



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** October 27, 2015
From: George Duncan **File:** 99-Fire Rescue/2015-
Chief Administrative Officer Vol 01
Re: **Corporate Policies: On duty attendances at funerals, retirement events,
community and charity fundraising events and school visits**

Staff Recommendation

That the staff report titled "Corporate Policies", dated October 27, 2015 from the Chief Administrative Officer be received for information.

George Duncan
Chief Administrative Officer
(604-276-4338)

Att. 4

Staff Report

Origin

At the October 14, 2015 Community Safety Committee meeting the following referral was introduced:

That the Chief Administrative Officer examine and report back to the Community Safety Committee by November 10, 2015 on the development of corporate policies related to the following issues:

- (1) RFR crews and other City Departments attending on-duty events such as retirements, funerals, community events, and fundraisers, etc.;*
- (2) RFR charity fundraising and boot drives; and*
- (3) The continuation of RFR's school visits.*

This report supports Council's 2014-2018 Term Goal #1 A Safe Community:

Maintain emphasis on community safety to ensure Richmond continues to be a safe community.

- 1.1. Policy and service models that reflect Richmond-specific needs.*
- 1.2. Program and service enhancements that improve community safety services in the City.*
- 1.3. Improved perception of Richmond as a safe community.*
- 1.4. Effective interagency relationships and partnerships.*

Analysis

Current City of Richmond and Richmond Fire-Rescue (RFR) Practices & Policies

Within the City of Richmond and RFR there are existing policies, procedures and practices presently in effect to consider attendance at funerals, retirement functions and charity and community events. The following documents guide the decisions of the Fire Chief to consider event attendance and resources used at events to ensure that operational efficiencies are maintained:

- RFR Standard Operating Procedure (SOP) Deaths and Funerals (Att. 1)
- RFR SOP – Compassionate Leave (Att. 2)
- RFR SOP – Community Relations/Public Education Event Protocol. (Att. 3)
- City of Richmond – Conflict of Interest Policy(Att. 4)

Funerals – The City has collective agreement language for both CUPE and IAFF unions that defines bereavement leave for the loss of direct relatives. The CUPE and IAFF collective

agreements require that the request for the leave be submitted to the Department Head or Fire Chief respectively, to determine and approve the time off. In addition, there is CUPE language that the Department Head may grant one half day with pay to attend funerals as a pallbearer or mourner.

Within RFR a practice exists which permits an employee to request time off, using time banks, to attend funerals of someone other than a direct relative. Outside of the terms of the collective agreement, there exists two SOP's, "Deaths and Funerals" and "Compassionate Leave" that describes the standards and procedures relating to the assistance provided towards organizing the funeral of an active or retired personnel from RFR and time off to attend to the death of a direct family member.

In the case of funerals for retired or active fire service personnel from other departments, RFR staff including the Fire Chief and Deputy Chiefs may attend off duty and permission to wear uniform is routinely granted. Whereas with funerals for RFR retired personnel efforts are made to maintain emergency response service in order to allow personnel, including the Fire Chief and Deputy Chiefs to attend off duty; again permission to wear the uniform is granted. Attendance at a Line of Duty Death or active personnel funerals will be considered on a case by case basis and coordinated with other City Departments.

The following is an example of how the process is managed, operational impacts are considered in the decision making by the Fire Chief. Earlier in 2015 a retired RFR employee passed away and a "Celebration of Life" service was being held at the Richmond Curling Club. The Fire Chief was requested by IAFF to have a fire truck and on duty fire personnel to be stationed at the entrance to greet mourners. The IAFF did not request to wear the uniform, although this would have most likely been approved. The Fire Chief consulted with the Deputy Chief of Operations and decided that it was not operationally prudent to assign an in service truck and on duty staff at the service. The Fire Chief and the Deputy Chief attended in uniform on their own time as departmental representation.

Retirements – The City encourages recognition and ensures equitable and consistent application for all City staff. Retirement recognition is held during lunch hours or at the start or end of the work day, otherwise the event occurs after work hours and attendance is while off duty.

Annually the Law and Community Safety Department recognizes career accomplishment milestones for employees, including Fire-Rescue, at a lunch hour event. In addition, regular recognition ceremonies are held for the new Recruits' graduations, fire staff promotions and for Federal and Provincial long service recognition within the Fire Service. These events are normally scheduled in civic facilities on a weekend to ensure families and friends can attend in support of the fire fighters being recognized.

The City also supports and attends the Firefighter's Local 1286 Retirement Dinner, organized and hosted by the Local. This event is a weekend evening ceremony.

Community and charity events – The City supports the United Way and the Working Poor Fund and as such, limited on duty fundraising for authorized staff is permitted for these campaigns. All other fundraisers and charity events are attend by staff in an off duty capacity.

Attendance at charity or community events, by RFR personnel or use of other resources, is processed via the SOP titled “Community Relations/Public Education Event protocol. This SOP has been in effect since 2008 and defines a protocol for pre-approval for attendance and resource allocation at various events. Listed within this SOP are several other SOP’s and the City of Richmond Conflict of Interest Policy that are considered in the event review process.

This protocol is to ensure that the decision for participation remains with the discretion of the Fire Chief, does not compromise operational readiness, is evidence based and aligns with RFR’s Mission “*To protect and enhance the city’s livability through service excellence in prevention, education and emergency response.*” The protocol ensures that attendance is pre-planned with adequate time for the Fire Chief’s approval and communication to the General Manager.

When considering presence at events the attendance of operational staff and resources is evaluated to ensure that emergency response is not compromised. It is paramount in the Fire Chief’s decision that life safety is not put at risk while attending events. Further, it is also a priority to ensure that public safety is enhanced for the residents or visitors of Richmond; therefore, at every event, RFR ensures that there is an educational component.

Events Overview

Since 2008 RFR event attendance statistics have been monitored. From 2008 to 2009 there was a significant increase from approximately 80 events to over 200, and this increase is being maintained. In 2014, 201 event applications were submitted and only 16 were declined. The primary reasons for declining were event booking conflicts or staffing availability.

Within Community Relations and Public Education there are two full time positions specific to this function as well overtime is authorized for community events held on nights and weekends. There are specific high profile events such as Fire Prevention Week, Salmon Fest, Ships to Shore and the Public Works Open House where additional staffing and/or overtime are assigned.

There are many other community programs or events that RFR staff are assigned to attend. The following is a small sampling of the events and activities where RFR has a presence in the community:

- Fire Hall Lighting Open Houses
- RCMP & RFR Summer Camps
- Get Ready Richmond courses
- Doors Open Richmond
- Seniors Week
- Touchstone Family Association Eating Together Campaign
- Anti-Bulling Day
- Nurse Next Door Wellness & Home Fair
- Tim Horton’s Camp Day
- Various Safety Fairs e.g. Lafarge
- Community Centre Day Camps & Movie Nights
- Halloween Fire Works Events
- Remembrance Day Ceremony & Parade
- Public Works Open House
- McHappy Days
- 9-11 Memorial Parade

Many of these events, over the last few years, have been enhanced by updating or adding components such as the junior fire fighter obstacle course and the fire safety education trailer, which have been well received by the public.

Fire Crews are also equipped with RFR and City branded items to give away. If the crews are out in the community they can take a few minutes to engage the public and hand out plastic fire hats, whistles, suckers, stickers, tattoos and buttons, as well as educational materials.

Requests from IAFF, for the use of RFR resources such as uniforms and turn out gear, at IAFF Charitable Society events such as the boot drives are normally approved. The use of reserve vehicles and the mascot may also be requested and authorized with the expectation that the IAFF provide volunteer resources to staff the trucks or mascot. In 2014, IAFF submitted seven requests and all were approved. To date in 2015, 12 requests have been submitted by IAFF and all approved.

The IAFF Local 1286 participates in several campaigns such as Anti-Bullying Day, Breast Cancer Month and Movember. Each year the City collaborates with the Local to organize activities, news releases and authorizes staff to wear pink shirts and place IAFF Breast Cancer decals on the trucks. For the Movember campaign IAFF is given permission to put a mustache on the trucks and in some years the City has helped to organize the Shave Off event between the RCMP and RFR.

Each year Local 1286 have a children's Christmas party. The City supports this event by allowing the party to be held at one of the fire halls and RFR provides gifts for the children. This season also brings the Christmas tree chip event where the City supports and partners with the Local 1286 in the organization and delivery of the event at Garry Point Park.

The City understands the rationale for the Local 1286 wishing to have a truck in attendance at their fundraising events. Therefore on several occasions an offer has been made to donate a surplus truck for their use and care. This offer has been declined by Local 1286.

School visits – Provincial School Districts are responsible to conduct, monitor, and evaluate fire drills as per Section 31(h) of the Fire Services Act of British Columbia. School District No 38 was provided a package of resource materials to assist them in fulfilling their responsibilities.

In 2012, RFR reviewed the fire drill program to fully understand the value of the visits and liability and assignment of responsibilities for the fire drills. Therefore, in 2013 and 2014 the schools were reminded of their responsibility and advised that the visit must accommodate a fire safety education presentation. This was to ensure that the RFR maximized the value of the visit by adding the educational component. Outside of the fire drills, RFR also attended, when requested, to conduct fire safety presentations to grades one and higher.

In 2015 RFR suspended the fire drill program, and replaced it with the Fire Safety Trailer program. RFR launched a new educational program for the schools with the Fire Safety Education Trailer. This new educational program provides an interactive learning tool for grades

two and three. The topics of the program will assist schools in meeting the Ministry of Education Learning Outcomes. There are 105 sessions made available to the schools to book this educational opportunity during the 2015/2016 school year.

Financial Impact

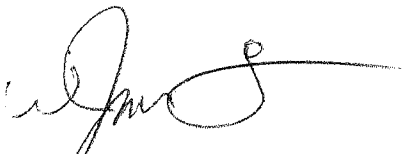
None

Conclusion

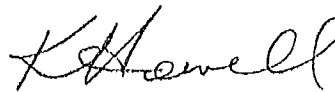
The review of City and RFR policies and practices was conducted in consultation with the Human Resource Department. The review indicates that policy, procedures and collective agreement language exists to guide decisions regarding attendance at funerals, retirements, and charity and community events. The decisions and approvals made are evidence based and strategic to consider community risk and operational need and ensure fair and equitable application on each request made. The language is clear yet still allows the Fire Chief to use discretion for each request and event.

Over the last several years there have been significant increases in the numbers of events attended by RFR and enhancements of the programs offered by RFR. With the existing policies, procedures and practices good strategic and evidence based decision on attendance are being made.

RFR continually monitors the operational needs of the department to ensure excellent service is being provided to the community. Prevention and education initiatives are derived to the community in an effective and coordinated manner.



John McGowan
Fire Chief
(604-303-2734)



Kim Howell
Deputy Fire Chief
(604-303-2762)

JM:kh

Deaths and Funerals

This section describes the standards and procedures relating to the death of active or retired personnel. The purpose is to ensure proper notification of all concerned persons, assist grieving family members with funeral arrangements and other matters, and give deceased personnel appropriate funeral honours.

This section applies to all staff.

Standards

- Notifying Next of Kin
- Notification of Personnel
- Notification Procedure
- Assistance to the Family
- Funeral Arrangements
- Funeral Options
- Funeral Types
- Station Procedures

Standards

Following the death of personnel or former personnel, the needs and desires of the immediate family will come before the wishes of the Department. No actions will be taken without contacting and getting the consent of the family.

Notifying Next of Kin

The prompt and judicious notification of next of kin is of utmost importance. The RCMP is responsible for death notifications in the Province of BC; however, the presence of Richmond Fire-Rescue representatives is desirable to provide support and assistance to the family. Whenever possible, the Fire Chief or another chief officer, and the Fire Chaplain, will join the RCMP personnel as part of the notification team.

The following are guidelines for notifying the next of kin:

- Notification is made in person and should be made in uniform. The major exception is when personnel are seriously injured rather than killed. In this case, family is notified by telephone so they can get to the hospital promptly.
- Be certain of the facts (who? when? where? how?).
- If there is knowledge of significant medical problems for the surviving next of kin (such as a heart condition), the notification team may request an ambulance or medical assistance to be standing by a few blocks from the home.
- Family members will know something is wrong at the sight of uniformed fire officers at their home or place of work. Ask to be invited inside (or at work, ask for an office that can be used) before making the death notification. Make sure the firefighter's

name is used during the death notification. Be clear. Use the words "dead" or "died" rather than "gone away" or "passed away." If specifics of the incident are known, they should be provided to the family.

Notification of Personnel

On the death of active or retired personnel, the Fire Chief's office will notify all active and retired personnel.

The Department will maintain up-to-date emergency notification information for all personnel. This contact information remains confidential except when an emergency notification is necessary. Department staff are responsible for updating this information when changes occur. A general mailing is sent to all personnel every two years asking them to verify this information.

The department will arrange for periodic photographs of all personnel to be taken with copies either on file or available through the photographer.

Notification Procedure

In the event of the death of retired personnel, or active personnel not in the line of duty:

1. The Fire Chief and Fire Chaplain are notified.
2. The Fire Chief's office notifies all active and retired personnel.
3. At the Fire Chief's discretion, the Fire Chief notifies the Mayor and other public officials.

In the event of the death of personnel in the line of duty:

1. The Fire Chief and Fire Chaplain are immediately notified through Dispatch and the departmental chain of command. Where possible, the use of relatively secure communication links, such as telephones, is used when reporting the names of firefighters who have been injured or killed to prevent the premature broadcast of this information by the media.
2. The Fire Chief or designate is responsible for coordinating with the RCMP in notifying the family.
3. The Fire Chief notifies the Mayor and other public officials.
4. The Fire Chief's office notifies all active and retired personnel.
5. The City of Richmond Media Relations Manager, under the direction of the Fire Chief, is responsible for releasing information to the media.
6. The investigative and reporting procedures outlined by WorkSafeBC and summarized in 9 Death and Injury Response, are enacted.

Assistance to the Family

On the death of active personnel, the following assistance should be offered to the family by the department:

- Assistance with funeral arrangements.
- Assistance of the Richmond Fire Fighters Benefit Association in getting the final pay cheque and union, WCB, or insurance benefits.
- Assistance with childcare, provision of meals, and transportation (optional, as appropriate).

Funeral Arrangements

If the family wants the department involved, the **Department Chaplain** is responsible for coordinating with the family, the family's clergy, and the church or other facility, and for planning the funeral service. The chaplain is also available to provide comfort and counsel to the family.

The **Fire Chief** may also make the following appointments:

Protocol Officer – A member of the honour guard with responsibility for planning and coordinating all departmental honours for the funeral. The Protocol Officer will make the following appointments:

Parade Officer – Assists the Protocol Officer in planning, staging, and directing the procession and static equipment display.

Head Usher – Assists in planning and directing the seating of guests, the departmental walk through, and other details of the funeral.

Family Liaison Officer – If assistance with childcare, meals, transportation, or other practical items is appropriate; the Family Liaison Officer is responsible for contacting the family and coordinating whatever assistance the department may be able to offer.

Funeral Officer – In the absence of the Chaplain, the Fire Chief may designate a Funeral Officer to coordinate the planning of the funeral service.

The Richmond Fire Fighter Benefit Association will be asked to assign a person as **Survivor Benefit Officer**. This officer is responsible for assisting the family in getting the final pay cheque and any union, WCB, or insurance benefits.

Funeral Options

Some or all of following honours may be offered to the family of the deceased, depending on the type of funeral (see Funeral Types).

Flags at Half-Mast – (see Station Procedures). For standard on flying the Canada and BC flags, see 5, Fire Hall Operations.

Honour Guard and Pipe Band– Drill team with bagpipes and colours to escort the coffin and family personnel during a funeral procession into the church or cemetery.

Pall Bearers and Ushers – If the family chooses to use department personnel as pallbearers and ushers, the personnel should be in dress uniform with caps and white gloves provided by the Protocol Officer. If the family does not indicate which personnel should act as pallbearers and ushers, the Battalion Chief of the deceased person's shift is responsible for making the selection. Ushers may also be assigned to act as escorts for the family.

Burial in Uniform – If the family desires the person to be buried in uniform, the Chaplain or Family Liaison Officer should offer to deliver the uniform to the funeral home.

Shoulder Flash Shrouding – A black Maltese cross is pinned on the right shoulder flash of all uniformed fire fighting personnel for the funeral.

Band or Musical Arrangements – The department may arrange for a band, piper, soloist, or other musical arrangements during the funeral.

Last Alarm Service – The ringing of a bell accompanied by short readings at the end of the service to signify the fire fighter's last alarm.

Departmental Walk Through – A walk-through of firefighters in attendance at the funeral to pay tribute to the deceased.

Presentation of Cap, Flag, and/or Picture – This would be done either just before the casket is loaded into the hearse or at the conclusion of the interment service at the cemetery.

Procession – This is the procession of the honour guard, fire apparatus, hearse, pallbearers, chief officers and family members between double columns of firefighters.

Static Equipment Display – Fire apparatus parked along the procession route with crews at attention to salute the fallen personnel.

Post-Services Reception – A reception held following the funeral. The Deputy Chief is responsible for coordinating with the union in planning the reception.

Caisson and/or Flower Vehicle – Only offered in the case of a line-of-duty death. A caisson is a pumper taken out of service and used to transport the casket for the procession. In the event of bad weather, a hearse should be used to transport the casket and the pumper used as a flower vehicle. At the discretion of the Fire Chief, both a caisson and flower vehicle may be used.

Funeral Types

Three basic types of funerals are available, each with certain options:

Active Duty Personnel – Includes all honours listed above except the caisson and/or flower vehicles, which are only available if the death occurred in the line of duty.

Retired Personnel – When the funeral is planned for the Greater Vancouver area, the following options are normally offered:

- Honour guard and/or piper as available.
- Permission of the Fire Chief for burial in uniform.
- Departmental walk through by active and retired personnel.
- Provide career history for eulogy.

Other funeral options may be offered at the discretion of the Fire Chief.

Other Individuals the Department Wishes to Honour – Limited departmental honours may be offered, at the discretion of the Fire Chief, to individuals who have significant emotional or professional ties with the department.

Station Procedures

These procedures apply in the case of the death of active personnel of the department:

Drills and Clean up – All drills and other regular procedures, such as weekly clean up, should be carried out as usual upon the death of active personnel; except on the day of the funeral. On the day of the funeral, all drills and general weekly clean up of stations is cancelled. The daily routine clean up continues as usual.

Flag Procedures

- If personnel are killed on duty, flags are lowered to half-mast from the day of death until the day following the funeral.
- If active personnel die while not on duty, flags are lowered to half-mast on the day of the funeral only.
- If personnel of another fire department within the GVRD are killed while on duty, flags are lowered to half-mast on the day of the funeral only.
- The Canadian flag is flown according to federal flag guidelines and protocol.
- The Fire Chief may decide to extend flag honours in other situations.

Last Alarm – The purpose of the last alarm is to allow working personnel an opportunity to pay their respects and begin the grieving process. Therefore, attendance by non-working personnel is optional. Work dress uniforms are appropriate. The Fire Chief or designate makes the arrangements for the last alarm. The department will attempt to notify all personnel during the 24-hour period following the death of active personnel. Last alarm is normally held at 0800 hours on the day following the 24-hour notification period.

| Control Information | |
|---------------------|------------------------------|
| Title: | Deaths and Funerals |
| Chapter: | Personnel |
| Original issue: | 22 Dec 06 |
| Revision date: | Version #: v1.0 |
| Annual review: | Nov |
| Owner: | Deputy Chief, Administration |

Attachment 1

Richmond Fire-Rescue SOP

*Deaths and Funerals
Chapter 2, Personnel*

| | |
|---|------------|
| Approved by: | Fire Chief |
| Note: This SOP has been reviewed to determine if any City of Richmond Policies apply. None were found at last review date. | |

Compassionate Leave

This section describes the standard on compassionate leave. The purpose is to ensure that personnel are able to take time off work with pay in the event of the death of a direct relative.

This section applies to all permanent staff.

Standards

Permanent staff may be granted time off with pay in the event of the death of a direct relative at the discretion of the Fire Chief. Permission must be granted before any leave is taken.

Direct relative is defined as the person's wife, husband, child, ward, brother, sister, parent, grandparent, grandchild, guardian, or common-law spouse.

References

- Fire Fighters' Collective Agreement ; Local 1286 - 15.5

| Control Information | |
|---|--------------------------|
| Title: | Compassionate Leave |
| Chapter: | Personnel |
| Original issue: | 22 Dec 06 |
| Revision date: | Version No. |
| Annual review: | Nov |
| Owner: | Deputy Chief, Operations |
| Approved by: | Fire Chief |
| Note: This SOP has been reviewed to determine if any City of Richmond Policies apply. None were found at last review date. | |

Community Relations/Public Education Event Protocol

This protocol defines the approval and communications process to follow whenever Richmond Fire-Rescue staff and/or resources are required to participate in a Community Relations or Public Education event. The purpose of the protocol is to ensure timely planning and communication of the events and appropriate participation in the event.

Richmond Fire-Rescue's participation in all events is to be pre-approved and the Community Relations/Public Education Event form is to be completed document REDMS Doc No. 4305597. The City of Richmond's Event Protocol REDMS Doc No. 2651885 is to be followed for all events involving, especially when City Council is involved.

Whether on or off duty, at any time RFR or the City of Richmond is represented through logos or name, all related Policies and Standard Operating Procedures that address the professional conduct and representation of the City and Department are to be followed.

This section applies to all staff or volunteers who represent RFR through use of logos etc.

Goals

Protocols

References

Goals

The goals of Richmond Fire Rescue's Community Relations and Public Education activities are to:

- Provide fire and life safety education and information to the city of Richmond with the intent to prevent of harm and reduce losses.
- Build and maintain excellent community relationships that support and build positive public exposure for RFR.

Protocols

In support of these goals, the following process applies and the community relations &/or public education form must be completed:

1) Event Date, Time and Duration

- Thirty days notice of an event is required. This allows time to consider the request, its impact on RFR resources, resources and information required, staff scheduling, possible truck movements, and overall capacity to deliver a successful event. Depending on the size of the event and impact on resources there may be some flexibility around the notice timelines

2) Event Details & Purpose

- Details of event's purpose and/or objectives are required. Details include items such as; event name, organizing group, fundraising goals, and purpose (i.e. community gathering, education; fundraising). This allows a review of the event to determine if it aligns within Richmond Fire Rescue's Community Relations goals and the City's Code of Conduct and corporate vision.

3) Resources Request

- Usage of any City of Richmond and RFR resources must be requested through this protocol and approved by the Fire Chief or designate. Resource requests may include items such as:
 - tents
 - use of uniforms
 - RFR Logo
 - use of work time to organize or participate
 - use of clerical support
 - use of city email
 - RFR vehicles and equipment
 - RFR promotional materials
 - use of fire halls
 - etc

4) Contact Information

- Contact information is required to include; name and mailing address of the organization, contact persons name, phone and address, contact information of the person available on-site the day of the event.

5) Location

- A site map may be requested to ensure that safe placement of Richmond Fire Rescue's apparatus and equipment.

6) Participants and Target Audience

- The number of estimated participants and the target audience (e.g. children and age group, families, seniors, specific ethnic group) is to be identified.

7) Cost Implications

- Associated revenues and event expenses to be identified. For example, donation and revenues received by RFR, staff time, supplies to be purchased, event registration, etc.

8) Recurring Events

- Events that are recurring and repeat participation of RFR is requested should be identified to facilitate future planning.

9) Communications

- An annual calendar is used to plan, schedule and communicate events. It is populated in coordination with the Community Relations Officer and Administration.

10) Approvals

- Richmond Fire Rescue's participation in all events is to be pre-approved by the Fire Chief or designate, and depending on the scope of the event must be communicated appropriately through the organization.
- All events will be evaluated to determine the value of RFR and the City of Richmond's participation, such as:
 - event does not clearly align with the City of Richmond Values, or Community Safety and the RFR Work Plan
 - participation outside of the City of Richmond's boundaries
 - Outreach and recruitment that include diversity
 - Public education events with large number of attendees

- Connects with multicultural communities
- Enhances volunteer partnerships
- Connects specific fire halls into the community

11) Attendance / Representation

- Attendance at events by Chief or Deputy Chiefs is dependent on the value of the event.
- The Sequence for attendance by the Chief or Deputy Chiefs is as follows:
 1. Fire Chief
 2. Portfolio connection
 3. On call Chief
 4. Chief with lowest attendance
 5. Community Relations Officer or Fire & Life Safety Educator

12) Post Event Analysis

- A post event review is conducted to identify what went well, what could be improved upon (lessons learned) and was there good value in Richmond Fire Rescue’s participation and to determine future participation.

References

- City and Event Protocol Administrative Procedures - [REDMS Doc No. 2651885](#)
- Community Relations/Public Education Event Form - [REDMS Doc No. 4305597](#)
- Customer Relations SOP – Chapter 2 – Personnel - [REDMS Doc. No. 2056854](#)
- Pumper Visit SOP – Chapter 12 – Public Education - [REDMS Doc. No. 2059973](#)
- Ride Along SOP – Chapter 1 – Administration [REDMS Doc. No. 2056750](#)
- Fire Extinguisher Training SOP – Chapter 12 – Public Education [REDMS Don. No. 2059936](#)
- Home Safe Program SOP – Chapter 12 – Public Education [REDMS Doc. No. 2059944](#)
- Policy 6801 Conflict of Interest [REDMS Doc. No. 1799699](#)

| Control Information | |
|--|---|
| Title: | Community Relations / Public Education Event Protocol |
| Chapter: | Public Education |
| Original issue: | 08 Jun 10 |
| Revision date: | 06 Aug 14 Version No. 2 |
| Annual review: | Nov |
| Owner: | Deputy Chief, Administration |
| Approved by: | Fire Chief |
| Note: This SOP has been reviewed and City of Richmond Policies do apply as above. | |



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|-------------------|--|--------------------|
| Page 1 of 8 | Adopted by Council: July 28, 2008 Amended by Council: July 27, 2015 | POLICY 6801 |
| File Ref: 1400-00 | CONFLICT OF INTEREST | |

I. PURPOSE

The purpose of this policy is to:

- (a) safeguard public interest by clearly identifying and addressing standards of employee conduct relating to actual and apparent conflicts of interest;
- (b) prevent Employees from using their employment positions for private gain;
- (c) protect Employees from inadvertently placing themselves in a Conflict of Interest position;
- (d) provide avenues for Employees to clarify and prevent potential conflicts of interest before they occur; and
- (e) protect the reputation of the City.

II. APPLICATION

This policy applies to all Employees.

This policy supplements and does not supersede or replace other policies adopted by Council or other contractual or statutory obligations.

III. POLICY

Employees are expected to perform their duties on behalf of the City faithfully, diligently, honestly and to the best of their abilities. Every employee owes a duty of loyalty and fidelity to the City. Employees must never place themselves in a position where their self-interest may conflict with this duty. Employees must avoid engaging in activities where personal interests actually or potentially conflict with the interests of the City.

Employees must not engage in any activity that results in actual or potential conflict of interest. Employees must promptly disclose to their Manager circumstances which could result in any actual or potential conflict of interest so that the matter may be fully assessed.

IV. DEFINITIONS

In this Conflict of Interest Policy:

Business Associate means any person legally linked with the Employee, including but not limited to persons linked with the Employee through business contracts, partnerships, firms, enterprises, franchises, trusts, joint ventures, finances, real estate, or other for-profit legal entities or agreements;



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| Page 2 of 8 | Adopted by Council: July 28, 2008 Amended by Council: July 27, 2015 | POLICY 6801 |
| File Ref: 1400-00 | CONFLICT OF INTEREST | |

City Property includes, but is not limited to, City buildings and land, equipment, supplies, stores, vehicles, materials, recovered materials (salvage), technology resources, financial assets, information and work time;
City means the City of Richmond;

Conflict of Interest means a situation where an Employee has a private or personal interest sufficient to influence or to appear to influence the objective performance of his or her duties as an Employee of the City, and includes a Direct or Indirect Conflict of Interest;

Direct Conflict of Interest means a situation where an Employee derives or is seen to derive some financial or personal benefit or avoid financial or personal loss;

Employee means an individual employed by the City, including those on contract and in a volunteer capacity, but not including elected officials;

Indirect Conflict of Interest means a situation where a potential pecuniary or non-pecuniary benefit or avoidance of loss is experienced by a person or corporation related to the Employee;

Manager means a City Departmental or Divisional Manager;

Political Activity includes, but is not limited to, being a candidate for elected office, campaigning for a candidate for elected office, fundraising for an election campaign, or promoting a political party or cause; and

Relative means a person's husband, wife, children, wards, parents, brothers, sisters (including foster or step), parents-in-law, brothers-in-law, sisters-in-law, sons-in-law, daughters-in-law, grandparents, grandchildren, guardians, domestic partner or common law spouse.

V. RESPONSIBILITIES

(a) **Managers**

Managers shall make this policy available to their Employees and ensure that the Employees are made fully aware of this policy. Managers shall discuss the entire policy with their Employees and highlight any of the rules that have particular relevance, given the nature of the Employee's work.

Managers are required to advise senior management of any breach of this policy. Upon receiving verbal or written disclosure or becoming aware of an actual or potential Conflict of Interest, the Manager shall determine that either no conflict



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exists or take reasonable steps to ensure that the matter is addressed by consulting with the appropriate Human Resources Manager. Failure to take immediate action by the Manager in addressing Conflicts of Interest or silence is akin to condoning the Conflict of Interest itself and may result in a breach of this policy.

The Manager and the Human Resources Manager shall determine jointly the proper course of action, and shall ensure that the Conflict of Interest or potential Conflict of Interest situations they are resolving are documented, starting from disclosure, review and evaluation through to resolution. Such documentation shall be retained in confidence at the Human Resources Department.

It is the responsibility of departmental/divisional management to ensure that each Conflict of Interest situation is investigated, and dealt with fairly and consistently.

(b) Employees

Employees are required to read, clarify and confirm their understanding, and comply with this policy.

Employees have a duty to report under this policy, and shall immediately and fully disclose in writing or verbally to their Manager if they are in a Conflict of Interest or potential Conflict of Interest.

In the case of the Chief Administrative Officer, disclosure shall be made in writing to the Council of the City.

In addition to self-disclosure, Employees are required to advise management of any potential breach of this policy by others.

VI. VIOLATION OF POLICY AND CONSEQUENCES

Violation of this policy, including failure to disclose a Conflict of Interest, may result in disciplinary and/or remedial action. The City will determine the appropriate consequence(s) for breach which may include, but are not limited to the following:

- the Employee is instructed to divest himself or herself of the outside interest;
- the Employee is instructed to cease the action resulting in the breach of the Conflict of Interest Policy;
- the Employee is subject to disciplinary action up to and including termination of employment;
- the Employee is reassigned to other duties pending further investigation;
- the City may seek to recover losses;



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- commencement of civil action or, if applicable, consideration of criminal prosecution.

VII. RECOGNIZING CONFLICTS OF INTEREST

Employees must conduct themselves at all times in accordance with the highest ethical standards and in a manner which will withstand the closest scrutiny. As each situation depends on its particular facts, the following is not an exhaustive list, but rather provides examples of obvious conflicts of interest:

1. Receiving Meals, Refreshments, Entertainment or Gifts

An Employee may accept customary business hospitality, such as meals, refreshments, entertainment or gifts with full knowledge of his or her Manager, provided that:

- it is a normal exchange of hospitality;
- it is a token exchanged as part of protocol;
- it is a normal presentation made to the person for participating in public functions;
- it is not lavish or extravagant under the circumstances; and
- it is infrequent.

It is the personal responsibility of each Employee to ensure that the acceptance of such meals, refreshments, entertainment or gifts is proper and could not reasonably be construed in any way as an attempt by the offering party to secure favourable treatment.

2. Commission, Reward or Benefit

An Employee shall not accept or offer or agree to accept a commission, reward, advantage or benefit of any kind from any person dealing with the City, either on his or her own behalf or through a Relative or other person, for his or her own benefit.

3. Outside Interest

During working hours, employees are expected to devote their full time and attention to the business affairs of the City. An Employee shall not engage in any outside employment (including acting as a consultant for a third party that is undertaking projects in the City), business or undertaking that:

- conflicts with his or her duties as an Employee;



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- causes the Employee to gain benefits as a result of his or her position as an Employee;
- influences or affects the carrying out of his or her duties as an Employee; or
- involves the use of City Property. An Employee's use of City Property for personal convenience or profit not associated with the official discharge of duties, may be a potential Conflict of Interest unless the property is available for use by the general public generally, or the property is made available under City policy or terms of employment.

An Employee shall not represent, nor contract to, nor lobby on behalf of any private interest in dealing with the City.

A Conflict of Interest exists when:

- the Employee's ability/judgment is influenced by his or her own personal interest or the interest of third parties against the better interest of the City;
- the Employee's outside interest interferes with his or her ability to perform work for the City;
- the Employee uses City Property or work time for his or her outside interest without authorization;
- an Employee advances his or her own private interests by interfering or influencing the objectivity, responsibilities and/or duties of another Employee within the organization;
- the Employee's outside interest is directly or indirectly represented as being work representing the City;
- the Employee's outside interest involves work that is in direct competition with services offered by the City;
- the Employee gains an unfair advantage over others in the conducting of business with the City;
- the Employee's actions in his capacity of Employee affect or appear to affect the interest of the Employee's other employers or private clients in a way which enhances the personal interest of the Employee;
- the Employee receives additional compensation for performing City duties from a third party external to the City; or
- the Employee's performance of City duties is influenced by offers of future employment.

While it is not the City's desire to interfere with the non-work hours of an Employee, the City may prohibit outside employment that causes the Employee to be in a Conflict of Interest.

4. Financial Interest



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An Employee who has financial interest in a City contract, sale or other business transaction or has relatives, friends or Business Associates with such interest, is required to declare the relationship in writing to his or her Manager, and shall not represent or advise the City in such transactions.

5. Preferential Treatment

An Employee shall not give or appear to give preferential treatment to any Relatives, friends or Business Associates or to anyone else that would advance the Employee's personal interests.

6. Confidential Information

An Employee shall not use confidential or privileged information of the City to advance his or her personal interest or the interests of others. Access to confidential information should be on a "need to know" basis i.e., confidential information is shared only with those whose job duties require that they need to know the information.

7. Post-Employment Conflict of Interest

An Employee shall not act, after he or she leaves the employ of the City, in such a manner as to take improper advantage of their previous office. Actions negatively impacting the City as a result of information gained during an Employee's former employment with the City may be pursued to the full extent of the law. Each situation will be reviewed separately.

8. Purchasing Conflict of Interest

An Employee who has a direct or indirect financial interest in a supplier doing business with the City, other than an insignificant investment in a publicly-held company, is considered to be in a Conflict of Interest and shall declare the Conflict of Interest to his or her Manager. An Employee may not be involved in the placement of City business with a company owned or controlled by an Employee or relative; the Manager must make arrangements to clearly exclude the Employee from participating or influencing the applicable purchasing decisions.



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An Employee may not make a personal bid on the purchase of City Property or goods, except when these are also offered to the general public.

An Employee shall not accept discounts/rebates on personal purchases from suppliers having an existing business relationship with the City, unless it is the general practice of those suppliers to offer the same discounts/rebates to employer groups including, but not limited to, the City.

An Employee shall not purchase goods and services through the City for personal use, unless specifically allowed by Council as in the purchase of a personal computer to improve the productivity of City business activities.

9. Employment of Relatives

The City may employ a Relative of an existing Employee if the Relative is the best qualified candidate for the position, subject to any applicable collective agreement provisions and subject to this Policy.

It is not the intention of this Policy to unduly restrict or enhance employment opportunities with the City based on family relationships. However, the City will not employ, appoint, transfer or promote a Relative of a current employee where the action will result in the risk or real or potential conflict of interest. Such conflicts may occur where there is:

- any undue influence exercised directly or indirectly on the selection and hiring process
- direct or indirect supervisory relationship
- the ability of one family member to influence or exert financial or administrative control over another.

The determination of whether the employment of Relatives results in real conflict or that potential conflict exists will be made on a case by case basis by the appropriate Manager in consultation with the Director of Human Resources.

Candidates and Employees who are or become related to each other while employed by the City are required to advise the City of the relationship at the earliest reasonable opportunity.

10. Political Activity

An Employee shall not run for election or be nominated to run for Mayor or City Councillor without first taking a leave of absence without pay as required by Section 67 of the *Local Government Act*.



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An Employee shall not run for elected office provincially or federally if a Conflict of Interest exists between running and the Employee's responsibilities to the City.

Further, an Employee shall not actively campaign for election funds or use City resources for a candidate for elected office with the City of Richmond. Further, no campaigning for any election funds may be conducted during working hours.

11. Harm to Business or Reputation

Employees must refrain from engaging in conduct that could adversely affect the City's business or reputation. Such conduct may include but is not limited to:

- (i) publicly criticizing the City, its management or its employees; or
- (ii) engaging in criminal conduct or other conduct that could harm the City's business or reputation.

VIII. DISCLOSURE, REVIEW AND EVALUATION

Upon disclosure of a Conflict of Interest by an employee, the city will take appropriate steps to protect against any actual or potential conflict of interest. Such steps may include:

- (i) requiring the employee to refrain from involvement in any decisions made by the City regarding its dealing with the person, business or enterprise giving rise to the conflict; or
- (ii) requiring the Employee to refrain from any involvement in any dealings on behalf of the City with such person, business or enterprise; or
- (iii) requiring the Employee to dispose of his/her interest in such business or enterprise if he/she wishes to remain in the City's employ.

IX. OTHER

An Employee who knowingly makes false, frivolous or vexatious allegations about another Employee may be subject to disciplinary action including termination of his or her employment with the City.