



MEETING OF THE NORTH VANCOUVER RECREATION & CULTURE COMMISSION

Thursday, September 29, 2022, 5:00 pm (virtual)

(Zoom link to be provided to Commissioners)

Staff and public can attend in-person:
Oak Room, Upper Level, 851 West Queens Road

REVISED MEETING AGENDA

I. Call to Order - Indigenous Land Acknowledgment

(Introduction of the new Deputy Director, Mike Hunter)

II. Approval of the Agenda

III. Adoption of the Minutes of the Last Meeting

Attachment

IV. Items for Discussion/Decision

a) Sports & Recreation Travel Grant Applications

Attachment

Report from the Policy & Planning Committee:

b) 2023 Priorities

Attachments

V. Other Business

VI. Next Meetings

- Finance Committee of the Whole: Thursday, November 17, 2022 at 5:00 pm
- Commission Meeting: Thursday, November 17, 2022 at 6:30 pm

VII. Adjournment



Meeting of the North Vancouver Recreation & Culture Commission

Thursday, June 23, 2022, 5:30 pm (hybrid)

MEETING MINUTES

Attendees: Commissioner Franci Stratton (Chair)
Commissioner Herman Mah (Vice-Chair)
Commissioner Betty Forbes
Commissioner Angela Girard
Commissioner Linda Munro
Commissioner Lisa Muri
Commissioner Dave Wilson

Staff: Heather Turner, Director of Recreation & Culture
Jennifer Wilson, Manager, Recreation & Culture Services
Preston Corrigan, Manager, Technology & Marketing
Karen Pighin, Cultural Services Supervisor
Melissa Mueller, Communications Officer
Veronica Labrosse, Executive Assistant

Regrets: Commissioner Holly Back
Commissioner Mary Carmichael
Commissioner John Moore
Commissioner Kate Smyth

I. Call to Order

Chair Stratton called the meeting to order at 5:32 pm and asked for a motion on the tabled Record of Resolution regarding future Commission Meetings:

Moved by Commission Girard; **seconded** by Commissioner Mah

THAT as of June 23, 2022, Regular Commission Meetings be held in a hybrid format (in-person and electronically) following provincial guidance on local government meetings.

Carried

II. Approval of the Agenda

Commissioner Girard asked the Chair for an item to be added under VII. Other Business, for an update on the Independent Program Provider review. The Chair called the question on the amended agenda.

Moved by Commissioner Girard; **seconded** by Commissioner Munro

THAT the meeting agenda be approved as amended.

Carried

III. Adoption of the Minutes of the Last Meeting

Moved by Commissioner Girard; **seconded** by Commissioner Munro

THAT the minutes of the March 10 20, 2022 meeting be adopted.

Carried

IV. Director's Report

Director Turner thanked the Commissioners who were able to attend the Lions Gate Community Recreation Centre opening event, and extended special thanks to Melissa Mueller, the new Communications Officer, for her leadership of that event. The Chair thanked staff for a wonderful opening event.

V. Items for Discussion/Decision

a) 2022 Arts & Culture Grants

The Chair advised that the Arts & Culture Grants Review Committee Chair, Glen Miller, and Karen Pighin, Cultural Services Supervisor, were in attendance to answer Commissioner questions.

K. Pighin advised the Commission that G. Miller will be stepping down as Chair of the Arts & Culture Grants Review Committee, though he will be staying on as a member.

Moved by Commissioner Girard; **seconded** by Commissioner Mah

THAT the Commission approve Arts & Culture Grants in the amount of \$92,525 comprised of \$49,025 for Programming and Project Assistance Grants and \$43,500 for Celebrations and Events Grants.

Carried

b) Event Hosting Grant Application

Director Turner provided an introduction to the report and background information on the grant, and answered questions on eligibility.

Moved by Commissioner Girard; **seconded** by Commissioner Wilson

THAT the Commission approve an Event Hosting Grant in the amount of \$3,000 for the Seymour Golf and Country Club, in support of their hosting the 117th Canadian Men's Amateur Golf Championships.

Carried

VI. Items for Information

a) 2022 BCRPA Symposium Commissioner Feedback

Commissioners Mah and Wilson provided their feedback on the sessions they attended and informal events, as did Director Turner and J. Wilson, Manager of Recreation & Culture Services.

b) Participation Update

Director Turner spoke to the past practise of providing participation data and to particularities over the last few years (i.e. the change in registration software and the impacts of the pandemic). She introduced Preston Corrigan, Manager, Technology & Marketing.

P. Corrigan made a presentation and answered Commissioner questions.

The Chair thanked P. Corrigan for his update and invited Commissioners to email any additional questions.

c) 2022 Priorities/Service Plan Status Report

Director Turner presented the status report and answered Commissioner questions. As agreed to by the Council representatives in attendance, Director Turned advised that the report will be forwarded as an Information Report to Mayors and Councils.

VII. Other Business

a) Report from School District #44

Commissioner Munro provided an update on before and after school care provision, reporting that the School District is working on the Cloverley School site, and is seeking additional opportunities. She added that 19 out of 25 existing school sites have some type of child care, and some school sites have adjacent before and after school care.

In terms of future planning, Commissioner Munro advised that following a 2019 site analysis conducted across the School District, it was determined that the focus should be "purpose-built" child care facilities, versus trying to integrate child care into current spaces. Commissioner Girard added that purpose-built child care is planned for Mahon Park.

The Chair thanked Commissioner Munro for her report, and extended congratulations on behalf of the Commissioners to Dr. Pius Ryan, the new Superintendent/CEO of the North Vancouver School District.

b) Update on Independent Program Providers

The Chair spoke to recent communications, and Director Turner asked J. Wilson to provide an update.

The Chair thanked staff for their information and Director Turner advised that the Commissioners will be kept informed.

VIII. Next Meeting

The next Commission Meeting is scheduled for September 15, 2022. Commissioners will be canvassed for availability.

IX. Adjournment

Moved by Commissioner Girard; **seconded** by Commissioner Mah

THAT the meeting be adjourned at 7:20 pm.

Carried

Approved:

Recorded by:

Franci Stratton, Chair

Veronica Labrosse, Executive Assistant

Date



Commission Meeting Date:

September 29, 2022

Report Author: Jaimie Brown, Recreation Coordinator

Subject: Sport and Recreation Travel Grant Applications

RECOMMENDATION:

THAT the Commission approve two individual Sport and Recreation Travel Grants of \$200 each for Aiden McKibben in support of their participation in the Canadian Ultimate Championships and the World Junior Ultimate Championships.

BACKGROUND:

The North Vancouver Recreation & Culture Commission (NVRC)'s Sport and Recreation Travel Grant Program (SRTG) encourages the efforts of those who pursue excellence in sport and recreation by supporting individuals and teams who have achieved championship status and are advancing to interprovincial, national or international championship competition.

NVRC staff review sport and recreation travel grant requests from North Vancouver residents and make recommendations to the Commission for approval.

DISCUSSION:

Two Sport and Recreation Travel Grant applications were received on behalf of North Vancouver resident Aiden McKibben, who qualified for the Canadian Ultimate Junior Championships in Brampton Ontario from August 21-24, 2022 and The World Junior Ultimate Championships in Poland from August 6-13, 2022.

The applicant submitted supporting documentation verifying the event qualifications and the applications meet the criteria of the SRTG guidelines.

BUDGET IMPLICATIONS:

Funding for the program is provided by the City and District of North Vancouver.

CONCURRENCE & COMMUNICATION PLAN:

The Commission's decision will be communicated to the applicant. The SRTG guidelines state that grant recipients are required to publicly acknowledge the contribution.

POLICY/AUTHORITY:

The Commission has delegated authority from City and District Councils for sport and recreation travel grants, and applications must meet the SRTG guidelines.

CONCLUSION:

The recommended individual awards are the maximum allowable according to the NVRC SRTG guidelines.



Jennifer Wilson
Manager of Recreation & Culture



Heather A. Turner
Director of Recreation & Culture

Commission Meeting Date:

September 29, 2022

Subject: 2023 Priorities

RECOMMENDATION:

THAT the Commission approve the 2023 Priorities.

BACKGROUND:

The Bylaws adopted by the City and District of North Vancouver (CNV and DNV) regarding the North Vancouver Recreation & Culture Commission (NVRC) state that the Commission is responsible for the approval of an annual service plan.

The service plan is a listing of priorities identified on an annual basis to implement the Strategic Plan and it influences the preparation of the annual operating and capital budgets.

DISCUSSION:

The draft 2023 Priorities (Attachment 1) identify the focus areas known at this time. The Policy & Planning Committee reviewed the draft 2023 Priorities at their September 15, 2022 meeting and recommends approval to the Commission. The Committee suggested renaming the document from "2023 Priorities/Service Plan" to "2023 Priorities" to better identify the nature of the list.

If initiatives arise after Commission approval, the priorities can be modified. The approved priorities guide staff in the preparation of the operating and capital budget submissions that the Finance Committee of the Whole will review at their November meeting. In addition, work plans will be aligned with the stated focus areas and priorities.

A status report on the 2022 Priorities/Service Plan (Attachment 2) was presented to the Commission in June, as well as shared with Mayors and Councils.

BUDGET IMPLICATIONS:

The 2023 Priorities will be considered in the preparation of the 2023 provisional operating and capital budget submissions.

POLICY/AUTHORITY:

The Commission has delegated authority to prepare and approve an annual service plan for recreation and cultural service provision.



Heather A. Turner
Director of Recreation & Culture

Draft 2023 Priorities

Optimizing human, fiscal and physical resources and systems

Implement diversity, equity and inclusion commitments

- Based on an internal audit, consultant advice and staff assessment, a number of commitments have been identified to provide workplaces where everyone feels welcome and safe, and diversity in all forms is celebrated. The focus in 2023 is on additional training; provision of guidance and tools for staff; amendment of select policies, procedures, recruitment and marketing materials; and development of a number of resources.

Expand relationships with local First Nations

- Building on the relationships between NVRC staff and Squamish Nation and Tsleil-Waututh Nation staff, conversations will continue regarding public art, programming, events, initiatives, acknowledgements and document wording.

Employ technology innovation to better serve customers, improve efficiency and collect beneficial data

- Develop a mobile application to allow customers to browse NVRC programs and services on smart phones, and register securely on their mobile devices; phase 1 in 2023 and phase 2 scheduled for 2024.
- Implement tools to support customer communication and feedback (i.e., Civil Space), improve internal document management access and filing (i.e., SharePoint) and automate/streamline work processes.
- Migrate the document management system from E-Docs to Microsoft SharePoint to improve staff collaboration, document security and flexibility for remote work.
- Develop further staff training content for the new learning management system (Absorb) in order to improve the consistency and accessibility of staff training materials.
- Evaluate and address NVRC IT security issues in collaboration with CNV and DNV IT security specialists.

Renew customer experience initiative

- Reactivate efforts to improve customer experience with a focus on staff training.

Proactively respond to recreation and culture needs of residents

Implement data collection, analysis and reporting plan

- Ensure that participation data and financial impacts are captured, analyzed and reported to support decision-making and evaluation.

Complete indoor/outdoor recreation and sport plan

- Prepare a plan with recommendations on priority indoor/outdoor recreation and sport capital projects. The plan will be informed by a review of the 2008 Indoor Recreation Facility Plan, and current and future demographics, collection of needs assessment data and stakeholder input, and will also include a decision-making framework.

Plan for facility openings, replacements, enhancements and renewal

- Open Lynn Creek Community Recreation Centre (expected in fall 2023); continue to support the finalization and construction of the new Harry Jerome Community Recreation Centre (expected completion in 2025) and finalize recommendations regarding Ron Andrews and Karen Magnussen Community Recreation Centres.

Expand outdoor recreation and nature experience opportunities

- Offer more outdoor arts, fitness, play and nature experience opportunities and encourage residents to realize the benefits of nature.

Streamline arts and culture operating assistance grants process

- Review criteria for awarding operating grants and implement appropriate changes.

Expand effectiveness through collaboration**Support park planning and public space activation**

- Expand collaboration with municipal parks staff to further influence park planning and animate public spaces for recreation and arts experiences.

Arts and culture strategy scoping

- Consultation will occur with key arts and culture organizations to understand the needs, opportunities and gaps in the North Vancouver arts and culture sector. The findings will inform the direction for an arts and culture strategy.

Review best practices in community sport structures, systems and supports

- Consultation will occur with the North Vancouver Sports Council, community sport leaders and other communities to clarify the current state and to inform a plan to support community sport.

Strengthen relationships with key service partners and aligned community organizations

- Further relationship-building will occur with organizations that can support NVRC's vision and mandate including Impact North Shore, Squamish Nation and Tsleil-Waututh Nation, North Shore Emergency Management, North Shore Neighbourhood House, Capilano Community Services Society, Parkgate Society, the Museum of North Vancouver, North Vancouver libraries and School District 44.

Enhance understanding of the scope and impacts of services**Expand community knowledge of the scope and impact of NVRC services**

- Share information and stories about the value of municipal recreation and culture services including a focus on initiatives and lesser-known services.

Enhance opportunities for ongoing citizen input and feedback

- Plan and execute more methods of seeking resident input and feedback on programs, services and initiatives.

Work towards greater integration between NVRC, City and District on relevant initiatives and plans

- Expand frequency of reporting and conversations with Councils and municipal staff to inform and to identify opportunities for collaboration and integration.

2022 Priorities/Service Plan Status Report As of June 23, 2022

Optimizing human, fiscal and physical resources and systems

Finalize and implement an anti-racism and anti-discrimination strategy, including an action plan based on internal staff (and organization) audit

- The organizational diversity, equity and inclusion (DEI) audit report was received from the external consultant, and NVRC leadership asked them to provide some additional analysis and clarification on their report. The updated report was received in late April. The findings in this report are helping inform the action plan for the next 24 months to advance the DEI commitments. In addition to outlining action the organization will take, the action plan will also include the provision of tools, education and resources to support staff and Commissioners on their DEI journey. The action plan will be shared with staff in early summer and with the Commission in September.

Develop a framework for Indigenous relations and further awareness regarding First Nations culture and protocols

- NVRC's Indigenous relations framework will continue to evolve as we consult with and learn from the Nations. Progress to date includes:
 - Building staff and Commissioner awareness
 - Strengthening staff-to-staff relationships with Squamish Nation and Tsleil-Watuth Nation
 - Confirming appropriate protocols for verbal and written acknowledgements, events, and other matters
 - Seeking First Nations advice regarding materials, documents and processes
 - Integrating Indigenous art into core programming
 - Continuing to celebrate First Nations art through the public art program
 - Supporting the recreation and culture goals of Squamish Nation and Tsleil-Watuth Nation by providing specific programming as requested by the Nations

Develop a strategy and action plan to utilize technology to better serve customers, improve efficiency and collect required data

- Work continues on developing a mobile application (app) that will allow customers to browse NVRC program and service offerings efficiently on a smart phone and will integrate with the existing Perfect Mind registration system so that customers can enroll securely and directly on their phone. The request for proposals (RFP) closed in May and evaluation to select a vendor is underway. Phase 1 of the mobile app is scheduled to be completed early in 2023 with the second phase completed in early 2024.
- In April, a new automated waitlist notification process was implemented. Customers on a waitlist now receive an email when a spot opens up in a program. This replaces an inefficient, manual process that required hundreds of outgoing calls each week. The new system is showing a higher rate of response compared to the previous call-out system. Customers without an email on file (less than one per cent of users) still receive a phone call with voicemail left if they cannot be reached.

Reactivate customer experience training practices and evaluation

- *On hold*

Implement improvements to Arts & Culture grants process identified through 2021 review

- Following a review in 2021, the arts and culture grants application process has been streamlined for programming, project and events-related grants. The application form has also been improved by converting it to a more user-friendly format that allows applicants to fill in the form directly from their computer. In 2023, the application process and forms for operating assistance grants will be reviewed and updated.

Proactively respond to recreation and culture needs of residents**Develop multi-year research plan**

- A plan is being prepared to inform service and facility planning. The plan will include socio-demographic, program, customer, facility, revenue and customer experience data. A system to gather and report on some of the above data was in place prior to 2019, though the migration to Perfect Mind necessitated a new reporting system. Currently data is gathered on an as-needed basis. The gradual release of 2021 Census data will require additional consolidation and analysis.

Staff have worked with Perfect Mind to close reporting gaps identified during implementation. Changes to the core reports in Perfect Mind allow NVRC to report on key metrics identified during the implementation project. Reporting has been further enhanced through custom Excel spreadsheets developed to allow easier manipulation of the raw Perfect Mind data. NVRC is in discussions with Perfect Mind on a new data analytics tool under development called Data Lake that would allow additional access to the raw data for an additional annual fee. As Data Lake continues to be developed and does not have any current users, a decision on the value it would provide has not yet been made.

Complete/indoor/outdoor recreation and sport facility and venue plan refresh/expansion

- This project will update the indoor recreation, sport facility and venue plan and expand it to include outdoor recreation and sport. The scope will also be informed by CNV and DNV staff to address the key issues and opportunities for recreation and sport venue planning. A request for proposal (RFP) will be issued in late spring for a consultant to lead the process. Work will commence in the fall and will include extensive stakeholder and staff consultation, demographic and participation analysis, an assessment of needs and the creation of a decision-making framework.

Offer priority programs and services at Lions Gate CRC (2022), plan for opening of Lynn Creek CRC (2023), plan for Harry Jerome CRC replacement, Karen Magnussen CRC and Ron Andrews CRC

- Program planning for all community recreation centres (CRCs) is informed by an understanding of the community it serves and the demand for services based on data such as the 2018/2019 Community Recreation Needs Assessment, socio-demographic information, service and participation data, and customer statistics.

- In May 2022, Lions Gate CRC's registered and drop-in programming commenced. Many programs, including art, sport and fitness, are full. Open gym for families and drop-in ball and racquet sports in the gym are also very popular. The outdoor plaza is being activated with programs and events. The facility is also home to Capilano Community Services Society and North Vancouver District Public Library (NVDPL). Their services are well-utilized and NVDPL has already expanded its operating hours. An opening celebration community event was held on June 4 and included a ceremony with dignitaries from Squamish Nation, Tsleil-Waututh Nation, DNV, CNV, Capilano Community Services Society, NVDPL and NVRC.
- Plans are underway for the opening of Lynn Creek CRC in summer 2023. It is comprised of a community recreation centre, shared space with NVDPL and a separate childcare space which will be operated by Parkgate Society. Work in 2022 will include ordering furniture, fixtures, equipment and supplies; consultation on construction matters, and planning staffing and services.
- Work has started on the new Harry Jerome CRC with an anticipated opening in 2025. Staff have been working closely with CNV to ensure customers can continue to be served at the existing Harry Jerome CRC and Centennial Theatre during construction.
- Further progress has been made on assessment of condition, options, timing and needs for both Ron Andrews and Karen Magnussen CRCs.

Host consultations with arts and culture organizations to identify opportunities and challenges in order to inform priority setting and strategy development by CNV, DNV and NVRC

- In 2023, a series of meetings will be hosted by NVRC with key arts and culture organizations to understand the needs, opportunities and gaps in the arts and culture sector on the North Shore. This will inform the direction for a future arts and culture strategy. NVRC is positioned to lead a long-term arts and culture strategy for both reflecting community need, demographic and participation projections, and the strength and contribution of many arts organization on the North Shore. Part of the plan would include a prioritization framework to support decision-making.

Enhance role in outdoor recreation and culture including service and program delivery, and encouraging residents to get out in nature

- Numerous outdoor arts, fitness and play programs have been offered for the summer months and are now part of the normal service offerings. Activation of parks and plazas occurs through collaboration with City and District staff in order to provide opportunities for people to connect, explore and create.

Develop a sports strategy through engagement of the sport community, assessment of needs and identification of best practices

- A new position was initially included in the 2022 operating budget to help lead this project but was not included in the final budget submission. Capacity and expertise required to plan and complete this work is currently being assessed.

Expand effectiveness through collaboration

Collaborate with DNV and CNV on park planning and activation

- Staff have regular conversations with CNV and DNV on needs and opportunities. There is regular communication on a variety of topics (such as fields, fieldhouses, courts, park use, picnic shelters) to ensure the best use of outdoor amenities.

Strengthen relationships with key partners in arts, culture, recreation and community services to ensure role clarity and to maximize collaborative efforts aligned with NVRC's mandate and vision

Arts and culture:

- A Letter of Intent was signed between North Van Arts and NVRC to make commitments to collaborate at a strategic level to plan and deliver services to the community, reduce overlaps and address gaps. The first annual strategic planning session is scheduled for fall 2022.
 - Programming staff from both NVRC and North Van Arts meet regularly to share detailed information on programming learnings, new programming ideas and the opportunities to share resources (instructors, marketing, etc.).
- NVRC hosts monthly roundtable meetings for arts organizations and individuals on the North Shore to share information and best practices. NVRC also supports the success of local arts organizations and artists by offering capacity-building workshops.
 - As part of the grants program, NVRC provides guidance on funding sources, collaboration opportunities and other resources (Alliance for Arts and Culture, Volunteer BC, Impact North Shore, etc.)

Recreation and community services:

- NVRC works closely with service partners (Capilano Community Services Society, North Shore Neighbourhood House, North Vancouver District Public Library, Parkgate Society) to collaborate on services to meet community need and leverage each other's expertise and community reach.
- NVRC is offering after-school programs for Squamish Nation from fall 2022 to June 2023.
- NVRC and Tsleil-Watuth Nation staff are working together to coordinate activities in NVRC spaces for the Nation's children camps and youth services, specific safety programs (such as babysitting and water safety canoe programs), and access to pools, climbing wall, sport, fitness, and pottery.
- NVRC also works with other organizations such as Sport Advisory Council, Canlan and Lynn Valley Services Society to maximize sport and recreation opportunities.

Enhance Understanding of the Scope & Impacts of Services

Build on scope and reach of community stories to highlight arts & culture, outdoor recreation, services to vulnerable populations and other priority messages

- The Communications Officer is using internal and external storytelling to highlight the work of NVRC staff and volunteers, support recruitment and retention, and generate positive external stories and media coverage of NVRC initiatives.
- The installation of a new public art piece, *Corvus*, was supported by a North Shore News media story that highlighted NVRC's role in public art in North Vancouver: <https://www.nsnews.com/local-news/new-interactive-public-art-takes-flight-in-rey-sargent-park-5386635>. *Corvus*, an interactive sculpture created by Vancouver-based artists Cheryl Hamilton and Michael Vandermeer, is a play on the Praxinoscope, a Victorian novelty that pre-dated motion picture films. When the disk crank at its base is turned, the 12 black aluminum ravens at the top of the sculpture swirl around, giving the illusion of a single raven in flight in the mirrored crown.
- A new screen has been installed at the entrance of Harry Jerome CRC (HJCRC) to provide updates on construction and highlight the features of the new HJCRC. NVRC is also creating a “We’re still open” campaign related to the existing HJCRC and Centennial Theatre.