2 Day Rate	\$466.35	\$466.35	\$489.67
C.	Community Use			
	Adult – Hourly	\$95.66	\$95.66	\$100.44
	Adult – Day Rate	\$956.60	\$956.60	\$1,004.43
	Adult – 1/2 Day	\$717.45	\$717.45	\$753.32
D.	Commercial			
	Local – Day rate only	\$1,578.39	\$1,578.39	\$1,657.31
	Local – 1/2 Day	\$1,183.79	\$1,183.79	\$1,242.98
	Non-Resident Business – Day rate only	\$3,156.78	\$3,156.78	\$3,314.62
	Non-Resident Business – 1/2 Day	\$2,367.58	\$2,367.58	\$2,485.96
E.	Private Sponsored Entertainment			
	Local – Day	\$1,147.92	\$1,147.92	\$1,205.32
	Non-Resident – Day	\$2,104.52	\$2,104.52	\$2,209.75
F.	Non-Profit Use **			
G.	No Current Private Contracts			
H.	Setup / Takedown Day			
	50% of Day Rate			
I.	Tables/Chairs/Staging/Bleachers			
	Tables/Chairs per 100	\$47.08	\$47.08	\$49.44
	Staging @ Current Labour Rates			
	Bleachers (per day, per set)	\$31.45	\$31.45	\$33.03

^{*} Creekside Conference Centre rental includes use of entire facility including break out rooms.

^{**} Non-profit organizations may qualify for a flat rental fee by submitting a financial statement to the Recreation Services at the conclusion of the event.

Recreation Centre		Rate	Rate 2020-21	Tax
	Meeting Room – Sunset Room	2020-21	2022	Incl
A.	Recreation Programs			
	Youth Hourly	\$17.93	\$17.93	N/A
	Youth 1/2 Day	\$41.14	\$41.14	
	Youth Day Rate	\$68.13	\$68.13	
	Adult Hourly	\$35.86	\$35.86	N/A
	Adult 1/2 Day	\$82.29	\$82.29	
	Adult Day Rate	\$136.74	\$136.74	
B.	School District No. 22			
	During school hours no charge	N/C		
	Outside school hours			
	Day Rate	\$88.57	\$88.57	\$93.00
	½ Day Rate	\$53.61	\$53.61	\$56.29
C.	Community Use			
	Adult – Hourly	\$35.86	\$35.86	\$37.65
	Adult – Day Rate	\$136.74	\$136.74	\$143.58
	Adult – 1/2 Day	\$82.29	\$82.29	\$86.41
D.	Commercial			
	Local Hourly Rate	\$59.17	\$59.17	\$62.13
	Local – 1/2 Day	\$136.09	\$136.09	\$142.90
	Local – Day Rate	\$224.85	\$224.85	\$236.08
	Non-Resident Business – 1/2 Day	\$272.18	\$272.18	\$285.79
	Non-Resident Business – Day Rate	\$449.70	\$449.70	\$472.19
E.	Private Sponsored Entertainment			
	Local – Day			
	Non-Resident – Day			
F.	No Current Private Contracts			
G.	Setup / Takedown Day			
	50% of Day Rate			
H.	Tables/Chairs/Staging/Bleachers	_		
	Tables/Chairs per 100	\$47.08	\$47.08	\$49.44
	Staging @ Current Labour Rates			

^{*} Meeting room(s) rates are discounted 50% when rented in conjunction with the Auditorium (subject to all areas being available). This applies to all rental categories.

	Recreation Centre	Rate	Rate 2020-21	Tax
	Meeting Room – Sunrise Room	2020-21	2022	Incl
A.	Recreation Programs			
	Youth Hourly	\$25.22	\$25.22	N/A
	Youth 1/2 Day	\$58.00	\$58.00	
	Youth Day Rate	\$95.84	\$95.84	
	Adult Hourly	\$50.44	\$50.44	N/A
	Adult 1/2 Day	\$116.01	\$116.01	
	Adult Day Rate	\$191.67	\$191.67	
B.	School District No. 22			
	During school hours no charge	N/C		
	Outside school hours			
	Day Rate	\$124.59	\$124.59	\$130.82
	½ Day Rate	\$75.41	\$75.41	\$79.18
C.	Community Use			
<u> </u>	Adult – Hourly	\$50.44	\$50.44	\$52.96
	Adult – Day Rate	\$191.67	\$191.67	\$201.26
	Adult – 1/2 Day	\$116.01	\$116.01	\$121.81
D.	Commercial			
<u> </u>	Local Hourly Rate	\$80.77	\$80.77	\$84.81
	Local – 1/2 Day	\$185.77	\$185.77	\$195.06
	Local – Day Rate	\$306.93	\$306.93	\$322.27
	Non-Resident Business – 1/2 Day	\$371.54	\$371.54	\$390.12
	Non-Resident Business – Day Rate	\$613.85	\$613.85	\$644.54
E.	Private Sponsored Entertainment			
	Local – Day			
	Non-Resident – Day			
F.	No Current Private Contracts			
G.	Setup / Takedown Day			
	50% of Day Rate			
H.	Tables/Chairs/Staging/Bleachers			
	Tables/Chairs per 100	\$47.08	\$47.08	\$49.44
	Staging @ Current Labour Rates			

^{*} Meeting room(s) rates are discounted 50% when rented in conjunction with the Auditorium (subject to all areas being available). This applies to all rental categories.

Recreation Centre		Rate	Rate 2020-21	Tax
	Meeting Room - Willow Room	2020-21	2022	Incl
A.	Recreation Programs			
	Youth Hourly	\$15.43	\$15.43	N/A
	Youth 1/2 Day	\$35.49	\$35.49	
	Youth Day Rate	\$58.63	\$58.63	
	Adult Hourly	\$30.86	\$30.86	N/A
	Adult 1/2 Day	\$70.98	\$70.98	
	Adult Day Rate	\$117.27	\$117.27	
B.	School District No. 22			
	During school hours no charge	N/C		
	Outside school hours	N/A		
	Day Rate	\$76.22	\$76.22	\$80.04
	1/2 Day Rate	\$46.14	\$46.14	\$48.44
C.	Community Use			
	Adult – Hourly	\$30.86	\$30.86	\$32.40
	Adult – Day Rate	\$117.27	\$117.27	\$123.13
	Adult – 1/2 Day	\$70.98	\$70.98	\$74.53
D.	Commercial			
	Local Hourly Rate	\$50.92	\$50.92	\$53.46
	Local – 1/2 Day	\$117.12	\$117.12	\$122.97
	Local – Day Rate	\$193.50	\$193.50	\$203.17
	Non-Resident Business – 1/2 Day	\$234.23	\$234.23	\$245.94
	Non-Resident Business – Day Rate	\$386.99	\$386.99	\$406.34
E.	Private Sponsored Entertainment			
	Local – Day	N/A		
	Non-Resident – Day	N/A		
F.	No Current Private Contracts			
G.	Setup / Takedown Day			
	50% of Day Rate			
Н.	Tables/Chairs/Staging/Bleachers			
	Tables/Chairs per 100	\$47.08	\$47.08	\$49.44
	Staging @ Current Labour Rates			

Recreation Centre		Rate	Rate 2020-21	Tax
	Outdoor Display Space	2020-21	2022	Incl
C.	Community Use			
	Youth Day Rate	\$18.17	\$18.17	\$19.08
	Adult Day Rate	\$27.95	\$27.95	\$29.35
D.	Commercial			
	Local Day Rate	\$55.90	\$55.90	\$58.70

^{*} These spaces are located outside on the patio area of the Recreation Centre and are 10'x10'.

	Recreation Centre	Rate	Rate 2020-21	Tax
	Indoor Lobby Space	2020-21	2022	Incl
C.	Community Use			
	Youth Day Rate	\$18.17	\$18.17	\$19.08
	Adult Day Rate	\$27.95	\$27.95	\$29.35
D.	Commercial			
	Local Day Rate	\$55.90	\$55.90	\$58.70

^{*}This indoor space is located in the Recreation Centre lobby.

	Recreation Centre	Rate	Rate 2020-	Incl
	Kitchen Rental	2020-21	21	Tax
			2022	
A.	Recreation Programs			
	MIN (per hour)	\$18.36	\$18.36	N/A
	MAX (per hour)	\$25.38	\$25.38	N/A
C.	Community Use			
	Full Kitchen – no place settings	\$183.60	\$183.60	\$192.83
	Place Settings each	\$1.84	\$1.84	\$1.93
	Prep Area Only (no dishes, stoves/ovens,			
	dishwasher, etc.)	\$91.72	\$91.72	\$96.30
	Kitchen Clean-Up @ Current Labour Rate	\$49.43	\$49.43	\$51.91
	Water Glasses – 7 oz (maximum 90)	\$0.58	\$0.58	\$0.61
	Water Pitchers (maximum 15)	\$3.53	\$3.53	\$3.70

The kitchen has 300 place settings, which consist of:

The following items are not included and must be supplied by the renter:

The kitchen, including all equipment, is to be left clean and tidy. All materials, foods, etc. must be removed at the end of the rental. Any missing or damaged articles will be charged to the renter. A \$500.00 damage deposit may be required on kitchen rentals.

^{*1} dinner plate *1 side plate *1 salad bowl *1 cup and saucer

^{*1} salad fork *1 knife *1 spoon

^{*}water glasses *wine glasses *linen *salt and pepper shakers

^{*}sugar bowls *cream jugs *cutting knives

^{*} On-going Kitchen Rentals:

^{*} The rental of the Kitchen at the prep price is designed to fill days not booked for events.

^{*} If there is an event booked at the facility and they require the kitchen for food or catering service, the normal rental fees will apply.

^{*} The kitchen will be booked for a 9 hour period so that the rental on the contract reflects what the prep price was designed for (essentially a half day rental).

^{*} We require renters to maintain a \$200.00 security deposit for kitchen rentals.

^{*} We require renters to pay in advance for several bookings; preferably a month at a time.

^{*} If for some reason a renter is unable to use a date that has been booked and paid for, and we receive notification 48 hours in advance, we will gladly credit the account.

^{*} We will charge renters for cancellations with less than 48 hours' notice.

	Recreation Centre	Rate	Rate 2020-	Incl
	Gymnasium Rentals	2020-21	21	Tax
	Cymnasiam Remais	2020 21	2022	Tux
A.	Recreation Programs		2022	
7 1.	Preschool – Dogwood Hourly 50% of Yth	\$8.71	\$8.71	N/A
	Youth – Dogwood Hourly	\$17.42	\$17.42	N/A
	Youth - Dogwood Day	\$174.20	\$174.20	N/A
	Adult – Dogwood Hourly	\$34.83	\$34.83	N/A
	Adult – Dogwood Day	\$348.30	\$348.30	N/A
	Youth – PV Hourly	\$31.90	\$31.90	N/A
	Youth – PV Day	\$319.00	\$319.00	N/A
	Adult – PV Hourly	\$63.79	\$63.79	N/A
	Adult – PV Day	\$637.90	\$637.90	N/A
B.	School District No. 22	-		
	During school hours	N/C	N/C	N/C
	Outside school hours – use community			
	rates			
C.	Community Use			
	Adult – Dogwood Hourly	\$34.83	\$34.83	\$36.57
	Adult – Dogwood Day	\$348.30	\$348.30	\$365.72
	Youth – Dogwood Hourly	\$22.63	\$22.63	\$23.77
	Minor – Dogwood Hourly	\$17.42	\$17.42	\$18.29
	Adult – PV Hourly	\$63.79	\$63.79	\$66.98
	Adult – PV Day	\$637.90	\$637.90	\$669.80
	Youth – PV Hourly	\$41.46	\$41.46	\$43.54
	Minor – PV Hourly	\$31.90	\$31.90	\$33.49
D.	Commercial		4.2.22	4-5 / 5
	Resident – Dogwood Hourly	\$49.68	\$49.68	\$52.16
	Resident – Dogwood Day	\$496.80	\$496.80	\$521.64
	Resident – Dogwood 1/2 Day	\$309.79	\$309.79	\$325.28
	Non-Resident – Dogwood Day	\$993.60	\$993.60	\$1,043.28
	Non-Resident – Dogwood 1/2 Day	\$619.58	\$619.58	\$650.56
	Resident – PV Hourly	\$105.99	\$105.99	\$111.29 \$1.112.00
	Resident – PV Day Resident – PV 1/2 Day	\$1,059.90 \$634.67	\$1,059.90	\$1,112.90
	Non-Resident – PV Day	\$2,119.80	\$634.67	\$666.41 \$2,225.79
	Non-Resident – PV 1/2 Day	\$1,269.34	\$2,119.80 \$1,269.34	\$1,332.81
E.	Private Sponsored Entertainment	ψ1,209.54	ψ1,209.54	ψ1,332.01
L .	Resident – Dogwood Per Day	\$596.15	\$596.15	\$625.96
	Second performance	\$248.38	\$248.38	\$260.90
	Non-Resident – Dogwood Per Day	\$1,192.30	\$1,192.30	\$1,251.92
	Second performance	\$496.76	\$496.76	\$521.60
	Local – PV Per Day	\$1,550.90	\$1,550.90	\$1,628.45
	Second performance greater of 7.5% or	\$632.34	\$632.34	\$663.96
	Out of Town – PV Per Day	\$3,101.80	\$3,101.80	\$3,256.89
	Second performance greater of 10% or	\$1,264.68	\$1,264.68	\$1,327.91
	, <u> </u>	, ,	. ,	. ,

		Rate 2020-2021	Rate 2020-21 2022	Incl Tax
F.	Other – Current Contracts			
	Vernon Boxing Club			
	Per month (Oct, Nov, Dec, Jan, Feb,	\$733.92	\$733.92	\$770.61
	Mar)			
	Per month (Apr, May, June, July, Aug, Sep)	\$366.96	\$366.96	\$385.31
	Per day	\$100.35	\$100.35	\$105.37
G.	Setup / Takedown Day			
	50% of regular rate		_	

	Lakers Clubhouse	Rate 2020-21	Rate	Incl
			2020-	Tax
			21	
			2022	
A.	Recreation Programs			
	Youth and Adult Programs	\$15.10	\$15.10	N/A
B.	Schools			
	During school hours no charge	N/C		
	Outside school hours	\$31.29	\$31.29	\$32.85
C.	Community Use			
	Adult	\$48.14	\$48.14	\$50.55
	Adult – ½ Day Rate	\$361.06	\$361.06	\$379.11
	Adult –Day Rate	\$481.40	\$481.40	\$505.47
F.	Cleaning Fee			
	Small Events and Ongoing Rentals	\$30.20	\$30.20	\$31.71
	Medium Events	\$60.40	\$60.40	\$63.42
	Large Events – Weddings	\$120.80	\$120.80	\$126.84

	Recreation Centre Swimming Pool	Rate 2020-21	Rate 2020-21 2022	Incl Tax
A.	Recreation Programs		2022	
Α.	Drop in Programs will pay on a percentage basis to			
	be agreed upon between departments.			
B.	Schools (Public and Private)	L		
L	Swim Lessons (25 students or less) - hourly	\$153.84	\$153.84	\$161.53
	Public Swim Rental (50 students or less) – hourly	\$102.56	\$102.56	\$107.69
	Extra Fees (additional staff) - hourly	\$51.28	\$51.28	\$53.84
C.	Community Use			
'	Adult			
	Private Swim Rental (35 swimmers or less) - hourly	\$128.20	\$128.20	\$134.61
	Private Lane Rental (8 swimmers or less) - hourly	\$25.64	\$25.64	\$26.92
	Extra Fees (additional staff) - hourly	\$51.28	\$51.28	\$53.84
	Minor Sports Groups			
	Private Swim Rental (provides NL certified coach) - hourly	\$51.28	\$51.28	\$53.84
	Swim Meet (includes 3 lifeguard staff) - hourly	\$153.84	\$153.84	\$161.53
	Private Lane Rental - hourly	\$12.82	\$12.82	\$13.46
	Extra Fees (additional staff) - hourly	\$51.28	\$51.28	\$53.84
D.	Commercial			
	Local			
	Private Swim Rental (35 swimmers or less) - hourly	\$211.55	\$211.55	\$222.13
	Private Lane Rental (8 swimmers or less) - hourly	\$42.31	\$42.31	\$44.42
	Extra Fees (additional staff) - hourly	\$51.28	\$51.28	\$53.84
	Non-Resident Business	,		
	Private Swim Rental (35 swimmers or less) - hourly	\$423.10	\$423.10	\$444.26
	Private Lane Rental (8 swimmers or less) - hourly	\$84.62	\$84.62	\$88.85
	Extra Fees (additional staff) - hourly	\$51.28	\$51.28	\$53.84

^{*} Mandatory staff (lifeguard) fee will be added to Private Swim Rental based on attendance*

		Rate	Rate	Incl
	Recreation Centre	2020-21	2020-21	Tax
	Swimming Lessons		2022	
1.	10 x 1/2 Hour	1	T	
	Ratios:			
	Starfish, Duck, Sea Turtle : 10-1			NO tax on Yth Lessons
	Sea Otter: 4-1,	\$67.34	\$67.34	200005
	Salamander: 5-1		, -	
	Sunfish, Crocodile, Whale, SK 1, SK 2, SK 3 : 6-1			
2.	10 x 3/4 Hour		·	
	Ratios:			NO torray Note
	SK4: 6-1	\$87.72	\$87.72	NO tax on Yth Lessons
	SK 5, SK 6: 8-1			
3.	10 x 1 Hour			
	Ratios:			NO tax on Yth Lessons
	SK 7 – SK 10, Synchro Star: 10-1	\$114.87	\$114.87	Lessons
	Adult : 10-1			
4.	Private Lessons			
	Youth Private	\$26.38	\$26.38	\$27.69
	Youth Semi-Private additional \$5/child			
	Adult Private	\$34.28	\$34.28	\$36.00
	Adult Semi-Private additional \$5/adult			
5.	Specialty Classes			
	Hours and Ratios Vary Based on Program	Based on		
	Requirements	Actual Costs		
6.	Special Needs			
	Ratios:			
	Aqua Percept 3-1	\$111.94	\$111.94	\$117.54
	Aqua Dapt: 1-1	\$162.38	\$162.38	\$170.50
7.	National Lifeguard Course	Current Rates	Current Rates	
8.	Lavington Pool (Summer only)			
	Starfish – SK 2 8 lessons @ 1/2 hour	\$47.68	\$47.68	NO tax on Yth Lessons

Parks	Rate	Rate	Incl
Sports Fields for League Play or Practice	2020-	2020-21	Tax
	21	2022	
School District Fields: City of Vernon also books	School Dis	trict No. 22	
fields after school hours and on weekends.			
Adult Group or Organization – Per field/per year	\$143.10	\$143.10	\$150.26
Youth Group or Organization – Per field/per year	\$93.02	\$93.02	\$97.67
Minor Group or Organization – Per field/per year	\$71.55	\$71.55	\$75.13
All Sports Fields Operated by the City of Verno	n:		
League Play – Adult Group/Organization			
Per hour/per field	\$20.45	\$20.45	\$21.47
League Play – Youth Group/Organization			
Per hour/per field	\$13.29	\$13.29	\$13.95
League Play – Minor Group/Organization			
Per hour/per field	\$10.13	\$10.13	\$10.64
Tournaments – Adult Group/Organization			
Per day/per field	\$204.48	\$204.48	\$214.70
Tournament –Youth Group/Organization			
Per day/per field	\$132.91	\$132.91	\$139.56
Tournaments – Minor Group/Organization			
Per field/per day	\$101.30	\$101.30	\$106.37
Commercial			
Resident Business (per field/per day)	\$254.22	\$254.22	\$257.48
Non-Resident Use (per field/per day)	\$335.72	\$335.72	\$352.51
Lights	1		
Lights at DND Adults	\$31.20	\$31.20	\$32.76
Youth	\$15.10	\$15.10	\$15.86

- City of Vernon will not be responsible for lining fields or diamonds. Lime and liner will
 be available only at those facilities under the City's control with adequate storage
 room on-site.
- Additional infield maintenance charge \$12.00 (per drag)

To guarantee use of field(s) or diamond(s) by a specific local community, non-profit group on a regular basis, an Administration Fee or a Park User Fee will apply. A Park Use Permit must be obtained and returned with written approval to follow from City of Vernon Recreation Services.

	Picnic Shelters	Rate	Rate	Incl
	Kin Beach	2020-21	2020-21	Tax
			2022	
В.	School District No. 22			
	During school hours	N/C	N/C	N/C
C.	Community Use			
	Kin Beach – per day (over 4 hours)	\$156.02	\$156.02	\$163.82
	Kin Beach – per time slot	\$78.01	\$78.01	\$81.91
D.	Commercial			
	Resident Business - per day	\$198.55	\$198.55	\$208.48
	Resident Business – per time slot	\$99.28	\$99.28	\$104.24
	Non-Resident Business - per day	\$262.44	\$262.44	\$275.56
	Non-Resident Business – per time slot	\$131.22	\$131.22	\$137.78
	Rental to include washroom, existing		existing picn	nic
	tables. Tables and chairs are not included			
	Time Slots available: (8am-12pm), (12:	30pm-4:30pm), (5pm-9pm)	

Polson Park	Rate 2020-	Rate	Incl
	21	2020-21	Tax
		2022	
Polson Park – Green Spaces, Rose			
Garden, Wishing Well	\$47.71	\$47.71	\$50.10
Polson Oval – Community Use:			
Adult Groups (per day)	\$204.98	\$204.98	\$215.23
Youth Groups (per day)	\$133.24	\$133.24	\$139.90
Minor Groups (per day)	\$102.49	\$102.49	\$107.61
Polson Oval – Commercial:			
Residential Business	\$262.44	\$262.44	\$275.56
Non-Residential Business	\$304.00	\$304.00	\$319.20
Polson Structures – Community Use			
Adult Groups (per day)	\$101.58	\$101.58	\$106.66
Youth Groups (per day)	\$66.03	\$66.03	\$69.33
Minor Groups (per day)	\$50.79	\$50.79	\$53.33

Polson Park permit charge is for the permit only. Additional charges will be levied for additional services, e.g. tables and chairs, according to the fee schedule.

Special Park Event Permits	Rate 2020- 21	Rate 2020-21 2022	Incl Tax
Park Permit per Day	101.58	101.58	106.66
Rental Extras			
Extra Garbage Cans (each)	\$10.58	\$10.58	\$11.11
Washroom Cleans (per clean)	\$47.61	\$47.61	\$49.99
Portable Washrooms (per day)	\$31.74	\$31.74	\$33.33
Bleachers (per event)	\$160.00	\$160.00	\$168.00
Barricades and Cones (per event)	\$80.00	\$80.00	\$84.00

	Parks	Rate	Rate 2020-	Incl
	Courts	2020-21	21	Tax
	Volleyball, Tennis, Pickleball		2022	
A.	Recreation Programs			
	Adult (per court per hour)	\$7.67	\$7.67	N/A
	Youth (per court per hour)	\$3.84	\$3.84	N/A
B.	School District No. 22			
	During school hours	N/C	N/C	N/C
C.	Community Use			
	Adult (per court per hour)	\$7.55	\$7.55	\$7.93
	Youth (per court per hour)	\$4.99	\$4.99	\$5.24
	Minor (per court per hour)	\$3.84	\$3.84	\$4.03
D.	Commercial			
	Resident (per court per hour)	\$12.66	\$12.66	\$13.29
	Non-Resident (per court per hour)	\$25.31	\$25.31	\$26.58

- User group must post use of courts 2 days prior to event.
 Pickleball (per 4 courts per hour)
- Volleyball courts should be inspected by the user before use

Analysis

7 ti iai y	010
1988/1989	5% increase
1989/1990	 Overall analysis
	year program increase
1990/1991	 6% plus analysis
	NOTE GST Jan 1, 1991
1991/1992	5% increase
1992/1993	3 year program increase
1992/1993	7.5% increase
1993/1994	 4% increase
1994/1995	
1995/1996	
	Administration Cost Adjustments
1997/1998	
1998/1999	
1999/2000	
2000/2001	
2001/2002	
2002/2003	
2003/2004	
	5%, except arena fees at 3%
2005/2006	3.6% except arena fees at 3% and park fees
0000/0007	at 5%
2006/2007	5% except arena fees 3%, park fees -
	generally adults 25%, youth 20%
2007/2008	
	5.5% - 3.5% - 2.0% increases
2009/2010	
2010/2011	
2011/2012	NOTE: HST July 1, 2010 2.0 % increase on all fees except general
2011/2012	admission fees that remain same as
	2010/2011
2012/2013	
	2.60% increase except for selected ice rental
2010/2011	rates
2014/2015	2.60% increase except for selected rental fees
2015/2016	2.60% increase except for selected rental fees
	and services
2016/2017	2.60% increase except for selected rental fees
	and services
2017/2018	2.60% increase except for selected rental fees
2017/2018	
	2.60% increase except for selected rental fees
	2.60% increase except for selected rental fees and services
2018-19	2.60% increase except for selected rental fees and services2.60% increase except for selected rental fees
2018-19	2.60% increase except for selected rental fees and services2.60% increase except for selected rental fees and services2.19% increase except for selected rental fees and services
2018-19	2.60% increase except for selected rental fees and services2.60% increase except for selected rental fees and services2.19% increase except for selected rental fees
2018-19 2019-20 2020	 2.60% increase except for selected rental fees and services 2.60% increase except for selected rental fees and services 2.19% increase except for selected rental fees and services 4% increase for Aquatics as per the rate adjustment April 1, 2020
2018-19 2019-20 2020	2.60% increase except for selected rental fees and services2.60% increase except for selected rental fees and services2.19% increase except for selected rental fees and services4% increase for Aquatics as per the rate adjustment April 1, 20201.58% increase except for selected rental fees
2018-19 2019-20 2020 2020-21	2.60% increase except for selected rental fees and services2.60% increase except for selected rental fees and services2.19% increase except for selected rental fees and services4% increase for Aquatics as per the rate adjustment April 1, 20201.58% increase except for selected rental fees and services
2018-19 2019-20 2020 2020-21	 2.60% increase except for selected rental fees and services 2.60% increase except for selected rental fees and services 2.19% increase except for selected rental fees and services 4% increase for Aquatics as per the rate adjustment April 1, 2020 1.58% increase except for selected rental fees and services 5% increase for Recreation Service fees as
2018-19 2019-20 2020 2020-21	 2.60% increase except for selected rental fees and services 2.60% increase except for selected rental fees and services 2.19% increase except for selected rental fees and services 4% increase for Aquatics as per the rate adjustment April 1, 2020 1.58% increase except for selected rental fees and services 5% increase for Recreation Service fees as per rate adjustment January 1, 2021

Sport Activities

Low Risk Activities: Badminton, Bowling, Curling, Dance Lessons, Horseshoes, Pickleball, Tennis

Medium Risk Activities: Baseball, Basketball, Field Hockey, Floor Hockey, Handball, Racquetball, Soccer, Softball, Ultimate Frisbee, Squash, Swimming with Lifeguard, Non-Contact Touch / Flag Football, Track & Field, Volleyball

Refer to broker for all other sports

Excluded Activities: Alpine Skiing, Boxing, Climbing Walls, Contact Hockey, Contact Martial Arts, Cycling, Fireworks,

Gymnastics, Horse Related, Kickboxing, Lacrosse, Minor Hockey (18 & under), Rugby,

Skateboarding/Skateboard Parks, Snowboarding, Tackle Football, Trampoline

Insurance inquiries & non-Canadian user groups must be referred to broker

Type of Event	# of Participants	Premium		
		Low	Medium	High
One Day Sport Activities	1-25	\$15	\$30	Refer
 2-3 day sport activities are twice daily rate 	26-100	\$30	\$55	Refer
, , , , , , , , , , , , , , , , , , , ,	101-250	\$55	\$80	Refer
	Over 250	Refer	Refer	Refer
Beer Garden – applicable to sporting events	1-100 101-250 251-500		\$105/day \$155/day \$205/day	
All Season Sport Activities (except hockey)	1-25 26-100 101-250 over 250	\$35 \$80 \$155 Refer	\$80 \$155 \$230 Refer	Refer Refer Refer Refer

Adult Recreational Non-Contact Ice Hockey	Season September – April	Season May - August \$80 \$105/team	
Adult pickup – max. 30 players Adult league	\$130 \$205/team		
Adult tournaments	Up to 8 teams 9-16 teams Over 16 teams	\$255 \$380 Refer	
One time adult recreational non-contact ice hockey	1-30 players	\$20 (max 1½ hrs)	
One time recreational skating no sticks or pucks	1-25 participants 26-100 participants 101-250 participants	\$20 (max 1½ hrs) \$40 (max 1½ hrs) \$80(max 1½ hrs)	

Recreational Non-Contact Ball / Roller	Season	Season
Hockey	September – April	May - August
Pickup – max 30 players	\$105	\$105
League	Refer	Refer

Meetings & Events

Type of Event	# of Participants	Premium	
Meetings – No Alcohol	1-25	\$15	
(including arts & craft, bridge, etc.)	26-100	\$20	
 seasonal – monthly: 3 times rate 	101-250	\$30	
 seasonal – weekly: 5 times rate 	Over 250	Refer	
	# of Participants	No Alcohol With Alcohol	

Weddings, Block Parties, Small Kids Functions, i.e birthday parties, baptism Note: Rates are lower than for events below due to the familiar relationship	1–25	\$15	\$55
	26–100	\$30	\$105
	101–250	\$55	\$155
	Over 250	Refer	Refer
Events, including Festivals & Parades	1-25	\$30	\$80
	26-100	\$55	\$130
	101-250	\$80	\$205
	Over 250	Refer	Refer
2-3 day meetings/events are twice daily rate4-5 day meetings/events are triple daily rate			

2021 - User Group BC 2M AL4981 City of Vernon.doc

January 6, 2021

THE CORPORATION OF THE CITY OF VERNON

BYLAW NUMBER 5863

A bylaw to amend "Traffic Bylaw Number 5600,		
2018"		

WHEREAS the Corporation of the City of Vernon has deemed it necessary to amend the "Traffic Bylaw Number 5600, 2018."

NOW THEREFORE the Council of The Corporation of the City of Vernon, in open meeting assembled, enacts as follows:

This Bylaw may be cited as "Traffic (Housekeeping) Amendment Bylaw Number 5863, 2021".

Amendments:

READ A FIRST TIME this

- SCHEDULE A DEFINITIONS is hereby amended with the additions as shown in RED on attached Schedule '1', forming part of this bylaw, to improve clarity on the definition of "Parking Meter".
- 2. **SECTION 3 GENERAL REGULATIONS** is hereby **amended** with the additions as shown in **RED** on attached Schedule '1', forming part of this bylaw, to fix wording and improve clarity on where snow can be moved and stored on a Highway.
- 3. <u>SECTION 4 PARKING RESTRICTIONS</u> is hereby **amended** with the additions as shown in **RED** on attached Schedule '2', forming part of this bylaw, to improve clarity on parking regulations.
- 4. "Traffic Bylaw Number 5600, 2018" is hereby ratified and confirmed in every other respect.

, 2021.

day of

READ A SECOND TIME this	day of	, 2021.
READ A THIRD TIME this	day of	, 2021.
ADOPTED this day of , 2021.		
Mayor		Corporate Officer

Attached to and forming Part of

"Traffic (Housekeeping) Amendment Bylaw Number 5863, 2021"

SCHEDULE A DEFINITIONS

"Parking Meter" means a Traffic Control dDevice that has been installed in a Parking Lot or on a portion of a Highway used to collect Deposits and either:

- (a) records time for parking of a Vehicle; or
- (b) issues a Parking Pass.

3 GENERAL REGULATIONS

Sight Triangle

- 3.9 An Owner or occupier of a corner parcel to at any intersection must not cause, suffer or allow to erect any structure, fence, retaining wall, or grow any vegetation, within the triangular area indicated in Schedule B, except in accordance with that Schedule. An Owner or occupier who has been ordered by the Engineer to bring the property into compliance with Schedule B must promptly comply with that order.
- 3.12 An Owner or occupier of real property must not place, or cause or allow snow or ice to migrate from their property onto any:
 - (a) Boulevard not adjacent to their property; or,
 - (b) Travelled Portion of a Highway, including any Roadway and Active Transportation Corridor.
- 3.14 A person must not place snow or ice from one Travelled Pportion of a Highway onto another Travelled Pportion of a Highway, unless the snow or ice is deposited onto the Boulevard adjacent to their property.

Attached to and forming Part of

"Traffic (Housekeeping) Amendment Bylaw Number 5863, 2021"

4 PARKING RESTRICTIONS

- 4.1 Except as directed by a police officer, Bylaw Officer, or the Fire Chief, or as permitted by a Traffic Control Device, a person must not Stop or Park a Vehicle:
 - (q) on a Boulevard except:
 - i. on a paved or gravel Boulevard adjacent to a Roadway with no curb;
 - ii. on a paved or gravel Boulevard behind a rollover Curb separating the Roadway and the Boulevard, constructed for on-street parking, as per Hillside Road Standards set out in the City's Subdivision and Development Servicing Bylaw; or
 - iii. within up to 1 metre from the edge of a paved Roadway with no curb, on a non-paved or non-gravel Boulevard adjacent to a Roadway with no curb, measured from the edge of Roadway to the Bouelvard;
 - (ff) classified as a Recreational Vehicle with a licensed GrossNet Vehicle—Weight exceeding 5,500 kilograms on a Highway in a Residential Zone, for a period longer than 24 consecutive hours:
 - (hh) outside the marked an On-Street Pay Parking space Metered Space for which the Parking Meter is was provided for, no further than 0.6 m from that Parking Meter;
 - (jj) on a Highway or Parking Lot where Traffic Control Devices indicate a Parking Pass is required, without displaying a Parking Pass in the manner indicated on the Parking Pass; or
 - (kk) on a Highway or Parking Lot in a Metered Space governed by a Parking meter that has a Parking Meter face, while the Parking Meter face shows no time remaining; or
 - (II) outside an On-Street Pay Parking space for which the Parking Meter was provided, so that the vehicle is not occupying more than one On-Street Pay Parking space, unless a Deposit has been paid at all occupied On-Street Pay Parking spaces.
- 4.2 Where a Vehicle has been parked at an on-street parking space controlled by a Traffic Control Device for the maximum period of time allowed, after having moved the Vehicle, the Owner or Operator of such Vehicle must not, having left such a parking space, permit the parking of such Vehicle within 2 hours in the same or any other parking space on either side of the same Block.

BYLAW NUMBER 5864

A bylaw to amend "Bylaw Notice Enforcement Bylaw Number 5250, 2011"

WHEREAS the Corporation of the City of Vernon has deemed it necessary to amend the "Bylaw Notice Enforcement Bylaw Number 5250, 2011."

NOW THEREFORE the Council of The Corporation of the City of Vernon, in open meeting assembled, enacts as follows:

This Bylaw may be cited as "Bylaw Notice Enforcement (2021 Traffic Bylaw Housekeeping) Amendment Bylaw Number 5864, 2021".

Amendments:

- The Traffic Bylaw section is hereby amended with the additions as shown in RED on attached Schedule '1', forming part of this bylaw, to align with housekeeping amendments made to Traffic Bylaw #5600,
- 2. "Bylaw Notice Enforcement Bylaw Number 5250, 2011" is hereby ratified and confirmed in every other respect.

READ A FIRST TIME this day of , 2021.

READ A SECOND TIME this day of , 2021.

READ A THIRD TIME this day of , 2021.

ADOPTED this day of , 2021.

Mayor	Corporate Officer

SCHEDULE '1'
Attached to and forming Part of
"Bylaw Notice Enforcement (2021 Traffic Bylaw Housekeeping) Amendment Bylaw Number
5864, 2021"

Bylaw No.	Section	Description	A1 Penalty	A2 Early Payment Penalty	A3 Late Payment Penalty	A4 Compliance Agreement Available		
Traffic Bylaw								
5600	3.12 (a)	Deposit snow /or-ice from real-property onto Travelled Portion of a Highway	\$50.00	\$40.00	\$60.00	YES		
5600	3.12 (b)	Deposit snow / ice from property onto Boulevard not adjacent	\$50.00	\$40.00	\$60.00	YES		
5600	3.14	Deposit snow or ice between Travelled P portions of a Highway	\$50.00	\$40.00	\$60.00	YES		
5600	4.1 (hh)	Stop or Park outside > 0.6 m from Parking Meter-of "marked" Metered Space	\$35.00	\$15.00	\$50.00	NO		
5600	4.1 (II)	Stop or Park in > 1 On- Street Pay Parking space without Deposit "marked" Metered Space	\$35.00	\$15.00	\$50.00	NO		

BYLAW NUMBER 5865

A bylaw to amend "Municipal Ticket Information Bylaw Number 5300, 2011"

WHEREAS the Corporation of the City of Vernon has deemed it necessary to amend the "Municipal Ticket Information Bylaw Number 5300, 2011."

NOW THEREFORE the Council of The Corporation of the City of Vernon, in open meeting assembled, enacts as follows:

This Bylaw may be cited as "Municipal Ticket Information (2021 Traffic Bylaw Housekeeping) Amendment Bylaw Number 5865, 2021".

Amendments:

- The Traffic Bylaw section is hereby amended with the additions as shown in RED on attached Schedule '1', forming part of this bylaw, to align with housekeeping amendments made to Traffic Bylaw #5600,
- 2. "Bylaw Notice Enforcement Bylaw Number 5250, 2011" is hereby ratified and confirmed in every other respect.

READ A FIRST TIME this day of , 2021.

READ A SECOND TIME this day of , 2021.

READ A THIRD TIME this day of , 2021.

ADOPTED this day of , 2021.

Mayor	Corporate Officer

SCHEDULE '1'
Attached to and forming Part of
"Municipal Ticket Information (2021 Traffic Bylaw Housekeeping) Amendment Bylaw Number
5865, 2021"

Bylaw No.	Section	Description	A1 Penalty	A2 Early Payment Penalty				
Traffic Bylaw								
5600	3.12 (a)	Deposit snow /er-ice from real property onto Travelled Portion of a Highway	\$100.00	\$75.00				
5600	3.12 (b)	Deposit snow / ice from property onto Boulevard not adjacent	\$100.00	\$75.00				
5600	3.14	Deposit snow or ice between Travelled Pportions of a Highway	\$100.00	\$75.00				
5600	4.1 (hh)	Stop or Park outside > 0.6 m from Parking Meter-of "marked" Metered Space	\$50.00	\$45.00				
5600	4.1 (II)	Stop or Park in > 1 On-Street Pay Parking space without Deposit "marked" Metered Space	\$50.00	\$45.00				



MINUTES OF THE TOURISM COMMISSION MEETING HELD WEDNESDAY, APRIL 21, 2021 VIA ZOOM

PRESENT: VOTING:

Claus Larsen, Accommodation Provider, Chair

Richard Rolke, Greater Vernon Chamber of Commerce

Dauna Kennedy, Arts & Culture, Vice Chair David Gibbs, Accommodation Provider

Brett Woods, Biking

Michael Van Horne, Golf

Susan Lehman, Downtown Vernon Association Mike Fotheringham, Okanagan Indian Band

Troy Hudson, Ski

Councillor Kari Gares (Appointed Member) Mayor Victor Cumming (Alternate Member)

Kevin O'Brien, Attractions

Gale Woodhouse, Arts & Culture

Clinton Bialas, Restaurant

NON-VOTING:

Ian Jenkins, Silver Star Mountain Resort

ABSENT: Matt Scheibenpflug, Accommodation Provider

Ricardo Smith, Sports and Events

Janna Maderyc, Accommodation Provider

STAFF: Kevin Poole, Staff Liaison, Manager, Economic Development &

Tourism

Torrie Silverthorn, Tourism Coordinator

Karen Savill, Administrative Assistant, Economic Development and

Tourism

Jade Adams-Longworth, Records/Committee Clerk

ORDER The meeting was called to order at 8:06 a.m.

ADOPTION OF AGENDA

Moved by Richard Rolke, seconded by Dauna Kennedy:

THAT the agenda for Wednesday, April 21, 2021 Tourism Commission meeting be adopted as amended to:

 ADD ITEM – UNFINISHED BUSINESS – Memo – Visitor Servicing

CARRIED.

ADOPTION OF MINUTES

Moved by Dauna Kennedy, seconded by Troy Hudson.

THAT the minutes of the Regular Tourism Commission meeting held Wednesday March 17, 2021 be adopted.

CARRIED.

Kevin Poole, Manager, Tourism and Economic Development joined the meeting at 8:08 am

UNFINISHED BUSINESS

MARKETING UPDATE

The Tourism Coordinator provided an update on marketing initiatives. The following points were provided:

- Last meeting touched on the Consortium Project with Lake Country and Kelowna in based on the top up funding from Destination BC for promotion of the Rail Trail.
- Good news from the Golf and Mountain Biking sector pool projects, both received additional top up funding for promotional marketing.
- The BC Golf Marketing Alliance, will be moving forward with the Golf Consortium (that includes Predator Ridge, The Rise, Vernon Golf and Country Club and Spallumcheen Golf & Country Club).
- Looking at future travel very gently, but planning to hit the Golf Market as soon as the PHO's restrictions allow for it.
- There is lots of discussion of how to use the promotional dollars with Kelowna and Penticton in regards to the Okanagan Single Track Project.
- With the funding, the subject of marketing the trails and tracks responsibly is proving to be a common theme. Not only in respect to COVID, but for sustainable long-term use. Advertising and educating not only the locals but the tourists we are welcoming as well.

- Due to some promotional avenues still being closed, the local market is currently the main focus.
- Highlights from the local promos are the partnership with the Greater Vernon Chamber of Commerce, Mission Possible and the Staycation Give Away, and the Support Local Initiative. There has been wonderful participation with these programs.
- Looking forward to working with the Downtown Vernon Association with a similar initiative, trying to figure out what that will look like with the local businesses.
- General aspects for moving forward for when things do start to open up, it will be a slow and steady approach with one step at a time.
- All of the DMO's are going to be talking to the same audiences, it will be highly competitive when looking at the markets (in the Lower Mainland, the Island, Alberta, etc.). While 2021 is a year to keep going with the regular initiatives, it is also a time to get creative and target within our established markets.
- Want to explore the current sectors and explore the niche markets for the audiences and determine how else can we hone in and highly engage the little pockets and capitalize on them.
- The Commission discussed how 2021 is the year to pivot, so while utilizing the Strategic Plan in place, how can we adapt the strategies to accommodate for the current trends in the Tourism industry. The Commission agreed that the group should meet again to look at what else can be done within the marketing plan to make it more appropriate to the industries current climate.

VISITOR SERVICING

The Manager, Economic Development and Tourism provided a memorandum for review on the Visitor Servicing. The following points were noted:

- Past discussions have led to us not opening the Visitor Center for the upcoming summer, leaning into the piloting the Mobile Visitor Servicing for the summer and reporting back on how things went.
- Currently we are in the process to hire the summer students for the Mobile Visitor Servicing. This has had great support from Destination BC.
- The original plan was to use this summer to test this pilot program, to weigh the pros and cons and figure out what the next steps would be for Visitor Servicing.
- In the creation of a plan for the old Civic Site, a discussion

has come up surrounding what the Park Plan is and what buildings this will include.

- There has been significant discussion on what should be included and how much space needs to be allotted for certain items like visitor parking, or for a Sani-dump. Both of which will take up a substantial portion of the site.
- Additional pressures are on the Building side include the possibility for a space for an Emergency Operations Center.
- The biggest challenge is how to move forward with the park plan without knowing what the plan for the future (of the Visitor Servicing Center) is.
- While continually looking at different options, and moving forward with going mobile and investing in online servicing, the suggest is to close the Visitor Center permanently.
- The moving forward plan is to evolve additional opportunities to go mobile and meet our visitors of where they are (with kiosks, pop-ups and mobile servicing stations), and to grow and shift as needed.

The Commission noted the above and the following feedback was given:

- Tourism Commission in the past has donated \$200,000 to help with the feasibility of making the Civic Site a park.
- A Visitor Information Center is not the way of a future.
- Another location if possible would be ideal for a future Sanidump.

Moved by David Gibbs, seconded by Dauna Kennedy.

THAT the Tourism Commission recommends that Council permanently close the Vernon Visitor Information Centre as outlined in the memorandum titled "Visitor Servicing" and dated April 14, 2021 respectfully submitted by the Manager, Economic Development and Tourism.

CARRIED.

Susan Lehman left the meeting at 8:30 a.m.

NEW BUSINESS:

ROUND TABLE DISCUSSION

Greater Vernon Chamber of Commerce

• Chamber is extremely busy with Mission Possible while continually trying to support locals and having fun with it.

Arts & Culture Sector

Vernon Public Art Gallery

- Still in the middle of the Okanagan Print Triennial, but very excited about the turnout and the worldwide recognition that has been occurring.
- The participating artist talks (occurring weekly), have been gathering a great response due to the caliber of the artist being hosted
- Overall have been thrilled that this event has been recognized worldwide.
- Otherwise carrying on with the different restrictions, and hoping they will be gone soon.

Ski Sector

Sovereign Lake Nordic

- Overall ending a successful season, this is the second-best year that we've had.
- Glad to have focused 100 percent on community and it showed in our membership increases.
- Next year we're looking at hiring four new program positions.
 Putting more in programming into masters and youth programs, based on last years numbers of 280 people in the programs.
- Full steam ahead for next year. Already have 6 races planned at the end of November with interest from three All American Clubs coming up (as long as restrictions allow for it)

Attractions

Kalavida Surf Shop

- Winding up for the upcoming season, until the latest PHO restrictions came into play.
- General frustration about the Province not putting the stronger restrictions in place earlier, and now the majority of BC is no longer wanting to abide by the please be good sentiment due to COVID burnout.
- Now we're not allowed to take bookings from people that aren't within our region and the difficult, frustrating part is that those individuals are already here.
- When they choose to drag this out, it is a slow death for people and businesses while putting us in an awkward position.

Accommodation Providers

Prestige Hotel

• Agree with the frustrations of the new PHO restrictions. However, if people are going to be coming, then reservations will be made.

- As a business it is not our job to police people, we will educate them throughout the process.
- Still working on renovations, and it being quieter has helped move those along.
- Extended the patio into the parking lot, which has kept a little bit of life on the property.

Restaurant Sector

Marten Brew Pub

- The industry right now is very dependent on the weather due to the PHO restrictions.
- General consensus is whether or not this 5-week period is going to turn into 7-8 weeks.
- Is Council looking at shutting down 30th Avenue? Multiple business could use the space to extend their patios.
- If Council is not going to endorse closing 30th Avenue, some businesses would like more transparency to why it wouldn't work.

Arts & Culture Sector

Arts Council of the North Okanagan

- Hired Rodney Goodchild to be the Manager of the Community Arts Center, very excited to be working with him.
- Looking for more opportunities with working with Tourism, and believe that Vernon can and will become an Arts & Culture destination.
- Recognition that changing protocols and business structure is important even when we are launching programs online, and that will lead to the changes within the City and its culture. People will still need time to let the changes sink in.
- The Arts and Culture Sector is still not completely open (performance areas are still struggling), but still very grateful and thankful to the BC Arts Council and the Community Foundation of the North Okanagan for support they have given us to make it through this year. All of the non-profit associations have been able to stay afloat.
- The Arts Center is doing surprisingly well and is thriving with more classes, and hoping to launch more of a tourism base next summer.
- Business as usual, until we can transition back to normal.

Kevin O'Brien left the meeting at 8:49 a.m.

Okanagan Indian Band

 Extremely busy with a New Chief in Council and five new Councillors. Would love to see a music festival take place in Vernon in the future.

Golf Sector

The Rise

- Nothing has changed too much, things are busy and continuing to go really well.
- The new restrictions have been bringing cancellations from those coming from Alberta.
- Plan is to keep the people who are coming safe and happy with the focus on enjoyment. "Let's play some golf."

Accommodation Provider

Predator Ridge

- Continuing with the practices, including cancelling those for the short term.
- Having to be more aware that 50 percent of our residents have red Alberta plates and they live here and pay taxes here.
- The provincial camp grounds are full and it is appalling. At Ellison, there are lots of campsites with 30+ people. When the BC Government can't enforce or control the parks under their jurisdiction, it is aggravating that the local businesses have to and are bearing the brunt of it.
- Once the restrictions lift, it may be slow in some sectors, but it will be 100 percent in others.

Mike Fotheringham left the meeting at 8:56 a.m.

Biking Sector

Dialed Rides

- It's been a whirlwind of activity lately, getting things ready for the season while intergrading the new President and Vice-President.
- Still looking for our conduit to sustainable funding.
- The trail maintenance crew is officially out there preparing the trails for the upcoming season.
- The Parks (including Ellison) are quite full however we have to be careful in the messaging sent to the government, and how vocal we are, otherwise the fear is that they may shut down the parks (as a whole).
- There are three organized youth mountain bike skills programs going on downtown currently. Canadian Medical Outdoor come to town and host a Wilderness First Aid Training Course.

Troy Hudson left the meeting at 8:58 a.m. lan Jenkins left the meeting at 8:59 a.m.

• The 'Vernon Women's Enduro,' has been cancelled for September, but the plan is to move forward with the Biking Symposium and showcase what our community has in regards to the Parks and Trails (i.e. Kalamalka Park and the Crown Land above).

INFORMATION ITEMS:

DATE AND TIME

The next meeting of the Tourism Commission is scheduled for OF NEXT MEETING Wednesday, May 19, 2021 at 8:00 a.m. via Zoom.

The Tourism Commission meeting adjourned at 9:11 a.m.

CERTIFIED CORRECT:

8



MINUTES OF THE

SPECIAL TOURISM COMMISSION MEETING HELD TUESDAY, MAY 4, 2021 VIA ZOOM

PRESENT: VOTING:

Claus Larsen, Accommodation Provider, Chair

Richard Rolke, Greater Vernon Chamber of Commerce

Dauna Kennedy, Arts & Culture, Vice Chair David Gibbs, Accommodation Provider

Brett Woods, Biking

Michael Van Horne, Golf

Mike Fotheringham, Okanagan Indian Band Councillor Kari Gares (Appointed Member)

Gale Woodhouse, Arts & Culture

Clinton Bialas, Restaurant

Ricardo Smith, Sports and Events

Troy Hudson, Ski

NON-VOTING:

ABSENT: Matt Scheibenpflug, Accommodation Provider

Janna Maderyc, Accommodation Provider Susan Lehman. Downtown Vernon Association

Ian Jenkins, Silver Star Mountain Resort Mayor Victor Cumming (Alternate Member)

Kevin O'Brien, Attractions

STAFF: Kevin Poole, Staff Liaison, Manager, Economic Development &

Tourism

Torrie Silverthorn, Tourism Manager

Karen Savill, Administrative Assistant, Economic Development &

Tourism

Jade Adams-Longworth, Records/Committee Clerk

ORDER The meeting was called to order at 10:02 a.m.

MAY 4, 2021

ADOPTION OF AGENDA

<u>Moved</u> by Troy Hudson, seconded by Gale Woodhouse:

THAT the agenda for Tuesday, May 4, 2021 Special Tourism Commission meeting be adopted as amended.

ADD – Staffing Update

CARRIED.

ADOPTION OF MINUTES

<u>Moved</u> by Gale Woodhouse, seconded by Troy Hudson:

THAT the minutes of the Regular Tourism Commission meeting held Wednesday April 21, 2021 be adopted.

CARRIED.

NEW BUSINESS

STAFFING UPDATE

The Manager, Economic Development and Tourism gave the Committee a brief update on the hiring of new staff:

- The new Manager of Tourism is Torrie Silverthorn, congratulations to her on her new position.
- The candidates have been narrowed down for the Manager of Economic Development and Tourism, and the City is looking to have someone in that roll for May 31, 2021.

UNFINISHED BUSINESS

30th AVENUE ROAD CLOSURE

The Manager, Economic Development and Tourism provided an update on the possible 30th Avenue Road Closure. The following points were noted:

- At the April 20, 2021, Council meeting there was a motion on whether or not to close 30th Avenue between 29th Street and 31st Street. The road closure would be in effect on Thursday mornings at 9 a.m. until Monday mornings. This would begin the 13th of May and end the 6th of September.
- Council asked Staff to come back with a report on costs.
- The intent was to help the Downtown businesses due to COVID restrictions and capacity issues, for those businesses who don't have room for an outdoor facility
- Councillors have been canvasing the downtown and asking the business owners for feedback.

Greater Vernon Chamber of Commerce

- Some businesses will be apprehensive, and some of the community and businesses will not like the decreased parking.
- Primarily the restaurants need to try something different and new. The current sidewalk patios have been bringing a vitality like never before.
- Would like to try to use this as an opportunity to branch into a new way of doing business.
- Mixed views, but generally in favour.

Arts & Culture Sector

Arts Council of the North Okanagan

- Challenging times brings opportunities to change the culture.
- This would be an adaptation and change that other businesses and other Downtowns have tried it before, quite successfully.
- The culture has shifted anyway lets jump on board and provide the support to those business that are fearful. The community, and people in general will adapt and they can reach out for the support that is needed.
- Let's liven up the business practices, it's time to trial it out.

Ski Sector

Sovereign Lake Nordic Club

 Some businesses are worried, so why not help and assist when possible. Since there have been less expenses in the last year, if the ability is there to give it back to those little businesses then let's do it.

Michael Van Horne entered the meeting at 10:12 a.m.

• Wholeheartedly support it, has the potential to build a stronger business community.

Biking Sector

Dialed Rides

• In full support of this initiative, this could change the face of the Downtown.

Restaurant Sector

Marten Brew Pub

 Want to look at our focus, and if it is just short term or longterm – potential of only looking at the one year may be shortsighted.

- Biggest issues surrounding the closure appear to be timing and parking. However, removing the parking may increases foot traffic as people will have to walk past other businesses.
- In support, believe it would be a great opportunity.
- Belief that all businesses will benefit from this closure.

Accommodation Provider

Prestige Hotels

• In support but still thinking about the retailers and the concerns that they have.

Biking Sector

Sun Country Cycle

- This is a great idea, lots of Cities and Towns have been very successful with this (i.e. Banff).
- People spend more money when they are walking around, than when they are going somewhere specific to pick something up and then leave.
- Parking shouldn't be a big issue, people don't get to park in front of their favourite store in the mall. They park, get out and walk to it and through it, that isn't any more convenient. It will just be a culture shift.

Okanagan Indian Band

- When looking at the ethics of bike lanes vs parking, you can see a correlation between business sales rising when people can walk and bike.
- This isn't a risky endeavor, this has been done before and been extremely successful. Helping the downtown is key.
 This can be done well and if it leads to a more vibrant downtown that would be great.

Arts & Culture Sector

Vernon Public Art Gallery

- Once piece missing from this is the citizens and the tourists the real stakeholders of the community.
- There is a need to create the space where people can go to feel safe and socialize – this may be the way to do it. Having a place to walk, shop and eat outdoors in a safe way is key. It will create the social atmosphere that everyone is missing right now.
- Changing the culture is a scary thing, especially in scary times, people are scared to add to the fear and the unknown. Its why support is needed throughout this culture change.

Golf Sector

The Rise

- Helping the downtown is key, and so is supporting the retailers.
- If we close it down temporarily or long term it will increase foot traffic because people will need to get around down there.
- It is not a big inconvenience to take another route to get across town.

Accommodation Provider

Predator Ridge

- In agreeance with the other committee members.
- There are concerns, most of which are coming from the retail side. Should find a way to help them out.
- Other town's downtown spaces can be 'the place to go' to shop, eat and socialize – they are full of life. People need a reason to go downtown, to create that foot traffic.
- In full favour of this initiative, and think this could be very beneficial from a tourism perspective. Let's create a something that people come to Vernon for.

Arts & Culture

Arts Council of the North Okanagan

- Four months is a short period in the terms of a Pilot Project.
- Let's market Downtown Vernon as a walkable City and destination. This is a real opportunity throw everything at it and promote it to create a culture shift.
- No fears about this being very successful for Vernon, but there has to be a lot of support thrown at it.
- If there is a task force, the Arts Council would be happy to participate.

Greater Vernon Chamber of Commerce

• Concerns that if the two blocks are closed – the traffic pattern change has to be clearly advertised as well.

City of Vernon

 Clarification was given on Tourism's funding and that it has a clear framework for how it's allocated (for promotional and marketing purposes), and strict guidelines when dealing with funding from the Province. Tourism would not be able to help with any costs in relation to infrastructure (i.e. tables, chairs, benches, tents).

- Agreed it could help bring a liveliness back to the downtown core, but proper planning is needed.
- Where it has succeeded in other communities like Calgary and Kelowna, both were well planned projects that had a significant amount of long-term planning, and consultations in place.
- Clear communication and marketing around the closures and its hours will aid in the success of the initiative.
- Tourism Vernon could support the initiative by marketing the downtown closure as a new attraction.

Moved by Ricardo Smith, seconded by Gale Woodhouse.

THAT the Tourism Commission would like to notify Council that they are supportive of the proposed 30th Avenue street closure.

AND FURTHER that if approved, the Tourism Commission could support the initiative through their marketing efforts.

CARRIED.

INFORMATION ITEMS:

DATE AND TIME OF NEXT MEETING

The next meeting of the Tourism Commission is scheduled for **Wednesday, May 19, 2021** at 8:00 a.m. via Zoom.

The Tourism Commission meeting adjourned at 10:29 a.m.

CERTIFIED CORRECT:

<u>Claus Larsen</u> Chair



MINUTES OF THE FINANCE COMMITTEE HELD THURSDAY, MAY 13, 2021

PRESENT: VOTING

Councillor Gares, Chair

Councillor Mund Mayor Cumming

STAFF: Debra Law, Director, Financial Services

Terry Martens, Manager, Financial Operations Natasha Kositsin, Secretary, Legislative Services

ORDER

The meeting was called to order at 1:39 p.m.

ADOPTION OF AGENDA

Moved by Councillor Mund, seconded by Mayor Cumming;

THAT the agenda for the Thursday, May 13, 2021 meeting of the

Finance Committee be amended to add:

Item 2.1 (b) Amendment to Council Discretionary Grant

Policy under New Business;

THAT the agenda for the Thurday, May 13, 2021 meeting of the

Finance Committee be adopted, as amended.

CARRIED.

ADOPTION OF MINUTES

Moved by Mayor Cumming, seconded by Councillor Mund;

THAT the minutes of the Finance Committee meeting held

November 19, 2020 be adopted.

CARRIED.

NEW BUSINESS

POLICY HOUSEKEEPING CHANGE Moved by Councillor Mund, seconded by Mayor Cumming;

THAT the Finance Committee recommends that Council amend the Council Discretionary Grant Policy to reflect the following

change:

Item 2.1 (b) the most recent completed fiscal year financial statements within the last 2 years.

CARRIED.

COUNCIL DISCRETIONARY GRANT APPLICATIONS – APRIL 30 INTAKE

The Manager, Financial Operations stated that there was \$ 50,000 in funds to disburse on Discretionary Grants for 2021.

Councillor Mund left the meeting at 1:45 pm due to conflict as he is a member of the Funtastic Sports Society Board.

FUNTASTIC SPORTS SOCIETY

Moved by Mayor Cumming, seconded by Councillor Gares;

THAT the Finance Committee recommends that Council approve, on a one time basis, a Council Discretionary Grant to Funtastic Sports Society in the amount of \$7,500 to purchase a 30x30 tent to be used for their tournament.

CARRIED.

Councillor Mund returned to meeting at 1:48pm

ALLAN BROOKS NATURE CENTRE

Moved by Councillor Mund, seconded by Mayor Cumming;

THAT the Finance Committee recommends that Council deny a Council Discretionary Grant to Allan Brooks Nature Centre in the amount of \$5,500 as the application does not meet the required criteria.

CARRIED.

BOTTMAN SPORTS

Moved by Mayor Cummning, seconded by Councillor Mund;

THAT the Finance Committee recommends that Council deny a Council Discretionary Grant to Bottman Sports in the amount of \$6,000 as the City has limited funds for disbursement.

CARRIED.

CAETANI CENTRE

Moved by Councillor Mund, seconded by Mayor Cumming;

THAT the Finance Committee recommends that Council deny a Council Discretionary Grant to Caetani Centre in the amount of \$10,000 as the City has limited funds for disbursement.

CARRIED.

CANADIAN MENTAL HEALTH ASSOCIATION

Moved by Mayor Cumming, seconded by Councillor Mund;

THAT the Finance Committee recommends that Council deny a Council Discretionary Grant to Canadian Mental Health Association in the amount of \$10,000 as the City has limited funds for disbursement.

CARRIED.

CLARENCE FULTON SECONDARY SCHOOL

Moved by Councillor Mund, seconded by Mayor Cumming;

THAT the Finance Committee recommends that Council deny a Council Discretionary Grant to Clarence Fulton Secondary School in the amount of \$5,695 as the application does not meet the required criteria.

CARRIED.

COMMUNITY RECREATION INITIATIVE SOCIETY (CRIS)

Moved by Mayor Cumming, seconded by Councillor Mund;

THAT the Finance Committee recommends that Council deny a Council Discretionary Grant to Community Recreation Initiative Society in the amount of \$5,000 as the City has limited funds for disbursement.

CARRIED.

FAMILY RESOURCE CENTRE

Moved by Councillor Mund, seconded by Mayor Cumming;

THAT the Finance Committee recommends that Council approve, on a one time basis, a Council Discretionary Grant to Family Resource Centre in the amount of \$3,000 to provide counselling and ongoing group support services for victimized women.

CARRIED.

GOOD SAMARITAN CANADA

Moved by Mayor Cumming, seconded by Councillor Mund;

THAT the Finance Committee recommends that Council deny a Council Discretionary Grant to Good Samaritan Canada in the amount of 3,000 as the City has limited funds for disbursement.

CARRIED.

H.O.P.E. (HELPING OUT PEOPLE EXPLOITED) OUTREACH Moved by Councillor Mund, seconded by Mayor Cumming;

THAT the Finance Committee recommends that Council deny a Council Discretionary Grant to HOPE Outreach in the amount of \$3,000 as the City has limited funds for disbursement.

CARRIED.

INTERNATIONAL TREE PROJECT

Moved by Mayor Cumming, seconded by Councillor Mund;

THAT the Finance Committee recommends that Council deny a Council Discretionary Grant to International Tree Project in the amount of \$22,337 as the application does not meet the required criteria.

CARRIED.

MEN'S SHED VERNON SOCIETY

Moved by Councillor Mund, seconded by Mayor Cumming;

THAT the Finance Committee recommends that Council deny a Council Discretionary Grant to Men's Shed Vernon Society in the amount of \$20,000 as the City has limited funds for disbursement.

CARRIED.

NORTH OKANAGAN CYCLING SOCIETY

Moved by Mayor Cumming, seconded by Councillor Mund;

THAT the Finance Committee recommends that Council deny a Council Discretionary Grant to North Okanagan Cycling Society in the amount of \$5,000 as the City has limited funds for disbursement.

CARRIED.

NORTH OKANGAN LAND TO TABLE NETWORK

Moved by Councillor Mund, seconded by Mayor Cumming;

THAT the Finance Committee recommends that Council deny a Council Discretionary Grant to North Okanagan Land to Table in the amount of \$2,500 as the City has limited funds for disbursement.

CARRIED.

NORTH OKANAGAN NEUROLOGICAL ASSOCIATION (NONA)

Moved by Mayor Cumming, seconded by Councillor Mund;

THAT the Finance Committee recommends that Council approve, on a one time basis, a Council Discretionary Grant to North Okanagan Neurological Association (NONA) in the amount of \$8,000 to transition to a virtual server to provide accessible technology for staff and families.

CARRIED.

NORTH VALLEY GYMNASTICS SOCIETY

Moved by Councillor Mund, seconded by Mayor Cumming;

THAT the Finance Committee recommends that Council deny, a Council Discretionary Grant to North Valley Gymnastics Society in the amount of \$4.500 as the City has limited funds for disbursement.

CARRIED.

POWERHOUSE THEATRE

Moved by Mayor Cumming, seconded by Councillor Mund;

THAT the Finance Committee recommends that Council deny a Council Discretionary Grant to Powerhouse Theatre in the amount of \$5,000 as the City has limited funds for disbursement.

CARRIED.

VERNON ALANO CLUB

Moved by Councillor Mund, seconded by Mayor Cumming;

THAT the Finance Committee recommends that Council deny a Council Discretionary Grant to Vernon Alano Club in the amount of \$12,000 as the City has limited funds for disbursement.

CARRIED.

VERNON BMX ASSOCIATON

Moved by Mayor Cumming, seconded by Councillor Mund;

THAT the Finance Committee recommends that Council approve, on a one time basis, a Council Discretionary Grant to Vernon BMX Association in the amount of \$5,000 to assist with annual fixed costs.

CARRIED.

MUSIC SCHOOL

VERNON COMMUNITY Moved by Councillor Mund, seconded by Mayor Cumming;

THAT the Finance Committee recommends that Council deny a Council Discretionary Grant to Vernon Music Community School in the amount of \$4,300 as the City has limited funds for disbursement.

CARRIED.

VERNON ELKS LODGE

Moved by Mayor Cumming, seconded by Councillor Mund;

THAT the Finance Committee recommends that Council approve, on a one time basis, a Council Discretionary Grant to Vernon Elks Lodge in the amount of \$2,300 out of a requested \$5,500 to purchase a new meat slicer.

CARRIED.

VERNON FARMERS MARKET

Moved by Councillor Mund, seconded by Mayor Cumming;

THAT the Finance Committee recommends that Council deny a Council Discretionary Grant to Vernon Farmers Market in the amount of \$5,000 as the application does not meet the required criteria.

CARRIED.

VERNON GIRLS TRUMPET BAND ALUMNI ASSOCIATION

Moved by Mayor Cumming, seconded by Councillor Mund;

THAT the Finance Committee recommends that Council deny a Council Discretionary Grant to Vernon Girls Trumpet Band in the amount of \$3,500 as the application does not meet the required criteria.

CARRIED.

VERNON LEARNING DISABILITIES ASSOCIATION

Moved by Councillor Mund, seconded by Mayor Cumming;

THAT the Finance Committee recommends that Council deny a Council Discretionary Grant to Vernon Learning Disabilities Association in the amount of \$3,500 as the City has limited funds for disbursement.

CARRIED.

VERNON LIONS CLUB Moved by Mayor Cumming, seconded by Councillor Mund;

THAT the Finance Committee recommends that Council deny a Council Discretionary Grant to Vernon Lions Club in the amount of \$5,000 as the City has limited funds for disbursement.

CARRIED.

VERNON NATIVE HOUSING

Moved by Councillor Mund, seconded by Mayor Cumming;

THAT the Finance Committee recommends that Council deny a Council Discretionary Grant to Vernon Native Housing in the amount of \$3,000 as the City has limited funds for disbursement.

CARRIED.

VERNON PADDLING CENTRE SOCIETY

Moved by Mayor Cumming, seconded by Councillor Mund;

THAT the Finance Committee recommends that Council deny a Council Discretionary Grant to Vernon Paddling Centre Society in the amount of \$10,790 as the City has limited funds for disbursement.

CARRIED.

VERNON PICKELBALL ASSOCIATION

Moved by Councilor Mund, seconded by Mayor Cumming;

THAT the Finance Committee recommends that Council deny a Council Discretionary Grant to Vernon Pickleball Association in the amount of \$32,000 as the City has limited funds for disbursement.

CARRIED.

VERNON UPPER ROOM MISSION

Moved by Mayor Cumming, seconded by Councillor Mund;

THAT the Finance Committee recommends that Council deny a Council Discretionary Grant to Vernon Upper Room Mission in the amount of \$20,000 as the City has limited funds for disbursement.

CARRIED.

DATE AND TIME OF NEXT MEETING

The next Finance Committee meeting is to be announced.

ADJOURNMENT

The Finance Committee meeting adjourned at 2:09 p.m.

CERTIFIED CORRECT:



MINUTES OF THE TOURISM COMMISSION MEETING HELD WEDNESDAY, MAY 19, 2021 VIA ZOOM

PRESENT: VOTING:

Richard Rolke, Greater Vernon Chamber of Commerce

Dauna Kennedy, Arts & Culture, Vice Chair David Gibbs, Accommodation Provider Mike Fotheringham, Okanagan Indian Band

Troy Hudson, Ski

Councillor Kari Gares (Appointed Member) Mayor Victor Cumming (Alternate Member)

Kevin O'Brien, Attractions

Gale Woodhouse, Arts & Culture

ABSENT: Claus Larsen, Accommodation Provider, Chair

Brett Woods, Biking Michael Van Horne, Golf

Susan Lehman, Downtown Vernon Association

Clinton Bialas, Restaurant

Matt Scheibenpflug, Accommodation Provider

Ricardo Smith, Sports and Events

Janna Maderyc, Accommodation Provider

NON-VOTING:

Ian Jenkins, Silver Star Mountain Resort

GUESTS: Glen Benischek, Sports & Culture Society of the North Okanagan

Val Trevis, Sports & Culture Society of the North Okanagan Mel Spooner, Sports & Culture Society of the North Okanagan

STAFF: Torrie Silverthorn, Manager, Tourism

Karen Savill, Administrative Assistant, Economic Development and

Tourism

Morgan Mardiros, Tourism Summer Student, Visitor Servicing Team

Paige Latta, Tourism Summer Student, Visitor Servicing Team

ORDER The meeting was called to order at 8:15 a.m.

ADOPTION OF AGENDA

<u>Moved</u> by Gale Woodhouse, seconded by Richard Rolke:

THAT the agenda for Wednesday, May 19, 2021 Tourism Commission meeting be adopted:

CARRIED.

ADOPTION OF MINUTES

Moved by Troy Hudson, seconded by Councillor Kari Gares:

THAT the minutes of the Special Tourism Commission meeting held Tuesday May 4, 2021 be adopted.

CARRIED.

UNFINISHED BUSINESS:

STAFFING UPDATE

The Manager, Tourism provided a staffing update for the position, Manager, Economic Development and Tourism. The following points were provided:

 John Perrott will be starting Monday May 31, 2021 as the new Manager, Economic Development and Tourism. John is currently the Manager of Economic Development and Tourism with the City of West Kelowna.

NEW BUSINESS

STAFFING
INTRODUCTIONS –
RECORDS/
COMMITTEE
CLERK

STAFFING INTRODUCTIONS – MOBILE VISITOR SERVICING TEAM The Manager, Tourism provided a brief introduction for the Records/Committee Clerk. The following points were noted:

 We're happy to welcome our new Records/Committee Clerk, Jade Adams-Longworth, for those of you who haven't met her already. Unfortunately, Jade was unable to be here today.

The Manager, Tourism provided a brief introduction of the Summer Students for the Mobile Visitor Servicing Team. The following points were noted:

 We're happy to welcome our new Tourism Summer Students, Morgan Mardiros and Paige Latta. Morgan and Paige will be our mobile visitor servicing team. They will be greeting visitors and locals throughout the community from now until the end of August. You can meet them on the rail trail this Saturday.

STAFFING INTRODUCTIONS – TOURISM MANAGER The Administrative Assistant, Economic Development and Tourism provided a brief introduction of the new Manager of Tourism. The following points were noted:

- For those of you who don't already know, Torrie Silverthorn has been promoted to the Manager, Tourism for the City of Vernon. Congratulations Torrie!
- The Manager, Tourism noted: We need to come out swinging and use every opportunity that we have during recovery. Will be looking to our stakeholders for opportunities to work together.

PRESENTATION – SPORTS & CULTURE SOCIETY OF THE NORTH OKANAGAN Glen Benischek, Sports and Culture Society of the North Okanagan (SCSNO) provided the Commission with a review of SCSNO. The following points were noted:

- Non-profit organization tasked with playing a lead role in the attraction of sports and cultural events to the community. Offering tools are resources to those communities looking to host events of any size.
- Works with sporting and cultural associations along with local government to prepare bids to attract events to the community. Working alongside tourism operators to assist in preparedness and to ensure businesses maximize the economic impacts.
- The SCSNO promotes Vernon as a sport and cultural destination.
- Received funding in 2012 from the BC Winter games to start the organization.
- Entered into a two-year contract in 2019 with the City of Vernon with the option to extend the contract for a third year.
- This contact enabled the organization to hire an Executive Director.
- Have made significant progress with deliverables that were not impacted by COVID, i.e. events.
- Some of their accomplishments include creating and launching an event planning document on their website – get planning now toolkit. This document assists with preplanning, event information, and post-event information. It includes checklists, risk management information, accommodation, and sponsorship information.
- They are prepared to assist organizations with a volunteer database – getinvolvednow.ca. Volunteers can register to be added to the database and will be informed of events & other volunteer opportunities as they arise.
- There are also 112 organizations registered on their organization database. This database includes sports groups, cultural groups and rowing clubs. Organizations can connect and be added to the database. Residents can connect and search for organizations.

- They also provide information on funding resources for events, including: Tourism Vernon, Destination British Columbia, Grant opportunities and VIA Sport.
- There are currently 19 accommodators (accounting for 1,246 rooms) registered and many local restaurants that can accommodate large groups and teams. This is valuable information, for example, for cycling events who are looking for accommodation that can provide secure bike storage.
- The SCSNO also provides letters of support for event bids and bid submission assistance, event permitting information, sponsorship advice and suggestions, case studies and other related information.
- Another deliverable achieved includes a facilities inventory.
 There are currently 27 parks and sports facilities and 12 cultural facilities in the area.
- Key Performance Indicators were provided in the presentation.
- Sports Tourism Economic Assessment Model (STEAM) shows the economic impact of events in the community.
- Support from the City and having an Executive Director have been integral to the successes to date.
- They were able to pivot during COVID by accessing the temporary and emergency wage subsidies to keep the Executive Director employed during 2020.
- They have invested \$13,000 on their website, planning and marketing materials which was covered by the legacy fund from the 2012 BC Winter Games.
- Event Planning is challenging, but the SCSNO would like to continue to be a resource for Vernon. They are grateful for the support from the City and hope that it will continue.
- Other DMO's have a full-time staff person for promoting and attracting events. This is a more cost-effective option for the
- City.
 Rodney Goodchild did a great job, especially including the Arts and Culture sector and the SCSNO has done exceptional
- They are currently looking for a new Executive Director as Rodney Goodchild has accepted a position as the Executive Director at the Vernon Community Arts Centre.
- The event planning document is very user friendly (get planning now toolkit).
- The one-year contract renewal extension option was discussed. The Tourism Commission would like to revisit the future of this contract in September 2021 to start planning for

DISCUSSION – SPORTS & CULTURE SOCIETY OF THE NORTH OKANAGAN

work.

next year and beyond. Tourism Vernon staff will consult with the City's procurement department regarding contract options.

- The Tourism Commission supports receiving regular progress reports from the SCSNO regarding deliverables.
- Tourism Vernon staff will investigate the option to have Tourism Commission representation at the SCSNO Board.

MOTION – SPORTS & CULTURE SOCIETY OF THE NORTH OKANAGAN

Moved by Troy Hudson, seconded by Kevin O'Brien:

THAT the Tourism Commission direct administration to exercise the option to extend Tourism Vernon's contract with the Sports and Culture Society of the North Okanagan (SCSNO) for a third year.

AND FURTHER that the SCSNO be requested to provide an update on all deliverables of the contract to the Tourism Commission every six months, starting October 2021.

CARRIED.

INFORMATION ITEMS:

DATE AND TIME
OF NEXT MEETING

The next meeting of the Tourism Commission is scheduled for **Wednesday**, **June 16**, **2021** at 8:00 a.m. via Zoom.

The Tourism Commission meeting adjourned at 8:48 a.m.

CERTIFIED CORRECT:

Claus Larsen



The Corporation of the District of Peachland

5806 Beach Avenue Peachland, BC VOH 1X7 Phone: 250-767-2647 Fax: 250-767-3433 www.peachland.ca

OFFICE OF THE MAYOR

June 9, 2021

The Honourable Josie Osborne Minister of Municipal Affairs PO Box 9056 Stn. Prov. Govt. Victoria BC V8W 9E2

The Honourable George Heyman Minister of Environment and Climate Change Strategy PO Box 9047 Stn. Prov. Gov. Victoria BC V8W 9E2

RE: BC Climate Action Revenue Incentive Program (CARIP)

Dear Ministers Osborne and Heyman,

The recent decision to discontinue the Climate Action Revenue Incentive Program (CARIP) has the District of Peachland deeply concerned, as this decision will impact our municipality's ability to reach our climate action goals and targets.

The District has used CARIP funding for numerous initiatives including the addition of an Electric Utility Vehicle to the District's fleet, installation of LED street lights, and the development of a Community Energy and Emissions Plan (CEEP) that will aid in improving energy efficiency, reduce green house gas emissions, and foster local green energy solutions.

The Province's decision to end CARIP will have negative implications for communities across BC. The most significant of these is the loss of reliable, consistent, and flexible funding. Without funding through CARIP many communities will be unable to continue the work that they are doing to reach climate action goals and targets as mandated by the Province. While there may be climate-related grants available, now and in the future, they often require an extensive application process, and our acceptance for a grant can not be relied upon or anticipated when planning our climate action goals.

Moving forward, Peachland Council recommends consultation with BC Municipalities in order to development an alternative program with the same consistency and reliability. A simplified process for applying and reporting is also encouraged.

Peachland Council strongly urges the Province of BC to reinstate CARIP until such time as consultation with local governments is complete and an alternate program is established.

Sincerely,

Cindy Fortin

Mayor

District of Peachland

CC: Premier John Horgan

Brian Frenkel, President UBCM

All BC Municipalities

THE CORPORATION OF THE TOWNSHIP OF SPALLUMCHEEN

4144 Spallumcheen Way, Spallumcheen, BC V0E 1B6
Phone: 250-546-3013 • Fax: 250-546-8878 • Toll Free: 1-866-546-3013
Email: mail@spallumcheentwp.bc.ca • Website: www.spallumcheentwp.bc.ca



June 11, 2021

File No. 5500-05

BC Hydro PO Box 8910 Vancouver, BC V6B 4X3

Dear BC Hydro

Re: Residential Rate Review

Please be advised that at the Monday, June 7, 2021 Township of Spallumcheen Committee of the Whole Meeting, the following resolution was passed:

"...THAT the Township of Spallumcheen Council direct staff to write a letter to BC Hydro and the Union of British Columbia Municipalities requesting that the consultation period for the Residential Rate Review be extended by reopening the survey to allow more residents an opportunity to submit comments due to the changes in the E-plus incentive that has been a program that has supported Township residents who have dual heat sources and no opportunity to natural gas as an additional heat source due to the rural nature of the Township."

Please consider reopening the survey to allow an extended period for consultation. Township residents, as well as residents of other similar rural municipalities, need an opportunity to participate in the Residential Rate Review. Many areas of Spallumcheen are unable to access natural gas services meaning the impacts of a rate change could negatively impact our residents and make heat unaffordable.

Thank you for your attention to this matter. If you have any questions in this regard, please contact the undersigned.

Respectfully,

Cindy Graves Corporate Officer

cc. UBCM Member Municipalities



June 18, 2021



Sent Via E-Mail to: Patty.Hajdu@parl.gc.ca

The Honourable Patty Hajdu Federal Minister of Health House of Commons Ottawa, ON K1A 0A6

Office of The Mayor

Dear Ms. Hajdu:

Re: Support for 988, A 3-Digit Suicide and Crisis Prevention Hotline

This letter is written to advise that, Council, at its June 14, 2021, Regular Council Meeting passed the following motion supporting the Federal government's proposed National three-digit suicide and crisis line initiative:

Whereas the Federal government has passed a motion to adopt 988, a National three-digit suicide and crisis hotline; and

Whereas the ongoing COVID-19 pandemic has increased the demand for suicide prevention services by 200 per cent; and

Whereas existing suicide prevention hotlines require the user to remember a 10-digit number and go through directories or be placed on hold; and

Whereas in 2022 the United States will have in place a National 988 crisis hotline; and

Whereas The Council of the City of Colwood recognizes that it is a significant and important initiative to ensure critical barriers are removed to those in a crisis and seeking help; and

Now therefore be it resolved that the Council of the City of Colwood endorses this 988-crisis line initiative.

Yours truly,

Rob Martin,

Mayor.

OFFICE HOURS

CONTACT

8:00 am – 4:30 pm Monday – Friday except stat holidays

COLWOOD CITY HALL

3300 Wishart Road

Colwood, BC V9C 1R1

Phone: 250.294.8144 Fax: 250.478.7516

www.colwood.ca

mailto:john.horgan.mla@leg.bc.ca

Mr. Ian Scot, CEO Canadian Radio-Television and Telecommunications Commission

iscott@telesat.com

Honourable Mitzi Dean, MLA for Esquimalt-Metchosin, mitzi.dean.mla@leg.bc.ca

Honourable John Horgan, MLA Langford-Juan de Fuca,

UBCM Members



CITY CLERK'S DEPARTMENT

CITY OF NORTH VANCOUVER T 604 985 7761 141 WEST 14TH STREET NORTH VANCOUVER BC / CANADA / V7M 1H9

F 604 990 4202 INFO@CNV.ORG CNV.ORG

File: 11-5460-06-0001/2021

June 23, 2021

Jamee Justason Information and Resolutions Coordinator Union of British Columbia Municipalities

By email: jjustason@ubcm.ca

Dear Ms. Justason:

REVISED UBCM Resolution on Safe Passing Distance for All Road Users Re:

This is to advise that the City of North Vancouver Council, at its Regular meeting of Monday, June 21, 2021, unanimously endorsed the following revised resolution:

"WHEREAS the Province of British Columbia encourages cycling and walking for transportation, yet relatively few roads in BC have bike lanes or shoulders, and many do not have sidewalks, directing cyclists and pedestrians to share roads with highspeed motor vehicle traffic, which can result in close passes, poses potentially fatal crash risks, and discourages active transportation;

WHEREAS over 40 jurisdictions across North America, including the provinces of Ontario, Quebec, Nova Scotia, New Brunswick, and Newfoundland and Labrador, have all enacted "safe passing distance" legislation designed to protect vulnerable road users by requiring motor vehicle operators to maintain a minimum distance when passing vulnerable road users, thus creating a better understanding of and expectation for road safety;

THEREFORE BE IT RESOLVED THAT the UBCM request the Province of British Columbia to amend the *Motor Vehicle Act* to better support safe active transportation by requiring drivers to provide 1 metre of space at speeds 50 km/h or less, and 1.5 metres of space at speeds in excess of 50 km/h, when passing people cycling or walking."

Please find enclosed a certified copy of the Council resolution for your reference. We would ask that the resolution be included in the Resolutions Book for consideration at the UBCM convention.

If you require any further information, please feel free to contact me at kgraham@cnv.org or 604-990-4234.

Yours truly,

Karla Graham, MMC Corporate Officer

Encl.

UBCM Member municipalities CC

540 Document Number: 2068281

CERTIFIED RESOLUTION OF COUNCIL:

I hereby certify that this is a true copy of a resolution passed by the Council of the City of North Vancouver at its Regular meeting of June 21, 2021:

"Moved by Councillor Bell, seconded by Councillor Back

WHEREAS the Province of British Columbia encourages cycling and walking for transportation, yet relatively few roads in BC have bike lanes or shoulders, and many do not have sidewalks, directing cyclists and pedestrians to share roads with high-speed motor vehicle traffic, which can result in close passes, poses potentially fatal crash risks, and discourages active transportation:

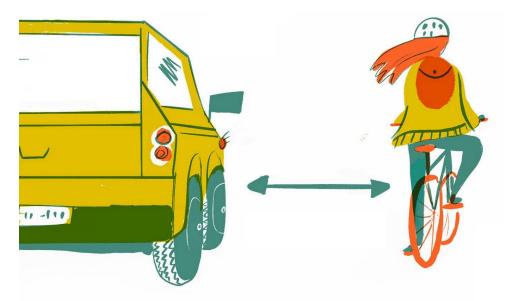
WHEREAS over 40 jurisdictions across North America, including the provinces of Ontario, Quebec, Nova Scotia, New Brunswick, and Newfoundland and Labrador, have all enacted "safe passing distance" legislation designed to protect vulnerable road users by requiring motor vehicle operators to maintain a minimum distance when passing vulnerable road users, thus creating a better understanding of and expectation for road safety;

THEREFORE BE IT RESOLVED THAT the UBCM request the Province of British Columbia to amend the *Motor Vehicle Act* to better support safe active transportation by requiring drivers to provide 1 metre of space at speeds 50 km/h or less, and 1.5 metres of space at speeds in excess of 50 km/h, when passing people cycling or walking.

CARRIED UNANIMOUSLY"

Dated at North Vancouver, BC, this 23rd day of June, 2021.

Karla D. Graham, MMC Corporate Officer



Make Space

A Minimum Passing Distance Law for B.C.

Why Minimum Passing Distance is Important

Minimum passing distance is a road safety law prohibiting 'close passing', which occurs when a motor vehicle overtakes a person on a bicycle without providing 1 metre of space.

Evidence from research conducted in the UK shows that new cyclists tend to cycle slower, and that the slower people cycle, the more likely they are to be close passed. Cyclists surveyed also felt that, based on the behaviour of other road users, most close passing incidents were preventable.

As such, close passing is a problem on a few important fronts:

- Gender equity—close passes affect more women than men.
- Active transportation policy—new cyclists are close passed more than experienced cyclists.
- Social justice—cyclists say they feel powerless to do much to prevent close passing, which is largely due to driver behaviour.

Research by Westminster University found that:

- Cycling 12 kph or less on average results in three times more near misses per km, compared to cycling 20 kph or faster.
- Women, who on average cycle more slowly, have higher near miss rates than men.

SOURCE: Near Miss Project

What Can Be Done About Close Passing

Protected infrastructure can reduce the discomfort, discouragement, and fear experienced by those who cycle and walk for transportation in close proximity to motor vehicle traffic.

However, sufficient infrastructure cannot be built fast enough to mitigate the actual risks and impacts of close passing. By defining and quantifying the minimum distance required to safely pass vulnerable road users via the Motor Vehicle Act (MVA), a Minimum Passing Distance law could meaningfully reduce current crash and injury rates in communities across B.C.

- Minimum Passing Distance laws provide an objective standard for safe passing
- Many North American jurisdictions have enacted Minimum Passing Distance laws, and promoted the new legislation to establish public information, education, and enforcement programs supporting broader road safety goals and objectives.

Because close passing in B.C. currently counteracts policies and strategies designed to support environmentally sustainable transportation modes like cycling and walking, it is important for the provincial government to move quickly to address this issue via legislation.

Active Transportation in B.C.

Cycling & Walking Growth

The repurposing of road space to facilitate walking and cycling in many communities across British Columbia during COVID-19 is an extension of active transportation policies and strategies that have influenced transportation-oriented development in larger urban centres since the 1980s.

Evidence suggests that these policies and strategies have largely worked¹:

- Almost one-quarter of British Columbians reported commuting by foot, bike or public transit; 93% said they expected to spend more time walking or cycling in the future.
- **2.5% of British Columbians commute by bike**; top cycle commuting cities in B.C. include Revelstoke (14%), Victoria (11%), Whistler (10%), Vancouver (6%), and Kelowna (4%).
- British Columbians spend about one-sixth of their travel time walking or cycling to typical destinations
- One-third of B.C. households have at least one school-aged child walking or cycling to school.

Crashes & Injuries

Recent ICBC data suggests that police under-reporting of crashes over the past 10 years, particularly those involving bicycles, shows that crashes involving motor vehicles are causing more injuries and that cyclists are increasingly and disproportionately at risk,:

- On average, police attend less than one-quarter of the 2,000 crashes involving a cyclist each year, yet three-quarters of these crashes result in injury or death.
- The injury rate from ICBC-reported crashes has increased, from 29% in 2010 to 31% in 2020.

Evidence suggests that many of the factors contributing to crashes involving cyclists could be mitigated through education and enforcement; 85% of all contributing factors assigned to drivers are the result of driving behaviour, such as distraction, failure to yield, and improper passing and turning.²

¹ B.C. Ministry of Transportation & Infrastructure 2019 Active Transportation Population Survey Report; Statistics Canada, 2016 Census.

² ICBC data.

Advocating for Safe Passing

Advocacy organizations, including the British Columbia Cycling Coalition (BCCC), the Cross Canada Cycle Tour Society, Cycling BC, and GoByBike BC Society, are asking the Government of BC to amend the MVA to include a minimum passing distance.

This recommendation also reflects the work of the Road Safety Law Reform Group of BC, a coalition of member organizations including the BCCC, Capital Bike, HUB Cycling, Mobi Bike Share, Health Officers Council of BC, Fraser Health, Interior Health, Vancouver Coastal Health, BC Injury Research and Prevention Unit, City of New Westminster, City of Victoria, City of Vancouver Active Transportation Policy Council, Modo the Car Co-op, Hastings Crossing Business Improvement Association, and the Trial Lawyers Association of B.C.

In 2016, the Road Safety Law Reform Group of British Columbia issued a position paper entitled Modernizing the BC Motor Vehicle Act, which included the following recommendation:

"[That] the MVA be amended to specify that a motor vehicle must leave at least 1 m between all parts of the vehicle (and any projecting objects) when passing a cyclist or other vulnerable road user at speeds of 50 km/h or less and at least 1.5 m at speeds in excess of 50 km/h.

Section 157 of the MVA states that an overtaking vehicle "must cause the vehicle to pass to the left of the other vehicle at a safe distance." Bicycles, however, are not "vehicles" by definition under the Act, hence there is some confusion as to whether the language of the MVA even applies to passing cyclists.

At best, it can be argued that because a cyclist has the same rights as the operator of a vehicle (Sec. 183.1), a cyclist has the right to be passed "at a safe distance." In any event, even where courts have accepted that motorists have an obligation to pass cyclists safely, what constitutes as a safe passing distance remains unclear.³

The proposed amendment would provide clarification that a motorist has a duty to leave a safe passing distance when passing a cyclist as well as definitive guidance on the minimum such distance. This avoids subjective assessments by motorist as to what constitutes a safe distance, and provide an objective standard for enforcement.

Minimum Passing Distances in North America

Establishing safe passing legislation would help B.C. catch up to other jurisdictions with progressive road safety laws. Currently, 39 provinces and states have legislated minimum passing distances, as do a number of Canadian cities.

Many of these jurisdictions have instituted minimum distances for passing depending on facility type and/or posted speed limits:

- 3 ft / 1m for most roads.
- 5-6 ft / 1.5 m on roads with motor vehicle traffic travelling at speeds of 30 mph / 50 kph or more.

³ See Dupre v. Patterson, 2013 BCSC 1561. The Court did not consider the argument that a vehicle does not include a bicycle.

New Brunswick

Motor Vehicle Act—Section 149 Part 3 (c), which was passed into legislation in 2017 as Bill 48, "An Act Respecting Ellen's Law":

"...the driver of a vehicle overtaking and passing a bicycle proceeding in the same direction...shall pass to the left at a distance of at least one metre from the bicycle..."

Newfoundland and Labrador

Highway Traffic Act—Subsection 96(1) c.1, which was passed into legislation in 2018:

"...shall, where the vehicle which is being overtaken is a bicycle, pass the bicycle at a distance of at least (i) one metre from the bicycle where the speed limit is 60 kilometres an hour or less, or (ii) one and a half metres from the bicycle where the speed limit is greater than 60 kilometres an hour..."

Nova Scotia

Motor Vehicle Act—Chapter 293, Section 171B(1), which was passed into legislation in 2010 as Bill 93:

"A driver of a vehicle shall not pass a bicycle travelling in the same direction as the vehicle that is being ridden to the far right of the driver of the vehicle on the roadway, on the shoulder or in an adjacent bicycle lane unless...the driver leaves at least one metre open space between the vehicle and the cyclist.

Notwithstanding subsection 115(2), a driver of a motor vehicle may cross a line to pass a bicycle in accordance with subsection (1) if the driver can do so safely as required by Section 100."

Ontario

Highway Traffic Act—Part X, Section 148 (6.1), which was passed into legislation in 2015 as Bill 31, "Making Ontario's Roads Safer Act".

"Every person in charge of a motor vehicle on a highway who is overtaking a person travelling on a bicycle shall, as nearly as may be practicable, leave a distance of not less than one metre between the bicycle and the motor vehicle and shall maintain that distance until safely past the bicycle.

(6.2) The one metre distance required by subsection (6.1) refers to the distance between the extreme right side of the motor vehicle and the extreme left side of the bicycle, including all projections and attachments."

Quebec

Highway Safety Code—Chapter 91, Section 341 (6.1), which was passed into legislation in 2018 as Bill 165, "An Act to amend the Highway Safety Code and other provisions".

"The driver of a road vehicle may not pass a cyclist within the same traffic lane unless it can be done safely, after reducing the vehicle's speed and ensuring that a reasonable distance can be kept between the vehicle and the cyclist during the manoeuvre.

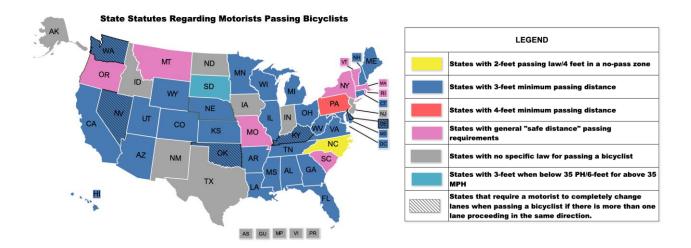
In no case may the driver of a road vehicle perform this manoeuvre if the part of the roadway on which the driver must encroach is not clear of traffic for a sufficient distance, in particular if another vehicle is oncoming or is coming up alongside the vehicle. In such a case, the driver must remain in the lane and reduce the vehicle's speed, in particular by staying behind the cyclist. ...

A reasonable distance is 1.5 m on a road where the maximum authorized speed limit is more than 50 km/h or 1 m on a road where the maximum authorized speed limit is 50 km/h or less.

This section applies to the driver of a road vehicle when meeting or passing a pedestrian, with the necessary modifications. It also applies to such a driver if the cyclist or pedestrian is travelling on the shoulder or on a cycle lane that is not separated from the roadway by a median strip or any other raised physical device."

Minimum Passing Distance Laws in the U.S.

According to the <u>National Conference of State Legislators</u>, as of February 2021, 33 states (and the District of Columbia) have enacted minimum passing distance laws that require motor vehicle operators to leave at least 3 feet when passing a bicycle operator:



A Safe Passing Law for B.C.

With strong evidence that close passing contribute to crash risks and injury rates, is a gender equity and social justice issue that works against contemporary transportation policies, and that similar laws have been successfully passed into law and adopted in jurisdictions across North America, it's appears to be time for B.C. to enact minimum passing distance legislation.

With the province's Active Transportation Strategy calling for walking and cycling rates to double by 2030, and RoadSafetyBC aiming for 'Vision Zero', something must be done. Across North America and in Canada new laws have been successfully passed and adopted.

The time for a Minimum Passing Distance to protect vulnerable road users in B.C. is now.

For more information:

Colin Stein
Executive Director
colin.stein@bccycling.ca

Motor Vehicle Act & Regulatory Reform Subcommittee admin@bccycling.ca

About The BC Cycling Coalition

The BC Cycling Coalition (BCCC) is a non-profit, member-driven society focused on active transportation and mobility in British Columbia. The BCCC works on transportation policy, engages with government, and delivers provincial cycling programs like Bike Sense and Kids on Wheels, in order to help make active transportation safe, practical and enjoyable for all British Columbians. www.bccc.bc.ca



The Corporation of the District of Saanich | Mayor's Office 770 Vernon Avenue Victoria BC V8X 2W7 | T 250-475-5510 | F 250-475-5440 | www.saanich.ca

June 29, 2021

Sent via email

To British Columbia Municipal Elected Officials:

Re: UBCM Resolution on a Replacement B.C. Climate Action Revenue Incentive Program

This letter will confirm that Council, at their meeting held June 21, 2021, considered a report on a Union of British Columbia Municipalities (UBCM) resolution on a replacement B.C. Climate Action Revenue Incentive Program and resolved as follows:

"That:

1. WHEREAS the Ministry of Municipal Affairs announced in May 2021, without consultation, the cancellation of the Climate Action Revenue Incentive Program (CARIP) without identifying any new consistent, non-competitive funding for the development, implementation or administration of local government climate action programs, undermining the ability of local governments to participate in climate action initiatives;

AND WHEREAS 187 local governments in British Columbia have voluntarily signed onto the Climate Actin Charter and by doing so have been able to access CARIP funding;

AND WHEREAS under the CleanBC Plan, the Province of British Columbia recently amended the Climate Change Accountability Act to include a sectoral GHG emissions reduction target of 59 to 64% below 2007 levels by 2030 for buildings and communities, requiring the development and implementation of comprehensive climate action initiatives and regulatory programs by local governments; and

THEREFORE BE IT RESOLVED that UBCM ask the Ministry of Municipal Affairs and the Ministry of Environment and Climate Change Strategy to replace CARIP with a new, consistent, non-competitive funding program

- commencing in the 2022 fiscal year, informed by engagement with local governments and that provides them with equivalent or better funding, enabling them to be effective and accountable partners with the Province in achieving Provincial and local government climate goals and targets.
- 2. Council direct staff to share this report and resolution with the Capital Regional District Board of Directors and other British Columbia municipal elected officials, seeking support for the resolution in advance of the UBCM conference in September 2021."

The report dated June 3, 2021 can be found <u>here</u> and the June 21, 2021 meeting minutes will soon be available on our website.

Sincerely,

Fred Haynes

Mayor

cc: Saanich Council

Sharon Hvozdanski, Director of Planning



LEGISLATIVE DIVISION

The Corporation of the District of Saanich

Report

To:

Mayor and Council

From:

Sharon Hvozdanski, Director of Planning

Date:

June 3, 2021

Subject:

UBCM Resolution on a Replacement B.C. Climate Action Revenue Incentive

Program (CARIP)

File: 1300-50 • Provincial Governments

RECOMMENDATION

That Council:

- Endorse the resolution included in Attachment 1 for a Replacement Climate Action Revenue Incentive Program (CARIP) funding program and submit this to the Union of British Columbia Municipalities for their Annual General Meeting prior to the June 30, 2021 deadline; and
- 2. Share this Report and resolution with the Capital Regional District Board of Directors, and other British Columbia municipal elected officials, seeking support for the resolution in advance of the Union of British Columbia Municipalities Conference in September 2021.

PURPOSE

The purpose of this report is to provide Council with a draft Union of British Columbia Municipalities (UBCM) resolution for their consideration and endorsement that seeks a swift replacement of the Climate Action Revenue Incentive Program (CARIP) with a program that provides consistent, non-application funding to allow the District of Saanich and other municipalities to continue their work at a scale that can deliver on the Provincial CleanBC Plan and Municipal Climate Plans.

DISCUSSION

Previous Council Direction

At the May 17, 2021 Special Council Meeting, staff presented a Report that outlined the announcement by the Province regarding the end to CARIP, the considerable negative implications this has for climate action in Saanich and proposed next steps. Council approved the recommendations outlined within the report, amended as follows:

"That Council:

- 1. Receive for information the report of the Director of Planning dated May 13, 2021.
- 2. Direct the Mayor to send a letter to the Premier, the Minister of Municipal Affairs; the Minister of Environment and Climate Change Strategy; the Minister of Finance, and

1300-50 June 3, 2021

the Union of British Columbia Municipalities (UBCM) based upon the draft provided, detailing the impact of cancelling the Climate Action Revenue Incentive Program (CARIP) and the need for a swift replacement that provides consistent, non-application funding to allow the District of Saanich and other municipalities to continue their work at a scale that can deliver on the Provincial CleanBC Plan and Municipal Climate Plans.

- 3. Direct staff to draft a resolution to UBCM on a replacement CARIP program and present this to Council for consideration prior to the June 30, 2021 submission deadline.
- 4. Share this report and attachments with the Capital Regional District Board of Directors, other BC municipal elected officials and Chief Administrative Officers in advance of the UBCM Conference in September, 2021."

Recommendations #1, #2 and #4 are now completed. This Report is in response to recommendation #3.

Draft UBCM Resolution

Attachment 1 includes a proposed UBCM resolution for Council's consideration. This resolution has been based upon a resolution drafted by City of Richmond staff and shared with several local municipalities, including the District of Saanich, for input and discussion soon after the Provincial CARIP announcement. The resolution aligns extremely well with District of Saanich goals and the direction provided by Council at their meeting on May 17, 2021 by outlining:

- The importance of local governments in tackling climate action;
- The intent of the Climate Action Charter to build local government capacity to plan and implement climate change initiatives;
- The importance of non-competitive and consistent CARIP funding and how the termination of CARIP undermines the ability of local governments to reduce greenhouse gas (GHG) emissions, address climate impacts and achieve the Charter goals; and
- The need for the Province to collaborate with local governments on a replacement funding program that:
 - o Provides stable, non-competitive funding to local governments equivalent to or better than the current CARIP levels of funding;
 - o Will be implemented in the 2022 fiscal year; and
 - o Enables local governments to be effective partners with the Province in achieving Provincial and local government climate goals and targets.

City of Richmond staff will present a resolution to their Council for consideration in late June. It is understood that there are other local and regional governments also presenting similar resolutions to their Councils or Boards in advance of the June 30, 2021 UBCM deadline. In addition, the Association of Vancouver Island and Coastal Communities (AVICC) Executive endorsed a UBCM resolution during the 2021 convention in late May. This resolution requests the Ministry of Municipal Affairs to postpone the termination of CARIP until local governments have been consulted on continued Provincial support.

In terms of process, there is the opportunity to support UBCM resolutions endorsed by other local governments rather than submitting one directly from the District of Saanich. Elected

1300-50 June 3, 2021

officials then have the ability to speak to the resolution and vote on it at the annual conference. While there is an existing UBCM resolution on CARIP that has been endorsed by AVICC, there is great value in including some direction regarding a future replacement program and this is not addressed within that resolution. As no other resolution had been endorsed at time of writing, staff are recommending that the District of Saanich submit a resolution to UBCM as included in Attachment 1. UBCM have indicated that it is acceptable for multiple resolutions to be received on the same topic and while only one would be chosen for debate based upon clarity and resolution guidelines, the others will be referenced.

ALTERNATIVES

- 1. That Council approve the recommendations as outlined in this report.
- 2. That Council reject the recommendations as outlined in this report.
- 3. That Council provide alternate direction to staff.

FINANCIAL IMPLICATIONS

The District of Saanich has participated in the CARIP program since signing the Climate Charter in 2007 and has benefited from more than \$1.3 million from the program over the last 10 years. In 2020, CARIP funding amounted to \$154,072. This forms a substantial portion of the Sustainability Division's budget. Should a similar Provincial program that provides consistent funding for municipal climate action not be developed to replace CARIP by 2022, then staff will need to bring forward a resource request to Council as part of the 2022 budget to ensure the required sustained funding necessary, to effectively deliver on the Climate Plan actions and goals. A UBCM resolution on a replacement consistent and non-competitive funding program will drive the discussion required for a Provincial response that hopefully negates the need for the District of Saanich to fill this funding gap.

Staff will continue to apply for senior government and other sources of external funding. That said, the time spent seeking out and applying for external funding draws valuable staff resources away from work on corporate and community GHG initiatives.

STRATEGIC PLAN IMPLICATIONS

The 2021 Council Budget requests and Sustainability Division and Planning Department work plans have been developed on the understanding that the CARIP program will continue. As such, removal of this funding without a suitable and consistent replacement impacts the ability to deliver on the 2019 - 2023 Council Strategic Plan Goal: 'Climate Action and Environmental Leadership', most notably the initiative to implement Saanich's Climate Plan.

CONCLUSION

The end of the Climate Action Revenue Incentive Program (CARIP), absence of a replacement provincial program and shift towards competitive funding applications has considerable implications for dedicated municipal staffing and climate action across B.C. and jeopardises a decade's worth of work monitoring and reporting on local government greenhouse gas (GHG) emissions.

1300-50 June 3, 2021

In response to this and Council's direction at their May 17, 2021 Special Meeting, staff are recommending that Council endorse the attached UBCM resolution (Attachment 1), seeking a swift replacement of the CARIP program with one that is developed in collaboration with local governments and provides consistent funding dedicated to climate action and that allows municipalities to continue our work at a scale necessary to address the Climate Emergency and deliver on CleanBC and Municipal Climate Plan goals.

Prepared by:	lebaleda
	Rebecca Newlove, Manager of Sustainability
Approved by:	Hosbur
	Sharon Hyozdanski, Director of Planning

RN/jsp

Attachments: 1. Proposed Union of B.C. Municipalities (UBCM) Resolution re: Provincial Climate

Director of Planning

Action Funding after CARIP

cc: Valla Tinney, Director of Finance

ADMINISTRATOR'S COMMENTS:

I endorse the recommendation

Paul Thor elsson, Chief Administrative Officer

Attachment 1: Proposed Union of B.C. Municipalities (UBCM) Resolution re: Provincial Climate Action Funding after CARIP

WHEREAS the Ministry of Municipal Affairs announced in May 2021, without consultation, the cancellation of the Climate Action Revenue Incentive Program (CARIP) without identifying any new consistent, non-competitive funding for the development, implementation or administration of local government climate action programs, undermining the ability of local governments to participate in climate action initiatives;

AND WHEREAS 187 local governments in British Columbia have voluntarily signed onto the Climate Action Charter and by doing so have been able to access CARIP funding;

AND WHEREAS under the CleanBC Plan, the Province of British Columbia recently amended the Climate Change Accountability Act to include a sectoral GHG emissions reduction target of 59 to 64% below 2007 levels by 2030 for buildings and communities, requiring the development and implementation of comprehensive climate action initiatives and regulatory programs by local governments:

THEREFORE BE IT RESOLVED that UBCM ask the Ministry of Municipal Affairs and the Ministry of Environment and Climate Change Strategy to replace CARIP with a new, consistent, non-competitive funding program commencing in the 2022 fiscal year, informed by engagement with local governments and that provides them with equivalent or better funding, enabling them to be effective and accountable partners with the Province in achieving Provincial and local government climate goals and targets.



The Corporation of the District of Saanich | Mayor's Office

770 Vernon Avenue Victoria BC V8X 2W7 | T 250-475-5510 | F 250-475-5440 | www.saanich.ca

Sent via email: pm@pm.gc.ca
July 2, 2021

The Right Honourable Justin P.J. Trudeau, P.C., M.P. Prime Minister of Canada
Office of the Prime Minister
80 Wellington Street
Ottawa, ON K1A 0A2

Dear Prime Minister Trudeau,

Re: Residential Schools

On June 21, 2021, Saanich Council considered a notice of motion and resolved as follows:

"Whereas the recent discovery of the remains of 215 aboriginal children at the site of a former Residential School on the Tk'emlúps te Secwépemc First Nation territory has once again brought to light the dark past of the Residential School system; and

Whereas there may be other sites in this country where similar conditions exist; and

Whereas some First Nations, Métis groups, or Inuit Councils may be interested in pursuing further investigation of these sites; and

Whereas the Federal Government announced on June 9, 2021, a commitment to earmark \$27M specifically toward assisting Indigenous communities in locating and memorializing children who died at residential schools:

Therefore be it resolved that Council authorize the Mayor to write to the Prime Minister and other federal and provincial officials, as appropriate, to request that:

- The Federal Government commit to providing adequate resourcing to any First Nation, Métis governanced organization, or Inuit Council in Canada which requests by way of a Band Council Resolution or other appropriate communication from a legitimately representative body of the organization a desire to investigate, with ground penetrating radar or by other means, the possibility that remains of Residential School residents may be interred on the grounds of those former schools or elsewhere within their traditional territories.
- And that this resourcing also include funds to scientifically ascertain the identities of any found remains.
- And that this resourcing also include funds to repatriate any found remains to their families, clans, or nations of origin.

And be it further resolved that the letter include a request that the government implement the 94 recommendations of the Truth and Reconciliation Commission.

And be it further resolved that a copy of this Resolution be forwarded to all member municipalities of the Union of British Columbia Municipalities, with a request for their support of this initiative."

A link to the notice of motion dated June 14 can be found <u>here.</u> The meeting minutes will soon be available on our <u>website.</u>

Yours Sincerely,

Fred Haynes

c: The Honourable Chrystia Freeland, Deputy Prime Minister and Minister of Finance

The Honourable Carolyn Bennett, Minister of Crown-Indigenous Relations

The Honourable Dominic LeBlanc, President of the Queen's Privy Council for Canada and Minister of Intergovernmental Affairs

The Honourable Ahmed D. Hussen, Minister of Families, Children and Social Development

The Honourable Steven Guilbeault, Minister of Canadian Heritage

The Honourable Marc Miller, Minister of Indigenous Services

The Honourable John Horgan, Premier of British Columbia

The Honourable Mitzi Dean, Minister of Children and Family Development

The Honourable Lisa Beare, Minister of Citizens' Services

The Honourable Selina Robinson, Minister of Finance

The Honourable Murray Rankin, Minister of Indigenous Relations and Reconciliation

Saanich Council

British Columbia Municipalities



1196213

July 14, 2021

Their Worship Victor I. Cumming Mayor of the City of Vernon 3400 30th St Vernon BC V1T 5E6

Dear Mayor Cumming:

Thank you for your letter of April 27, 2021, regarding federal recognition of the overdose crisis as a national public health emergency. I am pleased to also respond on behalf of the Honourable John Horgan, Premier, and the Honourable Adrian Dix, Minister of Health.

I am heartened by the City of Vernon's advocacy and your desire, as Mayor and Council, to bring national recognition to British Columbia's overdose crisis. The City of Vernon has been showing leadership in many ways and I know that you have successfully implemented and integrated overdose prevention services in your downtown area. Lives are being saved by these efforts.

We are committed to working with our provincial and federal counterparts, community and policing partners, municipal governments, and people with lived and living experience to develop innovative and effective ways of connecting British Columbians and Canadians to appropriate substance use treatment and recovery options.

I appreciate your kind words of support for our ministry's work as we continue to build an accessible, robust, and culturally safe mental health and substance use system of care in BC. I have attached a <u>backgrounder</u> summarizing supports our government has brought to bear on the toxic drug crisis, knowing there is more to do.

Thank you for all that you do to support vulnerable people living in BC.

Best wishes,

Sheila Malcolmson

Minister

pc: Honourable John Horgan, Premier

Honourable Adrian Dix, Minister of Health

THE CORPORATION OF THE CITY OF VERNON

BYLAW NUMBER 5866

A bylaw to authorize the discharge of Rezoning Bylaw No. 292, 1978 and Land Use Contract Agreement Bylaw No. 291, 1978, LTO #P2461

WHEREAS the owner of Lot 21, Sec. 11, TP 13, ODYD, Plan 31060 (9228 Kokanee Road) has requested that Council of The Corporation of the City of Vernon discharge "Rezoning Bylaw No. 292, 1978" and "Land Use Contract Agreement Bylaw No. 291, 1978" LTO #P2461 and all amendments thereto;

AND WHEREAS Section 546 of the *Local Government Act* permits a municipality to discharge a Land Use Contract by bylaw, with the agreement of the local Council and the owner of any parcel that is described in the bylaw as being covered by the Land Use Contract:

NOW THEREFORE the Council of The Corporation of the City of Vernon, in open meeting assembled, enacts as follows:

- 1. This bylaw may be cited for all purposes as "9228 Kokanee Road Land Use Contract LTO Registration Number P2461, Discharge Bylaw Number 5866, 2021".
- 2. That the Corporation of the City of Vernon be and is hereby authorized to discharge Rezoning Bylaw No. 292, 1978 and Land Use Contract Agreement Bylaw No. 291, 1978, LTO Registration Number P2461, being registered against the following described lands in the Land Title Office, Kamloops, B.C.:

Lot 21, Sec. 11, TP 13, ODYD, Plan 31060 (9228 Kokanee Road)

as shown as outlined on the plan attached hereto as **Schedule "A"**.

PAGE 2

BYLAW NUMBER 5866

necessary discharge documents on behalf of The Corporation of the City of Vernon, and

generally to do all things necessary to give effect to the matters set out herein.

That the Mayor and Corporate Officer be and are hereby authorized to execute the

3.

READ A FIRST TIME this	28 th day of June, 2021.		
READ A SECOND TIME this	28 th day of June, 2021.		
PUBLIC HEARING held in accordance with the requirements of the <i>Local Government Act</i> this 19 th day of July, 2021.			
READ A THIRD TIME this	day of , 2021.		
ADOPTED THIS day of , 2021	I.		
Mayor	Corporate Officer		
Mayor	Corporate Cilicol		

Schedule 'A'
Attached to and forming part of Bylaw 5866
"9228 Kokanee Road Land Use Contract LTO Registration Number P2461,
Discharge Bylaw Number 5866, 2021"

