



City of Richmond

Report to Committee

To: General Purposes Committee

Date: October 28, 2005

From: Terry Crowe
Manager, Policy Planning

File:

Re: **Display of Religious Symbols at City Hall Policy**

Staff Recommendation

That, as per the Manager, Policy Planning report dated October 26, 2005:

- (1) Policy 2013, "Religious Symbols – Site for Placement" (**Attachment 2**), be rescinded, and
- (2) The proposed policy "Display of Religious Symbols at City Hall" (**Attachment 3**) be adopted.

Terry Crowe
Manager, Policy Planning

Att. 4

FOR ORIGINATING DIVISION USE ONLY					
ROUTED TO:		CONCURRENCE		CONCURRENCE OF GENERAL MANAGER	
Customer Service		Y <input checked="" type="checkbox"/>	N <input type="checkbox"/>		
Recreation & Cultural Services		Y <input checked="" type="checkbox"/>	N <input type="checkbox"/>		
REVIEWED BY TAG		YES	NO	REVIEWED BY CAO	
		<input checked="" type="checkbox"/> DW	<input type="checkbox"/>	YES	NO
				<input checked="" type="checkbox"/> AD	<input type="checkbox"/>

Staff Report

Origin

On October 3, 2005, General Purposes Committee passed the following motion:

“That staff and the Richmond Intercultural Advisory Committee be directed to revise Policy 2013, with the objective of better demonstrating intercultural inclusiveness, by allowing, upon request, the placement of religious symbols, with an educational component, in City Hall, which is a community gathering and celebration place, during appropriate religious events (e.g., Christmas).”

Findings Of Fact

1. Initial Policy Referral and RIAC Response

On October 21, 2004, Lubavitch BC requested Council to enable the placement of a Menorah, a religious symbol, in City Hall during Hanukkah each year (e.g., December 7 – 15) (**Attachment 1**).

At the General Purposes Meeting of November 1, 2004, the following motion was passed:

“That the request of the Lubavitch BC be forwarded to the Intercultural Advisory Committee and to staff to review the current policy.”

At the January 20, 2005 meeting, RIAC passed the following motion:

“Acknowledging that Christmas is a traditional Canadian Holiday, we support keeping current practices and that all religious symbols are placed at the Cultural Centre as per City Policy.”

While the majority of RIAC members supported the motion, the decision was not unanimous.

2. Re-Consideration of Policy Referral by TAG

In September 2005, The City Administrators Group (TAG) considered two options:

- (1) Retaining the existing Policy 2013 (**Attachment 1**), or
- (2) Changing Policy 2013, to enable, upon request, religious symbols, with an educational component, to be displayed in City Hall, during religious events (e.g., Christmas).

TAG considered that Option 2 was timely, considering that:

- Richmond is a very diverse community,
- in 2003 Council adopted an Intercultural Strategy to better support intercultural inclusiveness, and
- City Hall is a community gathering and celebration place.

3. General Purposes Committee Referral

On October 3, 2005, General Purposes Committee requested that Policy 2013 be revised (see above).

(3) RIAC Recommendation

On October 12, 2005, RIAC met to discuss a draft policy (**Attachment 2**). A quorum was not present.

Debate centred around the following issues:

- is the Christmas tree a cultural or religious symbol?
- will controversial groups request that their symbols be displayed?
- might groups antagonistic to each other request to display at the same time?
- how will requests by different denominations to display the same symbol at the same time be handled?
- is it appropriate to display religious symbols in a house of government?
- display criteria (e.g. location, respectful of other religions).

Key ideas were consolidated, and with staff input, a proposed policy was circulated for Committee approval.

On October 25, the Committee recommended that the existing policy be retained. This was not a unanimous decision.

(4) Display of Religious Symbols in Other Cities

Surrey

Surrey has no specific policy regarding the display of religious symbols at City Hall. Every year a Menorah and a Christmas tree are displayed in the foyer of City Hall.

No other requests have been made to display religious symbols at City Hall, and no controversies have arisen regarding the current displays.

Vancouver

Vancouver has a City Hall Lights Program to “acknowledge significant cultural and religious dates”, whereby community organizations may request a display of lights on the two large trees outside Vancouver City Hall. Symbols may also be displayed in the lobby of City Hall, with an informational component, during the period of the celebration.

An application form must be completed and requests are assessed in terms of suitability according to a range of criteria, including:

- “The application must be sponsored by a community group or organization.
- The celebration or event must be of cultural or religious significance widely embraced by the community”.

Vancouver does not impose a time limit on displays. Applicants are asked to specify the duration of the display.

Events currently recognized through the Vancouver City Hall Lights Program include (2005 dates):

- Diwali, Festival of Lights celebrated by the South Asian community (October 21);
- Hanukkah, Jewish festival of lights and dedication (December 16 to 23);
- St. Lucia's Day, Swedish festival of lights (December 13);
- Eid Al-Fitr, Muslim festival of fast-breaking, signalling the end of Ramadan (October 23); and
- Guru Nanak Day (November 5)

The only religious symbols that the City of Vancouver has displayed are the Menorah, for the duration of Hanukkah, and a representation of Ganesh, for a two-hour period during the opening event for the Diwali celebration. Other displays have been of a cultural/decorative nature.

District of North Vancouver

The District of North Vancouver does not have a policy governing the display of religious symbols, but their current practice is to display the Three Wise Men on the roof and the Menorah in the front hall of the District office.

The practice of placing the Three Wise Men on the roof is currently being reviewed on the basis that it does not reflect the multicultural community.

Summary

The experience of other cities indicates that difficult scenarios have not arisen pertaining to the display of more than one religious symbol (e.g. inappropriate, conflicting, or too numerous requests).

(5) Display of Religious Symbols in Richmond

(1) Existing Policies and Procedures

Existing Policy 2013, "Religious Symbols – Site for Placement" (**Attachment 1**), indicates that religious symbols will be displayed at the Library/Cultural Centre.

Administrative Procedure 2017.01, "Programming of City Hall" (**Attachment 3**), prohibits religious services at City Hall.

(2) Current Practice

A. Religious Symbols

Currently, the Menorah is lit and displayed each year in the Plaza at the City’s Cultural Centre during the eight days of Hanukkah. This is the only request received to date by the Cultural Centre to display a religious symbol. No controversies have been experienced related to this ceremony and display.

Current Richmond Practice				
Religion	Observance	Display	Location	2005 Duration
Judaism	Hanukkah	Menorah	Cultural Centre Plaza	December 16 - 23

B. Cultural Symbols

(i) Christmas Trees:

- Each year, the City puts up a Christmas tree in the centre of the City Hall cafeteria as a seasonal decoration.
- The Richmond Sunset Rotary Club sponsors Winter Wonderland on the main floor of the Meeting House at City Hall. It is an annual fund raiser for non-profit organizations, consisting of up to 30 trees decorated by corporate sponsors. In 2005, it will be held from the last week of November to the end of December.

Current Richmond Practice				
Religion	Observance	Display	Location	2005 Duration
Christianity	Christmas	City Christmas Tree	City Hall (Cafeteria)	December 1 – 31
Christianity	Christmas	Winter Wonderland display of Christmas Trees	City Hall (Meeting House Atrium)	November 28 - December 31

(ii) Other:

- The City allows many other cultural symbol displays at City Hall including government flags, the Remembrance Day Cenotaph, 2010 Winter Olympic Games, Halloween decorations, and Chinese New Year decorations.

Analysis

1. Defining “Religion”

The Multifaith Action Society of BC defines a religion as a recognized, historic faith community with a registered charitable organization number issued by the Canada Revenue Agency.

2. Religions in Richmond

2001 Census data indicates that Richmond residents are of the following faiths:

Religion	Percentage
Buddhist	6.75%
Christian	44.47%
Hindu	1.29%
Jewish	1.83%
Muslim	3.04%
Sikh	3.53%
Other	.09%
No response	1.24%

3. Possible Religious Symbol Displays

The following table provides examples of possible religious symbols, and is not intended to be exclusive.

Examples of Recognized Religions in Richmond			
Religion	Religious Observance	Religious/Cultural Symbols	2005 Date of Observance
Buddhism	Wesak	Buddha representation	May 13
Christianity	Christmas	Nativity	December 25
Judaism	Hanukkah	Menorah	December 16 – 23
Hinduism	Diwali	Ganesh representation	October 21
Islam	Eid Al-Fitr	Moon and star	October 23
Sikhism	Birthday of Guru Nanak	Guru Nanak representation Scriptures	November 5
Other	To be determined		

4. Proposed Policy 2013

The proposed policy has been prepared by City staff, with advice from RIAC (**Attachment 3**).

5. Implications of the Proposed Policy

- (1) The proposed policy will allow for the display of religious symbols in City Hall, in recognition of the diversity of religious faiths observed in Richmond.
- (2) (a) The proposed policy is compatible with existing cultural celebrations and symbol displays (e.g., Christmas, Remembrance Day, Chinese New Year).

- (b) The proposed policy will allow for the continuance of the Christmas tree display in the cafeteria and the Winter Wonderland display.
- (3) The proposed policy is compatible with the City's existing related policy, Administrative Procedure 2017.01 (**Attachment 4**). It is to be noted that the display of religious symbols and any accompanying "ceremonies", which the policy allows, are deemed not to be "religious services".
- (4) If and when required, City staff will seek clarification regarding a formal religion by requesting clarification from the organization and relevant documentation.

Financial Impact

None.

- The applicant will be responsible for all associated costs.
- No City fee is proposed.

Conclusion

Upon the direction of the General Purposes Committee, staff with advice from RIAC have prepared a revised policy regarding the display of religious symbols at City Hall.

Staff recommend that:

- (3) Policy 2013, "Religious Symbols – Site for Placement" (**Attachment 2**), be rescinded, and
- (4) The proposed policy "Display of Religious Symbols at City Hall" (**Attachment 3**) be adopted.



Lesley Sherlock
Social Planner
(4220)

TTC:ls:cas

7"03



Here for you - mind, body and spirit

SENT VIA FAX: 604.276.4332

October 21, 2004

Mayor Malcolm Brodie
City of Richmond
6911 No. 3 Road
Richmond BC V6Y 2C1

Dear Mayor Brodie,

I am writing regarding placement of a Chanukah Menorah in Richmond City Hall, for this years Chanukah celebration which begins December 7th 2004 and concludes on December 15th.

5750 Oak Street
Vancouver BC V6M 2V9
Tel: (604) 266-1313
Fax: (604) 263-7934
E-mail: info@lubavitchbc.com

The Lubavitch Movement in B.C. is responsible for placing more than 30 Chanukah Menorahs in key public locations, thru out the Lower Mainland.

These Menorah displays foster tolerance and integration, and serve to bring about greater awareness of the many and various cultures that make up the fabric of our multi cultural Canadian society.

We also look forward to hosting a lighting ceremony, in the presence of the Mayor, Members of City Council, and city staff. This ceremony will be coordinated with your office to make it as accessible as possible for the city hall guests, and the public.

Most of the larger cities in Canada have a Menorah and lighting ceremony in or in front of City Halls and other government buildings. These include Vancouver, Surrey, North Vancouver, City Halls. There are also Menorahs at the Parliament buildings in Victoria, Queens Park - Ontario Legislative Buildings, Calgary, Winnipeg City Hall, Manitoba Legislative Building, Halifax City Hall, Hamilton City Hall, Montreal City Hall, Cote St. Luc, and hundreds of cities across the USA and the globe.

Kindly reply at your earliest convenience so that we may be able to make the appropriate arrangements well in advance. I thank you for your consideration, and look forward to meeting with you very soon.

Sincerely,
Lubavitch of Richmond

Rabbi Yechiel Baitelman
Director

c.c.: City of Richmond, Councillors' Office
Original to follow by mail.

Central Organization for Jewish Education British Columbia

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City of Richmond

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Adopted by Council: Nov. 8/93

POLICY 2013

File Ref: 7400-00

RELIGIOUS SYMBOLS – SITE FOR PLACEMENT

POLICY 2013:

It is Council policy that:

The Library/Cultural Centre be designated as the site for placement of religious symbols for a period not to exceed 14 days.

(Note: applications should be made in writing to Parks and Leisure Services, for coordination with Civic Properties Department.)

(City Administrator's Office)

**POLICY:**

It is Council policy that:

1. Religious symbols may be temporarily displayed at City Hall or the Library/Cultural Centre, in recognition of the diversity of cultures and religious faiths in Richmond, and to promote inclusiveness.
2. The display of religious symbols at City Hall must meet the following criteria:
 - (1) Religious or community organizations are to request the display.
 - (2) Displays will be accompanied by educational plaques or posters to explain the religious symbol.
 - (3) Displays must be respectful of other faiths.
 - (4) Displays are to occur during the normal duration of a major observance of that faith.
3. More than one religious group may display simultaneously, space allowing.
4. If requests cannot be accommodated, space will be provided as available on a rotational annual basis or at another agreed upon time.
5. The display location will be determined by City staff.
6. As per City Policies (e.g., Policy 2017.01) and the City Hall Operational Manual,
 - (1) applicants are responsible for all associated costs and labour, including set-up and take-down, and are responsible for all materials displayed, including insurance for theft, damage and injury, and
 - (2) all other City Hall use and display criteria must be met, including ensuring that the displays are safe.
7. Applications for:
 - (1) City Hall religious displays are to be made to the City Hall Coordinator, and
 - (2) Library/Cultural Centre religious displays are to be made to the Arts Coordinator.
8. This policy is deemed to be compatible with Administrative Procedure 2017.01, "Programming of City Hall".
9. When necessary, City staff will clarify "religious organizations" by requiring appropriate documentation (e.g., Canada Revenue Agency documentation). City staff will administer this policy and seek clarification from Council, as necessary.
10. City staff will administer this policy and seek clarification from Council, as necessary.



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Adopted by Council: Oct.23/00

**ADMINISTRATIVE
PROCEDURE 2017.01**

File Ref: 2050-00

PROGRAMMING OF CITY HALL

RICHMOND CITY HALL SPACE USE GUIDELINES

1. DEFINITIONS:

Affiliated Groups - City Hall:

- Affiliated groups must meet the following criteria:
 - i) must be a non-profit organization
 - ii) meetings and activities carried out by this organization must be open for participation by the public at large
 - iii) the purpose for which the organization has been established must be primarily of a community service nature as opposed to a purely educational service
participants within this organization must be at least 70% Richmond residents
 - iv) a significant majority (90%) of the Board of Directors must be Richmond residents

Charitable Appeals:

- Registered under the Public Contributions Act and City Bylaws where funds are directly solicited (example: Poppy Drive, Daffodil Day, and Salvation Army Kettle Drive).

City-sponsored groups:

- Council appointed groups and any other group mandated to carry out City business.

Commercial Activity:

- Where goods, services or entertainment are sold for profit; where the activity will benefit a private business and not the public-at-large.

Community Special Event:

- Free, open general public activities organized and managed by not-for-profit groups operating in Richmond on topics of broad community interest (example: public meetings, forums, information exchanges, media conferences, kick-off events for registered charitable appeals, community entertainment).

Corporate Special Event:

- Activities sponsored by the City of Richmond or one of its mandated boards or authorities.

Displays:

- A static or audio-video presentation which assists Community groups and the City of Richmond communicate topics of interest to the community-at-large.

Events - other:

- Other activities and gatherings, excluding meetings, not covered by community or corporate events.



Fundraising Activities:

- Where goods, services or entertainment are sold to the public, with profits returning to a group (example: bake sales, auctions, raffles, bridge-a-thons, private concerts and other activities).

Incremental Costs:

- Expenses that are above the regular operating cost to maintain building operations and public programming.

News Conferences:

- Any event organized for the purpose of attracting media coverage. A formal news conference may involve speakers, activities, entertainment, displays, etc.

Not-for-Profit Organizations:

- Those groups that are established under a law of British Columbia or Canada for a purpose other than to make a profit, and which operate within Richmond, and carry on activities benefiting a broad cross-section of the community.

Permanent Displays:

- A work of art, award, gift to the City and other objects or memorabilia significant to Richmond's history, milestones and achievements.

Public Rallies:

- Events involving people protesting, promoting or supporting an issue through the use of:
 - devices to amplify sound
 - the carrying of signs or placards
 - angry, abusive language or shouting
 - the possession and/or use of potentially or actual dangerous materials, substances or weapons.

Social Events:

- An event involving the serving of food and/or alcoholic beverages. Note: the maximum stand-up capacity for "stand up" receptions is 1000 people.

2. LOCATIONS AND SEATING CAPACITY AVAILABLE FOR MEETINGS/SPECIAL EVENTS, DISPLAYS AND CONFERENCES:

Meeting House First Floor

M.1.001	Council Chambers	94 seats / 31 stacking chairs
M.1.002	Meeting House Room	18 seats / 8 additional chairs
M.1.003	Meeting House Room	18 seats / 8 additional chairs
M.1.004	Cafeteria	4 at 13 tables for total of 52 seats
M.1.005	Atrium & Galleria	1000 for "standing" events or max. 200



for sit down / social rentals

Meeting House Second Floor

M.2.001	Anderson Room	14 seats / 32 additional chairs
M.2.002	Meeting House Room	18 seats / 8 additional chairs
M.2.003	Meeting House Room	18 seats / 8 additional chairs
M.2.004	Meeting House Room	18 seats / 8 additional chairs

Note: capacities can be increased in some rooms with the removal of tables.

3. TIME PERIODS:

Time period A – approved City Hall building hours

Time period B – Monday through Friday: 10:00 p.m. – 11:45 p.m.

Time period C – Weekends: before 11:00 am and from 5:00 p.m. – 11:45 p.m.

North Plaza hours of use:

The Plaza is a natural location for public dialogue. This space can be reserved, however groups should be aware that other non-reserved groups may use the Plaza for spontaneous activities at any given time.

The North Plaza and its components are available between 7:00 am and midnight, seven days a week. Exceptions to this will be considered on an individual basis.

4. GENERAL GUIDELINES AND LIMITATIONS:

- Any group or individual applying to use public space or facilities within City Hall, must agree that they will not conduct any business or activities that would violate the Criminal Code or the BC Human Rights Code.
- The following types of events are not permitted at City Hall:
- Events involving animals;
- Commercial activities involving retailing and/or merchandising;
- Religious services;
- Registered political party social events or displays inside City Hall;
- Public rallies or demonstrations inside City Hall.
- Interior and exterior special events are to be managed in a manner so as not to conflict with the normal ongoing operation of City Hall.
- Registered not-for-profit societies using City Hall will be permitted to invite voluntary donations to their societies through the presence of donation containers.
- Registered not-for-profit societies shall be permitted to sell products which directly relate to the reason they are on site. Funds raised through such sales must support community programs of benefit to Richmond residents. Products may include small merchandise, raffle tickets, memberships.



- All public events must be free.
- Approved events and displays must meet City security, fire and safety standards. The City maintains the right to refuse any requests for bookings that are not deemed appropriate for City Hall.

Food and beverages:

- The serving of refreshments must not be the focus of any event held inside or outside City Hall. The use of reusable or recycled materials is encouraged.
- Food and refreshments must be coordinated through the Caterer at City Hall.
- No food or beverages are permitted at a display or in Council Chambers.

Equipment:

- All sponsoring groups or departments are responsible for any equipment needed to undertake the event, including chairs, public address systems, tables, etc.
- The City, however, can provide stacking chairs, .75m x 1.5m (2.5 ft x 6 ft) tables with draping and tablecloth, and .9m (3 ft) round tables. Users will be responsible for the costs of the set-up and take-downs. Equipment will be counted when supplied and after each event. The sponsoring group is responsible for any loss, damage or cleaning required to equipment belonging to the City of Richmond as a result of the event or display
- Set-up and take-down are not to interfere with the normal operation of City Hall. This may require set-up and take-down outside of Time period A.
- No on-site storage is available.

Other:

Sponsoring organizations are required to provide appropriate signage, name tags and other materials to clearly identify sponsorship of the event. Additional procedures apply.

- Events are to be staffed by representatives of the organization as designated:
 - ⇒ 0 – 250: one per 50 attendees
 - ⇒ Over 250: five, plus one additional per 100 above 250
- These operational representatives are required to ensure the smooth implementation of the event in a variety of areas which can be finalized at the time of booking.

Event parking is available on the north surface parking lot after business hours. Parking may also be arranged in the underground parkade. Additional regulations and costs may apply.

5. GUIDELINES FOR SPECIFIC USES

Art Exhibitions:

- City Hall has an Art Programming Committee. Those wanting to display art for public viewing or exhibitions may have their works juried by this committee. Guidelines are available.



Charitable Appeals:

- Charitable appeals are an approved activity.

Community Flag raisings:

- Groups organizing approved community flag raising events may use the flagpole at the east side of the City Hall near the Cenotaph. They will manage the event themselves, and arrange access and operational details in advance. Flags will be flown for 24 hours maximum on weekdays, and until Monday morning on weekends; however, this time length may be reduced if a conflict arises with a later booking within the period.
- Groups wishing to leave materials such as wreaths on site after Cenotaph events are asked to inform the City. The City of Richmond will not be held liable for any such materials left on site.
- Rainout options using the City Hall meeting rooms after normal building hours can only be considered if they are booked in advance. Groups then will become responsible for incremental costs as outlined under internal booking provisions. Costs will be estimated at the time of booking. Cancellation of rainout space must be received at least 24 hours in advance of the event, or by Friday noon for weekend events.

Displays:

- An area 3m x 3m will be the standard space made available for displays. Exceptions will be considered on an individual basis.
- Display materials, banners, promotional signs, etc. must not be attached in any way to the building structure. Acknowledgement of individual groups, public and private companies aiding an event at City Hall through financial or service support may be permitted through easel sign(s) which list all sponsors together. Sign(s) may include corporate logos or word marks.
- Displays will be accessible to the public only during normal building hours. Any requests for extended hours will be considered under the conditions of Community Special Events.
- No beverages or food may be served at a display.
- The City of Richmond will not accept responsibility for damages or losses to any display or materials in a display.

Corporate Displays: five or more working days up to one year:

- Displays must be completely self-contained and free standing.
- Sponsoring groups will be responsible for maintenance and care of their display.
- Displays and staff must be clearly identified as to the sponsor.
- Display staffing: a maximum of three corporate staff per display.
- Display component sizes are limited by normal doorway and passenger elevator sizes.
- Set-up and take-down will take place within normal building hours.



Permanent displays:

- All permanent displays require City Council approval. Permanent displays will be reviewed every five years for appropriateness.
- Items to be considered for permanent display may be initiated by a member of Council, a department head or a member of the public.
- The Chief Administrative office will gather background information and prepare the necessary Council report recommending approval or denial and appropriate placement.
- The Facilities Management Department will be responsible for installation/display of the item.

News Conferences

- Any City department, board, authority or any registered not-for-profit organization that operates within Richmond may use meeting rooms for scheduled news conferences.

Photography sessions:

- The public areas inside and outside City Hall are available for wedding photographs and approved photo sessions.
- Sessions are pre-booked through the City Hall Rentals Clerk, on a first-come-first-served basis for a period of 1.5 hours each, with a fixed fee of \$50.00.
- No alcohol, confetti or rice are allowed on site at any time.
- During normal building hours there may be members of the public in the general vicinity.

Rentals:

- Various rooms in City Hall are available for rent to outside users.
- Rooms in the Meeting House can be booked for Meetings and Social functions.
- All bookings are through the City Hall Rentals Clerk.

6. COST RECOVERY GUIDELINES:

The City will establish and regularly review a schedule of fees and charges for all groups and individuals. If space is available, affiliated groups may book up to six meetings per calendar year in the Meeting House at no charge. All other groups will be charged on either a cost-recovery or revenue generating basis, as indicated below:

- Rates for non-affiliated service groups will be on a cost-recovery basis. Subsidies or surcharges may be added depending upon the contributions proposed for the community.
- Private groups, individuals and commercial enterprises will be charged a rate that is equal to or greater than market rates for equivalent spaces.



- Special rates will be determined for unique events or circumstances. (For example, a one time offer to film a commercial that may present significant financial or promotional opportunities).
- The incremental building, security, custodial and staff liaison costs incurred by the City of Richmond will be the responsibility of the requesting group or department.
- The City of Richmond reserves the right to set the level of service required, based on the nature and size of the event. These charges which will be identified at the time of booking.
- Any subsidies for community activities will be handled through the City's Grants program.
- Any damages incurred as a result of special events will be assessed by the City Facilities Management Department and charged to the sponsoring group or department.

7. APPEAL PROCESS:

- When an application for use of City Hall public space is denied, the applicant must receive the reasons in writing. The applicant may appeal the refusal directly to the Chief Administrative office. Every such appeal must be made in writing within thirty (30) days after the requesting organization has received notification of the denied request, otherwise the right of appeal is extinguished. Every appeal must include the applicant's name, address, phone number, reasons for the appeal and any material the applicant feels is necessary to consider. Appeals should be delivered to the Chief Administrative Office, 2nd Floor, City Hall, 6911 No. 3 Road, Richmond, V6Y 2C1. A decision about the appeal will be made, based on the written submission. The Chief Administrative office may confirm, vary or revoke the original decision.