

**VILLAGE OF PORT ALICE  
COUNCIL MEETING AGENDA**  
TO BE HELD WEDNESDAY MARCH 10, 2021 at 7:00 pm  
IN THE SEA VIEW ACTIVITY CENTRE



**(1) CALL TO ORDER**

*We are privileged to acknowledge that this meeting is being held on the traditional territory of the Quatsino First Nations.*

**(2) ADOPTION OF AGENDA:**

*THAT the Agenda for the Meeting of the Village of Port Alice for March 10, 2021, be approved; AND THAT all delegations, reports, correspondence, and other information set to the agenda be received for information.*

**(3) DELEGATIONS: N\A**

**(4) MINUTES:**

Pg 3-4

a.) *THAT the Minutes from the Regular Meeting of February 24, 2021, be approved.*

**(5) OLD BUSINESS:**

**(6) COMMUNICATIONS:**

Pg 5-12

a.) Gwa'ni Project, the first Modernized Land Use Planning MOU  
February 26, 2021, Letter from 'Namgis Councillor Speck and MFLNRORD Director Coster

Pg 13-14

b.) Letter sent to Hon Josie Osborne re: Emergency Fire Equipment & Facilities funding  
March 3, 2021, letter from Mayors Cameron, Dugas and Wickstrom

Pg 15

c.) Celebrate Canada Funding Application - \$1,100 approved funding  
February 15, 2021, Letter from David Burton, Canadian Heritage

Pg 17

d.) Community Economic Recovery Infrastructure Program - Unsuccessful Arena Tourism Retrofit  
February 24, 2021, Email from Suzanne Ferguson, Ministry of Tourism, Arts, Culture and Sport

**(7) NEW BUSINESS:**

**(8) REPORTS:**

**(9) BYLAWS:**

**(10) QUESTION PERIOD:**

**(11) ADJOURNMENT:**

*THAT the meeting of the Village of Port Alice Council held March 10, 2021, be adjourned*

**INFORMATION ITEMS:**

a.) February 4, 2021, Ombudsperson Quarterly Report: October 1 – December 31, 2020



VILLAGE OF PORT ALICE COUNCIL  
REGULAR MEETING MINUTES  
WEDNESDAY FEBRUARY 24, 2021  
AT SEA VIEW ACTIVITY CENTRE



**Present**  
Mayor Kevin Cameron  
Councillor Holly Aldis  
Councillor Sean Watson  
Councillor Bruce Lloyd  
Councillor Angela Yunker

**Staff**  
Bonnie Danyk CAO / CFO

**CALL TO ORDER: 7:00 pm**

**ADOPTION OF AGENDA:**

19/21  
Adoption of  
Agenda

Moved, Seconded and CARRIED

***THAT** the Agenda for the Meeting of the Village of Port Alice for February 24, 2021, be approved  
**AND THAT** all delegations, reports, correspondence, and other information set to the agenda be  
received for information.*

**CARRIED**

**DELEGATION: N/A**

**MINUTES:**

20/21  
Minutes  
February 10

Moved, Seconded and CARRIED

***THAT** the minutes for the Regular Council Meeting held on February 10, 2021 be adopted.*

**OLD BUSINESS: N/A**

**COMMUNICATIONS:**

Request for support of Connect 4 Work program

February 5, 2021, Email from Trish Weatherall, Literacy Now

21/21  
Connect 4  
Work

Moved, Seconded and CARRIED

***THAT** the Village of Port Alice support the Connect 4 Work Program by providing free room  
rental at the Community Centre and free Rumble Sheet advertising*

**NEW BUSINESS:**

Sanitary Sewer Replacement Planning Report

February 12, 2021, McElhanney

**REPORTS:**

Accounts Payable Listing for January 2021

February 15, 2021, Report from Bonnie Danyk CAO\CFO

Telus Cell Phone Tower

February 18, 2021, Report from Bonnie Danyk CAO\CFO

Council Meetings

22/21  
Council  
Meetings

February 18, 2021, Report from Bonnie Danyk CAO\CFO

Moved, Seconded and CARRIED

***THAT WHEREAS*** internet access is currently unavailable and or unstable and the Village of Port Alice has limited staff resources, Council Meetings will continue to be held in the Seaview Activity Centre to allow for social distancing and ***FURTHER THAT*** while Provincial Health Orders prevent the public from attending Council meetings the Village of Port Alice will continue to encourage the public to call, email or mail the Village Office with any questions and concerns related to Council Agenda items.

**BYLAWS: N/A**

**QUESTION PERIOD:** Emailed Comment from Drew Frank voicing support for allowing Telus to upgrade, install and improve their tower.

**ADJOURNMENT:**

23/21  
Adjournment

Moved, Seconded and CARRIED

***THAT the Regular meeting of the Village of Port Alice held February 24, 2021, be adjourned at 7: 30 pm***

I hereby certify the preceding to be a true and correct account of the Regular meeting of the Village of Port Alice Council held February 24, 2021.

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Mayor

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Chief Administrative Officer



**'NAMGIS**  
**FIRST NATION**



February 26, 2021

Village of Port Alice  
1061 Marine Dr.  
Port Alice BC V0N 2N0

Dear Kevin Cameron,

This is an exciting time for Northern Vancouver Island.

As representatives of the 'Namgis First Nation and the Province, we are following up with you after the public announcement on February 25, 2021, announcing the Gwa'ni Project. This project, one of nine initial projects in the Province, falls under the initiative to modernize land use planning in BC. The objective of Modernized Land Use Planning (MLUP) is to advance reconciliation efforts, support economic opportunities, and guide stewardship of provincial public land and resources in order to reflect the diverse values and interests of all British Columbians. On January 18, 2021, the 'Namgis and the Province entered into a Memorandum of Understanding to formalize the MLUP process. The process is called the Gwa'ni Project and is the first MLUP project to be launched in the West Coast Region.

The Gwa'ni Project encompasses over 166,000 hectares and includes the majority of the Upper and Lower Nimpkish Landscape Units that are within the 'Namgis Territory. Most of the Project area is within Tree Farm Licence 37, held by Western Forest Products Inc. The existing Vancouver Island Land Use Planning (VILUP) framework will be considered the starting point to the planning exercise.

Modernizing land use planning is a priority of the Provincial government and will be a transparent and public-facing process that respects the values, knowledge, and traditions of Indigenous Peoples. Through partnerships between First Nations and the Province, and involvement of local governments, communities and stakeholders, the intent is to create a shared vision for public lands that is responsive to the impacts of climate change and supports a strong, sustainable, innovative economy.

The Province has been engaging with First Nation communities throughout the Province over the past two years to inform the design, development and implementation of a modern approach to land use planning and to seek ways of working together. The B.C. government is committed to implementing the principles of the United Nations Declaration on the Rights of Indigenous Peoples and direction provided in the B.C. *Declaration on the Rights of Indigenous Peoples Act*. The partnership approach reflected in the Gwa'ni Project aligns with these principles.



**'NAMGIS**  
**FIRST NATION**



Collaboration and engagement with local government is a core principle of MLUP, to support healthy communities. The Province recognizes that local governments have a unique role and perspective in land use planning and decision-making processes related to Provincial public lands within, and bordering, their jurisdictional boundaries. Local government interests, including employment, services, recreation, and the local economy may be affected by provincial land use decisions. Throughout the Gwa'ni Project, local governments will be involved early and on an ongoing basis to ensure consistency and co-ordination.

Working with stakeholders and the public in land use planning helps build lasting solutions to land use issues. Engagement with all stakeholders and the public will occur at key milestones in the process to ensure local interests and priorities are identified and factored into the land use planning process. The Gwa'ni Project team is developing project-specific engagement strategies early in the plan initiation phase, to guide stakeholder engagement throughout the life of the project. More information regarding engagement can be found in the Gwa'ni Project Engagement Plan, soon to be posted on the Gwa'ni Project Webpage (address below).

This letter provides you with our assurance that we recognize you as a stakeholder in this process. As such, you will be involved early and often. Additional engagement will take place in the spring, once we begin data collection. We will contact you well in advance so that you are prepared to participate. In addition, information about this project and relevant documents will be found on the [Land Use Planning Website](https://landuseplanning.gov.bc.ca/) (<https://landuseplanning.gov.bc.ca/>), under the Gwa'ni Project.



The Gwa'ni Project logo from 'Namgis member, Shawn Karpes.



**'NAMGIS**  
**FIRST NATION**



We recognize that the North Island has a resource-based economy, with much of its' communities' livelihood dependent on sustainably managed natural resources. We see the Gwa'ni Project as an exciting pathway to ensuring that land uses, including the natural resource industry, provide a predictable, sustainable flow of benefits that supports the cultural and social wellbeing of all local residents.

We look forward to your involvement on this exciting project.

Yours truly,

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Kelly Speck  
'Namgis Councillor

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Jessica Coster  
Director, MFLNRORD

Attachments:

Gwa'ni Project Area

Modernizing Land Use Planning in British Columbia

Modernizing Land Use Planning in British Columbia – Working with Communities









# Modernizing Land Use Planning in British Columbia



## MODERNIZING LAND USE PLANNING IN BRITISH COLUMBIA

The B.C. government is committed to collaborating with Indigenous governments in natural resource management that is informed by the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and the Truth and Reconciliation Commission Calls to Action. As part of this approach, it has committed \$16 million over three years (2018-19 to 2020-21) to work collaboratively with Indigenous governments, communities, and stakeholders to modernize land use planning.

## WHAT IS MODERNIZED LAND USE PLANNING?

Land use planning sets the strategic direction to guide sustainable resource stewardship and management of provincial public land and waters that meets economic, environmental, social, and cultural objectives. In other words, it sets high-level direction and helps define 'what' can occur on the land base. Modernized land use planning is led by the B.C. government in partnership with Indigenous governments and with engagement of communities, local government, industry and other stakeholders. Land use planning will focus on priority areas in the province to resolve current land use and resource management challenges.

## WHY IS IT NEEDED?

Ninety-four per cent of British Columbia is provincial public land. Existing land use plans in B.C. cover over 90% of provincial public land. However, today's land and resource management challenges require a renewed approach to land use planning. Key drivers include:

- ➔ **RECONCILIATION** with Indigenous governments and the B.C. government's commitment to implement UNDRIP.
- ➔ **ENSURING COMMUNITIES AND STAKEHOLDERS** are engaged in land and resource planning.
- ➔ **A GROWING ECONOMY** and increased demand on natural resources and the need to balance economic, environmental, social, and cultural objectives.
- ➔ **INCREASING COMPLEXITY** as a result of climate change and factors that affect the land base, including species-at-risk management, wildfires, flooding, and drought.
- ➔ **ADDRESSING CUMULATIVE EFFECTS** on natural resource values.

## INTENDED OUTCOMES

Modernizing land use planning will support past planning and ongoing stewardship initiatives, and capitalize on new opportunities in response to emerging challenges in the management of B.C.'s public lands and natural resources.

As well as advancing reconciliation efforts, land use planning will support economic opportunities, increase certainty for those who operate on the land and provide trusted stewardship of B.C.'s natural resources.

### **Reconciliation**

Land use planning will be carried out in partnership between the B.C. government and Indigenous governments. The values, traditions, knowledge, and cultural practices of Indigenous people will be an integral component of planning processes.

### **Strong, sustainable economy**

Land use planning will improve dialogue between the B.C. government, Indigenous governments, and industry. It will help build relationships and identify solutions needed to advance economic opportunities for rural communities and create lasting economic benefits for all B.C. residents.

### **Resource stewardship**

Land use planning will help manage our resources in a changing climate. Updated data and information from ongoing stewardship initiatives will support and inform planning processes.

### **Approach**

- ➔ **PARTNERSHIP** with Indigenous governments
- ➔ **ENGAGEMENT** with communities and stakeholders
- ➔ **FLEXIBILITY** in the scale and scope of planning
- ➔ **INFORMED** by cumulative effects assessments and integrated monitoring data

## WHO IS INVOLVED?

The Ministry of Forests, Lands, Natural Resource Operations and Rural Development and the Ministry of Indigenous Relations and Reconciliation are partnering with Indigenous governments and engaging with stakeholders to design and develop the modernized approach.

Targeted engagement with local governments, industry, non-government organizations, stakeholders, and the public throughout all planning processes will ensure various interests are identified and considered in all plans.

## WHERE WILL IT OCCUR?

Land use planning will be targeted to selected priority areas throughout the province on provincial public land and waters. It will not include federal lands and water, private lands, or provincially designated Agricultural Land Reserve lands.

The B.C. government has been engaging with Indigenous governments and stakeholders to identify high-priority planning projects. Projects will focus on urgent land-based management challenges and will support provincial priorities, including reconciliation and the economy. New land use planning projects will begin in 2019-2020.

**LEARN MORE ONLINE AT**  
**[WWW.GOV.BC.CA/LANDUSEPLANNING](http://WWW.GOV.BC.CA/LANDUSEPLANNING)**



Ministry of  
Forests, Lands, Natural  
Resource Operations  
and Rural Development

**LEARN MORE ONLINE AT:**  
**[www.gov.bc.ca/landuseplanning](http://www.gov.bc.ca/landuseplanning)**





# Modernizing Land Use Planning in British Columbia: Working with Communities

**The B.C. government is modernizing land use planning in British Columbia to advance reconciliation efforts, support economic opportunities, and guide stewardship of provincial public land and resources that reflects the diverse values and interests of all British Columbians.**

The modernized approach to land use planning includes partnerships with First Nations, collaboration with local government, and engagement with communities, stakeholders and the public.

## WORKING TOGETHER

Land use planning is a transparent and public-facing process that respects the values, knowledge, and traditions of Indigenous Peoples. Working together with First Nations, local governments, and stakeholders helps set a shared vision for public lands that is responsive to the impacts of climate change and supports a strong, sustainable, innovative economy.

## PARTNERSHIPS WITH FIRST NATIONS

The B.C. government has been engaging with First Nations communities throughout the province over the past two years to inform the design, development and implementation of a modern approach to land use planning and to seek ways of working together. The B.C. government is committed to implementing the principles of the United Nations Declaration on the Rights of Indigenous Peoples and direction provided in the B.C. *Declaration on the Rights of Indigenous Peoples Act*. The partnership approach with First Nations on modernized land use planning aligns with these principles.



## COLLABORATION WITH LOCAL GOVERNMENT

Collaboration and engagement with local governments is a core principle of modernized land use planning to assist in building healthy, thriving communities.

The B.C. government recognizes that local governments have a unique role and perspective in land use planning and decision-making processes related to provincial public lands within, and bordering, their jurisdictional boundaries. Local government interests, including employment, services, recreation, and the local economy may be affected by provincial land use decisions.

The B.C. government is committed to working in collaboration with local governments throughout provincial land use planning processes to ensure community interests, values and priorities are identified and addressed. Local governments will be involved early and on an ongoing basis throughout the planning processes to ensure consistency and co-ordination between local government and provincial-First Nations-led land use planning.

### ***Recognizing the Role of Local Governments***

In 2018, the B.C. government and the Union of British Columbia Municipalities signed a [Memorandum of Understanding](#), recognizing that local government jurisdictions may be affected by the negotiation of land, resource, and economic development agreements with First Nations. The MOU reflects a commitment to "sincere and honest engagement" between the Province and local governments regarding agreements and initiatives with First Nations, including land use planning.



## ENGAGEMENT WITH STAKEHOLDERS AND THE PUBLIC

Working with stakeholders and the public in land use planning helps build lasting solutions to land use issues. Engagement with all stakeholders and the public will occur at key milestones in the process for all projects within the modernized land use planning program to ensure local interests and priorities are identified and factored into the land use planning process.

Project planning teams are developing project-specific engagement strategies early in the plan initiation phase to guide stakeholder engagement throughout the life of the planning project. Engagement opportunities may include meetings, workshops, advisory groups, open houses, phone and email communication, and online surveys or questionnaires.

Engagement with stakeholders and the public will continue to be an important part of the modernized land use planning approach. The planning teams will seek to understand the interests, values and priorities of the organizations and citizens in the planning areas.

## ONLINE PROJECT AND ENGAGEMENT PLATFORM

The B.C. government is improving the way land use planning project information is shared and collected. A new online platform (<https://landuseplanning.gov.bc.ca>) has been created to serve as a central hub for all active land use planning projects in B.C. The platform provides project-specific details of all active land use planning projects including project timelines, reports and analyses, and information on opportunities for stakeholder and public engagement.

## LAND USE PLANNING PROCESS



Ministry of  
Forests, Lands, Natural  
Resource Operations  
and Rural Development

LEARN MORE ONLINE AT:  
[www.gov.bc.ca/landuseplanning](http://www.gov.bc.ca/landuseplanning)

March, 3, 2021

Honourable Josie Osborne  
Minister of Municipal Affairs and Housing  
PO Box 9056 Stn Prov Govt  
Victoria, BC  
V8W 9E2

*Emailed to: MAH.minister@gov.bc.ca*

**Re: Emergency Fire Equipment and Facilities Funding for Small Rural Communities.**

Dear Minister Osborne,

We are looking for your support regarding a critical public safety issue in our small rural communities, specifically the lack of Provincial funding for essential local fire and road rescue services, which would include apparatus, equipment, training and facilities.

As you are aware the cost of protecting our communities has increased significantly over the years. The cost of apparatus, equipment, training, and facilities are putting the small rural communities in a critical financial bind, taxing the residents beyond what is affordable and without provincial support we feel our financial situation will be unsustainable.

This request for Provincial funding assistance has been presented to the Province through endorsed resolutions to the UBCM for over 27 years, to date the provincial response has been "NO". We feel we cannot accept this answer anymore.

Through the Insurance Premium Tax, the Province has collected a 4.4% tax revenue through residential / commercial fire insurance and automobile insurance since 1921, which we now believe goes into the government's general revenue fund. The estimated revenue collected is in the hundreds of millions annually, we are asking for some of this revenue to be available through grant programs or another form of assistance to support our communities so we can provide an affordable, reliable, and sustainable essential fire protection and road rescue service for our regional residents and businesses.

We look forward to your assistance in setting up meetings with the appropriate Ministers to discuss ways we can leverage reliable funding support for fire and road rescue services in small rural communities.

We look forward to your reply.

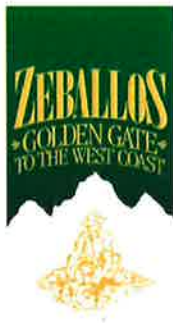
Sincerely the Undersigned,

Dennis Dugas, Mayor, District of Port Hardy  
Mayor Gaby Wickstrom, Mayor, Town of Port McNeill  
Kevin Cameron, Mayor, Village of Port Alice



Dennis Buchanan, Mayor, Village of Alert Bay  
 Andrew Hory, Chair, Regional District of Mount Waddington  
 Julie Colborne, Mayor, Village of Zeballos  
 Martin Davis, Mayor, Village of Tahsis  
 Mark Baker, Mayor, Village of Sayward  
 Brad Unger, Mayor, Village of Gold River  
 Leslie Baird, Mayor, Village of Cumberland  
 Mark Swain, Mayor, District of Lantzville  
 Ken Williams, Mayor, District of Highlands  
 Bill Beamish, Mayor, Town of Gibsons  
 Bob Day, Mayor, Lake Cowichan  
 Mayco Noel, Mayor, District of Ucluelet  
 Mayor and Council, District of Tofino Council

cc: Ian Morrison, President, Association of Vancouver Island Coastal Communities  
 Michele Babchuk, Member of the Legislative Assembly  
 Brian Frenkel, President, Union of British Columbia Municipalities





Canadian  
Heritage

Patrimoine  
canadien

February 15, 2021

Bonnie Danyk  
Finance Officer  
VILLAGE OF PORT ALICE  
Post Office Box 130  
Port Alice, BC  
V0N 2N0

Subject: Celebrate Canada Funding Application

Dear Bonnie Danyk:

On behalf of the Minister of Canadian Heritage, it is my pleasure to inform you that your application for funding has been approved.

A grant in the amount of \$1,100 will be awarded to help your organization carry out its activities, under the Celebration and Commemoration Program, Celebrate Canada Component. This funding will be allocated over one government fiscal year 2021-2022 and will be subject to certain terms and conditions, the appropriation of funds by Parliament, and the budget levels of the Program.

One of our program representatives may be in contact with you in the near future to review the terms and conditions related to this funding. As you may already know, the Government of Canada is committed to promoting workplaces free from harassment, abuse and discrimination. I would like to seize this opportunity to remind you of your responsibility to provide a work environment where harassment, abuse and discrimination are not tolerated.

In closing, I would like to take this opportunity to wish you and the members of your organization the greatest success in your endeavours.

Sincerely,

David R. Burton  
Regional Director General  
Canadian Heritage



**Tanya**

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**From:** TAC Tourism Sector Strategy ADMO TAC:EX <TSSADMO@gov.bc.ca>  
**Sent:** Wednesday, February 24, 2021 5:25 PM  
**To:** XT:PortAlice, Village ENV:IN  
**Cc:** cao@portalice.ca  
**Subject:** Community Economic Recovery Infrastructure Program – Destination Development Stream

Ref: 41493

His Worship Mayor Kevin Cameron  
Village of Port Alice  
PO BOX 130  
Port Alice, BC V0N 2N0  
Email: [info@portalice.ca](mailto:info@portalice.ca)

Dear Mayor Cameron:

**Re: Community Economic Recovery Infrastructure Program – Destination Development Project #DD0098 - Arena Tourism Retrofit**

Thank you for your application for funding under the Community Economic Recovery Infrastructure Program (CERIP)–Destination Development (DD) stream.

After careful consideration, the above-noted project was not selected for funding under the CERIP-DD Program.

The program received significantly more applications than could be funded. This decision does not reflect on the importance of this project for your community, but rather the degree by which the program has been oversubscribed.

All applications were equitably reviewed based on the criteria published at: [www.gov.bc.ca/CERIP](http://www.gov.bc.ca/CERIP) and given consideration for funding. If you have any questions, please contact Dawn Rueckl, Manager, Tourism Policy and Programs, by email at: [dawn.rueckl@gov.bc.ca](mailto:dawn.rueckl@gov.bc.ca).

Thank you again for your interest in the CERIP-DD Program. Should any new funding be identified to support destination development, Ministry of Tourism, Arts, Culture and Sport staff will reach out and inform you.

Best regards,

Suzanne Ferguson  
Executive Director, Tourism  
Ministry of Tourism, Arts, Culture and Sport

cc: Bonnie Danyk  
CAO / CFO







Gateway to the Wild West Coast

# INFORMATION ITEMS





**OMBUDSPERSON**  
BRITISH COLUMBIA

His Worship Kevin Cameron  
Mayor  
Village of Port Alice  
PO Box 130  
PORT ALICE BC V0N 2N0

February 4, 2021

Dear Mayor Cameron,

**RE: Quarterly Reports: October 1 – December 31, 2020**

This package of documents details the complaint files the Office of the Ombudsperson closed for **the Village of Port Alice** between October 1 and December 31, 2020. No action is required on your part, however we hope that you will find this information useful and share it within your organization.

These reports provide information about the complaint files we closed regarding your organization within the last quarter, including both files we investigated and files we closed without investigation. Files currently open with the office are not included in these reports.

Enclosed you will find detailed reports containing the following:

- A one-page report listing the number of files closed and the category under which they were closed. The categories we use to close files are based on the sections of the *Ombudsperson Act*, which gives the Ombudsperson the authority to investigate complaints from the public regarding authorities under our jurisdiction. A more detailed description of our closing categories is available on our website at: <https://bcombudsperson.ca/assets/media/QR-Glossary.pdf>.
- *If applicable*: Copies of closing summaries written about the complaint files we investigated. These summaries provide an overview of the complaint received, our investigation and the outcome. Our office produces closing summaries for *investigated* files only, and not for enquiries or those complaints we chose not to investigate.
- *If applicable*: A summary of the topics identified in the complaint files closed during the quarter. We track general complaint topics for all complaints we receive, and when applicable, we include authority-specific and/or sector-specific topics for your organization and/or sector. Our office tracks the topics of complaints we investigate and those we close without investigation, but not for enquiries. Because complaints to our office are confidential, we do not share complaint topic information if we received too few complaints to preserve the

complainants' anonymity.

If your organization received too few complaints to produce a summary of complaint topics but you would like further information about the complaints our office received about your organization, our Public Authority Consultation and Training (PACT) Team can provide further details upon request.

Finally, we have been tracking complaints related to the COVID-19 pandemic under the general heading of "COVID-19." If you would like more detailed information about those complaints, please contact our PACT Team.

If you have questions about our quarterly reports, or if you would like to sign up for our mailing list to be notified of educational opportunities provided by our Public Authority Consultation and Training Team, please contact us at 250-508-2950 or [consult@bcombudsperson.ca](mailto:consult@bcombudsperson.ca).

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Jay Chalke', with a stylized, cursive-like script.

Jay Chalke  
Ombudsperson  
Province of British Columbia

Enclosures



Type of complaint closure	# closed
<b>Enquiries</b> – Many people who contact us are not calling to make a complaint, but are seeking information or advice. These contacts are classified as <i>Enquiries</i> to distinguish them from <i>Complaints</i> , which are requests that our office conduct an investigation.	0
<b>Complaints with No Investigation</b> – Our office does not investigate every complaint it receives. First, we determine whether we have authority to investigate the complaint under the <i>Ombudsperson Act</i> . We also have discretion to decline to investigate for other reasons specified in the <i>Ombudsperson Act</i> .	1
<b>Early Resolution Investigations</b> – Early Resolution investigations provide an expedited process for dealing with complaints when it appears that an opportunity exists for the authority to take immediate action to resolve the issue. Typical issues that are addressed through Early Resolution include timeliness, communication, and opportunities for internal review.	0
<b>Complaint Investigations</b> – When we investigate a complaint we may conclude with a determination that a complaint is not substantiated, or with a negotiated settlement of the complaint, or with public findings and recommendations. We may also exercise discretion to cease investigation for a number of other reasons specified in the <i>Ombudsperson Act</i> .	Total: 0
<b>Reason for closing an Investigation:</b>	
Pre-empted by existing statutory right of appeal, objection or review.	0
Investigation ceased with no formal findings under the <i>Ombudsperson Act</i> .	
More than one year between event and complaint	0
Insufficient personal interest	0
Available remedy	0
Frivolous/vexatious/trivial matter	0
Can consider without further investigation	0
No benefit to complainant or person aggrieved	0
Complaint abandoned	0
Complaint withdrawn	0
<b>Complaint settled in consultation with the authority</b> - When an investigation leads us to conclude that action is required to resolve the complaint, we try to achieve that resolution by obtaining the voluntary agreement of the authority to settle the complaint. This allows matters to be resolved fairly for the complainant and authority without requiring a formal finding of maladministration.	0
Complaint substantiated with formal findings under the <i>Ombudsperson Act</i> .	0
Complaint not substantiated under the <i>Ombudsperson Act</i> .	0
<b>Ombudsperson Initiated Investigations</b> – The Ombudsperson has the authority to initiate investigations independently from our process for responding to complaints from the public. These investigations may be ceased at the discretion of the Ombudsperson or concluded with formal findings and recommendations.	0







*The tables below summarize the complaint topics we are tracking for your sector and/or authority and the number of times this topic was identified in the files (investigated and non-investigated complaints) that were closed in the most recent quarter.*

If you would like more information on the types of complaints we receive, please contact our Public Authority Consultation and Training Team: email us at [consult@bcombudsperson.ca](mailto:consult@bcombudsperson.ca) or call us at 250-508-2950.

### **Sector-Specific Complaint Topics - All Local Government**

Business Licensing	7	5%
Bylaw Enforcement	46	30%
Council Member Conduct (incl. Conflict of Interest)	7	5%
Official Community Plan/Zoning/Development	28	18%
Fees/Charges (incl. Taxes)	19	12%
Open Meetings	4	3%
Services (incl. Garbage, Sewer, Water)	15	10%
Response to Damages Claim	3	2%
Other	26	17%

### **General Complaint Topics - All Local Government**

COVID-19	7	3%
Disagreement with Decision or Outcome	70	31%
Accessibility	7	3%
Delay	11	5%
Administrative Error	8	4%
Treatment by Staff	18	8%
Communication	36	16%
Process or Procedure	52	23%
Review or Appeal Process	3	1%
Employment or Labour Relations	1	0%
Other	13	6%

