

CITY OF CAMPBELL RIVER COUNCIL ADMINISTRATIVE POLICY

Adopted: September 12, 2000

Council Resolution No. 00-762

Amended: Jan 31-01; July 16-01; April-04; Sept 12-05; Sept.22-05; Jan 22-07, Jun 23-09, Sep 22-09, Feb 01-11, Feb 15-11, Jun 9-15, Apr 23-18, Feb 25-20, Jun 27-23

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1.1 ADMINISTRATIVE FAIRNESS POLICY

1.1.1 PURPOSE

The City of Campbell River seeks to maximize service to our customers. Through this Administrative Fairness Policy, a mechanism is established to provide for appropriate and timely review of decisions and recommendations. It is important to the City of Campbell River to have this policy as part of quality assurance and good service to the public.

1.1.2 APPLICATION

The Administrative Fairness Policy applies to all staff and those non-Council committees and commissions which have decision making and/or recommendation responsibility to Council. Excluded from this policy are those functions for which there is either a statutorily prescribed appeal process or prohibition to local review of the decision, such as the Board of Variance, and Subdivision Approving Officer authority. Also excluded from this policy are those functions which are outside the jurisdiction of the City. The Freedom of Information and Privacy Act may restrict the application of this policy.

1.1.3 PROCEDURE

Administrative procedure for handling complaints regarding administrative practices, processes and procedures.

a) Receipt of a Complaint

i. Informal Complaint

Where a public complaint (either verbal or written) is made against a staff decision and cannot be resolved by the City of Campbell River employee, the complainant should be directed to the supervisor of the person or department from which the complaint has been generated. The supervisor will attempt to resolve the matter in consultation with the decision maker and the complainant. If it cannot be resolved, the complaint should be formalized. The complaint shall remain confidential between the affected parties as well as the complainant's identity.

Where a complaint is made against a decision of a committee or commission, the complainant should be directed to the Chief Administrative Officer or his/her designate who will attempt to resolve the matter in consultation with the chair of the appropriate body and the complainant.

ii. Formal Complaint

The complaint should be in writing to the Chief Administrative Officer of the City and be signed by the complainant. The written form must state the nature of the complaint and the name, address and telephone number of the complainant. The

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complaint shall remain confidential between the affected parties as well as the complainant's identity.

b. **RECORD KEEPING**

An Administrative fairness review file should be established and maintained for all formal complaints received under this Administrative Fairness Policy. The file should contain a copy of formal complaints, notes summarizing any meetings held to attempt to informally resolve the complaint and documentation arising from each stage of the formal process of appeal.

c) **Processing of Formal Complaints**

i. **Acknowledgment**

The complaint is first reviewed by the Human Resources Manager, who will acknowledge in writing to the complainant receipt of the complaint and will describe to the complainant the various review stages and the appeal process, as well as the time when the complainant may expect to receive a reply.

ii. **Stage One – Referral/Review**

This step should be omitted if an informal complaint was made and not successfully resolved.

The complaint is then referred to the individual(s) or committee whose decision precipitated the complaint and the immediate supervisor of that person(s) for review. The immediate supervisor is required to invite the complainant to discuss the concerns. Upon completion of the review, the results will be conveyed in writing to the complainant, including reasons for the decision, as well as any legal, legislative, or policy restriction which may have affected the decision. The results should also be copied to the Human Resources Manager and the Chief Administrative Officer.

The complainant should be advised at this time that if they are not satisfied with the results the matter can be referred to the next review stage. (At this point, depending on the size of the organization, there may be other layers of decision-makers who may be able to resolve an issue. The complaint should be handled with the same procedure as this step.)

iii. **Stage Two – Review by Chief Administrative Officer**

Where the complaint has not been resolved by the previous steps, the complaint will be reviewed by the Chief Administrative Officer who will invite the complainant and staff or committee to discuss the concerns. Upon completion of this review, the results will be conveyed in writing by the Chief Administrative Officer to the complainant, including the reasons for the decision, as well as any legal, legislative or policy restrictions which may have affected the decision. The

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complainant should be advised at this time that if they are not satisfied with the results, an appeal can be made.

d) Appeals

In the event the complainant is not satisfied with the efforts of the Chief Administrative Officer to address the complaint, the complainant may file a further complaint with Council which must be in writing, and Council must conduct a review “in camera”.

i. Review by the City

When conducting a review, Council must give reasonable and timely notice to all persons, including the Chief Administrative Officer and the complainant, who might be affected by the review process. All supporting information shall be provided to the City. There may be circumstances where a complainant would prefer to make only a written submission.

The complainant and Chief Administrative Officer shall appear before Council.

The decision of Council, in respect of the review should be made reasonably and promptly in all circumstances.

The decision shall be confirmed in writing, outlining the reasons for the decision and noting any legislative, bylaw or policy restrictions affecting the decision. This decision will also be copied to the staff member and the supervisor.

The complainant should be advised at this time that if they are not satisfied with the results, the matter can be referred to the Office of the Ombudsman.

2.1 ADVERTISING ON CITY MEDIUMS

2.1.1 PURPOSE

To provide guidelines for Departmental staff when considering requests for, and/or soliciting, revenue generating advertising opportunities, on behalf of the City.

2.1.2 DEFINITIONS

“Corporate Advertising” Shall mean a mutually beneficial business arrangement or partnership between the City of Campbell River and an external party (individual, company, organization or enterprise), wherein the external party contributes funds for non-personal communication of information, usually persuasive in nature, about its products, services or ideas through various paid media, and wherein all components of the relationship are consistent with the City's advertising policy.

“The City” Shall mean the City of Campbell River and its Departments.

“Temporary” Shall mean less than one month and/or related to specific events.

“Medium” Shall mean any form of communication or venue for communication.

2.1.3 GUIDING PRINCIPLE

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The City recognizes that appropriate advertising on City mediums provides an acceptable means of generating new revenues to assist in financing of its programs and services thereby reducing the burden on taxpayers. The City encourages creative approaches to generate new revenues and will attempt to accommodate all requests that fall within the guidelines outlined in this policy statement.

The City reserves the right to refuse or remove any advertising considered to be in violation of these guidelines at any time.

2.1.4 GUIDELINES

- a. Display of advertising on City properties/mediums does not constitute endorsement of the content by the City.
- b. In order for advertising to be considered for display within any facility or within any leased land, it must not be partisan, or discriminatory.
- c. Advertising must not present demeaning or derogatory portrayals of individuals or groups; or exploits violence, sexuality, children, the customs, convictions or characteristics of religious or ethno-cultural groups, persons with disabilities or any other person. All potential advertising must meet the Canadian Code of Advertising Standards.
- d. Advertising is governed by the B.C. Human Rights Act. This Act which provides that no person shall be discriminated against because of the race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation or age of the person or that group or class of persons.
- e. Advertisements or promoting of products prohibited from sale to minors in such a way as to appeal particularly to persons under legal age will not be considered.
- f. Restricted Solicitations - The City should not enter into advertising/sponsorship agreements with organizations whose products or activities have been deemed hazardous to individual health or to the environment.
- g. The City must evaluate individually all advertising proposals based on the contents of the proposal. The City reserves the right to reject any proposals.
- h. Advertisements may not be posted on City mediums without the prior permission of the Department Manager or designate.
- i. Advertisements must not interfere with the operation of equipment, the provision of services or constitute a safety concern.
- j. Advertising will be permitted only after considering the impact on the environment in which it will be placed including facilities, parks and heritage sites. Advertising should fit harmoniously into the environment in which it will be placed and be aesthetically pleasing.
- k. Advertising opportunities of a commercial nature are most compatible with active parks (such as athletic and sporting parks and associated facilities within parks) which provide

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opportunities for healthy living through exercise and outdoor recreation activities. Athletic parks and facilities with high visitation rates and low aesthetic appeal, are preferred choices for advertising. Where possible, such advertising must enhance the existing park environment and not interfere with public enjoyment of the parks.

- l. Where possible, existing structures will be utilized for advertising.
- m. Where possible, commercial activities and advertising will be consolidated within the park site.
- n. Consideration must be given to the effect of the advertising application on the routine maintenance and function of the site.
- o. Historic use of the park or site, including existing advertising, must be considered.
- p. All advertising must adhere to the guidelines of the City Sign Bylaw.

2.1.5 COMMUNITY GROUPS

The City of Campbell River recognizes that non-profit community groups may be permitted to sell advertising for the purpose of generating funds. The City will consider revenue sharing arrangements with community groups. All such advertising must adhere to the guidelines outlined in the Advertising on City Mediums Policy. Council must approve all revenue sharing arrangements.

2.1.6 OPEN AND COMPETITIVE BIDDING

In accordance with the City's purchasing policies, the City must ensure the selection of the most appropriate advertisers who meet the following criteria:

- a. Quality and timeliness of product and service delivery;
- b. Value of product, service and cash provided to the City;
- c. Cost to the City to service the agreement;
- d. Compatibility of products and services with City policies and standards;
- e. Marketplace reputation.

Single sourcing of advertising opportunities is appropriate when:

- a. the advertiser initiates a pilot project over a defined period of time;
- b. it is determined that there is likely only one interested and suitable potential advertiser.

2.1.7 APPROVAL/AUTHORITY

- a. A legal agreement will be drawn up and signed by both parties for annual values over \$1,000 prior to any posting of advertisements. The Department Manager or designate has signing authority for advertising arrangements up to \$10,000 annually. Council will authorize agreements over the annual limit.
- b. All advertising agreements over \$1,000 must confirm all dates of the advertising arrangement, clearly indicate what the advertiser is contributing to the project and the

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value of that contribution (best market value estimate), indicate all forms of recognition the City is making available to the advertiser in return. The agreement will be subject to legal review.

- c. Revenues derived from advertising shall be allocated to the appropriate department for the support/enhancement of the Department programs and services.

2.1.8 PERMISSIBLE VENUES

- a. City Facility Exteriors: temporary signs permitted only.
- b. City Facility Interiors: scoreboards, bulletin boards, walls, banners, washrooms, squash tell tales.
- c. Indoor/Outdoor Fixtures: exercise equipment, park benches, backstops and outfield fencing.
- d. City Vehicles
- e. Print Media: permits, registration receipts, flyers, newsletters, brochures.
- f. Promotional Tools
- g. Special Events Activities
- h. Staff Uniforms/Promotional Apparel
- i. Other forms of advertising as approved by Council

3.1 ALCOHOL SERVICE POLICY

3.1.1 GENERAL INFORMATION

The City of Campbell River provides Facilities and Parks for assorted private and public social and recreational functions at which alcohol is served. It is in the City's best interest to ensure that the serving of alcohol is conducted prudently with the highest regards given to the safety of patrons and the public at large. As the owner and/or operator of these Facilities and Parks, the City encourages responsible attitudes towards drinking and driving.

It is the policy of the City of Campbell River that organizers of events at facilities and/or parks, at which alcohol is served, have in place a Designated Driver Program.

3.1.2 DEFINITIONS

- a. Designated Driver Program
- b. Designated Driver Program means an awareness intended to educate the public to plan alternate means of transportation after drinking alcohol. Promotional material may be available through ICBC, Counter Attack, Mothers Against Drunk Driving, etc.
- c. Facilities
- d. Facilities means any building owned by or operated by the City including an arena, meeting centre, or recreational centre.
- e. Parks

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- f. Parks means all developed and undeveloped green spaces for which the City is the owner or is responsible for including recreational parks and sports fields.
- g. Class "A" Event
- h. Class "A" Event means an event for which admission is open to the public either at no cost or for which a fee has been charged.
- i. Class "B" Event
- j. Class "B" Event means an event for which admission is closed to invited guests or members only.

3.1.3 REGULATIONS

All sponsors of events at a Facility or Park, at which alcohol is served, are requested to ensure that a Designated Driver Programme is in place.

a. Class "A" Event

For a Class "A" Event, the Designated Driver Programme should consist of no less than:

- i. A designated driver announcement made to the assembled guests encouraging the use of a designated driver or alternate transportation for the event;
- ii. Designated driver information posted prominently at each station where alcohol is served; and:
- iii. Designated driver reminders at each table where guests are seated.

b. Class "B" Event

For a Class "B" Event, the Designated Driver Programme should consist of no less than:

- i. Designated driver information posted prominently at each station where alcohol is served; and
- ii. Designated driver reminders at each table where guests are seated.

c. Designated Driver Materials

The designated driver information and reminders may be available from:

CBC -Regional Coordinator
Public Affairs and Road Safety Division
Phone: (250) 390-5539, or
ICBC - Branch Office Manager
Campbell River Claims
Phone: (250) 287-9104.

iii. Responsibility of Sponsor

It shall be the responsibility of the event organisers and/or sponsors to determine the quantity of material needed for their event. If additional materials are needed, it will be

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the responsibility of the event organisers and/or sponsors to obtain sufficient quantities directly from ICBC and/or from others who support the Designated Driver Programme.

4.1 BYLAW ENFORCEMENT

4.1.1 HEALTH AND SAFETY ISSUES

Enforcement of alleged Bylaw infractions relating to health or safety issues may be initiated by the Bylaw Enforcement Officer or other designated enforcement official.

4.1.2 QUALITY OF LIFE ISSUES

Enforcement of alleged Bylaw infractions relating to the quality of life of the City will be initiated by written complaint which must include the signature and address of the complainant.

4.1.3 PROTECTION OF IDENTITY

The identity of the complainant will not be revealed by the City except where disclosure is required by law.

a. Investigation

Following receipt of a written complaint, the complaint will be investigated by a designated enforcement official to determine the nature and extent of the Bylaw infraction, if any.

If the alleged bylaw infraction is unfounded the complainant will be so advised.

If the alleged bylaw infraction is confirmed, the violator will be advised of the nature of the complaint and given a specified time to comply.

b. Enforcement Measures

Admin. Amendment July 16/01

If the violator does not comply with the request to comply in Section 1.4.4 (iii) then further action will be considered including:

- i. If the infraction relates to a building or structure that is listed for sale, the listing salesperson and manager of the listing company will be notified of the Bylaw infraction; or,
- ii. If the infraction relates to a building or structure that is considered by the Building Inspector to be unsafe, a report pursuant to the provisions of the Local Government Act will be presented to Council recommending demolition, repair, or the filing of a Notice on Title as appropriate.
- iii. Prosecution through the Courts including an application for an injunction, if appropriate;

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- iv. Direct action by the City where the City is so authorized under the Local Government Act.

- c. Court Prosecutions

In cases where Court Prosecution, including applications for injunctions are pursued Council will be advised for information and in appropriate cases asked to provide direction.

New Jan 31/01 Res. #01-0100

- d. Secondary Suites

To ensure secondary suites as an alternative and safe form of housing, bylaw enforcement will be initiated upon complaint, to have an owner bring a suite into conformance with Zoning, Building, and if applicable, Business Licensing Bylaws.

- i. The City will respond to written complaints from individuals residing within a 100 metre radius of the alleged secondary suite by notifying the owner, and doing an inspection. The City may initiate action without receipt of a complaint if it is suspected that health and/or safety conditions exist.
- ii. Where the illegal suite is confirmed to exist, written notice is given to the owner to initiate rezoning; or provide evidence that the tenant has been given notice of eviction; and ensure bylaw compliance.
- iii. Where no response is received, or a rezoning is not successful, legal action is initiated and a notice is placed on title of the property to provide information to a potential purchaser or mortgagor.

5.1 COAT OF ARMS

5.1.1 COAT OF ARMS

The Coat of Arms is reserved for use on communications originating from the Office of the Mayor and members of Council or for occasions deemed special by Council.

Amended Sep 12-05 Res# 05-0810

5.1.2 LOGO

- a. The City's corporate logo serves to capture the confluence of the Campbell River adjacent to Discovery Passage with a backdrop looking across the coast mountain range. The City will not allow the use and/or reproduction of the City of Campbell River corporate logo for commercial purposes. Non-commercial use will be permitted only for events where the City of Campbell River is a major participant [at the discretion of the City Clerk under the terms and conditions of the City's Visual Identity and Logo Use Policy], or where Council has provided endorsement or approval.

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- b. The City of Campbell River corporate logo will be the standard logo used by the City for letterhead and vehicle identification and will be placed prominently on all City of Campbell River products, communications and applications.

5.1.3 SPONSORED MATERIALS

All materials communicating events or special programs paid for with City tax dollars shall carry the City logo and draft versions shall be subject to the approval of the City Clerk prior to the issuance of purchase orders.

5.1.4 LAPEL PINS

Lapel pins will be sold at \$1.00 each, however, pins may be given to individuals or organizations that can prove in writing to the satisfaction of the Mayor that they will be used to promote the City.

5.1.5 COAT OF ARMS APPAREL RESTRICTION

The use of the Coat of Arms on apparel is restricted to those persons officially authorized at the time of wearing to represent the City.

New Sep 12-05 Res# 05-0810

6.1 VISUAL IDENTITY & LOGO USE

The City of Campbell River has two official symbols: the Coat of Arms and the Corporate Logo.

The Coat of Arms was granted by the Lord Lyon King of Arms of Edinburg under the authority granted him by Queen Elizabeth II. The Lieutenant Governor officially presented the Coat of Arms to Mayor Ostler and Council on Dec. 7, 1987.

6.1.1 COAT OF ARMS

Each element of the Coat of Arms is an expression of Campbell River's history, geography and economy, using symbols from the rich tradition of heraldry described overleaf.

- a. The Shield and the Coronet

The shield is the central and most important element. The lower portion symbolizes the meeting of the waters of Campbell River and Discovery Passage and the vital industries of fishing and forestry. In the upper portion or 'chief' of the shield, the Lord Lyon has honored the town's namesake Dr. Samuel Campbell by featuring the ancient arms of the Chief of the Clan Campbell; replacing the black sections in this case with Ermines, a heraldic fur which recalls early importance of the fur trade.

Above the shield as a mural coronet in Canada's national colors, the special sign granted to all Municipalities. Above the coronet in the place of honour is the traditional symbol of high status among the First Peoples of the region, the cedar head ring for the Kwagiutl ornamented with abalone.

- b. The Supporters

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In the Coat of Arms are a pair of majestic bald eagles, which are termed 'the supporters' and flank the shield. They represent the rich natural environment that supports the community and provides such a splendid setting for settlement and recreation. Each eagle is 'charged' on its breast with a gold circle bearing a black diamond, the heraldic symbol of mineral wealth, which produced another significant economic activity.

c. The Compartment & Motto

At the base of the Coat of Arms is the 'compartment' which consists of a grassy meadow embellished with two well-known local plants; salal and Nootka roses. The rose is also the insignia of Campbell River's twin city Ishikari, Japan. Above the whole design is the motto, "Enriched by Land and Sea" describing Campbell River's situation and fortune.

6.1.2 CORPORATE LOGO

Mayor Nash and Council adopted the Corporate Logo on March 7, 2005. The City's corporate logo serves to capture the confluence of the Campbell River adjacent to Discovery Passage with a backdrop looking across the coast mountain range. The City will not allow the use and/or reproduction of the City of Campbell River corporate logo for commercial purposes. Non-commercial use will be permitted only for events where the City of Campbell River is a major participant and only upon approval from the City Clerk.

The main objectives of developing a new visual identity for Campbell River were:

To significantly strengthen Campbell River's corporate image and influence perceptions of the "City" through consistent presentation in print, visual and internet communications.

To achieve local recognition for a symbol and name in connection with services, facilities and programs available to our citizens/visitors.

To achieve national and international recognition for a symbol and name that reduces confusion for people receiving communications from the "City".

The mark has been registered under the Trade-marks Act of Canada as an official mark for wares and services for the City of the City of Campbell River.

The Corporate Logo is a registered trademark owned by the City of Campbell River. If the City becomes aware of any unauthorized use, it may pursue legal action.

In order to protect the integrity of the symbol and graphic identity of the logo, organizations, businesses or individuals wishing to use the logo must seek prior approval from the City of Campbell River. Use of the logo must not be for profit or souvenir manufacturing.

Care must be taken to make sure the logo is not altered or modified in any way. Your cooperation is appreciated in making sure the logo is reproduced consistently and properly to present the best possible image for the City.

PLEASE NOTE: THE COAT OF ARMS IS RESERVED FOR PROTOCOL, HISTORICAL AND LEGAL PURPOSES. THEREFORE, ONLY THE CORPORATE LOGO CAN BE REQUESTED FOR USE.

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To Become an Authorized User:

- a) Obtain application form from the Legislative Services Department.
- b) Return the signed application form along with a copy of the proposed use of the logo, to Legislative Services Department by mail, fax or e-mail [contact information is listed below]. Allow a minimum of five business days for approval.
- c) Applications will be evaluated according to whether use of the logo will:
- d) Identify ownership of City services, facilities and programs
- e) Recognize funding provided [in dollars or in-kind] or a mutually beneficial partnership [such as promotion of a City service].
- f) Once your application is approved, follow the guidelines for reproduction contained in the Logo Guidelines Manual [to be provided upon approval].

Contact Us:

Legislative Services Department
City of Campbell River
301 St. Ann's Road
Campbell River BC V9W 4C7

To ensure the correct and consistent display of the logo, wherever possible use the digitized image files. If you do not have the resources to reproduce the logo from an image file, please state this on your application and an alternative will be provided. Working from photocopies, other printed materials, or scanned images should be avoided as this may result in poor quality reproduction.

Guidelines for proper use of the graphic standard are contained in the Logo Guidelines Manual [to be provided upon approval].

Trademark Protection:

The City of Campbell River's logo is registered and protected under the Trade-marks Act of Canada. Unless written permission has been obtained from the City of Campbell River, any use of this logo is prohibited.

If you have any questions please contact the Communications Advisor at [250] 286-5700 or julie.douglas@campbellriver.ca

7.1 GOVERNMENT CORRESPONDENCE

Any letter being directed to the Prime Minister, Premier, or Minister of the Federal or Provincial Government will be signed by the Mayor, and also be copied to the local MP

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and/or MLA(s) as appropriate.

8.1 LICENCES

8.1.1 BUSINESS LICENCES

Business Licence Applications for the following categories are to be referred to Council for information:

- a) Vacuum cleaner sales;
- b) Telemarketing for fund raisers;
- c) Telemarketing for sales;
- d) Escort agencies;
- e) Door-to-door sales of building materials & security systems;

9.1 MISCELLANEOUS SIGNAGE

9.1.1 TRANSIT BUSES

City election advertising is prohibited on Transit buses.

9.1.2 WESTERLY SIDE OF DOGWOOD/ELM STREET

All commercial and political signage is prohibited on the westerly side of the Dogwood/Elm Street right-of-way between 9th Avenue and 11th Avenue.

10.1 TEMPORARY HELIPORT

The City has no objection to the issuance of temporary heliport licenses provided that:

The applicant has received written approval from Transport Canada;

The R.C.M.P. has approved the function;

The applicant provides third party liability insurance in the amount of \$3,000,000 with the City as an additional named insured ;

The applicant saves harmless the City from any action that may result from the function;

The applicant has arranged adequate crowd control (approved by the R.C.M.P.) at no cost to the City;

That neither the site nor the flight path is within close proximity to a residential area;

All applications for a licence in excess of one day, other than for construction purposes, are approved by Council.

11.1 PARTNERS IN PROGRESS

The following policy provides a consistent and equitable framework for securing and recognizing partnerships between the City of Campbell River and any third party, with a view

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to offsetting, supplementing or enhancing City service delivery.

11.1.1 GOALS

- a. To enhance our community through the development of partnerships;
- b. To ensure that there is a mutual benefit between the Partner and the City of Campbell River; and;
- c. To provide partnership opportunities to a variety of individuals, organizations and businesses.

11.1.2 GENERAL INTEREST AND UNDERSTANDING

Partners in Progress standing will be given to those proposals which involve more than two of the following contributions: Cash, Capital, Land, Ownership, In-Kind contributions, and Volunteer time.

- a) Partnership is defined as a relationship between the City of Campbell River and an individual, organization or business which voluntarily provides cooperation between/among partners having individual and joint rights and responsibilities.
- b) Partnerships can be initiated by potential partners or by the City of Campbell River.
- c) The projected outcome must be compatible with the operating philosophy of the City of Campbell River and will fall under the guidelines of Federal, Provincial and City Legislation.
- d) The projected outcomes from the partnership will be clear, definable and measurable.
- e) Partnerships must not directly benefit any employee or servants of the City of Campbell River.
- f) Recognition and acknowledgment of partners will be mutually agreed upon.
- g) Project materials must meet the standards acceptable to the City of Campbell River.
- h) All partnership agreements must be approved by Council.
- i) All Proposed Partnerships must be outlined in the form of an application to Council which may be delivered to any Department.

11.1.3 PARTNERS IN PROGRESS APPLICATIONS

- a) An application form for each proposed partnership shall be completed by the applicant and include the following information;
- b) Applicant Information: Key contact person, organization name, certificate of registration or applicable evidence of identity;

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- c) Project Description, detailing the benefits of the project to the community and partners; identifying the appropriate department or function of the City; all drawings, locations, schedules and products of the partnership where applicable.
- d) A Location Map illustrating the location of the proposed partnership, meetings or impacts.
- e) A project time line showing key milestones and decision making points.
- f) A table illustrating the proposed budget.
- g) Cost estimates which detail wages, labour, in-kind, equipment, materials. Break down the estimated cost of the project illustrating allowances for volunteer time based on minimum wage rates or time in lieu of cash. Cost estimates should be backed up with quotations from qualified businesses and supplied to the City of Campbell River at the time of application.
- h) Those projects with an extended time line must be accompanied by a detailed budget illustrating phases and sources of funds and time required.
- i) All proposals should demonstrate the on-going requirement for maintenance and replacement costs.
- j) Details on inspection of construction and work certification must be included in the proposals when appropriate, in compliance with standards.

11.1.4 PROCESS AND PROCEDURES

- a) All proposals are to be submitted to the Chief Administrative Officer for receipt and entry into a Proposal Log. Proposals may be reassigned by the City Manager as staff time permits.
- b) All proposals will be circulated to departments for input and comment in order to identify any cross interests, standards of practice, and additional City work.
- c) Specific proposals that are estimated at a total cost greater than \$50,000 for materials and labour (including in-kind contributions) will be circulated by the City to community groups and associations for assessment and community input in order to identify the benefits and appropriateness of the proposal to the community.
- d) Assigned staff will work with proponents to review and respond to comments that arise from the circulation process.
- e) Upon completion of review, a report from assigned staff will be presented to the City Manager for agenda approval to the appropriate Committee of Council.
- f) All approved partnerships will be authorized in the form of a standard agreement, executed by Council resolution which will be completed with a signing delegation at Council.

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- g) Each proposed partnership will be reviewed and assessed on its benefit to the City and Community in terms of impacts on General Revenue.
- h) All financial contributions shall be deposited at the time of application, with the Finance Department, prior to final approval of the partnership by Council.
- i) The Finance Department shall allocate an account for the project for the authorization and payment of approved invoices.
- j) During a construction project, reports and updates shall be provided by the applicant on a regular basis.
- k) On completion of the project, a final inspection will take place prior to the acceptance of ownership by the City of Campbell River, wherever applicable.
- l) All unexpended funds deposited with the City of Campbell River will be returned to the depositor upon achievement of substantial completion by the h
- m) Projects involving City of Campbell River funds must be completed within the fiscal year or a written request to carry over must be submitted to the Chief Financial Officer of the City of Campbell River.
- n) Where applicable, the proposal shall be the subject of a request for Expressions of Interest or a Request for Proposals, as commissioned through the City Purchasing Agent, subject to standards of practice.
- o) The City of Campbell River reserves the right to decline to participate or engage in a partnership.

11.1.5 COORDINATION

- a) The assigned staff member shall be responsible for communicating with the applicants and other members of the project team through regular meeting minutes.
- b) When applicable, a maintenance agreement shall be created between the City of Campbell River and the Partner.

The assigned staff member shall ensure that all announcements, media contacts and public information is coordinated with the Mayor, Members of Council and the Partner.

Amended Jan 22-07 Res. #ic 07-0029/ic07-003, Amended Jun 9-15 Res. #15-0303

12.1 FREEDOM OF THE CITY AWARD

Section 158 of the Community Charter, provides Council the authority to confer the Freedom of the City upon distinguished persons.

12.1.1 PURPOSE

To provide criteria for conferring the honour of Freedom of the City to an individual.

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The purpose of bestowing the honour of Freedom of the City is to recognize an individual who has created tremendous pride, given exemplary service to, or made an outstanding contribution to the City of Campbell River. This honour shall be restricted to very exceptional cases in order to maintain this award at the high level it deserves, and will require the Council of the day to take a very strict position to reserve the honour for only those particular cases of exceedingly high merit.

12.1.2 DEFINITION

City Council may from time to time honour a distinguished person by unanimous vote, conferring the Freedom of the City on that person. The award shall be called "Freedom of the City". The recipient becomes a "Freeman".

12.1.3 NOMINATING BODY

The Community Services, Recreation and Culture Commission (CSRCC) shall be the nominating body for the Freedom of the City Awards. The CSRCC shall forward nominees to Council by November 30th of each year.

12.1.4 CRITERIA

Criteria for selection will include but is not limited to:

- a) Selfless service to the community;
- b) Outstanding achievements in a number of areas within the arts, business, humanities, politics, community service, sports, environment or professional endeavors;
- c) The honour cannot be bestowed posthumously;
- d) Nomination requests will be accepted but not solicited from the public;
- e) Nomination of an ex-Council member not be considered for a minimum of four years after that member's term has ended;
- f) Current Commission members cannot be nominated for a Freedom of the City Award.

12.1.5 AWARD

Persons conferred with the honour of Freedom of the City will receive:

- a) An explanation of the reason why they are receiving the award;
- b) An invitation to formal City celebrations;
- c) A professionally drafted and framed certificate;
- d) A photo portrait sitting to be displayed at City Hall as well as a copy to keep;
- e) A lapel pin with the City's logo and their new title;
- f) A plaque will be placed at City Hall recognizing all Freedom of the City Award recipients.

This Award will be presented by the Mayor at a significant event.

In addition, unless Council revokes the honour; a person given Freedom of the City:

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- a) is deemed to be an elector of the City and is eligible to be registered as such and to vote in an election for Mayor or Councillor.

Amended Jun 9-15 Res. #15-0303

13.1 COMMUNITY BUILDER AWARD

13.1.1 PURPOSE

To provide criteria for conferring the honour of a Community Builder Award to an individual.

The purpose of the Community Builder Award is to recognize an outstanding individual who has provided longstanding initiative and leadership in the development of our community.

13.1.2 DEFINITION

City Council may, from time to time, honour a distinguished person by unanimous vote, conferring a Community Builder Award. The award shall be called "Community Builder Award".

13.1.3 CRITERIA

Criteria for selection will include but is not limited to:

- a) Specific service, deeds and activities that have made our community a better place to live;
- b) Nomination requests will be accepted but not solicited from the public;
- c) Outstanding contributions in a particular field or endeavor;
- d) Selfless volunteerism;
- e) Can include posthumous nominees;
- f) Current Commission members cannot be nominated for a Community Builder Award.

13.1.4 NOMINATING BODY

The Community Services, Recreation and Culture Commission (CSRCC) shall be the nominating body for the Community Builder Awards. The CSRCC shall forward nominees to Council by November 30th of each year;

13.1.5 AWARD

Persons conferred with the honour of Community Builder will receive:

- a) An explanation of the reason why they are receiving the award;
- b) A professionally drafted and framed certificate presented by the Mayor at a community volunteer recognition event;
- c) Their name listed in a prominent City public place.

New - Jun 23-09 Res. # 09-0260

14.1 COMMUNITY USE OF SPIRIT OF THE RIVER TORCH

CITY OF CAMPBELL RIVER COUNCIL ADMINISTRATIVE POLICY

Adopted: September 12, 2000

Council Resolution No. 00-762

14.1.1 PURPOSE

On February 12, 2009, as part of a Spirit Week Walk to promote the arrival of the Olympic Torch Relay in Campbell River on November 2, 2009, First Nations artist Richard Krentz presented the City of Campbell River with a Spirit of the River torch. The artist intended, and the Mayor confirmed during the presentation ceremony, that the torch will be available for community use.

This policy provides guidelines for staff, who will manage the formal application process to ensure public safety and torch security

14.1.2 CRITERIA

In order to qualify for the use of the Spirit of the River torch, the following criteria and conditions of use must be met.

- a) Requests for use of the torch will be in writing.
- b) At least one week's notice will be given when making a request.
- c) Requesting organizations must be based in Campbell River and holding a public event or significant community ceremony, inviting members of Council or a City official.
- d) Requesting organizations must be not-for-profit groups.

THE CITY OF CAMPBELL RIVER RESERVES THE RIGHT TO DENY A REQUEST THAT DOES NOT MEET THE CRITERIA SET OUT IN THE SPIRIT OF CAMPBELL RIVER LOAN POLICY.

14.1.3 CONDITIONS OF USE

- a) The Torch flame will only be used outdoors, by a person 19 years of age or older.
- b) Indoor Use of flame mechanism may be permitted in auditoriums and gymnasiums if approved in writing by the Campbell River Fire Department. Use indoors requires the torch to remain within an area defined by the Fire Department.
- c) The person responsible for borrowing the Spirit of the River is an adult and is responsible for the care of the all of the items associated with the Spirit of the River torch as well as the torch. This person's organization will be financially responsible for all damage / loss and will be billed accordingly. This person will have also agreed to sign a liability waiver.
- d) A Security Deposit of \$250 is required.
- e) The torch and associated items must be returned on the agreed date. (Failure to do so may result in the loss of the security deposit).
- f) The applicant will assume all liability relating to the use of the Spirit of the River and will provide Third Party Liability Insurance for \$2 Million, with the City of Campbell River named as an additional insured.
- g) The applicant will complete torch safety orientation.

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- h) The torch and flame mechanism will be displayed on a table on the dedicated rack and stored and transported in the dedicated case(s). After use, the torch will cool for at least 10 minutes before transport.
- i) The torch bearer shall not be wearing hair spray and shall maintain the torch in a safe manner that does not pose a burn risk to people or property. The torch bearer shall also be aware of the weight of the torch and size of the flame and understands that wind conditions can redirect the flame. In windy conditions, it is not advisable to light and carry the torch. In this case, it is recommended to have the burning torch displayed on a table instead.

SCHEDULE 'A'

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SPIRIT OF THE RIVER TORCH LOAN APPLICATION

NAME:	
ORGANIZATION:	
ADDRESS:	
TELEPHONE:	Work: _____ Home: _____
CONTACT:	Phone: _____
DESCRIPTION OF EVENT & EVENT LOCATION:	
INTENDED USE OF TORCH:	
ORGANIZORS WHO HAVE COMPLETED TORCH ORIENTATION:	
DATE & TIME TO BE PICKED UP:	DATE & TIME TO BE RETURNED:
DEPOSIT REQUIRED: \$250.00 RECEIPT NO.:	
NOTED DAMAGE:	

The applicant agrees to inform all responsible officials associated with the organization of the preceding terms.

SIGNED AND WITNESS THIS: _____ day of _____ 20

Witness

Signature of Applicant

Print Name

Address

APPROVED:

Name and Title of City Official

Date

Signature of City Official

File No.: 0000-00 XXXX

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SPIRIT OF THE RIVER TORCH LOANING POLICY

The City of Campbell River may loan out equipment from time to time recognize Community Organizations by permitting the use of the Community Torch, Spirit of the River. In order to qualify for the use of the Spirit of the River the following criteria and conditions of use must be met:

CRITERIA

- a) Requests for use of the torch will be in writing.
- b) At least one week's notice will be given when making a request.
- c) Requesting organizations must be based in Campbell River and holding a public event or significant community ceremony, inviting members of Council or a City official.
- d) Requesting organizations must be not-for-profit groups.

Note:

The City of Campbell River reserves the right to deny a request that does not meet the criteria set out in the Spirit of Campbell River loan policy.

CONDITIONS OF USE

- a) The Torch flame will only be used outdoors, by a person 19 years of age or older.
- b) The person responsible for borrowing the Spirit of the River is an adult and is responsible for the care of the all of the items associated with the Spirit of the River torch as well as the torch. This person's organization will be financially responsible for all damage / loss and will be billed accordingly. This person will have also agreed to sign a liability waiver.
- c) A Security Deposit of \$250 is required.
- d) The torch and associated items must be returned on the agreed date. (Failure to do so may result in the loss of the security deposit).
- e) The applicant will assume all liability relating to the use of the Spirit of the River and will provide Third Party Liability Insurance for \$2 Million, with the City of Campbell River named as an additional insured.
- f) The applicant will complete torch safety orientation.
- g) The torch and flame mechanism will be displayed on a table on the dedicated rack and stored and transported in the dedicated case(s). After use, the torch will cool for at least 10 minutes before transport.
- h) The torch bearer shall not be wearing hair spray and shall maintain the torch in a safe manner that does not pose a bum risk to people or property. The torch bearer shall also be aware of the weight of the torch and size of the flame and understands that wind conditions can redirect the flame. In windy conditions, it is not advisable to light and carry the torch. In this case, it is recommended to have the burning torch displayed on a table instead.

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APPENDIX B

City of Campbell River RELEASE OF LIABILITY

BY SIGNING THIS DOCUMENT YOU ARE WAIVING CERTAIN LEGAL RIGHTS, INCLUDING THE RIGHT TO SUE-PLEASE READ CAREFULLY

To: City of Campbell River and its employees, officers, agents, affiliated community associations and volunteers (collectively, the "City of Campbell River")

Re: Spirit of the River (the torch)

Awareness of Risk

I acknowledge that there are risks associated with use of the Spirit of Campbell River torch. I have informed myself and understand the risks associated with use of the torch (where applicable) including the risk of personal injury, and freely accept these risks.

I understand that I am free to withdraw from using the torch at any time.

I acknowledge that City staff may limit my access to the torch in the event of any misuse of the torch or misconduct on my part.

I am not aware of any medical condition that would affect my ability to use the torch. If I have any concerns about my medical condition, I will consult with my physician before using the torch. I am aware that use of the torch involves many inherent risks, dangers and hazards, including but not limited to: changing weather conditions, equipment failure, burns, blunt force trauma, and negligence of others.

RELEASE and WAIVER

In consideration of the acceptance of my temporary use of the torch, I hereby for myself, my heirs, executors, administrators, or any others who may claim on my behalf, **covenant not to sue**, and hereby **waive, release and discharge** the City of Campbell River, and anyone acting for or on the City of Campbell River's behalf, from **any and all claims of liability** for personal injury, illness, loss of life or property damage of any kind or nature, arising out of or sustained in the course of my use of the torch. This Release and Waiver applies to all claims, foreseen or unforeseen, including negligence and breach of statutory or other duty of care (including that owed under the *Occupier's Liability Act*).

I have read and understand this agreement and I recognize that by signing this document I am waiving certain legal rights, including the right to sue.

Participant Signature _____ Witness Signature _____

Participant Name _____ Witness Name (Please Print) _____

Date _____

15.1 ORDER OF BRITISH COLUMBIA NOMINATION PROCESS

15.1.1 PURPOSE

To provide a methodology for nominating individuals for the Order of British Columbia.

The Order of British Columbia is the highest form of recognition the Province can extend to its citizens, and Council shall restrict nomination for this honour to individuals who have created tremendous pride, given exemplary service to, or made an outstanding contribution

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to the City of Campbell River and the Province of British Columbia. This honour shall be restricted to very exceptional cases in order to maintain this award at the high level it deserves, and will require the Council of the day to take a very strict position to reserve the honour for only those particular cases of exceedingly high merit.

15.1.2 DEFINITION

City Council may choose to nominate a distinguished person by unanimous vote for the Order of British Columbia, according to the provincial criteria and timelines.

15.1.3 CRITERIA

Criteria for selection will include but are not limited to:

- a) Outstanding achievement, excellence or distinction in a field of endeavor benefiting the people of the Province or elsewhere in:
 - i. Community leadership
 - ii. Business
 - iii. Labour
 - iv. Industry
 - v. Volunteer Service
 - vi. Professions and other occupations
 - vii. Research
 - viii. Culture
 - ix. Arts
 - x. Sports
- b) The honour cannot be bestowed posthumously unless the Advisory Council recommends the appointment to the Lieutenant-Governor in Council before the person's death;
- c) Nomination request will be accepted and solicited from the public;
- d) Federal, provincial and municipal elected representatives are not eligible for appointment to the Order while they remain in office.

15.1.4 AWARD

Persons conferred with the Order of British Columbia will be awarded by the Lieutenant-Governor.

The recipient will also be invited to be recognized by City Council at a significant event.

Amended Feb 01-11 Res# 11-0065

16.1 COUNCIL LIAISON, STAFF LIAISON, RECORDING SECRETARY & COMMITTEE REPORTING TO COUNCIL

16.1.1 COUNCIL LIAISON

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- a) Council liaison appointments will be made on an annual basis. Proposed appointments will be brought forward by the Mayor during the month of December or March and will be required to be endorsed by Council;
- b) The decision to appoint a council liaison to any internal or external advisory body is made by resolution of Council after considering the goals of the City's Corporate Strategic Plan;
- c) The role of the council liaison is to provide an impartial communication link between Council and the various internal and external advisory bodies;
- d) The Council liaison or their alternate is expected to attend the meetings of their appointed committee. If unable to attend the Council liaison arranges for their alternate to attend and is later briefed on the proceedings;
- e) The Council liaison will actively participate in the meetings but will not vote nor serve as the chair person;
- f) The Council liaison is not empowered to make decisions or commitments on behalf of council;
- g) The Council liaison is expected to provide a verbal (or written) report to Council and answer questions on the committee meetings they attend; preferably during the Council meeting in which the committee minutes are received. These reports will update Council on the work of the committee.

Apr 23-18 Res# 18-0186 (h, i, j added)

- h) One Council Liaison and one alternate will be appointed to each advisory committee.
- i) Council members and Council Liaisons shall only serve on an advisory committee in a non-voting capacity.
- j) Except in special circumstances, Council members and Council Liaisons shall not serve as the chairperson of an advisory committee.

16.1.2 STAFF LIAISON

- a) In an administrative capacity the staff liaison provides support to the committee on behalf of council to ensure the mandate of the committee is followed. The liaison is also expected to initiate recommendations to council for committee appointments and maintains an updated list of appointee's whenever changes occur, providing a copy of the updated list to the City Clerk;
- b) Acting in their capacity as liaison, staff provides the committee with technical and operational support that assist's the committee with their work on behalf of council. The staff liaison works with the chairperson to prepare agendas and assists the committee with the wording of its recommendations to Council;

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- c) Committee reports to Council will be prepared with the assistance of the staff liaison to ensure they meet all the requirements of a council report;
- d) Staff liaison appointments are made by the City Manager based on the staff member's area of expertise.

16.1.3 RECORDING SECRETARY

- a) The recording secretary is expected to keep a current list of committee members, their address, phone number, email address, the date they were appointed and the date their term expires.
- b) The recording secretary ensures meeting agendas and minutes are distributed to the committee members and the City Clerk during the week prior to the meeting;
- c) The recording secretary records the minutes of the committee meetings to reflect the collective decision(s) of the group for the public record. It is a responsibility of the recording secretary to ensure the notices of meetings and their agendas are publicly posted in advance as required by the legislation. The recording secretary also ensures the agendas and minutes of each meeting are posted to the City's website and are provided electronically to the City Clerk so that they can be forwarded to City Council for receipt. The recording secretary ensures that all originals are available for inspection as a public record.

16.1.4 COMMITTEE REPORTING TO COUNCIL

- a) Committee recommendations must be adopted by committee resolution prior to presentation to Council;
- b) If the committee wishes to present its report to Council, it shall do so by authorizing a committee member to present on behalf of the committee;
- c) Requests to present to Council at a regular meeting shall be made to the City Clerk, accompanied by a copy of the report or presentation in written form. The written submission must state any recommended Council resolutions for further action. Generally a report to council will include background on the purpose of the report; a discussion on the facts or information; the findings or conclusion of the information (if required); various options; and the recommendations of the committee;
- d) The committee will, at a minimum, provide an annual status report to Council which will include a record of work conducted from the previous year, proposed work plan for the ensuing year and the financial and policy implications of the proposed work plan. The staff liaison will assist the committee with the preparation of this report.

Amended Jun 27-23 Res # cw23-0068

Section:	Council Policy	
Sub-Section:	Council Administrative Policy	1
Title:	Council Correspondence	17

RELATED POLICIES

Number	Title
Administrative Policy A30	Privacy Policy

APPROVALS

Approval Date: June 27, 2023	Resolution: cw23-0068
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1. POLICY STATEMENT

1.1. This policy sets out the process of handling electronic and paper correspondence addressed to Mayor and Council.

2. PURPOSE

2.1. To establish guidelines to ensure that all correspondence is distributed in a timely and consistent manner and that the appropriate record keeping policies are applied.

3. SCOPE

3.1. This Policy applies to all correspondence addressed to Mayor and Council from members of the public, outside agencies and other levels of government, or that is determined by staff to be of interest to Mayor and Council.

4. PRINCIPLES

4.1. The Executive Assistant will disseminate all correspondence addressed to Mayor and Council.

4.1.1. Correspondence to Council received by email shall be handled as follows:

- (a) Email correspondence sent to reception and addressed to Mayor and Council will be forwarded to the Executive Assistant.
- (b) If the email is of a political nature, the Executive Assistant will acknowledge receipt of the email and forward it to the Corporate Officer, with a copy to Mayor and Council. The Corporate Officer will determine if the

item is appropriate for inclusion on the agenda and specify if it is to be added under Correspondence or under Consent Agenda.

- (c) If the email is of an operational or technical nature, the Executive Assistant will acknowledge receipt of the email and forward it to the appropriate staff person, with a copy to Mayor and Council. Staff will research the item and respond to the sender and copy Mayor and Council on the response.
- (d) If the email is regarding an item that requires, or requests a decision by Mayor and Council, the Executive Assistant will acknowledge receipt of the email, with a copy to Mayor and Council. The Corporate Officer will determine if the item is appropriate for inclusion on the agenda and specify if it is to be added under Correspondence or under Consent Agenda.
- (e) If the email is informational in nature, it will not be acknowledged. The Executive Assistant will forward it to Mayor and Council and the Corporate Officer, and it may or may not be included on an agenda at the discretion of the Corporate Officer or at the request from a member of Council.
- (f) If the email is not within the City's jurisdiction (*ultra vires*), the Executive Assistant will notify the sender, with a copy to Mayor and Council and the Corporate Officer.
- (g) Electronic correspondence specifically addressed "to Mayor and Council" may be placed on a Council meeting agenda at the discretion of the Corporate Officer if it is in the public's interest, or requests action or requires a decision of Council. This correspondence will be handled and distributed in accordance with the City's Privacy Policy.

4.1.2. Correspondence to Council received by mail or hand delivered shall be handled as follows:

- (a) The Legislative Services Department will forward to the Executive Assistant any correspondence addressed to Mayor and Council that is received by mail or hand delivered.
- (b) The Executive Assistant will scan the correspondence and forward as appropriate (per subsections 4.1.1 b, c, d, e, and f).
- (c) Personal correspondence addressed to individual Council members and marked "confidential" shall be considered to be private and be placed unopened in that individual's mailbox at City Hall.

4.1.3. Correspondence received by the Mayor, or an individual member of Council will be forwarded to the Corporate Officer if the Council member wishes the item to be added to an upcoming agenda.

4.1.4. Correspondence placed on an open meeting agenda will form part of the public record and will be published. The author's name and address are relevant to Council's consideration and will be disclosed through this process; however, staff will redact the author's phone number(s) and/or personal email address(es) in accordance with the [Freedom of Information and Protection of Privacy Act](#).

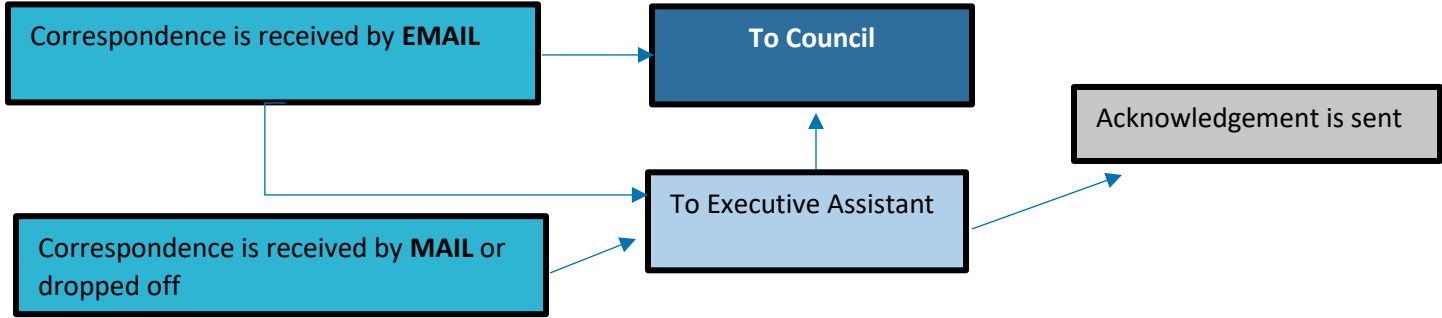
4.1.5. Anonymous correspondence received will not be placed on an agenda, nor will it be forwarded to staff.

4.1.6. Should correspondence be received that in the opinion of the Corporate Officer or Chief Administrative Officer, in consultation with the Mayor, is deemed to contain inappropriate, offensive, or misleading language, it will not be placed on an agenda, nor will an acknowledgement be sent to the author.

4.2. The Executive Assistant will archive all correspondence addressed to Mayor and Council, and correspondence issued in response to correspondence addressed to Mayor and Council, in the correspondence tracking system and in accordance with the City's records management procedures.

Attachments: Council Correspondence Flowchart

* **Council** can bring forward any item to the **Corporate Officer** for inclusion on an agenda



Item is of a **POLITICAL** nature

Acknowledgement is sent by the **Executive Assistant** that item was forwarded to **Corporate Officer** and copied to **Mayor and Council**

Item is forwarded to **Corporate Officer**

Copy to Council

Corporate Officer will decide if item is appropriate for inclusion on the agenda

Item is of a **TECHNICAL** or **OPERATIONAL** nature

Acknowledgement is sent by the **Executive Assistant** that staff will respond and **Mayor and Council** are in receipt

Item is forwarded to **Staff Member**

Copy to Council

Staff will research, respond and copy Council

Item **REQUIRES OR REQUESTS A DECISION** from Mayor and Council

Acknowledgement is sent by the **Executive Assistant** that the item was forwarded to the **Corporate Officer** for inclusion on a future agenda and copied to **Mayor and Council**

Item is forwarded to **Corporate Officer**

Copy to Council

Corporate Officer will decide if item is appropriate for inclusion on the agenda

Item is **INFORMATIONAL** in nature

No acknowledgement is sent

Item is forwarded to **Corporate Officer**

Copy to Council

Corporate Officer will decide if item is appropriate for inclusion on the agenda

* If the item is *ultra vires* the **Executive Assistant** will notify the sender and copy the **Corporate Officer** and **Council**

As per Council agenda procedures, the Corporate Officer and the CAO meet with the Senior Leadership Team and the Mayor to finalize and approve the content of the agenda prior to publishing.

CITY OF CAMPBELL RIVER COUNCIL ADMINISTRATIVE POLICY

Adopted: September 12, 2000

Council Resolution No. 00-762

Section added Jun 9-15 Res. #15-0303

18.1 LETTER OF COMMENDATION

18.1.1 PURPOSE

To provide criteria for conferring a letter of commendation to an individual or a group of individuals, to an organization or group of organizations whether non-profit, private or public, or to a combination thereof.

The purpose of the letter of commendation is to recognize specific contributions of significant benefit to others in our community or to the development of our community.

18.1.2 DEFINITION

City Council may, from time to time and by unanimous vote, commend an individual or a group of individuals, an organization or group of organizations whether non-profit, private or public, or a combination thereof with a letter recognizing their contributions. The letter shall be called "Letter of Commendation".

18.1.3 CRITERIA

Criteria for selection will include but not be limited to:

- a) The recipient of a Letter of Commendation can be an individual or a group of individuals, or an organization or group of organizations whether non-profit, private or public, or a combination thereof. In this context, "group" refers to informal or formal shared endeavours, coalitions or partnerships.
- b) Recipients will have made a distinct and important contribution to improving the lives of others in the community, or making the City of Campbell River a better place to live, including but not limited to:
 - an act of heroism;
 - outstanding mentorship or inspiration to others;
 - a specific endeavour or innovation that substantially strengthens the community;
 - a specific endeavour or innovation that brings provincial, national or international honour to the City.
- c) Nominations will be accepted but not solicited from the public. Nominees cannot recommend themselves.
- d) All nominations must be reasonably substantiated with accurate facts.
- e) When there is an appropriate addressee, recipients can include posthumous nominees of individuals, or nominees of groups that are no longer active.
- f) Individuals or groups who have received a Letter of Commendation in the past are eligible for recognition again for a different, unrelated achievement.
- g) Current City Council members cannot be nominated for a Letter of Commendation.

CITY OF CAMPBELL RIVER COUNCIL ADMINISTRATIVE POLICY

Adopted: September 12, 2000

Council Resolution No. 00-762

18.1.4 NOMINATING BODY

The Community Services, Recreation and Culture Commission (CSRCC) shall be the nominating body for Letters of Commendation. The CSRCC shall forward nominees to Council in a timely manner.

18.1.5 LETTER

Recipients conferred with a Letter of Commendation will receive the letter on official City of Campbell River letterhead. The letter will be signed by the Mayor and will include the date when the letter was prepared, the appropriate addressee and salutation, and an explanation of the reason for the letter.

Section added Jun 9-15 Res. #15-0303

19.1 COMMEMORATIVE PLAQUES

A number of City of Campbell River documents position this policy including:

- *City of Campbell River Vision 2025 Project (2007)*: “Campbell River has an interesting and unique culture and heritage which needs to be nurtured and supported.”
- *A Heritage Plan for Campbell River (2007)*: “Cultural and heritage development contribute together to the long-term sustainability of a city.”
- *City of Campbell River Sustainable Official Community Plan (2012)*: “Arts, heritage, and cultural activities play a vital part in fostering a sense of belonging, building social cohesion, creating a sense of civic pride, preserving collective memory, and providing perspective and encouraging discourse on critical issues.”

19.1.1 PURPOSE

To provide criteria for the creation and installation of commemorative plaques in the City of Campbell River.

The purpose of the Commemorative Plaque is to:

- a) Recognize an exceptional contribution of historical or current importance to Campbell River’s built or natural environments by an individual or group of individuals, or by an organization or group of organizations whether non-profit, private or public, or by a combination thereof; in or on City facilities or lands.
- b) Commemorate events, landmarks and milestones of historical or current importance to Campbell River’s heritage and culture.

19.1.2 DEFINITION

City Council may, from time to time and by unanimous vote, approve the creation and installation of plaques to commemorate important contributions, events, landmarks and milestones of historical or current significance to the City’s built or natural environments, heritage or culture. The plaque shall be called “Commemorative Plaque”.

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19.1.3 CRITERIA

Criteria for selection will include but not be limited to:

- a) The subject of the plaque must pertain to commemorating an outstanding contribution to the City of Campbell River's built or natural environments, or be noteworthy as a prominent event, landmark or milestone in representing the City's heritage or culture.
- b) The subject of the plaque must have an enduring quality.
- c) Nominations will be accepted but not solicited from the public.
- d) Nominations can include a facility or other resource with a Community Heritage Designation in the City's Heritage Program.
- e) Nominations will be considered on a case-by-case basis, and take into account budget constraints for anticipated costs.

19.1.4 NOMINATING BODY

The Community Services, Recreation and Culture Commission (CSRCC) shall be the nominating body for Commemorative Plaques. The CSRCC shall forward nominees to Council by November 30th of each year.

19.1.5 PLAQUE

City staff will be responsible for recommending to Council the plaque's size, design, content, materials, the installation location and process, and anticipated costs. All aspects will comply with City of Campbell River bylaws and signage policies. As relevant, City staff will consult with the Museum At Campbell River for accuracy of wording and images on plaques.

Moved from Property Policy to Administrative Policy 2016

20.1 PUBLIC HEARING POLICY

20.1.1 PURPOSE

This policy supplements the provision of the *Local Government Act* in respect of the holding of Public Hearings. The policy provides procedure for the holding of public hearings to hear presentations on land use issues.

20.1.2 GENERAL STATEMENT

Any person who believes their interest in property will be affected by a proposed bylaw has an opportunity to address Council at a public hearing in a timely and orderly fashion. Individuals are encouraged to submit written submissions to City Hall to the attention of the City Clerk, prior to the hearing, for inclusion as part of the record.

20.1.3 SPEAKER'S LIST AND TIME LIMITS

A Speaker's List will be available to record names and addresses for anyone wishing to speak at the public hearing. Except for the owner/applicant, who will have first opportunity to address Council, speakers are called in order from the list, and after everyone on the list has had an opportunity to address the hearing, others may speak.

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Note: *The Mayor or Chair may dispense with the Speaker's List if twenty or less members of the public are in attendance at the start of the hearing.*

- i. Presentations by an owner/applicant are limited to 15 minutes. The owner/applicant will be given the opportunity to clarify points raised, or respond to questions after members of the public have spoken.
- ii. Members of the public expressing their views are limited to 5 minutes each. Additional information may be presented to Council after all other speakers are heard for the first time. Speakers are not to debate a point of view with another speaker, but will seek clarification through the Chair. Speakers are requested to submit written copies of their presentation to become part of the Public Hearing record.
- iii. The Chair will only entertain submissions that pertain to the land use bylaw under consideration.
- iv. Those in attendance at the Public Hearing will refrain from applause, or other expressions of emotion, whether in favour of, or opposition to, any particular application or argument. Inappropriate language, outbursts or criticisms aimed at individuals or groups are not allowed.

20.1.4 REQUEST FOR FURTHER INFORMATION PRIOR TO CLOSE OF PUBLIC HEARING

- i. Prior to the close of a public hearing, Council will consider whether additional information from staff in respect to issues raised at the public hearing is required.
- ii. If Council is of a view that information from staff is necessary, staff will be given an opportunity to provide the required information at that time.
- iii. Members of the public will be permitted to make submissions in respect of the information and the public hearing will then be closed.
- iv. If it is not possible for staff to provide the information at that time, staff will advise the Council that is the case and Council will direct that staff prepare a report providing the required information.
- v. The public hearing will then be recessed until an appropriate date and time to allow for the preparation and disclosure of the report.
- vi. The public hearing will be reconvened on the appropriate date to allow members of the public to make submissions in respect of the information.

20.1.5 AFTER THE PUBLIC HEARING IS CLOSED

After all speakers have been heard, the Public Hearing is then closed by the Chair. No other submissions may be received by Council. Council may consider the bylaw at the next, or a specified meeting of Council, with or without a request for further information from staff.

CITY OF CAMPBELL RIVER COUNCIL ADMINISTRATIVE POLICY

Adopted: September 12, 2000

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Section added Feb 25-20 RIC

21.1 MANAGEMENT AND EXEMPT EMPLOYEE COMPENSATION POLICY

21.1.1 PURPOSE

This policy lays out the City of Campbell River's formal approach to, and ongoing administration of, total compensation for its management and exempt employee group.

21.1.2 COMPENSATION PROGRAM OBJECTIVES

The City of Campbell River's compensation program is designed to provide competitive, fair and equitable salaries that attract, retain and engage leaders and professionals who will work to achieve excellence in local government by providing value to citizens and stakeholders. The compensation program reflects current needs and is adaptable to meet future needs should the City grow or modify its services, and allows flexibility to respond to unique, business critical attraction and retention needs.

21.1.3 GUIDING PRINCIPLES

The City considers its competitive marketplace, the relative value of each position, individual performance, qualifications and experience when compensating individuals. The City is committed to providing employees with total compensation opportunities guided by the following principles:

- a) Objective: Transparently aligned to and in support of the City's short and long-term strategies and objectives to ensure accountability.
- b) Competitive: Regular monitoring of the external market in which we compete for talent to ensure competitiveness and consistency with desired market position, on a total compensation basis, reflecting the economic value of jobs.
- c) Equitable internally: A job evaluation model is in place that measures the internal relativity of each position and every level of each job family has an associated salary range.
- d) Affordable and cost effective: Balances market competitiveness with the ability to pay for the desired competitive position and demonstrates the appropriate expenditure of public funds.
- e) Performance based: Reflects the type and quality of work performed, recognizes differences in performance, reinforces desired behaviours.
- f) Easy to administer and understand. Clearly defined and consistently communicated on an ongoing basis, ensuring protection of privacy where applicable.

21.1.4 TOTAL COMPENSATION COMPONENTS

Total compensation for the exempt employee group at the City includes:

- a) Annual base salary - Base pay is the annual salary earned by an employee for working the standard workweek.
- b) Group benefit package - Benefits include municipal pension plan participation, life insurance, medical/dental coverage, short and long-term disability, and other programs that support the health and long-term well-being of employees and their families.

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- c) Paid time off - Paid time off includes vacation, time-in-lieu, statutory holidays, bereavement leave and jury duty.
- d) Other perquisites may include - Professional development, membership fees of professional associations, recruitment and relocation expenses

Each of the above components have monetary value and should be considered by the employee and the City in the total competitiveness of the employment relationship. While remuneration is most often the primary factor, it is recognized that it is one of many factors contributing to job satisfaction and overall employee experience.

21.1.5 COMPENSATION PHILOSOPHY

A compensation philosophy, or approach, guides decision-making using two key components:

- 1) Pay position (of market comparators)
- 2) Comparator organizations

The pay position is established by Council and is currently set at the median (or 50th percentile) of the City's defined external market comparators. This target level will be reviewed to ensure it remains valid and competitive, and it may be adjusted by Council as business and market conditions change.

The group of comparator organizations is defined by the City Manager and consists of other municipalities and regional districts in British Columbia of a similar size and with similar characteristics. The comparator group will also include neighbouring communities with whom the City competes for talent.

21.1.6 COMPENSATION STRATEGY

The goal of the City's base salary program is to meet the pay position set by Council using the following strategies:

- a) Identifying an appropriate market comparator group to measure external pay equity.
- b) Engaging in a formal review of the City's compensation structure every four years to measure and assess the level of competitiveness, using a sample of management and exempt positions to benchmark with the defined comparator group. Such review will take place within the first quarter of the second year of each Council term.
- c) Following the formal review, any recommendations for salary structure adjustments, based on the market information, will be determined by the City Manager and any recommendations for across-the-board increases in that year will be brought forward for Council consideration.
- d) During the three interim years, a cost-of-living increase will be applied across-the-board to exempt salaries and the salary grid using the Consumer Price Index (CPI - Canada) to estimate wage inflation. In years of negative CPI (Canada) numbers, salaries will not be adjusted for inflation.

In addition, internal wage compression and other developing trends will be monitored in the broader public sector and in the market where we can find the skills and competencies needed to provide sustainable service delivery.

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21.1.7 COMPENSATION STRUCTURE

A job evaluation model is in place that measures the internal relativity of each position and every level of each job family has an associated salary range.

Annual base salary range:

- a) Each base salary range has a minimum salary and a maximum salary. Progression through the range will be dependent upon employee contribution, and tenure alone is not a consideration in base salary determination.
- b) The maximum base salary range represents the maximum amount the City is willing to pay incumbents who continually meet or exceed performance expectations for the jobs that are classified at that range.
- c) The maximum base salary range is a proxy for the median level of market and considered sufficiently competitive with the defined external market to attract and retain qualified employees.

21.1.8 RESPONSIBILITIES

1. Council

- a) Authorizes changes to the compensation policy and pay position of market comparators
- b) Authorizes adjustments to the City Manager/CAO's compensation
- c) Authorizes any across the board adjustments in the year of a formal compensation review

2. City Manager/CAO

- a) Operationalizes and manages the exempt compensation program within the policy approved by Council
- b) Evaluates and recommends changes in the compensation policy to Council
- c) Authorizes the composition of the exempt market comparators
- d) Evaluates and authorizes compensation levels and cost-of-living increases (in non-review years) for all exempt staff
- e) Hears appeals on compensation matters

3. Human Resources Manager

- a) Recommends the composition of the exempt market comparators to the City Manager/CAO
- b) Develops recommendations for revisions to the compensation policy, system and procedures, as required
- c) Prepares and recommends to the City Manager/CAO any salary and/or salary grid adjustments resulting from market information
- d) Provides market information to Mayor and Council from the formal review for consideration of compensation adjustments for the City Manager/CAO
- e) Implements authorized compensation program adjustments
- f) Communicates information to employees