



MEETING OF THE NORTH VANCOUVER RECREATION & CULTURE COMMISSION

Thursday, October 24, 2024 at 6:00 pm

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

MEETING AGENDA

I. Call to Order - Indigenous Acknowledgement

- "On behalf of the Commissioners and those present, I express my gratitude to the Squamish Nation and Tsleil-Waututh Nation, and we appreciate the opportunity to learn, live and share experiences on these traditional and unceded territories. North Vancouver Recreation & Culture is committed to building relationships with First Nation communities and this acknowledgement is one small step in honoring their culture, history and stewardship of the land."

II. Approval of the Agenda

III. Adoption of the Minutes of the Last Meeting Attachment

IV. Release of the October 24, 2024 Closed Meeting Decision

V. September 19, 2024 Record of Resolution Attachment

VI. 2025 Fees and Charges Attachments

VII. Amendments to Policy 407: Orderly Conduct Attachments

VIII. Director's Update Attachment

IX. Other Business

X. Next Meeting

The next meeting is scheduled for Tuesday, November 19, 2024 at 4:30 pm in-person at Delbrook Community Recreation Centre.

XI. Adjournment



Meeting of the North Vancouver Recreation & Culture Commission

Tuesday, September 10, 2024 at 4:30 pm

Via Teams

MEETING MINUTES

Commissioners in attendance: Councillor Lisa Muri, DNV (Chair)
Mayor Linda Buchanan, CNV (Vice-Chair)
Councillor Angela Girard, CNV
Mayor Mike Little, DNV
Dr. Leanne McCarthy, CNV CAO
Heather Turner, Director of Recreation & Culture

Regrets: David Stuart, DNV CAO

Staff: Mike Hunter, Deputy Director
Jennifer Wilson, Manager, Strategic Initiatives
Veronica Labrosse, Executive Assistant

I. Call to Order – Indigenous Acknowledgment

Chair Muri called the meeting to order at 4:30 pm and provided the following Indigenous Acknowledgement:

- “On behalf of the Commissioners and those present, I express my gratitude to the Squamish Nation and Tsleil-Waututh Nation, and we appreciate the opportunity to learn, live and share experiences on these traditional and unceded territories. North Vancouver Recreation & Culture is committed to building relationships with First Nation communities and this acknowledgement is one small step in honoring their culture, history and stewardship of the land.”

II. Approval of the Agenda

Moved by Commissioner Little; **seconded** by Commissioner Buchanan

THAT the meeting agenda be approved as circulated.

Carried

III. Adoption of the Minutes of the Last Meeting

Moved by Commissioner Buchanan; **seconded** by Commissioner Little

THAT the minutes of the July 17, 2024 meeting be adopted.

Carried

IV. Mandate and Strategic Plan: Vision, Values and Goals

Commissioner Turner spoke to the report and discussion ensued.

Moved by Commissioner Muri; **seconded** by Commissioner Turner

THAT the Commissioners review the Mandate (Attachment 1) and provide comments via email with the goal of recommending approval to City Council and District Council;

AND THAT the Commissioners review the Strategic Plan: Vision, Values and Goals (Attachment 2) and provide comments via email with the goal of sharing it with City Council and District Council for their information.

Carried

V. Director's Update

Moved by Commissioner Buchanan; **seconded** by Commissioner McCarthy

THAT the Director's Update be received for information.

Carried

Commissioner Turner spoke to items in the report.

Regarding the Arts Strategy, the City's representatives on the Commission stated their wish to hold discussions with key arts groups in the City, to complement conversations previously held between the groups and NVRC staff; staff notes from those conversations will be shared with the Commissioners.

Mayor Little advised that he received a request from a group of seniors in Lynn Valley for a consolidated list of seniors' programming in that area. Commissioner Turner indicated staff will respond to the request.

VI. Other Business

Chair Muri asked if there was Other Business and Commissioner Turner requested to speak to two items:

- a) Suggestion that the October Commission Meeting be held in-person; the Commissioners agreed.

- b) Reminder that the Council representative appointments to the Commission are one-year terms and that appointments will need to be made by Councils prior to the end of 2024.

VII. Next Meeting

Chair Muri advised the next meeting is scheduled for Thursday, October 24, 2024 at 4:30 pm in-person at Delbrook Community Recreation Centre.

VIII. Adjournment

Moved by Commissioner Buchanan; **seconded** by Commissioner Turner.

THAT the meeting be adjourned at 5:26pm.

Carried

Approved:

Recorded by:

Lisa Muri, Chair

Veronica Labrosse, Executive Assistant

Date



RECORD OF COMMISSION RESOLUTION

September 19, 2024

Subject: NVRC Mandate and Strategic Plan: Vision, Values and Goals

The following motion was approved at the September 10, 2024 Commission Meeting:

Moved by Commissioner Muri; **seconded** by Commissioner Turner

THAT the Commissioners review the Mandate [as attached] and provide comments via email with the goal of recommending approval to City Council and District Council;

AND THAT the Commissioners review the Strategic Plan: Vision, Values and Goals [as attached] and provide comments via email with the goal of sharing it with City Council and District Council for their information.

Carried

After comments were received, an email was sent to Commissioners requesting approval of the revised NVRC Mandate (for ultimate Council approval), and approval of the updated Strategic Plan: Vision, Values and Goals to be shared with Councils for their information.

On September 19, 2024, quorum was achieved and the electronic votes received indicated approval with six of the seven Commissioners voting in favor (with one absent vote).

(original to be signed)

Lisa Muri
Chair

(original to be signed)

Veronica Labrosse
Executive Assistant

September 19, 2024

Date

Commission Meeting Date:

October 24, 2024

Author: Christine Walker, Manager of Recreation Services

Subject: 2025 Fees and Charges

RECOMMENDATION:

THAT the Commission approve the 2025 Fees and Charges (Attachment 1).

ATTACHMENTS:

- 1) Proposed 2025 Fees and Charges
- 2) Policy 207: Fees and Charges

BACKGROUND:

The Fees and Charges Policy 207 (Attachment 2) requires the Commission to approve changes to fees and charges for public admissions, passes and indoor facility rentals. Program fees are not included in the policy.

The following principles in Policy 207 guide the setting of fees and charges:

1. Fees and charges will be consistent with the mission, vision and values of the North Vancouver Recreation & Culture Commission (NVRC).
2. Fees and charges will be set with a goal of maximizing participation, enabling all citizens to participate in a range of recreation and culture services.
3. For those in financial need, strategies will be implemented to address the barrier of cost, particularly where operating costs are mostly fixed and, therefore, additional customers will not increase the operating costs.
4. Fees and charges recommendations will consider the costs for like services provided in a competitive market and by neighbouring municipalities.
5. The cost of administering the collection of fees and charges must not be disproportionate to the revenues collected.
6. The use of public recreation areas and facilities by private groups will be considered secondary to use by the general public or by not-for-profit recreation or community organizations.

DISCUSSION:

Staff's recommendations for fees and charges consider operating expenses, demand for service offerings, comparison with other municipalities and service providers, and price sensitivity.

To address increasing costs associated with wages, utilities, maintenance and supplies, staff recommend an overall increase in 2025 of approximately 15% to Adult, Senior and

Student Active Passes, and approximately 5% to Youth and Child Active Passes and admissions with an effective start date of January 6, 2025.

Additionally, staff recommend an increase of approximately 5% to facility rentals, Centennial Theatre and Tennis Booking Card fees with an effective start date of July 1, 2025 (note rounding affects the actual percentage increase). Following the practice in 2024, the July 1st implementation of rental fees and charges allows user groups to plan for the increases and include them in their mid-year 2025 registration fees. The timing also aligns with registered recreation and culture program fee increases.

After the proposed increases, NVRC's fees will be consistent with or lower than neighbouring municipalities and annual pass fees will still be in the lower end of fees in municipalities within Metro Vancouver.

NVRC has a Financial Assistance Program which provides a variety of supports for individuals and families with financial barriers to enable them to access recreation and culture opportunities. These include: reduced fees for programs and memberships, no-cost access to public swimming and skating, and low-cost and no-cost programs and events. The Commission's updated mandate places additional emphasis on access and inclusion. To support this goal, staff are undertaking a comprehensive review of the Financial Assistance Program to identify improvements to ensure the request process is respectful, accessible, dignified and effectively reaches those with financial barriers.

BUDGET IMPLICATIONS:

The revenues anticipated from the fees and charges recommended in this report are reflected in NVRC's draft 2025 Operating Budget which will be presented for the Commission's consideration at its November meeting.

CONCURRENCE & COMMUNICATION PLAN:

Staff have engaged with the facility user groups to ensure they are aware of the anticipated increases. Once approved by the Commission, the 2025 Fees and Charges will be updated on NVRC's website and communicated to user groups and clients through the website and front-line staff.

CONCLUSION:

Staff recommend the proposed 2025 Fees and Charges in response to inflationary pressures, comparisons with other municipalities and guidance from the City of North Vancouver and District of North Vancouver. The recommended increases are guided by Policy 207 and based on anticipated cost increases.



Heather A. Turner
Director of Recreation & Culture

Fee Schedule

January 6, 2025 to December 31, 2025

Current 2024 Rates	Proposed 2025 Rates
Excluding Taxes	

SECTION 1 - PUBLIC ADMISSION RATES

GENERAL PUBLIC ADMISSIONS

Arena, pools including wave pool

Adult	\$7.43	\$7.80
Student and senior	\$5.58	\$5.86
Youth 13-18 (new)	\$4.61	\$4.84
Child (3-12)	\$3.64	\$3.82
Children under three	free	free
Family (per person)	\$3.83	\$4.02
- minimum	\$7.43	\$7.80
"Loonie"/"Toonie" public swim or skate session	\$0.95/\$1.90	\$0.95/\$1.90

Other Related Fees

Lockers

Single	\$0.50	\$0.50
Monthly	\$17.57	\$18.45
Quarterly	\$35.29	\$37.05

Arena

Skate sharpening	\$7.53	\$7.91
Skate rentals (Includes helmet if applicable)	\$3.16	\$3.32
Family skate/helmet rental package (per person)	\$2.36	\$2.48

NORTH VANCOUVER TENNIS CENTRE

Indoor Tennis Courts

Prime time			
	1 hr	\$28.56	\$29.99
	1.5 hrs	\$42.84	\$44.98
	2hrs	\$57.12	\$59.98
Non-prime time			
	1 hr	\$25.50	\$26.78
	1.5 hrs	\$37.74	\$39.63
	2hrs	\$51.00	\$53.55
Summer Rate (July and August) - 25% less of prime			
	1hr	\$21.42	\$22.49
	1.5 hrs	\$32.13	\$33.74
	2 hrs	\$42.84	\$44.98

Advance Booking Card Rate

Adults	\$126.25	\$132.56
Students	\$71.85	\$75.44
Guest fee	\$7.14	\$7.50

SECTION 2 - MEMBERSHIPS

Adult

Single drop-in	\$7.43	\$7.80
Flex 10	\$66.87	\$70.20
Annual (1 payment)	\$463.05	\$532.56
Per month (1-12 months)	\$38.59	\$44.38

Fee Schedule

January 6, 2025 to December 31, 2025

	Current 2024 Rates	Proposed 2025 Rates
	Excluding Taxes	
<u>Student & senior</u>		
Single drop-in	\$5.58	\$5.86
Flex 10	\$50.21	\$52.74
Annual (1 payment)	\$347.29	\$399.36
Per month (1-12 months)	\$28.94	\$33.28
<u>Youth (New) 13-18</u>		
Single drop-in	\$4.61	\$4.84
Flex 10	41.48	\$43.56
Annual (1 payment)	\$295.20	\$309.96
Per month (1-12 months)	\$24.60	\$25.83
<u>Child 3-12</u>		
Single drop-in	\$3.64	\$3.82
Flex 10	\$32.75	\$34.38
Annual (1 payment)	\$243.11	\$255.36
Per month (1-12 months)	\$20.27	\$21.28

SECTION 3 - FACILITY RENTALS - GROUP HOURLY RATES

ARENAS - ICE

Adult group rate

Prime time	\$409.99	\$430.49
Non-prime time	\$212.95	\$223.60

Children & youth-oriented community groups and schools

Prime time	\$146.52	\$153.85
Non-prime time	\$97.86	\$102.75

Junior B Hockey

Prime time	\$212.95	\$223.60
Non-prime time	\$146.52	\$153.85

ARENAS - DRY FLOOR

Adult group rate

Prime time	\$131.06	\$137.61
Non-prime time	\$85.25	\$89.51

Children & youth-oriented community groups and schools

Prime time	\$65.55	\$68.83
Non-prime time	\$45.86	\$48.15

POOLS

Adult group rate

Prime time	\$232.43	\$244.05
Non-prime time	\$162.71	\$170.85

Children & youth-oriented community groups and schools

Prime time	\$116.24	\$122.05
Non-prime time	\$69.73	\$73.22

Fee Schedule

January 6, 2025 to December 31, 2025

Current 2024 Rates	Proposed 2025 Rates
Excluding Taxes	

Youth private

Prime time	\$162.71	\$170.85
Non-prime time	\$116.24	\$122.05

GYMNASIUMS

Adult group rate

Prime time		
Small	\$87.30	\$91.67
Medium	\$126.85	\$133.19
Large	\$145.54	\$152.82
Non-prime time		
Small	\$56.75	\$59.59
Medium	\$82.48	\$86.60
Large	\$94.59	\$99.32

Children & youth-oriented community groups and schools

Prime time		
Small	\$43.66	\$45.84
Medium	\$63.43	\$66.60
Large	\$72.75	\$76.39
Non-prime time		
Small	\$30.54	\$32.07
Medium	\$44.40	\$46.62
Large	\$50.93	\$53.48

ROOMS

SMALL

Adult group rate	\$31.05	\$32.60
Children & youth-oriented community groups and schools	\$15.52	\$16.30

MEDIUM

Adult group rate - prime time	\$38.49	\$40.41
Children & youth-oriented community groups and schools	\$19.25	\$20.21

LARGE

Adult group rate - prime time	\$65.14	\$68.40
Children & youth-oriented community groups and schools	\$32.57	\$34.20

KITCHENS

Same cost as the medium room rate (see above)

SECTION 4 - CENTENNIAL THEATRE

MARKET RATES - Main Stage

For performances

9 hours - Prime	\$3,076.50	\$3,230.33
9 hours - Non-Prime	\$2,756.25	\$2,894.06
Consecutive days after day 1 - Prime	\$2,778.30	\$2,917.22
Consecutive days after day 1 - Non-Prime	\$2,370.90	\$2,489.45

Without audience (4-hour minimum booking)

Per Hour - Prime	\$231.00	\$242.55
Per Hour - Non-Prime	\$208.95	\$219.40

Fee Schedule

January 6, 2025 to December 31, 2025

Current 2024 Rates	Proposed 2025 Rates
Excluding Taxes	

NORTH VANCOUVER NOT-FOR-PROFIT GROUP RATES - Main Stage

For performances

9 hours - Prime	\$2,244.90	\$2,357.15
9 hours - Non-Prime	\$2,016.00	\$2,116.80
Consecutive days after day 1 - Prime	\$1,891.05	\$1,985.60
Consecutive days after day 1 - Non-Prime	\$1,684.20	\$1,768.41

Without audience (4-hour minimum booking)

Per Hour - Prime	\$181.65	\$190.73
Per Hour - Non-Prime	\$166.95	\$175.30

OTHER RATES

Performance Studio

Market - flat rate during block booking of theatre	\$158.55	\$166.48
Market - separate rental, per hour - min. 2-hour booking	\$64.05	\$67.25
Not-for-Profit - flat rate during block booking of theatre	\$115.50	\$121.28
Not-for-Profit - separate rental, per hour - min. 2-hour booking	\$32.55	\$34.18

Lobby Reception Rates

Market - minimum 4 hours, per hour	\$64.05	\$67.25
Not-for-Profit - minimum 4 hours, per hour	\$32.55	\$34.18
Lobby add-on for Main Theatre booking: included in base booking		

<u>Hourly Extra Building Hours Base Booking 9-12 Hours</u>	\$330.75	\$347.29
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<u>Hourly Extra Building Hours Base Booking Beyond 12 Hours</u>	\$352.80	\$370.44
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<u>Additional Staff Person per Hour</u>	\$46.20	\$48.51
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SECTION 5 - Special Events

Surface Lots - per stall (for size estimation only)	\$11.29	\$11.85
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FINANCE POLICY

Policy No. 207

Policy Title:	Fees and Charges
Section	Finance

PURPOSE

To set out the principles guiding the setting of fees and charges for North Vancouver Recreation & Culture Commission (NVRC) services, including for public admissions, memberships and facility rentals.

POLICY STATEMENT

Principles

The following principles will guide the setting of fees and charges for recreation and culture services:

1. Fees and charges will be consistent with the mission, vision and values of the NVRC.
2. Fees and charges will be set with a goal of maximizing participation, enabling all citizens to participate in a range of recreation and culture services.
3. For those in financial need, strategies will be implemented to address the barrier of cost, particularly where operating costs are mostly fixed and, therefore, additional customers will not increase the operating costs.
4. Fees and charges recommendations will consider the costs for like services provided in a competitive market and by neighbouring municipalities.
5. The cost of administering the collection of fees and charges must not be disproportionate to the revenues collected.
6. The use of public recreation areas and facilities by private groups will be considered secondary to use by the general public or by not-for-profit recreation or community organizations.
7. The Commission will communicate in a timely manner with community rental groups impacted by fees and charges.

8. The NVRC will administer bookings for Parks, Fields, Outdoor Tennis Courts and other venues in accordance with fees set by the owner (City of North Vancouver, District of North Vancouver, School Board or other).

Policy

1. Fees and charges will be levied to recover all or a portion of the total actual costs of providing the service.
2. Public Admissions and Memberships:
 - i. Adult, Senior, Student, Youth and Child rates will be set at reasonable rates based on a review of neighbouring municipalities providing similar services.
 - ii. Children under the age of three shall be admitted to public sessions (public swim and skate) at no charge.
 - iii. Reduced rates are provided for residents in financial need as outlined in Policy 202 - Financial Assistance Program.
3. Facility Rentals
 - i. Community Groups (as outlined in Definitions) will be charged accordingly:
 - a. Rental rates will be set after consideration of costs of providing the service, demands for space and a review of neighbouring municipalities for similar rentals.
 - b. No rental charge shall be levied for use of a meeting space once per month to a maximum of three hours per meeting and a maximum of 12 times per year for planning/meeting purposes (excluding programs, workshops, seminars or public events).
 - c. A booking administration fee will be charged for any extraordinary staffing, set-up, cleaning costs or when rooms are booked and not used unless cancelled at least 24 hours in advance.
 - d. Community Group sponsored municipal all-candidates meetings shall not be charged rental fees, though will be charged for extraordinary staffing, set-up or cleaning costs.
 - ii. Private groups or individuals (as outlined in Definitions) shall pay the highest rate class for that service.
 - iii. Fees for filming entities (as outlined in Definitions) shall be set in accordance with similar fees charged by the City and District of North Vancouver.

- iv. North Vancouver District and City municipal functions will not be charged rental rates though may be charged for extraordinary staffing, set-up or cleaning costs.
- v. North Vancouver Schools will be charged the rental rate for groups serving children and youth; School District #44, as an administrative body, will be charged the rental rate for groups serving adults.
- vi. In exceptional circumstances, the Commission may consider and approve staff recommendations for reduced rental rates to North Vancouver Community Groups.
- vii. The Director of Recreation & Culture has the delegated authority to:
 - a. Set special rates for new services, pilot projects, promotions or where it is necessary to compete in the marketplace.
 - b. Permit admission of an individual into a program or service without charge.
 - c. Authorize the provision of no or low-cost services to meet public needs.
 - d. Set reduced rental rates on a short-term basis for a pilot, promotional or partnership purposes.
 - e. Set Prime and Non-Prime times and associated rates for facilities to respond to the marketplace and to maximize facility usage.

DEFINITIONS

Adult shall refer to all persons 19 to 64 years of age.

Child shall refer to all persons three to 12 years of age; (children under the age of three shall be admitted for public admissions at no charge).

Community Group shall mean a non-incorporated group composed of individuals joined together on a non-profit basis; or a non-profit group or organization incorporated under the Societies Act of the Province of British Columbia and/or the Canada Business Corporations Act, Part II; and shall meet all of the following criteria:

- At least 75% of the members (excluding spectators) are residents of North Vancouver or work at a business address in North Vancouver; proof of residency and, in the case of child/youth groups, proof of age requirements is required;
- The group is not a registered political party;
- Membership of the group is open and available to any North Vancouver resident or a defined sub-region of North Vancouver;

- The purposes and practices of the group are not contrary to the British Columbia Human Rights Act; or the group is not involved in the promotion of unlawful activities.

Dependent children - for the purposes of this policy, the age at which a child is considered dependent is under 19.

Dependent individual - an individual who is 19 years of age or over is considered a dependent if they are unable to be financially self-supporting because of a physical, intellectual or mental condition.

Facility rental shall mean rental of facility spaces such as rooms, gymnasiums, offices, theatres, lobbies, studios, outdoor activity areas, parks, playing fields, tennis courts, and other indoor and outdoor sports and/or cultural facilities and shall not mean licenses and long-term leases negotiated with the Commission.

Facility rental rates shall mean such rate for use of a facility by the Commission to recover the total cost of operating the facility.

Public admissions shall refer to public sessions for swimming, arena and fitness centres and membership classes.

Family shall refer to up to two adults with one or more dependent children in the same household or family.

Filming entities are any companies, businesses or individuals requesting use of facilities or spaces for the purposes of filming.

Private groups or individuals shall mean a group or individual that does not meet the criteria for a Community Group.

Senior shall refer to all persons 65 years and older.

Student shall refer to all persons attending a post-secondary institution in a full-time capacity (minimum of three courses per semester) with a valid student pass, noting that distance education, paid co-op or internship courses are not eligible.

Youth shall refer to all persons from 13 to 18 years of age.

ROLES AND RESPONSIBILITIES

1. The Director of Recreation & Culture has the delegated authority to grant special rates and permissions as required.
2. The Manager, Finance, will be available to answer questions and provide assistance in interpreting this policy, as required.

APPLICABILITY

This policy applies to all NVRC staff responsible for determining the organization's fees and charges for public admissions, memberships and facility rentals and to all users of NVRC facilities.

SANCTIONS

Any breach of this policy will be investigated and, if confirmed, could result in disciplinary action for staff and, in the case of external individuals, termination of their contract.

RELATED DOCUMENTATION

- Fees and Charges - detailed schedule for the current year
- Policy 202 - Financial Assistance Program

POLICY REVIEW

This policy will be reviewed as needed to ensure that it is still required for its original purpose.

AUTHORITY TO ACT

The authority to act and revise is delegated to the Commission.

VERSION CONTROL

Version 1 approval date:	July 11, 2002	Approved by:	Commission
Version 2 approval date:	March 13, 2014	Approved by:	Commission
Version 3 approval date:	May 14, 2015	Approved by:	Commission
Version 4 approval date:	Sept. 16, 2021	Approved by:	Commission

Commission Meeting Date:

October 24, 2024

Author: Heather A. Turner, Director of Recreation & Culture

Subject: Amendments to Policy 407: Orderly Conduct

RECOMMENDATION:

THAT the Commission approve the amended Policy 407: Orderly Conduct (Attachment 1).

ATTACHMENTS:

- 1) Recommended amended Policy 407: Orderly Conduct
- 2) Current Policy 407: Orderly Conduct

BACKGROUND:

The Commission's delegated functions per the Delegation Bylaws include setting policies regarding recreation and arts services, and facility operations. The Commission has policies in the following categories:

- Administration
- Finance
- Human Resources
- Operations

While some of the policies are under the Director's authority to act and revise, a number of policies are under the Commission's authority and any amendments require Commission approval.

DISCUSSION:

The Orderly Conduct policy was last amended in 2015 and has now been revised to update formatting and operational practices (e.g. outlining Roles and Responsibilities, Sanctions and Related Documentation), and definitions.

BUDGET IMPLICATIONS:

None

CONCURRENCE & COMMUNICATION PLAN:

The revised policy will be posted on the Commission's staff intranet. Staff will ensure updated communication to the public is accessible on the Commission's website and through multilingual Code of Conduct posters in its facilities.

POLICY/AUTHORITY:

The Commission has the delegated authority to act and revise Policy 407: Orderly Conduct per the Delegation Bylaws.

CONCLUSION:

Staff have recommended policy amendments to reflect updated formatting, operational practices and definitions. Commission approval is required.

A handwritten signature in blue ink, appearing to read 'H. Turner', is positioned above a horizontal line.

Heather A. Turner
Director of Recreation & Culture



POLICY No. 407

Policy Title	Orderly Conduct
Section	Operations

PURPOSE

To ensure that all those who work, volunteer and participate in North Vancouver Recreation & Culture Commission (NVRC) activities, facilities and programs are able to enjoy their experience in a welcoming, safe and positive environment.

DEFINITIONS

Conduct Review Committee – the Committee is comprised of exempt staff who review incidents that may warrant suspension of privileges, decide if a suspension is appropriate, recommend suspension and the appropriate term to the manager responsible for recreation services.

Supervisory staff – refers to staff in supervisory roles at NVRC facilities or in NVRC programs.

Suspension of privileges – means an individual is expressly forbidden from attending NVRC activities, facilities and programs. Passes are inactive during the suspension term. Participation in scheduled classes or any other activity within any of the facilities is not permitted.

Suspension appeal – refers to a suspended individual's request to have the suspension reviewed by the Deputy Director or Director.

POLICY STATEMENT

1. NVRC activities, facilities and programs are intended to promote positive lifestyles in a safe and respectful environment.
2. All staff, customers, volunteers and visitors have the right to be safe and feel respected while working and while attending a program or facility. With this right comes the responsibility to be accountable for actions/behaviour that impact the experience of others.
3. NVRC will not tolerate the following in its programs, activities or facilities, and will take appropriate action where necessary to deal with these incidents:
 - a) Threatening/aggressive behaviour, harassment, discrimination, violence, physical or verbal abuse;

- b) Behaviour, actions or language that promotes discrimination, racism or hatred;
 - c) Conduct that may negatively impact other facility users, visitors, staff and volunteers;
 - d) Vandalism or unsafe/inappropriate use of the facility and equipment; and/or
 - e) Participation while under the influence of drugs or alcohol, or while in possession of weapons, illicit drugs or other illegal items.
4. In accordance with the BC Occupiers' Liability Act, the BC Occupational Health and Safety Act, the BC Criminal Code, municipal bylaws and other provincial legislation, supervisory staff are authorized to provide enforcement options at activities, facilities and programs if inappropriate behaviour or conduct is observed or reported.
 5. Supervisory staff have the delegated authority to direct a member of the public to leave the facility immediately and return at a later time to meet with staff to discuss their behavior or conduct.
 6. The manager responsible for recreation services has the delegated authority to suspend the privileges of an individual in circumstances where their behaviour or conduct is deemed to risk the safety and experience of others, or where inappropriate behaviour continues after intervention by staff. The Conduct Review Committee will recommend the length of suspensions to the manager responsible for recreation services.
 7. The suspended individual may appeal the decision. A suspension appeal must be made to the Deputy Director or Director in writing within 30 days of the date appearing on the suspension documentation. The Deputy Director or Director has delegated authority to decide the result of any appeal. A suspension appeal may result in any of the following: withdrawal of the suspension; a reduction of the suspension term; an implementation of modified access; or preservation of the original suspension.

ROLES AND RESPONSIBILITIES

1. Supervisory staff are empowered to create a safe atmosphere for all and are authorized to provide enforcement options. Supervisory staff have the delegated authority to direct a member of the public to leave the facility.
2. The Conduct Review Committee will recommend suspensions and the length of suspensions to the manager responsible for recreation services.
3. The manager responsible for recreation services has the delegated authority to suspend the privileges of an individual and determine the suspension term.
4. The Deputy Director or Director has delegated authority to decide the result of a suspension appeal.

APPLICABILITY

This policy applies to all customers, staff, volunteers and visitors in NVRC facilities, activities and programs.

SANCTIONS

Any breach of this policy or NVRC's Code of Conduct will be investigated and, if confirmed, could result in disciplinary action up to and including removal from the facility, suspension of privileges and possible legal action.

RELATED DOCUMENTATION

- Procedures and forms related to Policy No. 407, Orderly Conduct
- Applicable municipal bylaws and provincial legislation

POLICY REVIEW

This policy will be reviewed as needed to ensure that it continues to serve its original purpose.

AUTHORITY TO ACT

Authority to act is delegated to the Director.

VERSION CONTROL

Version 1	March 9, 1992	Approved by:	Commission
Version 2:	September 10, 2008	Approved by:	Commission
Version 3:	March 26, 2015	Approved by	Commission
Version 4:		Approved by:	Commission



POLICY MANUAL

Policy No. 407

Section:	Operations
Title	Orderly Conduct

REASON FOR POLICY

To ensure that all those who work and play in North Vancouver Recreation and Culture Commission (NVRC) activities, facilities and programs are able to enjoy their experience in a safe and respectful environment.

POLICY

The NVRC will not tolerate disrespect, violence or vandalism in its programs, activities or facilities and will take appropriate action where necessary to deal with these incidents.

1. NVRC activities, facilities and programs are intended to promote positive lifestyles in a safe and respectful environment.
2. All patrons, staff, volunteers and spectators have the right to be safe and feel respected while attending a program or facility. With this right comes the responsibility to be accountable for actions/behaviour that impact the experience of others.
3. Staff are responsible and empowered to create a safe and enjoyable atmosphere for all. In accordance with the Occupiers' Liability Act, the Occupational Health and Safety Act, the Trespass to Property Act, the Criminal Code Municipal By-Laws and other provincial legislation, NVRC staff are authorized to provide enforcement options at activities, facilities and programs if inappropriate behaviour or conduct is observed or reported.
4. Management staff have the delegated authority to suspend the privileges of an individual in circumstances where their behaviour or conduct is deemed to risk the safety and experience of others or where inappropriate behaviour continues after intervention by staff.
5. The Conduct Review Committee will recommend the length of suspensions to Management.
6. The authority to determine suspensions resides with the Manager of Recreation and Culture.

7. Supervisory staff have the delegated authority to direct a member of the public to leave the facility immediately and return at a later time to meet with the Coordinator and Facility Program Supervisor or other staff as determined by Management.
8. The suspended individual may choose to appeal the decision. A suspension appeal must be made to the Director of Recreation and Culture in writing within 30 days of the date appearing on the suspension documentation. The Director of Recreation and Culture has delegated authority to decide the result of any appeal.

DEFINITIONS

For the purposes of this policy, the following definitions shall apply:

Suspension of privileges - A suspension of privileges means an individual is expressly forbidden from participating in NVRC activities, facilities and programs. Memberships and passes are revoked during the suspension term. Participation in scheduled classes or any other activity within any of the Centres is not permitted.

Conduct Review Committee - the Committee is established by Management and comprised of exempt staff. Its purpose is to ensure a standardized and coordinated Commission-wide approach to participant suspensions and will meet as needed. The Committee will, in a timely manner, review all recommended suspensions, decide if a suspension is warranted and recommend the appropriate term to the Manager of Recreation and Culture.

Suspension Appeal - the suspended individual may choose to appeal the suspension decision. A suspension appeal may result in any of the following: withdrawal of the suspension; a shortening of the suspension term; or upholding the original suspension.

AUTHORITY TO ACT

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

Original Approval Date:	March 9, 1992	Approved by:	Commission
Amended:	September 10, 2008	Approved by:	Commission
Amended	March 26, 2015	Approved by	Commission

Commission Meeting Date:

October 24, 2024

Subject: Director's Update

Optimize Human, Fiscal and Physical Resources and Systems

- a) Inclusion, Diversity, Equity and Accessibility (IDEA) update:
 - National Day for Truth and Reconciliation and Orange Shirt Day (September 30) were recognized by NVRC through wearing orange shirts September 27 through 30, promotion of local events, and encouragement to staff to visit the new Indigenous Resources page on the staff intranet. This page shares information about Indigenous history along with resources for staff to learn more about Indigenous peoples in Canada and the ongoing impacts of colonization.
 - An employee survey focused on both IDEA and overall staff engagement is scheduled for November 2024.
- b) 2025 budget:
 - The 2025 operating budget development process involved a detailed review of participation, projection of ambitious revenues and examination of necessary expenses. The early draft of the budget included an overall increase of 2.57% net, despite full-year operation of the new Lynn Creek Community Recreation Centre (CRC) and many cost escalations. In response to recent requests from the District and City, the operating budget submission has been revised further to result in a net increase of \$126K (0.59%). This draft budget was achieved by increased revenue projections anticipated through the recommended fees and charges increases for 2025, and by further reduction in expenses.
 - The provisional operating and capital budgets will be presented to the Commission for discussion and approval at the November Commission meeting.
- c) Parkgate Community Centre:
 - The gymnasium floor has been replaced and reopened on October 5. The floor's new lines and colouring allow for increased activity, including three volleyball courts, six pickleball courts, ten badminton courts and two full basketball courts. Initial response from the community has been positive.
- d) Ron Andrews Community Recreation Centre pool:
 - The pool was closed from September 3 to October 2 for regular maintenance which included servicing and replacing equipment, repairs, painting and deep cleaning. The maintenance team did a great job improving this important community facility.

- e) Mickey McDougall Community Recreation Centre:
- On November 1, the centre will no longer be operated by NVRC and will be turned over to the City to begin improvements to accommodate Flicka Gymnastics. Programs, activities and rentals that could be accommodated have been relocated to other facilities.

Proactively Respond to Recreation and Culture Needs

- a) Facility hours:
- Staff regularly evaluate and adjust NVRC facility hours. Factors considered include:
 - Identified community needs based on usage and participation data;
 - Partnership program needs (for those NVRC facilities where a service partner offers programs and services);
 - Rental needs and demand;
 - Budget impact; and
 - Ability to provide appropriate staffing.
 - The facility operating hours advertised are based on when the public is welcome and on the offerings of programs and services. However, facilities are generally busy outside of these posted hours for rentals (of pools, arenas, gymnasiums and multipurpose spaces), service partner uses (e.g. youth services by North Shore Neighbourhood House and others, Vancouver Coastal Health, etc.) and specialty NVRC programming (e.g. Family Pride swims, women only swims, youth events). Within the past year, the operating hours have been expanded at John Braithwaite Community Centre, Karen Magnussen CRC and Ron Andrews CRC based on the above criteria.
- b) Tennis Canada Recognition:
- The North Vancouver Tennis Centre (NVTC) has been recognized by Tennis Canada for its efforts in providing a positive training environment for junior players. The NVTC was awarded a Silver-level recognition for the 2023-2024 Whole Player Development Pathway.
- c) Culture Days:
- This national celebration of arts and culture occurred September 20 to October 13. Working with the Culture Days BC office, staff coordinated [North Vancouver's Culture Days](#) programming to raise awareness of North Vancouver's arts scene. In collaboration with various arts organizations and community groups, a wide variety of activities were hosted throughout North Vancouver. In 2023, North Vancouver ranked eighth highest nationally in the category of mid-sized Canadian cities for the number of activities provided during Culture Days.
- d) Centennial Theatre:
- September marked the beginning of the 2024-2025 season and there are currently eight more fall bookings in 2024 than in 2023. The CT Presents series, which are performances planned and delivered by NVRC, started October 1 with the second season of the Artists & Musicians Performance Series (AMPS). AMPS supports and features local emerging musicians. The

second season of AMPS began with a record number of attendees watching two bands rock the house. All upcoming shows can be seen on [Centennial Theatre's events calendar](#).

e) NVRC-led special events:

- The Live & Local summer events series wrapped up September 6 with a final concert at Panorama Park. This location continues to host the most well-attended concerts in the series; the September 6 concert had over 450 attendees as well as an increase in new audience members.
- By the end of 2024, the Events team will have delivered 58 activations at eight locations across North Vancouver.
- From October 1 to 20, an online public survey was conducted to seek input to inform the 2025 events plan. The timing of this survey was coordinated with DNV's survey on the revitalization of Lynn Valley Village plaza. NVRC staff are working with both the City and the District regarding event hosting and support to ensure roles are clear and plans are coordinated as much as possible.

f) New fitness initiatives:

- Lions Gate CRC has launched new fitness services in the Peak Room. In the past few months, there have been opportunities for customers to use the space for self-guided workouts with some equipment provided. As of the beginning of October, personal training has been available and the time slots are filling up quickly. Staff are looking to offer small group training in the near future as well. This is a new model to support some fitness demands in facilities that do not have dedicated fitness centres.

Extend our Effectiveness through Collaboration

a) Parkgate Community Day:

- On September 14, NVRC and Parkgate Society celebrated, through the hosting of Parkgate Community Day, the services of the centre as well as Parkgate Community Centre's 25th anniversary.

b) John Braithwaite Community Centre's 20th anniversary:

- On September 20, John Braithwaite Community Centre (JBCC) staff from NVRC and North Shore Neighbourhood House threw a birthday party for the local community to celebrate JBCC's 20th anniversary. Attendees were treated to dancing, music, art workshops and a gallery visit, woodworking demonstrations, and plaza and gymnasium activities. A special photo gallery of JBCC through the years was posted and will remain until the end of October.

c) Access Services:

- On October 3, the Access Services team partnered with Impact North Shore to deliver a yoga class as part of their Immigrant Women's Health Series. The session was led by an NVRC yoga instructor at Harry Jerome CRC and was full with 20 participants. Impact North Shore shared the following feedback:

- "Thank you so much for offering the yoga session to the Immigrant Women's Health group. From welcoming the participants to getting them familiar with the place... we are so grateful for the thoughts you put into making the newcomers feel a part of this community! And please convey our gratitude to the instructor. Not to mention her professionalism. Each of the participants truly enjoyed the class. The instructor was aware of the group's limited English language skills and spoke in a clear, slowed, and simple manner. This helped the group comprehend her instructions, at the same time it also boosted their confidence in using English language."
- d) Creative City Network of Canada:
 - In early October, the Creative City Network of Canada, Canada's national summit for the arts, was hosted by the City of Vancouver. As part of the summit activities, NVRC staff organized an afternoon study tour to North Vancouver's thriving cultural scene. Attendees from across Canada gathered at the Pipe Shop for a traditional Coast Salish welcome, a presentation on The Shipyards history and its transition to a cultural hub. This was followed by a series of walking tours focused on the area's public art, Polygon Gallery and MONOVA.
- e) Resource fair for youth with diverse abilities:
 - On October 4, NVRC participated in the annual *Moving to Adulthood* Resource Fair for Youth with Diverse Abilities (ages 14-26) hosted by Community Living BC, the Ministry of Children and Family Development, the North and West Vancouver School Districts, and organized by local service providers. The annual fair provides individuals and/or their family members with information about local support institutes, inclusive resources and community connections available for youth as they make the transition from high school into adulthood.
- f) Capilano University City Studio project:
 - Staff are working on a project with Capilano University's Work-Integrated Learning staff to connect NVRC with a fourth-year Applied Research Methods class. The project scope includes development of a survey and focus group discussion points to gather information from the community which will be helpful to evaluate current licensed preschool offerings, and determine future service delivery models that will meet the needs of the community. NVRC will be able to use the survey questions and the focus group framework for future needs assessments, as required. Staff are working with the professors and students to guide the learning objectives and deliverables.

Enhance Understanding of the Scope and Impacts of our Services

- a) Arts and culture:
 - Promotional campaigns are underway for the second series of AMPS concerts and the November 8 production of *Bear Grease*, an Indigenous retelling of the popular musical, *Grease*; both are presented by Centennial Theatre.

b) Recreation:

- The annual fall Active Pass monthly pass campaign is underway. Other initiatives that have been promoted to the community include: the Ron Andrews CRC aquatic maintenance shutdown; Parkgate Community Centre's gymnasium floor replacement; National Day for Truth and Reconciliation and Orange Shirt Day; Great BC ShakeOut, in partnership with North Shore Emergency Management (NSEM); and the launch of new fitness services at Lions Gate CRC.
- Social media posts about Maintenance & Engineering staff working on Ron Andrews CRC's aquatic facility during the shutdown have been NVRC's top posts of 2024 to date on both Instagram ([see post](#)) and Facebook ([see post](#)) with both receiving appreciative comments towards staff.



Heather A. Turner
Director of Recreation & Culture