

# AGENDA

## *COUNCIL WORKSHOP*

**Monday, June 12, 2023**

**7:00 p.m.**

**Committee Room, Municipal Hall**

**355 West Queens Road**

**North Vancouver, BC**

**Watch at <https://dnvorg.zoom.us/j/67910218298>**

**Council Members:**

Mayor Mike Little

Councillor Jordan Back

Councillor Betty Forbes

Councillor Jim Hanson

Councillor Herman Mah

Councillor Lisa Muri

Councillor Catherine Pope



[www.dnv.org](http://www.dnv.org)

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## AGENDA

We respectfully acknowledge the original peoples of these lands and waters, specifically the səlilwətał (Tsleil-Waututh), Skwxwú7mesh Úxwumixw (Squamish), and xʷməθkʷəy̓əm (Musqueam), on whose unceded ancestral lands the District of North Vancouver is located. We value the opportunity to learn, share, and serve our community on these unceded lands.

### 1. ADOPTION OF THE AGENDA

#### 1.1. June 12, 2023 Council Workshop Agenda

*Recommendation:*

THAT the agenda for the June 12, 2023 Council Workshop is adopted as circulated, including the addition of any items listed in the agenda addendum.

### 2. ADOPTION OF MINUTES

### 3. REPORTS FROM COUNCIL OR STAFF

#### 3.1. Council FOIPPA Training

**p. 7-12**

File No. 01.0120.01/000.000

Report: Records Management and Privacy Advisor, February 21, 2023  
Attachment 1: Council Privacy Guide

*Recommendation:*

THAT the presentation of the Record Management and Privacy Advisor entitled Council FOIPPA Training is received for information.

#### 3.2. Corporate Service Division – Communications Department Update

**p. 13-34**

File No.

Report: General Manager – Corporate Services, April 12, 2023  
Attachment 1: PowerPoint Presentation

*Recommendation:*

THAT the presentation of the General Manager – Corporate Services entitled Communications and Engagement Update 2023 is received for information.

**4. PUBLIC INPUT**

(maximum of ten minutes total)

**5. ADJOURNMENT**

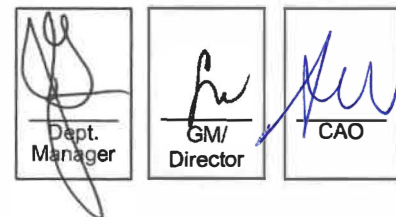
*Recommendation:*

THAT the June 12, 2023 Council Workshop is adjourned.

## REPORTS

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AGENDA INFORMATION	
<input type="checkbox"/> Regular Meeting	Date: _____
<input checked="" type="checkbox"/> Other:	Date: <u>June 12, 2023</u>



## The District of North Vancouver REPORT TO COUNCIL

February 21, 2023  
File: 01.0120.01/000.000

**AUTHOR:** Louise Simkin, Records Management & Privacy Advisor

**SUBJECT:** Council FOIPPA Training

### REASON FOR REPORT:

Changes were made to the Freedom of Information and Protection of Privacy Act in the Fall of 2021 which included the necessity of all public bodies to ensure they had a privacy management program in place by February of 2023. Part of the District's Privacy Management Program is to ensure that all staff and Council receive FOIPPA training on a regular basis.

Council's FOIPPA training this evening will include the following:

- Overview of the FOIPPA legislation
- Update on amendments to the Act
- Overview of handling of personal information, including a case review.
- Handling of a privacy breach

Training is supplemented with the Council Privacy Guide.

Respectfully submitted,

Louise Simkin  
Records Management & Privacy Advisor

Attachments: Council Privacy Guide

REVIEWED WITH:					
<input type="checkbox"/> Community Planning	_____	<input type="checkbox"/> Clerk's Office	_____	External Agencies:	
<input type="checkbox"/> Development Planning	_____	<input type="checkbox"/> Communications	_____	<input type="checkbox"/> Library Board	_____
<input type="checkbox"/> Development Engineering	_____	<input type="checkbox"/> Finance	_____	<input type="checkbox"/> NS Health	_____
<input type="checkbox"/> Utilities	_____	<input type="checkbox"/> Fire Services	_____	<input type="checkbox"/> RCMP	_____
<input type="checkbox"/> Engineering Operations	_____	<input type="checkbox"/> ITS	_____	<input type="checkbox"/> NVRC	_____
<input type="checkbox"/> Parks	_____	<input type="checkbox"/> Solicitor	_____	<input type="checkbox"/> Museum & Arch.	_____
<input type="checkbox"/> Environment	_____	<input type="checkbox"/> GIS	_____	<input type="checkbox"/> Other:	_____
<input type="checkbox"/> Facilities	_____	<input type="checkbox"/> Real Estate	_____		
<input type="checkbox"/> Human Resources	_____	<input type="checkbox"/> Bylaw Services	_____		
<input type="checkbox"/> Review and Compliance	_____	<input type="checkbox"/> Planning	_____		
<input type="checkbox"/> Climate and Biodiversity	_____				



## District of North Vancouver: **Council Privacy Guide**

# Privacy Responsibility of all DNV Council and Staff

The DNV, it's Council and staff are responsible under the Freedom of Information and Protection of Privacy Act to protect individual's privacy by protecting the personal information in it's custody or under it's control by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure and disposal.



## What is Personal Information

Personal Information is recorded information that uniquely identifies an individual, such as name, address, telephone number, age, gender, race, religion, sexual orientation, disability, fingerprint or blood type. It includes information about an individual's health care, education, financial, criminal and employment history. It also includes anyone's opinions about that individual and that individual's own views and opinions. Personal information also includes seemingly innocuous separate items of information that, when put together, would allow someone to accurately infer information about an individual. Additional examples of personal information are license plates, pet descriptions, interior house plans, etc.

## Handling of Personal Information

Council members acquire personal information of residents and staff through various means such as emails to Council, reports to Council, in-camera information, etc. Council must ensure that the privacy of personal information in their possession is protected at all times and kept securely to avoid unauthorized access or destruction. Personal information supplied by a resident to deal with a specific matter should not be used for other unrelated purposes or shared with anyone not needing to know the information for the purpose of resolving the matter.



Disclosing this personal information further should only be done in specific circumstances and as directed by the Act.

- With the written consent of the individual to disclosure of the particular information; or
- without consent of the individual if for the purpose of conducting Council/Committee business.

Documents containing confidential or personal information should be stored in locked cabinets excepts when in active use. Data stored on laptop computers, USB drives or similar devices should be encrypted or otherwise password protected. Documents and devices should not be left unattended in vehicles or in other offices.



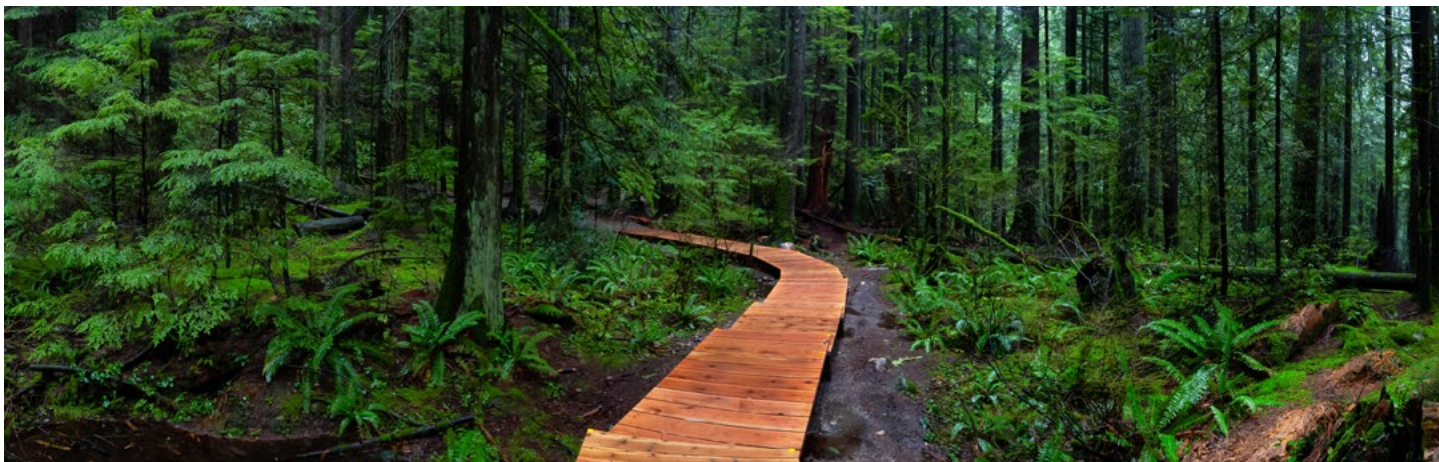
## What is a Record

Recorded information (regardless of form or medium) created, received and maintained by the District; including books, documents, electronic records, maps, emails, drawings, recordings, vouchers, photographs, letters, papers and any other thing on which information is recorded or stored by any means whether graphic, electronic, mechanical or otherwise. Any type of messaging (Teams, SMS. etc.) relating to District business, on DNV or personal devices is considered a record and could be requested under FOIPPA. Emails sent from a private Council email address that relate to District business are considered records in the custody and control of the DNV.



## Destruction of Records

The method you use to destroy records is important so that a privacy breach isn't committed. Personal or confidential information should be placed in a designated shredding console found throughout the District Hall.



## What is a Privacy Breach and how should it be handled?

A privacy breach occurs when there is an unauthorized access to, or collection, use, disclosure, disposal of, loss or theft of personal information. Whether verbal, physical or technical, a privacy breach is something that should be addressed immediately.

Key steps in responding to a breach:

- 1. Report the Breach** – contact Privacy Staff immediately if you suspect a breach ([privacy@dnv.org](mailto:privacy@dnv.org)).
- 2. Contain the Breach** – stopping the unauthorized practices; recovering the lost records; shutting down systems to prevent further access; revoking or changing computer access codes; or correcting the weaknesses in the physical security of records.
- 3. Assist the Privacy Team** – notifying the Privacy Team immediately, providing fulsome information and assisting with remediation of the breach as requested.


## Offences Under the Act

It is considered an offence under the Act to wilfully conceal, destroy or alter any record to avoid complying with an access to information request.



### Questions about Privacy or FOIPPA should be directed to:

Louise Simkin  
Records Management and Privacy Advisor  
[simkinl@dnv.org](mailto:simkinl@dnv.org)  
604-990-2413

		
Dept. Manager	GM/ Director	CAO

## The District of North Vancouver REPORT TO COUNCIL

April 12, 2023

File:

**AUTHOR:** Saira Walker, General Manager, Corporate Services

**SUBJECT:** Corporate Services Division - Digital Services & Information Technology, and Communications department update

### RECOMMENDATION:

THAT the April 12, 2023 Report to Council providing an overview of two Corporate Services departments, Digital Services and Information Technology, and Communications is received for information and discussion.

### REASON FOR REPORT:

This report and accompanying presentation are intended to provide Council with an overview of two of the Corporate Services division's departments, Digital Services and Information Technology, and Communications to offer insight into the departments' roles within the organization. Together with Human Resources, these departments support change management and organizational resiliency by ensuring the workplace is equipped with the tools and technology to deliver services effectively and engage meaningfully with the community. This report provides information about areas of focus over the next year.

### SUMMARY:

The Corporate Services division is comprised of six departments: Administrative Services and Municipal Clerk, Communications, Corporate and Intergovernmental Relations, Human Resources, Legal Services, and Digital Services and Information Technology. Together, these departments provide key support in managing the day-to-day business of the District both internally and externally and support the present and future vision of Council. This report to Council focuses on two of those six areas, Digital Services and Information Technology, and Communications. Under the leadership of the General Manager, Corporate Services, these two departments work in support of departments to foster organizational readiness to successfully adopt changes that help the organization reach its strategic goals. Staff from these teams also interact daily with the municipality's general public through communication channels such as DNV.org, public engagements, and the District's social media channels.

Over the past decade, the Information Technology group has evolved from a traditional IT Services provider tasked with keeping servers running and desktop computers updated, to a

strategic business partner enabling the digital transformation of District operations. Under the direction of Corporate Services, a comprehensive digital strategy has been implemented to support the digitization of services in order to meet the evolving expectations of citizens as well as the needs of a rapidly changing, hybrid workforce where new ways of performing business transactions are a necessity. Traditional roles within the IT department have been upskilled in support of the digital strategy to improve online services and access to information and enhance public engagement. Reporting to the Director of Digital Services and Information Technology, the two teams enable District staff and municipal partner agencies to become more efficient and nimble, plan for cyber security threats, and provide enhanced services to citizens.

Like Digital Services and IT, the Communications group at the District works across all departments to support and collaborate on project implementation, offer strategic advice and guidance, and to share information and knowledge. It also fosters transparency and communication by sharing information with the general public and also by monitoring issues and topics of conversation locally, regionally, and nationally.

## **BACKGROUND:**

### ***Digital Services and Information Technology***

The District's Digital Strategy was developed by staff in order to address challenges facing the District, and other governments of all levels, in providing services to meet citizens expectations, particularly for the services they should be able to access online.

The strategy identified four main priorities:

1. Digital Public Service – Ensure access to District services is easy, open, and available to everyone.
2. Organizational Readiness – Move away from paper-based processes and legacy software.
3. Digital Workforce – Develop a greater trust for data and technology among staff.
4. Open Government – Ensure all residents and business feel included and empowered.

Work towards these priorities is included in the combined annual workplan of the Digital Service and IT teams. Digital and IT leadership identified five main areas of focus in order to prioritize their main projects and initiatives:

1. Collaboration and Automation - Tools and processes that help us work more efficiently together and improve service to our customers.
2. IT Operations - Refocusing on day-to-day operational priorities, addressing a backlog of core IT work impacted by COVID and resulting digital transformation.
3. Policy and Governance - Modernizing and formalizing guidelines that serve as the foundation of our business.
4. Cybersecurity - Adapting the District and its partners to the realities of modern distributed workforces and geopolitical threats.

5. Citizen Services - Improving existing services and providing new services to citizens through digital channels like dnv.org.

Over the next few years, Council can expect to see a transformation in the way the organization provides services to the public on our website – dnv.org. A key component of the Digital Strategy is the creation of a personalized digital experience allowing residents and business owners to securely access information based on their personal interests and needs, complete a range of transactions, and request services and receive timely updates.

These efforts include changes to the technologies we rely on to provide services online as well as the technologies and processes that support those services behind the scenes. New ways of working with the public and District staff have been developed, including the creation of new roles within the Digital Service team focusing on responsibilities like user experience, accessibility, content design, and change management. Together, Digital Services and Information Technology leverage enhanced public engagement and user testing practices, iterative and incremental project delivery, and a citizen centric approach to ensure customers' needs are met.

### ***Communications***

As a service department, the Communications group seeks to foster transparency between local government and citizens, to inform residents and local businesses about the municipality's work in an engaging, understandable way, and tie that work back to overall community objectives to build understanding among the District's taxpayers.

In addition to liaising with local and regional media, working in partnership with other departments to deliver projects, and supporting both District Fire and Rescue Services and North Shore Emergency Management (NSEM), in 2022 the Communications department focused on strengthening four main areas: to implement a storytelling strategy to the general public and staff, to take measurable steps to ensure we reach and hear from a diverse audience, to establish regular communications with employees, and to strengthen the District's visual identity through cohesive graphics. The department also transitioned away from supporting Council, executives and senior staff in managing pandemic-related impacts on the organization towards a service model that more closely resembled typical communications for a municipality.

In the 2023-2024 workplan, focus is on five priority areas that in turn support the organization's corporate goals:

1. Continuing to communicate about District priorities and also about the regular business of the municipality through the storytelling strategy to both external and internal audiences
2. Broadening who we reach and who we hear from through our communication and engagement channels based on measurement and data
3. Indigenous relations, in support of the Inter-governmental Relations group within Corporate Services
4. Inclusivity, Equity, Diversity and Accessibility, in support of Corporate Services

**SUBJECT: Corporate Services Division - Digital Services & Information Technology, and Communications**

April 6, 2023

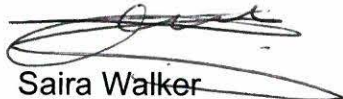
Page 4

5. Emergency preparedness and training in partnership with NSEM.

**CONCLUSION:**

The Digital Services and Information Technology, and Communications departments play a pivotal role within the organization in the provision of enhanced services to citizens, fostering transparency between local government and residents, and enhancing public engagement. These departments support organizational resiliency by ensuring the workplace is equipped with the tools and technology to deliver services effectively and engage meaningfully with the community.

Respectfully submitted,



Saira Walker  
General Manager, Corporate Services

REVIEWED WITH:		
<input type="checkbox"/> Community Planning	_____	<input type="checkbox"/> Clerk's Office
<input type="checkbox"/> Development Planning	_____	<input checked="" type="checkbox"/> Communications <i>CG</i>
<input type="checkbox"/> Development Engineering	_____	<input type="checkbox"/> Finance
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<input type="checkbox"/> Environment	_____	<input type="checkbox"/> GIS
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<input type="checkbox"/> Human Resources	_____	<input type="checkbox"/> Bylaw Services
<input type="checkbox"/> Review and Compliance	_____	<input type="checkbox"/> Planning
<input type="checkbox"/> Climate and Biodiversity	_____	

External Agencies:	
<input type="checkbox"/> Library Board	_____
<input type="checkbox"/> NS Health	_____
<input type="checkbox"/> RCMP	_____
<input type="checkbox"/> NVRC	_____
<input type="checkbox"/> Museum & Arch.	_____
<input type="checkbox"/> Other:	_____

# Communications and Engagement

Update 2023

# Communications and Engagement Team



**Carolyn  
Grafton**

*Manager, Strategic  
Communications and  
Community Relations*



**Stephanie  
Smiley**

*Communications  
Advisor*



**Catherine  
Haboly**

*Communications and  
Engagement Strategist*



**Justin  
Beddall**

*Communications  
Specialist*



**Ryan  
Schaap**

*Communications  
Specialist*



**Amanda  
Vantol**

*Communications and  
Graphic Design*



# 2022: A look back

# Strategic Approach 2022



**Foster an engaged workforce**

*(internal communications)*



**Build awareness of DNV's good work, and promote its leadership**

*(external communications)*



**Broaden who we hear from and who we reach**

*(engagement)*



**Continue to strengthen and protect DNV's visibility**

*(visual identity)*



# 2022 Highlights



## DNV Stories

### Welcome to Lions Gate Village

Our newest Town and Village Centre is now welcoming residents and businesses.

[Read more stories](#)



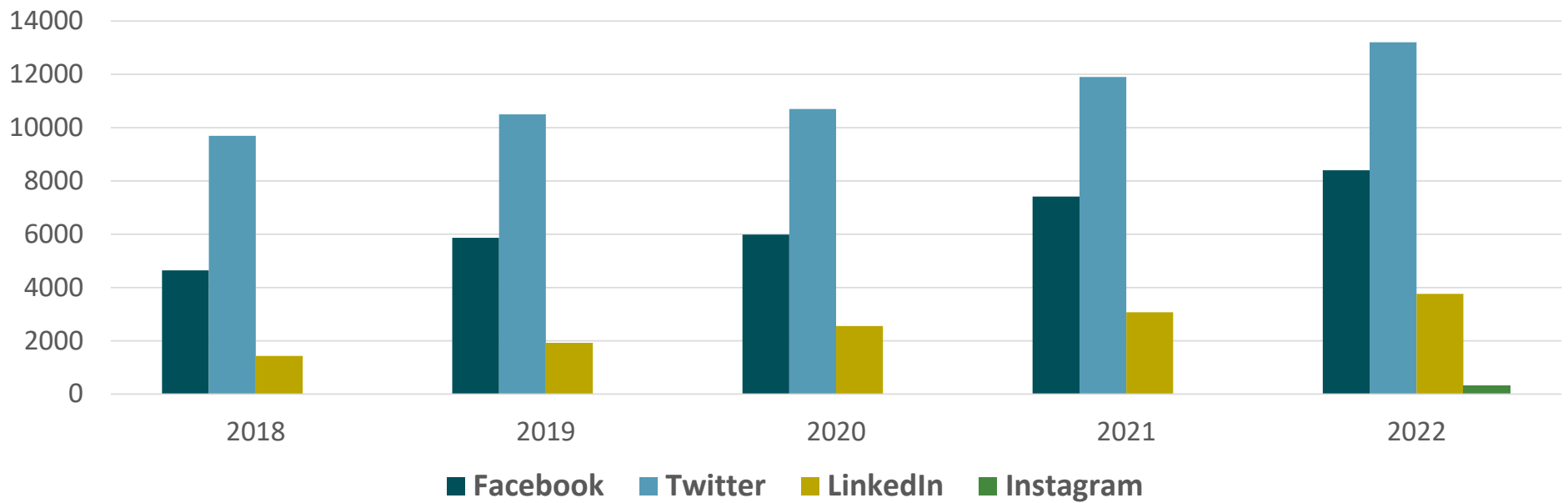
#DNV Stories



Community Report



## Social Media Followers





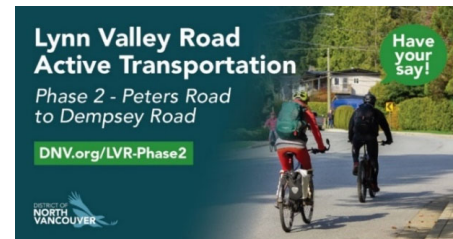
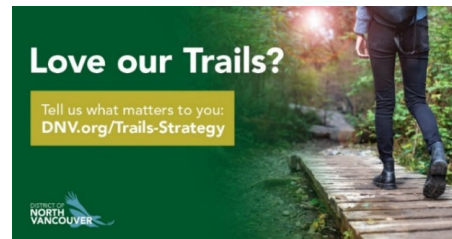
# Council meeting promotion



1. Post that promotes upcoming Council meeting or workshop
2. Reminder for upcoming meeting
3. Meeting recap post



# Project-related Engagement





# Visual Identity

Have your say


## Affordable Housing on District-owned lands

We want to hear about your preferences regarding new affordable housing, and what that could look like on two District-owned sites at 900 St. Denis Ave and at Mountain Hwy and Hunter St (SE corner).

**Join us to learn more at our Public Open Houses:**

- Thursday, April 21, TIME TBD (online only)
- Tuesday, April 26 TIME TBD (online only)
- Wednesday, May 4, 3pm – 8pm (in-person only, drop-in) at Holiday Inn, 700 Old Lillooet Road, North Vancouver

**Can't join us?**  
Participate in the online survey at [DNV.org/Affordable-Housing](https://dnv.org/Affordable-Housing)



DISTRICT OF NORTH VANCOUVER

For more information and to register, visit [DNV.org/Affordable-Housing](https://dnv.org/Affordable-Housing)



 District of North Vancouver @NVanDistrict · Apr 20  
We're looking at adding affordable housing on two District properties & want to hear your thoughts.

Join the conversation at our open houses:

- April 21 | 6:30-8:00pm (virtual)
- April 26 | 2-3:30pm (virtual)
- May 4 | 3-8:00pm (in person)

Details: [bit.ly/3L2IMPO](https://bit.ly/3L2IMPO)



## Affordable Housing on District-owned lands

[DNV.org/Affordable-Housing](https://dnv.org/Affordable-Housing)

Have your say

## Affordable Housing on District-owned lands

Have your say



DISTRICT OF NORTH VANCOUVER

[DNV.org/Affordable-Housing](https://dnv.org/Affordable-Housing)

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Join our open houses or participate in our online survey.

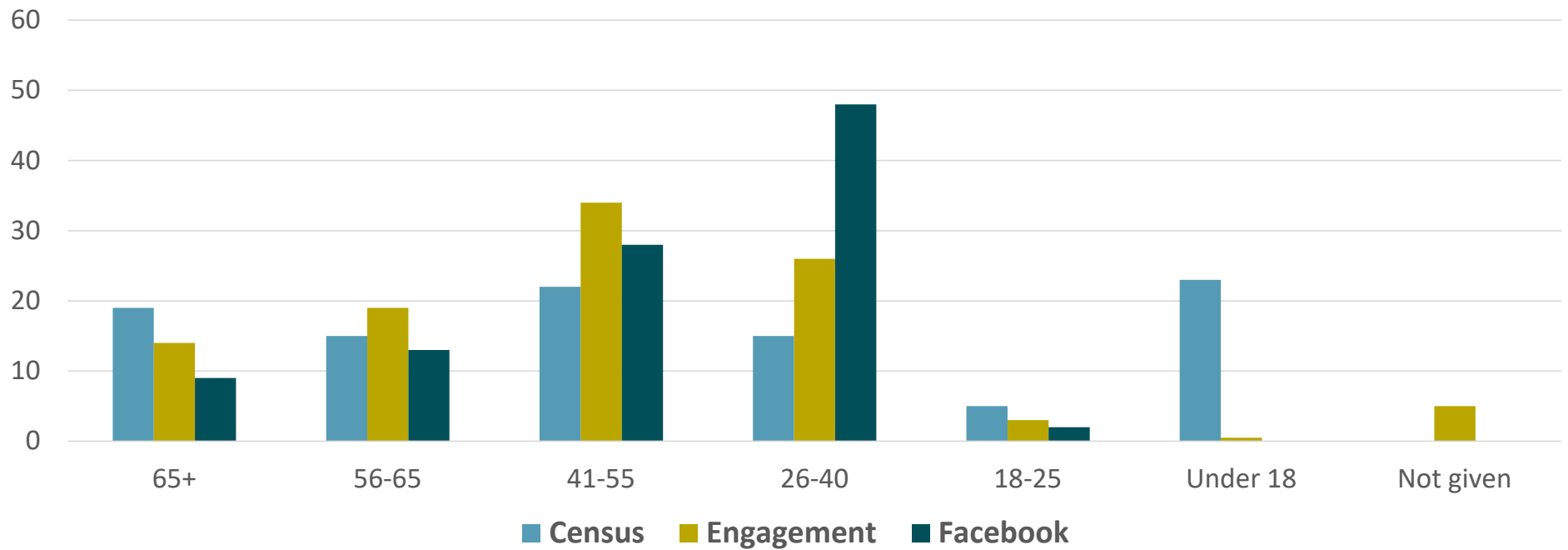
More info at [DNV.org/Affordable-Housing](https://dnv.org/Affordable-Housing)

DISTRICT OF NORTH VANCOUVER

Survey open until May 15, 2022



# Community Voices





# 2023: A look ahead

# 2023 Priorities

1. District strategic priorities and operations
2. Broadening who we reach
3. Indigenous relations support
4. Inclusivity, Equity, Diversity and Accessibility support
5. Emergency preparedness and training

# Strategic Approach 2023



**Foster an engaged,  
inclusive workforce**

*(internal communications)*



**Continue to build  
awareness of District's  
good work focused around  
corporate priorities**

*(external communications)*



**Broaden who we hear  
from and who we reach,  
based on Census and  
DNV data**

*(engagement)*



**Strengthen and unify  
DNV's brand**

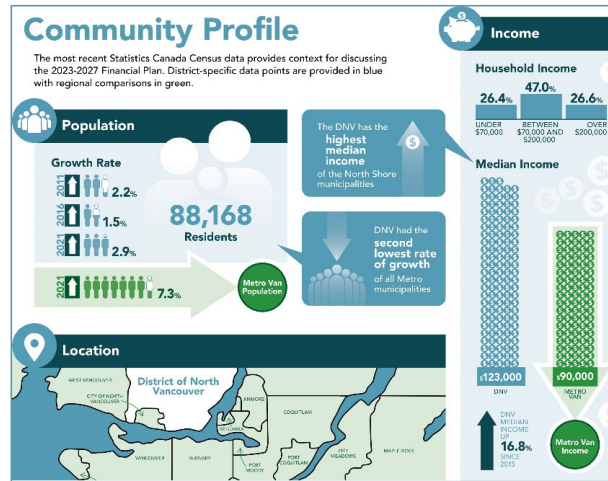
*(visual identity)*



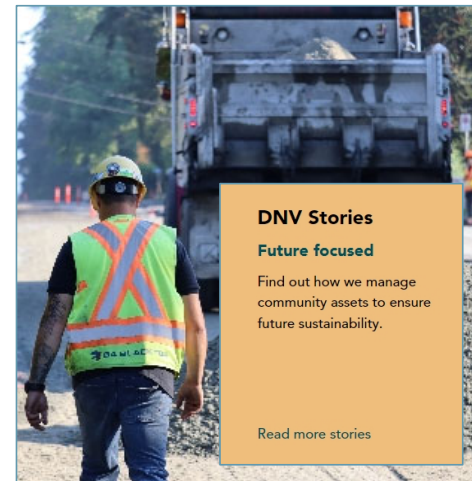
# Awareness-raising 2023



Community Report



Community Profile



DNV Stories



Instagram



# Awareness-raising 2023



Council Meetings



General Business



Indigenous Relations



# Engagement 2023



Public engagements



Community check-in survey



# Strategic support



Issues Management



Crisis Communications

Good morning, Mayor Little and members of Council;

Please see below for your weekly media report. This week, we have been monitoring coverage related to the Squamish Nation announcement.

**Video Metrics**

**Special Meeting & Council Workshop – March 27**

Live streaming views:

- Total Page Views: 38
- Unique Page Views: 27
- Average Time Per View: 2 minutes 43 seconds

**Special Meeting**

Video views afterwards:

- Total Page Views: 43
- Unique Page Views: 37
- Average Time Per View: 3 minutes 19 seconds

**YouTube:**

- Total Views: 22
- Average Time Per View: 4 minutes 32 seconds

**Council Workshop**

Video views afterwards:

- Total Page Views: 31
- Unique Page Views: 26
- Average Time Per View: 5 minutes 37 seconds

Media

The DJ

Home Employee resources Safety, health, wellness Learning & development

New fire and rescue centre taking shape

Department news

Project updates, special achievements, awards, new team members, important announcements

Bulletin board

Operational notices, fundraising, social activities

Internal Communications



# Discussion