



*City of Port Moody*  
**Committee**  
**Orientation Manual**

*September 2024*

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# Welcome!

Welcome to your role as a City of Port Moody committee volunteer. This manual is intended to help make your experience a rewarding one.

Contained within this manual are the basics of how the system works. It includes an overview of roles and responsibilities and the support that committees receive to assist their work. We have also included Port Moody City Council’s policy on the committee system. This is the system within which committees do their work. You will also find meeting guidelines and procedural tips for committee members in this material.

We hope new and seasoned committee members find this information helpful.

Your feedback is always welcome.

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# Who Does What

## Role of Committees – Establishment and Authority

Committees are established to:

- provide information and well-considered advice to Council and staff on issues of concern to the public and the City; and
- provide concrete recommendations for consideration by Council and staff.

A committee's Terms of Reference, or in some cases a bylaw, sets out the committee's mandate or duties. Committees may only consider issues within those areas specified in the Terms of Reference. Committees must refer recommendations to Council for authority to act.

Once a committee submits a recommendation to Council, the decision is in Council's hands and may be adopted as is, amended, referred to staff or other committees, or not proceeded with at all. It is also possible that at some point in the future, the action taken could be altered without referral back to the committee.

- ✓ **Committees require approval from Council before initiating projects.**
- ✓ **Committees undertake work referred by Council and work within the direction provided by Council.**
- ✓ **Direction for use of staff resources requires a recommendation to Council for Council approval.**

If a committee feels they need staff to undertake work, the Staff Liaison is obligated to advise the committee whether that is work the staff member can carry out, or whether authority from Council or the City Manager is required first.

## Role of Staff Liaison

"Staff Liaison" is defined in the Council Committee System Policy as the staff member assigned by the City Manager to assist a committee in a non-voting advisory and resource capacity.

The Staff Liaison:

- provides information and professional advice;
- supports the Chair in developing agendas and supporting materials;
- provides updates to the committee on committee work in progress;
- is not a member of the committee and is not entitled to vote; and

- reports to the City Manager and provides professional advice through the City Manager to Council.

Staff Liaisons will advise committees if a report recommendation to Council is required before staff activity on the issue can commence. For example, committees must seek Council approval for new initiatives and projects requiring a significant amount of staff time or costs to determine if resources can be allocated to the committee's initiative.

Council, the City Manager, operational, legal, and administrative requirements as well as committee work determine Staff Liaison work priorities. As professionals in their field, they may, on occasion, be obligated to provide information and recommendations from a technical, administrative, or operational perspective that may differ from a committee recommendation to Council on a particular issue.

### **Examples of where committee role ends and issues/projects become staff responsibilities:**

1. Under a committee's Terms of Reference, to "identify short, medium and long-term goals for economic development", the committee recommends a major study.
2. The committee's involvement was to initiate the concept of the study.
3. Council directs that a study be conducted and authorizes staff to proceed with a request for proposals for consultants with a report back to Council on the detailed terms of the study.
4. Staff's role is to proceed with consultant selection and detailed terms for the study and report to Council. Because the project was a committee initiative, staff would keep the committee informed on progress. The committee would not, in this scenario, be involved in the consultant selection process.
5. Council's role is to approve the study, authorize the specific work to be done, receive the study when complete and give further direction to staff or the committee on activities arising from the study.

## **Role of the Chair**

The Chair and Vice-Chair of committees are Council members appointed by the Mayor, except for the Youth Focus Committee in which the Chair and Vice-Chair are committee members (appointed Council members serve as non-voting representatives).

The Chair:

- sets the agenda;
- ensures committee sticks to the agenda;
- prevents new issues from side-tracking the agenda;
- limits additions to the agenda;
- limits meeting length to 2 hours if possible (unless extended by unanimous resolution);

- establishes order and decorum;
- respects members' views and understands issues;
- seeks agreement and builds consensus;
- is open-minded;
- closes debate and guides the group to resolution in timely manner;
- assists committee members to word motions clearly and succinctly;
- ensures all members have the opportunity to participate, encourages those who hold back, prevents others from dominating; and
- focuses on presiding over the meeting, but may participate in debate.

The Vice-Chair may attend any or all meetings, and chairs meetings as required in the absence of the Chair.

Both the Chair and Vice-Chair vote at meetings.

## **Role of the Legislative Services Coordinator**

A Legislative Services Coordinator is assigned by the Legislative Services Division to provide administrative support.

Here's a snapshot of what goes on behind the scenes in support of committee meetings:

The Legislative Services Coordinator:

- types and distributes committee agendas once approved by the committee Chair;
- attends meetings and records minutes;
- assists with process and procedural issues;
- prepares draft minutes for review by the Staff Liaison and the committee Chair;
- finalizes minutes and provides them back to committee members for adoption at the next meeting;
- posts agendas and minutes to the City website;
- provides minutes for inclusion on a regular Council agenda for information of Council and the public;
- takes care of meeting logistics such as providing a calendar of meeting dates, times and location, booking a meeting room, rescheduling meetings if required, notification to members of meeting changes, tracking member attendance for reporting to Council, assisting with committee volunteer recruitment, doing last-minute checking for quorum if necessary, and providing other administrative support assigned by Legislative Services; and
- writes Reports to Council.

## Role of Members

Committee members generally serve for a two-year term and can reapply for subsequent years, up to a maximum of four years on the same committee.

Committee member responsibilities in brief:

- regularly attend meetings;
- prepare for meetings – read agenda material in advance;
- listen to others – observe the rule of one speaker at a time;
- participate fully;
- observe rules of decorum and debate; and
- represent their authority only as delegated by Council.

Committee members are reminded that attendance is vital. Without quorum, the committee is unable to have an official meeting and cannot pass recommendations to Council. If you are unable to attend meetings or cannot dedicate the necessary time, there are others on a waiting list who would like the opportunity to volunteer on a civic committee.

Any member who is absent from two consecutive regular meetings, without notifying the Legislative Services Coordinator in advance, without leave of absence from the committee, or without reason satisfactory to the committee, shall cease to be a member of the committee.

## At the Meeting

### Recommendations to Council – Wording of Motions

Recommendations to Council should be worded in a concise, action-oriented manner. In effect, if Council agrees with the committee's recommendation, Council should be able to adopt the recommendation as is, as a Council resolution.

*Example #1:*

**THAT a recommendation be made to Council to approve the request of the Rocky Point Sailing Association to host a sailing event at Rocky Point Park**

Would be better worded:

**THAT the request of the Rocky Point Sailing Association to host a sailing event at Rocky Point Park be approved.**

The committee's recommendation would appear on Council's agenda as follows:

**Committee's Recommendation:**

**THAT the request of the Rocky Point Sailing Association to host a sailing event at Rocky Point Park be approved.**

An example of the report template that is used when submitting recommendations to Council is provided later in this manual.

### To Report or Not To Report (to Council)

Not all deliberations of committees require a report/recommendation to Council. There will be resolutions made by the committee that do not require an action or endorsement by Council. Council is kept apprised of all committee activities through regular distribution of committee minutes.

Committees are required to submit an annual report to Council summarizing their activities over the year.

### Quorum

Not much can happen at committee meetings without a quorum of the members.

A quorum is a majority of the members of a committee. A quorum is necessary to pass motions. Sometimes specific requirements are necessary to achieve quorum. Standing committees require that at least half the quorum be made up of City Council members. In the event of no quorum after 20 minutes,



or if quorum is lost during a meeting, the committee's official business ceases, members may leave, and the staff support will excuse themselves from the meeting.

## **Agendas/Minutes**

Agendas are prepared by the Staff Liaison in consultation with the Chair and typically follow the committee's Work Plan established at the beginning of each year. Agendas are produced by the Legislative Services Coordinator, emailed to committee members, and made available on the City website. Paper copies of agendas are only printed upon request and can be picked up at the meeting or prior to the meeting from the Reception Desk. Extra copies will not be available at the meeting, so be sure to request your paper copy in advance if you need one.

Minutes of the previous meeting are circulated in the next agenda package. Specific arrangements may vary slightly between committees. We have a schedule for agenda production for each committee, generally one week prior to the meeting date. Our objective is to give members as much time as possible to prepare for meetings. On occasion, agendas may be a day late due to agenda items being provided late to the Legislative Services Coordinator.

## **Committee Rules of Procedure**

Each committee may prescribe its own rules, using the guidelines attached to the Council Committee System Policy. For the most part, the Chair will guide committee procedures with assistance from the Staff Liaison or Legislative Services. The Legislative Services Coordinator can also play an important support role in providing procedural advice at meetings. We would encourage the Chairs to outline to the committees their preferred meeting style.

## **Voting**

All members of a committee, including the Chair and Vice-Chair, have a vote. Tie votes are defeated. For the purposes of counting the vote, any member who abstains from voting (except for a stated conflict of interest) has their vote counted in the affirmative

## **Conflict of Interest**

See *Council Committee System Policy section 11.0*.

## Committee Meeting Guidelines

**This section provides helpful hints which expand upon the material already covered in this manual.**

### *The Agenda*

Have an agenda and stick to it.

The agenda is like a contract between the Chair and the members: “In return for your preparation, time, and participation, we will deal with these issues.”

The agenda package may have supporting material attached for members to read in advance.

### *Rule of the Clock*

Start on time and end on time – do not reward latecomers.

Keep the meeting to 1½ to 2 hours. Longer than that, people leave, bodily or otherwise. Shorter than that, there is not enough time to develop the team, something that has to be redone at every meeting.

### *Handling the Business of the Meeting*

Agendas may have many items, sometimes seemingly too many items. Some items are for action, while others may be updates or items just for information. Focus on those that are for discussion or decision, are important and urgent, and where the background work has been done. Keep the time spent just informing people to a minimum.

Most groups do their most effective work at about 2/3 of the way through the meeting. You could plan the most difficult decisions and discussions at that point.

Good decision-making requires:

- background information;
- options and recommendations;
- preparation before the meeting; and
- participation of committee members.

### *Role of Chair*

The role of the Chair is critical for effective meetings. The Chair should be a:

<b>Leader</b>	⇒ willing to give up personal interests, and willing to work with the whole group
<b>Facilitator</b>	⇒ able to encourage people to participate, help people to listen to each other, and to reflect back the common threads of the discussion

The Chair's duties are to:

- check if a quorum is present and open the meeting at the prescribed time;
- announce the business in the proper sequence (as on the agenda);
- recognize members entitled to speak, in the order in which they request to speak;
- state and put the questions (resolutions which have been moved and seconded) to a vote;
- enforce the rules of decorum;
- expedite business;
- decide questions of order; and
- declare the meeting adjourned when business is complete.

### *Decision-making*

Committees should strive for consensus in their decision-making. However, final decisions are made by resolution adopted by a majority vote.

### *Voting and Debating Rights*

Each member of a committee, including the Chair, may make or second motions, debate motions, and vote.

## Common Terms and Procedures

**Unanimous General Consent** is an informal method of resolving a routine and non-controversial procedural issue. For example, the presiding member may seek unanimous general consent as follows:

**“Is there any objection to moving item 7 forward on the agenda and considering it now?  
Hearing none, we will proceed now with item 7.”**

**Friendly Amendment** is an informal method of making a minor change to a motion or amendment. For example, during debate, it may be indicated that a minor change to a motion or amendment would better achieve the intent of the mover. The Chair may then ask:

**“Is there any objection to adding the words ‘.....’? Hearing no objection, the words are added and the motion now reads: ‘....’ OR “Hearing no objection, the words are added. Would the Legislative Services Coordinator please read the motion? ... Is there any further discussion on the motion?”**

*\*\*Caution: Overuse of this method could result in confusion.*

### Motions and Amendments

A **main motion** is a proposal to take action or give direction. The steps of handling a main motion are:

1. A member makes a motion (*“I move that .....”*)
2. Another member seconds the motion (*“Second” or “I second the motion”*)
3. The Chair states the motion or moves directly to debate (*“It is moved and seconded that .....” AND/OR “Is there any discussion?”*)
4. Debate, and amendment if any, takes place.
5. The Chair puts the motion to a vote: (*“We are now voting on the motion to ..... Those in favour? [Those voting in the affirmative indicate by raising a hand.] Opposed? [Those voting against indicate by raising a hand]”*)

Members should always clearly indicate their vote by raising their hand at the appropriate time. Those who do not vote by raising a hand are counted as voting in the affirmative.

6. The Chair announces the result (*“Motion passes.” “Motion defeated.” “Tie Vote - motion defeated.”*)

## Amending Motions

An amendment is a motion to change the wording of another motion before voting on it. An amendment is always dealt with before the original motion. In effect, the amendment temporarily sets aside the motion which it proposes to modify. A motion to amend a debatable motion is debatable and requires the same steps as a main motion.

### Three Methods of Amending a Motion

1. By inserting or adding words

*“I move that the motion be amended by inserting the word[s] ... between the word ... and the word ....” OR... “I move that the motion be amended by adding the word[s] ...”*

2. By striking out words

*“I move that the motion be amended by deleting the words ....”*

3. By striking out words and inserting replacement words

*“I move that the foregoing motion be amended by deleting the words ... and inserting the words ... in their place.”*

Only two levels of amendment are allowed. A main motion can be amended (primary amendment) and an amendment can be amended (secondary amendment). No amendment is permitted to a secondary amendment.

### Debate on Motions and Amendments

When an amendment is made, discussion is allowed on the amendment only, not on the main motion. Once the vote on the amendment is taken, discussion proceeds on the motion (as amended if the amendment passed).

### Motions Permitted While Matter is Under Debate

During debate on a motion, there are a limited number of other motions which would be considered to be in order. These are a motion to:

- adjourn or recess the meeting;
- withdraw if made by the original mover;
- amend;
- refer to a subcommittee or the Staff Liaison for report; or
- postpone to a certain day.

Questions of Privilege and Points of Order can also interrupt proceedings.

### **Replacement Motion**

A replacement motion is like an amendment in that it sets aside the motion which it proposes to modify. If a replacement motion passes, there is no need to call the question on the original motion – the original motion is in effect gone. (“I move that the foregoing motion be replaced with the following: ...”)

### **Motion to Withdraw a Motion**

A motion which has been duly moved and seconded may only be withdrawn with the consent of the original mover and seconder. Once a motion to withdraw a motion has been carried, there is no record made in the minutes of the original motion having existed.

### **Motion to Refer**

A motion to refer is a motion to send a main motion to a subcommittee or to staff for further study and report back. (“I move that the foregoing motion be referred to the committee’s subcommittee for review and report back to the committee by ....”) If the motion passes, consideration of the matter is postponed until it is brought back on a future agenda.

### **Motion to Postpone Indefinitely**

A motion to postpone indefinitely is a motion to decline to take a position on an issue or motion. Note: with the limited authority of committees, such an action could require endorsement by Council. The Staff Liaison can assist in this event. (“I move that this item be deferred indefinitely” OR “I move that no action be taken on this issue at this time.”)

### **Motion to Postpone to a Certain Time**

A motion to postpone to a certain time means that debate is stopped and consideration of the issue or motion is postponed to a specific future date.

### **Division of a Question**

A motion to divide a main motion into separate motions if each part can stand on its own.

### **Adjourn**

When a motion to adjourn is made, it means the meeting stops and will reconvene at another date and time. A motion to adjourn is not required if the agenda is completed – the Chair simply declares the meeting “closed” or “concluded”.

## **Recess**

A motion to take a break in the meeting. A motion or call for a recess should specify the amount of time to be taken for the recess.

## **Point of Order**

A statement that a rule of the committee is being violated. It is ruled on by the Chair whose decision may be appealed to the committee and decided by committee resolution.

## **Question of Privilege**

Raising a request or motion relating to the rights or comfort of the committee or an individual. It is decided by the Chair.

## **Point of Information**

A request for information (e.g. from staff during debate).

## **Reading of Motions**

A member may require the motion under consideration to be read out loud. The Legislative Services Coordinator would then read the motion. Sometimes the Legislative Services Coordinator will ask to read a motion if they are unsure what it is or if they feel others may not understand the exact motion being considered.

## **Rules of Decorum and Debate**

Committee meetings tend to be more informal than a City Council meeting. The Chair of the committee has the duty and authority to allow the level of informality he or she feels would best facilitate the work of the committee.

Here are some meeting rules which may be helpful and may be used by the committee:

- the maker of a motion has a right to speak first to their motion;
- to speak a second time, a member should wait until all those who wish to speak have done so for the first time;
- members must remain courteous and avoid personal attacks on each other and staff;
- remarks must be confined to the motion before the committee;
- remarks are always directed “through the Chair”;
- members should not interrupt another speaker and speak only when acknowledged by the Chair;
- there are no limitations on the number of times a member may speak, or the length of speeches;

- motions should be phrased concisely and to the point; and
- a decision to close debate can be made by unanimous general consent, by resolution, or by the Chair.



## Additional Info 1 – Sample Council Report

### Council Agenda Information

Regular Council *[Click and select date of meeting]*



# City of Port Moody

## Report/Recommendation to Council

Date: [Publish Date]

File No. [Click once and type -  
press F11 to go to next field]

Submitted by: [Click once and type name of your Committee]

Subject: Council Committee System Policy

---

### Purpose / Introduction

[Click once to type. Delete text in italics below and press F11 to go to the next field].

*Why does this report require Council consideration? Usually, this purpose statement should begin with "To recommend..."*

---

### Recommended Resolution

**THAT the report dated [Click and choose date report referenced] from [Click once to type name of committee in full. Press F11 to go to the next field] regarding [Click once to type title of report. Press F11 to go to the next field] be received for information.**

---

### Background

[Click once to type. Delete text in italics below and press F11 to go to the next field].

*Provide the date of the committee/commission meeting during which the items were discussed, and any background information to the item being considered by the committee/commission. Include any relevant Council motions considered by the committee/commission on this issue.*

### Discussion

[Click once to type. Delete text in italics below and press F11 to go to the next field].

*This is the main body of the report. Present any recommendation(s) made by the committee/commission, including relevant points from the discussion that led up to the recommendation(s) being passed by the committee/commission. If there are multiple options, please include them in this section.*

### Other Options

1. THAT the report dated [Click and choose date report referenced] from [Click once to type name of committee in full. Press F11 to go to the next field] regarding [Click once to type title of report. Press F11 to go to the next field] be referred to staff for information.
2. THAT the report dated [Click and choose date report referenced] from [Click once to type name of committee in full. Press F11 to go to the next field] regarding [Click once to type title of report. Press F11 to go to the next field] be referred to staff for action.

*Do not include any other options in this section. All options regarding the recommendations should be included in the Discussion section. This section is meant solely for dispositions of this report, which comprise only three options, the one in the recommended resolution, and the two listed in this section.*

## Financial Implications

[Click once to type. Delete text in italics below and press F11 to go to the next field]. Further information on financial implications will be provided by staff should this report be referred to staff for action.

*Please list all known applicable financial implications of options proposed. Include comments on the implications for staff time in this section. If the committee believes that there are no financial implications please say that – do not use N/A. Do not delete the sentence regarding staff providing information on financial implications.*

## Communications and Civic Engagement

[Click once to type. Delete text in italics below and press F11 to go to the next field]. Further information on communication and civic engagement requirements will be provided by staff should this report be referred to staff for action.

*Are any internal or external communications or engagement initiatives required? Does this plan/service/project require informing or engaging the public? Please list all known applicable communications or engagement initiatives. If no known communications or engagement initiatives are associated with the report, please say that – do not use N/A. Do not delete the sentence regarding staff providing information on communications and civic engagement requirements.*

## Council Strategic Plan Objectives

[Click once to type. Delete text in italics below and press F11 to go to the next field].

*Which objectives of Council's Strategic Plan are being met by the proposed actions? Please be specific – if appropriate, include a reference to Council Policy.*

## Attachments:

1. [Click once to type. Delete text in italics below and press F11 to go to the next field].
2. [Click once to type. Delete text in italics below and press F11 to go to the next field].  
*Insert titles of attachments. Insert web references as clickable hyperlinks.*

Prepared by:	Reviewed by:
<hr/> <p>[Click once and insert name here] [Click once and insert title here]</p>	<hr/> <p>[Click once and insert name here] [Click once and insert title here]</p>
Reviewed for Form and Content / Approved for Submission to Council:	
<p><i>City Manager's Comments</i></p> <hr/> <p><b>Anna Mathewson</b> <b>City Manager</b></p>	

# Corporate Policy

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100 Newport Drive, Port Moody, BC, V3H 5C3, Canada  
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Section:	Human Resources	07
Sub-Section:	Human Resources – General	2510
Title:	Anti-Racial Discrimination and Anti-Racism	2020-01

## Related Policies

Number	Title
A07-2510-01	Respectful Workplace
A07-2510-02	Serious Complaints
A07-2510-2016-01	Code of Conduct
07-2510-02	Code of Conduct for Elected Officials

## Approvals

Approval Date: September 8, 2020	Resolution #: <u>RC20/327</u>
Amended:	Resolution #:
Amended:	Resolution #:
Amended:	Resolution #:

## Corporate Policy Manual

### Anti-Racial Discrimination and Anti-Racism

## Policy

### 1. Statement of Principles

- a. The City of Port Moody recognizes the diversity of its community and believes that all members of its community including, but not limited to, residents, elected officials, employees, volunteers, and visitors, have the right to live, work, do business, and play in an environment that asserts and supports their fundamental rights, personal worth, and human dignity.
- b. The City of Port Moody acknowledges and recognizes the existence of racism in all its forms, including Cultural, Environmental, Institutional, Systemic, and Individual.
- c. The City of Port Moody is committed to breaking down barriers, deconstructing biases, and fostering and promoting an inclusive, respectful, and welcoming environment for all, one that is free from racial discrimination and racism.
- d. The City of Port Moody acknowledges its role and responsibility in protecting every person's right to be free from racial discrimination and racism.
- e. The City of Port Moody is further committed to respecting and upholding the vision and principles of British Columbia's *Human Rights Code* and the implementation of the Calls to Action of the Truth and Reconciliation Commission.
- f. This Policy is intended to demonstrate the City of Port Moody's commitment to conducting day-to-day operations and governance in an anti-discriminatory and anti-racist manner and environment. The implementation of this Policy is a public commitment that the City of Port Moody will continue to make best efforts to ensure that all who work and interact with the City of Port Moody are able to do so in an environment and manner free of racism and racial discrimination.

### 2. Scope

- a. This Policy applies to all employees, elected officials, contractors, volunteers, and students working or volunteering for the City of Port Moody.
- b. This Policy applies to the interpretation and application of current and new Bylaws, regulations, policies, procedures, contracts, procurements, and activities carried out by the City of Port Moody, all of which are required to be compliant with the principles and particular requirements specified within this Policy.
- c. The scope of this Policy includes all aspects of the City of Port Moody's activities, including its working environment, procurement, services, meetings, and various public events. In addition, this scope includes ongoing relationships with individuals, businesses, community groups, and contractors, as well as with other local governments and public and private bodies.
- d. This policy is intended to supplement and support British Columbia's *Human Rights Code* and related City of Port Moody policies, including, but not limited to, those listed on page 1 of this Policy.

### 3. Glossary of Terms

A glossary of relevant terms is included as Schedule A.

## Corporate Policy Manual

### Anti-Racial Discrimination and Anti-Racism

## Procedures

#### 4. Roles and Responsibilities

##### a. Council:

- Take leadership to model inclusive behaviour and language and not participate in racist or racially discriminatory conduct;
- Support, promote, and foster the principles of this Policy in all their work and interactions;
- Ensure that Management is trained on this Policy and is implementing it;
- Report incidents of racial discrimination or racism, experienced or witnessed, immediately to the City Manager or the Mayor;
- Cooperate and participate in good faith in any investigation under this Policy; and
- Maintain the confidentiality of all involved in a complaint under this Policy.

##### b. Management:

- Ensure that the workplace and the business of the City of Port Moody is free from racial discrimination and racism, and ensure that the principles of this Policy are reflected in the execution of their duties, operational policies, and practices within their area of responsibility;
- Model inclusive behaviour and language and not participate in racist or racially discriminatory conduct;
- Support, promote, and foster the principles of this Policy in all their work and interactions;
- Train Council members on this Policy at the beginning of each term of office and provide refresher training annually thereafter. Training should be meaningful and interactive;
- Train all new employees and volunteers, on this Policy at the commencement of their employment and contractors or services, and provide refresher training annually thereafter.
- Inform all new contractors of this Policy;
- Report incidents of racial discrimination or racism, experienced or witnessed, immediately to a supervisor, the City Manager, or the Mayor;
- Listen to any complaint, treating it sensitively, seriously, and confidentially;
- When appropriate and required, provide a timely, thorough, confidential, and objective investigation of any allegation and answer any complaints in accordance with this Policy;
- If necessary or appropriate, appoint an independent third-party investigator to investigate allegations or complaints when required under section 5;
- Subject to procedures referred to in section 5, review the findings and recommendations and determine, in consultation with Human Resources, Management, legal counsel, and/or Council, as applicable, the outcome and the appropriate action to be taken, which may include education, training, or disciplinary action, dependent upon the results;
- Maintain the confidentiality of all involved in a complaint under this Policy;
- Cooperate and participate in good faith in any investigation under this Policy; and
- Ensure this Policy is reviewed at least every two (2) years for effectiveness.

## Corporate Policy Manual

### Anti-Racial Discrimination and Anti-Racism

- c. Employees, Volunteers, and Contractors:
  - Not engage in racial discrimination or racism;
  - Conduct themselves and speak in an inclusive manner;
  - Report incidents of racial discrimination or racism, experienced or witnessed, immediately to a supervisor, the City Manager, or the Mayor;
  - Maintain the confidentiality of all involved in a complaint under this Policy; and
  - Cooperate and participate in good faith in any investigation under this Policy.
  
- d. Complainants:
  - Make a complaint and receive a copy of the complaint;
  - Be informed of the status and progress of the investigation;
  - Be provided a summary of the results of the investigation in writing, including a summary of corrective action that has or will be taken as a result of the investigation;
  - Not be subject to retaliation; and
  - Withdraw a complaint at any time during the procedure; however, depending upon the nature and severity of the allegations, the City Manager, or the Mayor may determine that an investigation is required and the process will continue despite the withdrawal.
  
- e. Respondents:
  - Be informed that a complaint has been filed;
  - Be informed of the status and progress of the investigation;
  - Have the allegations provided to any independent investigator;
  - Be informed of the allegations against them and be provided an opportunity to respond; and
  - Be provided a summary of the results of the investigation in writing.
  
- f. Investigator:
  - If engaged under the process referred to in section 5, the investigator shall conduct a fair process under the procedures set out in Administrative Policy – A07-2510-01 – Respectful Workplace.

#### 5. Complaint Process

All members of the Council, management, employees, volunteers, and contractors of the City of Port Moody have a responsibility to treat all complaints under this Policy seriously, and the City will investigate all complaints of racism and racial discrimination pursuant to the complaint procedure set out in Administrative Policy – A07-2510-01 – Respectful Workplace.

## Corporate Policy Manual

### Anti-Racial Discrimination and Anti-Racism

#### 6. Remedies

Any individual covered by this Policy, who is found to have engaged in, or known about and took no action to report or stop racial discrimination or racist behaviour contrary to this Policy may be subject to appropriate action depending upon the severity of the misconduct. The range of appropriate remedy may include, but is not limited to, the following:

- a. In the case of an officer or employee:
  - oral and/or written apology from the respondent and/or City of Port Moody;
  - any administrative change that is appropriate (i.e.: job site or position transfer; no contact for a period of time; temporary or permanent changes to reporting structures or work assignments);
  - coaching;
  - counselling;
  - training or education;
  - re-orientation to this Policy and its purpose;
  - discipline up to and including termination of employment for just cause; and
  - termination of contract for service or of a volunteer opportunity.
- b. In the case of an elected official, sanction by Council (including, but not limited to, censure, removal from appointments, referral to police, or legal action).
- c. If the respondent is not covered by this Policy, the City of Port Moody will take any and all steps reasonable and necessary to remedy the substantiated complaint to protect the complainant from future harm.

#### 7. Unsubstantiated Complaints:

If an investigator finds insufficient evidence to support the complainant's allegations, the investigator will submit that finding to the City Manager. There will be no record of the complaint on the complainant's or respondent's file where applicable and there will be no sanction to anyone concerning the incident. A finding of no evidence is a simple reflection of an absence of evidence to support the claim and nothing more.

#### 8. No Reprisals or Retaliation

- a. Any reprisal or retaliatory action that is related, in any way, to the circumstances noted above against a complainant (or person closely related to or associated with the complainant), witness, respondent, elected official, or employee responsible for implementing this Policy and procedure, who in good faith:
  - makes a complaint alleging racial discrimination or racism;
  - identifies or opposes a practice that they reasonably believe to constitute racial discrimination or racism; or
  - implements or participates in an investigation or proceeding under this Policy or pursuant to any applicable statutory complaint process;violates this Policy and will not be tolerated.



## Corporate Policy Manual

### Anti-Racial Discrimination and Anti-Racism

- b. Any officer, employee, volunteer, appointee, or contractor covered by this Policy who is found to have engaged in any reprisal or retaliation in violation of this Policy will be subject to appropriate disciplinary action, which action may include the termination of employment for just cause, termination of a contract for service or of a volunteer opportunity, or legal action.
- c. Any elected official covered by this Policy who is found to have engaged in any reprisal or retaliation in violation of this Policy will be subject to Council consideration of appropriate sanctions, which may include censure, removal from appointments, referral to police, or legal action.

#### 9. Vexatious Allegations and Complaints

Any individual covered by this Policy who makes an allegation or complaint under this Policy that is subsequently found to have been made in a deliberately vexatious or malicious manner, or otherwise to have been made in bad faith, will be subject to appropriate action set out in sections 8.b. or 8.c., as applicable.

#### 10. Limitations

This Policy articulates the position of the City of Port Moody and demonstrates its support and commitment to an environment that is free of racial discrimination and racism. It is not intended to supersede or supplant the other processes available to individuals or groups wishing to pursue avenues of formal complaint or redress under other City of Port Moody policies.

## Monitoring/Authority

The City Manager is responsible for the implementation and administration of this Policy.

## Corporate Policy Manual

### Anti-Racial Discrimination and Anti-Racism

#### Schedule A – Glossary of Terms<sup>1</sup>

**Barrier** – An overt or covert obstacle which must be overcome for equality and progress to be possible.

**Bias** – A subjective opinion, preference, prejudice, or inclination, often formed without reasonable justification, which influences the ability of an individual or group to evaluate a particular situation objectively or accurately.

**Cultural Racism** – Portrayal of indigenous peoples, people of colour, and different ethnicities in the media, school texts, literature as inherently “inferior”, “savage”, “bad”, “primitive”. The premise by a host society that devalues and stereotypes minority populations.

**Discrimination** – The denial of equal treatment and opportunity to individuals or groups because of personal characteristics and membership in specific groups, with respect to education, accommodation, health care, employment, access to services, goods, tenancy and facilities. This behaviour results from distinguishing people on that basis without regard to individual merit, resulting in unequal outcomes or adverse effects for persons who are perceived as different. Differential treatment that may occur on the basis of any of the protected grounds enumerated in human rights law, including race, colour, ancestry, place of origin, religion, marital or family status, physical or mental disability, age, sex, sexual orientation, or gender identity or expression.

**Diversity** – A term used to encompass the acceptance and respect of various dimensions including race, gender, sexual orientation, ethnicity, socio-economic status, religious beliefs, age, physical abilities, political beliefs, or other ideologies.

**Environmental Racism** – A systemic form of racism in which toxic wastes are introduced into or near marginalized communities. People of colour, indigenous peoples, working class, and poor communities suffer disproportionately from environmental hazards and the location of dangerous, toxic facilities such as incinerators and toxic waste dumps. Pollution of lands, air, and waterways, often causes chronic illness to the inhabitants and change in their lifestyle.

**Inclusive Language** – The deliberate selection of vocabulary that avoids explicit or implicit exclusion of particular groups and that avoids the use of false generic terms, usually with reference to gender.

**Indigenous Peoples** – First used in the 1970s, when Aboriginal peoples worldwide were fighting for representation at the U.N., this term is now frequently used by academics and in international contexts (e.g., the United Nations Declaration of the Rights of Indigenous Peoples). Indigenous is understood to mean the communities, peoples, and nations that have a historical continuity with pre-invasion, pre-settler, or pre-colonial societies that developed on their territories, as distinct from the other societies now prevailing on those territories (or parts of them). Can be used more or less interchangeably with “Aboriginal,” except when referring

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<sup>1</sup> Source: <https://www.crrf-fcrr.ca/en/resources/glossary-a-terms-en-gb-1>

## **Corporate Policy Manual**

### Anti-Racial Discrimination and Anti-Racism

specifically to a Canadian legal context, in which case “Aboriginal” is preferred, as it is the term used in the Constitution.

**Individual Racism** – Racist assumptions, beliefs, and behaviours that stem from conscious and unconscious personal prejudice.

**Institutional Racism (Systemic Discrimination)** – The institutionalization of discrimination through policies and practices which may appear neutral on the surface, but which have an exclusionary impact on particular groups. This occurs in institutions and organizations, including government, where the policies, practices, and procedures (e.g. employment systems – job requirements, hiring practices, promotion procedures, etc.) exclude and/or act as barriers to racialized groups.

**People of Colour** – A term which applies to non-White racial or ethnic groups; generally used by racialized peoples as an alternative to the term “visible minority.” The word is not used to refer to Aboriginal peoples, as they are considered distinct societies under the Canadian Constitution. When including Indigenous peoples, it is correct to say “people of colour and Aboriginal/Indigenous peoples.”

**Racial Discrimination** – According to the International Convention on the Elimination of All Forms of Racial Discrimination (to which Canada is a signatory), racial discrimination is “any distinction, exclusion, restriction, or preference based on race, colour, descent, or national or ethnic origin, which nullifies or impairs the recognition, enjoyment, or exercise of human rights and fundamental freedoms in the political, economic, social, cultural, or any other field of public life.”

**Racism** – A belief that one group is superior to others performed through any individual action, or institutional practice which treats people differently because of their colour or ethnicity. This distinction is often used to justify discrimination. There are three types of racism: Institutional, Systemic, and Individual.

# Corporate Policy

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Section:	Administration	01
Sub-Section:	Freedom of Information and Protection of Privacy	0580
Title:	Privacy Breach	2016-02

## Related Policies

Number	Title
01-0580-2016-01	Privacy
A04-1490-2016-01	Working Away from the Office

## Approvals

Approval Date: June 7, 2016	Resolution #: <u>CW16/083</u>
Amended: September 19, 2017	Resolution #: <u>RC(CW)17/031 (CW17/117)</u>
Amended:	Resolution #:
Amended:	Resolution #:

## Corporate Policy Manual

### Privacy Breach

## Policy

The City of Port Moody (City) is committed to ensuring the protection and security of all personal information that it collects, uses, maintains, and discloses in the course of carrying out its responsibilities.

The purpose of this policy is to describe the City's process for responding to privacy breaches, and to ensure compliance with the *Freedom of Information and Protection of Privacy Act (FIPPA)*.

## Definitions

**Records** are broadly defined under the *FIPPA* and include any paper or electronic media which is used to store or record information. At the City, this includes all paper and electronic records, books, documents, photographs, audio or visual recordings, computer files, email, and correspondence.

**Personal information** is recorded information about an identifiable individual, and includes such things as an individual's name, address, birth date, personal contact information, financial information, as well as opinions and statements made about the individual.

**Privacy breach** is a collection, use, disclosure, access, disposal, or storage of personal information, whether accidental or deliberate, that is not authorized by the *FIPPA*, and includes situations where the unauthorized activity is suspected to have taken place or where records containing personal information have been lost or stolen.

**Staff** means all employees, independent contractors, service providers, and volunteers employed or engaged by the City.

## Procedures

All staff must immediately report actual or suspected privacy breach incidents in accordance with this Policy. If there is any question about whether a privacy breach has occurred or may occur, staff are directed to consult with the Privacy Officer.

All staff are expected to provide their full cooperation with any investigation or response to a privacy breach incident.

### Privacy Breach Response

#### *Step One – Duty to Report*

Upon discovering or learning of a privacy breach, all staff shall:

- immediately report the privacy breach to their manager, supervisor, or Privacy Officer;
- take immediate action, where possible, to ascertain the extent of the privacy breach and to contain or stop the breach, such as by:
  - isolating or suspending the activity that led to the breach;
  - taking steps to recover personal information, records, or equipment; and
  - determining the extent of the breach, including identification of what records or personal information was involved; and

## Corporate Policy Manual

### Privacy Breach

- preserve any information or evidence related to the breach for investigative purposes.

Upon discovering or being notified of an actual or suspected privacy breach, the manager or supervisor shall promptly notify the Privacy Officer, and work with the Privacy Officer to contain, investigate, and respond to the breach.

#### *Step Two – Assessment*

Upon being notified of a privacy breach, the Privacy Officer shall:

- assess what additional steps are required to contain the breach, and implement such steps as necessary;
- identify the type and sensitivity of the personal information involved in the breach, and any steps that have been taken or can be taken to minimize the harm arising from the breach;
- identify the individuals affected by the breach, or whose personal information may have been involved in the breach;
- estimate the number of affected individuals; and
- make assessments of the types of harm that may flow from the privacy breach.

The Privacy Officer shall be responsible for conducting a detailed investigation into the causes of the privacy breach and other contributing factors. The investigation shall include but not be limited to:

- assessing all information reported to the Privacy Officer;
- engaging in fact-finding to assess the causes of the privacy breach;
- considering other exacerbating factors that may have contributed to the breach or the harm flowing from the breach; and
- considering the foreseeable harm arising from the breach, including but not limited to:
  - the sensitivity of the personal information involved in the privacy breach;
  - the risk of harm to affected individuals, including identity theft, and emotional and mental harm, humiliation, and stigma;
  - risk to public safety;
  - loss of public trust in the City; and
  - financial and legal exposure.

#### *Step Three – Notification*

The Privacy Officer shall make a recommendation to the City Manager regarding whether notification of the privacy breach should be made to affected individuals or the Office of the Information and Privacy Commissioner of British Columbia (OIPC). The considerations shall include, but not be limited to:

- whether notification will help to avoid or mitigate harm to affected individuals, the City, or the public;
- provincial, federal, or other legal requirements to notify (i.e. contractual or statutory obligations);
- potential risk of identity theft or fraud flowing from the breach;

## Corporate Policy Manual

### Privacy Breach

- any risk to safety or physical harm arising from the privacy breach (e.g. stalking, harassment);
- any stigma flowing from the breach for affected individuals, including risk to reputation, hurt, hurt feelings, or humiliation;
- any risk of loss to business or employment opportunities for affected individuals;
- loss of confidence or trust in the City or other public bodies; and
- any guidance documents issued by the OIPC concerning notification.

The determination about whether to provide notification of the privacy breach shall be made promptly following the breach. Any notification shall be undertaken as soon as reasonably possible. If any law enforcement agencies are involved in the privacy breach incident, then notification will be undertaken in consultation with such agencies.

Where feasible, direct notification (phone, email, letter, or in person) is preferable, but indirect notification (i.e. public announcement or media release) may be considered in appropriate circumstances depending upon the scope of the breach, the number of affected individuals, cost, effectiveness of notification methods, and other relevant factors.

#### *Step Four – Prevention*

The Privacy Officer shall report to the City on the outcome of his or her investigation, and make recommendations concerning what steps can or should be taken to prevent similar privacy breaches from occurring in the future. The City shall take appropriate action to prevent privacy breaches.

#### Contact Information

Questions or comments about this Policy may be addressed to the Privacy Officer at: [foi@portmoody.ca](mailto:foi@portmoody.ca).

## Monitoring/Authority

The policy is to be administered and monitored by the Legislative Services Division.

# Corporate Policy

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Section:	Information Systems	01
Sub-Section:	Records Management	1490
Title:	Remote Attendance and Work Outside of Canada	2022-01

## Related Policies

Number	Title
01-0530-2020-03	Electronic Participation in Council Meetings by Video Conference or Telephone
01-0530-2020-04	Electronic Meeting Participation Requirements
01-0580-2016-01	Privacy
01-0580-2016-02	Privacy Breach
07-2510-02	Code of Conduct for Elected Officials
A04-1345-01	Mobile Device
A04-1430-01	Internet Access and Use
A04-1430-02	Email Use
A04-1490-01	Confidential
A04-1490-2016-01	Working Away from the Office
A07-2510-2016-01	Code of Conduct

## Approvals

Approval Date: July 26, 2022	Resolution #: <u>RC22/259</u>
Amended:	Resolution #:
Amended:	Resolution #:
Amended:	Resolution #:



## Corporate Policy Manual

### Remote Attendance and Work Outside of Canada

## Policy

This City of Port Moody (City) recognizes that there may be circumstances in which it is necessary or reasonable for Council Members and Staff who are travelling outside of Canada to attend Council meetings and/or staff meetings remotely. It may also be necessary for Council members and Staff who are travelling outside of Canada to temporarily access their City email accounts and the City's server remotely.

This Policy allows for remote access to occur in a similar manner as it does from within Canada. It does not permit the disclosure or storage of personal information outside of Canada. However, the City recognizes that attending meetings and accessing City email accounts and the City's server remotely from outside of Canada may pose an increased risk to the security and privacy of personal information and other confidential information.

The purpose of this Policy is to establish consistent and appropriate standards with respect to remote attendance and work from outside of Canada.

Council Members and Staff are required to comply with all related Corporate Policies listed on page 1 of this Policy. To the extent of a conflict between this Policy and any other City policy, this Policy governs.

## Definitions

"Act" means the *Freedom of Information and Protection of Privacy Act*, and regulations thereto, as amended from time to time.

"Council Member" means a member of City Council.

"Privacy Officer" means the head of the City for the purposes of the *Act*, currently the Corporate Officer or their designate.

"Personal Information" means "personal information" as defined in the *Act*, namely recorded information about an identifiable individual other than contact information.

"Sensitive Personal Information" means information pertaining to a person's educational or employment history or discipline records; financial and identity information (social insurance number, date of birth, driver's licence number); personal health information; criminal records; personal characteristics; and any other categories of information the inadvertent disclosure of which may give rise to a reasonable prospect of harm to the individual about whom the information pertains.

"Staff" means an employee, independent contractor, service provider, or volunteer employed or engaged by the City.

"Record" has the meaning set out in the *Act*, and includes all paper Records, electronic Records, photographs, recordings, or any other media or device upon which Personal Information is recorded or stored.

## Corporate Policy Manual

### Remote Attendance and Work Outside of Canada

“User” means a Council Member or Staff who wishes to attend meetings or access their City email accounts or the City’s server remotely from outside of Canada.

## Procedures

Council Members and Staff who are travelling outside of Canada and wish to attend meetings or access their City email accounts or the City’s server remotely must comply with the following requirements:

1. Users must notify the City Manager and Corporate Office of their plans to attend meetings while outside of Canada (i.e., meeting date and location from which they will be attending) and/or access their City email accounts or City’s server remotely while outside of Canada (i.e., dates they will be outside of Canada and location(s) from which they will be accessing City email or server).
2. Users must attend meetings and access their City email and the City’s server in the same manner they would if they were within Canada. Without limiting the foregoing, Users must:
  - a. use their own private device (such as a laptop, phone, or iPad);
  - b. access their City email accounts and the City’s server using their password and multi-factor authentication software;
  - c. log-in to the meeting platform (Microsoft Teams or Zoom) using their City email address so that their identity can be authenticated; and
  - d. refrain from accessing City email accounts and the City’s server or attending meetings through unsecured Wi-Fi networks.
3. Users must attend Closed Council meetings or staff meetings from a private location that cannot be accessed by others (such as a hotel room or private Airbnb). Users are not permitted to attend Closed Council meetings or staff meetings from a public location.
4. Users are not permitted to record any Council meetings or staff meetings except with specific authorization from the City Manager or Corporate Officer. Under no circumstances will a User be permitted to record a meeting at which Sensitive Personal Information is discussed.
5. Users are not permitted to disclose or store any personal information outside of Canada.
6. Users are not permitted to take any hard copies of confidential City Records or any Records that contain personal information outside of Canada, unless those Records have been considered at an open meeting or have otherwise been disclosed to the public in accordance with the *Act*.
7. Users must immediately notify the Privacy Officer in the event of a known or suspected privacy breach (such as loss, theft, or unauthorized access to a User’s personal device).

## **Corporate Policy Manual**

Remote Attendance and Work Outside of Canada

### **Monitoring/Authority**

This Policy is to be administered and monitored by the Corporate Officer and the City Manager. Changes to this Policy require Council approval.

# Administrative Policy

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Section:	Human Resources	A07
Sub-Section:	General	2510
Title:	Respectful Workplace	2021-01

## Related Policies

Number	Title
A07-2510-02	Serious Complaints
A07-2640-2021-01	Workplace Drug and Alcohol
A07-2680-01	Discipline

## Approvals

### Policy Approval

Approved by: \_\_\_\_\_  
*Tim Savoie, City Manager*

Date: November 18, 2021

### Amendment Approval

Approved by: \_\_\_\_\_  
*City Manager*

Date:

### Section Amended

## Administrative Policy Manual

### Respectful Workplace

## Policy

The City of Port Moody (City) is committed to maintaining a work environment that is free from Bullying and Harassment and/or Discrimination, and where all employees are treated with dignity and respect.

The purpose of this Policy is to outline the City's principles and procedures in relation to the prevention, identification, and resolution of issues of Bullying and Harassment and/or Discrimination in the workplace.

## Scope

This policy applies to all employees, elected officials, contractors, volunteers, and students working or volunteering for the City.

This Policy applies to alleged incidents of Bullying and Harassment and/or Discrimination that are alleged to have occurred on or off a City worksite in connection with an event or activity sponsored by or under the auspices of the City.

## Definitions

**Bullying and Harassment** is defined as inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated, but excludes any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment. Bullying and Harassment include, but are not limited to, the following:

- words, gestures, actions, or practical jokes, the natural consequence of which is to humiliate, ridicule, insult, or degrade;
- malicious rumours;
- threats or intimidation;
- vandalizing personal belongings;
- physical assault or violence; and
- persistent rudeness, taunting, patronizing behavior, or other conduct that adversely affects working conditions or work performance.

It is not Bullying and Harassment to:

- comply with professional, managerial, or supervisory responsibilities to evaluate and report on the performance, conduct, or competence of employees;
- express reasonable opinions freely and courteously; or
- respectfully engage in honest differences of opinion.

## Administrative Policy Manual

### Respectful Workplace

**Discrimination** is as defined in the *BC Human Rights Code*. A person must not discriminate against or harass a person regarding employment or any term or condition of employment based on the person's sex, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sexual orientation, gender identity or expression, age, or criminal conviction which is unrelated to the person's employment. Harassment and Sexual Harassment are forms of discrimination and are covered by the *BC Human Rights Code*.

**Sexual Harassment** is defined as conduct or comment of a sexual nature that is unwelcome, and that detrimentally affects the work environment or leads to adverse job-related consequences. Sexual Harassment includes, but is not limited to, the following:

- unwanted touching;
- unwelcome sexual flirtations, advances, or propositions;
- sexually suggestive, obscene, or degrading comments or gestures;
- offensive jokes of a sexual nature;
- leering or staring;
- displaying or circulating pictures or other material of a sexual nature; and
- unwelcome questions or remarks about a person's sex life, appearance, or clothing.

**Retaliation** means any adverse action taken against a person because that person reports or alleges a violation of this Policy, seeks advice on making a complaint, makes a complaint, or participates in an investigation into a complaint.

## Principles

City employees must not engage in Bullying and Harassment and/or Discrimination in the workplace. If an employee is found to have engaged in Bullying and Harassment and/or Discrimination, the City may take disciplinary action, up to and including dismissal.

The City encourages prompt reporting of all alleged incidents of Bullying and Harassment and/or Discrimination, whether experienced or observed.

The City reserves the right to initiate an investigation into alleged Bullying and Harassment and/or Discrimination on its own initiative without the submission of a complaint.

City employees may pursue another process in connection with alleged Bullying and Harassment and/or Discrimination, such as reporting the matter to the police, initiating a civil action, filing a grievance, or filing a complaint under the *BC Human Rights Code*. If another process is pursued, the City may elect to continue with the process under this Policy, or suspend the process under this Policy pending the outcome of the other process.

City employees must not engage in Retaliation. If an employee is found to have engaged in Retaliation, the City may take disciplinary action, up to and including dismissal.

## Administrative Policy Manual

### Respectful Workplace

## Responsibilities

The City is responsible for:

- maintaining a workplace free from Bullying, Harassment, and Discrimination;
- responding promptly to complaints of Bullying and Harassment and/or Discrimination;
- providing orientation and training on this Policy; and
- conducting a biannual review of this Policy.

Managers and supervisors are responsible for:

- modeling appropriate behavior;
- monitoring the workplace for Bullying and Harassment and/or Discrimination; and
- addressing Bullying and Harassment and/or Discrimination when they know or reasonably ought to know that Bullying and Harassment and/or Discrimination has occurred or is occurring.

Employees are responsible for:

- refraining from Bullying and Harassment and/or Discrimination; and
- promptly reporting incidents of Bullying and Harassment and/or Discrimination, whether experienced or observed.

## Procedures

### Reporting

Employees who believe that they have experienced Bullying and Harassment and/or Discrimination, or have witnessed the same, may:

- if comfortable doing so, inform the offending individual that their conduct is unwelcome and request that they cease the offensive conduct immediately; or
- if the situation is not resolved, or if the employee does not wish to speak directly to the offending individual, report the conduct to a supervisor, member of the management team, the General Manager of People, Communications, and Engagement, or the Manager of Labour Relations, Learning, and Wellness, who will consider and discuss options for resolution, including assistance in speaking directly with the offending individual, informal complaint resolution, and formal complaint resolution processes.

### Informal Complaint Resolution

Employees who believe that they have experienced Bullying and Harassment and/or Discrimination, or have witnessed the same, may elect to have their complaint dealt with informally. Informal Complaint Resolution can include but is not limited to mediation or a similar conflict resolution process, a verbal or written apology, or another resolution agreed upon by the Parties and the City as appropriate for resolving the complaint.

## **Administrative Policy Manual**

### **Respectful Workplace**

#### Formal Complaint Resolution

Employees who believe that they have experienced Bullying and Harassment and/or Discrimination, or have witnessed the same, may elect to have their complaint dealt with formally, regardless of whether an informal complaint resolution has been pursued.

Formal complaints shall be made in writing to the General Manager of People, Communications, and Engagement or the Manager of Labour Relations, Learning, and Wellness or his or her designate as soon as reasonably possible, but in any event within 12 months of the alleged incident(s). If the complaint concerns a series of related incidents, the complaint should be submitted no later than within 12 months of the most recent incident.

#### Investigation

The General Manager of People, Communications, and Engagement or the Manager of Labour Relations, Learning, and Wellness or their designate will appoint an internal or external investigator to investigate the allegations in the complaint in accordance with the investigation process set out below and define the terms of reference for the investigator.

The investigator will conduct the investigation in a procedurally fair manner, using a process determined by the investigator and in accordance with the terms of reference set out by the City.

The investigation process may include, but is not limited to, the following:

1. Requesting a written response to the complaint from the respondent;
2. Meeting with or requesting further information from:
  - a. the complainant;
  - b. the respondent;
  - c. any other individuals who may have information relevant to the investigation, including any witnesses identified by the complainant or respondent; and
3. Receiving and reviewing any documentary evidence, including any emails, voicemails, text messages, handwritten notes, photos, or social media communications.

Upon completion of the investigation, the investigator will submit a written investigation report to the General Manager of People, Communications, and Engagement or the Manager of Labour Relations, Learning, and Wellness or their designate.

#### Confidentiality

Complaints of Bullying and Harassment and/or Discrimination involve confidential and sensitive information. Confidentiality is required to ensure that those who may have experienced Bullying and Harassment and/or Discrimination will feel free to come forward, and the reputations and interests of those accused are protected during the investigation process.

All employees who are involved in complaints or investigations regarding Bullying and Harassment and/or Discrimination must maintain the confidentiality of any information they receive during the process. Any employee who breaches confidentiality may be subject to disciplinary action, up to and including dismissal.



## **Administrative Policy Manual**

### Respectful Workplace

The City will make every effort to keep any information pertaining to a complaint of Bullying and Harassment and/or Discrimination confidential. However, confidentiality cannot be guaranteed in all circumstances. The City may be required to disclose information pertaining to a complaint to ensure that it is appropriately investigated and responded to, or to satisfy other legal obligations of disclosure. The City also reserves the right to report, in appropriate circumstances, matters related to complaints to law enforcement officials.

#### Outcomes

If the investigator finds that Bullying and Harassment and/or Discrimination occurred, the respondent may be subject to disciplinary action, up to and including dismissal.

#### Frivolous and Vexatious Complaints

If the investigator finds that the complaint is frivolous or vexatious in nature, the City may take appropriate disciplinary action against the complainant, up to and including dismissal.

#### Record of Complaint

If a complaint is not substantiated, no record of the complaint will be placed on the personnel file of the respondent. However, documentation regarding the investigation of the complaint will be kept in a confidential file by the General Manager of People, Communications, and Engagement or the Manager of Labour Relations, Learning, and Wellness.

## **ZOOM WEBINAR INSTRUCTIONS FOR COMMITTEE MEMBERS**

To support City functions during this time, the City of Port Moody has implemented Zoom Video Conferencing to conduct Committee meetings. The following is a brief introduction and provides instructions for participating in Committee meetings.

For more information please visit <https://portmoody.zoom.us/resources> for quick how-to videos on anything and everything Zoom.

Committee members will receive two emails for Committee meetings. One email will contain the Zoom webinar link – these links are personalized and cannot be shared – and one email will contain the meeting agenda.

You are still required to respond to the email to indicate whether or not you will be participating via Zoom.

### **A few important notes:**

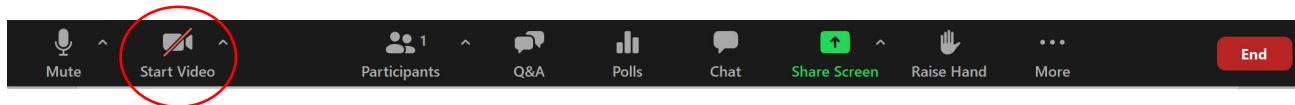
- 1) Please do not share or forward the Zoom webinar link. If you cannot find your Zoom link prior to the meeting, please send an email to [committees@portmoody.ca](mailto:committees@portmoody.ca) asking for your link to be resent.**
- 2) To improve the security of Committee meetings, all Committee members are required to use the personalized Zoom links and use a video feed to participate in meetings. No phone-in participation will be permitted.**
- 3) During the meetings, please keep your microphone on mute unless you have been called on to speak. This will minimize disruptions to the meeting.**

## **PC USERS**

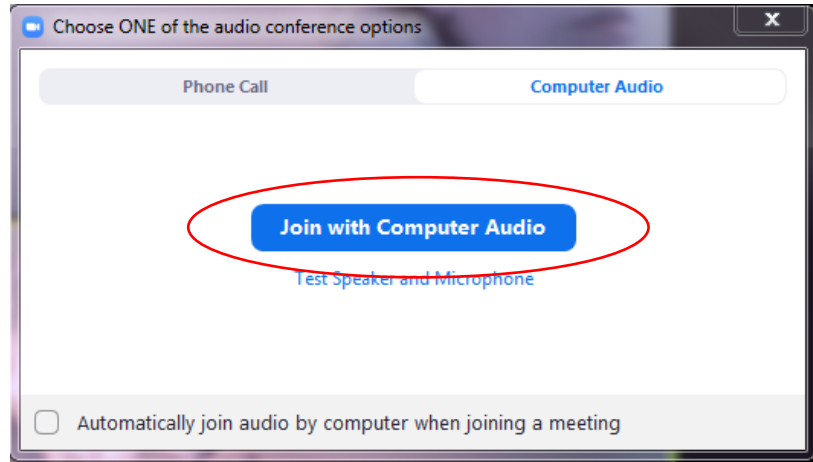
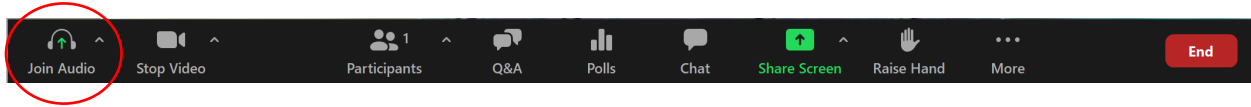
### **Joining a Webinar**

Join a webinar by clicking on the Zoom link provided and follow the prompts to join the Zoom webinar.

Click **Join with Video** to have your video feed start upon admittance to the webinar or click **Join without Video** to start the feed manually once admitted. To start your video feed, click on the **Start Video** button.



Ensure that your audio is working. If **Join Audio** is visible you must click on **Join Audio** and select **Join with Computer Audio**.



When you join a Zoom webinar hosted by the City of Port Moody, you are considered a panelist and City staff will have host controls, including muting audio, using video and presentations, and more.

## Participating in a Zoom Webinar

### **Start/Stop Video and Video Settings**

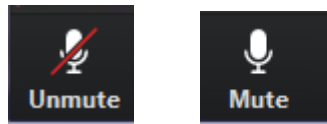
Video feeds are required to participate in Committee meetings. If your video feed is off, you are not in attendance at the meeting. If you must turn off your video briefly, you can turn your camera on or off with the Start/Stop Video button. By clicking on the arrow next to the start/stop video button, you can change webcams, access your Zoom video settings, or select a virtual background.

### **Speaking**

If you click on Participants, you can see who is currently in the meeting. If you would like to speak, please follow the regular meeting procedures and **physically raise your hand visibly in the video** or use the **Raise Hand** button in the bottom left-hand corner to be added to the speaking list. If you use the **Raise Hand** function, please remember to **Lower Hand** after speaking. The Chair will inform you when it is your turn to speak.



You can unmute your microphone when it is your turn to speak by clicking on the **Unmute** button in the bottom left-hand corner. Once you are finished speaking, please re-mute yourself by clicking the button, which will display as **Mute**.



### Video Layout

At the upper right corner of the Zoom window, you can switch between active speaker view and gallery view. You can also switch between a shared screen and the video by clicking on a button available in this location during a screen share.

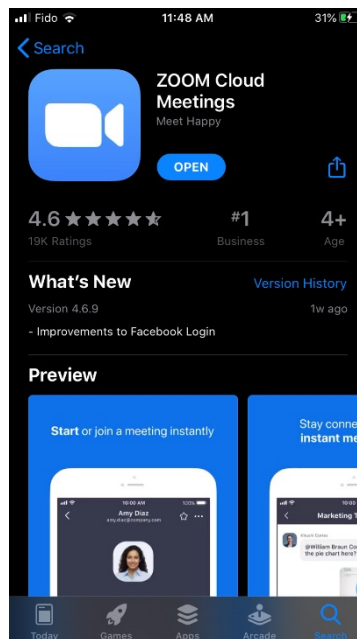
### Leave Meeting

You can leave the meeting at any time by clicking on the **Leave Meeting** option at the lower right corner of the Zoom window.

### SMARTPHONE USERS

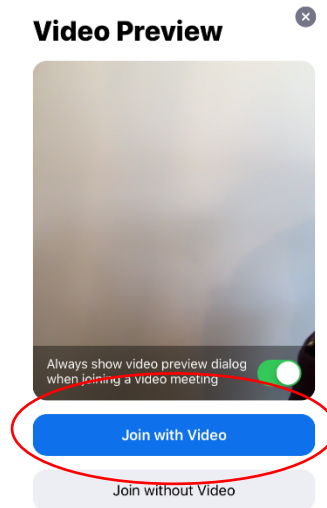
If you are joining through a smartphone you will need to download the app to participate.

### Download the app



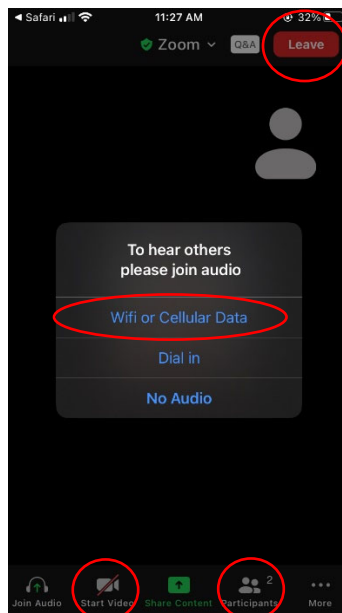
Click on the Zoom link provided by the Committee Coordinator and follow the prompts to open Zoom.

The app will open with a **video** preview of your camera, which you can choose to join with video or without.



Click **Join with Video** to have your video feed start upon admittance to the webinar or click **Join without Video** to start the feed manually once admitted to the webinar.

If you have chosen to **Join without Video**, when you are admitted to the webinar click on the **Start Video** button to start your video feed. you may prompted to choose your **audio** connection and once selected you will join the webinar.



On the bottom of the app you can click on **Participants** to see who is in the webinar and stop your **video**.

To **leave** the webinar, click on the link in the top right hand corner.