



CORPORATE POLICY MANUAL

Section:	Parks Administration	12
Sub-Section:	Parks – General	5900
Title:	COMMUNITY EVENTS IN PARKS AND PUBLIC OPEN SPACES	2

POLICY

Community Events on municipal property must have a Park Event Permit and adhere to the Park Event Procedures.

REASON FOR POLICY

To provide information and direction on who should be allowed to hold events, what conditions should apply, how the events should be managed and to protect the organizers, community groups and the District from liability claims.

AUTHORITY TO ACT

Delegated to Staff

PROCEDURE

1. **Classification of Events**

Table 1 lists the range of events which North Vancouver District may allow in Public Open Space. The list is to be used as a guideline by the Park Events staff in consultation with the Parks Department to determine the event classification, the amount of assistance the event may obtain, and the fees which will be charged.

2. **Event Application Process**

Regular Applicants

- Requests must be received in writing by January 31st to coincide with DNV Events/Festivals policy of the event year. (Please see Event Application Form [Appendix A]). Previous years events will get priority and new events will be reviewed on a first-come/first-serve basis.
- Once the final submissions have been completed, the Park Events Department determines if the event fits municipal objectives for community events and, if so, ranks these requests according to historical precedence, community event priorities and municipal policies.

Other Applicants

An applicant for an event must submit a completed EVENT APPLICATION FORM to the Park Events Department. Table 2 graphically illustrates the application review process. Application approval or rejection is at escalating levels, depending on the level of complexity, history and demands of the event.

3. **Event Allocation Prioritization**

The criteria and order of priority for the allocation of parks and public open spaces in North Vancouver District will be as follows:

- a) Programs, festivals and special events sponsored by the North Vancouver District, Recreation Commission, or School District #44.
- b) North Vancouver Community groups (i.e. 75% of members and/or participants are residents): where an organized community group which is a regular user, and an informal group of occasional users apply for use of the same space at the same time, preference may be given to the community group.

- c) Non-profit organization and public agencies.
- d) Commercial organizations holding non-promotional events that do not charge a fee or generate revenue.
- e) Commercial organizations within North Vancouver District.
- f) Commercial organizations outside of North Vancouver District.

4. **Contracts and Fees**

- All site users will be required to contract with the North Vancouver Recreation Commission in order to reserve exclusive use over any park or public open space in the District of North Vancouver, even where fees for such use are not charged.
- Any organization that is not a North Vancouver Community group may be charged a Market (commercial) Rate for the use of the site.
- Liability insurance coverage of \$2,000,000 (two million) is required, which names the event organizer, the District and the North Vancouver Recreation Commission, School District #44, as having first interest therein. Those organizations which do not have such insurance can obtain coverage via the North Vancouver Recreation Commission or Sports B.C. in accordance with their Policy (Appendix B).

5. **Role of the Municipality**

There are three roles the municipality may undertake in the development and support of community events. They are as follows:

5.1. ***Producer***

The municipality will direct and control all aspects of the event management. The Park Events Department will report directly to the Parks Department on all aspects of event operation. Control over the program and activities and event partnerships sponsorship will be exercised with a focus on emphasizing municipal community involvement and ensuring a professional and quality product.

5.2. ***Partner***

The municipality will enter into a joint venture with a non-profit community organization which lacks the resources to produce an event on their own, if certain criteria are met. The event must be mutually beneficial to both groups and the municipality's goals and objectives can be met without exercising total control. The municipality will enter into an agreement with the organization and clearly outline the exact obligations and restrictions of the partnership. Partnership will be dependent on the availability of municipal resources and negotiated on a yearly basis.

5.3. ***Assistant***

The municipality will provide specific assistance to groups requiring services related to an event in the municipality. Assistance for specific equipment and services (eg. barricades, canopy) normally associated with the private sector may be negotiated. The municipality will assist groups and be visibly associated with the event, but will not have overall responsibility for operation, outcome or shortfalls.

6. **Promotional Assistance**

The Park Events Department prepares promotional material which advertises community events in North Vancouver District Parks, and prepares promotional material for specific municipally-produced events. In accordance with the Assistance Guidelines, specific promotional material may be provided for other events, subject to the role and type of financial assistance the municipality is willing to adopt and provide.

7. **Event Management**

It is important that events start and finish at reasonable times and that noise levels are compatible with the neighbourhood.

- 7.1 Event Manager must be designated by Event Organizer. The Event Manager will be the prime contact with the municipality which, in normal circumstances will be coordinated via the Park Events Department.
- 7.2 The Event Manager is responsible for the actions and consequences arising from the event. The Event Manager must:
 - Apply to the Park Events Department using the Application Form (Appendix A) to book the event location and assistance required from the municipality.

- Obtain adequate insurance for the event. This can be obtained via North Vancouver Recreation Commission or Sport B.C. (737-3018) in accordance with Appendix B.
- If food is to be served at the event, contact the North Shore Board of Health at 132 West Esplanade (983-6700) for an application similar to Appendix C.
- If alcoholic beverages are to be sold at the event, the policies noted in Appendix D have to be followed.

7.3 The Event Manager must have a security and communication plan, approved by Parks, Recreation and RCMP staff 45 days prior to the event. (See Appendix E for Event Security and Emergency Preparedness Guidelines).

7.4 The Event Manager must obey the instructions of the Parks Traffic and Bylaw Enforcement and other related municipal departments.

8. **Event Programming**

8.1 The Park Events Department will:

- Receive Event applications and process park use contract
- Keep an up-to-date calendar of events
- Direct event organizers to appropriate municipal departments for coordination of services.
- Will work closely with municipal Parks personnel and the Event Manager to determine the location appropriate to the event, start and completion times, event content and terms of park use. Conditions of use will take into consideration community and neighbourhood concerns for park use.
- Any concern that the Park Events Department or the Event Manager has which cannot be resolved between them, will be forwarded to the Parks Manager

8.2 If the municipal staff are concerned for public safety or noise levels during an event, the Event Manager shall be advised to act promptly to ensure that public safety or noise levels are addressed. Failure to do so promptly could result in closure of the event by the Parks Manager, Police or a Bylaw Enforcement Officer.

9. **Licencing**

If a Special Occasion Liquor License will be required, a separate application must be submitted to the municipality. Once municipal approval for the event is received, the applicant must proceed to the RCMP who have final license granting authority. In order to qualify for such a license, the applicant must have attended the "Serving it Right" Responsible Beverage Service Program. There are two levels of certifications – 'Licencee' and 'Server'. At least one person must have the 'L'.

10. **Commercial Enterprises**

Commercial enterprises are not permitted in parks unless specifically authorized by Council, i.e. concession operators, or if the vendor is attending an approved event and is operating with the approval of the event organizers. (It is expected that at least 10% of profits return to the Event Organizer.) Prior to the event, event organizers are expected to provide the municipality with a list of those vendors they anticipate accepting on site so that all necessary Business License issues can be resolved.

*** Failure to fulfill Municipal terms and conditions of agreement may result in forfeit of the deposit and/or withholding permission to reserve use of park space and cancellation of the event.**

Approval Date:	September 4, 2001	Approved by:	Regular Council
1. Amendment Date:		Approved by:	
2. Amendment Date:		Approved by:	
3. Amendment Date:		Approved by:	

TABLE 1

RANGE OF EVENTS SCALE

	A Produced and Programmed by Park Events Department	B Produced and Organized by Municipal Group or other Gov't Agency, School District #44	C Produced and Organized by Non-profit Group/Club/Community Group (whose event is of Primary Interest to the Public)	D Produced and Organized by Private Group (whose event is of Primary Interest to the Organization)	E Produced and Organized as a Commercial Venture
Example of Events	Carol Ships, V.S.O., Community Concert Series	School Sports Days, Heritage Events	Deep Cove Days, Under the Volcano Festival, Penguin Plunge, Lynn Valley Days , Remembrance Day Ceremonies	Wedding Ceremonies and company picnics, Ironman Triathalons, kayak races, regattas, mountain bike races	Ironman triathalons, kayak races, Mountain bike Races, Filming in Parks.
Primary audience	General public	General public	General public	Invited guests, Special Interest groups, Club members	Fee Paying Audience, Special Interest Groups
Beneficiary of any Fees or Commercial Ventures	Municipality	Other Level of Government	Service Club/Non-Profit/Community Agency	Private Group	Commercial Venture
Role of Municipality	Producer/Co-Producer	Assist	Assist	No Assist	No Assist
Park and Open Space Rental Fee	None	Park booking fee - \$10.50/hr.	Park booking fee - \$10.50/hr.	Picnic Fee - \$40-\$45 Wedding Fee - \$40 Misc. Site Fee - \$40	To be negotiated \$500 per day min. \$250 set-up day min.
*Refundable Performance, Damage & Clean Up Deposit	None	\$100 Performance, damage, clean up agreement	\$100 Performance, damage, clean up agreement	To be Negotiated. \$100 - \$1000 min. deposit depending on size of event	To be Negotiated *\$500-\$1000 min. deposit depending on size of event
Fee for Supply of Sound System/Technician (if applicable/available)	None	\$50/hour	\$50/hour	N/A	N/A
Specific Event Assistance				N/A	N/A
Promotional Material:					
Calendar listing	Yes	Where appropriate	Yes		
Press releases	Yes	Where appropriate	Yes		
Posters/flyers	Yes	Negotiable \$250/event(max)	Negotiable \$250/event(max)		
Specialty	Yes	By request	By request		
Provision of Insurance: All groups require insurance. If they do not carry appropriate insurance, they should refer to that section of the Policy and Procedures Manual for information on insurance obtained via the North Vancouver Recreation Commission or Sport B.C. (phone 737-3018).					

EVENT LIABILITY INSURANCE RATES
(Presently under Review – May 2001)

<i>EVENT</i>	<i>COST PER EVENT</i>
Public festivals (anticipated audience greater than 500)	Call Sport B.C. at 737-3018 to arrange
Special events, eg. parades, ethnic celebrations, musical performances, etc. (anticipated audience less than 500)	1-300 people sliding scale based on number of people - \$25-\$300 300+ people – decided on a per event basis in consultation with Sports BC. Sliding scale based on activities/number of participants – \$10.50 - \$40.00
With alcohol.	
Without alcohol.	

**NOTE: Rates are subject to change
by the insurance company**

Create a Security Committee:

a) Responsibilities:

- The Security Committee is charged with the responsibility of the overall security of the festival.
- The security chairperson will coordinate the planning, personnel and resources necessary for effective security. Crew and equipment can be organized so that it will be used in the most effective manner.

The Security Committee will:

- Provide a safe and secure environment for patrons and participants at all festival events
- Protect people and property
- Ensure the proper behaviour of patrons and participants at all festival events
- Implement emergency services procedures as required
- Administer entrance and exit operations
- Coordinate security issues with local law enforcement officials

b) **How to Create a Security Committee**

i) Choosing the Chairperson

- The success of the security committee is dependant upon the people available and upon the person selected as security chair. This individual should be a person everyone has confidence in, and one everyone involved will listen to.. Security is a very serious business and must be approached carefully and thoroughly. The chairperson should approach the position with the spirit of the festival, yet be very security conscientious.

ii) Security Chairperson Job Description

- The Security Chairperson is responsible for the provision of a safe and secure environment for all patrons and participants involved with the festival.

iii) General Activities of the Security Committee Chairperson

- Establish and maintain the Security Plan
- Establish and maintain communication channels with all event sub-committees
- Establish and maintain liaison with municipal parks, public works, police, fire, ambulance and emergency services departments.
- Prepare an operations manual that includes procedures for proper responses to situations
- Establish and maintain reporting procedures
- Establish security inspection plan to ensure a safe venue

iv) Tasks of the Security Committee Chairperson

- Prepare and administer the security budget
- Evaluate overall festival and individual event, security operations and provide recommendations for the following year
- Assess festival and event facilities for possible security risks including potential exposures to accidental loss of people or property
- Establish volunteer recruitment procedures including application forms, interview procedures, personnel standards for security staff
- Establish and implement training program for volunteer security staff

c) **How to Create a Security Plan**

i) Assess the festival events (including alcohol-related issues)

Find Out:

- Who will be there (families, singles, seniors)
- How many expected

- Ages
- Active or passive event – participants active or spectators
- Venue considerations
- Duration of the event
- Have there been traffic obstacles or parking problems before?
- Is there emergency access for fire, ambulance and transit?
- Has there been trouble in the past?
- What specific insurance coverages or exclusions are in effect?

Alcohol available? If so:

- Who is the person responsible for licenses?
- How will it be distributed?
- How will the liquor be consumed?
- What controls are in place for unauthorized liquor?

Practical Issue to Discuss/Elaborate:

- How to avoid serving people too much alcohol
- Tips for:
 - policing inside the Beer Garden
 - refusing service to those who have had too much
 - how to get problem individuals to leave the premises

Requirements of the RCMP

Organizers must meet with RCMP if their event:

- has an expected audience of 1000+ people, or
- is a new event , or
- sells alcohol on site, or
- operates later than 8:00 pm.

This meeting would entail discussion of:

- Site security and safety (eg. drinking/drugs on site)
- Parking issues
- Event self-policing guidelines

Communication:

- who has the cellular phones and phone numbers?
- who are the security people in the Beer Garden and how to identify them

Performance, Damage and Cleanup Agreement

- Events under B and C categories must sign a Performance, Damage and Cleanup Agreement in which the Event Organizer will be held responsible for extra ordinary costs related to facility damage, cleanup and security (Police or Municipal staff time).
- Events under categories D and E must provide Performance, Security and Damage Deposits which will be negotiated depending on the size of the event.

***Failure to provide the security documentation and/or deposit may result in cancellation of the event booking.**

Impact on Municipal Services

As with damage deposits, additional administrative steps are required to manage funds (eg. notification of dates for deposits, post-event reports and follow-up, damage deposit disbursement notification, etc.)

THE MORE INFORMATION ORGANIZERS HAVE ABOUT THE EVENT, THE LESS CHANCE THAT THE UNEXPECTED WILL OCCUR

- ii) Assess the Venues and Facilities
 - Familiarize yourself with the physical layout of the site

Pay attention to:

- Entry and exit points
- Emergency stations and emergency equipment
- Telephone access
- Washroom facilities
- People flow patterns, congregation space and congestion areas
- Equipment, tents, events and staging layout for the time of the event
- Risk areas of possible personal injury
- Possible areas of concealment that may require special attention
- Use street maps to determine traffic flow, site access and egress, indicate numbers and location of parking spaces for presenters, organizers, VIP's and public
- Have signage committee mark and identify parking spaces
- Use a site map indicating events and activities to help you locate and position your personnel.

- iii) Create a schedule of events and resources

- Using the previous information create a schedule of events so that the logistics of the security needs can be established and the number of personnel can be determined.

- iv) Recruit Security Personnel

- Employ an application form stating name, address, phone number, physical limitations, previous experience, special skills, and availability.
- Follow up with a short interview to determine attitudes towards dealing with people, communication, the festival, and festival/specific event security issues in general.

c) Choosing and Training Volunteers

- i) The Ideal Security Volunteer

The perfect security team will be made up of individuals who work well together and who possess most of the following traits:

- A desire to be a security volunteer
- An ability to work as part of a team
- An ability to work with people
- An ability to communicate with law enforcement officers
- An ability to take charge of a situation
- An ability to take orders
- An ability to take their training and apply it to any situation
- Professional training in crowd control
- Professional training in First Aid
- Professional training in assisting people

- ii) Orientation for Security volunteers

- All volunteers, especially those working with the public require an understanding of the duties they are expected to fulfil and the tools to do the best job they can.
- Develop a security Volunteer Orientation Guide, including:
 - an edited copy of the security plan written so that the person can understand the importance of their contribution
 - an overview of the festival and its related events
 - a list of all important contact people and phone numbers in case of emergency
 - a check list and map, outlining the physical area of their responsibility and their duties
 - a primer of responses to the most common occurrences.

This guide would be updated as required by the Security Chair.

iii) Training

- Basic training would include the following points:
 - an overview of security to help volunteers understand their duties
 - an explanation of the importance of attitude and people skills
 - familiarization with communication equipment
 - methods of intervening to defuse potential problems
 - proper procedures for calling in assistance
 - proper use of ID cards, uniforms, or insignia of position as a security person
 - an explanation of the limitations and abuses of authority
 - fundamental First Aid procedures
- Advanced training program (for volunteers taking more responsibility or in charge of events' overall security) should include:
 - basic training in crowd control
 - communication skills for talking to people who may be upset or distraught
 - familiarization with completing incident reports
 - techniques on how to identify potential problems with special care where the volunteer will be responsible for an area where alcohol is involved.
 - methods of intervening to diffuse potential problems
 - a familiarization with risk management practices and insurance limitations
 - a familiarization with prevailing regulations and licenses
 - completion of training programs offered through regulating agencies that are relative to the event

iv) Security Personnel Job Description

- In order to assist the volunteer to understand the responsibilities they are taking on, a brief job description is of benefit. Following is a basic list of items that should be identified for potential volunteers.
- A member of the Security Team will:
 - Be the "eyes and ears" for the local police department
 - Be a deterrent to potential and real problems
 - Identify and react to potential and real problems
 - Intercept restricted items for possible seizure by the police
 - Identify and react to medical emergencies
 - Assure the verification of patrons, VIP's and participants
 - Provide security to patrons, VIP's and participants
 - Prevent theft, damage, vandalism, personal injury and misbehaviour
 - Provide special assistance as needed to patrons, VIP's and participants
 - Assist with the provision of crowd control

Parks Event Contingency Emergency Response Planning

Outline

- **Threat Identification**

What are the most likely hazards or untoward hazards that might occur prior to, during, or immediately after the main event?

- **Risk Assessment**

What is the probability of unforeseen or untoward hazards occurring in a range from "remote" to "likely"?

- **Impact Analysis**

What are the likely consequences in the areas of health, liability, perception of stewardship, media attention, staff safety, damage to assets, or similar outcomes that would be a management issue, were they to occur?

- **Prevention Strategies**

What activities, construction, event types, exhibits, fuels, or similar preventative decisions or activities flow from the hazards identification and risk analysis?

- **Preparedness Strategies**

While recognising that all contingencies cannot be prevented and that risk is attendant to all events, what policies, plans, protocols, procedures and training can be implemented to ensure that recognition of potential problems flows into a comprehensive strategy to address the most likely or most catastrophic hazards?

One of the most usual approaches is the preparation of a Response Plan. This plan should contain:

- activation of the Plan
- aim of the Plan
- initial actions
 - concept of Operations
 - concept of Communications
 - checklist of actions
 - operations location
 - command system
- roles and responsibilities of staff
- roles and responsibilities of outside resources
- specialised resources
- contact numbers
- plan of location
- plan of immediate location

- **Response Strategies**

Who responds, who contacts whom, how does the response escalate - if that is required, what protocols and procedures come into play and who records key decisions as the event unfolds?

- **Recovery Strategies**

Given that an unfortunate incident occurs during the event, what elements of recovery such as informing other Agencies, family members, informing senior management, providing press briefings, ensuring security of the scene if a crime was committed or an accident that would involve a coroner's inquest or a worker's injury requiring a WCB investigation, providing press releases, etc., should be undertaken by Parks staff at the site, Parks management or GVRD management?

- **Additional Considerations**

- Appropriate Signage
- "Critical Dependencies" - are there back-up provisions?

Parking, Traffic and Bylaw Considerations

Parking

- no parking on park grass areas, sidewalks and pathways except by prior permission
- no parking within 2m of residential driveways
- no parking in emergency or handicap stalls without proper permits
- no parking in areas which will block exits or are marked as no parking areas

Large events must have alternate parking areas in place (schools, other parks, and commercial lots) and permission for using these lots established 30 days before the event date. Shuttle buses are recommended.

Event Organizers must have security personnel working high traffic areas and parking lot areas.

Security personnel working traffic control and the parking areas must have safety vests, two way radios and cell phones.

Bylaws

The District has several Bylaws in effect which regulate noise, environment and parks which the organizers should make themselves familiar with.

The Bylaw Department must be notified of the event 30 days in advance of date.

**** Any relaxation of the Parks Bylaw or Parking Bylaws must be requested when the application for the event is submitted in order for proper review and permission by Council.

Parks are closed from 10:00 p.m. until 6 a.m. by bylaw.