



AGENDA

A. CALL TO ORDER

B. APPROVAL OF AGENDA

1. **Motion:** That the Board approve the July 21, 2020 Agenda as circulated.

C. APPROVAL OF MINUTES

1. **Motion:** That the Board approve the June 16, 2020 Minutes as circulated. 1
2. **Motion:** That the Board approve the July 6, 2020 Special Board Meeting Minutes as circulated. 6

D. DELEGATIONS

1. Block Watch Program in Hampton Place – Linda Moore

E. EXTERNAL REPORTS & PRESENTATIONS

1. Electoral Area A Report – Verbal Update – Electoral Area A Director, Jen McCutcheon (Read: [Electoral Area Newsletter](#))
2. Campus and Community Planning Report – For Information - Senior Policy Planner, Celene Fung 8

F. REPORTS

1. July Management/Covid-19 Update Report – For Information 11
2. 2020-21 Work Plan Report 20

Recommendation:

That the Board approve the 2020-21 UNA Staff Work Plan as circulated.

3. Finance Committee Report - Botanical Gardens and Cost Cutting Arrangement 28

The following was brought forth by the Finance Committee.

Recommendation:

- That UNA pays the UBC Botanical Gardens invoice from its operating budget.
- That UNA send a letter to UBC (via Campus and Community Planning) that:



- Conveys the importance of continued financial support, as per the original 5 year agreement and that the \$14K was part of the 5 year plan/task force that UBC offered to the UNA, which the Botanical Garden is deviating from
- Asks that UBC provide \$14K in funding from the community services grant to cover this amount (and perhaps acknowledge that this is over and above what was initially projected at 500K)
- And then adjust the UNA budget to show the \$14K as an added expense and also increase the grant amount by \$14K

4. Racial Bias Training Update

30

Decision Requested

THAT the Board provide direction to Staff in regard to next steps in relation to Racial Bias Training and Respect in the Workplace Training for UNA Directors and staff.

G. UNFINISHED BUSINESS

None

H. NEW BUSINESS

1. Wesbrook Strata Meeting – Director Kang

Recommendation:

That staff arrange a Zoom meeting with Wesbrook Strata Chairs to discuss issues of mutual concern.

I. ADJOURNMENT

Recommendation:

That the Board adjourn into a Closed Session to discuss dealings with other entities or persons where disclosure of the information being discussed may compromise the relationship of the Association with them or its relationship with its stakeholders; labour relations and human resources issues; and matters related to legal advice and proceedings.



MINUTES

PRESENT:

Richard Watson – Chair
Tor Album
Bill Holmes
Carole Jolly

Jane Kang
Murray McCutcheon
Terry Mullen
Kalith Nanayakkar

STAFF:

Sundance Topham – Chief Administrative Officer
Morgan Chung – Finance Manager
Andrew Clements – Recreation Manager
Glenda Ollero – Communications Manager
Marta Mikolajczyk – Administrative Assistant
Wegland Sit – Operations Manager

RECORDING SECRETARY:

Jessi Connaughton – Raincoast Ventures Ltd.

A. CALL TO ORDER

The University Neighbourhoods Association (UNA) Board meeting was called to order at 5:33 p.m. The Board Chair acknowledged that the meeting was held online, but regularly meets on the unceded traditional territory of the Musqueam people.

B. APPROVAL OF AGENDA

Motion:

That the Board approve the June 16, 2020 Agenda, as circulated.

Carried

C. APPROVAL OF MINUTES

The Board reviewed the May 19, 2020 Meeting Minutes, and requested that the spelling of Director Holmes' name be corrected under Item I.2 – Agenda Format.

Motion:

That the Board approve the Minutes of the May 19, 2020 Meeting, as amended.

Carried

D. DELEGATIONS

None.

E. EXTERNAL REPORTS AND PRESENTATIONS

1. RCMP Report

The agenda varied to consider this item later in the meeting.



2. Electoral Area A Report

Jen McCutcheon provided the following updates from Electoral Area A:

- A Virtual Townhall on affordable housing is planned for mid-late July 2020
- Concerns have been raised by residents around the presence of coyotes in the community
- TransLink ridership is up 85% from April; plans for safe operations are balanced with providing services to those who rely on transit
- There are opportunities to develop a Block Watch program with the RCMP in the UBC community.

3. Campus And Community Planning Report

Celene Fung was not present at the meeting. The UNA Board was referred to the report included in the agenda package, and no questions or comments were offered.

F. REPORTS

1. COVID-19 Update

Recreation Manager Clements advised that, as a not-for-profit organization, UNA was eligible to receive federal assistance in the form of the Temporary Wage Subsidy and the Canada Emergency Wage Subsidy. The British Columbia Recreation and Parks Association (BCRPA) guidelines for restarting operations were approved by the provincial government, and a WorkSafe BC COVID-19 Safety Plan is being developed to guide the safe re-opening of recreation programs.

The recreation team proceeded with Phase 2 planning and delivery of light summer programming, and the continued delivery of online virtual programs. The plan for the reopening of playgrounds and fields was reviewed, as well as the launch of the new UNA website and integration of PerfectMind. It was noted that individuals facing challenges with navigating the new website are encouraged to use the chat function on the website, or to reach out to support@myuna.ca.

Clements commended the success of the UNA Ambassador project, and noted the positive feedback received from community members.

In response to questions raised, directors were informed that the limit on no more than 50 individuals gathering at one time is unlikely to be lifted in the coming months.

2. 4th Quarter Strategic Work Plan Update

Clements reviewed highlights of the Q4 Strategic Work Plan, which included: delivery of an upgraded IT infrastructure; the launch of the new website and PerfectMind operating system; and the completion of the first step in the salary band project. Challenges were noted with turnover of positions within UNA's senior leadership, as well as the overall disruption of the COVID-19 pandemic. Impact statements received through the community reopening survey indicate that residents are appreciative of the efforts put forward by UNA with regards to the reopening strategy.

3. Unaudited Q4/Year End Financial Results



The Finance Manager reviewed the unaudited Q4/Year End Financial results as provided in the agenda package, and reported that UNA was in good financial health at the end of Quarter 4, despite impacts of COVID-19.

Directors discussed the financial surplus with the inclusion of the Community Services Grant, and the potential for surplus to be reinvested into the UNA contingency reserve. It was further noted that the community services levy was mailed out on June 14, 2020.

E. EXTERNAL REPORTS AND PRESENTATIONS

1. RCMP Report

Staff Sergeant Chuck Lan provided the following updates:

- Calls for service decreased over the previous months, due to the closure of businesses and UBC campus
- There has been an increase in break and enters to vehicles and storage units
- Traffic safety is an ongoing area of concern, particularly with excessive speeding
- An online reporting system was implemented on May 20, 2020 for non-emergency reports
- Interest in developed a Block Watch program should be directed to Constable Kyle Smith
- The RCMP detachment at UBC is understaffed due to a lack of available resources; however, there is access to support services in the event of a serious incident.

4. Report from Board Procedural Rules Working Group

Director Holmes advised that progress has been made on the drafting of revised Board procedural rules, that the Chief Administrative Officer would be participating in the revision process, and it is hoped that the draft can be presented at the next UNA Board meeting.

5. Report from UNA Constitution Working Group

Director Mullen referred directors to the reports included in the agenda package. It was noted that consultation on the proposed Constitution was conducted with UNA members online, and resulted in 47 replies. It was suggested that a consultation summary report could be developed in response to the community consultation, and could be included in the upcoming UNA newsletter.

Motion:

That the Board approve for a vote by University Neighbourhoods Association (UNA) members the UNA Constitution attached to the report dated June 9th, 2020 with the subject "UNA Constitution", such vote to be held immediately following a vote on either Version A or B of the UNA Bylaws and whether or not such vote is successful.

Carried

(Directors Jolly and Kang abstained)



G. UNFINISHED BUSINESS

None.

H. NEW BUSINESS

1. Version B of the Proposed UNA Constitution and Bylaws

Director Nanayakkar declared a conflict of interest and recused himself, along with Directors Album and Jolly for this portion of the meeting.

Director Mullen introduced a motion to put Version B of the Proposed UNA Constitution and Bylaws to a vote by UNA members, in the event that the UBC Board of Governors does not: approve the proposed Neighbours' Agreement 2020, or; does not approve the Neighbours; Agreement 2020 in sufficient time for the preparation of material for a Special General Meeting (SGM).

Directors discussed:

- The importance of the motion to move the UNA Board to some degree of being a fully elected Board, in the event that the process of negotiation between UNA and the Alma Mater Society (AMS) is not successful
- If Version B is resorted to, there will be no UNA Board elections in 2020
- Clarification that UBC is not in disagreement with the Neighbours' Agreement that has been negotiated.

Motion

That the Board approve for a vote by University Neighbourhoods Association (UNA) members the UNA Constitution and Bylaws attached to the briefing note dated June 3, 2020 with the subject "UNA Bylaws – Version B", such vote to be held only if the version of the UNA Constitution and Bylaws approved at the Board's March 17, 2020 meeting for a vote by UNA members cannot be voted on because the University of British Columbia Board of Governors:

- a) does not approve the proposed Neighbours' Agreement 2020, or
- b) does not approve the proposed Neighbours' Agreement 2020 in sufficient time (as determined by the Board) for the preparation of material for a Special General Meeting to be held on a date determined by the Board.

Carried

(Chair Watson voted in opposition)

Directors Nanayakkar, Jolly and Album rejoined the meeting at 7:05 p.m.

2. Racial Bias Training

Director Jolly referenced a statement released by Chair Watson, indicating that he would ask the UNA Board to consider undertaking a racial bias training workshop, in light of the systemic racism issues being highlighted in the media. Directors discussed the value of undertaking this training as an opportunity to signal to the UNA community the inclusive values the UNA Board strives to uphold. It was noted that this training could possibly take place to coincide with the upcoming Cultivating a Respectful Workplace workshop for the UNA Board.



Motion:

That the University Neighbourhoods Association (UNA) Board commits to investigate ways in which to train UNA staff and Board directors in dealing with issues of racial bias.

Carried

(Director Holmes voted in opposition)

(Director Mullen abstained)

I. ADJOURNMENT

The meeting adjourned at approximately 7:17 p.m.

The Board moved to Closed Session.



MINUTES

PRESENT:

Richard Watson – Chair
Tor Album
Bill Holmes
Carole Jolly

Murray McCutcheon
Terry Mullen
Kalith Nanayakkara

STAFF:

Sundance Topham – Chief Administrative Officer
Morgan Chung – Finance Manager
Andrew Clements – Recreation Manager
Glenda Ollero – Communications Manager
Wegland Sit – Operations Manager
Marta Mikolajczyk – Administrative Assistant

REGRETS:

Jane Kang

A. CALL TO ORDER

The University Neighbourhoods Association (UNA) Board meeting was called to order at 7:05 p.m.

The Board Chair acknowledged that the meeting was held online, but regularly meets on the unceded traditional territory of the Musqueam people.

B. APPROVAL OF AGENDA

Motion: That the Board approve the July 6, 2020 Special Meeting Agenda as circulated.
Carried.

C. APPROVAL OF MINUTES

None

D. DELEGATIONS

None

E. EXTERNAL REPORTS AND PRESENTATIONS

None

F. REPORTS

None



G. UNFINISHED BUSINESS

None

H. NEW BUSINESS

1. Proposed UNA Bylaws – Stipend Correction and Addition to Version A Bylaws

It was clarified that the proposed motion is to rectify a mathematical error.

Motion:

That the Board approve a correction to the 2020 stipend for resident directors other than the Chair shown in both versions of the proposed UNA Bylaws conditionally approved for a vote by UNA members, namely, replace the amount of \$6,195 by \$6,271.

Carried.

It was further clarified that the addition to Version A bylaws concerning expulsion and disciplining of members is to counteract a provision stipulated in the Societies Act, and is being supplemented as a “for information” item in the enclosed report.

2. Vote on UNA Constitution

The board discussed the attached report and moved the following;

Motion:

That the Board modify the conditional approvals given at its March 17, 2020 and June 16, 2020 meetings for a vote on proposed UNA Bylaws combined with a proposed UNA Constitution to limit the approvals to a vote on just the proposed Bylaws.

Carried.

I. ADJOURNMENT

The meeting adjourned at 7:19 p.m.

The Board moved to Closed Session.



THE UNIVERSITY OF BRITISH COLUMBIA

Campus + Community Planning

Memorandum

From: Campus and Community Planning
Date: July 13, 2020
Subject: Monthly Update from Campus and Community Planning

UBC Response to COVID-19

Within British Columbia, Provincial Health Officer Dr. Bonnie Henry, the BC Centre for Disease Control, and the Ministry of Health and Vancouver Coastal Health are leading the coordinated response to COVID-19. The health and safety of the UBC community remains a priority at all times. The re-occupancy and resumption of on-campus will be anchored in health and safety guidance from provincial authorities; adopting a phased, gradual approach; and recognizing that we may need to reinstate restrictions should public health guidance change. UBC has developed a COVID-19 Safety Planning Framework for the gradual and phased re-occupancy of the university. The Framework aligns with BC's Restart Plan for COVID-19. For COVID-19 related UBC updates see <https://covid19.ubc.ca/>

Upcoming Film & Events Notification

UBC continues to plan and adapt its operations in response to COVID-19. As UBC begins to restart and some buildings slowly reopen for faculty and staff to return to campus, events and programming may change. Updates will be provided as new information becomes available.

July & August

- July to August - **Athletics Summer Camps** <https://camps.ubc.ca/summer-camps/>
- July 6th to September 3rd, 9:00 am – 5:00 pm - **Geering Up Summer Camps** at Thunderbird Commons, Fairview Commons, Wayne & William White Engineering Design Centre courtyard, and Engineering Student Centre courtyard. <https://geeringup.apsc.ubc.ca/>
- July 6th to August 13th - **Summer Session Term II**. All classes held on-line
- August 17th to August 21st - **Summer Session Term II Exams**. All exams held on-line
- August 3 - **BC Day**. University closed
- Tentative: August 17th to September 16th - **Bookstore "RUSH" at Lee Square**. Student book buying

Community Development

Chef Challenge 2020

UBC's most exciting culinary showdown is back! This year, the event will be a virtual battle of chefs between UBC Okanagan and UBC Vancouver campuses. In this highly anticipated kitchen face-off, the chefs will create a comfort food dish with local ingredients from the farmer's market. Dishes will be

inspired by the land. It will be up to YOU to watch the Chef Challenge videos and vote for your favourite creation. The recipes will be available online so you can cook along in your own kitchen. Watch the Chef Challenge starting on July 30th. For details, see: www.utown.ubc.ca/chefchallenge

Community of Caring Grants

DEADLINE EXTENDED TO AUGUST 31ST

Do you have a creative idea for fostering social connections during these times of physical distancing?

Our UBC community is strong! Over the last few months, the Community of Caring Grants has funded countless creative projects that have brought the UBC community together during these times of physical distancing.

The Community of Caring Grants supports your efforts to stay connected, with grants of up to \$500 for projects that promote the wellbeing of our community. The deadline for Community of Caring Grants will be extended until the end of August, or until funding lasts. Applications are accepted on a rolling basis. We can't wait to see the great new ideas you bring forward! For details, see www.utown.ubc.ca/caringcommunity

Engagement and Consultation

UBC Climate Emergency Engagement

In December 2019, the UBC Board of Governors unanimously endorsed a [Declaration on the Climate Emergency](#). The declaration includes the commitment to establish a Climate Emergency Task Force, a community engagement process, and an acceleration of climate actions across both the UBC Vancouver and Okanagan campuses.

Since February, Campus and Community Planning has been gathering input through a variety of in-person and virtual activities regarding UBC's communities' concerns about climate change and identifying ways UBC could take action. Work is now underway to develop recommendations for consideration by the UBC Board of Governors.

In June, five working groups were created to provide input into the Climate Emergency Task Force. Working group membership includes campus residents, students, faculty, and staff experts, as well as Task Force representatives. The diverse composition of the working groups will ensure that the recommendations by the Task Force will incorporate the wealth of expertise within the UBC community.

Each of the working group focuses on one of the following topics:

- Indigenous engagement
- Research
- Teaching and learning
- Community engagement and wellbeing
- Engagement beyond the campus community (partnerships, advocacy, and public engagement)

In addition, Vancouver and Okanagan campuses are working through the Climate Action Plan 2030 process to accelerate emissions reductions from campus operations and identify new ways of addressing emissions from commuting, food systems, and business travel. It is anticipated that the

recommendations going to the Board of Governors in December will be considered in the context of the overall Strategic Plan, Indigenous Strategic Plan, Climate Action Plan, and Inclusion Action Plan, among other relevant policies and initiatives.

Learn more about the UBC's response to the climate emergency see <https://climateemergency.ubc.ca>.

Stadium Neighbourhood Plan

No new updates on this project since last month's report.

Rehabilitation of Wesbrook Mall - Phase 2 Upgrades

The first phase of the Wesbrook Mall improvements was completed in 2019. The second phase of construction between Thunderbird Boulevard and University Boulevard is currently underway. Improvements will focus on the bus, pedestrian, and cyclist environment to provide users with a more positive experience along the corridor and promote sustainable travel modes. The existing travel lanes will be fully rebuilt to create two travel lanes for general vehicle traffic and two travel lanes for buses. In addition, dedicated bike facilities will be built and lighting along the corridor will be improved. At Agronomy Road, the channelized right-turn lanes on the west side of the intersection will be removed, which will significantly improve the safety for pedestrians and cyclists at that intersection. The improvements to the Wesbrook Mall corridor are being done in collaboration with the University Endowment Lands, the University Neighbourhoods Association, TransLink, and Metro Vancouver. For more details on the construction schedule visit <https://planning.ubc.ca/wesbrook-mall-upgrades-phase-2>.

Development Project Updates

For more information on development projects, please visit:
planning.ubc.ca/planning-development/projects-and-consultations

DP07010-3 Nobel Park Softball Field Upgrades

UBC has received an application for the upgrade of the existing softball field at Nobel Park for use by the UBC Women's Varsity Softball Team as well as the community. Proposed improvements include upgrades to the field surface and fencing, new covered dugouts, bullpens, safety netting, and space for temporary bleachers and washroom facilities.

The public is invited to view the project's webpage on the Campus and Community Planning website and provide feedback until July 24, 2020. A virtual Development Permit Board meeting is scheduled for August 12, 2020 at 5:00 pm to review this project. Details on attending the online meeting will be posted to the project's webpage.

DP18004T MOA Temporary Access Road and Laydown

On June 25, 2020, the development permit for the access road and laydown for the upcoming MOA Great Hall Renewal was amended for a new route to allow access to the Great Hall for its upcoming seismic renewal. Work is anticipated to begin in early fall 2020.

DP12017-8 Wesbrook Community Centre Daycare – Entry Pergola and Signage

On June 23, 2020, the development permit for the daycare at the Wesbrook Community Centre was amended to include an entry pergola and signage at the east entryway to the garden.



Report Date: July 13th, 2020
Meeting Date: July 21st, 2020
From: Sundance Topham, Chief Administrative Officer
Subject: July Management/COVID-19 Update

Background

The July 2020 Management/COVID-19 Update is presented for information.

Decision Requested

For information

Discussion

CHIEF ADMINISTRATIVE OFFICER

Since I started at the beginning of June, I've been focused on getting up-to-speed with the organization and working to gain as much knowledge as possible about the UNA and our relationships with other key organizations.

Part of this onboarding involved meeting with all Directors and management staff, along with an electronic all-staff meeting. I have met with most of the key contacts at UBC, and I am continuing with onboarding meetings as the summer progresses.

Some of the key areas that I've been working on to date include the following:

Board Relations

- Attending Board and Committee meetings and supporting Board initiatives.
- Review of existing internal meeting and committee procedures.
- Working with the Board to move forward the proposed Bylaw and Constitution amendments, including participation in ongoing discussions with representative stakeholders.
- Extensive planning work in relation to the proposed fall Special General Meeting.
- Review of existing Strategic Planning process and timeline.

COVID-19 Support

- Providing overall organizational support as required.



Operations

- Creation of the 2020-21 Staff Work Plan.

Finance

- Getting up-to-speed with existing funding model and reserve contribution policies.
- Getting up-to-speed with existing budget and budgeting process.
- Preparations to participate in the next phase of the Joint Financial Task Force with UBC.

Risk Management

- Ongoing confirmation of roles and responsibilities for UNA services performed on our behalf by third parties (Work with UBC to initiate quarterly UNA/UBC/UBCPT staff meetings).

Programs and Services

- Review of existing Records Management system.

Human Resources

- Job Description, Compensation Strategy and Salary Band Review.
- Investigation of Racial Bias Training and Respect in the Workplace training options.

Community Relations

- Participated in an Area A Town Hall meeting
- Met with MLA David Eby.

RECREATION

WorkSafe COVID-19 Safety Plan

June and July involved extensive planning for the re-starting of light summer programming. Our COVID-19 Safety Plan was finalized and can be viewed on our website at the following [link](#). All staff provided input on how we can best prepare our facilities for employee's and patrons safe interaction. Many administrative and engineering controls were implemented, and operational policies and procedures were established. Essentially, we are changing our work culture, and will work collaboratively to refine and update the safety plan to consistently ensure our staff and patrons health and wellbeing.

The Joint Health and Safety Committee consisting of Anthony Evangelista, Wegland Sit, Kevin York, Claire Shepansky, Linda Quamme, Qiuning Wang and Andrew Clements were instrumental in leading the development of this plan and will be meeting weekly to



help further refine the operations. It will take time for staff to become accustomed to signing in and out when entering and exiting the facility, administering regular verbal health screenings for program participants, employing physical distancing measures including capacity limits in office spaces, rooms and common areas, and working with engineering controls such as plexiglass barriers and one way directions. We have increased our cleaning and sanitizing protocols, in which staff will be responsible for learning how to mix and create the appropriate cleaner and disinfectant solution, and applying it to their workstation at least once a day.

Our Summer program offerings began July 6th. We received wonderful comments from parents saying thank you for offering the summer camps, and from children excited to be around other children again, even if they had to maintain 2m of distance between on another. Staff noticed how great it was to have the energy of children back in the centre.

Staffing

Seven part time front desk staff were brought back to the Wesbrook Community Centre as support for the summer programs. August 30th is the last day that the Provincial Government has presently extended the temporary layoff period to. Management is currently assessing future capacity needs for fall programming operations and has been in communication with all staff members who remain as a temporary layoff designation.

Fall Programming

Fall programming is underway and we will be making some significant adjustments compared to how past fall semesters have been delivered. Although the Province is moving into Phase 3 of its re-opening plan, this will not affect the recreation sector too much. Recreational offerings will still be determined through a risk mitigation framework that will identify low to medium risk programs. Like what we have offered during the summer, children's programs may expand slightly to include a few more external partners, such as UBC ActiveKids programs, individual music programs, as well as some fitness programs will continued to be offered.

Virtual programming has had good uptake with our senior's community and we will continue to build upon this momentum. By all accounts virtual programming is here to stay and the recreation department will be working to develop a business case scenario that will outline a cost recovery model for the continued delivery of virtual programs. The physical spaces of the community centre will remain closed to the public except for specific program participants.

Further expansions that are being explored include the re-opening of our Wesbrook Fitness Centre. This will include a booking system that participants will have to reserve hourly increments to visit the centre. Personal training options may be restored as well. Third party users and field bookings will likely return in the fall as well. ViaSport has



prepared significant documentation that will assist Provincial and Amateur Sport Organizations in a return to play plan. All 3rd party user groups will have to have their own COVID-19 Safety Plan in place.

UNA Price Discount

Considerations are being prepared to streamline our pricing model. Presently, the recreation department has offered a 10 per cent UNA discount to UNA members, UBC faculty and staff as well as UTown members.

The Board will be involved in any decision making process, and no decisions have been made to date, but in order to increase participation and stimulate registration during a time when the future of recreation participation levels is uncertain, the recreation department is exploring the history and efficiency of the current pricing model. A single price offering could reflect the presently discounted price and be available for all participants. As most of our registration revenue comes from UNA/UBC/UTown participants, the financial impacts would be minimal, and more than likely offset by increased participation from participants outside of our immediate community.

The potential removal of the discount would simplify the registration process within PerfectMind for both the registrant and programming staff, who are responsible for building the programs. A single price pricing model, which is traditional in most municipalities, would also allow the UNA to build in a seniors discount, which we receive regular feedback as a community need.

More information will come back to the Board at a future date.

FINANCE

COVID-19 Revenue Impact

The UNA community centres and main office closed on March 17, 2020. All programs and bookings related to this period have been cancelled and refunded. Effective May 1, 27 part time employees were laid off due to the shortage of work.

Major revenue impacts have been seen in the cancellation of Spring programming, and closure of fitness facilities. No parking pass revenue for 2020-21 has been received, as the centres closed before the renewal period started. 2019-20 annual parking passes will continue to be valid until the community centres re-open and 2020-21 passes can be purchased by residents. Reduced summer programming is now currently running at the Wesbrook Community Centre and limited revenues are being received.

Bean Around the World's lease renewal was in negotiation pre-COVID shutdowns. UNA Operations is working with BATW to determine the length of rent deferral and access to federal commercial rent assistance programs



During this time, UNA has implemented various cost management strategies across the community centres, main office, and common area cost centres.

Government Funding

As a not-for-profit organization, the UNA is eligible for federal assistance. Access to the following funding has allowed the organization to retain all permanent part time and full time employees, to continue work on strategic initiatives with reduced financial losses.

Temporary Wage Subsidy (TWS)

- Funding cap of \$25,000 per organization
- Funding limit reached as of May 31, 2020

Canada Emergency Wage Subsidy (CEWS)

- 75% of payroll less TWS (capped at \$847/employee per week)
- Extended to December, 2020
- Period 1: March 15, 2020 – April 11, 2020 (*Received \$67,000*)
- Period 2: April 12, 2020 – May 9, 2020 (*Received \$64,000*)
- Period 3: May 10, 2020 – June 6, 2020 (*Received \$63,000*)
- Period 4: June 7, 2020 – July 4, 2020 (*Est. \$63,000*)
- Subsidy paid directly to the UNA's bank

Service Levy

Initial indications show the service levy will be lower than originally budgeted. The Finance Committee and Management are currently waiting on formal communication of the amount of the Service Levy and is working on solutions and strategies for the budget shortfall. Other preliminary funding methods include the Contingency Reserve and the Community Service Grant.

2019-20 Audit

The annual audit by Johnsen Archer began May 2020 and is ongoing. Expected completion date is end of July 2020.

OPERATIONS

The UNA COVID 19 Safety Plan – Reopening Community Centres for Summer Programs

Employers are required to develop a COVID-19 Safety Plan that outlines the policies, guidelines, and procedures they have put in place to reduce the risk of COVID-19 transmission. A related COVID-19 Safety Training was delivered before summer programs began.

The UNA COVID-19 Safety Plan was a joint effort between the following groups:

Recreation Team: Excellent input from Front Desk Team, Programing Team, Fitness Center Team, Health and Safety Committees.

Operations Team: Safety supplies and equipment procurement, internal and external procedural updates, custodial services update.

Communication Team: Communication materials, internal and external communication plan both.

Wesbrook YMCA Child Care Centre

- The construction work for the new Wesbrook YMCA Child Care Centre is about to be complete. YMCA expected to move into the new facility by the 2nd week of August and the child care center is scheduled to open on September 2020.
- The new child care centre offers 49 spaces in total, with 12 spaces designated for children under 18 months, 12 spaces for children ages 18-36 months and 25 spaces for children ages 3-5 years to address day care's need within our community.
- The Wesbrook YMCA Child Care Centre has been made possible through a partnership between the YMCA, the UNA and UBC.

PerfectMind Data Migration

- PerfectMind Membership Data migration is in progress, there was a slight delay in one of our data requisitions projects with the original registration system service provider.
- Data migration expected to be completed before the end of July 2020.

Parking Enforcement, Parking Permit Renewal and Applications

- Regular Parking enforcement will resume on **September 1, 2020**.
- Parking Permits will be available for purchase, starting **August 1, 2020**.
- A pro-rated refund (for the period between April – August) will be provided to residents who renewed their parking permits and visitor parking in March before our closure due to COVID 19.
- Parking permit renewal and applications will be available 1) Online or 2) In person by appointment.
- Payment for parking permit will be processed 1) Online, 2) By phone, and 3) In person by appointment only.
- More information will be available under [Parking Service](#) in myuna.ca



COMMUNICATIONS

Special General Meeting (SGM) Timeline and Materials Development

Communications worked with the Chief Administrative Officer to create and finetune a timeline for the roll-out of SGM. Deadlines, meeting dates and production of communications materials were among the many considerations in order to deliver a September 30 SGM. The current timeline has been approved by the board and materials for the SGM (guides, notices, ballots and proxy forms) are in the process of being developed with a targeted mail-out that meets the stipulations in our current Bylaws. A service provider for facilitating online voting has been identified and we are currently in the process of modelling and testing online voting details.

COVID-19 Signage

The communications department, in collaboration with the operations department and recreation department, installed COVID-19 signage to prepare for the partial re-opening of the Wesbrook Community Centre. Signage for the facility includes:

1. Community centre posters for safety measures
2. Community centre posters for patron expectations
3. Large poster stands
4. Floor decals to facilitate physical distancing
5. Room capacity signs
6. Physical distancing signs
7. Outdoor signs for community field
8. A-frame signs for summer camps and outdoor programs
9. Hand washing decals
10. Splash pad and playground signs

We had to navigate through a couple of issues with regards Canada Post delays but in spite of this, installation was completed a week in advance of re-opening.

Services Levy Notices

The communications department has been working with UBC Finance to create materials for the Services Levy notices that went out last month. Their projected date of mailing was June 14, however, they ran into some delays and had to move the date of distribution closer to the end of June. The drop box services that are usually offered at the Wesbrook Community Centre and UBC Finance have been suspended due to COVID-19, and residents are advised to mail in their cheques. The due date is July 31, 2020.



YMCA Child Care Centre Lottery

We worked with the YMCA to help design a lottery and disseminate information regarding the upcoming opening of the Wesbrook YMCA Child Care Centre. The YMCA ran a lottery for the 49 spaces available at the facility. Applications were drawn by priority and by age group, randomly and placed on a wait list in the order that they are drawn. Families were contacted in the same order that names were drawn until all spaces are filled. We are also assisting the YMCA with advertising of staffing positions.

Communications Tasks as Usual

We continued work on the post-launch review and troubleshooting of the website and PerfectMind platform ("UNA System"). We also worked on updating branded UNA System collateral (folders, new UNA Cards, etc.). Continued work with the operations and recreation departments (including the ambassador group) through various meetings and communications support. Weekly community newsletter, staff newsletter and website updates.

Financial Implications

None

Operational Implications

None

Strategic Objective

1. None

Attachments

1. None

Concurrence

1. Andrew Clements, Manager of Recreation
2. Glenda Ollero, Manager of Communications
3. Morgan Chung, Manager of Finance
4. Wegland Sit, Manager of Operations



UNIVERSITY
NEIGHBOURHOODS
ASSOCIATION

**UNA BOARD MEETING
OPEN SESSION**

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'Sundance Topham', is written over a thin horizontal line.

Sundance Topham
Chief Administrative Officer



Report Date: July 10th, 2020
Meeting Date: July 21st, 2020
From: Sundance Topham, Chief Administrative Officer
Subject: 2020-21 UNA Staff Work Plan

Background

The 2020-21 UNA Staff Work Plan is presented for Board Approval.

Decision Requested

THAT the Board approve the 2020-21 UNA Staff Work Plan.

Discussion

The 2020-21 UNA Staff Work Plan is attached for Board review and approval. The work plan ties in directly with the UNA Strategic Plan, and consists of projects and initiatives that are undertaken in conjunction with the day-to-day operations of the organization.

Typically about 70 per cent of the work that takes place in the organization is day-to-day operational in nature, with the other 30 per cent consisting of projects directly related to strategic priorities.

The staff work plan is a direct result of the organizational strategic plan and budgeting process. In order for the organization to perform in a healthy manner all three processes need to be aligned – with the Strategic Plan setting the overall context for the organization, with the specific projects and action items then flowing in as priorities for the budget.

The staff work plan then follows the finalization of the budget, and highlights the items above and beyond the core day-to-day operations.

The Board is involved in all three phases of these processes, providing Policy guidance in the creation of the Strategic Plan, approving the overall operations of the organization through the approval of the budget, and finally signing off on the resulting staff work plan.

In terms of the level of involvement – most direct involvement should take place during the creation of the strategic plan and budget approval process, with the involvement in the staff work plan limited to ensuring that it aligns with overall expectations.



2020 is a unique year in that the organization is dealing with the effects of COVID-19, along with major changes in organizational leadership – in conjunction with working hard to move forward major governance and communications projects.

The attached work plan highlights the initiatives that staff plan to undertake to support the fulfillment of the strategic plan. Some of the initiatives in the work plan were not identified during the planning process for the 2020-21 budget – however, staff believes that the dollar value associated with completing the projects can fall within existing budget allocations – or would come out a reserve fund. If further exploration shows that a project can not be completed without a budget amendment, the information will be brought to the Board before proceeding.

This staff work plan is the end result of the budgeting work that was done in 2019/2020 for the 2020/21 fiscal year. The budgeting timeline for 2021/22 fiscal year typically gets started in August – and the existing Strategic Plan will be used to guide this process.

Starting next spring the idea is to hold a more comprehensive annual review of the UNA Strategic Plan in advance of the budgeting process – this process will be fleshed out with the Board in more detail in advance of any planning process.

Financial Implications

The initiatives contained within the proposed work plan are funded through the 2020-21 approved budget. The ongoing COVID-19 situation is being closely monitored to ensure that any effects on our overall financial situation do not negatively impact our work plan. The Board is being updated monthly on this situation – and any proposed impacts will be highlighted and adjusted as required.

Any items that require an amendment to the budget will come to the Board for approval.

Operational Implications

The attached draft 2020-21 Staff Work Plan takes into account the impacts of COVID-19 and existing operational capacity.

Strategic Objective

The attached draft 2020-21 UNA Staff Work Plan moves forward all four of the Board's strategic initiatives:

1. UNA Governance
2. Financial Sustainability



3. Operational Capacity
4. Community and Stakeholder Relations

Attachments

1. Draft 2020-21 UNA Staff Work Plan.

Concurrence

1. Andrew Clements, Manager of Recreation
2. Glenda Ollero, Manager of Communications
3. Morgan Chung, Manager of Finance
4. Wegland Sit, Manager of Operations

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'Sundance Topham', is written over a horizontal line.

Sundance Topham
Chief Administrative Officer



STRATEGIC PLAN 2019-2022

UNA STAFF WORK PLAN 2020-2021

UNA GOVERNANCE

Explore opportunities to evolve governance to meet the changing needs of a growing population and community, including a review of the decision-making mechanisms of the UNA to ensure the organization can respond to community needs.

Strategy: The decision-making mechanisms of the UNA will be reviewed to ensure they meet the needs of a growing community.

Goals:

Review the bylaws and constitution

- Support the Bylaw Review Working Group established by the Board of directors.
- Support the Board on any changes to the bylaws and the *Neighbours' Agreement*.
- With Board support plan and host a 2020 Extraordinary General Meeting (Special General Meeting) to present an updated bylaw and constitution to UNA members.

Review the Board's and director's roles and responsibilities within the context of the UNA's municipal-like mandate

- Led by the Board with staff support as needed.

Articulate and clarify the relationship between the UNA, UBC and UBC Properties Trust, and explore opportunities to enhance and strengthen the relationship

- Led by the Board with staff support as needed.



FINANCIAL SUSTAINABILITY

Explore opportunities to address the cost of core services to meet community needs, potential revenue generation, and the alignment of resource allocation with the mandate and identified priorities.

Strategy: The UNA is financially sustainable over the long term.

Goals:

Determine core service levels and costs to maintain those services and align budget allocation to those benchmarks

- Create a five-year staffing and office space needs assessment.
- Participate in the UNA/UBC Joint Financial Task Force.
- Re-examine the print numbers and distribution of the UNA Program Guide.
- In conjunction with UBC undertake a condition assessment of UNA infrastructure.

Review the reserves policy in partnership with UBC

- With the Finance Manager and UNA Finance Committee, examine the reserves (both long and short term), with the goal of increased clarity in regard to reserve contribution levels, asset management planning and operational/capital roles and obligations.
- Set timelines for review and revision of UNA reserve policies.

Continue to explore financial models with the University Neighbourhoods Liaison Committee

- Ongoing with UBC Neighbourhoods Liaison Committee



OPERATIONAL CAPACITY

Continue the foundational work to streamline processes, build staff skills and ensure there are adequate resources to support the Board and the UNA in meeting its mandate.

Strategy:

The UNA has the administrative resources and processes in place to deliver mandated services and support the work of the Board.

Goals:

Develop a professional development and compensation policy

- Continue work on salary bands and ensure current compensation model is transparent to staff.
- Develop annual employee goal setting, performance metrics, annual performance reviews.
- Formalize professional development policy and departmental allotment.
- Investigate linkages with existing local government professional organizations (Local Government Management Association, Union of British Columbia Municipalities).

Create and implement metrics to measure service delivery

- Explore what metrics we would like to track and what is presently within our capacity to do so.

Develop a robust IT platform that supports internal and external information exchange

- Update and initiate migration of UNA filing system to the cloud.
- Archive ActiveNet data.
- Develop a communication platform in MS SharePoint to support strata chairs and facilitate the exchanging of ideas, sharing of contractor information and collaboration between buildings.
- Identify and evaluate options for cloud-based accounting solutions offered by Sage.

Align operations and allocation of resources with strategic priorities

- Create and implement a records management plan.
- Begin the creation of a standardized training manual online to ensure efficient training of new staff members.
- Continue to develop a business case scenario for the effective delivery of virtual programming.
- Initiate a general policy and internal procedure review. Index existing policies and procedures, identify policy gaps and create a list of missing policies and procedures. Initial Board input on Board Policies to be provided through Governance and Human Resources committee.

Examples of potential policies:

- *Vacation Policy* (Board Policy)
- *Bookings policy* (Board Policy)
- *Media relations policy* (Board Policy)
- *Recreation programs pricing policy* (Board Policy)
- *Translation Policy* (Board Policy)
- *Purchasing Policy* (Board Policy)
- *UNA contract template review* (Internal Procedure)
- *Working from Home policy* (Internal Procedure)
- *Newsletter and online calendar policy* (Internal Procedure)



COMMUNITY AND STAKEHOLDER RELATIONS

Identify and implement initiatives and processes to identify community needs and engage the community in ways that support the UNA’s vision of being “the place people choose to live.”

Strategy: Improve civic engagement to support evidence-based decision making that is aligned with the UNA’s mandate.

Goals:

Develop more robust engagement tools to assess community needs

- Launch a newsletter campaign to boost community newsletter distribution list.

Create feedback tools for residents and other stakeholders

- Develop modular engagement kits for onsite events.

Adapt and implement the Advisory Committee report in phases starting with the Community Engagement and Land Use Advisory Committees

- Review the Fletcher Report on committees and confirm whether the recommendations contained within the report are still valid.
- Implement Community Engagement Advisory Committee in conjunction with a review of potential surveys, focus groups and other mechanisms to assess needs, demographics and identify gaps in light of the impacts of COVID-19.
- Create Land Use Advisory Committee.

Reinforce the relationship between the UNA and the UBC academic community.

- Led by the UNA Board of Directors.



Date: June 3, 2020

From: Morgan Chung, Finance Manager

Re: UBC Botanical Gardens Expense

SUMMARY

In 2017/18, the Joint Financial Task Force made a series of recommendations as part of the 5-year plan that were accepted and enacted by UBC, UNA and UBCPT. The Botanical Gardens is choosing to deviate from the agreement and has invoiced UNA for \$14K to retain resident access at no cost.

RECOMMENDATION:

- 1) That UNA pays the UBC Botanical Gardens invoice from its operating budget.
- 2) That UNA send a letter to UBC (via Campus Community Planning) that:
 - a) Conveys the importance of continued financial support, as per the original 5 year agreement and that the \$14K was part of the 5 year plan/task force that UBC offered to the UNA, which the Botanical Garden is deviating from
 - b) Asks that UBC provide \$14K in funding from the community services grant to cover this amount (and perhaps acknowledge that this is over and above what was initially projected at 500K)
 - c) And then adjust the UNA budget to show the \$14K as an added expense and also increase the grant amount by \$14K

DISCUSSION

In fiscal 2017/18, as part of a 5 year plan, the Joint Financial Task Force made the attached recommendations, enacted by UNA, UBC and UBCPT, which are still in place as of 2020/21. Under this agreement, UBC would absorb the annual Botanical Gardens cost and UNA members would retain access at no cost.

The Botanical Gardens reached out on May 13, 2020 to advise the UNA that the Garden will no longer be open at no cost to UNA members as they have not been compensated in the past two years (emails attached).

Carole Jolly has reached out to Patrick Lewis, Director, UBC Botanical Garden, and UBC to facilitate, but the issue remains unsolved. To retain UNA member access at no cost, it is recommended that UNA pays the current year Botanical Garden invoice and request reimbursement from UBC through the Community Service Grant.



Joint Task Force Recommendations:

Responsibility	Category	Description	Total 17/18 Amount
UBC	Facility Access	<ul style="list-style-type: none"> ▪ Eliminate UNA contribution and keep free access for: ▪ Botanical Gardens ▪ Museum of Anthropology ▪ UBC Library 	\$14,000 \$5,000 \$10,000
		<ul style="list-style-type: none"> ▪ Replace formula and 15% cap in Schedule F of Neighbours Agreement to 7.5% of Neighbourhood Levies ▪ Allow staged withdrawals from Access Reserve for transition period (still to be negotiated with UNA/Athletics) ▪ Keep discounted rates and programming 	~\$260k (subject to discussions about Access Reserve)
	Joint Programs	<ul style="list-style-type: none"> ▪ Eliminate Community Energy Manager cost-sharing with UBC C+CP 	\$12,000
	Administration	<ul style="list-style-type: none"> ▪ Eliminate UBC Finance Services Levy admin fee, mailout, collection and audit costs 	\$82,000 (\$57k admin fee + \$25k other)
SUBTOTAL			\$383K
UBCPT	Operations	<ul style="list-style-type: none"> ▪ Reduce UNA landscaping fees by \$330k ▪ Keep services levels the same, absorb costs within UBCPT budgets 	\$330,000
SUBTOTAL			\$330K
UNA	Operations	<ul style="list-style-type: none"> ▪ Budget reductions ▪ Additional revenue opportunities 	\$70k TBD
	Reserves	<ul style="list-style-type: none"> ▪ Use existing reserves to address the remainder 	TBD
TOTAL			\$1m



Report Date: July 13th, 2020
Meeting Date: July 21st, 2020
From: Sundance Topham, Chief Administrative Officer
Subject: Racial Bias and Respect in the Workplace Training Options

Background

At the June 16th, 2020 Meeting the Board passed the following resolution:

That the University Neighbourhoods Association (UNA) Board commits to investigate ways in which to train UNA staff and Board directors in dealing with issues of racial bias.

At the meeting staff also noted that the organization was already looking at receiving Respect in the Workplace Training, and that it may be possible to combine the training in order to save money and time.

Staff have reached out to our Human Resources (HR) Consultant for options available to the organization, and these options are presented for Board consideration.

Decision Requested

THAT the Board provide direction to Staff in regard to next steps in relation to Racial Bias Training and Respect in the Workplace Training for UNA Directors and staff.

Discussion

Creating a healthy workplace environment includes ensuring that the organization has proper HR training available to support all members of the organization, from the Board to management to front-line staff.

The recent Black Lives Matter protests, and the resulting statement from Chair Watson in regard to racism, led to a conversation at the Board table about racial bias, and potential organizational training that could take place.

When the topic was brought up at the Board table, staff noted that the organization was already looking at having Respect in the Workplace Training, and that it may be possible to combine the training in order to save money and time.

Staff reached out to our HR consultant to discuss this in more detail, and we have received the following potential options for Racial Bias and Respect in the Workplace Training.

The first option is to have hold a racial bias/intercultural awareness training session followed by a subsequent Respect in the Workplace session.

The thought process on this sequencing is that the Black Lives Matters movement is now, and to wait until the fall to discuss may be too late. This option looks at providing some online training for the Board in the immediate term, followed by employee sessions later in the fall (online or in person depending on COVID-19).

The timeline of this option would be as follows:

- August – Board workshop on racial bias/intercultural awareness as soon as possible in light of the current social sentiment.
- September – Employee workshop(s) on racial/intercultural awareness; share Board commitment.
- October/November – Respect in the Workplace sessions with Board and staff as the operations open up and employees return to work.

The second option is to hold off until the fall for both Board and staff workshops. If this is the decision, then the thought is that it could be better to start with a respect in the workplace session, and – after the topic of racial bias and discrimination is introduced during this session - then follow up with a separate session on racial bias and intercultural awareness later. Depending on COVID-19 these sessions would be either in-person or online.

The timeline of this option would be as follows:

- October – Respect in the Workplace sessions with Board and staff.
- November – Board workshop on racial bias/intercultural awareness.
- December – Employee workshops to discuss racial bias/intercultural awareness.

Overall timing of these options is complicated by summer vacation during the August timeframe, and then the Special General Meeting planning (and potential outcomes) for later in the fall.

Regardless of the timing, the following draft workshop agendas are presented for discussion:

Draft Workshop Agenda for Board Session on Racial Bias/Intercultural Awareness

1. Introduction to diversity and inclusion – The human and the business case and how this is built on a foundation of respectful workplace policy, practice, and commitment.
2. Unconscious bias – What it is, why we have it, some examples of bias related to race and techniques to mitigate bias.
3. Intercultural connections – Definition of culture and the impact of world view/lived experience.
4. Inclusive leadership – What this means; choosing curiosity over judgement.

Draft Workshop Agenda for Employee Session on Racial Bias/Intercultural Awareness

1. Introduction to diversity and inclusion – Employee experience, customer interaction and how this is built on a respectful workplace policy, practice and commitment.
2. Unconscious bias – What it is, why we have it, sharing examples of where this has come up and what employees have experienced.
3. Intercultural connections – Definition of culture and how our world view/lived experience impacts how we work together.
4. Bias interrupters – How to check assumptions and create/ensure a welcoming, inclusive, and respectful workplace culture.

Draft Workshop Agenda for Respect in the Workplace Sessions

1. Current events – Review of topical issues related to respect in the workplace.
2. Relevant legislation – Review of human rights and health & safety legislation.
3. Definition of bullying, harassment & discrimination.
4. Review policy & expectations – Review of UNA policies and expectations of employees, managers and Board.
5. Steps to address and report inappropriate behaviour – Escalation process for complaints.
6. Rights and responsibilities – Discussion on employee and management rights and obligations.

In terms of next steps, if the Board decides to move forward with training it is recommended that they confirm which process and timing works best. Once this has been confirmed staff will work to try and arrange dates that work.

Financial Implications

In terms of the financial implications of the sessions, there will be some cost savings if the sessions are combined, but if there are multiple sessions held separately, there will be minimal cost savings.

The costs of the workshops will range between \$2,500 and \$13,000 depending on how many and in what format (i.e. Just the Board for racial bias training, versus Board and staff for both racial bias training and respect in the workplace session – with individual sessions for each workshop).

Overall funding for HR training is contained within the approved 2020-21 UNA Budget.



Operational Implications

Participation in the sessions will require overall staff involvement in relation to planning and participation – with multiple sessions required to provide the full training to all employees.

Strategic Objective

None

Attachments

None

Concurrence

1. Morgan Chung, Manager of Finance

Respectfully submitted,

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Sundance Topham
Chief Administrative Officer