

Staff Report to Council

Community Service

FILE: 0340-50/19

DATE: April 30, 2019

Date of Meeting – April 30, 2019

TO: Mayor and Council

FROM: Susann Sigmund, Sr. Arts & Cultural Services Coordinator

SUBJECT: Community Service and Civic Recognition Policy Update

RECOMMENDATION(S): THAT Council:

- A. Approve the amended Council Policy C073, Civic Recognition Policy with the newly titled "Council Policy C073 Community Service and Civic Recognition Policy"; AND
- B. Approve a one-time cost of up to \$500.00 for the start of the Community Service Recognition and Awards Program; AND
- C. Approve an annual budget of up to \$6,730.00 for the implementation of Community Service Recognition and Awards Program; OR
- D. Other.

CHIEF ADMINISTRATIVE OFFICER COMMENT/RECOMMENDATION:

S. Hardy
For M. Roberts

PURPOSE

To review proposed revisions to Council Policy C073 (Community Service and Civic Recognition Policy) to:

- a. add annual community service recognition awards, to update recognition categories and define award processes and;
- b. to review the civic recognition categories and define award processes.

☐ Information Report

☐ Direction Report

☒ Decision Report

DISCUSSION

Background:

In October 2016 the City of Pitt Meadows exited the Joint Parks and Leisure Services Agreement with the City of Maple Ridge. Under this agreement, the City of Maple Ridge coordinated and recognized volunteers. After the end of this agreement, the City continued to recognize its volunteers annually in April during National Volunteer Recognition Week. Staff works in conjunction with Maple Ridge/Pitt Meadows Community Services to provide volunteers with a Volunteer appreciation breakfast at a local restaurant.

To reestablish a recognition program, in February of 2017 Council approved the City of Pitt Meadows first independent Volunteer Policy & Program and directed staff to develop a community service recognition program for volunteers and community members who have provided outstanding service to their community. Both programs were originally approved in the 2018 Business Plan, the Volunteer Policy & Program was completed, and the community service recognition awards were held over until 2019 project.

As part of the 2019 Business Planning process, a Community Service Recognition Program was identified as a project. This program intent is to build on the existing "Civic Recognition and Acknowledgement Policy". This policy was developed in 2015 to allow Council to acknowledge and celebrate Pitt Meadows resident's contributions.

While the existing policy approach is a useful tool for recognizing residents by Council, it does not permit for an annual community service awards that have a formal celebration of outstanding community service. By expanding the current policy to include community service awards, the City now has the opportunity to engage residents to nominate and award outstanding service by fellow community members.

The Citizen of the Year recognition and award was previously managed independently through the Pitt Meadows Community Foundation. After a two-year hiatus, staff has developed and are recommending that the City implement its own policy and expanded the program for the recognition of outstanding community service under a new program independent of the Volunteer Program and National Volunteer Week. Through this proposed policy update nominations will be determined by the community and administered by the City with the proposed assistance of a task force. Please see Attachment A for proposed revisions, and original can be found in Attachment B.

Relevant Policy, Bylaw or Legislation:

Council Policy C090 Volunteer Policy

Analysis:

Staff has spent considerable time researching community service and recognition strategies by other municipalities as well as larger-scale studies conducted by Volunteer Canada. The Volunteer Recognition Study speaks to how Canadians want to be recognized for their community service and volunteer contributions. The most significant point from the study is that while volunteers want to be thanked and shown how they have made a difference – they want to know the impact of their contributions.

The aim of the Community Service Recognition Program is to implement a fair, open and transparent process for recognition. Community Service and Civic Recognition Policy Update outline the award process for two recognition categories:

- **Annual Community Service Recognition** – a community-led process that allows peers to recognize and celebrate their fellow citizens. The recognition categories are:
 - Against the Odds Achievement
 - Community Service
 - Community Service (Youth – 18 and under)
 - Good Neighbour Award
 - Pitt Meadows Citizen of the Year
- **Civic Recognition** – a council-lead process that allows Council to recognize and celebrate citizens for their contributions to the city of Pitt Meadows. The recognition categories are:
 - Civic Merit Award
 - Certificate/Letter of Appreciation or Recognition
 - Celebrate Pitt Meadows

The new program will implement several recognition categories which are listed below, and the processes are clearly defined to increase transparency.

Annual Community Service Recognition Awards Proposed Changes and Categories:

The proposed categories provide for a balance of a few specific categories and broad categories to ensure that a range of community members providing outstanding service to the community will be recognized. Implementing such a program allows the community to show its appreciation to these individuals and build upon community spirit in the City. Recommendations for the expanded Community Service and Recognition awards include:

Against the Odds Achievement - For an individual who achieves excellence despite the special challenges they faced.

Business of the Year - This award is intended to recognize a local business, who, on a regular basis contributes to the overall quality of life in Pitt Meadows through endeavours that support community service, programs or events, fosters positive relationships with volunteer groups or activities.

Community Service - For demonstrating exemplary leadership in community service. This award is intended to recognize the positive contributions of community members, who have provided outstanding service to the community without regard for their own personal gain. This could include coaching and sports volunteer, arts and culture contributions, volunteerism, academia, and other noteworthy endeavours.

Community Service (Youth – 18 and under) - For demonstrating exemplary leadership in community service. This award is intended to recognize the positive contributions of a young member of the community, who has provided outstanding service to the community without regard for their own personal gain. Such an award is to establish an example for others of a young age to follow. Each year, the City gives two awards each

valued at \$500; there is one award for each category of 13 - 15-year-olds and 16 - 18-year-olds. Recipients must be residents of Pitt Meadows.

Good Neighbour Award - For an individual, who has contributed to their neighbourhood community through a single act of kindness to multiple good deeds benefitting many people. This is a resident that is an unsung hero and makes their local neighbourhood a better place to live.

Pitt Meadows Citizen of the Year - Recognizing the contributions of one individual for their overall outstanding community service, dedication and commitment to improving the quality of life for the citizens of Pitt Meadows. This individual has dedicated many years of service to the community; volunteerism will leave a lasting legacy, and provides informal leadership resulting in the betterment of the City.

In nominating the recipients for a Community Service Awards, consideration should be given to the nominee's significant achievements in the year immediately prior to receiving the award, as well as their past achievements and ongoing contribution to and include the scope and impact on the community. The nominee must be a resident of Pitt Meadows and should be an instrumental role model for the Pitt Meadows community.

Recognition Process

The recognition process can be divided into three sections: nomination, criteria and procedure. Each step of the process is detailed below:

1. ***Nominations:*** Written nominations may be made by any individual, group or organization, from January 15th – April 15th annually and mailed or dropped off at City Hall or another designated location.
2. ***Criteria:*** Nominations for the awards are to be submitted by the community, organizations and the general public. All nominations must include the contact information of the person submitting the nomination as well as the contact information for the person, group, or organization being nominated.

A profile and background information about the person, group, or organization being nominated, as well as the rationale for the nomination, must be provided. As long as the rationale for the nomination meets the general category descriptions and guidelines outlined in this policy, the nomination will be deemed successful. Awards will not be granted posthumously. Unsuccessful nominees may be re-nominated in subsequent years. Previous recipients of the award categories may receive the award in the future; however the work that the person or organization made in receiving the original award may not be considered.

3. ***Procedure:*** A city-appointed task force will be created to review the nominations and select the recipients in each category. The Community Service category may recognize more than one recipient. A terms of reference will be developed that will guide the nomination and selection process by outlining criteria to assist in the review of nomination packages.

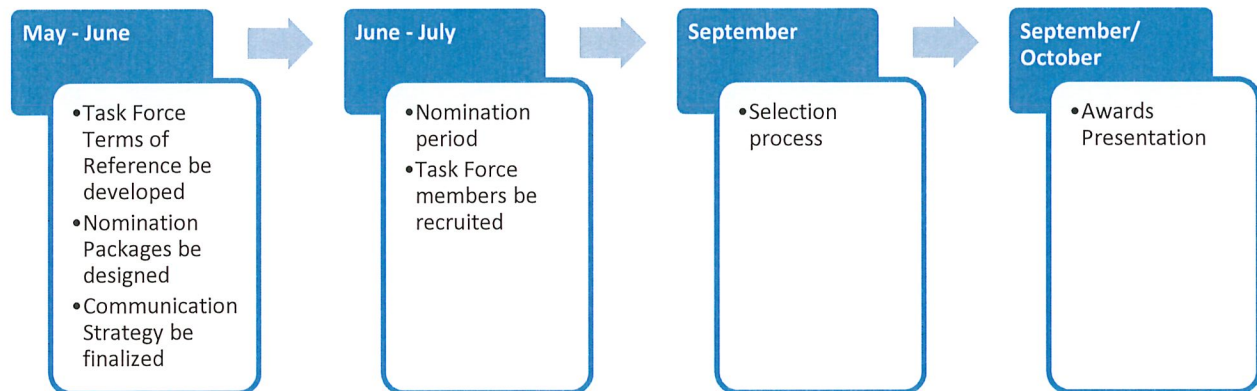
The recipient(s) of a Certificate/Award will receive their certificate from Mayor and Council at an event which has been organized for these awards. Should nominations not be received awards do not have to be awarded in each category.

Award Process

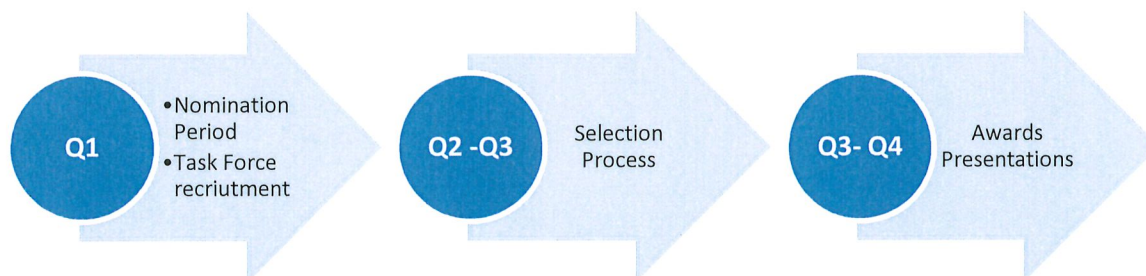
Staff is recommending the addition of an annual community barbecue event to recognize those that have shown exemplary community service and volunteerism but also to recognize all community volunteers. The barbecue is an opportunity to bring the community together and thank those being recognized less formally.

Timeline

It is recommended that an awards process begins in 2019 with the following timeline:



Starting in 2020 and the years moving forward staff recommends following the timeline below:



Budget

Below is a detailed breakdown of the proposed reoccurring, one-time costs, and optional costs of the Community Service Recognition Awards. Optional costs are provided to Council to determine if they would like to add to scope of the reoccurring cost. Staff will work to reduce costs where appropriate. The estimates below are an estimate based on best practices and past experiences hosting events.

Reoccurring Cost for Program:				
Item	Unit Cost	Quantity	Total	Additional Information
Award/Certificate	\$150.00	1	\$150.00	Present the Pitt Meadows Citizen of the Year with an award and all others be presented with certificates.
Youth Bursary	\$500	2	\$1,000.00	
Award Presentation	\$3,000.00 (event) \$80.00 Programs & Printing	1 1	\$3,080.00	The venue, Catering, Rentals, Programs, Photographer *opportunities to reduce costs by partnering for the event with other non-profit groups
Advertising	Task Force (1/4 page ad) \$250.00 Nomination (1/2 page ad) \$500.00 Award Recipient Announcement (1/2 page ad) \$500.00 Social Media (sponsored ads) \$500	2 2 1 1	\$2,500.00	
Reoccurring Cost Total: \$6,730.00				
Start-up Costs For Program:				
One-time start-up cost	Plaque for City Hall \$500.00	1	\$500.00	Plaque for Pitt Meadow Citizen of the Year Award
Start-up Costs Total \$500.00				
Optional Costs For Program:				
Award	\$100.00	5	\$500	Each award winner would receive a plaque in addition to a certificate
Award Presentation	\$500.00 (Photographer)	1	\$500	
One-time start-up Cost	Plaques for City Hall \$500.00	5	\$2500	Plaque for each category
Total Optional Costs \$3,500.00				

Other Proposed Changes to the Policy

The policy was reviewed, and minor housekeeping changes were introduced including layout, consistency in approach, and edits. The following sections were deleted from the policy:

- Elected Service Recognition – this section provided for a monetary award be given to an elected official based on their years of service on Council.
- Definitions – the definitions related only to the years of service of an elected official and application of Elected Service Recognition section of the policy.
- General recognition categories – these are referenced in two sections of the policy. Section 3 'Scope' of the policy will continue to reference general areas and types of service recognition. The duplication is removed.

COUNCIL STRATEGIC PLAN ALIGNMENT

- ☐ Corporate Excellence ☐ Economic Prosperity ☒ Community Livability
- ☐ Transportation & Infrastructure ☐ Not Applicable
-

FINANCIAL IMPLICATION

- ☐ None ☐ Budget Previously Approved
- ☒ Other ☐ Referral to Business Planning

A one-time startup cost of \$500 and an on-going budget approval of \$6,730 be approved from operating reserve for 2019. The on-going cost will be incorporated into future operating budget.

PUBLIC PARTICIPATION

- ☐ Inform ☐ Consult ☒ Involve ☐ Collaborate ☐ Empower

Comment(s):

As a community recognition program, community members will have the opportunity to be involved in the decision-making process through a task force that will review applications and determine the recipient in each category.

KATZIE FIRST NATION CONSIDERATIONS

Referral ☒ Yes ☐ No

Katzie First Nation should be made aware of and included in the program.

SIGN-OFFS

Susann Sigmund,
Sr. Arts & Cultural Services Coordinator

Reviewed by:
L. Grant, Director of Community Services

ATTACHMENT(S):

- A. Council Policy 073 - Community Service and Civic Recognition Policy Update (proposed)
- B. Council Policy 073 – Civic Recognition and Acknowledgement Policy (current)
- C. Council Policy C090 Volunteer Policy

COUNCIL POLICY C073

07 - Personnel

COMMUNITY SERVICE AND CIVIC RECOGNITION POLICY

Effective Date: May 1, 2019

1. Policy Statement

To encourage, support and recognize community groups, teams, organizations or individuals who have contributed to the betterment of Pitt Meadows through any accomplishment or contribution that significantly enhances quality of life and community spirit in Pitt Meadows including but not limited to particular skills and attributes, actions and community service, and/or those who have attained an outstanding achievement. The policy also provides guidelines for recognition by the broader community and Council.

2. Purpose

This policy establishes criteria for individuals, groups or organizations to receive formal recognition from Mayor and Council for their dedicated community service to the City of Pitt Meadows.

3. Scope

Examples covered under this policy could include individuals, local service clubs, businesses, community groups or organizations, including but not limited to: minor sports teams, arts & culture, environmental, humanitarian, academia, community inclusion, community service, neighbourhood groups and individuals that provide a benefit to Pitt Meadows through contributions, achievements, actions, accomplishments and/or exemplary community service. Award recipients must be residents of Pitt Meadows. This policy outlines the award process for two recognition categories:

- **Annual Community Service Recognition** – a community-led process that allows peers to recognize and celebrate their fellow citizens. The recognition categories are:
 - Against the Odds Achievement
 - Community Service
 - Community Service (Youth – 18 and under)
 - Good Neighbour Award



- Pitt Meadows Citizen of the Year

- **Civic Recognition** – a council-led process that allows Council to recognize and celebrate citizens for their contributions to the city of Pitt Meadows. The recognition categories are:
 - Civic Merit Award
 - Certificate/Letter of Appreciation or Recognition
 - Celebrate Pitt Meadows

4. Exclusions

Volunteer Appreciation Events/Awards are separate to this policy.

This policy is separate from other awards hosted by other community groups or protective service agencies (business awards, bravery awards, etc.) Nothing in this policy precludes the City of Pitt Meadows from recognizing these individuals or community groups through this policy.

5. Policy

5.1 Annual Community Service Recognition

The City of Pitt Meadows seeks to recognize noteworthy contributions and achievements of groups, organizations and individuals that provide a benefit to our communities by bestowing a "Community Service Recognition Award" on an annual basis. The City will facilitate a community-led process that allows peers to recognize and celebrate their fellow citizens.

5.1.1 Recognition Categories:

Against the Odds Achievement - For an individual who achieves excellence despite the special challenges they faced.

Business of the Year - This award is intended to recognize a local business, who, on a regular basis contributes to the overall quality of life in Pitt Meadows through endeavours that support community service, programs or events, fosters positive relationships with volunteer groups or activities.

Community Service - For demonstrating exemplary leadership in community service. This award is intended to recognize the positive contributions of community members, who have provided outstanding service to the community without regard for their own personal gain. This could include coaching and sports volunteer, arts and culture contributions, volunteerism, academia, and other noteworthy endeavours.



Community Service (Youth – 18 and under) - For demonstrating exemplary leadership in community service. This award is intended to recognize the positive contributions of a young member of the community, who has provided outstanding service to the community without regard for their own personal gain. Such an award is to establish an example for others of a young age to follow. Each year, the City gives two awards each valued at \$500; there is one award for each category of 13 - 15-year-olds and 16 - 18-year-olds. Recipients must be residents of Pitt Meadows.

Good Neighbour Award - For an individual, who has contributed to their neighbourhood community through a single act of kindness to multiple good deeds benefitting many people. This is a resident that is an unsung hero and makes their local neighbourhood a better place to live.

Pitt Meadows Citizen of the Year - Recognizing the contributions of one individual for their overall outstanding community service, dedication and commitment to improving the quality of life for the citizens of Pitt Meadows. This individual has dedicated many years of service to the community; volunteerism will leave a lasting legacy, and provides informal leadership resulting in the betterment of the City.

In nominating the recipients for a Community Service Awards, consideration should be given to the nominee's significant achievements in the year immediately prior to receiving the award, as well as their past achievements and ongoing contribution to and include the scope and impact on the community. The nominee must be a resident of Pitt Meadows and should be an instrumental role model for the Pitt Meadows community.

Roles and Responsibilities

The City will coordinate and manage the nomination process for the Community Service and Recognition Awards program. Any funding needed for these awards will be provided from the Council approved Community Relations budget.

The City will issue Community Service Certificates/Awards. The Pitt Meadows Citizen of the Year will also receive a special plaque. Recipients will also be recognized on the City's website or through special editorials in the local media.

Process:

- I. **Nominations:** Written nominations may be made by any individual, group or organization, from January 15th – April 15th annually and mailed or dropped off at City Hall or another designated location.



2. **Criteria:** Nominations for the awards are to be submitted by the community, organizations and the general public. All nominations must include the contact information of the person submitting the nomination as well as the contact information for the person, group, or organization being nominated.

A profile and background information about the person, group, or organization being nominated, as well as the rationale for the nomination, must be provided. As long as the rationale for the nomination meets the general category descriptions and guidelines outlined in this policy, the nomination will be deemed successful. Awards will not be granted posthumously. Unsuccessful nominees may be re-nominated in subsequent years. Previous recipients of the award categories may receive the award in the future; however the work that the person or organization made in receiving the original award may not be considered.

3. **Procedure:** A city-appointed task force will be created to review the nominations and select the recipients in each category. The Community Service category may recognize more than one recipient. Terms of reference will be developed that will guide the nomination and selection process by outlining criteria to assist in the review of nomination packages.

The recipient(s) of a Certificate/Award will receive their certificate from Mayor and Council at an event which has been organized for these awards. Should nominations not be received awards do not have to be awarded in each category.

5.2 Civic Recognition

The City of Pitt Meadows seeks to recognize noteworthy contributions and achievements of groups, organizations, and individuals that provide a benefit to our communities by bestowing a "Civic Recognition" award/certificate when deemed appropriate. This is a council-lead process that allows Council to recognize and celebrate citizens for their contributions to the City of Pitt Meadows.

There are THREE levels of "Civic Recognition" which may be bestowed:

5.2.1. Civic Merit Award

Represents an award bestowed to an organization, group or individual who has demonstrated a particularly high level or length of service and contribution to Pitt Meadows.

To bestow a Civic Merit or Achievement Award to those who have brought distinction to themselves and the City by outstanding achievements in a variety of areas, including,



but not limited to: arts & culture, public or community service, the environment, heritage conservation, academia, humanitarianism, community inclusion, sports, etc.

Process:

1. **Nominations:** Suggestions or nominations may be made by any individual, group or organization, staff member, or member of Council throughout the year.
2. **Criteria:** Nominations for a major achievement or long-term contribution award can be made by any individual, group or organization. Consideration will be given to significant length of service to the community; the positive impact on the lives of people in Pitt Meadows; whether they are considered a role model; or made a significant contribution.
3. **Procedure:** The award will be presented by the Mayor at a Council meeting or as deemed appropriate. This recognition may take the form of:
 - a. Framed Certificate which describes the achievements of the recipient who earned the award, or
 - b. Plaque of recognition acknowledging the group, organization or individual.

5.2.2. Certificate/Letter of Appreciation or Recognition:

Represents the expression of appreciation to an individual, team, group, or organization who have provided a service and/or contribution which has benefited the community or to recognize a significant accomplishment, milestone (birthday, anniversary, etc) reached by a city resident, service club or business.

The purpose of this award is to acknowledge an individual, team, group, or organization achievement or contribution to the City of Pitt Meadows. Types of certificates that may be issued include: Commendation, Recognition, Appreciation, Accomplishment, In Memoriam.

Process:

1. **Nominations:** Suggestions or nominations may be made by any individual, group or organization, staff member, or member of Council throughout the year.
2. **Criteria:** In cases where an individual, team, group, or organization has given outstanding service to the City, or has attained an outstanding achievement in a field of endeavour, including, but not limited to: sport, arts & culture, environment, community project(s), academia, humanitarian, community inclusion, or community service. Requests for Certificate of Recognition or Achievement are submitted directly to Administration Services.



3. **Procedure:** The recipient(s) of a Certificate/Letter of Appreciation will receive their certificate along with a letter from the Mayor and may be recognized during the Regular Council Meetings or at another event which has been organized for the purpose.

5.2.3. Celebrate Pitt Meadows

The City of Pitt Meadows is extremely proud of the achievements and contributions of residents, particularly those whose efforts, accomplishments and contributions greatly enhance Pitt Meadows' quality of life and community spirit. The Celebrate Pitt Meadows recognition will assist council to consistently and appropriately recognize a variety of outstanding contributions to the community.

The purpose is to acknowledge and celebrate an individual, team, group, or organization, who has made an outstanding achievement or contribution which has benefited the community or have raised the profile of Pitt Meadows.

Process:

1. **Nominations:** Suggestions or nominations can be made by contacting the City of Pitt Meadows.
2. **Criteria:** Where an individual, team, or groups accomplishments and contributions have greatly enhanced Pitt Meadows' quality of life and community spirit; or where an individual, team or group has given outstanding service to the City, or has attained an outstanding achievement in a field of endeavour, including, but not limited to: sport, arts & culture, environment, community project(s), academia, humanitarian, community inclusion, community service.
3. **Procedure:** The recipient(s) of a Celebrate Pitt Meadows Civic Recognition will receive their certificate along with a letter from the Mayor and may be recognized during the Regular Council Meetings or at another event which has been organized for the purpose.

Roles and Responsibilities

Administration Services shall coordinate and manage all duties related to the presentation of Civic Recognition Awards/Certificates. Any funding needed for these awards shall be provided from the Council approved Community Relations budget.



Administration Services shall maintain an official record of award recipients through a Special Awards book or plaque in which the names of each award recipient, along with the date of the award/certificate, are inscribed.

Civic Recognition recipients may also be recognized on the City's website and/or through special editorials in the local media.

The City will also, upon request, contribute to local based community service groups by providing a single annual contribution of Pitt Meadows branded material to a maximum value of \$75 for fundraising or raffle purposes. Requests must be received in writing and a log kept of all donations.

6. Related Policies

Media and Public Relations Communications Policy – Council Policy C063



COUNCIL POLICY C073

07 - Personnel

CIVIC RECOGNITION AND ACKNOWLEDGEMENT POLICY

Effective Date: June 23, 2015

Revised Date: January 10, 2017

1. Policy Statement

To encourage, support and recognize community groups, teams, organizations or individuals who have contributed to the betterment of Pitt Meadows through any accomplishment or contribution that greatly enhances quality of life and community spirit in Pitt Meadows including but not limited to particular skills and attributes, actions and community service, and/or, who have attained an outstanding achievement. The policy also spells out guidelines for how current Council Members and civic leaders receive recognition upon their resignation or retirement (either through voluntarily, death or by election loss) from the municipality for their years of service to the community.

2. Purpose

This policy establishes criteria for community groups, teams, organizations and individuals to receive formal recognition from Mayor and Council for any outstanding service, actions, contributions, achievements, other accomplishments or milestones.

3. Scope

Examples covered under this policy could include local service clubs, businesses, community groups or organizations, including but not limited to: minor sports teams, arts & culture, environmental, humanitarian, academia, community inclusion, community service, neighbourhood groups and individuals that provide a benefit to Pitt Meadows through contributions, achievements, actions, accomplishments and/or exemplary service.

4. Exclusions

Volunteer Appreciation Events/Awards are separate to this policy.

This policy is separate from other awards hosted by other community groups or protective service agencies (business awards, bravery awards, etc.) Nothing in this policy precludes the



City of Pitt Meadows from recognising these individuals or community groups through this policy.

5. Policy

Definitions

“Council” shall mean the Mayor and Councillors currently sitting in office and it shall, for the purposes of this policy, also include any person who has served a term, or part thereof on the Council for the City of Pitt Meadows.

“Civic Leader” shall include any person who has contributed through their paid or volunteer service to the community on either a local non-profit board or organization that has enriched the overall quality of life in Pitt Meadows.

“Years of Service” shall mean the number of elected terms that a person has provided service to the municipality.

Recognition Categories identified and defined:

5.1 “Sports/Recreational”: Includes recreational, physical, leisure activities or organized competition events.

- a) For an amateur or professional individual, group or team in a sports competition who has competed in a Provincial, National and/or International championship and who has placed first, second or third in that competition, or
- b) For an individual, group or organization who has made a major commitment to sport/recreation development in a volunteer or professional capacity and has displayed an extraordinary amount of dedication in their commitment to this development.

5.2 “Cultural”: Includes all aspects of cultural activities, including visual, literary, music, theatre, dance or other performing arts or support of same.

- a) For an amateur or professional individual, group or organization in a visual, literary, music, theatre, dance or other performing artistic competition who has competed in a Provincial, National and/or International competition or championship and who has placed first, second or third in that competition, or
- b) For an individual, group or organization who has made a major commitment or contribution to cultural development in a volunteer or professional capacity and has displayed an extraordinary amount of dedication in their commitment to this development.

5.3 “Humanitarian”: Includes community service through commitment to others. For an individual group or organization who has made a major contribution to public service through their commitment to high standards for the quality of life in Pitt



Meadows and /or displayed extraordinary dedication in their commitment to humanitarian efforts.

- 5.4 “Academia”:** Includes an individual or group who has placed first, second or third in that competition or for an individual or group who has made a significant contribution or displayed an extraordinary amount of dedication in their commitment to their field that has provided a benefit to Pitt Meadows.
- 5.5 “Environmental”:** For an individual, group or organization who has made a major contribution towards the preservation, restoration or enhancement of our natural environment, which has contributed to an increased quality of life in Pitt Meadows. Includes commitment to the betterment of all by preserving the world we live in.
- 5.6 “Community Inclusion”:** For an individual, group, organization or business who has made a major contribution in support of residents’ inclusion in the community which means to have an ability and capacity to participate fully, to contribute to one’s community to the fullest extent possible, and to have value attached to your participation and contribution. Also includes an individual, group or organization that has made a major contribution to accessibility and/or community inclusion in the areas of physical accessibility, employment opportunities, educational opportunities and other related areas.
- 5.7 “Community Service”:** As deemed appropriate by City Council, for individuals, groups, organizations or businesses who have made a major contribution in more than one category and/or who have contributed to community sustainability through leadership in social, economic and/or urban design.

***Note:** These awards, acknowledgements and recognitions maybe presented posthumously, if deemed appropriate to do so. More than one category can apply to any one consideration for such award, acknowledgement and recognition but any such granting should not exceed more than two awards annually. Further recognition could be included on the City’s Website and/or through special communications in media.*

Roles and Responsibilities

Administration Services shall coordinate and manage all duties related to the presentation of Civic Recognition Awards/Certificates. Any funding needed for these awards shall be provided from the Council approved Community Relations budget.

The City of Pitt Meadows seeks to recognize noteworthy contributions and achievements of groups, organizations and individuals that provide a benefit to our communities by bestowing a “Civic Recognition” award/certificate, when deemed appropriate.



The City will also, upon request, contribute to locally-based community service groups by providing a single annual contribution of Pitt Meadows branded material to a maximum value of \$75 for fundraising or raffle purposes. Requests must be received in writing and a log kept of all donations.

There are FOUR levels of “Civic Recognition” which may be bestowed: Administration Services shall maintain an official record of award recipients through a Special Awards book in which the names of each award recipient, along with date of the award/certificate, are inscribed. The Civic Recognition recipients may also be recognized on the City’s web-site and/or through special editorials in the local media.

1. **Civic Merit Award** – Represents an award bestowed to an organization, group or individual who has demonstrated a particularly high level or length of service and contribution to Pitt Meadows.

Purpose: To bestow a Civic Merit or Achievement Award to those who have brought distinction to themselves and the City by outstanding achievements in a variety of areas, including, but not limited to: arts & culture, public or community service, the environment, heritage conservation, academia, humanitarianism, community inclusion, sports, etc.

Criteria: Nominations for a major achievement or long-term contribution award can be made by any individual, group or organization, and may require the majority vote of Council members as may be considered at a closed Council meeting in accordance with *Section 90 (b) of the Community Charter*. Council will consider significant length of service to the community; the positive impact on the lives of people in Pitt Meadows; whether they are considered a role model; or made a significant contribution.

Nominations: Suggestions or nominations may be made by any individual, group or organization, staff member, or member of Council throughout the year.

Any written nomination(s) received will be forwarded to Administration Services to confirm that nominated individuals or groups meet the criteria.

Procedure: This recognition may take the form of:

- a) Placement of a photo and caption as a permanent tribute in a special awards booklet; and/or
- b) Framed Certificate which describes the achievements of the recipient who earned the award.
- c) Plaque of recognition acknowledging the group, organization or individual (Plaque may be placed at a Municipal facility or at a place where the recipient earned the recognition).

The award will be presented by the Mayor at a Council meeting or as deemed appropriate.



2. Certificate/Letter of Appreciation or Recognition: Represents the expression of appreciation to an individual, team, group, or organization who has provided a service and/or contribution which has benefited the community or to recognize a significant accomplishment, milestone (birthday, anniversary, etc) reached by a city resident, service club or business.

Purpose: To acknowledge an individual, team, group, or organization achievement or contribution to the City of Pitt Meadows. Types of certificates that may be issued include: Commendation, Recognition, Appreciation, Accomplishment, In Memoriam.

Criteria: In cases where an individual, team, group, or organization has given outstanding service to the City, or has attained an outstanding achievement in a field of endeavour, including, but not limited to: sport, arts & culture, environment, community project(s), academia, humanitarian, community inclusion, or community service. Requests for Certificate of Recognition or Achievement are submitted directly to Administration Services who will prepare and forward the Certificate or letter to the recipient.

Procedure: The recipient(s) of a Certificate/Letter of Appreciation will receive their certificate along with a letter from the Mayor and may be recognized during Regular Council Meeting or at another event which has been organized for the purpose.

3. Elected Service Recognition for an elected official's service to the City of Pitt Meadows upon their resignation or retirement from the municipality or agency for years of service; an acknowledgment made of personal death or death of an immediate family member in accordance to the guidelines set out below.

Purpose: Recognition/Acknowledgment of Council or other Civic Public Service (Katzie First Nation Council, MP, MLA, and Pitt Meadows School District Board Member)

Criteria:

Upon retirement from office	Letter of Acknowledgement and gift value not to exceed \$50 per term served
Personal death while in office or retired	Flower arrangement or donation to charity at the request of the family not to exceed \$75
While in office, death of immediate family member (spouse, parent, child)	Flower arrangement or donation to charity at the request of the family not to exceed \$75



Procedure: The recipient(s) of an arrangement or Letter of Acknowledgement and gift shall be arranged through the Office of the CAO/Mayor. The choice of gift or item of acknowledgement shall be arranged in consultation with the recipient or their family.

4. Celebrate Pitt Meadows – The City of Pitt Meadows is extremely proud of achievements and contributions of local residents, particularly those whose efforts, accomplishments and contributions greatly enhance Pitt Meadows' quality of life and community spirit. The Celebrate Pitt Meadows recognition will assist Council to consistently and appropriately recognize a variety of outstanding contributions to the community.

Purpose: The purpose is to acknowledge and celebrate an individual, team, group, or organization, who has made an outstanding achievement or contribution which has benefited the community, or have raised the profile of Pitt Meadows.

Criteria: Where an individual, team, or groups accomplishments and contributions have greatly enhanced Pitt Meadows' quality of life and community spirit; or where an individual, team or group has given outstanding service to the City, or has attained an outstanding achievement in a field of endeavour, including, but not limited to: sport, arts & culture, environment, community project(s), academia, humanitarian, community inclusion, community service.

Nominations: Suggestions or nominations may be made by contacting the City of Pitt Meadows.

6. Related Policies

Media and Public Relations Communications Policy – Council Policy C063



COUNCIL POLICY C090

13 – Community Services

Volunteer Policy

Creation Date: January 23, 2017

Effective Date: April 5, 2017

1. Definitions:

“City” means the City of Pitt Meadows municipal government.

“Staff” means an employee of the City of Pitt Meadows.

“City Volunteer” means any individual who is a registered volunteer with the City, and, who freely offers their time, energy and skills without compensation, to the mutual benefit of the City and themselves.

“Drop-In City Volunteer” is volunteer who is not registered as a City Volunteer, but, who wishes to volunteer for a City run program, event or service on a drop in basis, and, who freely offers their time, energy and skills without compensation, to the mutual benefit of the City and themselves.

“Vulnerable Persons” are children, elderly or persons with various special needs.

2. Purpose:

The purpose of the Volunteer Policy is to outline the relationship between the City of Pitt Meadows and City Volunteers and Drop-In City Volunteers, and, to establish consistent practices and guidelines for City programs, services and events that engage these volunteers. This Policy will apply to all City Volunteers and Drop-In City Volunteers.

3. Policy:

The City of Pitt Meadows celebrates volunteers and is committed to providing positive and meaningful experiences for volunteers. The City Volunteer Program is intended to enhance City programs, events and services, and, provide opportunities for citizens to engage and connect to their community. The City Volunteer Program is not intended to displace City employees or direct external volunteer organizations, groups and societies.



4. Scope:

The City of Pitt Meadows Volunteer Policy and Guidelines shall apply to all City Volunteers and Drop-In City Volunteers.

This Policy will not apply to volunteers with City of Pitt Meadows Committees, the Pitt Meadows Fire & Rescue Service, and to non-City volunteers including community volunteer organizations, groups and societies.

5. Guidelines:

Guidelines pursuant to this policy describe the requirements and restrictions applicable to the City Volunteer Program, City Volunteers and Drop-In City Volunteers.

I. Volunteer Age Guidelines

The following Volunteer Age Guidelines apply to City Volunteers and Drop-In City Volunteers.

- I. Persons aged 13 and under are eligible to volunteer if:
 - I.1 They are accompanied by their parent or legal guardian, or,
 - I.2 They are registered in a City Youth Program.
- II. Any persons under 18 years of age will be required to have their parent or legal guardian sign a parental consent form to be eligible to volunteer.

2. Volunteer Application and Screening Process

I. City Volunteers

City Volunteers will be required to submit a Volunteer Application Form, successfully meet the requirements for the Volunteer Age Guidelines and the volunteer position they are applying for, sign a City Volunteer Agreement, and, participate in a volunteer interview and orientation.

Staff will work to streamline the process for volunteer applicants by planning year round interview and orientation opportunities; providing group or individual orientation options, and, where appropriate offering the orientation at the beginning of a volunteer's shift.

Criminal record including vulnerable persons background checks are mandatory for all volunteers who:

- I. Work with Vulnerable Persons as part of their primary volunteer responsibilities and tasks, or,



- II. Volunteer in emergency response situations, or,
- III. Have access to City financial resources including cash floats, or,
- IV. Have access to City records, or, sensitive information, or,
- V. Carry out assigned volunteer duties for extended periods of time without direct Staff supervision, or,
- VI. Have access City property and equipment for extended periods of time without direct Staff supervision, or,
- VII. Volunteer in non-public locations such as City administrative areas, or, Environmentally Sensitive Areas, where providing supervision could be challenging.
- VIII. City Volunteers who are volunteering for a position that requires any of these screening measures will be provided with a volunteer identification such as name tags so that they are easily identifiable as City Volunteers.

2. **Drop-In City Volunteers**

For situations where a person comes to a City event, program or service to volunteer and has not been through the regular City Volunteer application process they may be able to participate as a Drop-In City Volunteer.

Drop-In City Volunteers will be required to meet the requirements for the Volunteer Age Guidelines and will be eligible to volunteer for City events, programs and services if:

- I. They will not work with Vulnerable Persons as part of their primary volunteer responsibilities and tasks, and,
- II. They will not be volunteering in emergency response situations, and,
- III. They will not have access to City financial resources including cash floats, and,
- IV. They will not have access to City records, or, sensitive information, and,
- V. They will not be carrying out assigned volunteer duties for extended periods of time without direct Staff supervision, and,
- VI. They will not have access City property and equipment for extended periods of time without direct Staff supervision, and,
- VII. They will not be volunteering in non-public locations such as City administrative areas, or, Environmentally Sensitive Areas, where providing supervision could be challenging, and,



- VIII. They will not be volunteering for any other position that would require criminal record including vulnerable persons background checks.

Drop-In City Volunteers will be required to:

- I. Provide a piece of identification, and,
- II. Complete a sign in sheet with their full name, address and phone number, and,
- III. Work under direct Staff supervision.

Following their volunteer shift City Drop-In Volunteers will be offered the opportunity to sign up for the City Volunteer Application process to join the Volunteer Program.

3. Volunteers that require criminal record including vulnerable persons background checks will be required to provide updated criminal record including vulnerable person background checks annually. Any interim changes will be the responsibility of the volunteer to self report.
4. City Volunteers and Drop-In City Volunteers must comply with all applicable City policies and procedures and follow the direction of Staff.
5. City Volunteers and Drop-In City Volunteers may be required to meet additional certification or license requirements.
6. All City Volunteers and Drop-In City Volunteers will be provided with an orientation, training, and a volunteer information sheet before beginning their volunteer position with the City. The orientation process will be timely and accessible for volunteer applicants and can be done one-on-one or in a large volunteer group.
7. City Staff will work on a case by case basis to resolve volunteer conflicts including application and eligibility concerns. The City reserves the right to dismiss volunteers.
8. The City is committed to providing a safe and positive environment for all volunteers. City Volunteers and Drop in City Volunteers have the right to know the hazards relevant to their volunteer work and to refuse unsafe work.
9. City Volunteers and Drop-In City Volunteers who are performing volunteer duties under the direction and control of Staff are protected from third party claims, subject to the terms and conditions of the Municipal Insurance Association of B.C...
10. City Volunteers and Drop-In City Volunteers, who are performing volunteer duties under the direction and control of Staff, are eligible for the Volunteer Accident Benefit Coverage program, subject to the terms and conditions of the Municipal Insurance Association of B.C...