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COUNCIL DATE: **September 29, 2014**

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## REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **September 23, 2014**

FROM: **General Manager, Human Resources  
General Manager, Parks, Recreation and Culture**

FILE: **0540-01**

SUBJECT: **Young Women and Civic Engagement**

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## RECOMMENDATION

The General Manager, Human Resources and the General Manager, Parks, Recreation and Culture recommend that Council receive this report as information.

## INTENT

During the Council in Committee meeting on July 21, 2014, the Young Women Civic Leaders Committee (represented by Alisha Mangat and Kiran Dhesa) made a presentation to Council proposing steps that the City could take to enhance participation by women (especially young women) in civic and political life in Surrey. Staff have reviewed the information presented and believes that the City continues to make significant effort to support active civic participation by all Surrey residents.

## BACKGROUND

The *Young Women Civic Leaders* Program is a two year project (2012-2014) sponsored by the Justice Education Society and the Federal Government (Status of Women Canada). The Program is operating in Burnaby, Surrey, Coquitlam, Port Coquitlam, Port Moody, Belcara and Anmore. It promotes and encourages full participation of young women at all levels of civic, political and community life.

The Program's objectives (as capture on its website) are:

- To identify and reduce the existing barriers to young women's full participation by working collaboratively with community partners, institutions and other stakeholders; and
- To work with young women and girls to develop their capacity and leadership skills so that they can effectively identify and respond to the barriers that affect their participation.

The Program works with a committee of young women living and studying in the project target areas, encouraging them to promote civic engagement among youth and others in their communities. In 2014, program activities include:

- Interactive youth-led presentations on meaningful civic engagement in schools, colleges, city halls and other venues;
- Social media campaigning that promotes young women's civic and political leadership;
- Mobilizing youth around municipal elections;
- Working with municipalities on identifying gaps and strengthening existing mechanisms for youth engagement; and
- Building a website which will serve as a collaborative platform for promoting civic engagement opportunities for youth across British Columbia.

Specific recommendations by the Committee at Council in Committee were:

1. To develop a gender equality strategy for the City of Surrey;
2. To apply a gender lens to City policy making; and
3. To create a Young Women Civic Leaders' working group within the Women's Advisory Committee.

## DISCUSSION

Over the past decade, City Council has undertaken a series of initiatives to facilitate full civic participation by all City residents. The nature of these initiatives has served and continues to serve to meet the objectives put forward by the Young Women's Civic Leaders' Committee.

For example, in June 2014, Council demonstrated its commitment to increasing youth engagement and input into municipal decision making by appointing 18 youth representatives to nine Advisory Committees of Council (10 of the youth representatives are women). The diversity of the youth representatives reflected the socio-cultural composition of Surrey residents. Youth inclusion on City advisory committees is part of a one-year pilot project arising out of a recommendation from Surrey's Child & Youth Friendly Strategy. By welcoming youth as equal partners in the governance process, a stronger relationship is built between young people and civic government.

Other actions taken by Council to maximize civic participation by all residents include:

- The formation of Advisory Committees to Council;
  - It should be noted that several of these Committees specifically advise Council on inclusion/engagement strategies, including the Cultural Development Advisory Committee, the Diversity Advisory Committee, the Parks, Recreation and Sport Tourism Advisory Committee and the Social Planning Advisory Committee.
- Introducing and adopting the Respectful Workplace Policy (**Appendix I**);
- Introducing and adopting the Human Rights Policy (**Appendix II**);
- Supporting the Parks, Recreation and Culture Gender Equity Policy (**Appendix III**); and
- Additional examples of civic engagement opportunities in Surrey are highlighted in **Appendix IV**.

Through its social media presence, the City seeks to encourage resident participation. A current section of the City website, contains the following information:

- “Use your interests, your voice and your energy to make Surrey what you want it to be. Where you put your energy is where you'll see the reward.”
  - Join Cityspeaks
  - Participate in City surveys on topics of community interest
  - Attend Open Houses
  - View or attend Council Meetings
  - Speak at a Public Hearings
  - Vote in the municipal election
  - Volunteer
  - Join a community association

Following the direction of Council, the City undertakes significant actions to encourage and support citizen participation. In addition, the diversity of the Surrey Mayor and Council provides an excellent example to its residents, who may be seeking role models for civic and political participation. City staff is 53% female.

Inclusion of all residents in a meaningful way in its core functions is an important objective for the City. The concept of limiting specific opportunities or designing organizational structures to one race, one culture, one age group or one gender to foster greater inclusion has had mixed success over time, except when personal safety concerns exist. It is important that Council and staff take an inclusive view of their decisions to reflect the needs of all City residents.

Research suggests that Surrey provides at least two of the characteristics (role models and opportunities for participation) that are shown to enhance female participation in civic and political matters.

First, City Council and the Senior Management Team provide examples of successful female role models. Role models encourage other members of the identified group to feel comfortable in participating. The concept is that if a person sees a person similar to themselves engaging in an activity, they are more likely to feel welcome engaging in those behaviours. Female members of Council make significant efforts to be visible in the community.

Second, the City strives to develop opportunities for all residents to build their capacity in the civic and political setting. Many of the initiatives highlighted in this report are designed to support inclusion and build participation skills throughout the community. In fact, by presenting to Council in July 2014, the Young Women Civic Leader Committee enhanced their capacity.

## **SUSTAINABILITY CONSIDERATIONS**

The City's Sustainability Charter has several socio-cultural and economic objectives that support civic participation by all Surrey residents, including:

### *SC4: Cultural Awareness in the Community*

Cultural activities are recognized as an important way for individuals to contribute to their communities. Culture is an essential tool in understanding the values, shared meanings and goals of residents within a community. Wide, inclusive participation in cultural activities contributes to community vitality and supports sustainability.

*SC5: Plan for the Social Well Being of Surrey Residents*

The City will continue to implement the recommendations of the Plan for the Social Well-Being of Surrey Residents and the five priority social issues that contribute to social sustainability for which the City has primary responsibility:

1. **Creating a child and youth friendly City;**
2. Programs and recreation opportunities for children and youth;
3. **Initiatives to encourage citizen engagement with social issues and social planning activity to build community capacity;**
4. City clean-up programs and civic pride initiatives; and
5. **Ethnically and culturally appropriate and inclusive services, opportunities and programming.**

*SC8: Municipal Outreach, Public Education and Awareness*

The City will promote education and awareness to develop a community that is engaged in the achievement of its sustainability goals by:

1. Encouraging residents, businesses, institutions and a range in interest groups to take responsibilities with regard to achieving a more sustainable City;
2. **Facilitating and encouraging meaningful participation of all citizens in city policy decisions and encouraging residents to take responsibility in their actions;** and
3. Involving School District 36 and advanced education institutions in Surrey in this education and awareness program.

## CONCLUSION

It is staff's intention to continue to work with Council and the community to maximize civic participation by all residents. The input from the Young Women's Civic Leaders' Committee was appreciated and is being addressed in a broader manner.

Nicola Webb  
General Manager  
Human Resources

Laurie Cavan  
General Manager  
Parks, Recreation and Culture

- Appendix I: Human Rights Policy  
Appendix II: Respectful Workplace Policy  
Appendix III: Parks, Recreation and Culture Gender Equity Policy  
Appendix IV: Additional Examples of Civic Engagement Opportunities

## HUMAN RIGHTS POLICY

Revised: January 29, 2008

### SECTION 1 – ACCOUNTABILITY

- 1.1 The City of Surrey is committed to creating an environment which is free from any form of discrimination based on any of the prohibited grounds of discrimination under the B.C. *Human Rights Code*.
- 1.2 This policy reflects the City's responsibility under the B.C. *Human Rights Code* to prevent discrimination in the Workplace.
- 1.3 The City of Surrey is committed to providing education and training to all Employees and Elected Officials about the Policy and will ensure that procedures for complaint investigation and resolution are implemented and followed.
- 1.4 All individuals are accountable for creating an environment that is free from Discrimination for Employees, and for Customers, Visitors, Contractors, Volunteers, and Elected Officials.
- 1.5 Management Employees and Supervisors are accountable for creating a working environment where Discrimination and Harassment are not tolerated.
- 1.6 The City of Surrey will communicate the commitment set out in this Policy to Customers, Visitors, Contractors and Volunteers.

### SECTION 2 – PURPOSES

#### **The Purposes of the Human Rights Policy are:**

- 2.1 To formalize the responsibility and commitment of the City of Surrey to ensure that all Employees, Elected Officials, Volunteers, Customers, Contractors and Visitors enjoy a workplace and service environment that is free from Discrimination or Harassment, as defined by the Policy.
- 2.2 To establish that the City of Surrey promotes a work environment for Employees, Elected Officials, Volunteers, Customers, Contractors and Visitors free from Discrimination and Harassment.
- 2.3 To ensure that all Employees, Elected Officials and Volunteers understand what is meant by an environment free from Discrimination or Harassment and know what to do to ensure that such an environment is created and maintained at the City of Surrey.
- 2.4 To provide appropriate processes and procedures to deal with complaints in an effective and timely manner and remedy situations when Discrimination or Harassment occurs.
- 2.5 Nothing in this Policy should be construed as depriving Union Employees covered under the collective agreement(s) of CUPE Local 402, CUPE Local 402-02 and IAFF Local

1271 of their rights under these collective agreement(s). The intention is for this Policy to work in conjunction with any language on Discrimination or Harassment contained in the collective agreement(s).

### **SECTION 3 - DEFINITIONS OF DISCRIMINATION AND HARRASSMENT**

- 3.1 Discrimination refers to adverse differential treatment of individuals or groups and is prohibited by law. It may be intentional or unintentional and often stems from prejudice and/or stereotypes we have of others. It can result in one individual or group having an advantage over another individual or group. Discrimination can cause an individual or group to be excluded from activities that they have the right to be included in.

The prohibited grounds of discrimination as set out in the B.C. *Human Rights Code* are race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age and conviction of a criminal or summary conviction offence that is unrelated to employment or intended employment. Discrimination as defined by this Policy is specific to conduct which is prohibited by the B.C. *Human Rights Code*. Other types of conflict which do not fall within the definition of Discrimination are provided for in other City of Surrey policies.

- 3.2 Harassment is a type of Discrimination. Harassment is defined as:

- Unwelcome conduct;
- That is based on or related to one of the prohibited grounds set out in Section 3.1 of this Policy; and
- That detrimentally affects the work environment or how accommodation, services or facilities are provided or leads to adverse job-related consequences for the victim.

- 3.3 Sexual Harassment is a type of Discrimination on the prohibited ground of sex.

- 3.4 Examples of harassment include but are not limited to:

- Remarks, jokes, innuendos or other comments regarding someone's body, appearance, physical or sexual characteristics or clothing;
- Display, distribution or storage of offensive or derogatory pictures, cartoons or other material (including material on computers or e-mail);
- Unwelcome questions or sharing of information regarding a person's sexuality or sexual activity, religious activities or disability status;
- Sexual solicitation or advance that is unwelcome;
- Unwanted physical touching; and

- Favouring or appearing to other employees to be favouring a subordinate employee in exchange for sexual favours.
- 3.5 Harassment does not include legitimate job related actions performed in good faith by Supervisors and Management Employees such as work direction or assignment, performance appraisal, attendance monitoring and implementation of disciplinary or other corrective actions.
- 3.6 Retaliation for speaking out, bringing a complaint or participating in the investigation of a complaint of Discrimination or Harassment under this Policy is prohibited by this Policy. A separate complaint of Discrimination or Harassment can be made if an individual has been the subject of retaliatory behaviour for bringing a complaint of Discrimination or Harassment. Retaliation may include, but is not limited to, penalizing an individual or subjecting them to adverse job consequences.

#### **SECTION 4 – APPLICATION OF POLICY**

- 4.1 This Policy applies to all Employees, Elected Officials, Volunteers, Customers, Contractors and Visitors and covers conduct occurring where activities related to the enterprise of the City of Surrey or the Surrey Public Library occur including:
- At any facilities owned and/or operated by the City of Surrey;
  - At City-related social functions;
  - At work-related conferences or training sessions; and
  - During work-related travel.

#### **SECTION 5 - CONFIDENTIALITY**

- 5.1 All processes under this Policy will be conducted confidentially. This means that no one who is in any way involved with any process under this Policy, including Complainants and Respondents, is to disclose any information to anyone except as required for the conduct of Informal Complaint Resolution Processes under Section 7 or Formal Complaint Resolution Processes under Section 8 or for the purpose of making a decision respecting a complaint.
- 5.2 The *Freedom of Information and Protection of Privacy Act* governs rights to privacy and access to information with respect to any complaint.
- 5.3 If any individual knowingly discloses confidential information collected under this Policy contrary to the Policy and without proper authorization, that individual could be subject to disciplinary consequences up to and including termination of employment.

## **SECTION 6 – SERIOUS MISCONDUCT**

- 6.1 Discrimination and Harassment are serious misconduct. Any Employee who is found to be responsible for Discrimination or Harassment may be disciplined up to and including termination of employment for cause.
- 6.2 A Customer, Visitor, Volunteer or Contractor who breaches this Policy may be temporarily or permanently denied access to the City of Surrey’s facilities and/or services.
- 6.3 In the event that an Elected Official is alleged to be in breach of this Policy, the complaint will be referred by the City Solicitor to an independent third party investigator who is experienced in human rights matters to investigate the matter and prepare a report. The investigator will be retained as the City's legal counsel. The investigator's report will be submitted directly to Mayor and Council. If a finding of a breach of the Policy has been made by the investigator the matter will then be referred to a third party facilitator experienced in mediating and facilitating human rights matters, who would review the situation and make appropriate recommendations.
- 6.4 An allegation of Discrimination or Harassment is an extremely serious matter. Complaints that are investigated and determined to be false and malicious may lead to discipline or other negative consequences for the individual who files the complaint. A false and malicious complaint is a complaint brought in bad faith and for improper reasons. A good faith complaint brought for proper reasons, which is found to not have merit, is not a false and malicious complaint.

## **SECTION 7 – INFORMAL COMPLAINT RESOLUTION PROCESS**

- 7.1 If you feel you have been the subject of Discrimination or Harassment and you are comfortable discussing the issue directly with the other person, clearly tell the person that their behaviour is unwelcome and request that they stop immediately. If the complaint is dealt with to your satisfaction, the issue is considered to be resolved.

### **Employee Complaints:**

- 7.2 If the complaint is not resolved, or if you feel that you are unable to talk to the person about the behaviour, inform your immediate Supervisor about your complaint. Your Supervisor will assist you to resolve the complaint and, if the complaint is dealt with to your satisfaction, the issue is considered to be resolved. The Supervisor will record the resolution in writing and provide a copy of it to the General Manager, Human Resources.
- 7.3 If you do not feel comfortable approaching your Supervisor directly, or the Supervisor is part of the complaint, you should report your complaint to one of the following Designated Management Employees:



- General Manager, Finance & Technology;
- General Manager, Human Resources; or
- Senior Advisor, Labour Relations.

- 7.4 The Designated Management Employee will set up a confidential meeting with you to discuss your complaint. You should be prepared to disclose all of the pertinent details relating to the complaint in the meeting. If you have kept any written notes or documentation, these should also be presented in the meeting. The Designated Management Employee will outline the options available to you for resolution of the complaint. An Employee may have a shop steward, a friend or a Supervisor accompany you to the meeting or to any other step in the process where it is appropriate.
- 7.5 The Designated Management Employee will assist you with the informal resolution of the complaint. Any resolution will be recorded in writing and placed in a confidential file kept by the General Manager, Human Resources.

**Customer, Visitor, Contractor, Volunteer or Elected Official Complaints:**

- 7.6 If you are a Customer, Visitor, Contractor, Volunteer or Elected Official and you believe that you have been discriminated against or harassed, you should contact the City Manager's office to access the process for resolution of your complaint. The complaint will be referred by the City Manager to one of the Designated Management Employees. If the complaint is not received in written form, the City will confirm the complaint in writing to the Complainant. Such confirmation will include a statement detailing the specifics of the complaint. The Complainant will be provided with reasonable time to respond to the written confirmation of the complaint, but subsequently the written confirmation of the complaint will serve as the basis for the informal complaint resolution process.
- 7.7 With the objective of effective resolution of complaints from Customers, Visitors, Contractors, Volunteers or Elected Officials, all such complaints will be initially processed through an informal investigation. An informal investigation will include a confidential meeting with a Designated Management Employee to discuss the complaint, appropriate fact-finding actions and a required mediation meeting, which will include the Complainant and the Designated Management Employee, and the General Manager with accountability for the identified respondent(s). The City Manager may participate in the mediation meeting. If the Complainant declines to fully participate in the mediation, the City shall be under no obligation to progress to the formal complaint phase provided for in Section 8 of this Policy.

**Complaints against Designated Management Employees, Senior City Managers and Elected Officials:**

- 7.8 Complaints against Designated Management Employees, Senior City Managers and Elected Officials must be directed to the City Solicitor who, in consultation with the General Manager, Human Resources, will be responsible for implementing an appropriate resolution process. (The General Manager, Human Resources will not be consulted by the City Solicitor respecting any complaint brought against the General

Manager, Human Resources.) Complaints against the City Solicitor must be directed to the General Manager, Human Resources who, in consultation with the City's external labour relations counsel, will be responsible for implementing an appropriate resolution process.

## **SECTION 8 – FORMAL COMPLAINT RESOLUTION PROCESS**

- 8.1 If the informal approach has not resulted in a resolution of the complaint or at the option of the Complainant, the complaint will be referred to the City Solicitor for formal resolution through an investigation.
- 8.2 The complaint must be made in writing describing the incidents, names of witnesses and the Respondent(s). The Respondent(s) will be provided with sufficient information to be able to respond to the allegations. The Investigator will give the parties the opportunity to respond to the allegations and present evidence necessary in support of their positions.
- 8.3 The Investigator will prepare a confidential fact-finding report that, at a minimum, describes the allegations, the evidence of the parties and the witnesses, a determination of whether the Policy has been violated, and may provide recommendations with respect to potential outcome. The Investigator will provide the final report to the City Solicitor.
- 8.4 Although there are no firm deadlines, the Investigator will be required to conduct the investigation as expeditiously as possible and in the normal case would be expected to make a determination within 60 days of being retained to conduct the investigation.
- 8.5 The City's Investigator may be an internal or external person who will have experience in the conduct of human rights investigations. The Investigator will conduct a thorough, fair and confidential investigation of the complaint. The Investigator will interview the Complainant, the Respondent and any Witnesses that may have relevant information.
- 8.6 The City reserves the right to retain external legal counsel to conduct the investigation and provide a privileged and confidential report to the City Solicitor.
- 8.7 If the Complainant withdraws the complaint, the City may continue with the formal investigation of the complaint.
- 8.8 Upon receipt of the confidential investigation report from the Investigator, the City Solicitor in consultation with appropriate City personnel will determine the appropriate corrective action.
- 8.9 The decision of the City of Surrey in this process is final and not subject to internal appeal.
- 8.10 A Union Employee retains the right to file a grievance under the Collective Labour Agreement at any time respecting a complaint brought under this Policy.
- 8.11 A decision made by the City of Surrey in this process does not affect the right of an individual to seek recourse under the B.C. *Human Rights Code*.

## APPENDIX I – DEFINITIONS

The following terms are used in this Policy and are defined as follows:

- (a) **City of Surrey** for the purposes of this Policy also includes the Surrey Public Library.
- (b) **Complainant** is any individual who seeks recourse pursuant to this Policy as someone who believes he/she has experienced Discrimination or Harassment (including sexual harassment). The City of Surrey may also be a complainant.
- (c) **Contractor** includes all individuals who access the Workplace, as defined in this Policy, for the purpose of providing services or supplies to the City of Surrey.
- (d) **Customer** includes all individuals who access the Workplace as defined in this Policy for the purposes of obtaining City services on information and may include residents, taxpayers, business agents and contractors.
- (e) **Designated Municipal Employee** is defined in Section 7.3.
- (f) **Discrimination** is defined in Section 3.1.
- (g) **Elected Official** means those individuals elected to Council and includes the mayor and councillors of the City of Surrey.
- (h) **Employee** includes any individual paid a salary or wages by the City of Surrey and may be a Union Employee or Management Employee of the City of Surrey.
- (i) **Harassment** is defined in Section 3.2.
- (j) **Investigator** is an internal or external individual who will investigate a complaint brought under this Policy.
- (k) **Management Employee** means an Employee of the City of Surrey who is exempt from Union membership for the purposes of the City of Surrey's collective agreement(s).
- (l) **Respondent** is a person or group of persons, against whom allegation(s) of Discrimination or Harassment have been made pursuant to the terms of this Policy.
- (m) **Senior City Manager** includes: the City Manager; the General Manager, Human Resources; the General Manager, Finance & Technology; the General Manager, Engineering; the General Manager, Planning & Development; the General Manager, Parks, Recreation and Culture; the Chief Librarian; the Fire Chief; and the City Solicitor.
- (n) **Supervisor** means any Employee of the City of Surrey responsible for the directing and supervision of other Employees and may include both Union Employees and Management Employees.
- (o) **Union Employee** means a member of CUPE Local 402-02, CUPE Local 402 or IAFF Local 1271.

- (p) **Visitor** includes all individuals who access the Workplace, as defined in this Policy, who are not Employees, Elected Officials, Volunteers, Contractors or Customers.
- (q) **Volunteer** means a person serving the City of Surrey who is not an Employee, as defined in this Policy, and includes those individuals serving on any board(s), commission(s) or committee(s) established by the City of Surrey.
- (r) **Witness** is any individual(s) determined to have pertinent information with relation to a complaint filed under this Policy.
- (s) **Workplace** is considered to be anywhere where activities directly related to the business of the City of Surrey or the Surrey Public Library occur.

## **RESPECTFUL WORKPLACE POLICY**

Revised: January 29, 2008

### **SECTION 1 – ACCOUNTABILITY**

- 1.1 The City of Surrey is committed to creating an environment where Employees, Elected Officials, Volunteers, Customers, Contractors and Visitors are treated with respect and dignity and can contribute to a productive and professional atmosphere.
- 1.2 This Policy reflects the City's commitment to ensure that all those who work at the City of Surrey do so in a Respectful Workplace, where Employees, Elected Officials, Volunteers, Customers, Contractors and Visitors are treated with respect and dignity.
- 1.3 All Employees, including Management Employees, are accountable for creating an environment that is respectful.
- 1.4 The City of Surrey commits to train and educate Employees, Elected Officials and Volunteers about this Policy. All new Employees will receive training on an ongoing basis as need be.

### **SECTION 2 – PURPOSES**

#### **The Purposes of the Respectful Workplace Policy are:**

- 2.1 To formalize the responsibility and commitment of the City of Surrey to ensure that all Employees, Elected Officials, Volunteers, Customers, Contractors and Visitors enjoy a workplace and service environment that is respectful.
- 2.2 To provide appropriate processes and procedures to deal with complaints in an effective and timely matter and remedy situations where the Respectful Workplace principles are not being honoured.

## SECTION 3 – WORKPLACE CONFLICT

### 3.1 What is a Respectful Workplace?

A Respectful Workplace honours the entitlement of others to have a respectful experience and honours the pride and dignity of others. In a Respectful Workplace the principles of promoting cooperative and collaborative behaviours, including healthy group dynamics and proactive problem solving are honoured. A Respectful Workplace includes conduct which is respectful of others. It does not include aggressive or demeaning behaviours, negative or inappropriate communication. Disrespectful conduct does not include legitimate job related actions performed in good faith by supervisors and management employees such as work direction or assignment, performance appraisals, attendance monitoring and implementation of disciplinary and other corrective actions.

### 3.2 What is Workplace Conflict?

Workplace conflict occurs where individuals do not honour the principles of a Respectful Workplace. Workplace conflict is not Discrimination or Harassment that is prohibited by the BC *Human Rights Code*; that conduct is covered under the City of Surrey Human Rights Policy.

### 3.3 How to avoid Workplace Conflict?

Getting along with Employees, Supervisors or Management Employees may not always be easy, but making an effort to resolve conflict at work should be a goal of all Employees at the City of Surrey. It is the experience of the City of Surrey that each Employee will try his/her best to get along with his/her co-workers. This means:

- Bullying or other aggressive or demeaning behaviours towards others will not be tolerated at the City of Surrey. Individuals found to be bullying or otherwise tormenting others, either physically or mentally, will be subject to discipline.
- Employees should respect the fact that others may be different from you and that they may have a different approach or way of doing something than you do.
- Employees should be aware of the fact that how you act can impact others in the workplace.
- Employees should avoid talking negatively, gossiping or being judgmental about your co-workers. This type of behaviour encourages conflict in the workplace, and is not consistent with the goals of the Respectful Workplace Policy.
- If you are not sure if your behaviour is welcome, ask.

## SECTION 4 – WORKPLACE CONFLICT RESOLUTION PROCEDURES

- 4.1 If an Employee is behaving in a way that makes you feel uncomfortable at work, or if you are having a conflict with an Employee at work there are steps you can take to resolve the conflict.
- 4.1.1 If you are comfortable discussing the issue directly with the other Employee, you are encouraged to do so and try to resolve the issue. If the issue is not resolved, inform your Supervisor about the conflict.
- 4.1.2 The Supervisor will assist you to resolve the conflict and, if it is resolved to your satisfaction, the issue is considered to be resolved. If the conflict is not resolved, you or your Supervisor should refer the conflict to a Designated Management Employee, as outlined in Section 4.1.3.
- If you do not feel comfortable approaching your Supervisor directly, or if the Supervisor is part of the conflict, go to Section 4.1.3.
- 4.1.3 If you are unable or uncomfortable in resolving the conflict with the steps indicated above, you should speak to one of the following Designated Management Employees who will assist you in resolving the conflict:
- General Manager, Finance & Technology;
- General Manager, Human Resources; or
- Senior Advisor, Labour Relations.
- 4.2 If a Customer, Visitor, Contractor, Volunteer or Elected Official is behaving in a way that makes you feel uncomfortable at work, or if you are having a conflict with a Customer, Visitor, Contractor, Volunteer or Elected Official while at work, you should try to resolve the issue. If you are not comfortable attempting to resolve the issue, or, if the issue is not resolved, inform your Supervisor about the conflict. The Supervisor will assist you to resolve the conflict and, if it is resolved to your satisfaction, the issue is considered to be resolved. If the conflict is not resolved, you or your Supervisor should refer the conflict to a Designated Management Employee as outlined in Section 4.1.3.
- 4.3 If you see others behaving in a way that is inappropriate or disrespectful you are encouraged to follow the steps shown above to assist you in resolving the conflict.
- 4.4 Retaliation for speaking out, bringing a complaint or participating in the investigation of a complaint under the Respectful Workplace Policy is prohibited by this Policy. A separate complaint can be made if an individual has been the subject of retaliatory behaviour for bringing a complaint. Retaliation may include, but it is not limited to penalizing an individual or subjecting them to adverse job consequences.

4.5 An allegation of a violation of the Respectful Workplace is an extremely serious matter. Complaints that are investigated and determined to be false and malicious may lead to discipline or other negative consequences for the individual who files the complaint. A false and malicious complaint is a complaint brought in bad faith and for improper reasons. A good faith complaint brought for proper reasons which is found to not have merit, is not a false and malicious complaint.



## APPENDIX I – DEFINITIONS

The following terms are used in this Policy and are defined as follows:

- (a) **City of Surrey** for the purposes of this Policy also includes the Surrey Public Library.
- (b) **Contractor** includes all individuals who access the Workplace, as defined in this Policy, for the purpose of providing services or supplies to the City of Surrey.
- (c) **Customer** includes all individuals who access the Workplace as defined in this Policy for the purposes of obtaining City services on information and may include residents, taxpayers, business agents and contractors.
- (d) **Designated Management Employee** is defined in Section 4.1.3.
- (e) **Elected Official** means those individuals elected to Council and includes the Mayor and Councillors of the City of Surrey.
- (f) **Employee** includes any individual paid a salary or wages by the City of Surrey and may be a Union Employee or Management Employee of the City of Surrey.
- (g) **Management Employee** means an Employee of the City of Surrey who is exempt from Union membership for the purposes of the City of Surrey's Collective Agreement(s).
- (h) **Respectful Workplace** is defined in Section 3.1.
- (i) **Supervisor** means any Employee of the City of Surrey responsible for the directing and supervision of other Employees and may include both Union and Management Employees.
- (j) **Union Employee** means a member of CUPE Local 402-02, CUPE Local 402 or IAFF Local 1271.
- (k) **Visitor** includes all individuals who access the Workplace, as defined in this Policy, who are not Employees, Elected Officials, Volunteers, Contractors or Customers.
- (l) **Volunteer** means a person serving the City of Surrey who is not an Employee, as defined in this Policy, and includes those individuals serving on any board(s), commission(s) or committee(s) established by the City of Surrey.
- (m) **Workplace** is considered to be anywhere where activities directly related to the business of the City of Surrey or the Surrey Public Library occur.

# PARKS, RECREATION AND CULTURE

## POLICY

**SUBJECT: GENDER EQUITY**

### 1. PREAMBLE

Gender equity is the principle and practice of fair and equitable allocation of resources and opportunities to both males and females. The implementation of gender equity practices eliminates discrimination and barriers so that diverse opportunities for participation are provided in safe, welcoming environments. These principles and practices support and encourage efforts to increase awareness, participation and involvement of girls and women in sport, recreation and active living. The purpose of this focus is to address the issues of those who have been historically under-represented in these activities. This does not mean that females need to participate in the same activities as males, but rather that their choices are valued and supported in an equitable way. Equity does not mean that all persons must be treated exactly the same way. People may need to be treated differently in order to be treated fairly.

### 2. PURPOSE OF THE POLICY

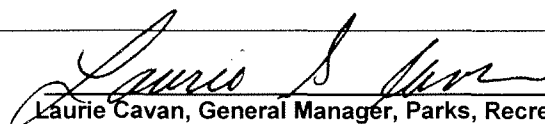
The purpose of the Policy is to set in place principles and practices that will ensure full and fair access for females and males in programs/services offered by Surrey Parks, Recreation and Culture. It will provide a framework on which to base allocation, education and program strategies that assess and address inequities and barriers to participation based on gender.

### 3. POLICY STATEMENT

The Department of Surrey Parks, Recreation and Culture is committed to achieving gender equity in its administration, policies and programs/services. The Department will measure all facilities and activities against the values of equity and fairness without discrimination on the basis of gender.

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**APPROVED BY:**

  
Laurie Cavan, General Manager, Parks, Recreation & Culture  
April 16/97/

**DATE APPROVED:**

**HOUSEKEEPING DATE: December 2009**

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# PARKS, RECREATION AND CULTURE

## POLICY

**SUBJECT: GENDER EQUITY**

#### 4. DEFINITIONS

**Equity:** Providing similar opportunities to community members with some reasonable gender accommodations or special measures to help bridge the program and service gaps.

Equity is the belief and practice of fair and just treatment for individuals using municipal recreational services or facilities. To be equitable means to be fair and to appear to be fair.

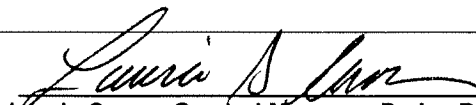
**Gender Equity:** The principle and practice of fair and equitable allocation of resources and opportunities to both males and females. It includes working to redress identified inequities and imbalances in opportunities to participate in active living.

#### 5. PRINCIPLES AND PROCEDURES FOR GENDER EQUITY POLICY IMPLEMENTATION

Surrey Parks, Recreation and Culture is committed to:

- 5.1 ensuring that all its policies use gender inclusive language;
- 5.2 reflecting the positive involvement of females and males at all levels, in all roles through equitable promotional efforts;
- 5.3 using gender appropriate language and visuals in all material;
- 5.4 encouraging balanced representation of females and males on its boards, committees and as seminar presenters;
- 5.5 providing education and information, to encourage staff and community to understand and appreciate the need for gender equity within the leisure service delivery system;
- 5.6 working with community groups/partners in establishing gender equity policies and practices;

**APPROVED BY:**



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# PARKS, RECREATION AND CULTURE

## POLICY

**SUBJECT: GENDER EQUITY**

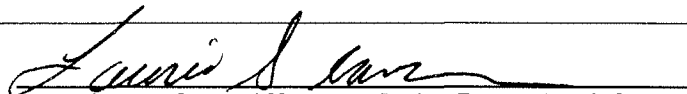
- 5.7 exemplifying a zero tolerance of discriminatory behaviour in Department facilities, events and programs;
- 5.8 working with community groups to create a welcoming environment in which males and females are encouraged to be participants, coaches, officials, managers and leaders in activities recognizing they will be positive role models;
- 5.9 developing a data gathering system on participation rates of females and males, in Department and community programs, in order to monitor, evaluate and identify gaps and overlaps in service provision;
- 5.10 pro-actively encourage the participation by under-represented gender populations by taking specific interventions/program initiatives.
- 5.11 developing allocation policies which promote fair and equitable access to facilities and programs;
- 5.12 including gender equity and safety issues with new facility/park development and existing facility/park operations, including community input into design and operational considerations for females and males;
- 5.13 undertaking the annual evaluation of gender equity in the Department's programs/services.

**"Equality focuses on creating the same starting line for everyone.  
Equity has the goal of providing everyone with a full range of opportunities and benefits - the same finish line."**

*Bruce Kidd, PhD., Dean,  
Faculty of Physical Education and Health,  
University of Toronto.*

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## Appendix IV – Additional Examples of Civic Engagement Opportunities

- **Welcoming and Inclusive Communities** -- In January 2013, the City of Surrey, on behalf of the Surrey Welcoming Communities Committee, received funding from the provincial government to develop and implement a Welcoming Communities Action Plan. Over the past year, a series of projects were undertaken to implement the Action Plan and build Surrey's capacity to be a more welcoming community for new immigrants and refugees. The Action Plan focuses on: Access to Employment; Intercultural Understanding, Relationships and Trust; Creating Welcoming Spaces and Services; and Limited Understanding of Refugees
- **Community Summit** -- Over 200 community members came out to discuss ideas at the first Community Summit held in April 2013. A second summit is planned for 2015. The 2013 Summit provided an opportunity for the City to engage, consult, and share information about important initiatives, and for residents to give feedback and learn how they can participate in civic processes. Discussion topics were crafted by community priorities, and included "Municipal 101", community gardens and urban gardening, welcoming communities for new Canadians, sustainability, and connecting with youth.
- **Doors Open** -- Doors Open is an annual free event that provides the unique opportunity for residents to be a tourist in their own city. In 2013 and 2014, a variety of sites throughout the City offered a behind-the-scenes look at Surrey's rich culture, history, art, architecture and City Hall.
- **Volunteerism** -- The City's vision is to build a healthy, cohesive community through the widespread involvement of volunteers within Surrey's Parks, Recreation & Culture Department, Fire Department, RCMP and Surrey Public Libraries. Volunteers' achievements can be seen throughout the City. From cultural celebrations to the Surrey Youth Stewardship Squad, volunteers make a huge impact on the City. They have played – and continue to play – a huge role in delivering great programs, events and services.
- **Library Strategic Plan** -- Surrey Libraries released the new Strategic Plan for 2013 – 2015, in response to the many changes occurring in Surrey and the impact new technologies are having on the delivery of services. The new vision statement, "Where the power of knowledge inspires people to build a better future", guides efforts in four strategic areas:
  - Expand opportunities for social engagement;
  - Strengthen literacy supports as a tool to access learning;
  - Enhance equitable access to learning opportunities and experiences; and
  - Improve capacity to support learning and creative experiences
- **Newcomers Tours** -- Tours for Newcomers are offered in partnership with Options Community Services and are designed to connect newcomers to programs, services and resources offered throughout the City of Surrey. Tour participants take a free, interactive tour to learn about a variety of civic facilities such as Recreation Centres, libraries, City Hall, Surrey Museum, Surrey Arts Centre, and Surrey RCMP. In 2013, over 300 people participated in the program, many of whom also signed up for additional programs such as the Leisure Access Pass, youth membership cards, and library cards.
- **Surrey Leadership Youth Council (SLYC)** -- The Surrey Leadership Youth Council (SLYC) is an initiative to engage youth in social and community planning and to learn about civic issues. This team of youth leaders organize forums and workshops for their peers to speak up on municipal issues and provide feedback to the City, as well as organize engaging events for youth to have fun and get active as leaders in their neighbourhoods. They describe themselves as, "youth helping youth to speak up and have their voice heard". The Council has a balanced representation of both genders participating as active members.