

**CORPORATION OF THE CITY OF COURTENAY
COUNCIL MEETING AGENDA**

DATE: February 10, 2015
PLACE: City Hall Council Chambers
TIME: 4:00 p.m.

1.00 ADOPTION OF MINUTES

1. Adopt February 2, 2015 Regular Council and February 4, 2015 Special Council meeting minutes

2.00 INTRODUCTION OF LATE ITEMS

3.00 DELEGATIONS

Pg#

1. Tim Walton, OIC RCMP Comox Valley Detachment
2. Emily Priestley and Kathleen Johnson, Courtenay & District SPCA re: Low Income Spay and Neuter Program
3. Miles Armstead and Jen Wrye re: LUSH 15th Anniversary

4.00 STAFF REPORTS/PRESENTATIONS

Pg #

(a) Financial Services

- 1 1. AHRT-CEDS 2015 Discover Comox Valley Tourism Budget/Work Plan

(b) CAO and Legislative Services

- 17 2. Respectful Workplace Policy

(b) Community Services

(c) Development Services

- 35 3. Development Variance Permit No. 1501 – 3332 Majestic Dr.

(d) Engineering and Operations

- 47 4. Development Cost Charges – Project Overview and Presentation by Urban Systems Ltd.
- 49 5. New Build Canada Fund

5.00 EXTERNAL REPORTS AND CORRESPONDENCE FOR INFORMATION

- 57 1. Heritage Advisory Commission minutes for December 10, 2014

6.00 INTERNAL REPORTS AND CORRESPONDENCE FOR INFORMATION

**7.00 REPORTS/UPDATES FROM COUNCIL MEMBERS INCLUDING REPORTS
FROM COMMITTEES**

8.00 RESOLUTIONS OF COUNCIL

1. In Camera Meeting

That notice is hereby given that a Special In-Camera meeting closed to the public will be held February 10, 2015 at the conclusion of the Regular Council meeting pursuant to the following sub-sections of the *Community Charter*:

- 90 (1)(e) the acquisition, disposition or expropriation of land or improvements, if the council considers that disclosure could reasonably be expected to harm the interests of the municipality; and
- 90 (1)(k) negotiations and related discussions respecting the proposed provision of a municipal service that are at the preliminary stages and that, in the view of the council, could reasonably be expected to harm the interests of the municipality if there were held in public.

9.00 UNFINISHED BUSINESS

10.00 NOTICE OF MOTION

11.00 NEW BUSINESS

- 59 1. The John Howard Society re: KidStart

12.00 BYLAWS

For First, Second and Third Reading

- 63 1. “City of Courtenay Fees and Charges Amendment Bylaw No. 2811, 2015”
 (to amend water and sewer utility user rates for 2015)

For Third Reading and Final Adoption

- 73 1. “Zoning Amendment Bylaw No. 2805, 2014”
 (to allow a carriage house on a R-2 zoned property)
- 75 2. “Zoning Amendment Bylaw No. 2813, 2015”
 (to re-zone property at 3200 Mission Road from R-1B to R-1S to allow a secondary suite)

13.00 ADJOURNMENT

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THE CORPORATION OF THE CITY OF COURTENAY

STAFF REPORT

To: Council

File No.: 1890-20 [2015]

From: Chief Administrative Officer

Date: February 10, 2015

Subject: AHRT - CVEDS 2015 Discover Comox Valley Tourism Budget/Work Plan

PURPOSE:

The purpose of this report is to request Council approval of the 2015 Discover Comox Valley Tourism Budget and Workplan submitted by the Comox Valley Economic Development Society (CVEDS).

POLICY ANALYSIS:

The Hotel Room Tax Regulation 321/2012 for the City of Courtenay requires hotels within the City of Courtenay service area to collect an additional 2% tax on accommodation sales effective March 1, 2013.

The City of Courtenay entered into a service agreement with the CVEDS on April 19, 2013 to provide specific marketing services using the funds generated from the Additional Hotel Room Tax (AHRT).

EXECUTIVE SUMMARY:

The service agreement between the City of Courtenay and CVEDS requires submission of an annual budget and tourism work plan, to be approved by Council each year and to be included in the City's operating budget. These funds are transferred to the CVEDS and have a net effect of zero on the City's financial statements and the City's budget.

CAO RECOMMENDATIONS:

That Council approve the Comox Valley Economic Development Society 2015 Discover Comox Valley Tourism Annual Budget and Work Plan.

Respectfully submitted,

David Allen, BES, CLGEM, SCLGM
Chief Administrative Officer

BACKGROUND:

The Hotel Room Tax Regulation 321/2012 for the City of Courtenay came into effect on March 1, 2013, at which time hotels within the City of Courtenay service area began collecting and remitting an additional 2% on accommodation sales. The regulation requires that the revenue generated from the AHRT be spent by the City of Courtenay for tourism marketing, programs and projects.

The City of Courtenay entered into a service agreement with the CVEDS on April 19th, 2013 to provide tourism marketing, programs and projects on behalf of the City using the revenue generated by the AHRT. Item 4.3 of the service agreement requires the CVEDS to submit an annual budget, approved by the AHRT Committee and CVEDS Board, to the City of Courtenay for approval.

DISCUSSION:

The City of Courtenay received \$172,401 of AHRT funds to September 30, 2014, which were transferred to the CVEDS to use towards tourism marketing, programs and projects. The CVEDS is responsible for maintaining the appropriate accounting records of the AHRT funds and providing the required financial reports to the City Finance Department throughout the year. Audited financial statements and reports on activities of the previous fiscal year are provided to the City Finance Department in June of each year, and are included with the required reporting package to the Minister of Finance in July.

The attached 2015 Discover Comox Valley Tourism Annual Budget and Work Plan reports have been approved by the AHRT committee and CVEDS Board, and outline the planned use of the AHRT revenues and tactics for the coming year.

FINANCIAL IMPLICATIONS:

All funds received from the AHRT are transferred to the CVEDS and therefore have a net effect of zero on the City's financial statements and budget.

ADMINISTRATIVE IMPLICATIONS:

Subsequent to Council approval of the CVEDS 2015 Discover Comox Valley Tourism Annual Budget and Work Plan, staff will notify the CVEDS in writing of Council's approval in accordance with Section 4.6 of the service agreement.

STRATEGIC PLAN REFERENCE:

Goal 2: A progressive, diverse and sustainable City

OFFICIAL COMMUNITY PLAN REFERENCE:

Not applicable.

REGIONAL GROWTH STRATEGY REFERENCE:

Not applicable.

CITIZEN/PUBLIC ENGAGEMENT:

While public engagement is not required, copies of the report can be viewed online as part of the Council agenda. Under the IAP2 Spectrum of Public Participation, this level of engagement with the public is to "inform".

OPTIONS:

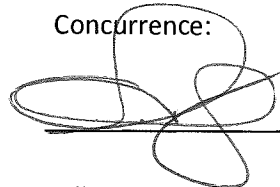
- OPTION 1: That Council approves the CVEDS 2015 Discover Comox Valley Tourism Annual Budget and Work Plan. (Recommended)
- OPTION 2: That Council defer approval of the CVEDS 2015 Discover Comox Valley Tourism Annual Budget and Work Plan for further discussion.

Prepared by:



Jennifer Nelson, CPA, CGA
Manager of Financial Planning

Concurrence:



Tillie Manthey, BA, CPA, CGA
Director, Financial Services/Deputy CAO

Attch: CVEDS – 2015 Discover Comox Valley Tourism Annual Budget
CVEDS – 2015 Discover Comox Valley Tourism Annual Work Plan

Comox Valley Economic Development Society - AHRT Report

(Unaudited - prepared by management)

January 1 to September 30, 2014*

AHRT Report

	AHRT Entire year 2014 Budget	AHRT Year-to-date* Actual	AHRT Entire year **2015 Budget
Revenues			
External Revenues			
AHRT ¹	\$ 217,000	\$ 172,401	\$ 230,000
Total Revenues	217,000	172,401	230,000
Expenses			
Advertisement²			
Online (Non-Campaign Related)	5,000	7,068	5,000
Meeting and Conference Attraction	5,000		5,000
TVI and Destination BC Campaigns	25,000	11,596	15,000
TV Campaigns	12,000	20,341	10,000
Market Research & Destination Branding³			
Brand Enhancement (Design)	1,500		4,000
Visitor Surveys and Tracking			
Festival & Event Tracking			
Tracking & Research (Advertising, Hotel Referrals, etc.)	4,500		
Trade/Consumer Shows⁴			
Show attendance/Materials	10,000	2,966	6,500
Market Development			
Capital Infrastructure Improvements			
Sport and Event Attraction Grant Program ⁵⁻¹	30,000	33,323	35,000
Event Co-ordination ⁵⁻²	45,000	44,097	42,500
Existing/New Event Support & Marketing ⁵⁻³	65,000	69,122	71,500
Online/Web Enhancement Referrals & Booking ⁵⁻⁴	14,000	2,225	2,000
New Product & Tour Development			25,000
Media Relations			
Media and Communications			8,500
Visitor Services Opportunities			
Strategic Visitor Intercept Marketing			
Total Marketing	217,000	190,738	230,000
Total Expenses	217,000	190,738	230,000
Excess (deficiency) of revenue over expenses	0	(18,337)	0
Surplus Carried forward from 2013		33,075	
Surplus Carried forward at End of Period		\$ 14,738	

Notes;

** 2015 Budget activities are outlined in the 2015 Discover Comox Valley Tourism Work Plan

1 - January to September 2014 total AHRT received. The remaining projected amount of \$44,599 (Oct-Dec) is based on 2013 collection data. 2015 projected revenues assume a 6% increase.

2 - Ongoing non-campaign oriented marketing of the destination; includes ongoing online social media marketing, TVI Vacation and Outdoor Guides and Global TV Campaigns for WinterBites, Shellfish and Seafood Festival, and Go VI.

3 - Visitor, festival and event tracking was achieved internally through online ticket sales tracking, VI Visitor Centre systems and partner organization reports.

4 - 2014 trade show plan predominantly focused attendance to shows such as Rendezvous Canada. CVEDS DMO status was not eligible for attendance, thereby the majority of the budget was reallocated.

5-1 - Sport and Event Attraction included provision of funds to local sport and festival events that demonstrated the ability to expand the number of rooms and bring in new room nights, with a preference for the shoulder seasons.

5-2 - Contracting of individuals and companies to develop new or expand existing events including WinterBites, BC Shellfish and Seafood, and Pacific Toast Expo, as well as secure related sponsorship.

5-3 - Existing and New Event Support and Marketing; Includes the marketing of key destination Discover Comox Valley AHRT aligned events, including BC Shellfish and Seafood Festival and WinterBites via online advertising, radio and newspaper, as well as graphic design.

5-4 A simplified ticket and referral system was activated. More significant systems were researched and deemed too expensive and not required at this time. Budget was reallocated.

Discover Comox Valley Tourism Annual Work Plan - 2015



December 9, 2014

discovercomoxvalley.com

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Advertisement		
Objective: Expanded and enhanced destination marketing initiatives result in increased visitation and overnight stays to the Comox Valley, as well as increased partnership within the industry; recognized as the premier, year round Island destination.		
Program & Tactics	Outcomes	Measurement Guidelines
<p>Online</p> <p>Seasonal consumer event e-promos compliment Signature Event Series marketing, and highlight and drive attendance to new and existing regional events and holiday oriented specials & events throughout the year, while consumer contact database is expanded with contesting and promoted posts. Increase digital video content to increase event awareness.</p> <p>Meeting and Conference Attraction</p> <p>Targeted meetings and conferences that are applicable to the regional venue capacity are solicited to consider the region, and matched with appropriate properties. Regional associations, hobby groups and clubs are targeted. Website improvements allow for easy dissemination of venue and property information.</p> <p>Tourism Vancouver Island and Destination BC Campaign</p> <p>While there is increased investment within event development and online focuses, a select number of destination ads will be considered in the following publications and outlets with corresponding targeted editorial, in collaboration with provincial and regional tourism organizations, leveraged by local businesses and partners, to expand the destinations presence and reach, and drive overnight stays and destination awareness. URL and DCV website landing pages are developed to highlight ad partners and AHRT properties as appropriate.</p> <p>Tourism Vancouver Island:</p> <ul style="list-style-type: none"> ○ Wine & Culinary Guide; focus on culinary event line up ○ Travel Planning Map ○ Times Colonist; Discover Spring edition ○ Brochure Distribution Program; Comox Valley Vacation Guide distribution 	<ul style="list-style-type: none"> • The Comox Valley is recognized as having ongoing events, festival and special experiences and packages available, and more engagement occurs with consumers • Increased awareness and bookings in the region for small to medium sized meetings and conferences. • The Comox Valley is recognized with progressive branded ads and campaigns structured to allow for partner buy-in where appropriate and motivate visitors to engage further online and via social media 	<ul style="list-style-type: none"> • # contacts • # of e-promos • % of clicks and engagement • AHRT room revenues • # of groups solicited • # of groups booked • # of ads or campaigns • # of partners • # increase in website visits • AHRT room revenues • # of social media followers and fans

<ul style="list-style-type: none"> ○ Monthly Specials ○ Island Moments ○ 2015 TVI Vacation Guide and Outdoor Adventure Guide <p>Other Publications: Investigate editorial & advertorial opportunities with Visitor's Choice – Victoria soft cover</p> <p>TV Campaigns</p> <p>Building upon the success of three TV campaigns in 2014, create or participate in 1-2 TV campaigns, supported by targeted online marketing tactics in Alberta, lower mainland and/or Vancouver Island that drive to DCV website landing pages with AHRT and partners highlighted.</p> <p>RFP fulfilled for new media and design Agency of Record for specific support in media outreach, media show attendance and design, if and as needed.</p>	<ul style="list-style-type: none"> • Increased awareness of the Valley's key products and festivals • AOR supports ongoing media awareness and brand enhancement building upon calling and recreation marketing themes established in 2013 	<ul style="list-style-type: none"> • # of campaigns • # of contest entries • # of website hits • AHRT room revenues • # of RFPS rec'd • Firm selected
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Market Research and Destination Branding		
Objective: Ensure progressive and effective Discover Comox Valley brand identity in all its marketing.		
Program & Tactics	Outcomes	Measurement Guidelines
<p>Brand Enhancement Development of new photography to support marketing festivals, events and the destination.</p> <p>Visitor Surveys and Tracking Partner with University of Vancouver Island, and Island DMOs for intercept value of the visitor survey program.</p> <p>Festival and Event Tracking Ongoing festival and event tracking of ticket sales, revenues and hotel accommodations.</p> <p>Tracking and Research Ensure comprehensive tracking of marketing and advertising, as well as hotel bookings.</p>	<ul style="list-style-type: none"> Enhanced images allow for improved and more compelling marketing and media outreach Improved understanding of visitor spending, origins and travel habits which support developing improved marketing and visitor services strategies Enhanced tracking allows for improved understanding of marketing and hotel booking impacts 	<ul style="list-style-type: none"> New images for web, print and online marketing Survey completed and results shared amongst tourism partners and integrated into marketing and media tactics Improved tracking methods and adjustments in marketing and messaging

Trade / Consumer Shows		
Objective: Attend targeted consumer, trade and travel shows to ensure targeted and general awareness of destination and sell product.		
Program & Tactics	Outcomes	Measurement Guidelines
<p>Show Attendance</p> <p>Participate in Consumer and Trade Show attendance and produce show collateral for the following:</p> <ul style="list-style-type: none"> ○ TVI “Discover Vancouver Island” Trade show ○ Partner with TVI at Calgary Home & Garden Shows (Feb) and the Mountain Travel Symposium (April) 	<ul style="list-style-type: none"> • Show attendance supports improved general consumer awareness of the destination and allows for contact database expansion 	<ul style="list-style-type: none"> • # of shows attended • # of new contacts collected • # new show collateral • # of groups considering the region

Market Development		
Objective: Strategic new and existing destination level events are expanded to drive more out of area visitation and increase overnight stays, and barriers are removed in attracting events to use the Comox Valley as the host location.		
Program & Tactics	Outcomes	Measurement Guidelines
<p>Event Coordination</p> <p>1-2 new destination level Signature Events are developed, or attracted to be hosted in the region, to strategically compliment and infill existing events, with a primary objective of increased overnight stays. Event product focus includes culinary, agriculture, aquaculture, sport or cultural event themes.</p> <p>Existing and New Event Support</p> <p>Building upon the significant emphasis placed on event development and expansion in 2014, existing destination level Signature Series Events, held in the shoulder seasons, are expanded and enhanced via sponsorship & product development, and supported by multi-media marketing & communication resources to result in overnight stays and awareness of the destination. They include:</p> <ol style="list-style-type: none"> 1) WinterJAM100, Jan 1 – 31 2) BC Shellfish & Seafood Festival, June 12-21 3) Toast Expo, April <p>Secondary events supported by DCV compliment and leverage upon awareness generated by the Signature Event Series, with a focus on shoulder season and include:</p> <ol style="list-style-type: none"> 1) Islands Agricultural Show, Feb 13 & 14 2) Comox Valley Dine Around, Feb 19 – Mar 15 3) City of Courtenay Centennial 4) Comox Valley Farm Cycle Tour, Sept 5) Mountain Bike Races x 2 	<ul style="list-style-type: none"> • Expanded events allow for improved marketing and awareness, and thereby increased event attendance and overnights stays • New Signature Events participation drives increased room nights and awareness of the region • Secondary events activate local businesses and the economy in the shoulder season, and provide other product experiences for existing visitors 	<ul style="list-style-type: none"> • 200 room nights / existing event • 100 room nights/new event • # of website visits • # of ticket sales • # of new sponsors in kind and cash sponsorship revenues • # of expanded events • # of event partners • # of followers & fans on social media

<p>Sport and Event Attraction Program</p> <p>Administration and provision of the Sport and Event Attraction Fund continues to provide funding capacity that supports removing expansion barriers to existing events, or enables new event hosting groups or agencies to hold events for the first time, if they can demonstrate increased overnight accommodations, with preference given to shoulder season.</p> <p>DMAC Sub-Committees including Sport Tourism and Event Expansion and Attraction Committee, Culinary Event Expansion and Attraction Committee, and Arts and Culture Event Expansion and Attraction Committee will support and activate event objectives through meetings, partner outreach, event expansion ideas and support.</p> <p>A Festival and Events Industry Resource Calendar, is maintained and distributed quarterly, capturing local tourism oriented events and included an improved and enhanced online events calendar via DiscoverComoxValley.com.</p> <p>New Product and Tour Development</p> <p>1-2 Tourism Product Development Workshops are hosted to support professional and business development of new tourism product expansion in the sector.</p> <p>Leveraging upon the new airline services (Air Canada), airlines that are expanding their services (WestJet and Harbour Air), and existing airline providers (Pacific Coastal and Central Mountain Air), as well a potential new route development providers, funds will allow for marketing partnerships and airline based campaigns to drive increased flights and secure new routes.</p>	<ul style="list-style-type: none"> Existing and new events or organizations are successfully applying for and being awarded funds which results in increased overnight stays Sub-Committees support the expansion and partnership development of events Tourism industry businesses utilized events calendar tool to market their own events, as well as utilized the calendar to plan leveraging tactics to grow their business, while allowing consumers to readily access in-depth event information online Strong registration at workshops provides opportunity for enhanced tourism product that can drive increased visitation to the region Inclusion of Comox Valley product in partnership with air carriers and the Comox Valley Airport 	<ul style="list-style-type: none"> # of events funded # of overnight stays as a result of events # of meetings # of times event calendar distributed # of events included # of consumer e-promos sent # of subscribers # of businesses registered # of partnerships secured # of new product generated # of new campaigns
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Media Relations

Objective: Investors, visitors and potential resident migrants are aware of the Comox Valley as a leading location for livability, relocation and business expansion. CVEDS Stakeholders are aware of the organizations mandate, ongoing activities and areas in which CVEDS can assist.

Program & Tactics	Outcomes	Measurement Guidelines
<p>Media and Communications</p> <p>Drive increased awareness around regional tourism and attractions businesses & products, Signature Series Events to motivate potential visitors to view the website and visit the region. This includes monthly press releases, online communications, e-promos, media outreach and hosting activities. Also includes production of communications tools including online backgrounders, fact sheets and updates to websites.</p> <p>Complete and fulfill RFP for an Agency of Record to implement media relations activities for 2015, attends media shows, including representation at GoMedia, Canada Media Marketplace.</p>	<ul style="list-style-type: none"> Media and design agency supports improved media relations, coverage and brand recognition Increased earned media exposure generates increased awareness of the regions tourism and investment opportunities, complementing the marketing efforts of the region An Agency of Record leverages drives increased awareness of product in Destination Marketing Program and Arts, Culture and Heritage Program 	<ul style="list-style-type: none"> # of RFPs reviewed RFP awarded # of social media followers & fans Circulation of media coverage # of media visits # of press releases # of website visits 1 agency of record contract established # of shows attended

Visitor Services Opportunities

Objective: Increase the awareness of the Vancouver Island Visitor Centre programs and services resulting in increases business engagement, visitation and product sales.

Program & Tactics	Outcomes	Measurement Guidelines
<p>Strategic Visitor Intercept Marketing</p> <p>Launch 2014-2015 Comox Valley Visitor Services Opportunities Program in early September with advertising opportunities in visitor sales and intercept tools to attract visitors to the Comox Valley and the Vancouver Island Visitor Centre</p> <p>Launch the 2015 Comox Valley Vacation Guide in the early April; consider adding a Top 10 Things to do, similar to the DCV App. Work with the Vancouver Island Visitor Centre to ensure the guide is an effective counselling tool</p> <p>Ensure VIVC marketing systems including racks, screens, poster housing, banner station, resources and sales systems coincide to support new and expanded festival and event tactics and encourage visitors to extend their stay and visit the tourism properties represented</p> <p>Utilize new images from photo contest and industry invite to update Touch Table and exhibits as required to refresh the content available to visitors</p> <p>Consider 2016 Comox Valley Vacation Guide in relation to print guides effectiveness and competing print guides and potential partnerships</p> <p>Create 1-2 themed maps for visitors in partnership with advertisers to market Galleries and Artisans, Farms/Wineries tours. Hard copy maps used by visitor centre, also on website, mobile app, and in Visitor Guide</p> <p>Comox Valley Signage Committee - Welcome Sign Project design completion and construction of the project and host launch event recognizing the donors and partners</p> <p>Through the operations of the VIVC, track visitor data, and review findings from VI DMO 2014 survey and budget requirements, with intent to</p>	<ul style="list-style-type: none"> • Program allows for cohesive mechanism for tourism industry businesses to engage in the Vancouver Island Visitor Centre services, and create flagship website and Vacation Guide as tools for the VIVC and industry to service visitors • New Welcome sign project completed and launched • VIVC visitor data is analysed and provided 	<ul style="list-style-type: none"> • # of businesses engaged • Sales targets met • # of online and print ads completed • Welcome sign installed • # of partners recognized • Visitor survey partnership and

partner in 2015 joint DMO/University of VI research project	to industry, and enhanced data is collected in 2015 to support further understanding of visitor demographics and trends	data collection completed
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THE CORPORATION OF THE CITY OF COURTENAY

STAFF REPORT

To: Council
From: Chief Administrative Officer
Subject: Respectful Workplace Policy Revisions

File No.: 2640-00
Date: February 10, 2015

PURPOSE:

The purpose of this report is to inform Council about the City's revised Respectful Workplace Policy and request their adoption of same.

CAO RECOMMENDATIONS:

That based on the staff report "Respectful Workplace Policy Revisions" dated February 10th 2015, Council adopt the revised Respectful Workplace Policy #2640.00.07 as attached.

Respectfully submitted,

David Allen, BES, CLGEM, SCLGM
Chief Administrative Officer

BACKGROUND:

It is a requirement under the Workers' Compensation Act that employers develop and implement written policy regarding respectful behaviours. In addition, having a well developed and implemented policy will help prevent any harassment and discrimination issues and complaints under the Human Rights Code.

Council originally adopted the City's Respectful Workplace Policy #2640.00.07 in May of 2008. This policy has recently been reviewed by staff, management, and legal counsel. As a result, some changes were made to improve the clarity and processes.

DISCUSSION:

This policy applies to all City of Courtenay employees, contractors, suppliers, volunteers, council, and members of the public who access City services or facilities.

The policy informs all employees of their responsibilities under the relevant legislation. It outlines expectations of behaviour and explains what appropriate behaviour is and what it is not. It sets out processes to follow in the event of inappropriate behaviours and for handling complaints.

The objective is to foster a culture of tolerance, inclusion, acceptance and respect – thus promoting a safe and healthy workplace.

FINANCIAL IMPLICATIONS:

None.

ADMINISTRATIVE IMPLICATIONS:

A Respectful Workplace brochure will be developed by the Human Resources Department. This brochure will be used as a user friendly tool to educate and communicate the City's Respectful Workplace policy to all those that it applies to. To date staff have spent approximately 20 hours on revising the policy.

STRATEGIC PLAN REFERENCE:

None.

OFFICIAL COMMUNITY PLAN REFERENCE:

None.

REGIONAL GROWTH STRATEGY REFERENCE:

None.

CITIZEN/PUBLIC ENGAGEMENT:

Once developed, the Respectful Workplace brochure will be posted on the City's website.

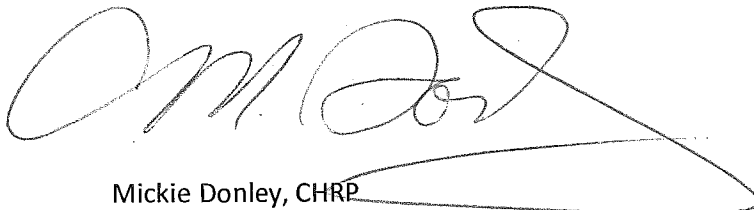
OPTIONS:

OPTION 1: Council adopts the Policy. (Recommended)

OPTION 2: Council requests additional information

OPTION 3: Council does not adopt the policy

Prepared by:

A large, stylized handwritten signature in black ink, appearing to read 'M. Donley'.

Mickie Donley, CHRP
Manager of Human Resources

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PURPOSE OF POLICY

The City of Courtenay is committed to providing and sustaining a workplace that promotes and supports a safe and caring work environment where all individuals are treated with respect and dignity. Any behaviours and/or situations that are contrary to a respectful and dignified work environment will not be tolerated. The application of the City's Respectful Workplace Policy (hereinafter referred to as the policy) will promote the well-being of all in the workplace and reinforce the values of integrity and trust that are the foundations of a sound organization.

The City recognizes that conflicts and disagreements will occur. It is expected that these will be resolved quickly and in a manner that contributes to a healthy, respectful and productive workplace.

The City will respond promptly to any complaints involving inappropriate behaviour in the workplace and ensure that these are resolved in a timely, open and honest manner while recognizing the importance of privacy and confidentiality.

OBJECTIVES OF POLICY

The objectives of this policy are:

- to promote and maintain a common understanding of the expectations and behaviours considered appropriate and inappropriate in City workplaces and in the delivery of or access to City services;
- to take measures to prevent and/or deal with inappropriate behaviour;
- to ensure that all employees are aware of their responsibilities under the policy, the BC Human Rights Code, and Workers Compensation Act; and
- to provide procedures for handling complaints.

APPLICATION OF POLICY

The policy applies to the following people and places:

People:

- City of Courtenay employees (including job applicants)
- Contractors providing service for or to the City
- Suppliers providing material to the City

- Volunteers
- Members of City Council
- Members of the public who are accessing City services or City operated facilities

Places:

- City buildings, facilities, sites, offices or work environments
- Locations visited by employees while traveling on City related business including conferences, meetings, vendor/supplier or customer sites
- Locations of work-based social gatherings.

COMPLIANCE

The policy applies to all City of Courtenay employees as a condition of employment. Any employee who is found to have violated this policy will be subject to appropriate disciplinary action, which may include termination of employment.

This policy is developed in accordance with Sections 115, 116 and 117 of the Workers Compensation Act which sets out the general duties of employers, workers and supervisors respectively, and Guideline G-D3-115(1)-3 Bullying and harassment, of the Workers Compensation Act.

While the policy applies to all persons involved with the City's operations, investigative procedures may vary as the Collective Agreement or Employment Contracts dictate from time to time.

Members of the public, visitors to City facilities or individuals conducting business with The City, are expected to adhere to this policy. This includes refraining from inappropriate behaviour towards employees, elected officials and persons acting on behalf of The City of Courtenay. If inappropriate behaviour occurs, The City will take appropriate action to ensure a respectful workplace. This could include barring the person from facilities or discontinuing business with contractors or suppliers.

Criminal Offences

Where behaviours constitute a criminal offence (physical/sexual assault), The City will refer the matter to the RCMP for further investigation.

False or Frivolous Complaints

Complaints that are found to be false, frivolous or made in bad faith will not be tolerated and will

be subject to appropriate disciplinary action, termination of employment or denial of service.

Retaliation

Everyone has the right to report, in good faith and confidentially, incidents of discrimination, harassment or inappropriate behaviour without fear of retaliation. Retaliation by any person against anyone involved in bringing forward or participating in an informal or formal complaint process will not be tolerated, and will be subject to discipline, up to and including termination of employment and/or cancellation of contract. Retaliation may take the form of, but is not limited to, any of the inappropriate behaviours listed below.

WORKPLACE BEHAVIOUR

Appropriate Workplace Behaviour

While it is not possible to list all appropriate or inappropriate behaviours, the kinds of behaviours that are encouraged are those which support and create a respectful and dignified workplace.

Examples of Appropriate Behaviour include:

- polite, courteous and considerate behaviour towards others;
- inclusion – recognizing and valuing diversity among workgroups, employees, customers and people with different backgrounds, cultures, strengths and opinions;
- treating others equitably and fairly;
- being open-minded to the ideas, comments and suggestions of others;
- being inclusive and involving others in decision making to ensure a fair process;
- practicing constructive resolution of differences through respectful dialogue and apologizing to others when you have said something to offend them;
- ensuring that individuals are supported in their efforts to learn and practice personal conflict resolution and respectful workplace skills.

Inappropriate Workplace Behaviour

Inappropriate behaviour is conduct which is objectionable to others and serves no legitimate work-related purpose. It can negatively affect communication and productivity. Inappropriate behaviour is conduct which a reasonable person would know or ought to know would cause offence, humiliation or intimidation and thereby contributes to or creates a hostile or poisoned work environment.

Examples of Inappropriate Behaviour include:

- disrespectful and demeaning behaviour
- discrimination and harassment
- workplace bullying
- workplace mobbing;
- abuse of authority
- confrontational, undermining, disrespectful attitude
- damage to people or property
- aggressive acts or body language

DEFINITIONS

Disrespectful and Demeaning Behaviour - includes but is not limited to:

- breach of confidentiality of another individual;
- refusing to cooperate with other individuals in the workplace;
- verbal attacks that are personal, irrelevant or beyond the bounds of fair professional conduct and intimidate, humiliate, undermine, offend, hurt or belittle an individual;
- conduct, comments or actions that when taken in isolation seem minor, but when repeated can lead to a conclusion of harassment ;
- insulting gestures and practical jokes of a nature which cause awkwardness or embarrassment;
- spreading malicious rumours or intentionally conveying false information about another individual;
- non-constructive feedback addressed in such a way as to intimidate, undermine confidence or imply incompetence;
- actions that affect an individual's dignity, wellbeing or physical integrity.

Discrimination and Harassment - is any behaviour, practice or policy which has a direct or adverse impact on an individual based on: age, ancestry, colour, family status, marital status, mental or physical disability, place of origin, race, religious beliefs, sexual orientation, source of income, gender (including pregnancy and sexual harassment), summary conviction not related to employment or any other ground protected under the BC Human Rights Code.

Examples of Harassment include:

- Any previously described behaviour that is based on a prohibited ground under the BC Human Rights Code;
- Sexual harassment includes comments or conduct such as: unwelcome advances, requests, comments, physical contact, unnecessary touching, pinching or jostling or gestures (suggestive or persistent staring/leering) that are of a sexual nature;

- Implied or expressed threats of reprisal for refusal to comply with a request of a sexual nature, or implied or expressed promises of reward for agreeing to comply with a request of a sexual nature;
- Unwelcome remarks, jokes, taunts, suggestions or speculations about a person's body, attire, sex life etc.;
- Displays of pornographic or other sexual materials in the form of pictures, electronic mail, graffiti, cartoons or sayings.
- Note that inappropriate behaviours not directed at any one identifiable person may become harassment when it relates to a prohibited ground of discrimination, for example telling racist jokes.

Examples of Discriminatory practices include:

- Denial of equitable treatment in hiring or in the terms, conditions or benefits of employment;
- Denial of access to or the processes by which people use City related services, programs and/or facilities (see "Conflict of Interest" Policy #2510.00.02);
- Failing to accommodate an individual protected under the BC Human Rights legislation

Workplace Bullying – is defined as the repeated, health-endangering mistreatment of an individual by another individual that creates a risk to health and safety. It is consistent, relentless, continual and systematic behaviour that undermines, insults, devalues, demeans and intimidates another and results in psychological and/or physical distress.

Workplace Mobbing - is a malicious attempt or "ganging up" by co-workers, subordinates or superiors, to force someone out of the workplace through rumor, gossip, innuendo, intimidation, humiliation, discrediting, and isolation.

Workplace Abuse of Authority - occurs when a person uses their authority unreasonably to interfere with an employee or the employee's job.

Examples include:

- Humiliation and verbal attacks that are personal;
- non-constructive feedback addressed in a way as to intimidate, undermine confidence or imply incompetence;
- threats and coercion
- exclusion and isolation

Abuse of authority **does not** include normal managerial activities such as the day-to-day management of operations, performance at work or absenteeism, the assignment of tasks, performance appraisals, coaching, mentoring, reference checks, and the application of progressive discipline, up to and including termination.

Confrontation, Undermining, Disrespectful Attitude – occurs when a person interacts with another in a manner that can be interpreted as uncooperative, accusatory, insubordinate, rude or hostile.

Damage to People or Property

Examples include:

- Vandalism or deliberate destruction of City or personal property;
- Threats – any act, gesture or statement that gives an employee reasonable cause to believe that there is risk of injury to themselves, another person or City property;
- Any statement, either verbal or written that is reasonably interpreted by a person to be menacing or taunting in nature. This might include, but is not limited to, such things as coercion, intimidation, threat of prosecution, humiliation, bullying, mobbing, ridiculing or belittling;

Violent Acts - are defined as any act that causes or may cause physical harm or significant emotional distress to an individual. Behaviours that are threatening to personal safety or are violent require immediate action to ensure the safety of others. Incidents of threats or violence must be reported immediately to a supervisor.

Consensual Banter or Relationships – Two or more individuals bantering back and forth is not considered inappropriate behaviour if everyone involved is in agreement. If, however, an individual feels uncomfortable, and it continues even after the individual expresses their discomfort, or if a reasonable person would know or ought to know the other individual was uncomfortable, then it is considered inappropriate behaviour. It may also be inappropriate if others who may find the banter offensive overhear the discussions.

Individuals flirting with each other, or becoming involved in a romantic or sexual relationship, are not considered to be engaged in inappropriate behaviour, as long as the relationship is consensual. If one of the individuals changes his/her mind and the other person persists in trying to continue the relationship, this is considered inappropriate behaviour. Consensual workplace relationships may create conflicts of interest that need to be addressed. These should be reported in accordance with the City's Conflicts of Interest Directive #2510.00.02.

RESPONSIBILITY

Employee Responsibilities

Every employee of the City of Courtenay has the right to be treated in a fair, reasonable and respectful manner. To foster this, we must prevent differences and conflicts from escalating, and work to resolve them quickly when they occur. All employees are expected to act towards other individuals professionally and respectfully and to speak out against unacceptable behaviours in

the workplace in a skillful and sensitive manner. Therefore;

Employees are responsible for creating a respectful workplace environment by:

- ensuring that their behaviour is respectful and appropriate at all times;
- accepting responsibility for their own actions, reactions and behaviours and the impact these may have on others;
- ensuring that their concerns are made known to management promptly if there are any contraventions of this policy;
- actively being part of the solution;
- immediately reporting to a supervisor if there is an imminent threat or risk of violence that could compromise safety.
- Being knowledgeable of, and abiding by Policy Guideline D3-116-1, Worker Duties, of the Workers Compensation Act

Employer Responsibilities

The Employer and its representatives have additional responsibilities to create and sustain a respectful workplace environment. Therefore;

Employees in positions of leadership are responsible for creating a respectful workplace environment by:

- being a role model for corporate behaviour standards. This would include following the organizational competencies outlined in the “Performance Management Plan” for leaders, corporate policies and applicable legislation;
- ensuring awareness of and compliance with the Respectful Workplace Policy in their area of responsibility;
- taking appropriate action in a prompt, impartial and confidential manner when Respectful Workplace Policy issues come to their attention, even when no complaint has been made;
- supporting all parties involved in resolving issues under the Respectful Workplace Policy;
- ensuring no person suffers reprisal as a result of making a complaint or for providing information.
- Being knowledgeable of, and abiding by Sections 115 (1)(a) , 115 (2)(e) and Policy Guidelines D3-115-2 and D3-117-2, Supervisor Duties, of the Workers Compensation Act.

Complaints Filed by or Involving Council or CAO

A complaint of inappropriate behaviour involving the CAO or a member of Council and involving a staff member(s) should be reported to the Manager of Human Resources. Conduct of such an investigation, resulting action and any appeals will be in accordance with the policy.

Complaints involving Council that do not involve staff will be dealt within Council.

The Human Resources department will maintain all information of the organization's complaint files involving any employee as they pertain to the policy to ensure confidentiality.

COMPLAINT PROCESS GUIDELINES

DEFINITIONS

CAO – means Chief Administrative Officer for the City of Courtenay

Complainant - means the individual making the complaint that inappropriate workplace behaviour has occurred.

Respondent - means the individual alleged to have engaged in inappropriate workplace behaviour.

Investigator - may refer to an internal investigator or an external investigator engaged by the City to conduct an investigation of an informal or formal complaint.

Mediation – a voluntary process used to resolve conflict by having a neutral person assist the disputing parties to arrive at a mutually acceptable solution.

Personal Information and Confidentiality – any allegation or informal or formal complaint of inappropriate workplace behaviour under the policy will be considered personal information “supplied in confidence” as per Section 22 (2) (f) of the *Freedom of Information and Protection of Privacy Act* (FOIPPA) and the substance of the investigative reports and meetings held by those in authority to make a decision on the disposition of the complaint will be protected from disclosure to third parties in accordance with section 22 (2) (f) and Section 22 (2) (h) of the Act.

COMPLAINANTS, RESPONDENTS AND WITNESS RIGHTS

Complainants, respondents and witnesses can expect to;

- (a) co-operate and provide information when called upon to do so;
- (b) maintain confidentiality of the complaint;
- (c) review their statement as recorded by the investigator to confirm its accuracy; this is not necessary if the interview has been taped
- (d) be accompanied by a union representative of their choosing should they wish (for union members)

- (e) have the process concluded in a timely manner;

Complainants and respondents can also expect to;

- (f) receive information related to the complaint in writing, including allegations in accordance with principles of procedural fairness;
- (g) be made aware of the outcome of the investigation as it affects them.
- (h) be informed in writing whether or not corrective or disciplinary measures will be taken as a result of the complaint

INFORMAL COMPLAINT PROCESS

The objective of any complaint is early resolution of the situation or conflict in a fair and respectful manner. Every effort will be made to resolve the issues early with open communication and in a co-operative manner. Any allegation of inappropriate workplace behaviour is serious and will be treated as such.

Process for addressing an “Informal Complaint”

If an employee believes that he or she has been subjected to inappropriate workplace behaviour, the following actions **may** be taken.

- If an employee feels offended by the behaviour of another person, they are encouraged to make it known to that person as soon as possible in an attempt to resolve the problem but **only if they feel safe and it is reasonable to do so;**
- If conflict resolution between the individuals is possible, the Manager and or Human Resources representative may engage with the individuals in an informal mediation process to assist in resolving the matter;
- If it is determined appropriate, a resource person from outside the City may be engaged to assist the parties to resolve the issue;
- If however, an individual does not feel safe or if the conflict seems greater than what can be handled through this kind of informal process, the individual should speak with his/her Manager or a Human Resources representative. A formal complaint may be more appropriate under the circumstances.

FORMAL COMPLAINT PROCESS

If an employee believes that he or she has been subjected to inappropriate workplace behaviour, discrimination or harassment, the following outlines the steps and actions that may be taken.

Step I – Filing a Formal Complaint

A person who wishes to file a formal complaint (complainant) will submit, in writing, the details of their complaint using the attached form. All formal complaints will be submitted to the Human Resources Department. The Manager of Human Resources will provide a copy of the complaint to the CAO, Director and Union (when applicable).

- The complaint form must be filed within six months of the alleged behaviour leading to the complaint, unless there are extenuating circumstances and as appropriate, timelines may be extended by the CAO or Director if circumstances warrant;
- In the event a complainant wishes to request an extension of the time-lines they must contact Human Resources for assistance;

Step II - Receipt and Acknowledgement of the Complaint

Upon receipt of the complaint, Human Resources will:

- inform the complainant, in writing, that their complaint has been received and inform them of the steps that will be taken to address the matter;
- inform the respondent(s), in writing, that a complaint has been received and provide them with a summary of the particulars of the complaint and the steps that will be taken to address the matter.

Step III – Review of the Complaint

Once the complaint has been acknowledged and the respondent and complainant have been notified in writing of the complaint, the CAO, in consultation with Human Resources, will review the details of the formal complaint. At that time the CAO and Human Resources will determine the appropriate course of action for follow up. This may include mediation or a formal investigation process.

Step IV – Investigation

If it is determined that a formal investigation is necessary, the Manager of Human Resources will coordinate the investigation. Human Resources may recommend to the CAO that the facts as known merit the engagement of an external investigator.

An investigation will normally commence within 15 working days of its receipt and acknowledgement. Where possible, the investigation will be completed within a further 20 working days. In extenuating circumstances the investigator may apply to the CAO for an extension of the time limits. If this is the case, the complainant and respondent will be notified

of this in writing.

Upon conclusion of the investigation, the investigator will provide a written report which details:

- the nature of the complaint;
- the findings (e.g. the report should include an opinion as to whether or not the policy has been violated, by whom) and;
- any recommendations for resolution.

A complainant is not obligated to continue with a formal complaint at any point throughout the process. However, the City reserves the right to pursue an investigation and resolution process with or without the complainant's consent when it has sufficient concerns about the alleged behaviour.

Step V - Disposition of the Complaint

Once the investigation has been concluded and recommendations have been made to the CAO regarding the final disposition of the complaint, remedies may include:

- mediation;
- education and training;
- appropriate discipline;
- other remedies which may flow from the investigation report.

The Manager of Human Resources will report and communicate the final decision to the applicable parties within **15 working days** of receipt of the investigator's written report.

Appeals

Either party (complainant or respondent) may appeal the decision of an investigator by writing to the CAO with a copy to the Union (when applicable), outlining the reason for the appeal, within **15 working days** of receipt of the final report. At such time a meeting will be convened with the parties to discuss and agree on the appropriate course of action.

Union Participation

Union members are encouraged to discuss their situation with a Union representative. This provides the employer and union the opportunity to work collaboratively to find mutually beneficial solutions. Employees also have the right to discuss their situation and options with the British Columbia Human Rights Tribunal.

External Human Rights Complaints

External Human Rights complaints (those filed with the British Columbia Human Rights Tribunal) and complaints received from individuals outside of the City of Courtenay will be referred directly to the CAO with a copy to the Manager of Human Resources and Union Representative (where applicable).

In consultation with the CAO, Human Resources will initiate and co-ordinate the investigation as outlined in the formal complaint process in order to provide the organization's response to the complaint.

Monitoring of Policy

Management will monitor this policy and make adjustments where necessary. If you have any concerns with the policy, please bring them to the attention of your supervisor or director. Your comments are always welcome. There is no place for harassment in a workplace that strives for equality and respect for all its members. The City of Courtenay has committed itself to that goal, and we will do our utmost to achieve it.

CONFIDENTIAL

The City of Courtenay

RESPECTFUL WORKPLACE COMPLAINT FORM

Please complete this form and forward to the Manager of Human Resources.

Complainant Name: _____ **Employee Number** _____

Department: _____

Work Phone: _____ **Home Phone:** _____

Director/Manager: _____

Name(s) and Department of alleged Respondent(s):

Name(s) and Department of Witness(es):

Details of Complaint

Please provide the details of your complaint. If necessary, attach additional pages to this form.

To assist us to understand your situation, **please include the following details:**

1. The specific incident(s) that led you to file this complaint – if there is more than one, please number them (attach additional sheets of paper if more room is required).
2. The date(s) of the incidents(s)
3. The context of each incident. (E.g. what happened before, during and after the incident, where did each incident take place, who was present, what were others doing?)
4. Explain how the incident(s) affected you.
5. Explain how the incident(s) affected your work and work environment.
6. Detail any action you have taken so far to resolve the matter, including speaking to the person whose actions are the subject of this complaint.
7. Who have you discussed this with? (I.e. supervisor, manager etc.). Indicate the date and time you had this discussion. If no discussion occurred please explain.
8. What action (if any) has your manager taken to deal with the issue so far?

Signature: _____

Date: _____

Copy: Chief Administrative Officer _____



THE CORPORATION OF THE CITY OF COURTENAY

STAFF REPORT

To: Council
From: Chief Administrative Officer
Subject: Development Variance Permit No. 1501 – 3332 Majestic Dr.

File No.: 3090-20-1501
Date: February 10th, 2015

PURPOSE:

The purpose of this report is for council to consider a variance to the zoning bylaw to allow the construction of an accessory building in the front yard of a property located at 3332 Majestic Dr.

CAO RECOMMENDATIONS:

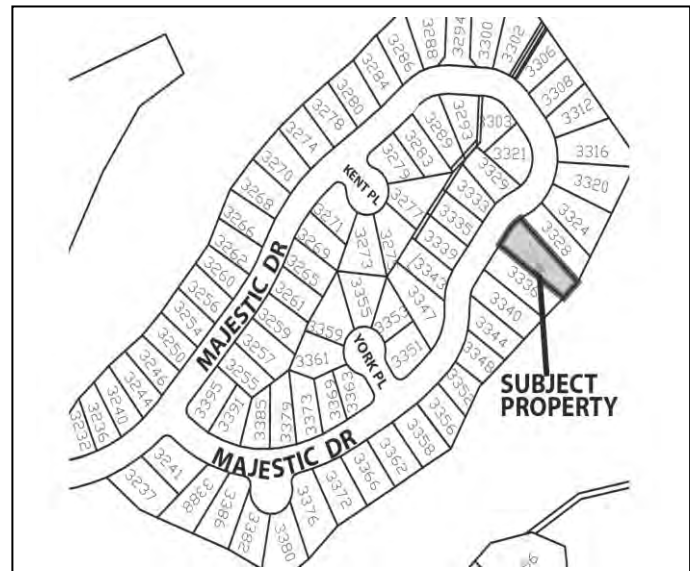
That based on the February 10th, 2015 staff report “Development Variance Permit No. 1501 – 3332 Majestic Dr.” Council approve Development Variance Permit No. 1501 (Option 1).

Respectfully submitted,

David Allen, BES, CLGEM, SCLGM
Chief Administrative Officer

BACKGROUND:

The subject property is a vacant lot zoned Comprehensive Development One B Zone (CD-1B) in the Crown Isle subdivision. This zone permits a variety of uses including single family, duplex and multi-residential dwellings. The applicant is currently pursuing the construction of a single family home and has requested a variance to allow the construction of an accessory building in the front yard of a principal residence.



DISCUSSION:

The plans attached to the proposed Development Variance Permit represent the property owners' preferred house design and site layout. The proposed plans show an accessory building in the front yard of a principal residence. The CD-1B zone only permits accessory buildings in the rear yard. Accordingly, the applicant is requesting a variance to the zoning bylaw to allow for the construction of an accessory building in front of a primary residence. This variance would have little or no impact on surrounding neighbours as the lot is long and fronting onto the 7th fairway with views directed onto the golf course. Additionally, the neighbouring home has an accessory building in front yard that was approved by council on November 28th, 2005 (DVP-0515).

The proposed single family dwelling complies with all remaining provisions of the *Zoning Bylaw* including lot coverage and front and side yard setbacks.

Staff is of the opinion that the variance requested is minor in nature and the proposed design is compatible with the surrounding neighbourhood. As such, staff recommends approval of the requested variance.

FINANCIAL IMPLICATIONS:

Should Council approve Development Variance Permit - 1501, the applicant would be required to apply for a building permit and subsequent inspections. These fees are estimated to be \$4,084. Additionally, the City would collect utility fees in the amount of \$718.52 for water, sewer and waste collection. DCC's for this property were collected at the time of subdivision approval.

The fees associated with the Development Variance Permit application for the construction of an accessory building in the front of a principal residence is \$1000.00. The estimated cost of staff time to date to process this application is \$450. Also included in the application fee is the cost of mail outs. Additional staff costs related to preparation of registration documents and registration fees will be incurred should the application be approved by council.

ADMINISTRATIVE IMPLICATIONS:

The processing of development applications is included in the current work plan as a statutory component. Staff has spent a combined 11 hours to date on this application and council report. If approved, it's estimated that an additional 1 hour of staff time would be required to prepare the notice on title and close the file.

STRATEGIC PLAN REFERENCE:

Not specifically referenced

OFFICIAL COMMUNITY PLAN REFERENCE:

Not specifically referenced

REGIONAL GROWTH STRATEGY REFERENCE:

Not specifically referenced

CITIZEN/PUBLIC ENGAGEMENT:

The applicant held a public information meeting with regard to the proposed variance on January 28, 2015. No residents attended the meeting. The minutes of the meeting (Attachment No. 3) indicate that residents were informed of the meeting through a letter that was sent out by registered mail to the individual's addresses which were provided by the City of Courtenay. As required by the *Local Government Act*, the City has also provided notification of the proposed variance to property owners within 30 metres of the subject property. No comments have been received to date.

OPTIONS:

OPTION 1: Approve Development Variance Permit No. 1501 as attached. (Recommended)

OPTION 2: Defer consideration of Development Variance Permit No. 1501 pending receipt of further information.

OPTION 3: Do not approve Development Variance Permit No. 1501.

Prepared by:



Allan Gornall, B.Sc
Planning Technician

Reviewed by:



Ian Buck, MCIP, RPP
Manager of Planning Services

Attachments:

1. *Schedule No. 1: Plans and Elevations, January 7th, 2015*
2. *Attachment No. 1: Applicant's Project Description and Sustainability Statement, January 7, 2015*
3. *Attachment No. 1: Summary of Public Information Meeting, January 28, 2015*

**THE CORPORATION OF THE CITY OF COURTENAY
BYLAW NO. 2699**

Permit No. DVP-1501

DEVELOPMENT VARIANCE PERMIT

February 10th, 2015

To issue a Development Variance Permit

To: Name: John David Scott
 Diana Rae Scott
 Address: 6432 Eagles Drive
 Courtenay, BC
 V9N 9X5

Property to which permit refers:

Legal: Lot H, Block 72, Comox District, Plan VIP76744
Civic: 3332 Majestic Drive, Courtenay BC.

Conditions of Permit:

Permit issued to vary *Section 8.32.12 (3)* of the *City of Courtenay Zoning Bylaw* to allow for the construction of an accessory building in the front yard of a proposed single residential dwelling subject to the following condition:

1. Development must be in conformance with the plans and drawings contained in *Schedule No.1*

Time Schedule of Development and Lapse of Permit

That if the permit holder has not substantially commenced the construction authorized by this permit within (12) months after the date it was issued, the permit lapses.

Date

Director of Legislative Services

S:\PLANNING\Development Applications\DVP\2015\1501-3332 Majestic Dr (Monterra)\Permit\Permit.docx

Schedule No. 1

1 Of 2

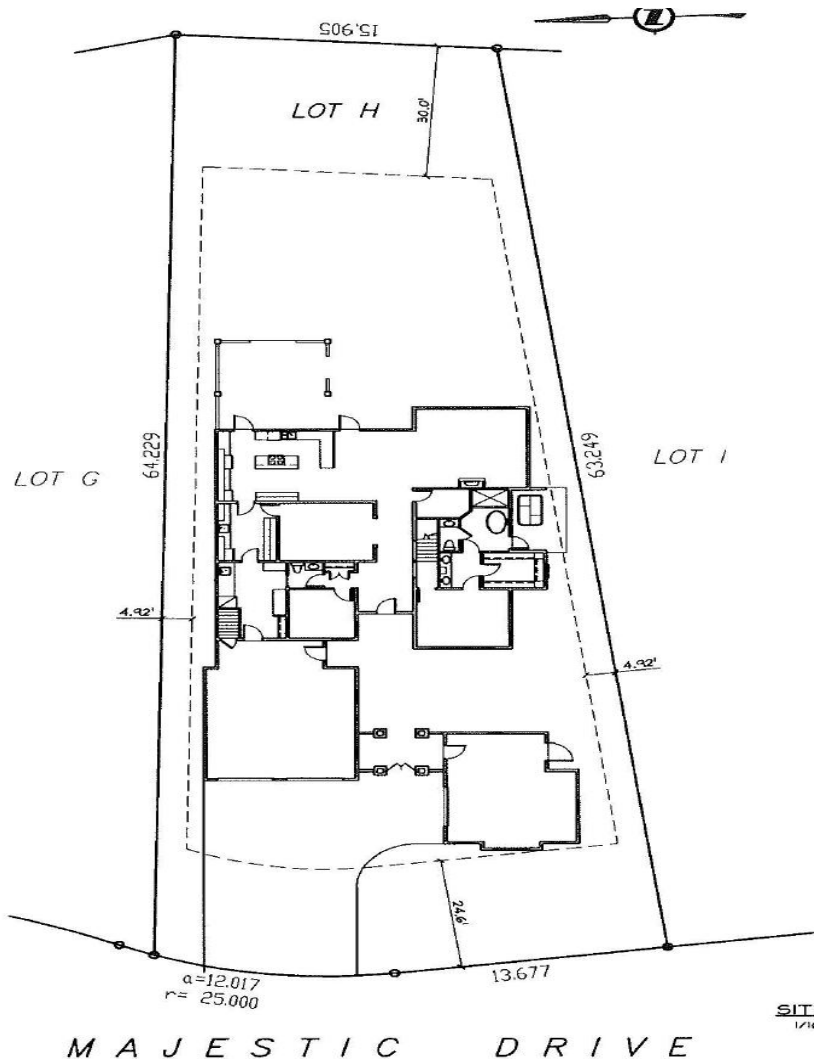


Schedule No. 1

2 of 2



REAR ELEVATION
1/8" = 1'-0"



Attachment No. 1

1 of 3



To: City of Courtenay

Attn: Planning Department c/o Erin Ferguson

Re: 3332 Majestic Drive,
Accessory Building Variance

Letter of Rationale,

To whom it may concern,

Please accept my letter of rationale in regards to the variance for an Accessory Building I am requesting for the future homeowner located at 3332 Majestic Dr. This variance would have little or no impact on surrounding neighbors as this lot is long and the design allows for an additional building with a pillar and gate entry connecting it to the main home. There are other homes with detached garages/buildings in the area which also fit well into the surroundings and lot configuration. This design promotes interest in design as well as curb appeal with its details and stepping of the front faces, the main portion of the home will be seen from the road set in behind the main gate creating a courtyard effect. The proposed home design would be in keeping with the high Crown Isle standards that are familiar to the area.

Thank you again for considering my variance application, I look forward to your reply

Garry Renkema

Monterra West Homes Ltd.

P.O. Box 3734 Courtenay, B.C. V9N 7P1

monterrabuilders.ca

O:250.338.2414

Attachment No. 1

2 of 3



June 6, 2014

Monterra Builders Ltd.
#3-2260 Cousins Avenue
Courtenay, BC
V9N 7T5

Re: Lot H, Majestic Drive, Courtenay, BC

Dear Garry,

We are pleased to approve the preliminary construction plans supplied by Darin Bell (attached) for Lot H, Majestic Drive given the following:

- 1) City of Courtenay Approval for Accessory Building variance
- 2) Final approval to exterior elevations following some minor modifications

We will also require pre-approval for:

- 1) Exterior Color Scheme & rockwork
- 2) Heat Pump location (if applicable)
- 3) Landscape Plan

Please note that it is the owner/agents responsibility to follow and convey our guidelines to future homeowners as they are incorporated in the registered building scheme.

Thank you,

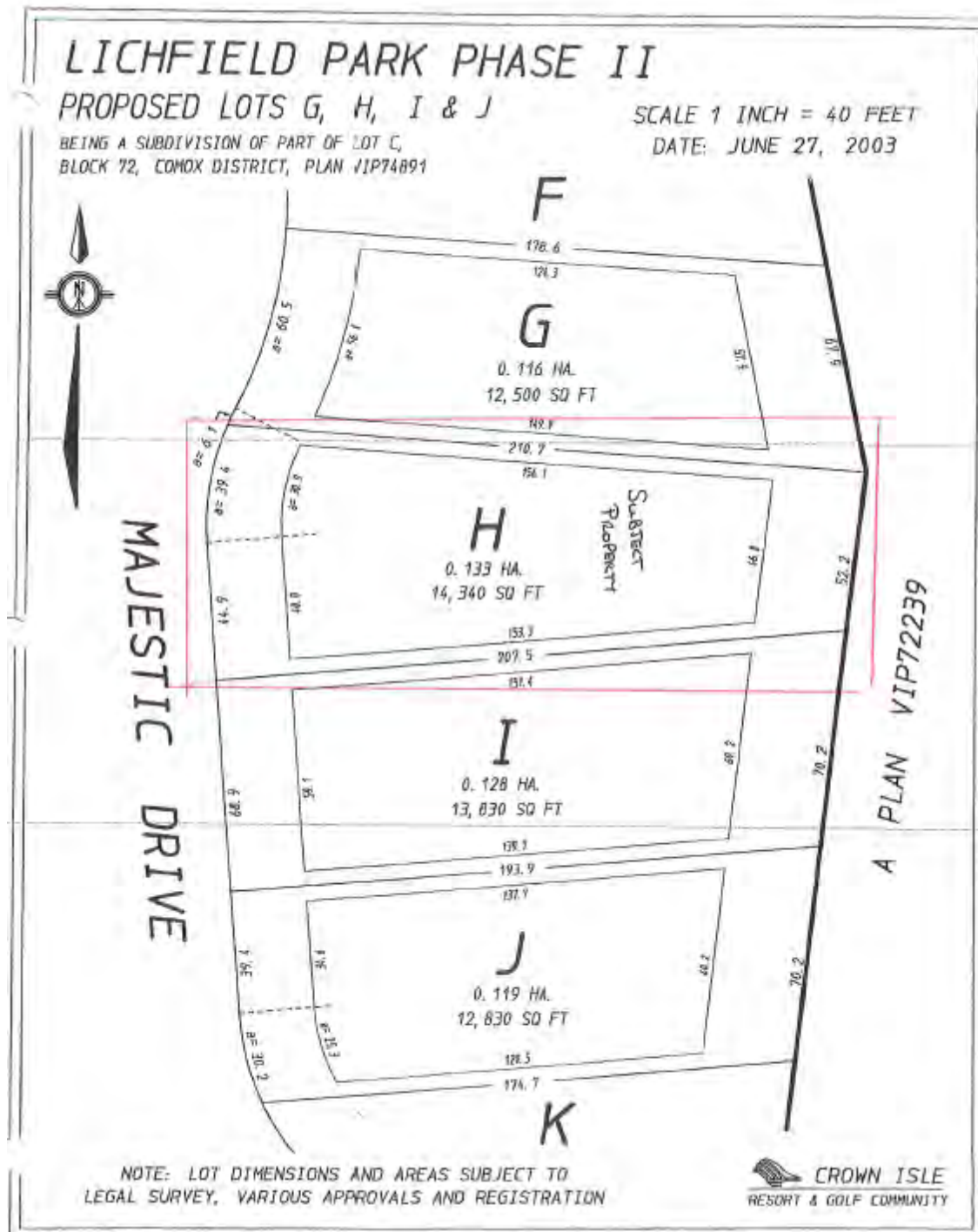
SILVERADO LAND CORP.

Jason Andrew
Dir. 250 703-5056
Mobile. 250 207-0070

From the desk of Jason Andrew
Director of Golf Operations / Real Estate

Attachment No. 1

3 of 3



Attachment No. 2

1 of 2

Meeting Summary:

Hi Allan, I had the scheduled meeting at 3332 Majestic Drive last night at 4:30 P.M. No one came to the meeting. I had all the information in my submission package available, the notices were sent out by registered mail.

Let me know if you require any more information in regards to the Variance requirements on my end. Thank again for your help.

Garry

Garry Renkema

Monterra West Homes Ltd.

O. 250.338.2414

C. 250.331.1870

F. 250.334.8212

www.monterrabuilders.ca



2 of 2



THE CORPORATION OF THE CITY OF COURTENAY

STAFF REPORT

To: Council

File No.: 3150-01

From: Chief Administrative Officer

Date: February 10, 2015

Subject: Development Cost Charges (DCC) Bylaw Revision – Project Overview and Presentation by Urban Systems Ltd.

PURPOSE:

The purpose of this report is for staff to provide Council with a presentation on Development Cost Charges (DCC) as a tool for municipalities; and to offer Council an opportunity to ask questions of the City's consultant undertaking the revision to the City's DCC Bylaw #2426 (2005).

CAO RECOMMENDATIONS:

That based on the February 10, 2015 report "*Development Cost Charges (DCC) Bylaw Revision – Project Overview and Presentation by Urban Systems Ltd.*," Council approve Option 1 and receive this report and DCC presentation in support of the upcoming revision to the City's DCC Bylaw #2426 (2005).

Respectfully submitted,

David Allen, BES, CLGEM, SCLGM
Chief Administrative Officer

BACKGROUND:

The Engineering Department's 2014/2015 Operational Strategies captured within the City's Strategic Priorities, included a project for the revision to the City of Courtenay's Development Cost Charge Bylaw #2426 (2005). In support of this goal, staff has engaged the consulting services of Urban Systems Ltd. A previous presentation to Council on this topic took place in May 2014. As the City has several new members on Council, staff wish to provide an additional presentation to support them going forward on decisions relating to this bylaw update.

DISCUSSION:

The DCC Bylaw revision project provides an opportunity for staff and Council to consider modifications to this tool within the framework of the *Local Government Act*.

To provide an introduction to DCCs, how they work and what opportunities are available for consideration, staff has asked Mr. Dan Huang, RPP, Senior Planner and Branch Leader, and Ms. Kate Berniaz, MPA, of Urban Systems Ltd. to present at the February 10, 2015 regular Council meeting. Dan has extensive

experience with DCC bylaw undertakings, having worked on numerous similar projects for the municipalities of Saanich, Sooke, Duncan, Kelowna, and White Rock.

From this presentation and discussion, staff is seeking to determine Council's interest in exploring and incorporating different tools within the next iteration of this bylaw.

FINANCIAL IMPLICATIONS:

The DCC Bylaw revision project is a carry forward project from 2014 and funds were approved for Urban Systems services through 2014 Operational Budget process.

ADMINISTRATIVE IMPLICATIONS:

This project is part of staff's 2014/2015 Work Plan. Staff efforts to support this project are included in the Work Plan.

STRATEGIC PLAN REFERENCE:

The DCC Bylaw revision project is an Engineering Department 2014/2015 Operational Strategy within Council's Strategic Priorities.

OFFICIAL COMMUNITY PLAN REFERENCE:

None

REGIONAL GROWTH STRATEGY REFERENCE:

None

CITIZEN/PUBLIC ENGAGEMENT:

No public engagement has been completed at this early stage of the project. However, once the draft bylaw has received First Reading, a more substantive public engagement process will be undertaken. Details of the proposed public engagement process will be outlined in a future staff report.

OPTION:

Option 1 – That Council receive this report for information.

Prepared by:



Lesley Hatch, P.Eng
Director of Engineering & Public Works



STAFF REPORT

To: Council

File No.: 5400-02

From: Chief Administrative Officer

Date: February 10, 2015

Subject: New Building Canada Fund – Small Communities: Project Selection For Application

PURPOSE:

The purpose of this report is for Council to provide direction on which project staff are to pursue for the *New Build Canada Fund – Small Communities* grant intake.

EXECUTIVE SUMMARY: *(Optional for CAO)*

The *Building Canada Fund* provides funding for acquisition, construction, and rehabilitation of infrastructure related to building sustainable communities. This grant program requires that the local government contribute a third (1/3) of the project funding. Applications are due by February 18th, 2015.

There are three potential projects that meet application requirements. Recoating the 5th Street Bridge, or one of two Complete Street Enhancement projects: 5th St (Fitzgerald to Menzies), or the Old Island Highway (Bridge to Headquarters).

Each of these three projects are important and if completed would have a positive impact on the transportation system and economic development success of the City. Each project has also been identified as either a Council priority or infrastructure maintenance need.

Considering the objectives of the grant program, evaluation criteria, supporting documentation, and data required for the application, it is recommended that Council approve the recoating of the 5th Street Bridge as the City's preferred project for this grant intake. The City is in a strong financial position to succeed in this grant application, as the funds required for our 1/3 contribution to the project are readily available in the 2015-2019 Capital Budget.

CAO RECOMMENDATIONS:

That based on the February 19, 2014 staff report "*New Building Canada Fund – Small Communities: Project Selection For Application*" Council approve Option1 – 5th Street Bridge Recoating as the preferred project for this grant intake.

Respectfully submitted,

David Allen, BES, CLGEM, SCLGM
Chief Administrative Officer

BACKGROUND:

New Building Canada Fund- Small Communities

The Building Canada Fund- Small Communities is designed to support communities with fewer than 100,000 people address their infrastructure needs to help develop economic growth, cleaner environment and stronger communities for all British Columbians. Funding is available for acquisition, construction, and rehabilitation of infrastructure related to:

- Climate Change
- Natural Environment
- Water Use Efficiency
- Waste water
- Green Energy
- Drinkwater Water Quality
- Stormwater

The grant program provides up to \$5 million per municipality (scaled to region/community size). The funding is provided through the formula of 1/3 federal government, 1/3 provincial government, and 1/3 contributed by the local government. If a local government is successful, the local financial contribution must be confirmed within six months of the award.

The grant application is due February 18, 2015. Municipalities may submit one application per intake.

Potential projects

There are three potential projects to consider for the Building Canada Grant funding:

- Recoating of the 5th St Bridge;
- Complete Street enhancement for 5th St (Fitzgerald to Menzies); and
- Complete Street enhancement for the Old Island Highway (bridge to Headquarters Road, including the recoating of the 5th Street Bridge).

The 5th St Bridge was constructed in 1960. It has had some maintenance in the last 50 years including resurfacing the deck and seismic upgrades. In 2008, an assessment of the bridge found it to be in good condition and recommended moderate rehabilitation and limited recoating of the structure. In 2012, maintenance of the bridge revealed the below deck structure, which downgraded the condition of the bridge to fair and recommended a full re-coating of the bridge due to heavy corrosion within 5 years. The repair and complete recoating of the bridge is estimated to cost \$2.2 million. Staff have included this project in the 2015-2019 Capital Budget with the first phase in 2015 to develop the project scope including permitting requirements; 2016 permits and detailed design; and 2017 construction. The recoating of the bridge has the potential to extend the life of the structure for another 50 years.

The two other projects to consider are the implementation of a Complete Streets Pilot Project. Complete Streets is an approach to designing, building and retrofitting roads to ensure they are accessible to all modes of transportation and people of all ages and abilities.

In the 2014 Multi-modal Transportation Strategy, Complete Streets were identified as one of the strategic investments that supports the City's vision of a connected, sustainable transportation system. Then, a further evaluation of potential corridors for a Complete Streets treatment was undertaken. Fifteen

potential corridors were evaluated based on current and opportunity for demand (use based on economic development and density), transit, walking cycling, success factors, safety and green infrastructure. This subsequent evaluation identified a section of 5th Street and the Old Island Highway corridor as high priority candidates for enhancement. Staff has chosen these two corridors over Fitzgerald Avenue due to their direct linkage to the downtown and correlation to the grant requirements for demonstrating the potential for economic growth and building stronger communities.

The Complete Streets enhancement of 5th Street between Fitzgerald and Menzies Avenue includes expanding sidewalk width, installing bike lanes, installing landscape boulevards, curb bulb outs, and new pavement markings including pedestrian crosswalks. The renovation of the street would also potentially include all underground utilities, including replacing all storm and sanitary sewer and water pipes. Condition assessments are currently underway to determine this need. The full project is estimated to cost \$3.2 million.

The Complete Streets enhancement of the Old Island Highway extends from the bridge approach on the east side of the Courtenay River to Headquarters Road. The recommended improvements to the Old Island Highway include a new sidewalk, installation of bike lanes, new pavement and the opportunity to slightly raise the road to deter future overland flooding, replacement of two traffic signals, and widening portions of the corridor. Staff has also been reviewing a proposed multi-use pathway on the northwest side of the road, subject to detailed survey to confirm roadway widths and location of existing infrastructure. The renovation of the street would also include all underground utilities, including replacing all storm and sanitary sewer and water pipes; as well as recoating of the 5th Street Bridge. The project is estimated to cost \$8.1 million.

For additional information on the City of Courtenay Multi-Modal Transportation Plan and the Complete Streets Pilot Project options analysis, Staff refer Council to the August 5, 2014 and the October 20, 2014 Staff Reports available on the City's website.

DISCUSSION:

Each of these three projects are important and if completed would have a positive impact on the transportation system and economic development success of the City. Each project has also been identified as either a Council priority or infrastructure maintenance need. The following table provides an overview on how these projects may be evaluated according to the requirements of the New Building Canada grant application process.

5 th Street Bridge	5 th St Complete Street	Old Island Highway Complete Street + 5 th Street Bridge
\$2.2 million	\$3.1 million	\$8.1 million
<ul style="list-style-type: none"> • Value for money- rehabilitation of the bridge will help protect the asset and extend its service life for another 50 years. • Gateway to the downtown (prominent; high profile project; economic development) • Compatible with the transportation plan (necessary link to keep traffic flowing) • Scale of grant funding aligns with funds likely available for the size of the municipality • Business case for rehabilitation is virtually complete; historic reports available and support need • Attractive, timely announcements • Look good within an election cycle • Seismic upgrades have been completed- this project will complete the upgrade to keep the bridge going for another 50 years • Opportunity to incorporate public art (seals and salmon, Komox First Nation), wayfinding • Potential letters of support: Komox First Nation, neighbouring municipalities, downtown business association; Ministry of Transportation 	<ul style="list-style-type: none"> • Potential for development and re-development along the corridor (economic growth through increase residential density to support downtown) • Gateway to downtown (economic growth) • Improve access to downtown • Encourage active transportation (enhance public and environmental health; sustainability) • Innovative approach to transportation planning • Safe routes to school • Potential letters of support: downtown business association; School District 71 	<ul style="list-style-type: none"> • Potential for development and re-development along the corridor (economic growth- Courtenay Hotel site, car dealerships)) • Gateway to downtown (economic growth) • Improve access to downtown • Encourage active transportation (enhance public and environmental health; sustainability) • Access to community recreation centre and park (public health) • Innovative approach to transportation planning • Potential to mitigate/reduce overland flooding • 7 transit routes • Increase access to seniors housing and Vanier school on Headquarters • Potential letters of support: downtown business association, School District #71, seniors housing

Considering the objectives of the grant program, evaluation criteria and supporting documentation and data required for the application, it is recommended that Council approve Option 1, the recoating of the 5th Street Bridge, as the City's preferred project for this grant intake. This project reflects the proportional amount of funding likely to be accessible to the City based on the population of Courtenay and a significant amount of background data is readily available to support the application requirements. To strive for greater sums of money would have the City competing against larger cities or regional districts for projects that have a larger scale impact, such as water treatment facilities.

Staff intends to pursue Gas Tax funding and the use of current funds to undertake a Complete Streets project as this has been deemed a priority by Council. Gas Tax Strategic Priorities Fund- Capital grant applications are due April 15, 2015 and provides up to 100% funding towards an infrastructure project.

FINANCIAL IMPLICATIONS:

The City has engaged the support of an engineering consultant to prepare the grant application and supporting documentation. The estimated cost of this work is approximately \$8,000. Over and above this fee, estimated costs for each of the proposed projects are identified in the body of the report. Below is an anticipated cash flow and source of funds for each project based on the funding formula of 1/3 Federal grant; 1/3 Provincial grant; 1/3 City contribution.

Options 1: 5th Bridge Recoating

Source of Funds				
Project Estimated Cost (\$2015)	Provincial and Federal Grant Portion (2/3)	City Portion (1/3) - \$750,000		
		General Revenue	Ex. Borrowing Bylaw (#2227)	
\$2.2Million	\$1.45Million	\$326,000	\$424,000	
Anticipated Cash Flow (City Portion Only) - \$750,000				
2015	2016	2017	2018	2019
\$25,000	\$80,000	\$640,000	\$10,000	\$0
Project Scoping	Permits/ Detailed Design	Construction	Construction Maintenance Period	Completion

The 2015 Capital Budget reflects a budgeted sum of \$25,000 for project scoping. No adjustments to the proposed budget are required to support this project in 2015. The City is in a strong financial position to succeed in this grant application intake as the funds are readily available for our 1/3 contribution to the project.

Options 2: 5th Street Complete Streets Project

Source of Funds				
Project Estimated Cost (\$2015)	Provincial and Federal Grant Portion (2/3)	City Portion (1/3) - \$1.1Million		
		New Borrowing		
\$3.2Million	\$2.1Million	\$1.1 Million		
Anticipated Cash Flow (City Portion Only) - \$1.1Million				
2015	2016	2017	2018	2019
\$25,000	\$75,000	\$740,000	\$250,000	\$10,000
Project Scoping/ Preliminary Design	Permits/ Detailed Design	Construction	Construction Maintenance Period	Completion

The 2015 Capital Budget includes a line item for \$10,000 for staff to complete the condition assessments of the underground utilities on Fitzgerald and 5th Street. This additional information and a revised cost estimate were requested by Council in the October 20, 2014 regular meeting. A modification to the proposed budget would be required to add this project into the work plan for 2015 and beyond.

Options 3: Old Island Highway Complete Streets Project & 5th Street Bridge Recoating

Source of Funds				
Project Estimated Cost (\$2015)	Provincial and Federal Grant Portion (2/3)	City Portion (1/3) - \$2.7Million		
		New Borrowing		
\$8.1Million	\$5.4Million	\$2.7Million		
Anticipated Cash Flow (City Portion Only) - \$2.7Million				
2015	2016	2017	2018	2019
\$55,000	\$160,000	\$1.85Million	\$625,000	\$10,000
Project Scoping	Permits/ Detailed Design	Construction	Construction Maintenance Period	Completion

This project is not represented in the 2015 Capital Budget other than \$25,000 to support project scoping for the bridge recoating project. A modification to the proposed budget would be required to add this project into the work plan for 2015 and beyond.

ADMINISTRATIVE IMPLICATIONS:

The grant application undertaking is statutory in nature. To date, staff has expended approximately 16 hours in correspondence, cost estimates and coordination with our consultant. An additional 16 hours of staff time is anticipated to support the completion of the application.

The 5th Street Bridge Recoating project is already part of the Engineering 2015 Work Plan and staff time has been allocated to support the project in coordination with a consulting engineering firm. Neither of the Complete Streets Pilot projects have been included in the division work plan. In order to undertake either of these projects, staff's current priorities would have to be re-assessed and one or more planned projects deferred to a future year.

STRATEGIC PLAN REFERENCE:

2. A progressive, diverse and sustainable City.

Goal 1: Ensure infrastructure is sustainable

Objectives:

- a) 5th Street Bridge – Complete rehabilitation work and recoating
- c) Complete an inventory and assessment of City Roads, buildings and utilities and report on works required.

OFFICIAL COMMUNITY PLAN REFERENCE:

None

REGIONAL GROWTH STRATEGY REFERENCE:

Goal 4 – Transportation

Objective 4-C: Develop and maintain an inter-regional transportation system that efficiently and safely facilitates the movement of people and goods.

CITIZEN/PUBLIC ENGAGEMENT:

The public at large were engaged through the development of the Multi-Modal Transportation Plan that led to the complete streets concept.

OPTIONS:

Option 1 – That Council endorse the grant application for the New Build Canada Fund – Small Communities for the recoating of the 5th Street Bridge.

Option 2 – That Council endorse the grant application for the New Build Canada Fund – Small Communities for the Complete Streets Pilot Project along 5th Street (Fitzgerald to Menzies).

Option 3 – That Council endorse the grant application for the New Build Canada Fund – Small Communities for the Complete Streets Pilot Project along Old Island Highway (bridge to Headquarters Road), including the 5th Street Bridge recoating.

Option 4 – That Council does not endorse any of the proposed projects for this grant intake.

Prepared by,



Lesley Hatch, P.Eng.
Director of Engineering & Public Works

FOR INFO

Minutes of a City of Courtenay Heritage Advisory Commission meeting held December 10, 2014 at 10:00 a.m. at the Courtenay and District Museum

Present: L. Burns J. Hagen L. Grant C. Piercy H. Squire
J. Fortin E. Ferguson, staff

Absent: D. Griffiths D. Levett R. Smith

MINUTES

Moved by L. Grant and seconded by L. Burns that the minutes of the September 24 meeting be adopted as circulated.

CARRIED

Moved by J. Hagen and seconded by H. Squire that the minutes of the October 22 meeting be adopted as circulated.

CARRIED

OLD BUSINESS

40 HOUSES

E. Ferguson stated letter to property owners is still in draft format, no further work has been done.

**REPORT OF
CENTENNIAL
COMMITTEE**

L. Burns provided an update on upcoming New Year's Centennial Activities. Other planned events include Homecoming, and Military Day. J. Hagen gave an overview of the Courtenay Citizen of the Year nomination process.

BYLAW INQUIRY

E. Ferguson and L. Burns met with John Ward to discuss potential changes to the bylaw establishing the Heritage Advisory Commission. E. Ferguson to bring current bylaw to January meeting for discussion.

FUTURE MEMBERSHIP

Discussion on the need to advertise and the opportunity to hold an information session with interested participants prior to the application deadline.

THANK YOU LETTERS

Letter of thanks to be sent to Maude Hobson and Dot Levett for their service on the heritage commission. Letter to be signed by Mayor and/or CAO. L. Burns to provide details on their membership and discuss letter with Susie Karvalics.

Moved by L. Burns and seconded by J. Hagen that a letter of appreciation be sent to Dorothy Levett for her service on the Heritage Advisory Commission.

CARRIED

**VIDEO OF 1085 5th
STREET RENOVATION**

Invitation to owner to show video at a meeting is postponed.

NEW BUSINESS

**CENTENNIAL DISPLAY
PANELS**

Work is continuing on the Centennial display panels. Next Workshop is scheduled for January 7, 2015.

HERITAGE WEEK
ACTIVITIES

Heritage Week is February 16 – 22. This year's theme is Main Street: The Heart of the Community. In addition to the participation in the Cumberland Heritage Faire, the HAC would like to appear as a delegation to Council with the Annual Heritage Report.

FOR YOUR INFORMATION

Comox residents have expressed interest in forming a Heritage Advisory Commission.

Next Meeting: January 28, 2015 at 10 a.m.
The meeting adjourned at 12:00 pm.


Chair

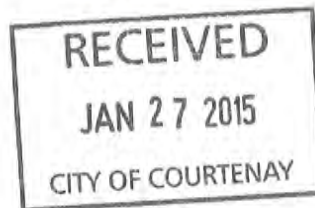
Administration:
#201-140A 10th Ave. Campbell River, BC V9W 4E3
Tel: 250-286-0611 Fax: 250-286-3650
E-mail: mail@jhsni.bc.ca Website: www.jhsni.bc.ca

The John Howard Society

of NORTH ISLAND
Since 1962

New Bus

The Honorable Larry Jangula
Mayor of Courtenay and
Members of the City Council
830 Cliffe Avenue
Courtenay, BC, V9N 2J7



January 16, 2014

Dear Mayor Jangula and City Council Members;

The John Howard Society of North Island (JHSNI) is grateful to the City of Courtenay for the support you have shown our programs for vulnerable youth over the years. We are writing this letter to update you on our KidStart Volunteer Mentoring Program.

KidStart is the only one-to-one mentoring program in the Comox Valley. KidStart connects children and youth ages 6-18 with carefully screened and trained adult volunteer mentors. Through role modeling and encouraging kids to participate in activities that build their confidence, mentors help children and youth become more resilient and successful in the face of numerous challenges in their lives. Each child in KidStart has experiences that indicate their need for support. The loss of a family member, challenges at school, or stresses at home are all reasons that a child will be identified as needing a supportive adult friend. Children in KidStart and their families greatly appreciate this program.

KidStart is funded solely by donations, fundraising, and gaming funds. Each year the agency struggles to find enough funding to support the program. We have come up with an innovative funding initiative called KidStart Champions that we would like to share with you. KidStart Champions support local children to participate in KidStart.

KidStart Champions choose from three levels of monthly sponsorship. Gold = \$100/month (\$1,200/year) and covers the cost of a child's participation in KidStart. Silver = \$50/month (\$600/year) and Bronze = \$25/month (\$300/year). KidStart Champions can be individuals or groups. We publicize new Champions in a press release submitted to the local media and through our JHSNI newsletter, website, Facebook page, and annual report. Donors receive a charitable tax receipt and a profile of the child they are supporting (names are changed to protect privacy).

At this time there are 49 children and youth on the waitlist for KidStart in the Comox Valley. If a group of people pool their donations, just a few dollars each per month can sponsor a local child and make a big difference in the community. Would the City of Courtenay or a group of Council members/ staff be interested in supporting a child in KidStart? We would love to make a presentation to Council and/or staff about the KidStart Champion initiative. Please contact Wendy Thurlborn, Comox Valley KidStart Coordinator, at 250-338-7341 or wendyt@jhsni.bc.ca to arrange a presentation at your earliest convenience.

Thank you for considering our request.

Respectfully,

W. Richardson

Wendy Richardson, Executive Director

Ask about our
CARF accreditation



CRL Community Services
#201-140A 10th Ave.
Campbell River, BC
V9W 4E3
Tel: (250) 286-0611
Fax: (250) 286-3650
E-mail: mail@jhsni.bc.ca

Courtenay Community
Services
1455 Cliffe Ave.
Courtenay, BC
V9N 2K6
Tel: (250) 338-7341
Fax: (250) 338-6568
E-mail: mail@jhsni.bc.ca

Full Time Attendance
Program
c/o Administration
Campbell River, BC
Tel: (250) 286-0722
Fax: (250) 286-0080
E-mail: trieta@jhsni.bc.ca

Youth Forensic
Psychiatric Services
c/o Administration
Campbell River, BC
Tel: (250) 286-0640
Fax: (250) 286-0239
E-mail: penny@jhsni.bc.ca

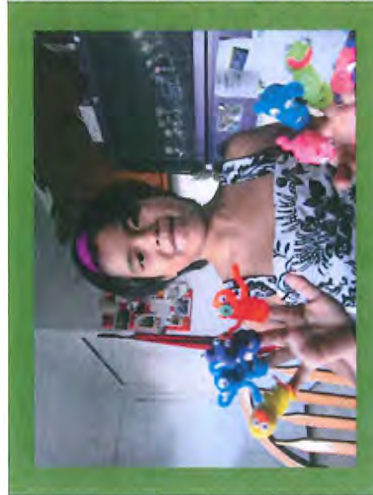
www.jhsni.bc.ca

Why it works

KidStart believes that spending time with positive role models increases a young person's resilience and self esteem. KidStart builds healthy communities one friendship at a time.

Research shows that mentoring contributes to

- Better attendance and attitude toward school
- Decreased chance of drug and alcohol use
- Improved relationships with family and friends
- Better communication with parents
- Increased chance of going on to higher education



"Before I had a mentor I was shy and I could not openly talk to anyone about how I felt. But all that changed when I met my mentor. She has opened so many opportunities for me."

6 year-old KidStart mentee

More time than money?

Consider volunteering as a KidStart Mentor!

We have a long waitlist of incredible children and youth who could really benefit from some fun time with you. Join our group of fantastic mentors and make a difference in our community!



"My son talks about his mentor nonstop. It's amazing what a difference it makes having a male role model in his life. Everybody notices a difference since they started hanging out. Even his teacher called to tell me how much he has improved!"

Mom of a 9-year-old KidStart mentee

To sponsor a child or to volunteer, call a KidStart Coordinator today:

Campbell River 250-286-0611

Comox Valley 250-338-7341



Campbell River: 250-286-0611
Comox Valley: 250-338-7341

www.jhsni.bc.ca



KidStart Champions



Make a Difference!

What is KidStart?

KidStart Mentoring Program pairs caring adult volunteers with vulnerable children and youth who could benefit from one-to-one time with a positive role model.

Each child in KidStart has different reasons for needing support. The loss of a family member, challenges at school, or stresses at home are all examples of why a child may need a mentor.

Mentors and their mentees spend three hours each week together doing activities that offer the opportunity to experience fun and success.



What are our outcomes?

- 64 children and youth were matched with mentors who volunteered 6,942 hours to provide positive role modelling in 2012-2013
- 89% of KidStart mentees and their families reported improved self-esteem
- 100% of mentees and their families believe KidStart is making a positive difference in their lives

What is a KidStart Champion?

KidStart Champions sponsor local children and youth in The John Howard Society of North Island's KidStart Mentoring Program. Champions can be individuals, businesses, families, or teams and can choose from three levels of sponsorship:

Gold



\$100 per month (covers the cost of a KidStart mentee's participation)

Silver



\$50 (covers 50% of the cost)

Bronze



\$25 (covers 25% of the cost)

Where does your money go?

The cost of providing and supporting a stable, long-term mentoring relationship for a KidStart child or youth is approximately \$100 per month. This covers:



"We like that the KidStart program provides positive mentor relationships to kids who can use the extra support. Our children are the future of our community." - Karen Stewart for Chan Nowosad Boates, KidStart Gold Champion

What you receive

- A profile of your KidStart child or youth
- Annual updates
- Champion decal
- Tax receipt
- John Howard Society of North Island membership
- The satisfaction of supporting a local child



Thank you to our KidStart supporters!

- KidStart Champions
- Province of BC - Gaming
- RBC Foundation
- United Way Central and North Vancouver Island
- Allen and Loreen Vandekerkhove Foundation

<p align="center">CITY OF COURTENAY</p> <p align="center">BYLAW REFERENCE FORM</p>	
<p align="center">BYLAW TITLE</p>	
<p>"City of Courtenay Fees and Charges Amendment Bylaw No. 2811, 2015"</p>	
<p align="center">REASON FOR BYLAW</p>	
<p>To amend water and sewer utility user rates for 2015 in accordance with Council resolutions of January 21 and February 4, 2015</p>	
<p align="center">STATUTORY AUTHORITY FOR BYLAW</p>	
<p>Section 194 of the <i>Community Charter</i> allows Council to charge a user fee to cover the cost of delivery of a service</p>	
<p align="center">OTHER APPROVALS REQUIRED</p>	
<p>None</p>	
<p align="center">STAFF COMMENTS AND/OR REPORTS</p>	
<p>The, "2015-2019 Water Fund Financial Plan and User Fee Revenue" report was presented to Council on January 21, 2015.</p> <p>Council approved OPTION 1 and endorsed the proposed increase of 3% to water user fees for 2015.</p> <p>The "2015-2019 Sewer Fund Financial Plan and User Fee Revenue" report was presented to Council on January 21, 2015 and again on February 4, 2015 with some minor adjustments requested by Council.</p> <p>Council approved OPTION 1 and endorsed the proposed increase of 11.75% to sewer user fees for 2015.</p> <p>Staff prepared the appropriate bylaw incorporating the above rate increases and are presenting it to Council for three readings.</p>	
<p align="center">OTHER PROCEDURES REQUIRED</p>	
<p>February 10, 2015</p>	<p align="right">T. Manthey Staff Member</p>

THE CORPORATION OF THE CITY OF COURTENAY

BYLAW NO. 2811, 2015

A bylaw to amend City of Courtenay Fees and Charges Bylaw No. 1673, 1992

The Council of the Corporation of the City of Courtenay in open meeting assembled enacts as follows:

1. This bylaw may be cited for all purposes as **“City of Courtenay Fees and Charges Amendment Bylaw No. 2811, 2015.”**
2. That “City of Courtenay Fees and Charges Bylaw No. 1673, 1992” be amended as follows:
 - (a) That Schedule of Fees and Charges, Section III, Appendix I, “Waterworks Distribution System”, and Appendix II “Sanitary Sewer System” be hereby repealed and substituted therefore by the following attached hereto and forming part of this bylaw:

Schedule of Fees and Charges Section III, Appendix I – Waterworks Distribution System
Schedule of Fees and Charges Section III, Appendix II – Sanitary Sewer System
3. This bylaw shall come into effect upon final adoption hereof.

Read a first time this 10th day of February, 2015

Read a second time this 10th day of February, 2015

Read a third time this 10th day of February, 2015

Finally passed and adopted this day of February, 2015

Mayor

Director of Legislative Services

**SCHEDULE OF FEES AND CHARGES
CITY OF COURTENAY FEES AND CHARGES
AMENDMENT BYLAW NO. 2811, 2015
SECTION III, APPENDIX I**

WATERWORKS DISTRIBUTION SYSTEM

1. CONNECTION FEES

- (a) Pursuant to Section 3.2 of Water Regulations and Rates Bylaw No. 1700, 1994, and amendments thereto, every applicant shall pay to the City before any work is done on the connection, a connection fee as follows:

Connection Size

Within the City

Connection from either side of road to property line

20 millimetres (3/4 inch)	\$2,500.00
25 millimetres (1 inch)	\$3,500.00

Outside the City

20 millimetres (3/4 inch)	Actual City cost plus 25%
with a minimum charge of \$3,500.00	

- (b) Where a larger connection than those listed above is required, the connection will be installed at City cost plus 25%.

(c) Water Turn On and Turn Off

If turn on or turn off is for a purpose other than maintenance or the commissioning of a new service the following fees will apply:

Inside the City	\$35.00 for each water turn on or turn off
Outside the City	\$55.00 for each water turn on or turn off

(d) Abandonment Fee

Fee for disconnecting an abandoned service connection at the water main irrespective of the size of the connection	Actual City cost plus 25%, with a minimum charge of \$500.00
--	--

2. WATER UTILITY USER RATES

(a) Unmetered Water

The minimum user rate per year or portion thereof for unmetered accounts shall be as follows:

Category	Inside the city Per Unit	Outside the City Per Unit
Residential/Duplex	\$360.34	\$621.72
Multi-Family (three or more connected units)	\$304.37/unit	\$548.97/unit
Commercial	\$344.35	All outside commercial are metered

(b) Metered Water

All metered accounts for the quantity of water used each quarter shall be calculated at the following rates:

For volumes of water consumed	Charge per Quarter
Multi-Family Metered	
0 – 48.0 m3	Minimum rate per unit \$48.55
48.1 – 566.0 m3	\$1.35
Greater than 566.0 m3	\$1.08
Commercial Metered	
0 – 48.0 m3	Minimum rate per unit \$51.30
48.1 – 566.0 m3	\$1.35
Greater than 566.0 m3	\$1.08
Regional Standpipe, Regional Playfields	
Bulk water rate plus 30%	
Outside City – Multi-Family Metered	
0 – 48.0 m3	Minimum rate per unit \$101.44
48.1 – 566.0 m3	\$1.76
Greater than 566.0 m3	\$1.40
Outside City - Commercial Metered	
0 – 48.0 m3	Minimum rate per unit \$105.02
48.1 – 566.0 m3	\$1.76
Greater than 566.0 m3	\$1.40

- (c) Where a meter is found not to register, the charge shall be computed on the basis of the amount of water used during the time the meter was working, or from any other information or source which can be obtained, and such amount so composed shall be paid by the consumer.
- (d) Where a commercial or industrial consumer has not been connected to a water meter through non-availability of the water meter or because of special exemption being granted by the City, water charges to the consumer will be computed on the basis of consumption recorded for other similar purposes in the City, or from any other information or source which can be obtained, and such amount so computed shall be paid by the consumer.
- (e) Where it has been determined that a water leak has occurred during the last billing period on the buried portion of the service between the water meter and the point where the service pipe enters the building, a maximum one time rebate of 40% of the metered water utility fee to compensate for the water leak will be made at the discretion of the Finance Officer based on the following:
 - i. The leak occurred on the buried water service;
 - ii. That a leak of that nature would have caused the volume of excess water usage;
 - iii. The leak did not occur as a result of negligence of the owner;
 - iv. The owner has provided satisfactory evidence that the leak has been permanently repaired.

WATER METER RENTALS

- (a) Water meter fee shall be as follows:

Meter Size	Fee
up to 3/4"	\$1.25 per month
1"	\$2.50 per month
1 1/4"-1 1/2"	\$5.10 per month
2"	\$7.60 per month
3"	\$12.70 per month
4"	\$25.20 per month
6"	\$38.10 per month
8"	\$50.80 per month
10"	\$63.55 per month

The above meter fee shall be added to the monthly water rates and will apply both inside and outside the City.

METER READING CHARGE

Each call after the first one of each month if access has not been provided or if readings extra to the quarterly reading are requested

\$35.00 per call

3. SUPPLY OF WATER FROM FIRE HYDRANTS OR OTHER SOURCE

- (a) Water may be supplied from a fire hydrant or other for the use of developers during the course of construction of multi-family, industrial, and commercial developments. The charge for such water usage shall be:

For buildings with a gross floor area up to and including 250 square meters	\$250.00
For buildings greater than a gross floor area of 250 square meters	Minimum charge of \$250.00, plus \$0.10 per square meter for floor area in excess of 250 square meters.

- (b) Where water is supplied from a fire hydrant or other non-metered source for other uses, the amount of water supplied will be invoiced in accordance with Section 2 – Water Utility Users Rates – Metered Water.

- (c) Charge to service fire hydrant after use:

\$95.00 and/or any service costs that may arise from servicing a hydrant in respect of its use.

4. UTILITY BILLING ADJUSTMENTS AND COLLECTION

- (a) Where a billing error is suspected by the consumer, notification in writing must be made to the City of Courtenay Finance Department within one year of the original billing date for review and consideration. Upon investigation, if it is determined by the City that an error occurred and the consumer has been overcharged, an adjustment will be made to the utility bill in question in an amount to be determined by the City. The City will not provide refunds or adjustments to billing errors made more than two years prior to the date of the notification being received by the City.
- (b) The rates and charges, enumerated in this Bylaw, are hereby imposed and levied for water supplied or ready to be supplied by the City and for the provision of the service and other water related services. All such rates and charges which are imposed for work done or services provided to lands or improvements shall form a charge on those lands which may be recovered from the Owner of the lands in the same manner and by the same means as unpaid taxes.

**SCHEDULE OF FEES AND CHARGES
CITY OF COURTENAY FEES AND CHARGES AMENDMENT
BYLAW NO. 2811, 2015
SECTION III, APPENDIX II
SANITARY SEWER SYSTEM**

1. CONNECTION FEES

(a) Connection Fees

Connection from either side of road to property line

10.16 centimetres (4" inch) \$3,000.00

Where a larger connection than the one listed above is required, the connection will be installed at City cost plus 25%.

(b) Abandonment Fee

Fee for disconnecting an abandoned service connection at the sanitary sewer main irrespective of the size of the connection

Actual City
cost plus 25%,
min charge
\$500.00

(c) Connection Charges for Annexed Areas

For owners where commitment letters were issued between 1997 and 2006 quoting a sewer connection bylaw fee of \$1,500 (plus a capital contribution fee of \$5,000), this bylaw fee amount shall be in effect until October 31, 2007, after which the following schedule of connection fees will apply.

Property Use	Connection Charge		
	Capital Contribution		Connection Fee
	Existing Building	New Development	
Single Family Home OR Duplex	\$5,000.00	\$5,000.00	Either side of road from main - \$3,000.00
Multifamily, Strata OR Apartment OR Mobile Homes	\$5,000.00	\$5,000.00 for first unit, \$2,500.00 per unit for the next five units, \$2,000.00 per unit for the next five units, \$1,500.00 per unit for the next five units and \$1,000.00 per unit for all units thereafter	For a 100 mm diameter connection or the Bylaw rate for larger pipe sizes: Either side of road from main \$3,000.00

Industrial OR Commercial OR Public Assembly	\$5,000.00	\$5,000.00 minimum or the greater amount calculated based on the design sewage flows from the development.	For a 100 mm diameter connection or the Bylaw rate for larger pipe sizes: Either side of road from main \$3,000.00
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Note: Under the heading of 'Capital Contribution' an 'Existing Building' is defined as a building that existed or a property that had a building permit application in place on or before April 14, 2004. 'New Development' is defined as a property on which a building permit application was made on or after April 15, 2004.

2. SANITARY SEWER USER RATES – APPLIED ON A PER-UNIT/SPACE BASIS

Part 1 - Residential Users

Cost Per Annum

1.	Single Family Dwelling	\$246.67
2.	Multiple Family Dwelling -per unit	\$246.67
3.	Mobile Home Park -per space	\$246.67
4.	Kiwanis Village -per unit	\$246.67

Part 2 - Commercial Users

1.	Hotels and Motels - per unit	\$ 99.31
2.	Trailer Park and Campsite - per serviced site	\$ 51.25
3.	Wholesale and Retail Stores	\$246.67
4.	Car Wash	\$246.67
5.	Bus Depot	\$246.67
6.	Funeral Parlour	\$246.67
7.	Garage	\$246.67
8.	Machine Shop and Repair Shop	\$246.67
9.	Bakery	\$246.67
10.	Photographer	\$246.67
11.	Business Office - per office	\$246.67
12.	Professional Office -per office	\$246.67
13.	Barber and Hairdresser	\$246.67
14.	Pool Room and Recreation Facility	\$246.67
15.	Theatre	\$493.32
16.	Department Store	\$493.32
17.	Supermarket	\$493.32
18.	Bowling Alley	\$493.32
19.	Bank	\$493.32
20.	Nursing Home	\$493.32
21.	Cafe and Restaurant (including drive-in or take-out)	\$493.32
22.	Dry Cleaner	\$493.32
23.	Beverage Room	\$493.32
24.	Laundry and Coin Laundry	\$1,971.66
25.	Sawmill	\$2,457.39

26.	Dairy Product Processing Plant	\$18,300.34
27.	Other Commercial Users not enumerated in this schedule	\$493.32
28.	Cheese Processing Plant	\$4,088.93

Part 3 - Institutional Users

1.	Church	\$246.67
2.	Public Hall	\$246.67
3.	Utility Office	\$493.32
4.	School -per classroom	\$442.09
5.	Regional Recreation Complex	\$19,629.70
6.	Regional District Administrative Office	\$5,273.96

3. UTILITY BILLING ADJUSTMENTS AND COLLECTION

- (a) Where a billing error is suspected by the consumer, notification in writing must be made to the City of Courtenay Finance Department within one year of the original billing date for review and consideration. Upon investigation, if it is determined by the City that an error occurred and the consumer has been overcharged, an adjustment will be made to the utility bill in question in an amount to be determined by the City. The City will not provide refunds or adjustments to billing errors made more than two years prior to the date of the notification being received by the City.
- (b) The rates and charges, enumerated in this Bylaw, are hereby imposed and levied for sewer utility services supplied or ready to be supplied by the City. All such rates and charges which are imposed for work done or services provided to lands or improvements shall form a charge on those lands which may be recovered from the Owner of the lands in the same manner and by the same means as unpaid taxes.

THE CORPORATION OF THE CITY OF COURTENAY

BYLAW NO. 2805

A bylaw to amend Zoning Bylaw No. 2500, 2007

The Council of the Corporation of the City of Courtenay in open meeting assembled enacts as follows:

1. This bylaw may be cited for all purposes as “**Zoning Amendment Bylaw No. 2805, 2014**”.
2. That “Zoning Bylaw No. 2500, 2007” be hereby amended as follows:
 - (a) by amending Section 8.2.1(7) by adding “(d) notwithstanding the required lot size in (c), a carriage house is permitted on Lot 2, District Lot 104, Comox District, Plan 4723”, as shown in bold outline on **Attachment A** which is attached hereto and forms part of this bylaw;
 - (b) That Zoning Bylaw No. 2500, 2007, Schedule No. 8 be amended accordingly.
3. This bylaw shall come into effect upon final adoption hereof.

Read a first time this 15th day of December, 2014

Read a second time this 15th day of December, 2014

Considered at a Public Hearing this 2nd day of February, 2015

Read a third time this _____ day of _____, 2015

Finally passed and adopted this day of , 2015

Mayor

Director of Legislative Services



THE CITY OF COURTENAY
Schedule "A"
 Part of
 Zoning Amendment Bylaw No. 2805, 2014

THE CORPORATION OF THE CITY OF COURTENAY

BYLAW NO. 2813

A bylaw to amend Zoning Bylaw No. 2500, 2007

The Council of the Corporation of the City of Courtenay in open meeting assembled enacts as follows:

1. This bylaw may be cited for all purposes as “**Zoning Amendment Bylaw No. 2813, 2015**”.
2. That “Zoning Bylaw No. 2500, 2007” be hereby amended as follows:
 - (a) by rezoning Lot F, District Lot 236, Comox District, Plan 43411, Except Plan VIP89215, as shown in bold outline on **Attachment A** which is attached hereto and forms part of this bylaw, from Residential One B Zone (R-1B) to Residential One S Zone (R-1S);
 - (b) That Zoning Bylaw No. 2500, 2007, Schedule No. 8 be amended accordingly.
3. This bylaw shall come into effect upon final adoption hereof.

Read a first time this 12th day of January, 2015

Read a second time this 12th day of January, 2015

Considered at a Public Hearing this 2nd day of February, 2015

Read a third time this _____ day of _____, 2015

Finally passed and adopted this day of , 2015

Mayor

Director of Legislative Services

