



City of Richmond

Report to Committee

To: General Purposes Committee **Date:** June 28, 2017
From: Cathryn Volkering Carlile **File:** 01-0105-01/2016-Vol
 General Manager, Community Services 01
Re: Council Policy Housekeeping and Policy Updates - Report No. 5

Staff Recommendation

1. That the Council Policies, as listed in Attachment 1 to the staff report titled "Council Policy Housekeeping", dated May 5, 2017, from the General Manager, Community Services, be rescinded.
2. That all policies, procedures and directives with outdated language or organizational name changes for our community partners be updated, as needed, to reflect current references.

Cathryn Volkering Carlile
 General Manager, Community Services
 (604-276-4068)

Att. 1

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Human Resources	<input checked="" type="checkbox"/>	
Business Licences	<input checked="" type="checkbox"/>	
City Clerk	<input checked="" type="checkbox"/>	
Arts, Culture & Heritage	<input checked="" type="checkbox"/>	
Recreation Services	<input checked="" type="checkbox"/>	
Policy Planning	<input checked="" type="checkbox"/>	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: 	APPROVED BY CAO

Staff Report

Origin

In January 2012, the Chief Administrative Officer established a Senior Management Policy and Procedure Subcommittee with a mandate to monitor and review City policies and procedures, to ensure policies are not impediments to providing high quality customer service, to ensure policies and procedures are current and relevant, and that policies and procedures are consistently applied throughout the organization.

This report deals with rescinding of policies that are redundant and/or no longer relevant. Since 2012, Council has rescinded several policies that were no longer current. The Policy and Procedures Subcommittee has also reviewed a variety of updated policies that have proceeded independently through various Council Committees. The City's Policy and Procedure Subcommittee continues to review Council policies for housekeeping updates as well as confirm that policies are relevant.

Analysis

The City of Richmond has over 203 Council adopted policies covering various aspects of City business including:

- Administration
- Buildings Properties and Equipment
- Finance
- Health and Social Services
- Land and Land Use Planning
- Personnel
- Public Works and Related Services
- Recreation and Cultural Services
- Regulatory and Protective Services
- Single Family Lot Size

Council Policies are different from Bylaws. Council has the authority to regulate, prohibit or impose through establishing bylaws in business areas as outlined in the *Community Charter*. Council Policies express the philosophy of City Council and provide a framework for staff to carry out administrative and operational matters.

Policies distinguish between the policy-setting function of Council, and the policy implementation function of City staff (Administrative Directives). They ensure consistent operating practices on matters, which occur on a regular basis, and prevent inconsistent decision making on issues where fairness and equity are important considerations.

The table attached outlines policies that are redundant and/or no longer relevant and therefore are recommended to be rescinded (Attachment 1). Each policy is attached for reference.

Some policies have outdated language (disabled person) that is no longer commonly accepted terminology (person with a disability) while the policy is still relevant. Other policies reference community partners that have had organizational name changes. As part of this report, staff recommend that these changes can be updated to current references.

Financial Impact

There is no financial impact.

Conclusion

The City has 203 Council Policies. The Policy and Procedure Subcommittee has reviewed all policies and has deemed that some be rescinded as they are redundant, obsolete or out of date. The Subcommittee also deemed that some policies receive housekeeping amendments, updating to ensure relevance and effectiveness and that some new policies be established.

A handwritten signature in black ink, appearing to read "Cathryn Carlile", is written over a horizontal line.

Cathryn Volkering Carlile
General Manager, Community Services

Att. 1: **Recommended Policies to be Rescind**

Recommended Policies to be Rescinded

Policy No.	Title	Date Adopted by Council or Amended	Explanation	Division/ Department
1313	Information and Status Reports To Council	04/14/1998	Redundant – current process well established	City Clerk’s Office
6011 6011.01	Prevention of Workplace Violence Program	01/13/1997 08/13/1996	Replaced by updated Policy 6800 – Respectful Workplace Policy (July 2015)	Human Resources
6012.01 6012.03	Overtime – Exempt Staff	02/12/2001	Redundant – references individual names that are no longer applicable	Human Resources
6004.01	Human Rights – Harassment-Free Workplace	11/04/2003	Replaced by updated Policy 6800 – Respectful Workplace Policy (July 2015)	Human Resources
8001	Museum Services	07/23/1990	Redundant – superseded by Council endorsed Museum & Heritage Strategy	Art, Culture, & Heritage
8302	City Facilities – Acquisition, Design, and Development	03/28/1978	Redundant – current process well established	Recreation
9303	Business Licence Appeals	02/22/1988	Redundant – superseded by Business Licence Bylaw 7360	Business Licences



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Adopted by Council: April 14/98

POLICY 1313

File Ref: 0105-00

INFORMATION AND STATUS REPORTS TO COUNCIL**POLICY 1313:**

It is Council policy that:

- (1) All staff reports which provide information on, or the status of, a particular issue, but on which a decision is not sought, shall not be placed on a standing committee agenda, but shall be distributed to members of Council through the internal office mail system or computer system, as appropriate, unless Council or a standing committee has, by resolution, asked for an information or a status report on that issue, on the understanding that upon receipt of such information or status report a member of Council may (i) request further information or clarification from the appropriate Division Administrator, or (ii) request that the matter be formally addressed either by a standing committee, or as part of the City Administrator's report at the end of each in-camera meeting.
- (2) All staff reports which are "received for information" by a standing committee shall not be placed on a Council agenda, but shall be distributed to members of Council through the internal office mail system or computer system, as appropriate, unless (i) the standing committee directs that the information report be forwarded to Council, or (ii) Council has, by resolution, asked for information or a status report on that issue.



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Adopted by Council: Jan. 13/97

POLICY 6011

Amended by Council: July 27, 2015

File Ref: 1600-00

PREVENTION OF WORKPLACE VIOLENCE PROGRAM

POLICY 6011:

It is Council policy that:

The City of Richmond is committed to preventing workplace violence.¹ To that end, the City of Richmond endorses the Prevention of Workplace Violence Program to attempt to eliminate or minimize risk to employees of violence in the workplace and to promote a violence-free environment. Any act of violence against employees is unacceptable and will not be tolerated.

It is the responsibility of all employees to follow established procedures and report violent incidents or potentially violent incidents to their supervisor and co-workers.

¹Definition of Workplace Violence: The attempted or actual exercise by a person, other than a worker, of any physical force as to cause injury to a worker, including any threatening statement or behaviour which gives a worker reasonable cause to believe that the worker is at risk of injury. (WCB IHS Regulation 8.88)

(Human Resources Department)

CNCL - 120



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Approved by Administrator Group: Aug. 13/96

**ADMINISTRATIVE
PROCEDURE 6011.01**

File Ref: 1600-00

PREVENTION OF WORKPLACE VIOLENCE PROGRAM

ADMINISTRATIVE PROCEDURE 6011.01:

The responsibilities for the administration of the Prevention of Workplace Violence Program will be as follows:

Management will ensure that adequate information and training is provided for all personnel. Management will also ensure risk assessments have been conducted and prepare supplementary instructions when necessary and ensure corrective actions are taken in response to incidents of violence. Management will ensure timely investigations are conducted in the event of an observed or reported violent incident or potentially violent incident.

Employees will follow all established procedures for prevention of workplace violence and reporting of violent incidents. All employees are encouraged to report unsafe conditions and activities that may lead to potentially violent situations and to work positively and cooperatively toward the prevention of workplace violence.

Manager, Training and Development will ensure that all violent incident reports are reviewed. Copies of reports will be forwarded to **The Occupational Health and Safety Committee.**



1. PROCEDURE DURING A VIOLENT INCIDENT - IN PERSON

a. Assess your:

- i. means of egress (for immediate escape if needed)
- ii. aggressor's state of mind (anger, intoxication involved)
- iii. environment (protection, weapons, obstacles)
- iv. means of obtaining assistance (phone, voice, buzzer)

b. **Maintain either a physical barrier (e.g., counter) or a "Safe Zone"¹ between you and the individual.** Do not turn your back on the individual! If the individual walks towards you, back away as necessary to remove yourself from danger.

Indoor Environment

If the individual leans over counter, step back/away.

Outdoor Environment

If possible, return to (or remain in) your vehicle.

c. **Attempt to defuse (calm) the individual.**

- i. Speak to the person (try to determine the focus of the aggression).
- ii. Direct the individual to the department or person requested. Forewarn that department or individual of the forthcoming telephone call or visit.
- iii. Provide assistance to individual, if able.
- iv. **DO NOT** continue communications if the individual is becoming more agitated.

Do not attempt to subdue the individual unless not subduing the person presents an even greater danger.

d. **Call for assistance.** (Often the individual will submit if you are not alone.)

Indoor Environment

- i. Call/phone co-worker from across the office.
- ii. Press your "buzzer" button.
- c. Notify RCMP - **9-1-1**.
- d. Notify ambulance if required - **9-1-1**.

¹Definition of Safe Zone: An area in which you are **not** within reach of the individual (either with body or weapon) and have time to withdraw to safety in the event the individual moves towards you.



Outdoor Environment

- i. Call/radio to co-worker from across the work site.
- ii. Activate your personal alarm.
- iii. Notify RCMP - **9-1-1**.
- iv. Notify ambulance if required - **9-1-1**.

e. Remove yourself from the area if possible

Indoor Environment

Walk away from your desk or out of your office.

Outdoor Environment

- i. Walk away from the individual.
- ii. Drive away.

f. Be a "GOOD" witness.

- i. Try to write down pertinent information and facts.
- ii. Photograph or video tape when possible.
- iii. Watch the direction the individual moves.
- iv. Be available to co-workers, supervisor, and/or RCMP.

2. PROCEDURE DURING A VIOLENT INCIDENT - AS A WITNESS

a. Maintain either a physical barrier (e.g., counter) or a "Safe Zone" between you and the individual. Do not turn your back on the individual!

Even though the individual is initially confronting your co-worker, the anger may become directed at you.

b. Assess your co-worker's ability to control the situation.

Ask if your assistance is required.

Indoor Environment

Knock on co-worker's door or telephone.

Outdoor Environment

Radio or walk over to co-worker's work area.

c. Be available.

Indoor Environment

- i. Leave your office door open.
- ii. Find a task to do in your co-worker's work area.
- iii. Periodically interrupt to ask questions of co-worker.



Outdoor Environment

- i. Find a task to do in your co-worker's work area.
- ii. Periodically radio co-worker for assistance.

- d. **Assist your co-worker.** If a situation is escalating, step in and attempt to defuse the situation by following the procedures previously outlined in Section 1 for a ***Violent Incident - In Person.***

3. PROCEDURE DURING A VIOLENT INCIDENT - OVER THE PHONE

- a. **Assess the aggressor's state of mind (alcohol, drugs?, or just upset, frustrated).**

- b. **Attempt to defuse the individual.**

- i. Try to determine the focus of the aggression.
- ii. Direct the person to the department or person requested. Forewarn that department or individual of the call.
- iii. Provide assistance if able.
- iv. **DO NOT** continue communications if the individual is becoming more agitated.

- c. **Maintain control of the conversation.** Inform individual that if behaviour continues, you will be hanging up.

- d. **Remove yourself from the situation. Hang up.**

- e. **Be a "GOOD" witness.**

- i. Write down pertinent facts and information.
- ii. Be available to co-workers, supervisor, and/or RCMP.

4. PROCEDURE AFTER A VIOLENT INCIDENT

- a. **Communicate the incident.**

- i. Notify your supervisor and assist in the completion of the Violent Incident Report.
- ii. Discuss incident at next staff safety meeting.
- iii. File charges with the RCMP if required.



b. Obtain support.

- i. Discuss the incident with co-workers and supervisor.
- ii. Arrange for Employee Assistance Program counselling and/or debriefing.
- iii. See your family doctor.

c. Follow-up.

- i. Management will ensure appropriate employees are aware of the risks related to the incident.
- ii. Any employees involved in (or a witness to) a violent incident are requested to provide any recommendations towards the improvement of the procedures, physical layout, or working conditions in an effort to avoid recurrence.



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Feb.12/01

**ADMINISTRATIVE
PROCEDURE 6012.01**

File Ref: 1800-03

OVERTIME – EXEMPT STAFF

ADMINISTRATIVE PROCEDURE 6012.01:

The following persons constitute the administrative support exempt staff members for the purposes of this policy:

Chief Administrator's Office

Executive Assistant to City Administrative Officer - *Carol Arason*
 Secretary to Councillors - *Judy vanRoggen*
 Secretary to the Mayor - *Susan Blackburn*
 Receptionist/Clerk - *Dianne Foulkes*
 Receptionist/Clerk - *Arlene Hope*

Finance & Corporate Services

City Clerk's Office – Executive Assistant - *Fran Ashton*
 Finance – Benefits Assistant - *Diane Lewis*
 Human Resources – Executive Assistant - *Valerie Wilmot*

Community Safety

Executive Assistant to General Manager - *Pam Portman*
 Secretary – RCMP - *Susan McBride*

Engineering & Public Works

Executive Assistant to General Manager - *Debra Berg*

Urban Development

Executive Assistant to General Manager - *Darlene Teranishi (Acting)*



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Adopted by Council: October 11, 2005

Administrative
Procedure 6012.03

Amended by Council: July 27, 2015

File Ref: 1700-00

Overtime – Exempt Staff

Administrative Procedure:**Process:**

Each General Manager, in consultation with the HR Department and CAO will, on a biennial basis, review and give consideration to the following as they relate to establishing the job value of each management position:

- Role profile
- Base job specification
- Adjusted job specification after consideration of additional required (compensatory time) beyond regular work hours, i.e. regular attendance at Council meetings, Committee meetings, etc.
- Recent, past, current, and anticipated future workload and demand on the position to complete work beyond regular hours
- Special assignments (i.e. support for a volunteer advisory committee, etc.), special projects
- Documented trends in recorded time worked beyond regular hours
- Temporary and permanent nature of the source of demand for additional work hours
- Proficiency and efficiency of the performance of regular duties

Approval Process:

On a biennial basis (or annually if proven necessary), each General Manager will submit compensatory time job value classification requests to SMT for evaluation. SMT will review and provide recommendations to the CAO for final approval. The HR Department and Payroll Department will administer necessary changes to commence on January 1 of the subsequent year.

Job Specification Value Classifications:

Consistent with the previous management overtime policy, 105 hours per year represents the limit or maximum increase in job value that can be awarded regardless of the number of additional hours worked beyond 105 hours in any given calendar year.

Implementation Schedule:

In order to ensure that a double payment is not made, the policy change will be effective January 1, 2006. Therefore, management overtime will be administered in accordance with current policy until December 31, 2005, at which time the City of Richmond will cease to provide overtime pay as direct hour for hour compensation over and above annual salary.



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Page 1 of 7	Adopted by Council: Jan 22, 1996 Amended by CAO & GM's: Sep 25, 2001; Nov 4, 2003	ADMINISTRATIVE PROCEDURE 6004.01
File Ref: 1580-00	HUMAN RIGHTS - HARASSMENT-FREE WORKPLACE	

ADMINISTRATIVE PROCEDURE 6004.01:

1. Preamble:

- 1.1 The City of Richmond believes that all employees have a right to work in an environment, which is free from any form of discrimination based upon any of the prohibited grounds of discrimination under the *B.C. Human Rights Code*. Discrimination is a serious offence that could result in disciplinary sanctions including dismissal if warranted.
- 1.2 The City is committed to creating a professional, respectful and supportive work environment that is inclusive of all our employees and the customers we serve.
- 1.3 This procedure reflects the City's responsibility under the *BC Human Rights Code* to prevent discrimination in the workplace.
- 1.4 The City will communicate this procedure to all employees, provide employee education, train supervisors and managers, and establish procedures for complaint investigation and dispute resolution.

2. Principles:

- 2.1 All employees of the City of Richmond have the responsibility to respect the rights of others.
- 2.2 Efforts at informal resolution should normally be made first in dealing with a complaint.
- 2.3 At any time, either party or appointed person under this procedure may request an Alternate Dispute Resolution process to resolve the issue(s).
- 2.4 This procedure will be interpreted and administered in conformity with the principles of fairness and natural justice. In particular:
 - 2.4.1 All parties will be advised of the provisions of this procedure and of the process and resources available to them.
 - 2.4.2 Any Complainant, who wishes the City to assist in the resolution of a complaint through an investigation, must be prepared to be identified to the Respondent.
 - 2.4.3 All parties must be given the opportunity to present evidence in support of their positions and to defend themselves against allegations of discrimination.
 - 2.4.4 All parties may be accompanied by a support person and/or a union representative throughout the time frame of the process.



2.4.5 All submissions, responses, comments and decisions pursuant to this procedure will be made in writing in the formal complaint process.

2.5 Those responsible for interpreting, administering and applying this procedure will use the reasonable person standard.

2.6 This procedure is **not** to be interpreted, administered or applied in such a way as to detract from the rights and obligations of those in supervisory roles to manage and discipline employees.

- Harassment does **not** include critical/constructive comments concerning the assignment of work, evaluation of performance, or maintenance of appropriate workplace standards of behaviour or debate.

2.7 Employees have an obligation to participate in the process under this procedure. It is a ground for discipline for either party or witness to refuse to participate in an investigation without reasonable justification.

2.8 If it is determined that a Complainant has made a vexatious or frivolous complaint, the Complainant may be subject to disciplinary action. In such case, the Investigating Officer(s) shall make a determination on actions to be taken and shall advise the General Manager of Human Resources in consultation with the appropriate line manager, who shall then be responsible for implementing and monitoring the appropriate action.

2.9 Either party to a complaint may object to the participation of a person in the administration of this procedure on grounds of a clear conflict of interest or reasonable bias. The General Manager of Human Resources will determine if the person being objected, will participate.

2.10 This procedure is not intended to interfere with the ordinary social or personal relationships among employees of the City of Richmond.

3. **Definitions:**

3.1 **Harassment** includes derogatory written or spoken comments, gestures or actions, which have the intent or could reasonably be expected to have the effect of demeaning or intimidating individuals or groups.

- Harassment includes unwarranted physical or verbal threats or abuse and unwarranted use of authority.
- Harassment may also include actions not directed at an individual, but which nonetheless have a degrading effect on individuals or groups, e.g. the display of material or graffiti which has the same intent and effect as the comments, gestures and actions described above.



- 3.2. **Sexual Harassment** includes written or spoken comments, gestures or actions or actions of a sexual nature, which have the intent or could reasonably be expected to have the effect of demeaning or intimidating individuals or groups.
- 3.3. **Workplace** includes any location where the business of the City is being carried out and where the City can reasonably be expected to have jurisdiction or influence over the participants in an incident.
- 3.4. **Complainant** is any individual (as defined in section 4.1) who seeks recourse pursuant to this procedure as someone who believes he/she has experienced discrimination, including harassment. The City of Richmond may also be a Complainant.
- 3.5. **Formal Complaint** is a written statement by a Complainant setting out the grounds of complaint and seeking recourse pursuant to this procedure.
- 3.6. **Discrimination** is any behaviour whether intended or not, which when viewed by a *reasonable person* has the affect of discrimination of another individual on the basis of one of the grounds of discrimination set out under the B.C. Human Rights Code. The prohibited grounds of discrimination include; race, religion, physical or mental disability, criminal or summary conviction that is unrelated to the employment of an individual, colour, political belief, marital status, sexual orientation, ancestry, family status, age, place of origin and gender.
- 3.7. **Reasonable Person Standard** - Whether or not a reasonable person in roughly the same position as the Complainant would judge discrimination to have occurred as a result of a behaviour or pattern of behaviour.
- 3.8. **Respondent** is a person or group of persons, against whom allegation(s) of discrimination has been made pursuant of the terms of this procedure.
- 3.9. **Investigating Officer** – An internal or external individual(s) designated by the General Manager of Human Resources who will investigate formal complaint and make recommendations to the General Manager of Human Resources.
- 3.10. **General Manager of Human Resources** – Means the individual appointed to the position of General Manager of Human Resources of the City of Richmond, or designate.
- 3.11. **Witness** is any individual(s) determined to have pertinent information with relation to a complaint filed under this procedure.
- 3.12. **Alternate Dispute Resolution** is a process where an individual either internal or external, who will facilitate, mediate, or negotiate a resolution between the Respondent and Complainant, appointed by the General Manager of Human Resources. All parties must be in agreement of the person appointed to this role.



4. Jurisdiction

- 4.1 Under this procedure, a City of Richmond employee may file a complaint of discrimination and/or harassment against another employee. The City of Richmond may also be a complainant.
- 4.2 A complainant may bring a complaint to the City of Richmond within **one (1) year** of the last alleged incident of discrimination unless the delay incurred in good faith and no prejudice to the Respondent. A Complainant who decides to pursue redress or resolution under other internal procedures (i.e. grievance procedures under a collective agreement) may not use this procedure concurrently.

5. Confidentiality and Access to Information

- 5.1 The *Freedom of Information and Protection of Privacy Act* govern rights to privacy and access to information with respect to any complaint.
- 5.2 The investigation of harassment/discrimination complaints will be conducted with discretion and avoid unnecessary dissemination of sensitive information.
- 5.3 The Investigating Officer(s) appointed under this procedure might interview such persons, as they deem necessary to effectively investigate or resolve a complaint. Information concerning a complaint shall be released to other persons on a need to know basis only at the discretion of the Investigating Officer or General Manager of Human Resources.

6. Informal Complaints Procedure

- 6.1 Where a person (hereinafter referred to as the 'Complainant') believes they have been harassed in the workplace, they should first attempt to make this known to the individual/s responsible and request that it stop.

A Complainant is under no obligation to take this step if it would create an unreasonable level of stress and discomfort for them.
- 6.2 Where the action in 6.1 has not been pursued or has not resulted in a successful resolution, an employee may discuss the concern with a supervisor or another appropriate member of management in order to explore opportunities to resolve the situation informally.
- 6.3 Where the procedures set out in 6.2 have not resulted in a successful resolution, a Complainant may lay a formal complaint, as set out in the "Formal Complaints Procedure" below.

7. Formal Complaints Procedure



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Adopted by Council: Jan 22, 1996
Amended by CAO & GM's: Sep 25, 2001; Nov 4, 2003

**ADMINISTRATIVE
PROCEDURE 6004.01**

File Ref: 1580-00

HUMAN RIGHTS - HARASSMENT-FREE WORKPLACE

- 7.1 A formal complaint must be made, in writing, to the General Manager of Human Resources. The Complainant shall describe the incident(s) and name(s) of the respondent(s), within one year of the last alleged incident.
- 7.2 On receipt of a formal written complaint, the General Manager of Human Resources shall take such steps as deemed necessary to form an opinion as to whether there exists a *prima facie* case that harassment has occurred and, if so, attempt to resolve the matter without undue delay. The General Manager of Human Resources may assign an Investigating Officer(s) to investigate and make recommendations. When the investigation is begun, the Complainant's identity will be made known to the Respondent(s).
- 7.3 The Respondent(s) will be provided a copy of the Complainant's written complaint and will be given two (2) weeks to formally respond in writing to the allegations. The General Manager of Human Resources or Investigating Officer(s) may conduct follow up interviews with the Complainant, Respondent(s) or related witnesses. The Complainant will be provided a copy of the Respondent's written submission for comments.
- 7.4 The Investigating Officer(s) will interview the Complainant, Respondent(s), witnesses and such other persons and review any documents that he/she considers may have relevant information pertaining to the complaint.
- 7.5 The Investigating Officer(s) will prepare a draft report and send it to the General Manager of Human Resources in order to determine possible actions to be taken. The Investigating Officer(s) will then prepare the final report that includes an opinion of the facts of the case and whether there has been discrimination or a violation of the procedure. A copy of this final report will be provided to the Complainant and Respondent(s).
- 7.6 The decision on whether there has been discrimination will be communicated to both parties. Resolution of a complaint may include a number of options including, but not limited to individual or group education, job site or position transfer, no contact for a period of time, mediation, counselling, or discipline up to and including dismissal.
- 7.7 The final decision and the report of the Investigating Officer(s) will be placed in a file in the Human Resources Department.
- 7.8 The General Manager of Human Resources, when making the final decision on an harassment complaint, shall apprise the Complainant, and Respondent(s), of the nature and basis of that decision. However, this does not create an obligation to provide access to documents to persons who would not otherwise be entitled to such access.



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Adopted by Council: Jan 22, 1996
Amended by CAO & GM's: Sep 25, 2001; Nov 4, 2003

**ADMINISTRATIVE
PROCEDURE 6004.01**

File Ref: 1580-00

HUMAN RIGHTS - HARASSMENT-FREE WORKPLACE

7.9 The Complainant may in writing withdraw the formal complaint at any time. However, the General Manager of Human Resources may choose to continue with the investigation if it is determined or there is a strong probability that a violation of the procedure may have occurred.

8. Appeals

8.1 The decision under this process of the General Manager of Human Resources is final. However a decision made under this process does not affect the rights of an individual to seek recourse through the collective agreement, if applicable, or through *the BC Human Rights Commission*.

9. Prevention and Education

9.1 The General Manager of Human Resources shall make recommendations on the nature and extent of training to be undertaken to achieve a broader understanding of harassment and harassment policies and procedures in the City workforce.

9.2 The General Manager of Human Resources is responsible for ensuring that general and specific education programs are carried out.

9.3 For the purposes of promoting greater understanding of the implementation of the harassment policy, the General Manager of Human Resources may review specific cases with management personnel, or Union officials, or both. Every reasonable precaution shall be taken to prevent unnecessary identification of individuals involved.

Attachments:

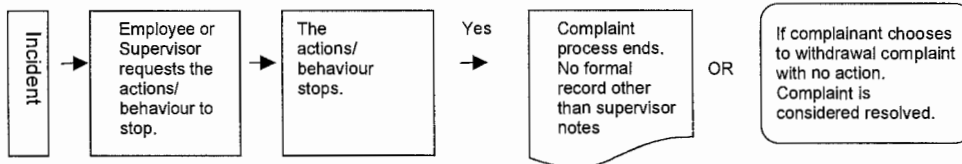
Appendix A – Complaint Process

Cross References:

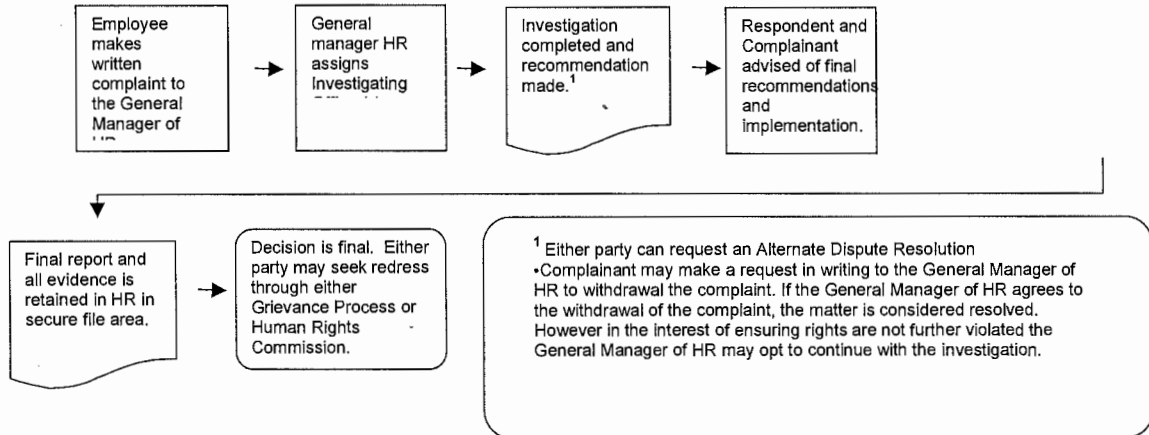
BC Human Rights Code
Freedom of Information and Protection of Privacy Act
Harassment-Free Workplace – Policy 6004



Informal Complaint Process



Formal Complaint Process





City of Richmond

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Adopted by Council: July 23/90

POLICY 8001

File Ref: 7000-00

MUSEUM SERVICES

POLICY 8001:

It is Council policy that:

1. The focus of the museum services for the City be the development of an outreach program that broadens the public interest base for museum activities, and which provides greater exposure of the collection of artifacts through a decentralized approach to museum exhibitions.
2. The operation of the Steveston Museum, by the Steveston Historical Society, be continued essentially in its present form.
3. The Director of Parks & Leisure Services begin the process to renegotiate the current arrangement with the Richmond Historical Society for the operation of London Farm.
4. The future policy direction for London Farm be towards the concept of developing a multi-use centre of which the heritage-based London Farm exhibition is but one component.
5.
 - (a) The current Richmond Museum Advisory Committee be disbanded and replaced by a broader-based Richmond Museum Advisory Committee, appointed by Council, with representatives from the Steveston Historical Society and the Richmond Historical Society amongst others;
 - (b) The mandate of this new committee be the provision of advice and community input to Council, through staff to the Parks & Recreation Commission, on policy and operations of museum services in Richmond; and
 - (c) The Director of Parks & Leisure Services report to Council through the Parks & Recreation Commission on the appropriate terms of reference and general composition of such an advisory committee.
6. Pending the outcome of reports on an implementation strategy for sections 1 through 5 above, responsibility for budgeting and staffing for museum services remain within the Parks & Leisure Services Department and that, except for appropriate increases for inflation, the operating budget for museum services be maintained at current levels.
7. The inclusion of future museum services display space, either in public heritage buildings or in proposed expansions of community centres, be evaluated on their individual merits, but that no further action be taken on the development of a full-scale city museum until the results of broader outreach programming and other initiatives have demonstrated the need for such a facility.

(Parks & Leisure Services Department)

CNCL - 135



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Adopted by Council: Mar. 28/78

POLICY 8302

File Ref: 2310-00

CITY FACILITIES – ACQUISITION DESIGN AND DEVELOPMENT

POLICY 8302:

It is Council policy that:

Through the Parks & Leisure Services Department, the City will coordinate the acquisition, design, and development of parks and recreational facilities in Richmond.

1. Within financial capabilities, adequate parks and facilities will be provided at the City, community and neighbourhood levels to meet the present and future needs of Richmond residents.
2. Where possible and feasible, combined school/park sites will be acquired at both the neighbourhood and community level in order to better serve the needs of residents for both school and community purposes.
3. The appropriate City and School Board personnel shall work cooperatively in the acquisition, design, and development of facilities, school/park sites.
4. Neighbourhood and community associations and other leisure service organizations shall be encouraged to participate in the design and development of facilities, parks and school/park sites, and may contribute a project, or toward a project, provided it is compatible with the overall design.
5. Wherever possible, a total park plan or school/park plan will be developed in cooperation with the appropriate community and neighbourhood association and other interested groups and individuals, and approved by Council, or Council and School Board (and the local community or neighbourhood association, where applicable) **before** the construction of individual facilities is approved.
6. Joint development and joint operating agreements of public, private and commercial facilities will be considered whenever feasible and desirable.
7. City financial responsibility, or City and School Board responsibility on combined park sites by agreement, is for:
 - a) acquisition;
 - b) designing, surveying, and preparation of a park plan;
 - c) grading and drainage;
 - d) supply and installation of essential facilities in accordance with the approved park plan;
 - e) provision of adequate parking space;
 - f) landscaping, including pathways; and,

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- g) maintenance of all park sites to a high standard, giving first consideration to the safety of users.
- 8. The Richmond Trails Plan, as updated and approved by Council, remains the official planning document for the overall implementation of a City trails system.

(Parks & Leisure Services Department)

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City of Richmond

Policy Manual

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Adopted by Council: Feb. 22/88

POLICY 9303

File Ref: 8275-00

BUSINESS LICENCE APPEALS**POLICY 9303:**

It is Council policy that:

Business Licence applications which are not in conformity with the uses established in the Zoning and Development Bylaw shall be denied by both the Planning and Development Services Committee and Council.

(Permits & Licences Department)

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