



Meeting of the North Vancouver Recreation & Culture Commission

Thursday, September 20, 2018, 7:00 pm

Oak Room - Delbrook Community Recreation Centre
851 West Queens Road, North Vancouver

MEETING MINUTES

Attendees: Commissioner David Porter
Commissioner Brian Lynch
Commissioner Colleen Gray-Hewitt
Commissioner Bernice Timmer
Commissioner Mathew Bond
Commissioner Darren Woodworth
Commissioner Lisa Muri
Commissioner Holly Back
Commissioner Cheryl Leia
Commissioner Cyndi Gerlach

Staff: Heather Turner, Director of Recreation & Culture
Jennifer Wilson, Manager, Recreation & Culture Services
Cathy Matheson, Manager, Support Services
Gary Houg, Manager, Maintenance & Engineering Services
Christine Walker, Coordinator, Centralized Services
Jaimie Brown, Coordinator
Jeremy Neill, Marketing Coordinator
Veronica Labrosse, Executive Assistant

Regrets: Commissioner Rod Clark

I. Call to Order

Chair Porter called the meeting to order at 7:00 pm.

II. Approval of the Agenda

Moved by Commissioner Leia; **seconded** by Commissioner Muri

THAT the meeting agenda be adopted as circulated.

Carried

III. Adoption of the Minutes of the Last Meeting

Moved by Commissioner Lynch; **seconded** by Commissioner Gerlach

THAT the minutes of the meeting of May 24, 2018 be adopted.

Carried

IV. Director's Report

Director Turner highlighted a few items in her report.

She provided an update on the Harry Jerome Community Recreation Centre replacement, and advised that further information will be brought to the Commission later this year or early next year. She added that a full report on the Community Needs Assessment will be presented at a future meeting.

V. Items for Information

a) Customer Experience Program Presentation

Director Turner introduced Christine Walker, Coordinator, Centralized Services, and Jeremy Neill, Marketing Coordinator, who presented on the program.

C. Walker and J. Neill informed the Commissioners that they could participate in the November 6 and 7 training sessions and that information will be sent to the Commissioners.

Director Turner thanked C. Walker and J. Neill for their presentation. Chair Porter commented that it is a great initiative.

b) 2018 Fitness, Health & Wellness Review Summary

Director Turner reviewed the process, spoke to the summary and advised that action items related to some of the recommendations will be presented at a future meeting.

c) Participation Data

Director Turner introduced Cathy Matheson, Manager, Support Services, who presented the data.

C. Matheson answered questions from the Commissioners; Director Turner provided additional information on the impact of working with improved data.

Chair Porter thanked C. Matheson for her presentation.

d) 2018 Priorities/Service Plan Status Report

Director Turner reviewed the report.

VI. Items for Discussion/Decision

a) 2019 Fitness Membership Fees and Charges

Director Turner reviewed the report.

Commissioner Timmer commented that since the three-month membership cost is 25% higher than the cost of an annual membership, staff could review pricing. Director Turner stated that can certainly be explored by staff. She reminded Commissioners that NCRV has an Access program for those with financial barriers.

Commissioner Gerlach commented that since an increasing number of adults are on a fixed income, a 2% is significant especially since the Access program subsidy amount has not increased. Director Turner asked J. Wilson, Manager, Recreation & Culture Services, to have NVRC's Inclusion Programmer explore ways in which this can be addressed. J. Wilson added that through the Community Needs Assessment, one of the goals is to meet with people facing barriers to participation, and that exploring those barriers will take place in the focus groups. J Wilson suggested that Commissioner Gerlach provide her with suggestions as to potential focus group participants.

Director Turner thanked the Commissioners for their feedback.

Moved by Commissioner Leia; **seconded** by Commissioner Muri

THAT the Commission approves the 2019 Fitness Membership Fees and Charges effective January 1, 2019 through December 31, 2019.

Carried

b) Policies Amendments for Approval

Director Turner spoke to the review process through the Policy & Planning Committee and reviewed the report. She introduced Jaimie Brown, Coordinator, and Rhonda Simmonds, Human Resources Officer, as staff support if Commissioners had any questions.

Commissioner Gerlach asked, in relation to the Child Protection policy, if there is a policy that addresses vulnerable adults. J. Brown answered that this has been raised in discussion at the staff level, and a need was identified for such a policy. Director Turner advised that staff will add this to the list of policies to develop, and asked Commissioner Gerlach to forward any such policies as a template.

Commissioner Gerlach commented that, in relation to the Violence-Free Workplace policy and the definition of violence, there may be people with disabilities and mental health issues who display certain behaviours or use language that may be perceived as aggressive, therefore the definition should reflect that to create awareness.

Following questions from Commissioners, Director Turner clarified that the policy is to address NVRC's responsibility as an employer to its volunteers and staff, whether they are dealing with public or each other. She asked R. Simmonds to speak to the policy's related procedures. A discussion was held and Chair Porter suggested staff send Commissioner Gerlach the policy's procedures for review.

J. Brown added that NVRC's Inclusion Programmer is an excellent resource for staff when situations arise, and staff's flexibility in reviewing behaviours through that lens is demonstrated daily. Director Turner stated that staff can ensure the procedures reflect such current practises, and can review the Code of Conduct as well.

Director Turner thanked J. Brown and R. Simmonds for their attendance and information.

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

THAT the Commission approve the following policy amendments as reviewed and recommended by the Policy & Planning Committee:

- Amendment to Administration Policy 113 – Child Protection
- Amendment to Human Resources Policy 300 – Exempt Staff Benefits
- Amendment to Human Resources Policy 308 - Violence-Free Workplace
- Amendment to Human Resources Policy 310 – Positive Workplace Environment: Anti-Bullying, Harassment and Discrimination

Carried

c) Sport & Recreation Travel Grant Applications

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

THAT the Commission approve a Sport and Recreation Travel Grant in the amount of \$200 each for Megan Roxby and Cameron Bates, in support of their participation in the Canadian Track and Field Championships.

Carried

d) 2019 Priorities/Service Plan

Director Turner reviewed the report.

Moved by Commissioner Muri; **seconded** by Commissioner Timmer

THAT the Commission approve the 2019 Priorities/Service Plan.

Carried

VII. Committee and Liaison Reports

a) School District #44

Commissioner Gerlach provided her report.

- The next Artists for Kids collection exhibition, *Transformations*, opens September 28. She will send information to the Executive Assistant to circulate.
- Spoke of drop-ins for adults who have transitioned from an inclusive school environment and would like NVRC to provide assistance. Director Turner replied that this can be explored.
- Following a question from Commissioner Muri on joint bookings, Commissioner Gerlach stated that the presentation of a report is being planned.

VIII. Other Business

None.

IX. Next Meetings

The Finance Committee of the Whole Meeting will be held on **Thursday, October 25, 2018 at 7:00 pm.**

As the next Commission Meeting is currently scheduled after the municipal elections, Director Turner suggested to the Commissioners that it be rescheduled to immediately follow the Finance meeting on October 25. They were in agreement. The Executive Assistant will send updated information.

X. Adjournment

Moved by Commissioner Muri; seconded by Commissioner **Woodworth**

THAT the meeting be adjourned at 8:47 pm.


Carried

Approved:



David Porter, Chair

Recorded by:



Veronica Labrosse, Executive Assistant

June 26, 2019

Date

