



**VIRTUAL MEETING OF THE
NORTH VANCOUVER RECREATION & CULTURE COMMISSION**

Thursday, March 11, 2021, 5:30 pm

(Zoom link to be provided)

MEETING AGENDA

- I. Call to Order**
- II. Approval of the Agenda**
- III. Adoption of the Minutes of the Last Meeting** Attachment
- IV. Director's Report** Attachment
- V. Items for Information**
 - a) Financial Assistance Program Update Attachments
 - b) 2021 Committee Appointments Attachment
- VI. Items for Discussion/Decision**
 - a) Anti-racism Initiative Attachment
- VII. Other Business**
- VIII. Next Meetings**

The next virtual meetings are:

 - Special Meeting, Thursday, April 15, 2021 at 5:00 pm (HJ CRC update)
 - Regular Meeting, Thursday, May 20, 2021 at 5:30 pm
- IX. Adjournment**



Virtual Meeting of the North Vancouver Recreation & Culture Commission

Thursday, January 21, 5:00 pm

MEETING MINUTES

Attendees: Commissioner Franci Stratton
Commissioner Holly Back
Commissioner Mary Carmichael
Commissioner Cyndi Gerlach
Commissioner Angela Girard
Commissioner Herman Mah
Commissioner John Moore
Commissioner Lisa Muri
Commissioner Dave Wilson

Staff: Heather Turner, Director of Recreation & Culture
Jennifer Wilson, Manager, Recreation & Culture Services
Gary Houg, Manager, Maintenance & Engineering Services
Howard Kiang, Assistant Manager, Maintenance & Engineering Services
Karen Bickford, Section Manager, Finance
Anne Rodgers, Section Manager, Communications, Marketing & Special Initiatives
John Rice, Cultural Services Officer
Veronica Labrosse, Executive Assistant

Regrets: Commissioner Betty Forbes

Note: *Second City citizen representative to be appointed*

I. Call to Order

Director Turner called the meeting to order at 5:00 pm. The start time of the meeting was adjusted to accommodate a Closed Meeting prior to the Regular Meeting (no public were in attendance in accordance with current Public Health Orders). As the Commission Chair is elected at the first Commission Meeting of the year, Director Turner proceeded with the nomination process prior to the Closed Meeting being called to order.

II. Election of Officers for 2021

a) Chair

Director Turner asked for nominations. Commissioner Back nominated Commissioner Stratton, and she accepted. Commissioner Muri seconded the

nomination. Director Turner asked for further nominations and none were received. Commissioner Stratton was thereby appointed as Commission Chair.

III. **Adjournment to the Closed Meeting**

Chair Stratton requested a motion to move the Regular Meeting into the Closed portion.

Moved by Commissioner Muri; **seconded** by Commissioner Gerlach

THAT the Regular Meeting be adjourned at 5:04 pm to the Closed portion, in accordance with Section 90 of the *Community Charter*.

Carried

IV. **Resumption of the Regular Meeting**

Chair Stratton asked for a motion to resume the Regular Meeting.

Moved by Commissioner Girard; **seconded** by Commissioner Back

THAT the Regular Commission Meeting be called back to order.

Carried

The Regular Meeting resumed at 5:09 pm.

V. **Election of Officers for 2021 - continued**

b) Vice-Chair

Director Turner invited the Commissioners and staff to provide a brief introduction prior to resuming the election process.

Chair Stratton asked for nominations for the position of Vice-Chair. Commissioner Muri nominated Commissioner Mah, and he accepted. Commissioner Back seconded the nomination. Chair Stratton asked if there were further nominations and none were received. Commissioner Mah was thereby appointed as Commission Vice-Chair.

Director Turner advised that a second City of North Vancouver citizen representative will be appointed by City Council shortly.

VI. **Approval of the Agenda**

Moved by Commissioner Muri; **seconded** by Commissioner Back

THAT the agenda be approved as circulated.

Carried

VII. Adoption of the Minutes of the Last Meeting

Moved by Commissioner Back; **seconded** by Commissioner Gerlach

THAT the minutes of the November 19, 2020 Meeting be adopted.

Carried

VIII. Director's Report

Director Turner highlighted items in the report, including "good news" stories and feedback from patrons.

Director Turner provided details on current service levels and programming (which excludes rentals). Jennifer Wilson, Manager of Recreation & Culture Services, provided additional detail on aquatics, skating and tennis. Councillor Muri commented on the increased number of visits to regional parks.

IX. Items for Information

a) Proposed Schedule of 2021 Virtual Meetings, Conferences and Events

Director Turner asked that Commissioners advise the Executive Assistant if any of the proposed dates are conflictual.

Following a Commissioner question on the virtual BCRPA Symposium, Director Turner advised that this is the first year it is being presented virtually, and that Commissioners have historically been encouraged to attend. Once the program information is available, it will be shared.

b) 2021 Committee Appointments

Moved by Commissioner Girard; **seconded** by Commissioner Gerlach

THAT the Commission receive information on the 2021 Committee Appointments for their consideration.

Carried

Director Turner advised that the appointments are open to all Commissioners. She asked that Commissioners email her their interest in being appointed by Thursday, February 4, and she will review the expressions of interest with the Chair.

X. Items for Discussion/Decision

a) Arts & Culture Grants Review Committee Appointment

Moved by Commissioner Muri; **seconded** by Commissioner Mah

THAT the Commission appoint Stacie Graham to the Arts & Culture Grants Review Committee effective immediately.

Carried

John Rice, Cultural Services Officer (and staff support to the Arts & Culture Grants Review Committee), expressed his appreciation to outgoing Committee member Pamela Hart.

b) 2021 Arts & Culture Grants

Director Turner spoke to the role of the Arts & Culture Grants Review Committee. J. Rice provided additional information on the review process and answered Commissioner questions.

Moved by Commissioner Muri; **seconded** by Commissioner Back

THAT the Commission approve Arts & Culture grants in the amount of \$82,000, including \$60,500 in Programming & Project Assistance Grants and \$21,500 in Celebrations & Events Grants, as outlined in this report;

AND THAT the Commission approve a Community Public Art grant in the amount of \$15,000 from the City of North Vancouver's public art fund to support a First Nations reconciliation project at Presentation House.

Carried

Chair Stratton thanked J. Rice for the detailed report.

c) Lions Gate Community Recreation Centre

Director Turner spoke to the report, the application of the cost-sharing formula, and the process for the designation of Core Facilities.

Moved by Commissioner Girard; **seconded** by Commissioner Muri

THAT the Commission recommend to City and District of North Vancouver Councils that the Lions Gate Community Recreation Centre be deemed a Core Facility and that the cost-sharing formula for the overall North Vancouver Recreation & Culture operating budget be applied to this centre upon opening.

Carried

XI. Other Business

Director Turner advised that the orientation for the new Commissioners will take place once the new City citizen representative has been appointed to the Commission.

No further business was brought forward.

XII. Next Meeting

The next virtual meeting is scheduled for Thursday, March 11, 2021 at 5:30 pm.

XIII. Adjournment

Moved by Commissioner Muri; **seconded** by Commissioner Girard

THAT the meeting be adjourned at 6:53 pm.

Carried

Approved:

Recorded by:

Franci Stratton, Chair

Veronica Labrosse, Executive Assistant

Date

Commission Meeting Date:

March 11, 2021

Subject: Director's Report

This report outlines the Strategic Plan results achieved since the last meeting.

Strategic Priority Area: Proactively Respond to Recreation and Culture Needs

- On February 8, following further consultation with Vancouver Coastal Health's Medical Health Officer, protocols were revised to require fitness centre customers to wear a mask at all times, except when using cardio machines and when drinking water. Individuals who have a medical exemption may work out without a mask.
- Due to an issue with individuals with memberships booking sessions and not showing up, a "No-Show Procedure" is being implemented effective March 15. This new procedure has been implemented to maximize the number of spots for all community members to stay active. When an individual does not cancel their booking at least one hour before the start time (to allow individuals on the wait list to access the spot) or does not show up, this will be deemed a "No Show". Once an individual has three "No Shows" in a week, they will lose the ability to book online for one week and will need to call to make bookings.
- A number of workshop-style programs have been created for youth, including a TikTok Dance Workshop, Dodgeball Youth Dodge, Duck and Dive Training, a Basketball All-Star Challenge and a Spring Break Floatie Swim. The fee is nominal and the uptake is currently at 84% of maximum capacity. It is anticipated the programs will fill prior to their start. Typically, youth would have access to a number of Youth Lounges though it is not feasible to open them at this time.
- High-intensity group fitness programs are allowed outdoors (in accordance with the Provincial Health Orders) and a number of new programs started in February in both the City (Shipyards: Spin) and the District (Parkgate Park: Express Workout). Registration is at 100% capacity for all classes that currently run until the end of Spring Break. Additional classes are being planned in various locations in an effort to meet demand.
- Family Day activities were a great success again this year. Residents enjoyed public swims and skates, family art classes, family yoga, a photo scavenger hunt including FUN kits, and a regalia paddle necklace workshop with a Coast Salish artist and instructor.
- Registration for Spring Break camps started on January 25 and all camps are currently full with waitlists.

- “Book a Visits” for fitness centres, public swim and skate, pottery studio times and membership fitness classes are well-subscribed. Staff are continually monitoring participation to maximize the spots that are available.

Strategic Priority Area: Optimizing Human, Fiscal and Physical Resources and Systems

- NVRC has migrated all staff email to Office 365 to better support organizational needs including remote work due to the pandemic. Office 365 provides increased mailbox size compared to NVRC’s legacy system and ensures the organization has access to the latest security tools including antivirus protection.

Strategic Priority Area: Extend our Effectiveness through Collaboration

- The construction of the Lions Gate Community Recreation Centre is progressing. The Steering Committee, including staff from the District, District Public Library, Capilano Community Services Society and the NVRC is preparing more detailed service plans. Finalizing the furniture, fixtures and equipment is also underway.
- At key milestones in the new Harry Jerome Community Recreation Centre development process, NVRC has, on behalf of the City, hosted workshops with the architects and key user groups, including a workshop with aquatic user groups. Over the past few weeks, eight NVRC staff workshops were also held to further fine-tune the interior layout of spaces.
- The detailed design phase for the Lynn Creek Community Recreation Centre has commenced. NVRC staff continue to work closely with District staff, the architects and tenants of the new facility. This facility is scheduled to open late 2022/early 2023.

Strategic Priority Area: Enhance Understanding of the Scope and Impacts of our Services

- Throughout the pandemic, NVRC has continued to educate, inform and inspire community members and customers through its Active Living Blog. Since its launch in 2016, over 400 articles have been published on topics ranging from fitness and wellness tips; outdoor recreation and arts & culture opportunities; to profiles of NVRC customers and staff; and the impact NVRC is having on the health of our community. Blogs are promoted through the website, social media channels and email newsletters, as well as to a subscriber base of over 500 people. The articles continue to provide an impactful way of connecting with and providing value to community members.



Heather A. Turner
Director of Recreation & Culture

Commission Meeting Date:

March 11, 2021

Report Author: Jennifer Wilson, Manager of Recreation & Culture Services

Subject: Financial Assistance Program Update

RECOMMENDATION:

THAT the Commission receive the Financial Assistance Program Update for information.

BACKGROUND:

The North Vancouver Recreation & Culture Commission (NVRC) Strategic Plan includes a commitment to provide underserved individuals with the health and social benefits associated with participating in recreation and culture opportunities.

Many North Vancouver residents face financial barriers to participating in programs and services:

- The 2016 Census identifies 14% (7,240) of City residents and 9% (7,325) of District residents as living at or below the Low Income Cut-off threshold (a federally established threshold for poverty).
- The data from the Early Development Instrument (EDI) identifies pockets of developmental vulnerability among kindergarten children within North Vancouver. The EDI recommends access to neighbourhood-based, low-cost, play-based, and early years programs to improve the health and resilience of children and their families.
- The 2018 NVRC Community Needs Assessment data found that of those who perceived having a barrier to participation, cost was the fourth most frequently mentioned barrier. Respondents tended to be female, those with lower incomes, and between the ages of 19 to 24 years old.

Since 1992, the NVRC's Financial Assistance Program has provided support to those with financial hardship (see Attachment 1 – Policy No. 202). The Financial Assistance Program is comprised of:

- One-on-one leisure counselling;
- Access Swim and Skate Passes which provide children, youth and adults swim and skate admissions at no cost; and
- Reduced fees for registered programs and memberships.

Approximately 2,500 residents typically access the Financial Assistance Program annually. In addition to the above, many people with financial barriers also participate in a variety of free and low-cost programs, services and community events provided by NVRC.

The Commission, recognizing the important role NVRC plays in the lives of those with financial difficulties, asked staff to provide an update on the Financial Assistance Program.

DISCUSSION:

In mid-March 2020, the routines of many North Vancouver residents were significantly impacted when NVRC closed facilities and cancelled services due to COVID-19. Often those with financial limitations are the people that need public recreation and culture services the most. In addition to the health benefits, access to recreation and culture opportunities can also provide stress and anxiety reduction, non-medical interventions to depression and anxiety, enhanced self-esteem and improved physical fitness. The social benefits of NVRC's services result in reduced feelings of isolation, provision of places of respite, contribution to feelings of accomplishment and mastery, and significant improvement to quality of life.

During 2020 there was a significant decline in requests for Financial Assistance. Staff attribute this decline to a number of factors:

- Facilities were closed and most services cancelled for six months.
- The fear of contracting COVID-19 caused some customers, especially those with compromised health, to avoid public indoor facilities.
- Community support agencies that usually facilitate participation with individuals and group homes or run programs jointly with NVRC chose to reduce or cancel services.
- As with all of NVRC's passes, the free swim and skate pass was suspended for some time since the Provincial Health Orders (PHO) did not allow drop-ins.
- The reduced capacities in pools, arenas and program spaces to adhere to PHO meant programs needed to be redesigned and this presented a barrier for some:
 - All activities had scheduled times, and customers could not drop-in. The schedule for programs had to include access/egress and cleaning times, and therefore reduced activity time.
 - There were limited spaces in programs and spots filled quickly.
 - The value for many people is the social component of NVRC programs and socialization is prohibited by the PHO.
 - Popular programs such as Group Fitness and Adult Dance were suspended.
 - For health reasons, change rooms and shower facilities were closed when indoor facilities re-opened. They have since been made available for those who need to access them.
 - Hot tubs and saunas are very popular amenities; they too are not open to the public.

The following steps have helped to maximize participation by individuals requiring financial assistance:

- A number of low-cost spots were provided in the children's summer camps.
- Staff reached out to Access customers to advise them of the less popular times in the fitness centres and lane swimming, and to remind them they could use the Financial Assistance Program.
- Increased program information such as detailed information on safety protocols, and more "how to" information on the website ensured people were better informed, could more easily self-serve and have the time to assess the activities in which they were interested.
- With the general public accessing online registration for programs and "Book a Visit", staff had more capacity for telephone and in-person support.
- For families looking for free swim and skate options, a new free pass was activated in January 2021 allowing them to secure a space online.
- A new process has been developed to allow support workers to register online for programs at no cost.
- Where the PHO allows, some of the \$2.00 program opportunities including fitness and sport classes have restarted. If permitted in the PHO, two new \$2.00 fitness classes will be added for April for a total of four low-cost fitness classes per week.
- Agencies that provide support to vulnerable individuals are beginning to reactivate their passes.
- As new services become available, NVRC's Leisure Access Counsellor, Inclusion Programmer and Programmers in each facility are reaching out to Access customers to support them in returning to NVRC programs and services.
- Staff are offering fitness and arts programming in conjunction with community agencies such as Vancouver Coastal Health Community Mental Health, The Foundry (for youth), and the Canadian Mental Health Association (Steps Programs). Programs with the Canuck Autism Network are scheduled to resume in April.

Since the new year, more Access customers are connecting with NVRC staff as services with which they are familiar are reactivated, and as customers feel more comfortable returning to community recreation centres.

BUDGET IMPLICATIONS:

There are no financial implications directly associated with this report. The 2021 provisional operating budget includes \$112,200 to support individuals with financial barriers to participation in NVRC recreation and culture programs and services, and this amount is supplemented by staffing and no/low cost programs offered.

CONCURRENCE & COMMUNICATION PLAN:

Information on the Financial Assistance Program is made available to the public through regular communication channels. The Leisure Access Counsellor and Inclusion Programmer each liaise with community organizations and agencies to connect potential customers with NVRC staff. There are Programmers at each facility that

provide leisure counselling, administer financial assistance and welcome customers to the facility.

CONCLUSION:

The NVRC is committed to providing options to allow individuals with financial barriers to access public recreation and culture services. Staff continuously monitor the uptake in services and develop strategies to respond to those barriers that NVRC is able to address.



Heather A. Turner
Director of Recreation & Culture



POLICY MANUAL

Policy No. 202

Section:	Finance
Title	Financial Assistance Program

REASON FOR POLICY

To ensure equal access to North Vancouver Recreation & Culture Commission (NVRC) programs and services for residents living on low income and to provide guidelines to determine an individual's eligibility and contribution to a reduced fee.

POLICY

1. The Financial Assistance Program is guided by the following principles:
 - a) Every resident of North Vancouver (City and District) has equal access to the benefits of municipal recreation and culture services regardless of financial circumstances, language, culture, gender or ability.
 - b) Accessible recreation and culture is a basic right for all people and essential to individual, family and community well-being.
 - c) The Financial Assistance Program and eligibility process will be implemented with respect and confidentiality to maintain the individual's dignity.
 - d) The one-to-one, relationship-based assessment process to determine financial assistance eligibility is a critical element in providing support based on need to individuals experiencing financial barriers to participation.
2. To access the Financial Assistance Program, individuals and families must be residents of the City or District of North Vancouver.
3. The Financial Assistance Program is comprised of:
 - a) One-on-one Leisure Counselling: to ensure alignment between individual goals and the services provided.
 - b) Access Play Pass which includes: Public Swim, Public Skate, Open Gym Drop-In and Early Years Drop-In admissions at no cost to eligible residents.

- c) Reduced fees for recreation and culture programs and fitness memberships: based on the individual's/family's ability to pay. The maximum reductions shall be no greater than 50% for fitness memberships and 75% for registered programs.
4. Under exceptional circumstances, the Director of Recreation & Culture or designate may provide free-of-charge access to recreation and culture programs for residents living on low income and in difficult life circumstances.
 5. The NVRC distributes Health and Wellness (fitness) and Swim/Skate Introductory Passes to North Vancouver community social service agencies and partners to enable partners to encourage their clients, living on low income and in difficult life circumstances, to access recreation and culture activities.

AUTHORITY TO ACT

Authority to act is delegated to the Director of Recreation & Culture.

Original Approval Date:	March 9, 1992	Approved by:	Commission
Amended:	June 12, 2008	Approved by:	Commission
Amended:	June 6, 2019	Approved by:	Commission

2021 Committee Appointments

Standing Committees	Number of Representatives	Representatives
Finance Committee of the Whole	All Commissioners	All Commissioners
Policy & Planning Committee	Three members, plus Chair (optional)	Cyndi Gerlach Kate Smyth Dave Wilson
Arts & Culture Grants Review Committee	One non-voting Commission representative	John Moore
Parkgate Partnership Committee	Two members, plus Chair	Mary Carmichael Herman Mah Franci Stratton

External Committee	Number of Representatives	Representatives
North Shore Sport Awards Committee	One to two representatives	Herman Mah

Other Working Groups or Liaisons may be created if required, at the discretion of the Commission Chair, in consultation with the Director.

Commission Meeting Date:

March 11, 2021

Report Author: Anne Rodgers, Section Manager, Communications, Marketing & Special Initiatives

Subject: **Anti-racism Initiative**

RECOMMENDATION:

THAT the Commission support in principle the North Vancouver Recreation & Culture Commission's Anti-racism Initiative.

BACKGROUND:

North Vancouver Recreation & Culture (NVRC) is committed to providing an inclusive, innovative, respectful and supportive environment in our efforts to improve the health and well-being of all North Vancouver individuals, families and communities. To achieve this, it is important that NVRC staff and customers have the opportunities to work, play and participate in an environment free of racism and discrimination.

Brief Chronology of the Anti-racism Initiative

In 2020, North America witnessed a rise in violent racist incidents as well as protests calling for action. Organizations across the continent are responding by developing and strengthening anti-racism programs and policies and implementing equity, diversity and inclusion (EDI) initiatives to address systemic racism.

In June 2020, Director Turner reported to the Commission on NVRC's increased resolve to go further in ensuring NVRC be a truly inclusive organization and its commitment to take the following steps:

- 1) Restating NVRC's intention to be an inclusive organization, intolerant of racism, bias and discrimination;
- 2) Identifying the need for policy changes and new policies to acknowledge the existence of racism within the community;
- 3) Facilitating conversations amongst staff and providing resources;
- 4) Identifying training needs and implementing the training;
- 5) Identifying practices inconsistent with being an inclusive organization and addressing them.

In fall 2020, NVRC staff initiated research into related resources, training and best practices. Research included:

- Discussions with municipal and recreation sector managers from City and District of North Vancouver, Vancouver, West Vancouver and Via Sport;

- Discussions with North Shore Multicultural Society (NSMS) and Centre for Diversity & Innovation (CDI) staff, and a number of anti-racism and EDI trainers and consultants;
- Review of anti-racism policies, articles and best practices including UNESCO's Coalition of Inclusive Municipalities' action plan; and
- Participation in online webinars and training.

NVRC, through its Access & Inclusion Services team, continues to build on its long history of working with applicable community agencies to support newcomers to the North Shore and to address cultural issues and racism in the community.

In November 2020, NVRC staff joined the new Resilience BC – North Shore Spoke facilitated by NSMS, CDI and North Shore Immigrant Inclusion Partnership (NSIIP) to work with agency partners to develop a North Shore Racial Equity Strategy and a coordinated community protocol to respond to hate crimes and racist incidents.

On December 7, 2020, District of North Vancouver Council carried a motion to join the Coalition of Inclusive Municipalities, endorse the Coalition's *Common Commitments* and develop or adapt its own unique *Plan of Action*. The motion also stated that Council will support implementation of the municipal-specific Truth and Reconciliation Commission of Canada Calls to Action. As an entity of the District and the City, the NVRC will make every effort to align with the related actions and plans of the municipalities regarding anti-racism and truth and reconciliation.

DISCUSSION:

Based on the extensive research conducted in 2020, NVRC has developed priorities for a multi-faceted Anti-racism Initiative that include:

- Education and engagement opportunities for leadership and staff;
- Establishment of a steering committee comprising a diverse group of staff who bring their lived experience to the planning process;
- A review of current practices and policies; and
- Development of an action plan that will continue to evolve as required to achieve and sustain meaningful change.

NVRC's Anti-racism Initiative will focus on the following phases and elements:

PHASE I: April-December 2021

- Leadership Training
- Supervisor Training & Education
- Staff Engagement: Establish a steering committee with diverse representation
- Organization Audit: Conduct an assessment of current attitudes, knowledge, experience, practices and policies related to anti-oppression and inclusion within NVRC
- Policy & Procedures
 - Develop an Anti-racism Policy (and procedures) to support existing policies (e.g., "Positive Workplace Environment: Anti-Bullying, Harassment and Discrimination")

PHASE II: 2022

- Additional Staff Training & Education
- Organization Audit continued
- Action plan resulting from the audit: List of prioritized actions

PHASE III: Ongoing

- Staff steering committee to implement action plan from Organizational Audit
- Community collaboration (NSMS, CDI, NSIIP, Resilience BC-North Shore Spoke, City and District of North Vancouver)
- Dialogue & storytelling
- Measurement & reporting

NVRC recognizes that its Anti-racism Initiative must be interwoven with initiatives focused on building Indigenous relations and supporting reconciliation. NVRC staff are building an Indigenous Truth and Reconciliation work plan that includes:

- Increasing cultural understanding;
- Building relationships with local First Nations Peoples, Sḵwx̱wú7mesh (Squamish), and sə̓l̓ilwətaʔ/Selilwitulh (Tsleil Waututh) Nations;
- Holding reconciliation workshops for staff; and
- Expanding opportunities for Indigenous artists to develop, collaborate and display/produce art.

BUDGET IMPLICATIONS:

All 2021 actions will be carried out within the existing operating budget; action plans for 2022, including expanded staff training, will be included in the 2022 operating budget submission.

CONCURRENCE & COMMUNICATION PLAN:

The specific elements including training, staff engagement and policies will be communicated through existing channels. City and District Councils will be advised of the initiative and organizational impacts.

POLICY/AUTHORITY:

Implementation of the initiative is within the authority of the NVRC.

CONCLUSION:

NVRC's Anti-racism Initiative will support NVRC to provide an inclusive and respectful environment that is free of racism and discrimination.



Heather A. Turner
Director of Recreation & Culture