

**Planning and Development Committee
Tuesday February 20th, 2018
7:00 pm in the Conference Room**

Present: Keith Nagy (Kickstand), Sarah Fiorito (Kickstand), Rebecca Fiorito (Kickstand), Jane Sheil, Chris Dalton, Bunny Wilder, Susanne Dahlin, Jim LeMaistre, Victo Martinez Aja, Duncan DeLorenzi, Alissa Reed, John Truchan, Nancy Struder, Elizabeth Murphy

Britannia Staff: Lindsay Grant (recorder), Peter Odynsky, Cynthia Low

1 Introductions

2 Review of Agenda

MOTION to adopt as presented: Jane Sheil/ Second: Alissa Reed
Carried

3 Review of Minutes

Business arising: Britannia Board of Management heard the recommendation from the Planning and Development Committee to correct the Britannia Renewal options, host another open house and extend community feedback deadline in light of the zoning errors. The Board approved the recommendation with the amendment that another open house would not be hosted. Britannia staff circulated the correction via our communication channels and hosted 3 mini open houses in the Britannia library, ice rink, and 55+ centre. The feedback deadline was also extended by 2 weeks.

MOTION to adopt minutes as presented: Jim LeMaistre/ Second: Jane Sheil
Carried

4 Kickstand Report (see documents attached in Appendix A)

- Kickstand is the only community bike shop east of main, occupying space in the former Astorino's building on Commercial and Venables
- The shop is volunteer run, with over 40 regular volunteers
- There were over 2000 users in the space last year. Nobody is turned away. Services are offered on a sliding scale/ pay-what-you-can donation basis. Kickstand also partners with BC Libre and Pedals for the People to provide bikes to migrant agricultural workers and low income people in addition to providing free/ low cost services.
- Funding is raised through bike sales, shop services, fundraising events and grants
- Temporary coordinator positions are funded periodically through grants, but the shop is mainly volunteer-run with very low overhead
- Programming is both social and functional. Kickstand has a stronger community development focus than other bike shops. In addition to bike repair services, shop time,

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lecture series, and workshops, Kickstand hosts social events, lounge space, and community meals.

- There is a strong focus on accessibility for diverse populations. Currently Kickstand hosts a WGQT and youth shop times and hold anti-oppression workshops for volunteers. This is also reflected in their constitution, volunteer manual, and Safer Space agreement.
- Encouragement that the committee include a Kickstand space in renewal planning. It is a service with high demand in an area that is currently underserved in this community. The current space is uncertain and has made expansion of programming and services difficult.

5 Discussion

- *Question: What age groups are primarily using Kickstand?*
- Primarily 18-30, though there are many volunteers who are retired and also Kickstand hosts a youth club and youth nights.
- *What sort of space requirements does Kickstand have?*
- Kickstand could work with a space between 1200-2200sqft. More storage space is required- currently turning away bike donations due to lack of storage. Kitchen space or access to a kitchen would also be ideal to feed volunteers. The larger the space the more it would be able to support the social element- a social lounge to encourage people to hang out. Space needs also change by season- demand is highest in summer, but programs are hosted year-round.
- *Is there potential for Kickstand to share spillover space in the off-season?*
- Kickstand requires storage space year round. The winter season is used primarily for bike-building and knowledge sharing. The space is currently shared with different groups to host workshops, meetings, and work on various projects (eg. the Thingery mural).
- *Does Kickstand require ground-level entrance?*
- Ground-level is ideal for visibility and ease of access. The space needs to be fully accessible for people with different mobility needs and bikes.
- *Invitation from the committee for Kickstand to prepare a formal backgrounder and detailed space wish-list and to be more active in Britannia Renewal moving forward.*
- Thanks to Rebecca, Sarah, and Keith for sharing the Kickstand report with the committee.

6 BritPlan 55+ Seniors' Space Design Considerations and Criteria (see attached in Appendix B)

- As the Britannia Renewal process transitions to the creation of a big picture master plan, BritPlan55+ has been anticipating the detailed design phase and has prepared a document outlining seniors' space design considerations and criteria. This describes the what the space might look/sound/feel like in terms of design, lighting, location, and features.
- The committee has done research on seniors' space design and has also done site visits to various seniors centres in the lower mainland.

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- The document is intended to encourage people to think in hard terms of exactly what they want, list all the necessary elements in detail, and begin to fill in concepts like “accessible” with specific content
- Key concerns include seniors being allotted a sufficient (expanded) amount of dedicated space and having a dedicated (external) entrance for seniors with good access to transit, accessible parking and simple wayfinding
- We also want to highlight the importance of function over form- no big box architectural showpieces but a functional, comfortable space.

7 Discussion

- *Question: Based on other examples of “accessible” design, it would be valuable to stipulate that people of different abilities and bodies are consulted in designing the spaces. What is the process for ensuring the Indigenous community is consulted in the development of “Coast Salish design principles”?*
- BritPlan55+ worked with Indigenous community members at Britannia in the development of this document, but it is important to note that the development of the space should be in continuing consultation with Indigenous people- embed the need to ask.
- *Have you considered including an adult day care centre as part of the programming/ space requirements? Every community should have a small local adult day centre.*
- BritPlan55+ recognizes the need for an adult day centre in this community. The direction in the Britannia Renewal Vision Report is to “consider an adult day centre” for the site. At this point in time BritPlan55+ is primarily concerned with advocating for the core dedicated seniors’ space and building in accessibility for frail seniors and generations of seniors.
- *A very important consideration for an adult day centre is street level access for parking and drop-off. This needs to be on the table at the big picture thinking phase (road access).*
- *Shouldn’t accessibility be maximized this way throughout the entire site?*
- Universal accessibility is ideal but it might not be feasible to incorporate certain features throughout due to cost. BritPlan55+ is also in support of the entire site being designed this way.
- *Has BritPlan 55+ reviewed the Vancouver Coastal Health guidelines for Adult Day Centres?*
- Right now we are leaving the Adult Day Centre question for subsequent planning processes. At the moment we are focusing on maximizing accessibility and expanding dedicated space for seniors.

8 Britannia Renewal Update

- The Britannia Renewal options survey is complete and the data collected is being reviewed for incorporation into the master plan. The steering committee partners have requested that development of the master plan be kept confidential until public release on April 14th. The Board of Management will have an in-camera meeting with the consultants

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in advance of the public master plan release on April 11th. It is possible to invite the Planning and Development Committee but the in-camera nature of the meeting must be agreed to by the committee.

MOTION to request that sitting Planning and Development Committee members be invited to the April 11th board meeting to review the Britannia Renewal master plan and that the committee agrees to the meeting being conducted “in camera”.

Moved: Bunny Wilder/ Seconded: Jim LeMaistre

Carried

- The Board of Management has been reviewing the spaces outlined in the Vision Document and have been making decisions to endorse/ not endorse or request further information
- Most items have been decided- either not endorsed/ endorsed or endorsed with stipulations (eg. expansion of childcare spaces should be funded with an additional, separate funding stream from the overall facility redevelopment budget.)
- The social non-profit hub has been endorsed with the stipulations that the Board of Management receive more information on the size and operational model, the funding be sourced from an additional funding stream, and the Britannia Board be involved in decision making for the operation of the hub
- A decision on housing has been deferred with the request that the Board of Management be provided with additional information on the number of units, square footage, building heights, funding and financing, and operating model. They have also recognized the need for more public consultation with continuing involvement from the Britannia board.
- The board remains undecided on endorsing the Ice Rink as proposed- there is a demand in the community to see 2 rinks on the site and the decision on whether to propose 1 or 2 rinks remains under discussion by the board.

9 Discussion

- *Comment: concern around lack of involvement of the Planning and Development Committee in this process (especially as compared to previous processes)- hope that the Planning and Development Committee will be more actively involved moving forward.*
- Response: The Britannia Renewal process is the first time the VSB has signed on as a partner and the terms that have been set by the partners at the table are different this time. We have heard the concerns, however, are working to include the Planning and Development Committee in Britannia Renewal decision-making with the Board of Management.

10 Housing and Greenspace Addenda (see attached in Appendix C)

- The working group has not reconvened to consider the shortened document- in the interest of expedience the Planning and Development Committee could forward the document to the Board of Management as-is.

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- Note that document should specify these definitions apply to 100% of housing built on the Britannia site.

MOTION to recommend the Housing and Greenspace Addenda to the Britannia Board of Management as approved by the Planning and Development Committee as addenda to the Land Use Principles (2017) and Housing Guidelines

Moved: Bette Murphy/ Seconded: Bunny Wilder

11 Minoru Trip Report Back

- Members of the committee visited the construction site of the Minoru Centre for Active Living to gain insight on the process of building a large community facility. The Minoru site is set to open at the end of Summer 2018.
- The development team noted that large facilities tend to be architectural showpieces with complex design elements that are expensive and difficult to build- it is important to continue to prioritize function on the Britannia site.
- At the construction phase “value engineering” to maintain the project budget begins- at the Minoru site, certain design elements are being cut back. On the Britannia project it is important to know what elements are the highest priorities and where tradeoffs can be made.
- Comment: The staffing area at the Minoru site seemed small and uncomfortable
- The Committee thanks Martin Younis and the team at the City of Richmond for hosting the tour and sharing their insights.

Close- 9pm

Appendix A: Kickstand Community Bikes Documents

Britannia Renewal Committee Reporting Template

This template is meant to provide the various Britannia Community Centre Society Committees with an organized and consistent opportunity to present successes and challenges to the Britannia Renewal working group as part of the public consultation process. It is meant to ensure that key points are communicated from all the Committees in a timely manner. (Please respond in a concise fashion using point form where feasible and appropriate, and feel free to provide responses on a separate sheet if needed)

1. Committee name: Kickstand Community Bike Shop Organizing Committee
2. Committee mandate/area of responsibility:

Kickstand Community Bike Shop Society (“Kickstand”) is a community bike shop at 1739 Venables Street, East Vancouver and is a program of the Britannia Community Services Centre.

We are a non-profit, volunteer-run organization that provides a drop-in workspace where the tools to maintain and repair bicycles are available to all by sliding-scale donation. We also refurbish donated bikes and sell them at affordable prices or donate them to people facing economic barriers. Our mission is to use the bicycle as a tool for education, empowerment, neighborhood cohesion, environmental conservation, and active transportation. We aim to do this through skill building and skill sharing, recycling, diverting bicycles from the landfill, and providing a space where youth and people of all ages can self-organize and gather.

3. Programs, events, and services associated with the Committee (briefly describe):

Programs:

- D.I.Y. Bike Repair drop-in workshop space
- Bike Workshops
- Youth/Teen Drop-in Bike Club
- Kids-bike Lending Library
- Bike Donations to Social Organizations
- Recycling Program Coordination
- Women, genderqueer and Trans nights

Events

- Monthly Meetings of Kickstand Volunteers and Committee Members
- Fundraisers parties and events
- Informal Bike Rides
- Bike Clinics
- Informal Drop In

- Movie Nights
- Bike Touring Talk Lecture Series

Services

- Offer Facility for D.I.Y. Bike Repairs
- Offer new and Used bicycle parts for sale
- Offer mechanical advice and training on your D.I.Y. Bike Repairs
- Refurbishing and building bicycles for Sale and for donations to other organizations and programs including: Pedals for the People and Bici Libre
- Recycling of bicycles parts, metal, rubber, etc.

4. How do the programs events, and services your Committee is involved with work to integrate and collaborate across multiple program areas and needs, such as youth and seniors, arts, fitness, recreation, education, food security, building community capacity, cultural diversity, social purpose etc? (discuss any collaborations or integrations that apply):

At Kickstand people of all ages (from youth to seniors) gather together to learn and share skills. People from many ages, genders, backgrounds and walks of life come together in our space to meet people and support community members in learning new skills. Our core values are rooted in inclusion, affordability and respect and span multiple disciplines such as community building, recreation, diversity, environmental sustainability, and active transportation.

5. How do the programs, events, and services your Committee is involved with work to recognize the importance of indigenous reconciliation and of the indigenous history and connections in the community?

Our organization acknowledges that we are located on the unceded territories of the Musqueam, Squamish and Tsleil-Waututh First Nations and actively try to keep this in mind in how we operate and interact with the community. Many of our members and patrons of our shop are indigenous and we are in a continuous process of learning from our community and offering services in a way that is inclusive and accommodating of all people, especially those whom face marginalization and who's land we are on. We would like to offer more programming in the future around decolonization and reconciliation, such as bike rides that talk about the indigenous history of the land Vancouver is on.

6. How is the current associated programming space serving your needs?:

The large space at 1739 Venables, leased from Britannia, is sufficient for our current needs. We also are sharing our space as we can with other community organizations when we are not running programming such as letting artists use our space to paint murals, an letting community groups have meetings and workshops in our space.

7. What are the current challenges with the facility/space in regards to programming needs and opportunities?

The main challenges we face is that sometimes people do not see our shop from the street and have a hard time locating it because of its location. We have built a ramp so our space is wheelchair and accessible, but having a location that is ground level and visible from the street would be ideal. Also, we are uncertain as to when we will have to move from our space, which can make long term visioning challenging, though as a robust community space with over 40 volunteers we intend to exists for many years to come.

8. Are there programs that your Committee would like to run, but are currently unable due to a lack of size or type of space?

No

9. What other key regional facilities have features or infrastructure that your Committee would like to see considered for the new Britannia Centre?

N/A

10. Other key points of consideration that your Committee would like to the working group to study?__

Kickstand would certainly like a permanent space at the new Britannia Centre. A space of 1,200 to 2,200 square would be ideal as well as ground level (or easily cyclable ramp) access to space, a sink for dirty hands and some basic security as bikes and parts are stored in our shop. Recognizing that space would be at a premium, we envision the space that could be shared. For example, the High School or other groups could have workshops in the space or could offer a Bike Certificate Course using the Kickstand space.

Constitution & Policies

Kickstand Cycling
Resource Centre



Britannia Community Services Centre

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Article I. Kickstand Mandate

Section I.01 Name of the Organization

(a) Full Name

(i) The organization shall be referred to as Kickstand Cycling Resource Centre.

(ii) The full name shall be used in publication titles, or in applications.

(b) Abbreviated Name

(i) It shall be abbreviated as Kickstand.

(ii) The abbreviated form will be used as needed.

Section I.02 Kickstand's Purpose

(a) General Description

(i) Kickstand is a community bike shop that supports and fosters a diverse cycling community through education and community building.

(ii) Aims

- 1) Educate community members about cycling and bike mechanics.
- 2) Provide a safe and positive workspace for anyone to fix their bike.
- 3) Promote a healthy cycling community through education and networking.
- 4) Reduce environmental impact by up-cycling and recycling donated bicycles and parts.

(b) Core Values

(i) Accessible transport

- 1) Accessible transport is affordable and sustainable.
- 2) It includes many types of self propelled transport.

(ii) Education

- 1) We offer a workspace where community members can learn bike mechanic skills with the help of a mechanic-tutor.
- 2) We provide a positive work space complete with bike tools, parts, and supplies.
- 3) We offer special presentation and structured training sessions.

(iii) Community

- 1) We advocate for a diverse cycling community through education and networking.
- 2) We endorse other community organizations whose aims and values are in line with our own.

(iv) Respect

- 1) We support environmentally respectful policies through recycling and up-cycling.
- 2) We support and promote self-propelled clean transportation.
- 3) We support a Respectful Work Place Policy.
- 4) We advocate for mutual respect among volunteers, guests and clients.
- 5) We are committed to non-violent communication.

(c) Use of Funds

(i) Kickstand is currently a non-profit organization.

(ii) In order to fulfill its purpose the organization shall:

- 1) Raise and distribute funds solely for charitable or non-profit purposes.
- 2) Require the organization to apply its income towards capital expenses, utilities, and lease payments.
- 3) Refrain from distributing any part of the dividends generated to members.
- 4) Use funds to support the program by maintaining an inventory of tools, parts, and supplies.
- 5) Use funds to support the volunteer incentive program, community outreach programs, and education programs.

Section I.03 Powers

(a) Accounts

- (i) Kickstand shall have the power to do or join in doing all such things as are incidental or conducive to the pursuit or attainment of the objects.*
- (ii) Kickstand shall have the power to open accounts with other businesses, suppliers, or financial institutions.*

(b) Membership

- (i) Kickstand shall have the power to screen and select appropriate volunteers for membership.*
- (ii) Kickstand shall have the power to follow disciplinary procedures against its members and clients.*
- (iii) Kickstand shall have the power to terminate the membership if volunteers or committee members if they are deemed to be not suitable in his/her role.*

Article II. Kickstand Membership

Section II.01 General Description

(a) Kickstand Members

- (i) Kickstand's membership shall be comprised of active volunteers.*
- (ii) Volunteers shall include regular volunteers, key holder volunteers, and committee members.*
- (iii) Members shall be eligible to vote in general elections and fill committee positions.*

(b) Kickstand Clients and Guests

- (i) Clients are members of the public who use Kickstand services and programs.*
- (ii) Guests are members of the public who enter or use the Kickstand space, but do not use services or programs.*
- (iii) Clients and guests shall not be counted in Kickstand membership, and shall not be eligible to vote or fill committee positions.*

Section II.02 Volunteer Program

(a) Volunteer Categories

- (i) Regular Volunteer*
- (ii) Key Holder Volunteer*
- (iii) Committee Member*

(b) Volunteer Program Structure

(i) Volunteer Applications

- 1) The volunteer application package shall include:
 - a) Volunteer position descriptions, duties, and a list of expectations.*
 - b) An interview process will be used to gain additional information and determine if applicants are suitable.*

- 2) A probation period of 8 weeks as an active volunteer shall be observed by the committee, after which the committee may choose to continue or terminate the volunteer agreement.

(ii) Volunteer Orientations

- 1) New volunteers shall be given a complete tour of Kickstand facilities.
- 2) New volunteers shall sign a volunteer service agreement and waiver.
- 3) New volunteers shall be given a print or electronic copy of the Kickstand Volunteer Manual.
- 4) New volunteers shall be made aware of Kickstand policies and procedures.

(iii) Volunteer Training

- 1) Training will be conducted both in group sessions and one-on-one.
- 2) Training will include general duties at Kickstand and bike mechanics.
- 3) Key holder training will be completed only after the key holder application process is done.
- 4) A committee member shall complete the orientation and application package with each new volunteer.

Section II.03 Active vs Inactive Status

(a) Active Status

(i) A volunteer shall be listed as active if they attend one shift per two week period.

(ii) A shift shall be defined as any of the following:

- 1) Working a shift for a drop-in session, either scheduled or unscheduled.
- 2) Attending a work party for 2 hours or more.
- 3) Attending a committee meeting as an organizer.
- 4) Attending a committee sanctioned event as an organizer or volunteer.
- 5) Performing committee sanctioned business outside of Kickstand program hours.

(iii) Maximum time per week

- 1) An active volunteer shall not attend Kickstand programs for greater than 75% of all program time per week.
- 2) An active volunteer shall leave at least one full program day per week unattended.

(b) Inactive Status

(i) A volunteer shall be listed as inactive if they have been absent from Kickstand for a period of three consecutive weeks.

(ii) An inactive member will regain active status after two shifts have been completed in a three-week period.

(iii) Inactive members shall not have access to the full Volunteer Incentive Program.

(iv) Inactive members shall not vote in general elections.

Article III. Governance

Section III.01 Kickstand Committee

(a) Composition of the Committee

- (i) Kickstand shall be governed by a group of volunteers called the Kickstand Committee.*
- (ii) The Committee shall be comprised of regular or key holder volunteers who are elected by the general membership of active volunteers.*
- (iii) The Committee shall at minimum be comprised of four Kickstand Committee Officers and one, but no more than five, Volunteer Representatives.*

(iv) Kickstand Committee Officers

- 1) The Kickstand Committee shall, at minimum, have a Director, Assistant Director, Secretary, and Treasurer.
- 2) Committee Officer positions are detailed in Section 4.01.

(v) Kickstand Committee Volunteer Representatives

- 1) If there are enough available applicants, the Kickstand Committee shall allow up to five additional committee members, known as Volunteer Representatives.
- 2) The Volunteer Representatives are generally responsible for assisting in shop operations through a variety of additional positions.
- 3) A Volunteer Representative may be asked to assume more than one additional position.
- 4) If there are not enough Volunteer Representatives, these additional positions may be filled as secondary positions by Committee Officers.
- 5) Volunteer Representative positions are detailed in Section 4.02.

Section III.02 Selection of Committee Members

(a) Eligibility for the Committee

- (i) Committee members must hold these qualifications:*

- 1) Show commitment to non-violent communication and a positive workspace.
- 2) Demonstrate a commitment to conflict resolution through non-violent communication.
- 3) Demonstrate a positive outlook and a desire for Kickstand to progress and grow.
- 4) Have completed a minimum of 16 weeks, or 100 hours, as an active volunteer, or possess relevant previous experience.

(ii) Committee members must be able to:

- 1) Hold a committee position, as either a committee officer or a volunteer representative, for a minimum of 6 months but preferably for a full 12 month term.
- 2) Attend one committee meeting per month, held on the first Tuesday of the month, unless an alternate date is arranged.
- 3) Attend both the AGM and MYGM, held in September and March respectively.
- 4) Actively participate in email discussions for the purpose of passing motions via email.
- 5) Continually hold active volunteer status as either a key holder or a regular volunteer during their term.

(b) Selection of Committee Members

- (i) A general election shall be held in September of each year at the Annual General Meeting (AGM).*
- (ii) The Director shall give notice of the election to the membership, not later than four weeks prior to the date of the election.*
- (iii) Those interested in filling committee positions shall notify the Director not later than one week prior to the election.*
- (iv) Those interested in filling committee positions may not self-nominate, and shall require the endorsement of an existing active member.*
- (v) Active volunteers shall vote on committee members using the Borda Count method of voting.*
- (vi) Volunteers who are unable to attend the AGM shall be permitted to vote by proxy.*

(vii) If proxy voting is in effect, the period for proxy voting shall close not later than 48 hours after the AGM.

Section III.03 Decision Making

(a) Proper Formation of the Committee

- (i) The committee shall be properly formed if the Director or the Assistant Director and at least four other Committee members are present.*
- (ii) Committee members may attend Committee meetings by proxy by live communication.*

(b) Consensus Decision Making

- (i) The Committee shall endeavour to pass consensus on agenda motions within two monthly committee meetings.*
- (ii) If consensus cannot be reached within two monthly Committee meetings, the decision shall pass to an emergency majority vote.*
- (iii) For an agenda motion to be passed by emergency majority vote, the Committee vote shall exceed 60%.*
- (iv) The individual votes of Committee members shall be equally weighted.*

Article IV. Roles of Committee Members

Section IV.01 Committee Officers

(a) Director

(i) Position Description

- 1) The Director is generally responsible for organizing committee meetings, and keeping the committee productive in meetings.
- 2) The Director may delegate tasks as required to the Assistant Director, however the Director remains responsible for their completion.

(ii) Duties and Responsibilities of the Director

- 1) Directorial
 - a) *Ensure the meeting follows the correct format and the approved agenda.*
 - b) *Guide discussion at committee meetings to ensure meetings are productive, task focused, and time effective.*
 - c) *Ensure that meeting minutes are taken by the Secretary, or an appointed replacement.*
- 2) Policy Changes or New Policy Additions
 - a) *Delegate a Committee Member to draft policy changes or new policies.*
 - b) *Observe a 2 month probation period on all new policies.*
 - c) *Collect feedback on policy changes to be used towards the 2 month review.*
 - d) *Add policy reviews to meeting agendas when they are due.*
- 3) Shop Operations
 - a) *Contribute to order reviews.*
 - b) *Attend shifts as a key holder or regular volunteer.*
- 4) Public Relations

a) *Represent Kickstand in a positive, accurate, and constructive manner.*

b) *Provide statements to the press as required.*

c) *Provide interviews for media as required.*

5) Volunteer Coordination

a) *Provide volunteer orientations as required in accordance with the Volunteer Manual Review.*

b) *Conduct volunteer interviews.*

(b) Assistant Director

(i) Position Description

1) The Assistant Director is generally responsible for acting as the Director in the absence of the Director, and facilitating email discussion and approval by committee members.

(ii) Duties and Responsibilities of the Assistant Director

1) Directorial

a) *Fulfill the duties of the Director in the absence of the Director.*

b) *Assist with the Director's responsibilities, as delegated by the Director.*

2) Committee Communications

a) *Ensure all Committee member comment on email discussions by the discussion deadline.*

b) *Review and summarize email discussions on policy reviews and other discussion topics.*

c) *Manage the key holder and organizers email list.*

3) Grant Applications

a) *Research and prepare grant applications on behalf of Kickstand.*

b) *Liaise with the Treasurer to complete grant applications.*

4) Shop Operations

- a) *Contribute to order reviews.*
- b) *Attend shifts as a key holder or regular volunteer.*

5) Volunteer Coordination

- a) *Provide volunteer orientations as required in accordance with the Volunteer Manual.*
- b) *Conduct volunteer interviews.*

(c) Secretary

(i) Position Description

- 1) The Secretary is generally responsible for the documentation of committee meetings and volunteer hours.

(ii) Duties and Responsibilities of the Secretary

1) Committee Meetings

- a) *Be present at all committee meetings.*
- b) *Take detailed notes of committee meetings.*
- c) *Clearly assign actionable tasks in meeting minutes.*
- d) *Type and disseminate meeting minutes not later than 48 hours after meetings.*
- e) *Maintain an archive of past meeting minutes.*

2) Shop Operations

- a) *Attend shifts as key holder or regular volunteer.*
- b) *Transfer volunteer hours logged into electronic format.*
- c) *Maintain a current contact list for Kickstand, including all key holders and committee members.*

3) Volunteer Coordination

- a) *Provide volunteer orientations as required in accordance with the Volunteer Manual*

b) *Conduct volunteer interviews.*

(d) Treasurer

(i) Position Description

1) The Treasurer is generally responsible for the management, reporting, and planning of Kickstand finances on a monthly and fiscal basis.

(ii) Duties and Responsibilities of the Treasurer

1) Finance

a) *Prepare and present month reports on Finance to the Committee.*

b) *Prepare monthly budgets during high season.*

c) *Prepare bi-monthly budgets during low season.*

d) *Make weekly bank deposits.*

e) *Request bi-weekly replenishment of petty cash.*

2) Shop Operations

a) *Attend shifts as a key holder.*

b) *Review cash deposits for general consistency.*

3) Grant and Account Applications

a) *Prepare detailed budgets for grant applications.*

b) *Prepare account applications.*

4) Volunteer Coordination

a) *Provide volunteer orientations as required in accordance with the Volunteer Manual.*

b) *Conduct volunteer interviews.*

Section IV.02 Volunteer Representatives

(a) Course Coordinator

(i) Position Description

- 1) The Course Coordinator is responsible for organizing formal courses at Kickstand.
- 2) Courses vary in length from one-time events, to courses stretching over several weeks.

(ii) Duties and Responsibilities of the Course Coordinator

- 1) Shop Operations
 - a) *Contribute to order reviews.*
 - b) *Attend shifts as a key holder or regular volunteer.*
- 2) Volunteer Coordination
 - a) *Provide volunteer orientations as required in accordance with the Volunteer Manual.*
 - b) *Conduct volunteer interviews.*
- 3) Course Coordination
 - a) *Confirm available instructors.*
 - b) *Confirm course times and dates with instructors.*
 - c) *Collect names of applicants and generate a course list.*
 - d) *Collect course fees, if applicable.*
 - e) *Email a course information package to the applicants not later than one week prior to the first date of the course.*
 - f) *Confirm attendance of course applicants before every session.*
 - g) *Provide support during the course including picking up supplies, meals, drinks, etc.*

(b) Events Coordinator

(i) Position Description

- 1) The Event Coordinator is generally responsible for organizing one-time events such as fundraisers, work parties, and social events.

- 2) Events are typically one day only, however they may require set-up prior to the day of the event, or tear-down the day after the event.

(ii) Duties and Responsibilities of the Events Coordinator

1) Shop Operations

- a) *Contribute to order reviews.*
- b) *Attend shifts as a key holder or regular volunteer.*

2) Volunteer Coordination

- a) *Provide volunteer orientations as required in accordance with the Volunteer Manual.*
- b) *Conduct volunteer interviews.*

3) Events Coordination

- a) *Work with Treasurer to develop an event budget.*
- b) *Develop a detailed work plan for the event covering:*
 - i) *Location, date and time of the event.*
 - ii) *Set-up and tear-down schedule, with a detailed list of tasks.*
 - iii) *Garbage and recycling plan.*
 - iv) *Food and food storage plan.*
 - v) *List of supplies required.*
 - vi) *Details on the location – washrooms, entrance, exit, etc.*
 - vii) *List of tasks requiring completion prior to the date of the event.*
- c) *Solicit and confirm attendance from volunteers.*
- d) *Advertise for the event through social media, posters, flyers, and word-of-mouth.*
- e) *Email an event information package to the volunteers not later than one week prior to the event.*

(c) Recycling Coordinator

(i) Position Description

- 1) The Recycling Coordinator is generally responsible for arranging regular pick-ups of scrap metal, rubber, and recycling.

(ii) Duties and Responsibilities of the Recycling Coordinator

- 1) Shop Operations
 - a) *Contribute to order reviews.*
 - b) *Attend shifts as a key holder or regular volunteer.*
- 2) Volunteer Coordination
 - a) *Provide volunteer orientations as required in accordance with the Volunteer Manual.*
 - b) *Conduct volunteer interviews.*
- 3) Recycling Coordination
 - a) *Ensure cardboard is regularly flattened and taken out.*
 - b) *Ensure garbage is regularly removed to the dumpster.*
 - c) *Ensure recycling (paper, containers, etc) are transferred to the recycling bins at Britannia.*
 - d) *Arrange for scrap metal pick-ups as required.*
 - e) *Arrange for trips to Free Geek to remove unwanted electronics.*
 - f) *Arrange for a vehicle to remove used tires and tubes to a rubber recycling facility.*

(d) Scheduling and Media Coordinator

(i) Position Description

- 1) The Scheduling and Media Coordinator is generally responsible for updating social media and volunteer schedules.

(ii) Duties and Responsibilities of the Scheduling and Media Coordinator

- 1) Shop Operations

- a) *Contribute to order reviews.*
- b) *Attend shifts as a key holder or regular volunteer.*

2) Volunteer Coordination

- a) *Provide volunteer orientations as required in accordance with the Volunteer Manual.*
- b) *Conduct volunteer interviews.*

3) Scheduling and Media Coordination

- a) *Schedule volunteers for shifts each week, aiming for a minimum of 4 volunteers per shift.*
- b) *Schedule key holders for shifts each week.*
- c) *Check the google docs volunteer sign-up list each week.*
- d) *Maintain a current list of active volunteers.*
- e) *Send group emails regarding work parties and upcoming events.*
- f) *Update the Kickstand Facebook page with upcoming events.*
- g) *Update the Kickstand webpage as required.*

(e) Inventory Manager

(i) Position Description

- 1) The Inventory Manager is generally responsible for conducting a monthly inventory audit of Kickstand stock, and maintaining organization of Kickstand inventory.

(ii) Duties and Responsibilities of the Inventory Manager

1) Shop Operations

- a) *Contribute to order reviews.*
- b) *Attend shifts as a key holder or regular volunteer.*

2) Volunteer Coordination

- a) *Provide volunteer orientations as required in accordance with the Volunteer Manual.*

b) Conduct volunteer interviews.

3) Inventory Management

a) Conduct a complete and accurate count of all new components at the end of each month.

b) Conduct a complete and accurate count of all Kickstand tools at the end of each month.

c) Compare inventory to previous inventory counts.

d) Prepare a list of items to order based on these inventory levels.

e) Maintain accurate price lists and price tagging.

f) Assess donations of bikes and parts.

g) Separate bikes to build from bikes to salvage.

Article V. Meetings

Section V.01 Meeting Format

(a) Types of Meetings

(i) Regular meetings

- 1) Regular meetings shall be held every month.
- 2) Regular meetings shall focus on shop operations, events, and regular reports.

(ii) General meetings

- 1) An Annual General Meeting (AGM) shall be held in September of each year, for the purpose of conducting general elections.
- 2) A Mid Year General Meeting (MYGM) shall be held in March of each year, for the purpose of summer planning and back-filling Committee positions if required.

(b) Scheduling

(i) Regular meetings shall be held on the first Tuesday of every month.

(ii) Additional meetings may be scheduled if required.

(iii) If this date falls on a holiday, the meeting may be rescheduled.

(iv) Meetings shall be called to order at 7pm, and shall end not later than 9pm.

(v) The Secretary shall provide notice of the meeting no later than one week before the meeting.

(c) Attendance

(i) Attendance is mandatory for Committee Officers and Volunteer Representatives.

(ii) The Committee shall be properly formed if the Director, or the Assistant Director, and four other Committee members are present.

(iii) Meetings shall be open to any Kickstand Volunteer, provided there is no cause that prevents them from being present.

(iv) Discussion is welcome from all who attend, however voting and decision making shall be restricted to active members only.

(d) Agenda

(i) The Director shall prepare the agenda and disseminate it not later than two days before the meeting.

(ii) All Committee members may contribute points to the agenda, however the Director retains the responsibility for selecting agenda topics and allotting discussion time to each topic.

(iii) The Director shall use discretion to prioritize items on the agenda as to keep meetings to a reasonable length.

(e) Meeting Format

(i) Meetings shall adhere to this outline

- 1) The Director will call the meeting to order.
- 2) The Secretary will take attendance.
- 3) Approve the agenda, and make additions as required.
- 4) Standing items:
 - a) Report on Volunteer Strength (totals, active, inactive, key holders, etc).*
 - b) Report on Finances (petty cash, monthly expense summary, etc).*
 - c) Upcoming events (fundraisers, work shops, etc).*
 - d) Shop operations (inventory levels, tools, maintenance, etc).*

5) Old business.

6) New business.

(ii) Meeting Minutes

1) Minutes shall be typed and distributed within 48 hours of the meeting.

2) Minutes shall include:

- a) *Date and time of the meeting.*
- b) *List of members in attendance.*
- c) *List of members attending by proxy.*
- d) *Name of the person chairing the committee meeting.*
- e) *Name of the person acting as the secretary.*
- f) *Detailed notes of items discussed (as per the outline above).*
- g) *Actionable items with deadlines.*

Article VI. Discipline

Section VI.01 General

(a) Policies

- (i) Kickstand follows the City of Vancouver Policy of Respectful Workplace, and the City of Vancouver Policy on Harassment.*
- (ii) Kickstand shall endeavour to solve problems and conflict at the lowest possible level, unless it is necessary to involve the Britannia Volunteer Coordinator.*

(b) Responsibilities

(i) Members

- 1) All members shall be expected to conduct themselves in a respectful and reasonable manner, as per the City of Vancouver Policy on Harassment and Respectful Workplace.
- 2) Members are encouraged to solve interpersonal conflict without the involvement of the Kickstand Committee unless it is irresolvable without the Committee's involvement.

(ii) Kickstand Committee

- 1) The Committee shall be responsible for taking disciplinary actions against its members, clients, and guests.
- 2) The Committee shall keep the Britannia Volunteer Coordinator apprised of any ongoing disciplinary proceedings.
- 3) The Committee shall ensure that incidents are dealt with fairly, and without conflict of interest.

Section VI.02 Incident Reporting

(a) Documentation

- (i) Members shall prepare an incident report, electronically or on paper, as soon as possible, following an incident.*
- (ii) Submission of incident reports*

- 1) All incident reports should be immediately forwarded to the Director or Assistant Director.
- 2) The Director or Assistant Director may call an emergency committee meeting to handle the incident.

(iii) Documentation shall include:

- 1) Names of those present at the incident.
- 2) Name and signature of the person reporting.
- 3) Date and time of the incident.
- 4) Fact-based descriptions of what occurred, avoiding the use of emotional language or conjecture.

Section VI.03 Disciplinary Procedures

(a) Overview

(i) Kickstand supports interpersonal conflict resolution at the lowest possible level.

(ii) Where conflict cannot be resolved or dealt with at the lowest possible level, the following measures, as outlined in this section, shall be followed.

(iii) Sequence of disciplinary procedures:

- 1) The Director or Assistant Director, upon receipt of an incident report, shall call an emergency meeting to discuss the incident(s).
- 2) The Committee shall determine if a verbal or written warning is appropriate.
- 3) The Committee shall nominate two Committee members to deliver the verbal or written warning.
- 4) The Kickstand Committee shall apply restrictions, as appropriate, in conjunction with verbal or written warnings.
- 5) Written records of disciplinary procedures shall be maintained by the Director or Assistant Director, and these shall be regarded as confidential.

(b) Types of Warnings

(i) Verbal warning

- 1) A verbal warning shall be issued by the Committee for minor or a first incident.
- 2) A verbal warning shall be delivered to the member by at least two committee members.
- 3) The verbal warning shall outline:
 - a) *The type of behavior that is unacceptable.*
 - b) *If an apology is required.*
 - c) *Restrictions placed on the member.*
 - d) *Future expectations for the member.*

(ii) Written warning

- 1) A written warning shall be used for a serious incident, or if verbal warnings have been previously issued.
- 2) A written warning shall be delivered to the member by at least two committee members.
- 3) The written warning shall outline:
 - a) *The type of behavior that is unacceptable.*
 - b) *If an apology is required.*
 - c) *Restrictions placed on the member.*
 - d) *Expectations for the member.*

(c) Types of Restrictions

(i) Separation agreements

- 1) If two volunteers demonstrate an inability to work together, the committee shall schedule members separately.
- 2) The committee shall, as required, establish limitations on communication and the use of Kickstand space or programs for those members.

- 3) Separation agreements shall have a start and end date.

(ii) Removal from groups

- 1) Depending on the type of incident, it may be deemed appropriate for the member to be removed from committees, email groups, courses, or other bodies.
- 2) Removals shall be outlined in conjunction with a probation period.

(iii) Probation periods

- 1) After a verbal or written warning, the committee may apply a probation period.
- 2) A probation period shall automatically be applied after a suspension or expulsion is lifted.
- 3) Probation periods may:
 - a) *Place limits the frequency of the member's attendance at Kickstand programs.*
 - b) *Restrict the programs the member may attend.*
 - c) *Require the member to work under extra supervision.*
- 4) The committee shall determine the duration of a probation period.
- 5) The committee shall outline specific goals or criteria to be fulfilled for the probation period to be lifted.
- 6) The committee may choose to extend a probation period.

(iv) Suspension

- 1) After a verbal or written warning, the committee may apply a suspension.
- 2) Suspension shall be for a fixed period of time, ranging from one week to several months, as decided by the committee.
- 3) Suspension shall prevent the member from attending Kickstand as a volunteer or as a client, and shall include all Kickstand events on-site and off-site.

(v) Expulsion

- 1) The committee, in conjunction with Britannia, may apply an expulsion if suspensions and probations periods are ineffective.
- 2) Expulsion shall be for an indefinite period of time.
- 3) Expulsion shall prevent the member from attending Kickstand as a volunteer or as a client, and shall include all Kickstand events on-site and off-site.
- 4) Expulsion shall limit the member from participating in email or social media communication with Kickstand.

Article VII. Accounts

Section VII.01 Receipts and Depositing

(a) Deposits

- (i) Deposits shall be prepared every day Kickstand conducts sales.*
- (ii) Deposits, float, and petty cash shall be stored in a secure lock box, with access restricted to key holders only.*
- (iii) Deposits shall be regularly transferred to Britannia accounting services on a weekly or bi-weekly basis.*
- (iv) Documentation*
 - 1) An electronic daily cash spreadsheet shall be maintained to show total sales, cash sales, refunds, and debit/credit sales.
 - 2) A paper deposit form shall be completed and signed by the key holder completing the daily cash deposit.

(b) Receipts

- (i) Receipts shall be completed for all transactions.*
- (ii) A copy shall be made available to the client, and additional copies shall be retained for accounting and records.*

Section VII.02 Reports

(a) Monthly Reports

- (i) A monthly report on petty cash, expenses, and sales shall be presented by the Treasurer at each Committee meeting.*

(b) Annual Reports

- (i) The financial year of Kickstand shall end on March 31st.*
- (ii) On conclusion of the financial year the Treasurer shall present a report to the Members in respect of the immediately preceding financial year.*

(iii) The accounts of Kickstand shall be open to inspection by any active member on giving reasonable notice to the Treasurer.

Community Bike Shop Communication & Support Skillz

Communication Tools for facilitating a community space where all patrons feel welcomed, comfortable, at ease, and included

1. Be Friendly, Warm, and Kind

No need to act fake, of course. Yet, when possible, making an effort to show folks that their presence is valued and appreciated can mean a lot to someone and can ensure that folks feel comfortable in the space. Greeting, checking in, and being friendly are as important as providing awesome mechanical service.

2. Verbally greet everyone who enters the space

Explicitly acknowledging everyone who enters the space will ensure that folks know we think they belong here. Even a simple, “hello” or “welcome to the shop!” or “hey there, we’ll be with you in one sec” can eliminate feelings of apprehension and anxiousness when entering an unfamiliar space. Even a one word greeting can validate people’s presence in the space who feel out of place or intimidated.

3. Always get verbal consent before touching someone else’s tools, body, or bike

Always ask, and wait for confirmation, before taking and using tools that are in someone else’s hand. This will reduce the possibility that tools are removed from someone’s hands when they do not want them to be.

Always ask before you start touching someone’s body or bike. Even if it seems harmless, like a pat on the back or resting your hand on a top tube, never assume that someone is cool with your hands on their body or bike until you’ve explicitly asked. For example, “Is it cool if I put my hands on your bike now to assess it?” or “Are you comfortable with my hand on your shoulder?”

4. Provide “support” rather than “help”

Many people do not feel comfortable accepting “help” from someone else. Verbally offer to “support” people rather than using the word “help” and ensure your style reflects an assumption that people are capable of doing competent work with or without your support.

5. Allow others to self-identify; don’t make assumptions about people’s identities and capacities

Allow others to self-determine who they are and what they need. Never make assumptions about other people’s skill levels, support needs, gender identity, economic status, or anything else. Allow people to take the lead and give them space to seek the support they want.

Kickstand Safer Space Agreement

Thank you for your interest in volunteering with Kickstand!
Kickstand strives to be a welcoming and friendly community space for all individuals wanting to access our resources and services. Our goal is to provide the community with an accessible space where they can connect with others, learn to fix bicycles, share resources and knowledge and work together.



To support our goal of being a welcoming, anti-oppressive space, we ask Kickstand volunteers to review and sign the following Community Agreement. This Agreement outlines Kickstand's core values around safer spaces, and by signing it, you indicate that **you agree to abide by these values, to learn more about them as needed in order to respect them, and to be open to feedback and learning moments with your peers that will help you respect and create safer space.**

We at Kickstand acknowledge that we are on the traditional, ancestral, unceded territory of the x̣m̄əθkwəyəm (Musqueam), Sk̄wx̄wú7mesh (Squamish) and sə̄lilwətaʔɫ (Tseil-Waututh) nations. We seek to learn what it means to participate in the decolonization of these territories and, for those of us who are Settlers, to be respectful visitors on this land.

We aim to be an accessible and inclusive place where everyone can feel safe, welcome, and respected especially regarding: race/ethnicity, cultural background, sexual orientation, gender presentation, gender identity, age, ability, mental health status, economic/social class, physical appearance, body size, condition or cost of their bicycle, religion, citizenship or citizenship status.

Volunteers, shop users and community members should not discriminate against an individual based on any of the above-mentioned items. Furthermore,

- This is a safe space for members of the LGBTQ2I+ communities. Please ask which pronouns someone uses and do not assume someone's gender identity based on their appearance.
- We will do our best to communicate with folks who do not speak English, or for whom English is a secondary language.
- We are aware that our location poses accessibility challenges and we will do our best to make this space accessible to everyone. If you are facing an accessibility issue, please inform a volunteer. Physical accessibility is a top priority in our long term planning.

We do not tolerate harassment of or by volunteers, shop users and community members. Harassment includes offensive verbal or written comments, deliberate intimidation, stalking, following, harassing photography or recording, inappropriate physical contact, and unwelcome sexual attention. Inappropriate language or behaviour is itself considered harassment, whether or not it's specifically directed at an individual.

Zero tolerance: If an individual commits a serious offense (i.e., assault or sexual assault), the Kickstand Committee may ban the individual from the organization/ space without further consideration, as well as notify appropriate authorities.

Use of alcohol or other intoxicating substances, or being in the shop while intoxicated, is not tolerated in Kickstand's space during programming ("open") hours.

If you feel uncomfortable because of something that happened in this space, please talk to a keyholder, committee member, or a Britannia staff person. We will actively respond to any violation or concern.

We acknowledge that our own work towards making our space safer and more welcoming is ongoing. We welcome suggestions on how to improve the safety and accessibility of our space and resources.

For further information on Kickstand's Policies for safer spaces, see Article VI in our Constitution.

Appendix B

Design Considerations & Criteria Britannia Dedicated Seniors Space (Including a Seniors Lounge) *Suggested by the BritPlan55+ group March 12, 2018*

1.0 General Characteristics:

- Capacity: Daily/routine capacity 50 - 75 people
 Special event capacity 100 – 125 people
- Reflect Coast Salish design esthetics and use sustainable natural materials.
- Orientation and Viewing Perspectives:

Three distinct viewing perspectives from inside the Seniors area:
 - From ‘lounge seating’ area outwards north and westward to mountains and cityscape to appreciate the natural setting;
 - From ‘lounge seating’ area into interior areas of Britannia to watch the day-to-day, ebb and flow of people and other activities.
 - From inside Seniors Space into the small Seniors only patio/terrace area (defined below);
- Appealing and Dramatic Architectural Elements:
 - Vaulted/ slanted ceilings, walls of varying heights, alcoves, non-linear sight-lines.
 - Enable creative ways to assemble ad hoc programming and gathering places.
 - Refrain from gymnasium style, concrete block, high ceiling, echo sounding, cold and drafty;
 - Refrain from glass and aluminum box, drop ceiling, industrial efficiency, warehouse look.
- Incorporate standards of universal accessibility. Such elements as:
 - Wide, self-activating doorways.
 - Where practical and safe doors should be sliding/ non-push-pull type or motion detected
 - Wide hallways enabling 2 motorized assisted vehicles to pass.
 - Flooring – non-slip type throughout
 - Railings along all passage ways.
 - Emergency pull chords in all rooms and washrooms
 - Hearing assistive technology such as audio loops (or hearing loop), FM, and infrared systems.
- Appropriate multi-lingual way finding signage

2.0 Access to Dedicated Seniors Space

- Street level, continuous level to Seniors Centre, i.e. no stairs encountered from street entry level to access Seniors space.
- Enables same level shuttle/ car pick up
- Close to public transit stop.
- Close to ample disabled parking spots.
- Entrance ways covered/ overhead weather protection. Cars/vans can be unloaded in rainy weather without umbrellas.
- Two Access Points into dedicated seniors space:
 - From within Britannia complex itself and within 10 m of main exterior doors to Britannia Centre complex.
 - Separate exterior entrance without need to enter Britannia Complex. This is essential to eliminate need for seniors to navigate through baby carriages, strollers, bicycles, skate boarders, exuberant children, hockey bags and milling clutches of adults and youth while trying to access Dedicated Seniors Space.
- Access to Seniors Centre Space from within Britannia Complex via sliding double doors.
- Ensure Seniors area is not part of public thoroughfare to other parts of Britannia. Natural barriers or side facing doorways create sense that seniors space is offset so that general public is not routinely able to wander into or through.

3.0 Sound and Light Management

- Good quality sound insulation to isolate space from adjoining facilities and street noise.
- High quality speaker system built into ceilings/ speakers mounted on walls for presentations, concerts, demonstrations.
- Enable multi-programming activities in relatively close proximity. Need ways to isolate noise with alcoves or mobile partitions
- Walls/ ceiling of sound absorbing material to reduce noise and prevent echoes.
- General lighting bright enough for diminished eyesight.
- Entrance ways well lit.
- As much natural lighting as possible from ceiling skylights, along wall tops or floor to ceiling windows.
- Special lighting for creating spaces with spotlights, dimmer switches, reduced lighting in quiet seating areas and brighter for general purpose areas.
- Ability to completely darken room with lights off through, baffles, roll down blinds or screens to enable viewing of media even in mid-day
- One wall large enough to accommodate an 8' by 10' screen for viewing/ projections.

4.0 Primary Spaces – Dedicated spaces completely contained within Seniors Centre

Primary spaces within the Seniors Dedicated Space are to be configured such that they are distinct and independent areas allowing separate activities to take place in different areas with privacy and adequate sound isolation.

People must be able to enter the Seniors Dedicated Space and proceed to primary spaces through hallways or access paths so as not to interrupt activities. For example, people can proceed to one of the meeting rooms without passing through the lounge or activity area.

4.1 Activity Area (60 sq metres expandable to 100 sq metres)

Dedicated open floor space for setting up tables, special events, dancing, and exercise. Design allows for temporarily incorporating or re-purposing lounge seating (section 4.2), meet & greet space (section 4.3), entrance space (section 5.4) to enable maximum capacity of 100-125 people.

4.2 Lounge Area (70 Sq metres)

Lounge area to be positioned along windowed wall allowing exterior view.

Distinct Seating Areas created by use of furniture: comfortable chairs and small tables and corner couches.

Area large enough to enable 2 or 3 separate groups to cluster in relative privacy.

Lounge area to be loosely integrated around a focal point such as a fireplace and house post.

Cabinet for housing flat screen TV to enable group viewing of community events – elections/ Olympics/ hockey games etc

4.3 Casual/Chat & Meet Space (12 sq metres)

Near entrance. Close to in-house senior's kitchen microwave.
Suitable for food, coffee, meeting chatting. (Tim Horton style)
Flexible Cafeteria style tables and chairs for ad hoc grouping.

4.4 General Purpose Meeting Rooms (2 @ 30 sq metres each)

Containing tables and chairs to conduct small meetings along with minimal shelving, storage and projection equipment. Can serve as art or activity area. Meeting rooms can to be joined together through sliding/collapsible dividing wall for larger meetings.

4.5 Clinic Rooms (2 - @ 8 sq metres each)

Two small rooms at either end of main activity area with doors for private meetings/ nursing, counseling etc

4.6 Office Space (20 sq metres)

For Seniors Programming, Administration, Manager and Assistant and Volunteer desk space.

4.7 Games Room (20 sq metres)

A glass walled dedicated room with small tables and chairs suitable for playing cards, board games and jig-saw puzzles.

5.0 Specialty Spaces – Dedicated spaces completely contained within Seniors Centre

5.1 Kitchen/ Food preparation (15 sq metres)

- Small kitchen with stove, microwave, sink, fridge & dishwasher for preparing, serving and cleaning up of light refreshments.
- Senior centre should be adjacent to large community kitchen for regularly scheduled seniors' lunches and special events.

5.2 Outside Seniors Patio Area/ Terrace (15 sq metres)

Small, outdoor Seniors patio/ seating area:

- Seamless smooth poured concrete surface.
- Flexible awning to use in rain/inclement weather.
- Accommodate trellises & hanging plants, small water feature like a pond or fountain, small flower beds, small bench seating, bird feeder, 2 small outdoor tables and chairs
- If indigenous community sees as appropriate, a place for smudging and a small fire pit for ceremonial burning.
- Connecting pathways to community gardens, park or green ways

5.3 Utility Hallway (3m by 12 metres)

Extended utility space separated from lounge and activity areas. Near main entrance to dedicated Seniors Space. Allows majority of utility storage and essential maintenance functions to take place out of sight of main activity areas. If Centre has two main entrances, i.e. one internally into Britannia Complex and one to external street access, the Utility Hallway always can serve as a linking passage way.

- Closets/ cupboards for storage of seniors centre supplies, craft materials, cleaning mops, brooms, waste bins, etc.
- Pay phone/ photocopier/ water fountain stations
- Some bench seating for putting on boots/ coats/ parcels, etc.
- Parking/storage/charging stations for 3-4 scooters and 2-3 walkers

- Access way to two Seniors only washrooms

5.4 Entry Vestibule (12 sq metres)

- Allows entry into Seniors space either from outside entry or from Britannia complex before stepping into functional areas of Seniors Centre.
- Enables movement of people to different parts of the Seniors Centre (such as administrative offices, lounge area, washrooms, kitchen etc) without disrupting ongoing activities.
- Possible concierge style set up for welcoming.
- Place to meet or assemble for pickup.
- Connected to Utility Hallway described in 5.3 above

5.5 Washrooms (2 @ 10 sq metres)

Two fully accessible, gender neutral washrooms that can each accommodate more than one person. Accessible from within Seniors Centre only.

5.6 Storage / Closets

Storage area is an essential element of all defined spaces. A 5 % factor for storage space needs to be added to individual room areas for storage cabinets, cupboards, etc

- Pull out wall storage pallets to hold event fold-up tables and chairs.
- Floor to ceiling large wall storage lockers for different groups and different activities.
- Storage for maintenance equipment such as brooms, mops, pails, vacuum cleaners, step ladders.
- Storage for administrative supplies.

6.0 Specialty Features

- Connections for Cable TV.
- WiFi Connections/ Router
- VCR/ DVD cabinet
- Movie screen 8' x 10'
- Lockable glass fronted display cases for art work.
- Large bulletin board wall for posting notices, art, seasonal decorations.
- A piano on rollers

Appendix C: Addenda Documents

Affordable Housing Addendum

Preamble: This addendum is included as a supplement to the Britannia Community Services Society Housing Guidelines (2017), to further clarify the meaning of “affordable non-market social housing” as referenced in that document. For clarity and consistency, the term “affordable non-market social housing” should be understood as defined by the Britannia Community Services Society below. Affordable non-market social housing is understood by Britannia Community Services Centre to be bound by the following parameters.

- i. **Conservation of publicly held lands:** Any affordable housing developed on the Britannia site **should** be provided on a rental or co-operative basis only and all lands are to remain 100% publicly owned.
- ii. **Affordability:** For the purposes of the Britannia Community Services Society affordability shall be defined in accordance with the specifications of local, provincial, and federal agencies. Affordable housing on site **should** be managed such as to maintain affordability for individuals and families defined as low-income as per their eligibility through the most recent BC Housing Housing Income Limit (HIL) schedule and/or their eligibility for Income Assistance benefits on the Employable, Persons with Disability (PWD), or Persons with Persistent and Multiple Barriers to Employment (PPMB) streams and/or their eligibility for the Guaranteed Income Supplement (GIS) stream of Old Age Security (OAS) benefits. Per provincial guidelines, affordability is further to be defined as no more than 30% of monthly income as defined by BC Housing rent geared to income policies and/or as allocated by the shelter allowance of Income Assistance benefits including employable, PWD, and PPMB rates. **100% of units should be allocated to people following under the categories below.**
 - o **Recipients** of Persons with Disability (PWD), Persons with Persistent and Multiple Barriers to Employment (PPMB), and Income Assistance benefits with rates consistent with the shelter portion of their benefits per the most recent rate schedule.
 - o Guaranteed Income Supplement (GIS) eligible low income seniors at a rate of 30% rent geared to income
 - o **Low** income individuals, couples, and families meeting the most recent BC Housing low income housing income limit (HIL) specifications, at a rate of 30% rent geared to income.
 - o **A portion of units should be dedicated to working** artists meeting the most recent BC Housing low-income housing

income limit (HIL) specifications at a rate of 30% rent geared to income.

- iii. **Reflection of community context:** Processes for tenant selection should promote the continuing richness of Grandview Woodlands' diversity. Special care should be taken to reflect the strong Indigenous and artistic community in the area as well as to maintain the population of young families and seniors against local rental market trends that drive displacement. Priority should be given to individuals and families who are current or former Grandview- Woodland residents and/or have strong connection to the community including but not limited to enrollment in local schools, local employment, and/or a history of access or volunteer experience in local community organizations, social services, or religious institutions. Tenancy agreements should be developed to ensure residents have security and stability in their tenancy. Special considerations, including resident councils and participation agreements, should be taken to ensure resident engagement in the management of their housing.
- iv. **Resident Access to Greenspace:** As compared to other Vancouver neighbourhoods, Grandview Woodlands is relatively deficient in open space per capita. Residents in any potential housing on the Britannia site- as well as others in the area- should be able to enjoy the benefits of access to local greenspace. To this end, any affordable housing delivered on the Britannia site should be developed in such a way as to maximize publicly accessible greenspace. It should further be noted that greenspace here is used in accordance with the definition developed by the Britannia Community Services Society as an addendum to the society's Land Use Principles (2018).

Greenspace and Open Space Addendum

Preamble: This addendum is included as a supplement to the Britannia Community Services Land Use Guidelines (2017), and Housing Principles (2017) to further clarify the meaning of “greenspace” as referenced in those documents. For clarity and consistency, the term “greenspace” should be understood as defined by the Britannia Community Services Society below. Greenspace is understood by Britannia Community Services Centre to be bound by the following parameters.

- i. **Greenspace Definition:** For the purposes of the Britannia Community Services Society “greenspace” is defined as publicly accessible space maintained with permeable natural ground cover at ground elevation only. Greenspaces should create opportunities for engagement with the natural environment and the restoration of local ecology as well as providing the community with the physical, mental, and aesthetic benefits of access to nature.
- ii. **Conservation of publicly held lands:** Any greenspace developed on the Britannia site should be maintained for public access and all lands are to remain 100% publicly owned.
- iii. **Public Access:** In consideration of Britannia’s status as a public amenity and the lack of public greenspace in the Grandview-Woodland area, reasonable access to public greenspace on the Britannia site should be maintained for the community during out-of-school and out-of-season hours. This includes all out-of-program hours for the Vancouver School Board as well as hours underutilized by Britannia programming and affiliated community minor sports and recreation organizations. **Special priority should be given to creating opportunities for the Indigenous community and others to grow native plants to gather for foods, medicines, and other cultural uses.**
- iv. **Enhancement of Public Realm:** This renewal seeks ways to mobilize opportunities for greening and naturalization of ‘public realm’ spaces around, between and within the built environment- including streets, squares, parks, plazas, greenspaces and open spaces- through enhanced landscaping and streetscaping in addition to increasing the absolute footprint of public realm space and greenspace on the site. Particular care should be taken to consult the Musqueam, Squamish, and Tsleil-Waututh nations to ensure that local Indigenous perspectives on design and the natural realm are reflected in the site. Revitalization of the site should also be sensitive to existing community gathering spaces, art installations, and icons. While alternative greening opportunities such as green roofs and walls are supported, the position of the society is that “greenspace” refers to ground-oriented publicly accessible space only.

Gravel fields, paved or semi-permeable plazas, and artificial turf fields also are not considered as “greenspace” by the definition of the society, however the gravel fields, running tracks, and open space for children's play should be maintained or further greened for continued use.

- v. **Expansion of Greenspace on the Britannia site:** Whereas the Grandview Woodlands neighbourhood is deficient in open space per capita relative to most other Vancouver neighbourhoods, and the preservation and expansion of greenspace has continually emerged as a community priority (see Grandview Woodland Community Plan sec. 9.5), the position of the Britannia Community Services Society is that the amount of ‘greenspace’ delivered on the renewed Britannia site should exceed the amount and proportion of greenspace provided on the existing site. Specific targets for greenspace on the Britannia site are defined with reference to City of Vancouver and Vancouver Parks Board policies and targets below.
- A minimum of 22% of the Britannia site should be allocated to tree-canopied urban forest in accordance with the city of Vancouver Greenest City Action Plan (2015) target.
 - A minimum of 2 acres of contiguous greenway and a significant area of ecologically-restored biodiversity in keeping with the Vancouver Park Board’s Biodiversity Strategy (2016) and Rewilding Action Plan (2014), as well as the City of Vancouver’s Urban Forest Strategy (2014).