

City of Maple Ridge

COUNCIL WORKSHOP AGENDA

June 23, 2020

11:00 a.m.

Virtual Online Meeting

The purpose of the Council Workshop is to review and discuss policies and other items of interest to Council. Although resolutions may be passed at this meeting, the intent is to make a consensus decision to send an item to Council for debate and vote or refer the item back to staff for more information or clarification. The meeting is live streamed and recorded by the City of Maple Ridge.

REMINDER: June 23, 2020 Council Meeting 7:00 p.m. Virtual Online Meeting

1. APPROVAL OF THE AGENDA

2. ADOPTION OF MINUTES

2.1 Minutes of the June 9, 2020 Council Workshop Meeting

3. PRESENTATIONS AT THE REQUEST OF COUNCIL

4. UNFINISHED AND NEW BUSINESS

4.1 Draft Corporate Communication & Community Engagement Policy

Staff report dated June 23, 2020 recommending that feedback received on the draft "Corporate Communication & Community Engagement Policy" be incorporated into the document for consideration at a future Council meeting.

4.2 Supportive Recovery Housing: Draft Zoning Bylaw Amendments

Staff report dated June 23, 2020 recommending that a Zone Amending Bylaw be prepared to permit supportive recovery homes.

5. CORRESPONDENCE

6. BRIEFING ON OTHER ITEMS OF INTEREST / QUESTIONS FROM COUNCIL

7. MATTERS DEEMED EXPEDIENT

8. NOTICE OF CLOSED COUNCIL MEETING

The meeting will be closed to the public pursuant to Sections 90 (1) and 90 (2) of the *Community Charter* as the subject matter being considered relates to the following:

Section 90(1)(a) Personal information about an identifiable individual who holds a position as an officer, employee or agent of the municipality or another position appointed by the municipality.

Section 90(1)(c) Labour relations or employee negotiations;

Section 90(1)(e) The disposition of land or improvements, if the council considers that disclosure might reasonably be expected to harm the interests of the municipality.

Section 90(1)(i) The receipt of advice that is subject to solicitor-client privilege, including communications necessary for that purpose;


Section 90(2)(b) The consideration of information received and held in confidence relating to negotiations between the municipality and a provincial government.

Any other matter that may be brought before the Council that meets the requirements for a meeting closed to the public pursuant to Sections 90 (1) and 90 (2) of the *Community Charter* or *Freedom of Information and Protection of Privacy Act*.

9. ADJOURNMENT


APPROVED BY:

DATE:


June 22, 2020

PREPARED BY:

DATE:


June 22, 2020

COUNCIL WORKSHOP MINUTES

June 9, 2020

The Minutes of the City Council Workshop held on June 9, 2020 at 11:04 a.m. in the Blaney Room at City Hall, 11995 Haney Place, Maple Ridge, British Columbia for the purpose of transacting regular City business.

<i>PRESENT</i>	<i>APPOINTED STAFF</i>
<i>Elected Officials</i>	C. Carter, Acting Chief Administrative Officer
Mayor M. Morden	D. Boag, General Manager Parks, Recreation & Culture
Councillor J. Dueck	C. Crabtree, Acting General Manager Corporate Services
Councillor K. Duncan	D. Pollock, General Manager Engineering Services
Councillor C. Meadus	T. Thompson, Chief Financial Officer
Councillor G. Robson	S. Nichols, Corporate Officer
Councillor R. Svendsen	<i>Other Staff as Required</i>
Councillor A. Yousef	W. Dupley, Director Economic Development
	C. Goddard, Director of Planning
	A. Grochowich, Planner 2
	D. Mikes, Manager of Procurement
	C. Nolan, Corporate Controller
	D. Olivieri, Research Technician
	L. Zosiak, Manager of Community Planning
	<i>GUESTS</i>
	Anne-Marie Whittaker, EcoPlan International
	Brian Szabo, Auditor, BDO Canada LLP

Note: These Minutes are posted on the City Web Site at www.mapleridge.ca

Note: Due to the COVID-19 pandemic, Council members participated electronically.

1. *APPROVAL OF THE AGENDA*

R/2020-253

It was moved and seconded

That the agenda of the June 9, 2020 Council Workshop Meeting be amended to deal with Item 4.6 Proposed Amendment to the 2020 Council Meeting Schedule after Item 4.2 Draft Ground-Orientated Residential Infill Development Permit Guidelines; and

That the minutes be renumbered to reflect the new order; and further,

That the agenda be approved as amended.

CARRIED

3. *PRESENTATIONS AT THE REQUEST OF COUNCIL* – Nil

4. ***UNFINISHED AND NEW BUSINESS***

4.1 **Purchasing Policy Update**

The Acting General Manager Corporate Services introduced the Manager of Procurement and provided a background on the item and on the process moving forward.

The Manager of Procurement provided a summary presentation and staff responded to questions from Council.

Note: The adoption of the minutes was dealt with following Item 4.1.

2. ***ADOPTION OF MINUTES***

2.1 **Minutes of the May 26, 2020 Council Workshop Meeting**

R/2020-254

It was moved and seconded

That the minutes of the Council Workshop Meeting of May 26, 2020 be adopted as circulated.

CARRIED

4.2 **Draft Ground-Oriented Residential Infill Development Permit Guidelines**

Staff report dated June 9, 2020 recommending that the Ground-Oriented Residential Infill Development Permit Guidelines be used to guide preparation and evaluation of new and in-stream triplex, fourplex and courtyard housing applications and that an Official Community Plan Amending Bylaw for Ground-Oriented Residential Infill Development Permit Guidelines be prepared.

The Manager of Community Planning introduced the item and provided background information. The Planner provided a summary presentation and introduced Anne-Marie Whittaker, EcoPlan International, who provided a detailed presentation on the proposed guidelines. Staff responded to questions from Council.

R/2020-255

It was moved and seconded

- 1. That the Ground-Oriented Residential Infill Development Permit Guidelines be used to guide the preparation and evaluation of new and in-stream triplex, fourplex and courtyard housing applications;**

2. That an Official Community Plan Amending Bylaw for the Ground-Oriented Residential Infill Development Permit Guidelines be prepared; and further
3. That In respect of Section 475 of the Local Government Act, requirement for consultation during the development or amendment of an Official Community Plan, Council must consider whether consultation is required with specifically:
 - i. The Board of the Regional District in which the area covered by the plan is located, in the case of a Municipal Official Community Plan;
 - ii. The Board of any Regional District that is adjacent to the area covered by the plan;
 - iii. The Council of any municipality that is adjacent to the area covered by the plan;
 - iv. First Nations;
 - v. Boards of Education, Greater Boards and Improvements District Boards; and
 - vi. The Provincial and Federal Governments and their agencies; and

In that regard it is recommended that no additional consultation be required in respect of this matter beyond the early posting of the proposed Official Community Plan amendments on the City's website, together with an invitation to the public to comment.

CARRIED

4.3 Proposed Amendment to the 2020 Council Meeting Schedule

Staff report dated June 9, 2020 recommending that the attached report dated June 23, 2020 titled "Proposed Amendment to the 2020 Council Meeting Schedule" be forwarded to the June 23, 2020 Council Meeting.

The Corporate Officer provided background information on the scheduling of Council meetings and the process for developing the amendment. Staff responded to questions from Council.

The item was referred back to staff with direction to consult with other municipalities and to report back to Council with options.

Note: Councillor Duncan left the meeting at 1:27 p.m.

Note: The meeting recessed at 1:36 p.m. and was reconvened at 2:03 p.m.

Note: Councillor Svendsen was not in attendance for the remainder of the meeting.

R/2020-256

It was moved and seconded

That the agenda be reordered to deal with Item 4.7 2019 Consolidated Financial Statements following Item 4.3 to allow the Auditor to participate in discussion of the financial statements and that the minutes be renumbered accordingly.

CARRIED

4.4 2019 Consolidated Financial Statements

Staff report dated June 9, 2020 recommending that the attached report dated June 23, 2020 titled "2019 Consolidated Financial Statements" be forwarded to the June 23, 2020 Council Meeting.

The Corporate Controller gave a detailed presentation on the 2019 Consolidated Financial Statements.

Note: Councillor Duncan returned to the meeting at 2:08 p.m. during the staff presentation.

R/2020-257

It was moved and seconded

That the attachment to the June 9, 2020 Council Workshop report titled "2019 Consolidated Financial Statements" be forwarded to the Council Meeting on June 23, 2020.

CARRIED

4.5 Processes for Expedited Patio and Sidewalk Cafes

Staff report dated June 9, 2020 recommending that an expedited permitting process to allow restaurants, cafes and craft breweries to operate sidewalk cafes and outdoor patios on City sidewalks until October 31, 2020 be developed and implemented.

The Director of Economic Development provided a detailed presentation and staff responded to questions from Council.

R/2020-258

It was moved and seconded

That an expedited permitting process to allow restaurants, cafes and craft breweries to operate sidewalk cafes and outdoor patios on City sidewalks until October 31, 2020 be developed and implemented.

CARRIED

4.6 Maple Ridge Fees & Charges Bylaw

Staff report dated June 9, 2020 recommending that the attached report dated June 23, 2020 titled “Maple Ridge Fees & Charges Bylaw” be forwarded to the June 23, 2020 Council Meeting.

The Research Technician provided a summary presentation and staff responded to questions from Council.

R/2020-259

It was moved and seconded

That Schedule A of the draft Maple Ridge Fees & Charges Bylaw be amended to replace proposed fees with the fees currently in place; and

That the report attached to the June 9, 2020 Council Workshop report titled “Maple Ridge Fees & Charges Bylaw” be forwarded to the Council Meeting on June 23, 2020 as amended.

CARRIED

4.7 Union of British Columbia Municipalities (“UBCM”) Resolutions

Staff report dated June 9, 2020 recommending that resolutions pertaining to mandatory signage for bear traps, banning of shock collars, criminal record checks for Local Government Elected Officials, the establishment of an Independent Office of Integrity for Local Government, and the inclusion of production of cannabis to the Local Government Act to allow local government enforcement of nuisance bylaw regulations against cannabis producers, be forwarded to the 2020 UBCM convention.

The Corporate Officer reviewed the staff report and staff responded to questions from Council.

R/2020-260

It was moved and seconded

That the following UBCM resolutions included in the staff report dated June 9, 2020 be forwarded to the UBCM for consideration at the 2020 UBCM Convention:

- 1. Mandatory Signage for Bear Traps**
- 2. Banning Shock Collars**
- 3. Criminal Record Checks for Local Government Elected Officials**
- 4. Independent Office of Integrity for Local Government**
- 5. Cannabis Farm Use**

R/2020-261

It was moved and seconded

That the UBCM resolutions included in the staff report dated June 9, 2020 be referred back to staff for amendment prior to being forwarded to the June 23, 2020 Council Meeting.

CARRIED

Councillor Duncan – OPPOSED

5. ***CORRESPONDENCE*** – Nil
6. ***BRIEFING ON OTHER ITEMS OF INTEREST/QUESTIONS FROM COUNCIL*** – Nil
7. ***MATTERS DEEMED EXPEDIENT*** – Nil
8. ***MAYOR'S AND COUNCILLORS' REPORTS*** – Nil
9. ***ADJOURNMENT*** – 4:18 p.m.

M. Morden, Mayor

Certified Correct

S. Nichols, Corporate Officer

TO: His Worship Mayor Michael Morden
and Members of Council
MEETING DATE: June 23, 2020
FILE NO: 01-0110-01
FROM: Chief Administrative Officer
MEETING: Workshop
SUBJECT: Draft Corporate Communication & Community Engagement Policy

EXECUTIVE SUMMARY:

The City of Maple Ridge's Communication Policy 5.41 has served the community since it was adopted by Council on March 24, 1998. A new policy has been prepared titled 'Corporate Communications & Community Engagement Policy' reflecting the evolution of the City's approach to informing, educating and engaging citizens.

In the 22 years since the Communications Policy was first established, there has been an explosion of tools to keep citizens informed and engaged with each other and the private and public entities that are relevant to their lives. A new policy is therefore required in order to establish a set of values and principles that will guide our City into the future as the mechanisms people use to stay informed and engaged continue to evolve.

RECOMMENDATION:

That feedback received on the draft "Corporate Communications & Community Engagement" policy be incorporated for further consideration and adoption at a future Regular Council Meeting.

DISCUSSION:

a) Background Context:

Since the current policy was adopted in 1998, there has been a tremendous change in the communications landscape, in particular, in the digital realm. As the digital landscape has evolved, the need to establish core 'values' around communications and engagement have become a significant part of modern policy documents. This reflects the fast evolution of virtual tools that our citizens are using to stay connected with each other and their community.

The new draft builds on the policy framework from the 1998 policy, but incorporates guiding principles to help our organization deploy information and conduct engagement as the 'toolkit' continues to grow. It is the standard practice to provide Council with a document that highlights the changes in a policy update compared to the previous document. The new policy reflects a major rewrite of the policy to conform to the modern format and the current corporate structure

of the organization making a side-by-side comparison of little value. The new policy will be reviewed in a year's time with the goal to create a foundational document to guide the City's broad approach to communications and engagement.

In developing the new policy, City staff did an extensive review of similar policy documents from all levels of government in Canada as well as a scan of international cities, states and national policies. In addition, we looked at the policy framework for large corporations who are loyal to their customers and have strong relationships with them.

The draft policy reflects best practices and common themes and language with the addition of the 'values' statements which reflects the largest shift from the 1998 document. Their inclusion ensures that as the mechanisms to communicate with and engage citizens evolve, the corporate voice of the organization remains consistent.

The City's existing Social Media Policy No. 30.10 is attached as it is displayed alongside the Communications Policy on the City website and reflects how Council Policy work is operationalized. Council's suggested changes on the draft Corporate Communications & Community Engagement Policy will drive any updates to the Social Media Policy No. 30.10, therefore these policies are being brought forward together to ensure these are harmonized. Our goal is to bring the proposed updates to the Social Media Policy along with the Final Corporate Communications & Community Engagement Policy in July for final comments from Council before it is approved. We have also attached a copy of the legacy Policy from 1998.

b) Desired Outcome:

To replace the 1998 Communication Policy 5.41 with the Communications & Community Engagement Policy to ensure that our citizens continue to be informed, engaged and consulted on the work of their local government.

c) Strategic Alignment:

This Policy is an important part of the delivery of all components of Council's Strategic Priorities with a particular emphasis on Community Pride and Spirit.

d) Citizen/Customer Implications:

The City of Maple Ridge has crossed the threshold from being a town into a small City. This policy ensures that the development and delivery of meaningful public information and community engagement programs are part of the DNA of the organization. This policy lays out the commitment of the City to citizens around transparency.

e) Interdepartmental Implications:

The City's Communications and Community Engagement staff work as a resource for staff experts in all departments to support the development of communications and engagement programs to advance the work in the City's Business plan and Council's strategic priorities. This Policy sets the framework for communications and engagement that becomes part of project and policy work.

f) Business Plan/Financial Implications:

The Communications and Community Engagement Policy does not have any new Business Plan or Financial Plan implications. It serves to formalize current best practices.

g) Alternatives:

Council may choose to have the old Communications Policy remain in effect, with some modification to reflect the current organizational structure.

CONCLUSION:

In a time when new platforms and tools have emerged for the City to connect with citizens the Corporate Communications & Community Engagement Policy builds on the legacy of the 1998 foundational document and captures the evolution of the City's policy development processes, the changes in the organizational structure and the language and best practices in local government. This policy will guide the community through the next wave of technological and social change to ensure that citizens are connected with their City government.



Prepared by: **Fred Armstrong**
Manager, Community Relations & Engagement



Approved by: **Christina Crabtree**
General Manager, Corporate Services



Concurrence: **Al Horsman**
Chief Administrative Officer

Attachments:

- (A) Draft Communications & Community Engagement Policy
- (B) Communication Policy 5.41
- (C) Social Media Policy No. 30.1



POLICY MANUAL

Title: Corporate Communications & Community Engagement		Policy No:
		Supersedes: 5.41
Authority: <input checked="" type="checkbox"/> Legislative <input type="checkbox"/> Operational	Effective Date:	
Approval: <input checked="" type="checkbox"/> Council <input type="checkbox"/> CMT	Review Date: December 1, 2021	
<input type="checkbox"/> General Manager		
<p>Policy Statement:</p> <p>It is the City of Maple Ridge's policy to:</p> <ul style="list-style-type: none"> a) Provide clear, accurate and timely information about its policies, programs, services and initiatives to residents and business owners/operators. b) Use a variety of communication methods to engage and provide access to local government information in formats that accommodate the needs of all citizens. c) Engage the public when establishing priorities, developing policies, and planning programs and services. d) Ensure that the City is visible, accessible and accountable to citizens. e) Ensure that communications and engagement planning, coordination and execution are an integral component of the strategic management processes of the City. f) Foster a collaborative approach to communications and engagement across the organization including communications and engagement specialists working with senior management, policy developers and staff who are involved in program delivery. g) Ensure that employees and service delivery partners have opportunities for input into decisions affecting them and are well informed of current issues and directions. h) Provide clear and timely messaging to the community regarding large scale emergencies or crises. i) Ensure communications regarding the official position of the City Maple Ridge on all issues reflect the majority vote of Council or existing policy framework adopted by Council. 		
<p>Purpose:</p> <p>This document sets out a strong set of principles which defines our approach to communications and engagement and provides specific guidance around how we present information internally when interacting with citizens, with the media and how we use our corporate brand.</p>		

Values

Accessibility: The City must communicate and engage in various ways that respect the diversity of the community to ensure the widest possible applications and delivery including the use of traditional methods, such as, face-to-face, telephone and in print.

Accountability: Our communications and engagement must always reflect that we take responsibility for our actions, words, goals and objectives. When we make an error, we must not only correct it, but apologize and take responsibility for it.

Empathy: To serve those in our community, we need to understand their needs and expectations. Our relationship with citizens is driven by our ability to listen to their concerns, understand and feel compassion for their perspectives and to offer answers and solutions that strengthen their relationship with our community.

Listening: As an organization, including Council and staff, we will strive to listen to the input from our citizens to gain new information, view an issue from a unique perspective, reduce conflict and build confidence and trust with our citizens.

Friendliness: As individuals, and as an organization, our communications, systems and the execution of our work must be delivered with friendliness, kindness and compassion.

Skill: Our communications must show attention to detail both in form and content. Whether writing an email, letter or articles, we must take responsibility for spelling, grammar and language use.

Timeliness: We must communicate with citizens as quickly as possible without compromising key values. If an interaction requires seeking additional or detailed information and input from colleagues, we will acknowledge the request and define expectations around the communications and/or community engagement.

Transparency: We must be and be perceived to be completely transparent about the work we do. People trust those who have nothing to hide, and it is often an error of omission that creates mistrust.

Truth: Citizens expect all staff, in every interaction, to speak truthfully.

Definitions:

Communications & Engagement means:

- activities involved in the production and dissemination of material and information about City policies, programs, services and initiatives
- communications advice to Council and senior management
- corporate identification of the City, its departments, programs, services and activities, as well as service delivery partners
- interaction and engagement with the public
- dissemination of information in print and electronic media

Departments means the City of Maple Ridge departments.

City or the City means the City of Maple Ridge.

1 Access to Information

a. Availability and Dissemination of Information

The City has a duty to ensure that information about our policies, programs, services, initiatives and matters affecting the benefits, rights and obligations of its citizens can be readily and easily accessed through a range of communications and engagement channels and tools. Information must be available to people living locally, and where practicable, to those outside the City's boundaries.

Departments will ensure:

- a variety of communications and engagement methods are used
- information about a department's mission, structure, programs and services is accessible through the City's website www.mapleridge.ca
- information is clearly identified as being from the City
- public information is available on request
- there is a means of contacting City departments regarding questions, comments, concerns or requests for further information and for such to be dealt with promptly
- employees are aware that all communications in all forms are subject to scrutiny under the Freedom of Information Act
- opportunities are available for the public to provide feedback on major policies, programs, services and initiatives affecting them or the community, and that such feedback is considered in reviews or evaluations.

b. Cataloguing and Securing Information

Published information in all formats, past and present, will be updated on a regular basis, well indexed, easily retrievable and security maintained in compliance with corporate policy and legal requirements.

c. Publishing

The City must provide citizens access to its publications (whether by sale or otherwise).

Departments will:

- maintain a register or record of all publications
- publish all public information on the City's website and in hard copy, where feasible and reasonable
- ensure that all published materials include the title of the publication, author(s), source, date of publication, City logo, and, and where applicable standard bibliographic reference numbers (International Standard Book Numbers) or International Standard Serial Numbers
- make publications available on request (for purchase if applicable)
- ensure that the permission of subjects is gained (whether they be staff, clients, students or members of the public) when publishing photographs in department and/or City publications. Photo Release Consent Forms are available from the Communications Department.

2 Advertising

Advertising is a key method of making citizens aware of the City's initiatives, available programs and services as well as changes Council may be considering. The effectiveness of the City's advertising is in large part dependent on the advertisement being immediately recognized as originating from the City and the content being informative, comprehensive, and easily understood.

a. Local Advertising

The vast majority of the City's advertising relates to public and statutory notices, auctions and tenders, recruitment, program offerings, and construction project notices.

The combining of individual advertisements into one comprehensive advertisement shall be undertaken whenever possible, and individual discretionary advertisements shall only be placed with the recommendation of the Manager Community Engagement & Relations.

Departments will:

- follow advertising protocols established between the City and the newspaper (contact the Manager Community Engagement & Relations for details)
- identify that the advertisement has been placed by the City and contains appropriate contact information (address, telephone number, email and web address) to allow the reader to follow-up for further information
- use the current and correct version of the City logo
- obtain approval from the Manager Community Engagement & Relations for advertising in publications outside the community

b. Advertising In Other than Local Papers

On occasion, departments will advertise in regional, provincial or national newspapers, publications and/or websites. Departments must identify that the advertisement has been placed by the City and contains appropriate contact information (address, telephone number, email and web address) to allow the reader to follow-up for further information.

3 Consultation and Community Engagement

An open and responsive consultative process with the community is vital for effective public policy development and for gaining public support for decisions. This requires a partnership approach with the community and ensures that the City explains, communicates and receives feedback from the community.

Departments will:

- inform the community of opportunities to participate in public consultation and citizen engagement initiatives
- use communications methods that will reach key stakeholders, engage them in two-way communications, elicit their concerns, involve them in the decision making process, and provide feedback or follow-through
- ensure that communications or information materials prepared for consultative purposes are professionally presented and identified as being from the City.

4 Corporate Identity

Identity applies to all communications or information media such as print, electronic, television, radio and the website, and all communications or information products, including advertising, publications, stationery, audio-visuals, website, signage and collateral items such as clothing and giftware.

The use of a consistent corporate identity ensures savings through standardization and best practices in information design. The City logo and tagline are Official Marks registered in the Canadian Intellectual Property Office.

Departments will ensure:

- buildings, facilities, vehicles, programs, services and activities carry the approved City logo
- all information and communications materials for internal or external use, regardless of medium, carry the approved City logo.

Where more than one department is engaged in an undertaking, please refer to the “Graphic Guidelines” published by the Communications Department to determine the appropriate placement of the City’s logo.

5 Corporate Public Events and Announcements

Corporate Public Events are occasions attended by members of Council for the purpose of publicizing significant initiatives or contributions of the City. Adequate planning and preparation are important in ensuring a professional image for the City.

When undertaking a public event, departments must refer to the “Protocols” guidelines prepared by the Communications Department.

6 Crisis and Emergency Management

Effective communications are a vital and integral part of both crisis and emergency management before, during and after an emergency to help prevent injury or loss of life, limit damage to assets and property, maintain public services and to assist in the process of recovery and to maintain or restore public confidence in the City. Media and public scrutiny are to be expected in a crisis or emergency and the City’s reputation and credibility will be judged by our response.

To ensure effective emergency management, all management staff must be familiar with and follow the procedures outlined in the Emergency Response Plan developed by the Information Officer/Manager of Community Engagement & Relations (Disaster Response Plan based on the BCERMS model).

7 Diverse Needs

Communications and engagement materials must depict diversity in society in a fair, and inclusive manner representing the ethnic, cultural and religious diversity within Maple Ridge as well as those with special needs.

City communications must not contain unacceptable language, sexual stereotyping, and unfair depiction of people in relation to race, ethnic origin, religion or disability.

When planning and executing communications, consideration should be given to any available means to communicate with people from diverse ethnic or religious backgrounds or persons with special needs, including literacy levels and sensory disabilities.

8 Internal Communications

To achieve optimal organizational performance and support of City goals, departments must create a positive environment where feelings of trust, awareness, openness, security, involvement and confidence predominate, particularly between managers and employees. This means articulating the organization’s vision and objectives, implementing feedback mechanisms and recognizing and celebrating staff innovation, achievements and customer service excellence. Properly engaged in the life of an organization, employees can be valuable allies in external communications.

To foster employee knowledge, awareness and understanding of department and City business, policies and activities, departments will:

- have in place a system, process or mechanism for communicating with employees
- develop and implement strategies that encourage proactive and interactive communications
- develop and implement mechanisms that recognize the contribution of staff (and volunteers) for service delivery and meeting business objectives
- develop and implement communications strategies for the collection, dissemination and exchange of information and knowledge
- communicate with employees openly, frequently, and where possible before or at the same time as information is communicated to the public, or as soon as possible

Internal communications activities and processes must be reviewed from time to time to evaluate results, to identify areas for improvement, and to make adjustments as needed.

9 Council Communication

Where an individual member of Council expresses an opinion, it should be made clear to the audience that he or she is not speaking on behalf of the City or Council as a body. Individual members of Council are encouraged to reflect the opinion of Council as a whole, or state that comments reflect their own personal opinion.

The decisions of Council shall be reflected as collective corporate decisions. (Please refer to the Mayor & Council Correspondence Policy for more details.)

10 Media Relations, Spokespersons and News Releases

For many citizens, local newspapers, radio and television are their primary sources of news and information about City activities, issues and events. Media coverage of City's activities and issues need to be accurate, timely and in context.

Departments are expected to take a proactive approach to working with the media to promote public awareness and understanding of City policies, programs, services and initiatives.

News Releases are an effective method of disseminating information. The City's approved template must be used for News Releases and can be obtained by contacting the Communications Department. News Releases should be checked first by the Communications Department with final copies provided to the Communications Department after approval by the CAO and/or CMT.

Whenever possible, News Releases on behalf of the Mayor and Council and other public notifications of significance will be distributed first to members of Council and senior management.

Departments will:

- identify managers or staff with the knowledge and/or technical expertise to provide input to media responses or to speak as official representatives of their department
- ensure that designated spokespersons receive instruction in media relations
- respond promptly and accurately to all media inquiries providing factual information
- develop, disseminate and maintain in-house protocols regarding designated spokespersons
- contact the Manager of Community Relations & Engagement prior to acceptance of any invitation to appear on a radio or television program
- promptly submit a copy of news releases issued to the Communications Department

11 Monitoring and Evaluation

Measurement is a critical component of any communications, engagement campaign or strategy developed in support of policy or program initiatives. The objectives of this policy are to ensure these are well-coordinated and effectively managed and are appropriate for the needs of the citizens of Maple Ridge and contribute to the advancement of City objectives and priorities. The effectiveness of such can only be determined through monitoring and evaluation. The performance of communications products should be measured against objectives set out in communications and business plans.

Departments must evaluate compliance with the requirements of this policy in consultation with stakeholders and evaluations will be conducted by the Manager of Community Relations & Engagement to assist the City to meet its objectives.

12 Partnerships

Partnerships are mutually beneficial and co-operative relationships where partners share values, objectives, resources (human, material or financial), roles and responsibilities to achieve mutually desired outcomes. Partnerships can bring together expertise from a range of sectors, and provide a means of developing cohesive and integrated services.

When planning, negotiating or implementing a partnership or collaborative arrangement, communications requirements must be taken into account to avoid misunderstandings. These includes:

- establishing communications and engagement roles and responsibilities of all parties
- determining and delineating the corporate identity, visibility, publishing, marketing and promotional activities to be used in the partnership
- communicating joint activities/initiatives in a manner that is fair and equitable to all parties

While advertising and promotional activities involving the media may be part of the partnership's communications and engagement strategy, such efforts must not be a focus but an aide to informing the public.

Departments will:

- ensure that appropriate identifiers are used to acknowledge and attribute the contributions of all participants, e.g. corporate names and/or logos
- use the City's logo when identifying their own participation in a collaborative arrangement to enable public recognition of the contributions of the City
- ensure that the parties involved acknowledge the City's contribution in their own communications with the public
- articulate the communications and engagement protocols in partnership agreements, and where possible, communicate the results of collaborative arrangements through normal audit, evaluation and performance reporting processes

13 Project/Issue Specific Communications & Engagement Strategy/Plans

A shared responsibility exists between the service department, the Communications Department and other support departments. Communications and engagement strategies and plans should be an integral part of program and policy initiatives and be fully accounted for within budgets and financial plans.

Significant projects and "urgent or developing" issues require specific communications and community engagement plans. Such plans will:

- integrate City priorities
- identify internal and external audiences
- take account of the internal and external environments
- delineate strategies, tools, messages and responsibilities for engaging with target audiences
- set out operational needs and resource allocations

14 Research and Public Surveys

Research and Public Surveys are used to gain a better understanding of the needs, expectations or emerging concerns of the citizens in our community.

They may be used to:

- assess the public's response to proposals or to possible changes or initiatives
- assess the effectiveness of policies, programs and services
- measure progress in service improvement
- evaluate the effectiveness of communications activities, such as advertising

When contracting policy research departments must adhere to the requirements of the City's Procurement Policy.

15 Social Media

The City will use Social Media to reach out to citizens. The City's Social Media brand will be consistent across platforms, including Facebook, Twitter and Google+ as 'yourmapleridge.' Employees are required to read and be familiar with the City's Social Media Policy.

16 The Website

The website, www.mapleridge.ca, is an important tool for providing information and services to the public 24 hours a day, and for facilitating interactive, two-way communications within the City and with external audiences. Departments are responsible for their own electronic publications.

To ensure publishing standards and communication requirements are met, departments must:

- ensure that all website publications comply with Provincial and Federal laws
- ensure access to and usability by the widest possible target community appropriate to the service or information resource
- ensure that the services and information provided online are comparable in quality and functionality to those delivered by other means
- ensure that information on policies, programs, services and initiatives published on the website is regularly updated, accurate, easy to understand and includes a mechanism for receiving and acknowledging feedback from the public (including online)
- respect privacy rights and copyright ownership in all online publishing and communications in compliance to any applicable laws or regulations
- ensure that the permission of subjects is gained (whether they be staff, clients, students or members of the public) when publishing photographs on the City website
- ensure that information published on websites is recorded and archived to preserve the City's history
- read and be familiar with the following City policies:
 - Community Directory & Events Calendar Postings on Website
 - Information Security

Key Areas of Responsibility	
Action to Take	Responsibility
<ul style="list-style-type: none"> ▪ Presentation and explanation of City policies, priorities and decisions to the public. ▪ Leadership for establishing priority and overall themes of the City communications. 	Mayor and Council
<ul style="list-style-type: none"> ▪ Provision of advice and support on communications issues. ▪ Oversight of effective communications of municipal policy and initiatives. ▪ Acts as City spokesperson when required. 	Chief Administrative Officer
<ul style="list-style-type: none"> ▪ Coordination of effective communications of municipal policy, initiatives and programs. ▪ Leadership of communications activities, attract resources, build cross-departmental partnerships and position the communications function in line with the strategic directions of the City. ▪ Advise departments of government priorities and themes to be reflected in communications plans and strategies. ▪ Oversight of the development and implementation of media strategies. 	Corporate Services General Manager
<ul style="list-style-type: none"> ▪ Management of day-to-day media relations, including media enquiries and news releases. ▪ Collecting and analyzing information to provide high level advice to Council and senior management. ▪ Acts as Media Liaison for the City and provides advice to Council on day-to-day media issues. ▪ Writing news releases and coordinating news conferences. ▪ Coordinating media issues relating to City initiatives and policies. ▪ Management of corporate identity and monitoring compliance with the City's visual identity standards. ▪ Management, monitoring, and evaluation of the implementation of the Communications Policy including examining departmental communication plans and strategies. ▪ Provision of Policy interpretation and application and ongoing development of guidelines and materials. ▪ Coordination of paid advertising, marketing and sponsorship activities and all discretionary advertisement by the City in local papers. Assists with negotiations of the City's local newspaper advertising contract. ▪ Approval of advertising in local newspaper without an advertising contract. ▪ Procurement of communications services. ▪ A formal evaluations of communications projects (e.g. information campaigns). ▪ Project specific communications plans development assistance. ▪ Communications environmental analysis and research. 	Manager and Department of Community Relations & Engagement

<ul style="list-style-type: none"> ▪ Contact the media when a story has been published/ aired that contains a factual error. The Chief Administrative Officer and the Manager of Community Relations & Engagement should be notified and will assist. ▪ Inform the Manager of Community Relations & Engagement of any media contact as soon as possible. ▪ Oversee department communications to ensure they fully reflect City-wide policies, themes and priorities. ▪ Implementation of the Communications Policy in their department and ensure related directives, instructions or administrative procedures are carried out. ▪ Identification of department media spokesperson(s). ▪ Arrange media training required for their department. ▪ Creation and maintenance of department website content to ensure it meets communications standards. 	<p>General Managers, Directors, Managers</p>
<ul style="list-style-type: none"> ▪ Management of their department's newspaper advertising. ▪ Participate in committee roundtable discussion to update all departments of communications-related issues from their area. ▪ Assist with employee surveys. ▪ Provide input on organization branding. ▪ Participate in the selection of communications contracts such as local advertising. 	<p>Communications/Website Committee Members</p>

**CORPORATION OF THE DISTRICT OF MAPLE RIDGE****TITLE:** *COMMUNICATION***POLICY NO.** *5.41***APPROVAL DATE:** *March 24, 1998*

The following policy statements represent the standards our organization recognizes with respect to communication practices. Communication will be governed by and be consistent with our mission and value statements.

Information on principles and responsibilities are attached as a separate document, which provide further details on each policy statement.

POLICY STATEMENTS:*Communication Objective*

The District of Maple Ridge will take the initiative in being a reliable source of credible information to its internal and external customers, consistent with the District's mission and value statements.

Planning

A communications plan will be considered and reviewed with respect to decision-making or work plans that have a significant or potential impact on the organization and/or our customers.

Approvals

Appropriate approvals will be obtained in a timely manner in order that we can provide effective and accurate communication.

Disclosure

Forthright communications with our internal and external customers is expected.

Extent of disclosure shall be determined by the District's ability, resources and legislative constraints.

Internal Communication

There shall be a free flow of information throughout the organization to make sure that all staff are kept well informed about the organization and its activities.

External Communication

The District's objective is to be a reliable source of credible information, consistent to our mission and value statements.

News Releases

In preparing news releases, it is necessary to balance the District's interest in presenting information in a positive manner with the news media's interest in serving the needs of readers, listeners and viewers.

Credibility

Whenever practical, the person having responsibility, authority or the most knowledge about the subject will serve as the spokesperson.

Erroneous Information

With respect for the viewpoints of others, we will promptly correct erroneous information conveyed on matters of importance to the District.

Language and Style

Every effort will be made to keep the language of our communications simple and the format of our documentation consistent.

Litigation

Litigation will not be a reason for silence on matters of importance to the District and its customers. Communicators will be sensitive to the legalities in communicating and will review all releases with the CAO.



Communication Policy Working Document

Containing Principles, Responsibilities and Guidelines

The following statements describe the District's Communication Policy by addressing information relating to principles, responsibilities and guidelines. This document is intended to be a working document for the organization.

POLICY STATEMENT:

Communication Objective

The District of Maple Ridge will take the initiative in being a reliable source of credible information to its internal and external customers, consistent with the District's mission and value statements.

Principle: ***Success in any organization is contingent upon the practice of effective, timely and accurate communication.***

Responsibilities: It is the responsibility of the CAO and Council for determining integral communication for the organization.

General Managers are responsible for advising on communication strategies and providing effective methods of communication support services and technology to Divisions throughout the organization.

The Director of Personnel acts for the District in promoting corporate support on human resource issues, resolving conflicts in the communication process between labor and management.

All Directors and Managers are responsible for the standard and effectiveness of communications within their own departments, not only via receipt, understanding and delivery of corporate information, but through good listening techniques and upward communication.

All employees have a responsibility to be well informed, to be a source of credible information and support to each other and to our customers.

POLICY STATEMENT:

Planning

A communications plan will be considered and reviewed with respect to decision-making or work plans that have a significant or potential impact on the organization and/or our customers.

Principle

Effective communication depends on good planning

Responsibilities:

Managers are responsible for communication planning, and for ensuring that plans will achieve the level of communication required.

General Managers, Directors and other key individuals will assist in developing formal communication plans and provide expert advice on the planning process.

Guidelines:

1. An information communication plan can be as simple as a verbal agreement among parties on how communications are to be carried out. Informal plans are appropriate in cases of limited need for communication or where the communication process is well established.
2. A formal communication plan should be in written form and should address issues of audience, media, timing and responsibility for preparation of materials and delivery of messages.
3. A good communication plan should begin with a listing of the audience which may be affected by or have an interest in the goal or decision.
4. If the plan involves broad corporate audiences, both internal and external, the manager should contact the Division General Manager for assistance and discussion of the plan.
5. The best method of communication should be chosen to deliver the message to the audience it is meant for.
6. All Divisions or Departments involved with the release of communication, should be informed prior to the public announcement

POLICY STATEMENT:***Approvals***

Appropriate approvals will be obtained in a timely manner in order that we can provide effective and accurate communication.

Principle: *Accuracy, completeness, clarity and timelines are crucial communication objectives.*

Responsibilities: Staff are responsible for seeking review and approval at appropriate levels on all corporate communications, except where authority has been delegated.

Guidelines

1. Make an effort to gather the approvers together for joint reviews, avoiding costly and time-consuming "back and forth" discussions.
2. Assure that materials reviewed from within a department will not be in conflict with the views of the department head or the organization.
3. One contact within a department may be designated responsible for gathering input from staff.

POLICY STATEMENT:

Disclosure

Forthright communications with our internal and external customers is expected.

Extent of disclosure shall be determined by the District's ability, resources and legislative constraints.

Principle: *Achieve credibility through professional approach to information delivery. If people believe information is being withheld, they won't consider the source to be credible.*

Responsibilities: Ultimate authority on disclosure matters will rest with the CAO and Council, except where legislation dictates otherwise.

Guidelines:

1. Prompt disclosure of information that may be considered important by our internal and external customers is essential to the District's credibility.
2. Very few of our organization's actions or activities should be considered inappropriate for public disclosure. Freedom of Information guidelines and requirements apply.

POLICY STATEMENT:

Internal Communication

There shall be a free flow of information throughout the organization to make sure that all staff are kept well informed about the organization and its activities.

Principle: ***The success of an organization is dependent upon people and a purpose. Communication is the medium used to bring people and the purpose together.***

Responsibilities: All employees have a responsibility to be well informed about significant matters affecting the District.

Responsibility for effective internal communications largely rests with directors, managers and supervisors, for they are the resources available to employees and are the most credible representation level.

The CAO and General Managers have overall responsibility for advising management on internal communication matters and for revising communication strategies and processes.

- Guidelines:**
1. Whenever possible, information about the District, issues, policies, programs and people, should be communicated to employees in a timely manner, in advance of communication to external customers.
 2. Employees want to know about such topics as benefits, their jobs, wages, opportunities and the policies that shape their positions, training and educational opportunities. Employees have shown a keen interest in these areas.
 3. Directors and managers are encouraged to develop their own internal communications programs, making best use of technology, as well as meeting face to face with employees on a regular basis.
 4. While communication through the supervisory chain is preferred and often is the most effective, other communications such as bulletin boards, e-mail, voice mail, newsletters, etc., are also important to an effective internal communication program.

POLICY STATEMENT:***External Communication***

The District's objective is to be a reliable source of credible information, consistent to our mission and value statements.

Principle: ***An organization that acts in the public's interest will have the trust and confidence of an informed public.***

Responsibilities: All staff and elected officials are responsible for earning the trust and confidence of the public.

Every manager has a responsibility to assure timely availability of information to staff in order that employees can communicate accurately to the public.

Responsibility for initiating the District's formal communications with external sources is assigned to each individual department, with more formal communications being conducted by the Director of Community and Business Relations.

POLICY STATEMENT:***News Releases***

In preparing news releases, it is necessary to balance the District's interest in presenting information in a positive manner with the news media's interest in serving the needs of readers, listeners and viewers.

Principle: *A good news release answers more questions than it raises.*

Responsibilities: The CAO, senior management or designate will prepare all corporate news releases and, when necessary, shall serve in an "advocacy role" to make sure that the media's interests are represented in content, style and emphasis.

Guidelines: Every effort is made to prepare news releases that are complete, accurate and timely.

POLICY STATEMENT:

Credibility

Whenever practical, the person having responsibility, authority or the most knowledge about the subject will serve as the spokesperson.

Principle: *The most credible person to communicate information is the one who represents the highest level of responsibility and knowledge about the subject.*

Responsibilities: Council or senior management will recommend individuals to serve as spokesperson on specific projects.

POLICY STATEMENT:

Erroneous Information

With respect for the viewpoints of others, we will promptly correct erroneous information conveyed on matters of importance to the District.

Principle: *Silence can be interpreted as confirmation; erroneous information, to the extent that it is practical to do so, should not go unchallenged.*

Responsibilities: All managers and staff should be alert to situations in which responses might be in order, and bringing them to the attention of the appropriate Division Manager, or on matters of organizational-wide interest, to the CAO.

Guidelines: The decision on when to correct erroneous information is a judgement call. Generally speaking, the District should set the record straight when:

- a. The organization or any of its employees are falsely accused of wrongdoing.
- b. Erroneous information will damage the District's reputation.
- c. Public understanding of an issue in which the District is directly involved is likely to have been seriously jeopardized.

POLICY STATEMENT:

Language and Style

Every effort will be made to keep the language of our communications simple and the format of our documentation consistent.

Principle: *Simplicity of language and consistency of style help us communicate more effectively and earn the trust and respect of our customers.*

Responsibilities: Every employee who communicates a message is responsible for communicating clearly and effectively.

Guidelines: 1. Utilize visual aids and descriptions wherever possible.

 2. Refer to policies, which may cover the communication delivery, such as public relations policy, legislation and council decisions.

POLICY STATEMENT:

Litigation

Litigation will not be a reason for silence on matters of importance to the District and its customers. Communicators will be sensitive to the legalities in communicating and will review all releases with the CAO.

Principle: ***Non-communication with interested audiences on matters being litigated can be more harmful to the District's position than timely communications based on what is already public knowledge.***

Responsibilities: The manager, in concert with the CAO, MIA or corporate counsel, shall prepare informational materials on litigated issues which could be of interest to the press or the public.

Guidelines:

1. All litigation matters will be referred to the CAO.
2. Any litigation settlement that becomes part of the public record, available to the news media and deemed newsworthy by the attorney and/or the communicator shall be communicated on a timely basis wherever appropriate.
3. Evaluation of placement of non-disclosure stipulations in settlement agreements will be reviewed with the CAO and MIA. Our decision on no-disclosure should be communicated to all parties so they are aware of our intentions and the suitability to withhold information.



POLICY MANUAL

Title: Social Media	Policy No: 30.10 (Rev. 2) Supersedes: • Social Media 30.10 (Nov. 16, 2012)
Authority: <input type="checkbox"/> Legislative <input checked="" type="checkbox"/> Operational	Effective Date: October 31, 2014
Approval: <input type="checkbox"/> Council <input checked="" type="checkbox"/> CMT <input type="checkbox"/> General Manager	Review Date: 2016
<p>Background Statement:</p> <p>The City of Maple Ridge seeks to engage citizens and provide information through a variety of communications media. The City understands that Social Media, in its many forms, has become a common form of engagement and communication for citizens to interact with the City.</p> <p>The term 'Social Media' describes the use of Internet-based communications tools that focus on interactivity, immediacy, user participation and information sharing in multiple ways.</p> <p>The launch of the City of Maple Ridge website, www.mapleridge.ca, and the growing use of email has accelerated the pace of interaction for citizens, elected representatives and staff of the City. In the last decade a number of platforms have been developed creating online digital communities where participants share information. In addition, the growth of search engine technology has dramatically changed how Internet users locate information.</p> <p>By participating in Social Media conversations, the City can reach out to citizens who are active on various platforms. By adding Social Media to the communications tools used by the City we can improve the quality of service to citizens by increasing the transparency of operations and the immediacy of responses to questions, requests and comments. Social Media also offers the delivery of time sensitive information as quickly as possible (i.e. Emergency communications).</p> <p>This Policy seeks to define the best practices in the hosting of Social Media sites and managing the interaction with the community.</p>	
<p>Purpose:</p> <p>This Policy applies to City employees with regard to their participation in City Social Media sites or any Social Media conversation related to the business of the City of Maple Ridge, or to the professional portfolio of the employee. It also sets out guidelines for hosting of discussion forums on City sites.</p> <p>Key Principles:</p> <ol style="list-style-type: none"> Respect for our citizens' privacy and rights; The City will keep the interactions factual; The City will be transparent, open and objective in our interactions; 	

- d. The City will provide links to credible and more detailed sources of information to support our interactions when possible;
- e. The City will publicly correct any information that we have communicated that is later found to be in error, and do so in a way that acknowledges the error;
- f. The City will be forthright about our relationships, opinions and identity;
- g. The City will respect the rules of the Social Media venue (i.e. Facebook terms of use, Twitter terms of use, etc.)
- h. The City will protect privacy and permissions and move interactions off line to ensure the privacy and confidentiality of citizens;
- i. When the City moderates interactions, a poster's opinion will be respected and accepted regardless of whether it is positive or negative, provided that the opinion is 'on topic' and not offensive, denigrating, or out of context;
- j. Employees of the City will conduct themselves, at all times, in accordance with all City policies. Interaction on City Social Media sites will be considered as conducting City business. Employees found in violation of this Policy may be subject to disciplinary action;
- k. The City reserves the right to restrict or remove any content or users deemed in violation of this Policy or any applicable law.

Harmonizing Social Media Activity With Other Communications Channels:

The City of Maple Ridge website, www.mapleridge.ca, will remain the City's primary and predominant Internet presence.

Content provided to the Social Media Site Administrator should, when possible, refer users to links at www.mapleridge.ca so that the public can access detailed information, relevant forms and other documents related to the post. Content on Social Media posts should be consistent with information provided through other communications channels such as print advertising, media releases or publications available to the public. Links and content from external sources will, as much as possible, be aggregated to the City website.

City Social Media Site Postings

Postings will consist of communications that support the City's Vision, Mission, Value Statements and Strategic Goals. Social Media sites may be used for:

- a. Announcements, such as community or public events organized by the City or partner organizations, and engagement not subject to legal processes as defined by the Municipal Act (e.g. the Public Hearing process);
- b. Links to information or media releases relating to programs and initiatives of the City;
- c. Photo or video galleries of community events or gatherings;
- d. Information on volunteer opportunities and programs from partner organizations of the City;
- e. Links to career postings for employment at the City;
- f. Public safety information from the RCMP, Maple Ridge Fire Department or Emergency Operations personnel as approved by Site Administrators;

Social Media sites will not be used for:

- a. Personal postings by employees. Employees communicating through City Social Media sites will do so only in their official capacity. Further, when employees intervene on external Social Media sites with regard to either professional or City issues, they are expected to identify their connection and position with the City.
- b. Hosting of conversations relating to issues that will be dealt with through public hearings or other official consultations. These processes are subject to specific legislative processes and have statutory conditions and obligations.
- c. Platforms for campaigning during local, provincial or national elections or referendums. Postings by elected officials, prospective or declared candidates or their supporters will be removed immediately for the period of 60 days prior to the relevant election.

The City will post 'Terms of Use Statements' on each of its Social Media sites to ensure the content guidelines described above are clearly understood (see *section title 'Comments' for the Terms of use Statement content*).

The Social Media Site Administrator and Social Media Moderators may disclose titles and roles within the City, as well as 'official' contact information such as City telephone numbers and email addresses, as is the practice in media releases and print advertising. Personal contact information for City staff will never be posted on Social Media sites.

Posters must understand that any comment posted online is permanently available to the public and open to being reposted or published in other media. Personal privacy, libel, copyright and private-sector data protection laws apply.

If an error is made on a post, accurate information will be reposted by a Social Media Site Administrator or Social Media Moderator as quickly as possible with an acknowledgment of the error. It is critical that City interactions are transparent and honest. Using the term 'UPDATE' or 'REVISED' in front of a re-post, as well as a comment post to indicate that information has been updated is a respectful and 'best practice' for interacting with the public.

Employees who have more than one identity on Social Media sites (i.e. a 'work' identity and a 'personal' identity) must understand that they are bound by their obligations of confidentiality and accountability for ALL comments made in Social Media, not just those made on 'official' City Social Media outlets. All employees should be aware that personal comments may be misinterpreted as official City comments and therefore use social media responsibly.

Comments

Please note: This section of the Policy, up to and including point 'I' will serve as the Terms of Use Statement for City Social Media Sites.

Comments on the City's Social Media site posts are welcome. The Social Media Site Administrator monitors all posts.

The Social Media Site Administrator or Social Media Moderators will respond to comments as quickly as possible.

Comments or Posts containing the following forms of content will be reviewed and may be removed at the discretion of the Social Media Site Administrator or Moderators:

- a. Comments not topically related;
- b. Profane language or content;
- c. Content that violates the City of Maple Ridge *Respectful Workplace Policy No. 30.11* or violates the *British Columbia Human Rights Code*;
- d. Sexual content or links to sexual content;
- e. Solicitations of commerce unrelated to the work of the City or partner organizations;
- f. Repetitive or multiple postings by the same user;
- g. Conduct or encouragement of illegal activity;
- h. Information that may compromise the safety or security of the public or public systems;
- i. Content that violates the legal ownership interest of any other party;
- j. Comments that contain insults or disparaging comments about the general public, other posters, City staff or Council members;
- k. Content that violates our Public Hearing rules or other official consultations that are part of defined legislative processes;
- l. Comments that cannot be attributed to an individual, where the identity of the person writing the post is obscured or unclear.

If a discussion is moved off the Social Media site due to privacy matters, a subsequent post will be made to inform others that the matter has been dealt with.

Posts in violation of this Policy will be retained by the City in hard copy along with a description of the specific reason that the content was removed, and:

- Posters making the offending post will be contacted and given the reason(s) for the removal of the post and the Poster will be reminded of the site Terms of Use;
- Posters making more than two posts that are removed based on the criteria described in this Policy may be permanently banned from interacting on any or all City Social Media sites;
- Posters that are banned from City Social Media sites will be contacted and given the specific reasons for their removal from interaction on City sites.

Post threads relating to service delivery questions or issues of concern to citizens should be brought to the attention of the Social Media Site Administrator, General Manager and Director as quickly as possible for review to determine if any action needs to be taken.

Facebook Friend Requests within the City

Senior staff should be aware that other employees may feel uncomfortable if they are approached with a 'Facebook Friend' request from a Supervisor, Manager, Director, General Manager or the Chief Administrative Officer. As a matter of policy, managers will not send 'Facebook Friend requests' to employees or employee's families. Employees are free to send 'Friend Requests' to their managers, who are then free to accept or decline the requests as they see fit.

Definitions:

City means the City of Maple Ridge.

Employees means the employees of the City of Maple Ridge.

Partner Organization refers to groups whose work is funded in whole or in part by the City of Maple Ridge or groups that work under the umbrella of the Community Festival Network.

Post means the term used to describe a message that placed on a Social Media site.

Posters means anyone who places text on the City's Social Media sites.

Social Media means Internet and mobile-based tools used for sharing and discussing information, including but not limited to Facebook, Twitter and YouTube. Social Media describes the convergence of telecommunications, computing and social interaction to allow people to interact and share their opinions, photographs, videos and links to material from a wide variety of sources. The broad definition of Social Media currently includes message boards, blogs, video posting sites, photo posting sites, social networks, forums and online customer chat sites.

Social Media Sites used by the City of Maple Ridge currently include Facebook, Twitter, Google+, Instagram and YouTube.

Social Media Site Administrator means the individual responsible for the oversight of the City's Social media policy and is designated approve the posting of material on the City's Social Media sites.

Social Media Moderators means the employees of the City of Maple Ridge who have been appointed to speak on behalf of the City and post content on the City's Social Media sites. The Social Media Moderators will be identified as 'organizational' users on Social Media sites making it clear that they are speaking on behalf of the City.

Staff means an employee of the City of Maple Ridge.

Key Areas of Responsibility

Action to Take	Responsibility
1. Users of the City's Social Media sites will be provided with training to ensure compliance with and adhere to:	
a. All applicable federal and provincial laws, regulations and policies including copyright and privacy provisions;	All Staff
b. The Terms of Use posted on each of the City's Social Media sites;	All Staff
c. City policies and guidelines;	All Staff
d. Observation of the City's Information Technology security protocols in all Social Media interactions.	All Staff
2. Establish corporate standards for online communication on Social Media.	By This Policy
3. Understand and adhere to the City's Social Media Policy.	All Staff
4. Assignment of a Social Media Site Administrator to speak on behalf of the City of Maple Ridge and train and manage the team of Social Media Moderators.	CAO
5. Assignment of Social Media Moderators to assist in the monitoring of City Social Media Sites and make posts and respond to enquiries consistent with this Policy.	Social Media Site Administrator

6. Coordinate training sessions for Social Media Moderators and other related employees on use of the City's Social Media sites.	Social Media Site Administrator
7. Ensure that all employees using the City's Social Media sites are aware of this Policy.	Human Resources
8. Approval of all content that will be put on City Social Media sites including posts, photos, video and links.	Social Media Site Administrator or designates
9. Monitor feedback and participation on Social Media sites, and respond to posts in a timely and appropriate manner in accordance with this Policy.	Social Media Site Administrator Social Media Moderators
10. Maintaining the security of the City's Social Media tools with respect to login information and passwords, proprietary information, content and confidentiality in accordance with policies set out by the City Information Technology department.	Information Technology Director
11. Imbed Terms of Use statements, which outline the terms of use as noted in this Policy, on all Social Media sites.	Social Media Site Administrator
12. Imbed contact information for the City, and ensure this information is prominently displayed at all times on all City Social Media sites.	Social Media Site Administrator Social Media Moderators
13. Daily review of the City's Social Media sites (a minimum of once a day) to ensure that posts are in compliance with this Policy.	Social Media Site Administrator Social Media Moderators
14. Posting to the City's Social Media Sites. As much as possible, the Social Media Moderator who has the greatest knowledge of a topic.	Social Media Site Administrator Social Media Moderators
15. Approval of surveys or solicitations for input from the public on non-legislative issues.	Social Media Site Administrator
16. Contact of Posters who have had posts removed from City Social Media sites.	Social Media Site Administrator
17. Decision making for Posters who will be banned from interacting on City Social Media Sites.	Social Media Site Administrator
18. Contact of Posters who are banned from interacting on City Social Media sites.	Social Media Site Administrator Social Media Site Administrator
19. Retain hard copies of offending posts.	

TO: His Worship Mayor Michael Morden
and Members of Council
MEETING DATE: June 23, 2020
FILE NO: 2017-231-RZ
FROM: Chief Administrative Officer
MEETING: Workshop
SUBJECT: Supportive Recovery Housing: Draft Zoning Bylaw Amendments

EXECUTIVE SUMMARY:

At the October 22, 2019 Council Workshop, staff were directed to conduct further work on supportive recovery housing and to bring back an update to a future Council Workshop. This report outlines a possible regulatory approach, as well as potential operating terms for Council consideration.

The approach that is proposed in this report is intended to provide a regulatory means to meet the need for care facilities in the City of Maple Ridge, while also establishing accountability measures for their ongoing operation. Under the *Local Government Act* the City may establish a base density (for example, five people) that could be increased (for example, to ten people) if the owner provided supportive recovery housing and entered into a housing agreement (as permitted under Section 483 of the *Local Government Act*). The aim of permitting an increase in density for supportive recovery housing is to motivate an owner or operator to enter into a housing agreement in return for the stated increase in density.

The proposed density bonus provisions would provide a regulatory framework that limits the size of supportive recovery homes in residential zones in Maple Ridge. Staff are seeking direction to bring a draft zone amending bylaw to an upcoming Committee of the Whole Council Meeting.

RECOMMENDATION:

That staff prepare a Zone Amending Bylaw to permit supportive recovery homes, as outlined in the staff report titled "Supportive Recovery Housing: Draft Zoning Bylaw Amendments"

1.0 BACKGROUND:

a) History

In April 2016, Council passed a resolution directing staff to present options to regulate care facilities in Maple Ridge.

On April 24, 2017, staff provided an overview of this issue in a report to Council. The report included a review of best practices and a scan of local municipal approaches to this issue. Two options were presented; Council chose Option 1 and passed the following resolution:

That staff be directed to prepare bylaw amendments and a Housing Agreement template to regulate Supportive Recovery Homes and other similar facilities as identified in Option 1: Creation of Regulations for uses with a maximum of 10 residents in the Policy and Regulations section of the report, entitled "Options for Regulating Supportive Recovery Homes, Transitional Housing, Assisted Living Residences and Community Care Facilities," dated April 24, 2017.

On June 6, 2017, staff presented a report, including a draft Zoning Bylaw Amendment No. 7339-2017, to regulate unregulated private supportive recovery homes and other similar care facilities and a draft Housing Agreement template. Council gave the Zoning Bylaw Amendment No. 7339-2017 First and Second Reading and forwarded it to Public Hearing.

The Public Hearing on June 20, 2017 was well attended by community residents and care facility operators. There were 22 speakers, with a number of respondents speaking twice. Approximately half of the comments were supportive of the proposed Zoning Bylaw Amendment and half were opposed. Comments included that the maximum number of permitted residents is too restrictive and that the minimum separation distance is not reflective of existing conditions. It is noted the Zoning Bylaw Amendment was the focus of the Public Hearing and did not include the draft Housing Agreement template. A summary of the key messages from the Public Hearing is included in Appendix B.

On June 27, 2017, Council considered the Zoning Bylaw Amendment for Third Reading, however, opted to defer Third Reading of Zoning Bylaw Amendment No. 7339-2017.

On May 14, 2019, staff presented a summary of the work completed to-date, including an outline of the City's regulatory and policy base for supportive recovery housing in the City, with a focus on Unregulated Private Facilities. At that meeting, Council passed the following resolution:

That staff prepare an options report based on Council's identified preferred regulatory directions, as outlined in the report titled "Supportive Recovery Housing: Update and Next Steps", dated May 14 2019, to be brought back to a future Council Workshop.

At that meeting, Council indicated a willingness to allow the use in single family neighbourhoods subject to the application of accountability mechanisms.

On October 22, 2019, staff presented a proposed approach to regulate supportive recovery housing and facilities for Council consideration. At that meeting, Council directed that further work take place on supportive recovery housing and that an update be brought back to a future Council Workshop.

b) Provincial Legislation

The *Community Care and Assisted Living Act* oversees Community Care Facilities as well as Assisted Living Residences. The Assisted Living Registry issues registrations to residences and regulates operators who provide hospitality services and assisted living services to more than two people. The Assisted Living Registrar also [publishes a handbook](#) to help those operating an assisted living residence.

It is important to note that Section 20 of the Act stipulates that a licensed Community Care Facility with 10 residences, where not more than 6 are in care, is exempt from municipal zoning. Assisted Living Residences with more than 5 residents must comply with municipal zoning.

c) Maple Ridge Zoning Bylaw

The Maple Ridge Zoning Bylaw does not currently define Supportive Recovery Home, Assisted Living Residences, or Community Care Facilities. This means that using the definitions that are currently in place, such as the definitions of family and boarding use, a dwelling unit in Maple Ridge may contain five or fewer unrelated people in a shared residential living arrangement.

It is important to note that the City can not regulate or prohibit by zoning, or regulate by business regulation, a provincially operated facility on provincially owned land or on privately owned land (i.e. leased to the Province for a Provincial purpose and undertaking).

d) Maple Ridge Business Licensing and Regulation Bylaw

The City of Maple Ridge requires a Business License for all operators renting more than one unit. The 'Rental Units – Room Rental/Care Home' category of the Business Licensing and Regulation Bylaw captures uses such as Community Care Facilities, Assisted Living Residences, Supportive Recovery Homes, and Transitional Housing, but does not define or categorize the uses beyond 'Room Rental/Care Home'. The Business Licensing & Regulation Bylaw will be reviewed for possible amendments based on the outcome of this report and any subsequent Zoning Bylaw amendments.

When Business License applications are received that fall under the *Community Care and Assisted Living Act*, they must be referred to Fraser Health or the Assisted Living Registrar. Once the Municipality is satisfied that the facility has met the approvals of the Planning, Permit, Bylaws & Fire Departments, the Licensing & Bylaws Department will send a municipal approval letter to the appropriate Provincial body. The Business License is not issued until notification is received from Fraser Health or the Assisted Living Registrar that the facility has been approved.

The City requires non-profit organizations to also hold a valid License, although they are exempt from paying a fee.

2.0 DISCUSSION:

Recent changes to the *Community Care and Assisted Living Act* will benefit the City's effort to permit a regulatory framework for supportive recovery facilities that incorporate accountability mechanisms. These changes to the Act enables the City to create regulations that will trigger a requirement for supportive recovery facilities, with 6 to 10 residents, to enter into a housing agreement with the City.

The proposed regulatory framework includes:

- Zoning Bylaw amendments to:
 - Amend the section on definitions that would include limiting the number of residents at supportive recovery homes in residential areas;
 - Incorporate regulatory changes within specific zones that would permit a supportive recovery use; and
 - Amend the density bonus provisions to allow up to 10 residents if the facility operators enter into a housing agreement with the City; and
- Housing Agreement Bylaw:
 - To be drafted and considered on a case by case basis with no public hearing required.

The above approach, discussed further in Sections 2.1 through 2.3 below, is intended to provide a regulatory means to meet the need for care facilities in Maple Ridge, while also establishing accountability measures for their ongoing operation.

2.1 Updates to the *Community Care and Assisted Living Act*

Since the last presentation at Council Workshop in October 2019, the Province has made a number of changes to the *Community Care and Assisted Living Act* and Assisted Living Regulation. These amendments have altered the definition of 'Assisted Living Residence' and established new regulations in relation to Assisted Living Residences. Many of these changes will facilitate the proposed regulatory approach discussed below.

The revised definition of an Assisted Living Residence contained in the *Community Care and Assisted Living Act* is as follows:

Assisted Living Residences means a premise or a part of a premises, other than a community care facility, (a) in which housing, hospitality and assisted living services are provided by or through the operator to 3 or more adults who (i) are not related by blood or marriage to the operator of the premises, and (ii) do not require, on a regular basis, unscheduled professional health services¹, or (b) designated by the Lieutenant Governor in Council to be an assisted living residence.

Note that the Act no longer references a number of prescribed services. The removal of prescribed services has resulted in a more straightforward approach that now refers only to housing, hospitality services and assisted living services.

The *Community Care and Assisted Living Act*, defines:

- Assisted Living Services as one or more of the following:
 - a) Assistance with the activities of daily living, including eating, moving about, dressing and grooming, bathing and other forms of personal hygiene;
 - b) Assistance with managing medication;
 - c) Assistance with the safekeeping of money and other personal property;
 - d) Assistance with managing therapeutic diets;
 - e) Assistance with behaviour management
 - f) Psychosocial supports;
 - Other types of prescribed assistance or support;
- Hospitality Services includes meal services, housekeeping services, laundry services, social and recreational opportunities and a 24-hour emergency response system.

Assisted Living Regulation:

Three classes of Assisted Living Residences are established in Section 3 of the Assisted Living Regulation:

1. Mental Health, for adults receiving assisted living services due to primarily a mental disorder;
2. Seniors and Persons with Disabilities, for adults receiving assisted living services due primarily to chronic or progressive conditions linked to the aging process or a disability;
3. Supportive Recovery, for adults receiving assisted living services due primarily to substance use.

The recent establishment of Supportive Recovery as a class of Assisted Living Residences will enable the City to implement regulations regarding these forms of housing in residential areas of Maple Ridge, as the category previously known as 'Unregulated Private Facilities' is no longer required.

The provincial *Community Care and Assisted Living Act* continues to provide licensing for Community Care facilities. The definition for these types of facilities has also been updated and is now as follows:

¹ Where 'professional health services' are defined as health services provided: (a) by a person who is registered as a member of a college of a health profession designated under the *Health Professions Act*, or (b) by a social worker who is a registrant as defined in the *Social Workers Act*.

Community Care Facility means a premise or a part of a premises, regulated under the *Community Care and Assisted Living Act*, (a) in which a person provides care to 3 or more persons who are not related by blood or marriage and includes any other premises or part of a premises that, in the opinion of the medical health officer, is used in conjunction with the community care facility for the purpose of providing care, or (b) designated by the Lieutenant Governor in Council to be a community care facility.

2.2 Proposed Regulatory Approach – Density Bonus Regulations for the provision of Assisted Living Residences in Residential areas of Maple Ridge

Under Section 482 of the *Local Government Act*, a Zoning Bylaw may establish different density rules for a zone. The City's Solicitor has determined that the *Local Government Act* permits density to be measured in more than one way depending on the circumstances. Currently, the measure of density in the Maple Ridge Zoning Bylaw is based on either floor space ratio (FSR) or lot coverage. As such, it is recommended to amend the definition of 'Density' currently in use in the Zoning Bylaw to also be expressed as the number of people per building.

Under the same section of the *Local Government Act*, a Zoning Bylaw may include density bonus conditions relating to the provision of special needs housing (noting that special needs housing is a term from the *Local Government Act* and that it is recognized to include Supportive Recovery Homes and Transitional Housing). Therefore, a density bonus provision can be used to permit Supportive Recovery Homes and Transitional Housing in the residential zones of the City's choosing.

What this means is that under the *Local Government Act* the City may establish a base density (for example, three people) that could be increased (for example, to ten people) if the owner provided supportive recovery housing and entered into a housing agreement (as permitted under Section 483 of the *Local Government Act*). The aim of permitting an increase in density for supportive recovery housing is to motivate an owner or operator to enter into a housing agreement in return for the stated increase in density.

To accommodate this approach, a number of new definitions, as well as new density bonus language, are proposed. Details regarding the regulatory provisions are noted in the following section of this report.

2.2.1 Proposed Draft Zoning Bylaw Definitions

In order to implement the proposed regulatory approach, outlined under 2.0 above, a number of new and amended definitions will be required in the City's Zoning Bylaw (Appendix A).

New Definitions Proposed for Zoning Bylaw:

The following definitions will be added to the Zoning Bylaw in order to facilitate the proposed regulatory approach for supportive recovery housing:

- **ASSITED LIVING REGULATION** means the Assisted Living Regulation B.C. Reg. 189/2019
- **ASSISTED LIVING RESIDENCE** means a premises or part of a premises, other than a community care facility, (a) in which housing, hospitality services and assisted living services, as defined in the *Community Care and Assisted Living Act*, are provided by or through the operator to 3 or more adults who: (i) are not related by blood or marriage to the operator of the premises, and (ii) do not require, on a regular basis, unscheduled professional health services, or (b) designated by the Lieutenant Governor in Council to be an assisted living residence; and is regulated under the *Community Care and Assisted Living Act*.

- **COMMUNITY CARE AND ASSISTED LIVING ACT** means the *Community Care and Assisted Living Act*, S.B.C. 2002, c. 75.
- **COMMUNITY CARE FACILITY** means a premises or part of a premises, regulated under the *Community Care and Assisted Living Act*, (a) in which a person provides care to 3 or more persons who are not related by blood or marriage to the person and includes any other premises or part of a premises that, in the opinion of the medical health officer, is used in conjunction with the community care facility for the purpose of providing care, or (b) designated by the Lieutenant Governor in Council to be a community care facility.
- **DENSITY** means a measurement of use and development intensity of land and buildings and includes expressing density as a floor space ratio or as the number of people per building.
- **SPECIAL NEEDS HOUSING** includes Supportive Recovery Housing and Transitional Housing
- **SUPPORTIVE RECOVERY HOUSING** means an Assisted Living Residence for adults receiving services primarily for recovery from drug and alcohol addiction.
- **TRANSITIONAL HOUSING** means an Assisted Living Residence for adults receiving services to allow them to transition from temporary to permanent housing.

Proposed Amendments to Existing Zoning Bylaw Definitions:

The following terms are currently in the Zoning Bylaw, but amendments are needed to permit the proposed regulatory approach. The proposed changes are highlighted in bold. If no bold text is indicated, then the entire definition has been revised.

- **DENSITY BONUS** means permitting a density on a lot that is greater than shown in the corresponding zone in exchange for an Amenity Contribution or in exchange for supportive recovery housing or transitional housing and a housing agreement prescribed by section 483 of the *Local Government Act*."
- **ELDERLY CITIZENS RESIDENTIAL** means an Assisted Living Residence for the residential accommodation of elderly persons.
- **FAMILY** means one person or a group of persons who through marriage, blood relations, adoption or foster parenthood or other circumstances normally live together, provided that where the persons living together under other circumstances their number cannot exceed 3 (three) and does not include Assisted Living Residences or Community Care Facilities.
- **PRIVATE HOSPITAL** -means a use providing for the care of the sick, injured, or aged other than in a public hospital; includes private hospitals, convalescent homes, nursing homes, hospices, palliative care units, community care facilities, **assisted living residences**, multi-level care facilities, congregate care facilities and adult daycare centres.

2.2.2 Draft Zoning Bylaw Regulations & Density Bonus Provisions

Supportive Recovery Homes (now determined by the Province as Supportive Recovery Housing or Transitional Housing classes of Assisted Living Residence under the Assisted Living Regulation B.C. Reg. 189/2019) are proposed to be a permitted use on lots with a minimum lot size of 668m² (or 7,190 sq ft) or, said differently, in the RS-1, RS-1a, RS-1b, RS-1c, RS-1d, RS-2 and RS-3 zones.

The draft zoning regulations (see Appendix A for a draft zone amending bylaw) for Supportive Recovery Homes are proposed to include the following:

- Base density to be considered at three (3) residents per building;
- These facilities:
 - will not be strata-titled;
 - will not be permitted to contain habitable space below the recommended Flood Construction Level of any designated floodplain; and
 - will require proof of notification or approval from the applicable Health Authority if located on a lot which is not serviced by municipal sewer.

Amendments are also proposed to the Density Bonus provisions, of the Zoning Bylaw, for a Supportive Recovery Home to bonus up to a maximum of ten (10) residents per building (including staff), providing they comply with the following:

- i. The owner enters into a Housing Agreement with the City (in accordance with S. 483 of the *Local Government Act*), which must be executed and delivered to the City, including all appendices, prior to the issuance of any building permit or business license for the land in relation to which the use is permitted;
- ii. Shall be contained within a One Family Residential building;
- iii. Shall not be permitted where there is a Secondary Suite, Detached Garden Suite, Boarding Use or Temporary Residential Use on the lot; and
- iv. Be not less than 250m from other Supportive Recovery Homes, Transitional Housing, a school, either public or private, child care centres and a family day care.

Note that a Community Care Facility, which satisfies the conditions in section 20 of the *Community Care and Assisted Living Act*, including that it has no more than ten (10) residents, where not more than six (6) of whom are persons in care, would be not subject to the Zoning Bylaw regulations in accordance with section 20(2) of the *Community Care and Assisted Living Act*.

Opportunity for Expanded Regulations

These draft zoning bylaw regulations have been prepared to respond to Council's earlier comments regarding Supportive Recovery and Transitional Housing in the City. However, these draft regulations and density bonus provisions could be expanded to include the other classes of Assisted Living Residents, namely for those receiving assisted living services due primarily to a mental disorder (Mental Health Class) or to chronic or progressive conditions linked to the aging process of a disability (Seniors and Persons with Disability Class). Council may wish to consider offering the density bonus provision for all classes of Assisted Living Residences.

2.3 Proposed Accountability Mechanisms

By permitting the use through a density bonus provision, the City may use a Housing Agreement to set out accountability mechanisms, including operational terms and conditions. **It is important to note that the conditions of a Housing Agreement will be negotiated by Council on a case-by-case basis.**

Hearing Council's comments about the importance of neighbourhood context, and sensitively incorporating such support services within neighbourhoods, it is important to include accountability mechanisms for these types of services within the Housing Agreement. Nesting these clauses under a Housing Agreement provides the City with an enforceable mechanism, compared to a 219 covenant.

The following mechanisms are for information purposes, and would not form part of the zone amending bylaw, but can be included in a Housing Agreement. Therefore, a Housing Agreement may include, but not be limited to the following:

- i. An exit plan for residents who complete the program or are evicted must be filed with the City. The exit plan should include a provision for those clients that are evicted;
- ii. Adherence to municipal noise, nuisance and unsightly premise bylaw standards;
- iii. Have staff available 24 hours per day;
- iv. A current roster of all operators, residents and staff must be maintained on site and available to the City and/or the City of Maple Ridge RCMP detachment;
- v. No alcohol or illicit drugs are permitted on the premises in those facilities that are providing drug and alcohol treatment and counselling;
- vi. Property owner approval of the facility;
- vii. Property maintenance and parking standards must be met;
- viii. Annual fire inspections shall be performed;
- ix. Annual building inspections shall be performed; and
- x. Shall have no exterior signage.

A sample Housing Agreement Template is included in Appendix C.

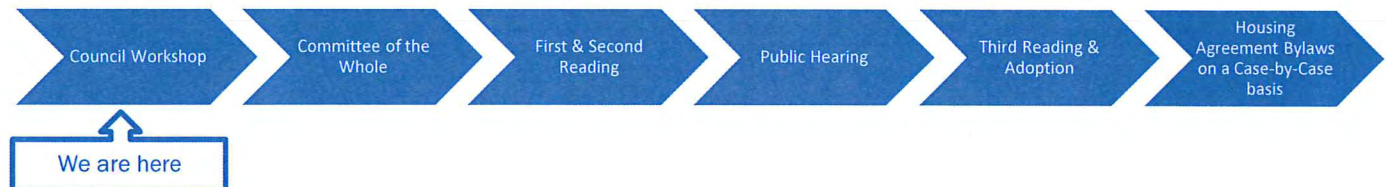
It is important to note that should certain issues arise with the owners or occupants of these facilities, other City bylaws, such as the Noise and Unsightly Premises Bylaws, and Business Licencing process will also be applied.

Each Housing Agreement will be able to be tailored specifically to what Council would like to see for the site and operator. A general list of municipal bylaws that can be referenced in the Housing Agreement is included in Appendix D. It should be noted that regardless if they are in the Housing Agreement or not, the operator and residents would need to comply with these bylaws as they are in effect.

3.0 NEXT STEPS

Based on Council's direction, staff would prepare appropriate bylaw amendments, based on the regulatory approach outlined in this report, to be presented at an upcoming Committee of the Whole Council Meeting.

Figure 1 - Proposed Process



Staff will be presenting this regulatory approach with the leads of the Community Social Safety Initiative at an upcoming scheduled meeting. Their comments will be integrated into the work before the draft bylaw comes back to Council at the Committee of the Whole meeting for further consideration.

4.0 STRATEGIC ALIGNMENT

As part of the City of Maple Ridge Strategic Plan 2019 – 2022, under its Community Safety theme, the regulation of supportive recovery housing in Maple Ridge is a key priority of Council.

5.0 ALTERNATIVE RECOMMENDATION

Should Council not wish to proceed with the identified recommendation, the following alternative recommendation has been provided for Council consideration.

That further work take place on supportive recovery housing and that an update be brought back to a future Council Workshop.

It is also noted that this Bylaw would regulate supportive recovery use. If so desired, staff could expand the Bylaw to include seniors and persons with disabilities, and mental health residences subject to the provisions established in this report.

That the recovery homes Zone Amending Bylaw be expanded to include seniors and persons with disabilities, and mental health residences as a density bonus subject to the Housing Agreement.

CONCLUSION:

This report outlines an approach for regulating supportive recovery housing in Maple Ridge through a density bonus provision. This approach is intended to provide a regulatory means to meet the need for care facilities in the City of Maple Ridge, while also establishing accountability measures for their ongoing operation. Based on Council comment, Staff are seeking direction to bring a zone amending bylaw to an upcoming Committee of the Whole Council Meeting.

"Original signed by Amanda Grochowich"

Prepared by: **Amanda Grochowich, MCIP, RPP**
Planner 2

"Original signed by Charles Goddard"

Reviewed by: **Charles R. Goddard, BA, MA**
Director of Planning

"Original signed by Christine Carter"

Approved by: **Christine Carter, M.PL, MCIP, RPP**
GM Planning and Development

"Original signed by Al Horsman"

Concurrence: **Al Horsman**
Chief Administrative Officer

The following appendices are attached hereto:

Appendix A: Draft Zone Amending Bylaw

Appendix B: Key Messages from 2017 Public Hearing

Appendix C: Draft Housing Agreement Template

Appendix D: City Bylaws for reference in a Housing Agreement for Supportive Recovery Housing

**CITY OF MAPLE RIDGE
BYLAW NO. XXXX-2020**

A Bylaw to amend Zoning Bylaw No. 3510 - 1985 as amended

WHEREAS, it is deemed expedient to amend Maple Ridge Zoning Bylaw No. 3510 - 1985 as amended;

NOW THEREFORE, the Municipal Council of the City of Maple Ridge enacts as follows:

1. This Bylaw may be cited as "Maple Ridge Zone Amending Bylaw No. XXXX-2020."
2. That Part 2 INTERPRETATION is amended by inserting the following between "ASSEMBLY USE" and "AUTOMOBILE ACCESSORY":

ASSISTED LIVING REGULATION means the Assisted Living Regulation B.C. Reg. 189/2019

3. That Part 2 INTERPRETATION is amended by inserting the following between "ASSISTED LIVING REGULATION" and "AUTOMOBILE ACCESSORY":

ASSISTED LIVING RESIDENCE means a premises or part of a premises, other than a community care facility,

(a) in which housing, hospitality services and assisted living services, as defined in the *Community Care and Assisted Living Act*, are provided by or through the operator to 3 or more adults who:

1. (i) are not related by blood or marriage to the operator of the premises, and
2. (ii) do not require, on a regular basis, unscheduled professional health services, or

(b) designated by the Lieutenant Governor in Council to be an assisted living residence; and is regulated under the *Community Care and Assisted Living Act*.

4. That Part 2 INTERPRETATION is amended by inserting the following between "COMMON ACTIVITY AREA" and "COMMUNITY GAMING FACILITY":

COMMUNITY CARE AND ASSISTED LIVING ACT means the *Community Care and Assisted Living Act*, S.B.C. 2002, c. 75.

5. That Part 2 INTERPRETATION is amended by inserting the following between "COMMUNITY CARE AND ASSISTED LIVING ACT" and "COMMUNITY GAMING FACILITY":

COMMUNITY CARE FACILITY means a premises or part of a premises, regulated under the *Community Care and Assisted Living Act*, as defined in the *Community Care and Assisted Living Act*:

1. (a) in which a person provides care to 3 or more persons who are not related by blood or marriage to the person and includes any other premises or part of a premises that, in the opinion of the medical health officer, is used in conjunction with the community care facility for the purpose of providing care, or

2. (b) designated by the Lieutenant Governor in Council to be a community care facility.
6. That Part 2 INTERPRETATION is amended by inserting the following between "DATUM DETERMINATION POINTS" and "DENSITY BONUS":
- DENSITY** means a measurement of use and development intensity of land and buildings and includes expressing density as a floor space ratio or as the number of people per building.
7. That in PART 2 INTERPRETATION the definition of "DENSITY BONUS" is amended by deleting the words identified in bold text:
- DENSITY BONUS** means permitting a density on a **development site** that is greater than shown in the corresponding **Land Use Designation in the Official Community Plan, in exchange for an Amenity Contribution.**
8. That in PART 2 INTERPRETATION the definition of "DENSITY BONUS" is amended by adding the words identified in bold text:
- DENSITY BONUS** means permitting a density on a **lot** that is greater than shown in the corresponding **zone in exchange for an Amenity Contribution or in exchange for supportive recovery housing or transitional housing and a housing agreement prescribed by section 483 of the Local Government Act."**
9. That in PART 2 INTERPRETATION the definition of "ELDERLY CITIZENS RESIDENTIAL" is amended by deleting the definition and replacing with:
- ELDERLY CITIZENS RESIDENTIAL** means an Assisted Living Residence for the residential accommodation of elderly persons.
10. That in PART 2 INTERPRETATION the definition of "FAMILY" is amended by deleting the definition and replacing with:
- FAMILY** means one person or a group of persons who through marriage, blood relations, adoption or foster parenthood or other circumstances normally live together, provided that where the persons living together under other circumstances their number cannot exceed 3 (three) and does not include Assisted Living Residences or Community Care Facilities.
11. That in PART 2 INTERPRETATION the definition of "PRIVATE HOSPITAL" is amended by adding the words identified in bold text:
- PRIVATE HOSPITAL** means a use providing for the care of the sick, injured, or aged other than in a public hospital; includes private hospitals, convalescent homes, nursing homes, hospices, palliative care units, community care facilities, **assisted living residences**, multi-level care facilities, congregate care facilities and adult daycare centres.

12. That Part 2 INTERPRETATION is amended by inserting the following between "SLEEPING UNIT" and "STOCK-IN-TRADE":

SPECIAL NEEDS HOUSING includes Supportive Recovery Housing and Transitional Housing.

13. That Part 2 INTERPRETATION is amended by inserting the following between "STRUCTURE" and "TEMPORARY RESIDENTIAL":

SUPPORTIVE RECOVERY HOUSING means an Assisted Living Residence for adults receiving services primarily for recovery from drug and alcohol addiction.

14. That Part 2 INTERPRETATION is amended by inserting the following between "TOWNHOUSE(S)" and "TRIPLEX":

TRANSITIONAL HOUSING means an Assisted Living Residence for adults receiving services to allow them to transition from temporary to permanent housing.

15. That PART 4 GENERAL REGULATIONS, SECTION 402 REGULATIONS FOR PERMITTED USES OF LAND, BUILDINGS & STRUCTURES is amended by adding the words identified in bold text:

(13) **Albion Area** Density Bonus Amenity Contribution Regulations

16. That PART 4 GENERAL REGULATIONS, SECTION 402 REGULATIONS FOR PERMITTED USES OF LAND, BUILDINGS & STRUCTURES is amended by adding the following section:

(16) Density Bonus Regulations for the provision of Assisted Living Residences

- (a) An Assisted Living Residence is a permitted use in the RS-1, RS-1a, RS-1b, RS-1c, RS-1d, RS-2 and RS-3 zones subject to the following provisions:
 - i. The base density is five (5) residents per building;
 - ii. Will require proof of notification or approval from the applicable Health Authority or to the appropriate authority if located on a lot which is not serviced by municipal sewer;
 - iii. Shall not be permitted to contain habitable space below the recommended Flood Construction level of any designated floodplain; and
 - iv. Shall not be strata-titled.
- (b) A Density Bonus of up to a maximum of ten (10) residents per building is allowed for Supportive Recovery Housing or Transitional Housing classes of Assisted Living Residence in the RS-1, RS-1a, RS-1b, RS-1c, RS-1d, RS-2 and RS-3 zones subject to the following provisions:
 - i. The owner enters into a Housing Agreement with the Corporation of the City of Maple Ridge, in accordance with Section 483 of the *Local Government Act*, which must be executed and delivered to the Municipality including all appendices prior to the issuance of any building permit or business license for the land in relation to which the use is permitted;

- ii. Shall have a maximum of 10 residents including staff;
 - iii. Shall be contained within a One Family Residential building;
 - iv. Be not less than 250m from other Supportive Recovery Homes, Transitional Housing, a school both public or private, child care centres and a family day care;
 - v. Shall not be permitted where there is a Secondary Suite, Detached Garden Suite, Boarding Use or Temporary Residential Use on the lot;
 - vi. Will require proof of notification or approval from the applicable Health Authority or to the appropriate authority if located on a lot which is not serviced by municipal sewer;
 - vii. Shall not be strata-titled;
 - viii. Shall not be permitted to contain habitable space below the recommended Flood Construction level of any designated floodplain; and
 - ix. Shall not be permitted unless permitted by the provisions of section 402 (16) (a) and section 601 A. of the Zoning Bylaw;
- (c) A Community Care Facility which satisfies the conditions in section 20 of the *Community Care and Assisted Living Act*, including that it has no more than ten (10) residents, not more than six (6) of whom are persons in care is not subject to this Bylaw in accordance with section 20(2) of the *Community Care and Assisted Living Act*.

17. That PART 6 RESIDENTIAL ZONES SECTION 601 A PERMITTED USES OF LAND, BUILDINGS AND STRUCTURES is amended by adding the words identified in bold text:

Albion Area Density Bonus (subject to Section 402)

18. That PART 6 RESIDENTIAL ZONES SECTION 601 A PERMITTED USES OF LAND, BUILDINGS AND STRUCTURES is amended by inserting the following uses after "Medical Marihuana, Commercial Production" and permitted in the RS-1, RS-1a, RS-1b, RS-1c, RS-1d, RS-2, and RS-3 zones:

Assisted Living Residences

19. That PART 9 INSTITUTIONAL ZONES SECTION 902 is amended by inserting the following in correct numerical order:

- 5) Private Hospital Use
- 6) Assisted Living Residences with over 10 residences, including staff
- 7) Community Care Facility of a residential class where there are more than 6 residents in care or where there are more than 10 residents.

20. Maple Ridge Zoning Bylaw No. 3510 – 1985 is amended accordingly.

READ a first time the day of , 20

READ a second time the day of , 20

PUBLIC HEARING held the day of , 20

READ a third time the day of , 20

ADOPTED, the day of , 20

PRESIDING MEMBER

CORPORATE OFFICER

DRAFT

Appendix B: Key Messages From 2017 Stakeholder Consultation

From the consultation undertaken, the following key messages were heard, many of which are reflective of the comments raised at the Public Hearing.

i. *Zoning Bylaw Amendment No. 7339-2017*

a. A Maximum Number of Permitted Residents Is Too Restrictive:

An all-inclusive limit (10 persons was the proposed limit) was identified as too restrictive by a number of organizations. Depending on the facility, the ratio of residents to staff may vary. Combining both residents and staff under the ten person limit was seen as therefore potentially challenging to some operations that require more staff. Specifically, it was noted that funding for such care facilities is tied to the number of residents in care. If the number of people in the building is limited to ten inclusive of any staff, it was suggested that there may not be enough funding to support the running of the facility.

b. Minimum Separation Distance Requirement Not Reflective of Existing Conditions:

Many of the organizations that were interviewed identified that there exist related facilities within the same neighbourhood. The intent behind this approach stems from the opportunity to share resources and communicate with other staff and residents that are close by. As well, often the nearby facilities provide different types of services in order to offer a fuller continuum of care and facilitate the transition of residents from one facility to another. In terms of proximity to schools and daycares, it was stated in meetings and at the June 20, 2017 Public Hearing that in some cases, residents at supportive recovery homes volunteer in the community as well as work around their respective houses and yards, thus providing a presence and “eyes on the street” in their respective neighbourhoods.

ii. *Draft Housing Agreement Template*

As a component of the earlier draft zone amending bylaw, staff attached a housing agreement that contained a number of requirements.

a. Redundant for Licensed and Registered Facilities

Operators of licensed Community Care Facilities and registered Assisted Living Residences identified that the requirement for a Housing Agreement was a redundant and therefore onerous imposition by the City. This sentiment reflected the many requirements and levels of approval already undertaken by these facilities to gain either their registration or licensing.

b. Duplicating Exit Plan Requirements:

Under the proposed Housing Agreement, there was a requirement that any unspent portion of a resident's fees be held for a resident upon exiting a facility. It was identified that all registered Assisted Living Residences and licensed Community Care Facilities must already require an exit plan for their residents as part of their registration or licensing.

c. 24 Hour Staffing Unachievable:

With respect to Supportive Recovery Homes and Transitional Housing, 24 hour a day staffing was identified as cost-prohibitive. In some Supportive Recovery Homes, there is daytime staff, and at night there are peer-to-peer supervision programs that are supported by off-duty staff that are available by phone. In some Transitional Houses, residents do not require additional supervision and are supported by off-duty staff that are available by phone.

d. Privacy Issues with Sharing Resident Roster with RCMP:

All facilities that were interviewed have a current roster of residents. However, some organizations expressed concern regarding privacy and safety issues for residents in sharing that information with the RCMP. It was often stated that many of the registered and licensed facilities strive to maintain a good relationship with the RCMP, and would prefer to rely on those connections rather than a mandated requirement.

e. No drugs or alcohol permitted on the premises:

There are facilities that are not abstinence-based and espouse a harm reduction approach. In a case of renewed substance use by a client in a facility that has a harm reduction approach, counselling and other supports are used to assist the client, but they are not asked to exit the care facility. In such facilities, operators identified the challenge of operating a harm-reduced approach with the proposed restriction.

HOUSING AGREEMENT No. <>

THIS AGREEMENT is dated for reference the ____ day of _____, 20<>;

BETWEEN:

CITY OF MAPLE RIDGE
11995 Haney Place
Maple Ridge, British Columbia
V2X 2A9

(the "City")

OF THE FIRST PART

AND:

<>(Bold and use Uppercase)

<>

<>

<>

(the "Operator")

OF THE SECOND PART

AND

<>(Bold and use Uppercase)

<>

<>

<>

(the "Owner")

OF THE THIRD PART

Discussion Notes:

- Housing Agreements are negotiated on a case by case basis.
- Housing Agreements go through four readings of Council with no Public Hearing.
- All terms and conditions may be modified on a site specific basis as well as tailored per operator.
- All Municipal Bylaws are in force and effect.

WHEREAS:

- A. The Owner is the registered owner of those Lands defined herein.
- B. The City may by bylaw establish conditions that will enable an owner of land to develop or use land to a higher density if applicable conditions are met.
- C. The City adopted an amendment to the City of Maple Ridge Zoning Bylaw No. _____ related to the provision of special needs housing to be secured by way of a housing agreement that allows for an increase in density.
- D. The Operator proposes to provide Supportive Recovery Housing or Transitional Housing, as defined herein, on the Lands, as defined herein, in accordance with the requirements of this Agreement and the City's Zoning Bylaw.
- E. The Operator, the Owner and the City each agree that the Operator and the personal behaviour of residents of the Housing Facility must be regulated and supervised so as to ensure the protection, convenience and safety of other residents of the Housing Facility and of residents and users of all neighbouring properties, streets and public places.
- F. The Operator, the Owner and the City have reached agreement as to certain reasonable and necessary measures to be undertaken by the Operator in the management and operation of the Housing Facility and now wish to enter into this Agreement in order to ensure compatibility between the use of the Housing Facility and that of the immediately adjoining neighbourhood.
- G. The City adopted Bylaw No. <> pursuant to Section 483 of the Local Government Act authorizing the City to enter into this Housing Agreement with the Owner on the terms and conditions contained herein.
- H. Covenants and agreements herein made by the Operator in favour of the City and in favour of the Owner constitute a separate and binding agreement and are not part of the Housing Agreement between the Owner and the City.

THIS HOUSING AGREEMENT is evidence that in consideration of the mutual promises contained in it, and in consideration of the payment of TEN (\$10.00) DOLLARS by each of the Owner and the City from one to the other (the receipt and sufficiency of which is acknowledged by each party), both of whom covenant and agree with each other as follows, both as a Housing Agreement under Section 483 of the *Local Government Act* and as a contract and a deed under seal between the parties; and the covenants and agreements of the Operator made herein to the City and to the Owner are binding as a contract between them.

1. Interpretation

1.1 In this Agreement the following definitions apply:

"Agreement" means this Housing Agreement and all covenants and agreements of the Operator as specified in the Operator's Agreement with the Owner.

"Assisted Living Residence" means a premises or part of a premises, other than a community care facility,

(a) in which housing, hospitality services and assisted living services, as defined in the Community Care and Assisted Living Act, are provided by or through the operator to 3 or more adults who:

(i) are not related by blood or marriage to the operator of the premises, and (ii) do not require, on a regular basis, unscheduled professional health services, or

(b) designated by the Lieutenant Governor in Council to be an assisted living residence; and is regulated under the *Community Care and Assisted Living Act*.

"Drug and Alcohol Treatment and Counselling" means a facility that provides treatment of drug addiction, alcoholism and associated disorders.

"Drugs" means any controlled substance defined as such under the *Controlled Substance Act* of Canada and cannabis or other mind altering drugs.

"Housing Facility" means the Lands and the improvements located on the Lands wherein the Operator intends to carry out, provide and manage Supportive Recovery or Transitional Housing, under the terms and conditions of this Housing Agreement and the City's Zoning Bylaw.

"Lands" means Parcel Identifier: <> and known municipality as <> (address).

"Operator's Agreement" means a written agreement between the Owner and the Operator, in a form satisfactory to the City, regarding the management and operating procedure of a Housing Facility and the contractual promises imposed on the Owner by the City to cause the Operator to comply with any terms required by the City.

"Resident" means a person residing in or occupying the Housing Facility.

"Resident Contract" means a written agreement between the Operator and each resident of the Housing Facility, that meets the requirements in Schedule "C" of the Assisted Living Regulation B.C. Reg. 198/2019, and is in a form satisfactory to the City and in accordance with Section 4 of this Agreement, establishing the conditions of residency.

"Staff" means either an employee or senior resident of the Operator.

"Supportive Recovery Housing" means an Assisted Living Residence for adults receiving services primarily for recovery from drug and alcohol addiction.

"Transitional Housing" means an Assisted Living Residence that provides housing for persons in transition from short-term emergency housing to permanent housing.

2. Obligations of the Owner

2.1 The Owner covenants and agrees with the City:

- (a) that the Lands and the Housing Facility shall only be used in compliance with the terms, conditions, requirements and restrictions of this Agreement;

- (b) to take all reasonable measures to require the Operator to operate the Housing Facility in compliance with the terms, conditions, requirements and restrictions of this Agreement;
- (c) that the obligations and responsibilities of the Operator under this Agreement relating to the operation of the Housing Facility also bind the Owner in the operation of the Housing Facility; and
- (d) that the Owner enter into an Operator's Agreement with the Operator to use, occupy, provide, and operate the Housing Facility, and the Operating Agreement will contain a binding provision to terminate the Operator's use, occupancy, provision, and operation of the Housing Facility upon breach of conditions of the Agreement which the Owner must invoke and enforce upon 60 days written notice given by the City to the Owner.

3. Requirements of the Housing Facility

3.1 The Operator covenants and agrees with the Owner, and the Owner covenants with the City, to ensure that:

- (a) the maximum number of residents that shall be permitted to reside within the Housing Facility at any one time shall be ten (10) people, including staff if the facility is located in a Residential zone
- (b) the design and construction of the Housing Facility shall implement the Crime Prevention through Environmental Design (CPTED) criteria for residential housing to the satisfaction of the City and, for this purpose, the Operator shall, at the design stage and from time to time thereafter, consult with officials of the City regarding the implementation of such criteria. At a minimum, exterior security lighting and fencing of rear yards is required.
- (c) the interior and exterior of the Housing Facility are kept well maintained in a neat, tidy and clean condition and comply with the City's Standard of Maintenance Bylaw and Unsightly Premises Bylaw.
- (d) the residents and operator abide by the City's Noise Bylaw as well as the Nuisance Bylaw.
- (e) the exterior doors and windows to the Housing Facility are closed and locked when occupants of the residential premises are absent from the Housing Facility.
- (f) all personal belongings, furniture, goods, materials, supplies or other things are only stored within properly designated storage areas located within the interior of the Housing Facility. For greater certainty, nothing may be stored or allowed to accumulate around the exterior of the Housing Facility.
- (g) all barbecues and other outdoor activities are carried out in a safe and considerate manner and that the exterior of the Housing Facility is maintained in a neat and tidy condition. Barbecues shall be kept a minimum of 0.6 metres away from any building when in use.

- (h) the Housing Facility is, at all times, in compliance with the health, life safety and fire protection requirements of the British Columbia Building Code and Fire Code and the City's Fire Services Bylaw and complete annual inspections.

4. Conditions of Residency

- 4.1 The Operator covenants and agrees with the Owner, and the Owner covenants with the City, to ensure that:

- (a) the Operator, prior to permitting occupation of each residential premise within the Housing Facility, ensure that each resident enters into a Resident Contract with the Operator regulating the personal behaviour and responsibilities of the resident while residing at the Housing Facility. The form of Resident Contract must meet the requirements of Schedule "C" of the Assisted Living Regulation B.C. Reg. 189/2019 and be in a form satisfactory to the City, and, without limiting the generality of the foregoing, shall provide that every resident, as a condition of residency:

1. must be considerate of other residents, employees and staff of the Housing Facility and of neighbouring premises and residents;
2. must respect the prescribed visiting hours restrictions and ensure that visitors are only present on the Housing Facility premises between the hours of 9:00 a.m. and 10:00 p.m., daily;
3. must ensure that any person invited onto the premises of the Housing Facility by the resident does not engage in any criminal conduct or activity while attending the Housing Facility. Proof of such violation will not require criminal conviction but will be determined by a preponderance of evidence;
4. must agree that information relating to any incident of criminal or unlawful conduct at the Housing Facility which is investigated by the City Maple Ridge RCMP detachment may be disclosed to officials of the City in accordance with the requirements of the *Freedom of Information and Protection of Privacy Act*;
5. shall ensure that they and any persons invited onto the premises of the Housing Facility by the resident, do not engage in any conduct or behaviour which unreasonably disturbs or harasses other residents of the Housing Facility or persons in the neighbourhood and must maintain quiet between the hours of 10:00 p.m. and 8:00 a.m., daily.

- b) Notwithstanding the above requirements, the following shall apply to residents in those Housing Facilities providing drug and alcohol treatment and counselling:

1. may not possess, hold, store, trade, barter, sell, buy or use any alcohol or Drugs anywhere within or on the premises of the Housing Facility unless they are prescription drugs being used by the person in whose name the prescription is written;
2. must agree to voluntarily allow random urinalysis or other drug testing to be carried out by or on behalf of the Operator while residing at the Housing Facility;

3. must acknowledge and agree that if he or she is discovered in the possession of, consuming or under the influence of alcohol or Drugs, either on or off the premises of the Housing Facility, they may be discharged from the Housing Facility;
4. will be subject to specified curfew times having regard to the work schedules of the resident;
5. must not carry out or be involved in any criminal activities, either on or off the Housing Facility premises, while in residence;
6. must be in a work training program, employed, enrolled in school, actively searching for work, or engaged in recovery activities in accordance with a documented recovery program; and
7. must agree to allow a criminal record check to be conducted prior to their acceptance as a resident of the Housing Facility and to additional background reference checks, from time to time during residency, at the discretion of the Operator, the City, and Ridge Meadows RCMP detachment, and such checks must not reveal any evidence of violent offences, sexual offences or outstanding warrants.

5. Obligations of the Operator to Both the Owner and the City

5.1 The Operator covenants and agrees with the Owner, and the Owner covenants with the City, to ensure that:

- (a) the Operator shall, at all times, be responsible for the proper management and operation of the Housing Facility and shall provide 24 hour, seven (7) day a week supervision of the Housing Facility when occupied by any resident.
- (b) the Operator and all employees of the Operator engaged to work in the Housing Facility must agree to allow a criminal record check to be conducted and to any additional background reference checks including a vulnerable sector check, at the discretion of the City and Ridge Meadows RCMP detachment, as requested from time to time but no less than every two years. Neither the Operator nor any employee of the Housing Facility shall have a criminal record of violent or sexual offences committed.
- (c) the Operator must apply for and obtain a business licence and renew it annually.
- (d) employees of the Operator must be present at the Housing Facility 24 hours a day or be available to attend the Housing Facility within one hours' notice.
- (e) the Operator shall be responsible for enforcing the conditions of residency contained in each Resident Contract and shall evict and discharge any resident who violates the conditions of residency contained in the Resident Contract.
- (f) no Drugs or alcohol shall be permitted in, on or about the premises of a Housing Facility that provides drug and alcohol treatment and counselling, and must ensure that the Operator imposes a "zero tolerance" policy regarding the possession or use of Drugs or alcohol by residents of the Housing Facility.

- (g) the Operator shall not allow the display or permit the display of any exterior sign or any interior sign which is visible from outside of the Housing Facility premises.
- (h) the Operator shall maintain an up-to-date registry, including date of birth, of all residents and employees of the Housing Facility; and shall be available for viewing on demand. In addition, the Operator shall immediately disclose this up-to-date registry to the City and/or City of Maple Ridge Police Department upon request, and provide the Ridge Meadows RCMP detachment and City of Maple Ridge Fire Rescue Service and other emergency services with a current 24 hour, seven (7) day a week emergency contact telephone number.
- (i) neither this Agreement nor any right hereunder to provide the Housing Facility may be assigned or transferred by the Operator to any other person or party, in whole or in part without 60 days clear written notice to the City and to the Owner, whom may or may not consent to such assignment or transfer. If the Operator gives the required notice and makes such assignment, or transfers, sells or otherwise disposes of the Operator's company, business or non-profit organization to another party, or ceases to operate the Housing Facility, this Agreement shall immediately terminate, unless the Owner and the City both agree to accept the assignee or transferee on the terms herein.
- (j) the Operator shall prepare, obtain approval by the City of Maple Ridge Fire Rescue Services and implement a fire safety plan, that in addition to the requirements of the BC Building Code and the Fire Code, includes, at a minimum, requirements that interconnected smoke alarms be installed in all bedrooms and that emergency lighting be installed and will complete annual inspections to confirm.
- (k) the Operator shall submit to the City the exit plan, in a form satisfactory to the City and as requested by the City, for any resident discharged from the Housing Facility. A minimum requirement of the exit plan is that the City and the Ridge Meadows RCMP detachment be notified in writing immediately. In addition, if eviction is warranted, the Operator will make every effort to ensure the former client is provided with transportation to a confirmed, alternate safe accommodation.
- (l) the Operator shall provide a minimum of three meals a day to residents.
- (m) the Operator shall submit to the City written approval on a case by case basis from the Provincial Ministry of Children and Family Development prior to any children, under nineteen (19) years of age, visiting overnight at the Housing Facility, and must be in compliance with the *Child, Family and Community Service Act*.

6. Termination

6.1 The City may, on 30 days prior written notice to the Owner, terminate this Agreement where:

- (a) the Owner or Operator fails to comply with, satisfactorily perform or meet any of the terms, conditions or requirements of this Housing Agreement and fails to remedy such non-compliance or unsatisfactory performance when and as requested to do so by the City;
- (b) the Owner or Operator, at any time, ceases to provide the Housing Facility, or carries out, permits or causes to be carried out, any detox or other health service requiring Provincial licensing or any short-term emergency housing use or other similar use within the Housing Facility which is not authorized by the City's Zoning Bylaw;
- (c) the goods and chattels of the Owner or Operator are at any time seized or taken in execution or attachment or the Owner or Operator makes an assignment for the benefit of creditors or becomes bankrupt or insolvent or makes a proposal to creditors; or
- (d) the Owner fails to require the Operator to do or cause to be done anything that the City requires the Owner to compel the Operator to do pursuant to this agreement.

6.2 Upon the expiry or earlier termination of this Agreement, the Housing Facility shall no longer constitute a permitted use under the provisions of the City's Zoning Bylaw and shall thereupon cease.

6.3 Should the Lands cease being used as a Housing Facility for between 4 and 10 residents, including staff, the City, will execute a registrable discharge of this Agreement or file the appropriate notice in the Land Title Office, upon:

- (a) receipt of same from the Owner; and
- (b) confirmation, to the satisfaction of the City that the Lands are no longer being used as a Housing Facility.

7. Indemnity

7.1 The Owner and the Operator, each on their own behalf, releases, indemnifies and saves harmless the City, its elected officials, officers, employees, servants, agents, successors and assigns from and against any and all liabilities, actions, causes of action whether in contract or in tort, claims, damages, expenses, costs, debts, demands, or losses suffered or incurred by the City, at any time, either before or after the expiration or termination of this Agreement by the City, arising or resulting from the performance or non-performance of the terms and conditions of this Agreement by the Operator, its employees, volunteers or agents.

8. Miscellaneous

8.1 Time - Time will be of the essence of this Agreement and will remain of the essence notwithstanding the extension of any of the dates under this Agreement.

8.2 Waiver - No failure or delay on the part of either party in exercising any right, power or privilege under this Agreement shall operate as a waiver thereof, nor will any single or partial exercise

of any right, power or privilege preclude any other or further exercise thereof or the exercise of any other right, power or privilege. Except as may be limited in this Agreement, any party may, in its sole discretion, exercise any and all rights, powers, remedies and recourses available to it under this Agreement or any other remedy available to it and such rights, powers, remedies and recourses may be exercised concurrently or individually without the necessity of making any election.

- 8.3 The rights given to the City by this Agreement are permissive only and nothing in the Agreement imposes any legal duty of any kind on the City to anyone, or obliges the City to enforce this Agreement, to perform any act or to incur any expense in respect of this Agreement.
- 8.4 Release - The Owner hereby releases and forever discharges the City, its elected officials, officers, employees, servants and agents, successors and assigns from and against all claims, demands, damages, actions or causes of actions, losses suffered or costs or expenses incurred, by reason of or arising in any way from the existence or enforcement of this Agreement or out of any advice or direction respecting the ownership, lease, operation or management of the Facility which has been or hereafter may be given to the Owner by all or any of them.
- 8.5 Entire Agreement - This Agreement and the agreements, instruments and other documents entered into under this Agreement set forth the entire agreement and understanding of the parties with respect to the subject matter of this Agreement and supersede all prior agreements and understandings among the parties with respect to the matters herein and there are no oral or written agreements, promises, warranties, terms, conditions, representations or collateral agreements, express or implied, other than those contained in this Agreement.
- 8.6 No Severability - It is the intent of the parties that in case any one or more of the provisions contained in this Agreement shall be held to be invalid or unenforceable in any respect, such invalidity or unenforceability shall affect the other provisions of this Agreement and this Agreement shall thereupon terminate.
- 8.7 Amendment - This Agreement may be altered or amended only by an agreement in writing signed by the parties and by the filing of a notice of amendment in the Land Title Office.
- 8.8 Further Assurances - Each of the parties shall at all times and from time to time and upon reasonable request do, execute and deliver all further assurances, acts and documents for the purpose of evidencing and giving full force and effect to the covenants, agreements and provisions in this Agreement.

- 8.9 Notices - Any demand or notice which may be given under this Agreement shall be in writing and delivered or faxed addressed to the parties as follows:

The City:

City of Maple Ridge
11995 Haney Place
Maple Ridge, British Columbia
V2X 6A9

Attention: Christine Carter, General Manager, Planning and Development (or designate)

The Operator:

<>
<>
<>
<>

Attention: <>

The Owner:

<>
<>
<>
<>

Attention: <>

or at such other address as any party may specify in writing to the other. The time of giving and receiving any such notice shall be deemed to be on the day of delivery or transmittal.

- 8.10 This Agreement shall be governed and construed in accordance with the laws of the Province of British Columbia.

9. Specific Performance

- 9.1 The Owner agrees that because of the public interest in ensuring that all of the matters described in this Agreement are complied with, the public interest strongly favours the award of a prohibitory or mandatory injunction, or an order for specific performance or other specific relief, by the Supreme Court of British Columbia at the instance of the City, in the event of an actual or threatened breach of this Agreement.

10. Notice of Housing Agreement

10.1 For clarity, the Owner acknowledges and agrees that:

- (a) this Agreement constitutes a Housing Agreement entered into under section 483 of the *Local Government Act*;
- (b) the City is required to file a notice of this Housing Agreement and any amendment of this Housing Agreement in the *Land Title Office* against title to the Land; and
- (c) once such a notice is filed, this Agreement binds all persons who acquire an interest in the Land as a Housing Agreement under section 483 of the *Local Government Act*.
- (d) wherever in this Agreement the Owner is required by the City by the terms hereof to compel the Operator to perform its contractual promises, the Owner shall ensure that in its agreement with the Operator it may so compel the Operator to act as required by the City and, for clarity it is agreed by the Operator that any such requirement imposed on the Owner by the City to cause the Operator to comply with any term hereof will be binding on the Operator.

11. AUTHORIZING BYLAW ADOPTED BY Maple Ridge City Council on the <> day of <>, 20<>.

THE TERMS AND CONDITIONS UPON WHICH THIS HOUSING AGREEMENT IS ISSUED ARE HEREBY ACKNOWLEDGED BY:

The OPERATOR, <>(Society or Company Name),
by its authorized signatories:

Print Name;

Print Name:

The OWNER, <>(Owner Names or Company Name):

<> (use UPPERCASE)

<> (use UPPERCASE)

THIS HOUSING AGREEMENT IS ISSUED this day of , 20<>

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C/S

City Clerk,

Appendix D: City Bylaws for reference in a Housing Agreement for supportive recovery housing

Bylaw Name	Included
Animal Control and Licencing Bylaw No. 6908-2012	<ul style="list-style-type: none"> • Three dog max per property; all must be licensed.
Drinking Water Conservation Plan Bylaw No. 7425-2019	<ul style="list-style-type: none"> • Comply with yearly watering restrictions
Firearms Bylaw No. 4643 - 1992	<ul style="list-style-type: none"> • Regulate the discharge of firearms
Fireworks Bylaw No.6279-2004	<ul style="list-style-type: none"> • Regulate the use and sale of firecrackers and fireworks
Grow Operation, Health, Nuisance and Safety Bylaw No.6274-2004	<ul style="list-style-type: none"> • Regulate, prohibit or impose requirements respecting nuisances, noxious or offensive trades and health and safety risks
Hobby Bee Keeping Bylaw No. 6839-2011	<ul style="list-style-type: none"> • Regulate hobby beekeeping
Noise Bylaw No. 5122-1994	<ul style="list-style-type: none"> • Regulate and prohibit any noise or sound which disturbs or tends to disturb the quiet, peace, rest, enjoyment, comfort or convenience of the neighbourhood or of persons in the vicinity
Nuisance Bylaw No. 7596-2019	<ul style="list-style-type: none"> • Regulate noise, vibration, odour, dust, illumination, or any other matter that is liable to disturb the quiet, peace, rest, enjoyment, comfort or convenience of individuals or the public, including emission of smoke, dust, gas, sparks, ash, soot, cinders, fumes or other effluvia that is liable to foul or contaminate the atmosphere; refuse, garbage or other material that is noxious, offensive or unwholesome; the accumulation of water on property; the carrying of a noxious or offensive business activity; and any other objectionable situation, which constitutes a nuisance at law
Off- Street Parking and Loading Bylaw No. 4350-1990	<ul style="list-style-type: none"> • Regulate off street parking requirements
Outdoor Burning Regulation Bylaw No. 5535-1997	<ul style="list-style-type: none"> • Regulate outdoor burning and identify areas closed to burning all year round.
Pesticide Bylaw No. 6413-2006	<ul style="list-style-type: none"> • Regulate the use of illegal pesticides
Rental Premises Standard of Maintenance No. 6550-2008	<ul style="list-style-type: none"> • Regulates the following which includes, but is not limited, to the structural integrity, foundations, stairs, balconies and porches, walls and ceilings, electrical system and lighting, and interior fire and health safety hazards.
Solid Waste and Recycling	<ul style="list-style-type: none"> • Regulate garbage and recycling rules

Regulation Bylaw No. 6800-2011	
Tree Protection and Management Bylaw No. 7133-2015	<ul style="list-style-type: none"> • Regulate tree cutting and removals
Untidy and Unsightly Premises Bylaw No. 6533-2007	<ul style="list-style-type: none"> • Includes, rubbish, overgrowth and the accumulation of building materials
Wildlife and Vector Control Bylaw No. 7437-2018	<ul style="list-style-type: none"> • Prevents wildlife attractants and vectors.