



## ISLAND SAVINGS CENTRE COMMISSION MEETING AGENDA

THURSDAY, OCTOBER 12, 2017  
ISLAND SAVINGS CENTRE BOARD ROOM  
2687 JAMES STREET, DUNCAN, BC

2:30 PM

---

	<u>PAGE</u>
1. <b><u>APPROVAL OF AGENDA</u></b>	
2. <b><u>ADOPTION OF MINUTES</u></b>	
M1 Regular Island Savings Centre Commission Meeting of September 14, 2017	1
<b>Recommendation</b> That the Regular Island Savings Centre Commission meeting minutes of September 14, 2017 be adopted.	
3. <b><u>BUSINESS ARISING FROM THE MINUTES</u></b>	
4. <b><u>DELEGATIONS</u></b>	
5. <b><u>CORRESPONDENCE</u></b>	
6. <b><u>INFORMATION</u></b>	
7. <b><u>REPORTS</u></b>	
R1 Report from the Manager, Island Savings Centre Division and J. Cullington, Consultant Re: Report on Community Consultation 2017: Future Use of Space at the Centre	5
<b>Recommendation</b> That the report from Judith Cullington & Associates (JCA) titled Island Savings Centre Report on Community Consultation 2017: Future Use of Space at the Centre be received for information.	
R2 Report from the Manager, Island Savings Centre Division Re: Cowichan Valley Arts Council Rental Agreement Amendment	47
<b>Recommendation</b> That the amendments to the Island Savings Centre Facility Rental Agreement and Rider	

with the Cowichan Valley Arts Council from November 1, 2014 to October 31, 2019 to include use of the Arbutus Gallery, be approved.

- |    |  |               |
|----|--|---------------|
| R3 | Report from the Coordinator, North / Central Cowichan, Facility and Transit Division Re: Facility Update | Verbal Report |
| R4 | Report from the Manager, Arts and Culture Division Re: Division Update                                   | Verbal Report |
| R5 | Report from the Manager, Island Savings Centre Division Re: Division Update                              | Verbal Report |

8. **UNFINISHED BUSINESS**

9. **NEW BUSINESS**

- |     |   |    |
|-----|---|----|
| NB1 | Ms. S. Jackson, Commission Vice Chair Re: Island Savings Centre Lobby Washrooms | 67 |
|-----|---|----|

**Recommendation** For Information

10. **QUESTION PERIOD**

11. **CLOSED SESSION**

Motion that the meeting be closed to the public in accordance with the *Community Charter* Part 4, Division 3, Section 90, subsections as noted in accordance with each agenda item.

CS M1 - Closed Session Minutes of July 13, 2017 Island Savings Centre Commission

CS R1 - Report from the Manager, Island Savings Centre Division Re: Security of Property - Third Quarter Building Security Update {Sub (1)(d)}

12. **ADJOURNMENT**

The next Island Savings Centre Commission Meeting will be held Thursday, October 26, 2017 at 2:30 PM, in the Island Savings Centre Board Room, 2687 James Street, Duncan, BC.

**Commission Members**

Councillor A. Siebring, Chairperson  
Councillor, S. Jackson, Vice-Chairperson  
Councillor T. Duncan  
Mayor J. Lefebure

Director L. Iannidinardo  
Director A. Nicholson  
Councillor T. Walker

Minutes of the Island Savings Centre Commission Meeting held on Thursday, September 14, 2017 in the Island Savings Centre Board Room, 2687 James Street, Duncan BC at 2:30 PM.

**PRESENT:** Councillor A. Siebring, Chair  
Director Sharon Jackson  
Director Alison Nicholson  
Director T. Duncan  
Director L. Iannidinardo  
Mayor J. Lefebure

**ALSO PRESENT:** J. Elzinga, General Manager, Community Services  
Kirsten Schrader, Manager, Arts and Culture  
T. Askham, Manager, Island Savings Centre  
B. Coleman, North/Central Cowichan Facilities Coordinator, Facilities & Transit  
A. MacFarlane, Recording Secretary

**ABSENT:** Councillor T. Walker

**APPROVAL OF AGENDA**

**It was moved and seconded that the September 14, 2017 agenda be approved.**

**MOTION CARRIED**

**ADOPTION OF MINUTES**

**M1** Regular Island Savings Centre Commission meeting of July 13, 2017

**It was moved and seconded that the minutes of the Regular Island Savings Centre Commission meeting of July 13, 2017, be adopted.**

**MOTION CARRIED**

**DELEGATIONS**

**D1** Ms. S. Down, President, and Mr. R. Riordan, Treasurer, Cowichan Valley Arts Council Re: Cowichan Valley Arts Council - Present and Future

**It was moved and seconded that staff report on the implications of Cowichan Valley Arts Council’s growth within the building, with the understanding of the Commission’s interest in supporting their initiatives.**

**MOTION CARRIED**

**INFORMATION**

**IN1** Ms. S. Jackson, Commission Vice Chair Re: Island Savings Centre Parking Lot Landscaping

Following up on community concerns expressed to Councillor Jackson regarding the size of the newly planted trees in the Island Savings Centre parking lot landscape, it was reaffirmed that the trees that were purchased and installed were very appropriate for the site design and budget. Purchasing larger trees would have had great financial impact as well as sourcing larger specimens is often impossible. Without irrigation, more mature trees would have been at a very high risk of failure. In time the trees in this landscape will mature to significance.

**REPORTS**

**R1** Report from the Manager, Island Savings Centre Division Re: Licence of Occupation Renewal - Parking Lots

**It was moved and seconded that it be recommended to the Board that the proposed Licence of Occupation for the lands comprising the Island Savings Centre parking lots from the City of Duncan and the Municipality of North Cowichan as joint owners, effective October 1, 2017 to September 30, 2022, be approved.**

**MOTION APPROVED**

**R2** Report from the Coordinator, North / Central Cowichan, Facility and Transit Division Re: Facility Update

B. Coleman, Coordinator, Facilities and Transit Division, provided a verbal report and update on operations at the Island Savings Centre.

**R3** Report from the Manager, Arts and Culture Division Re: Division Update

K. Schrader, Manager of Arts and Culture Division, provided a verbal report with updates on events and programs at the Arts and Culture Division.

**R4** Report from the Manager, Island Savings Centre Division Re: Division Update

T. Askham, Manager of the Island Savings Centre Division, provided a verbal report and update on programs and administration at the Island Savings Centre.

**ADJOURNMENT**

**3:20 PM.**

**It was moved and seconded that the meeting be adjourned.**

**MOTION CARRIED**

The meeting was adjourned at 3:20 PM.

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Recording Secretary

Dated: \_\_\_\_\_





# STAFF REPORT TO COMMISSION

**DATE OF REPORT** October 6, 2017

**MEETING TYPE & DATE** Island Savings Centre Commission of October 12, 2017

**FROM:** Island Savings Centre Division  
Community Services Department

**SUBJECT:** Community Consultation Report

**FILE:** N/A

## PURPOSE/INTRODUCTION

The purpose of this report is to provide information relative to the Report on Community Consultation 2017: Future Use of Space at the Centre, delivered to the Commission at its meeting October 12, 2017.

## RECOMMENDED RESOLUTION

That the report from Judith Cullington & Associates (JCA) titled Island Savings Centre Report on Community Consultation 2017: Future Use of Space at the Centre be received for information.

## BACKGROUND

In response to the ownership of the former Aquannis Centre in Fall 2016 transferring to the CVRD, and a proposal from a group of community serving agencies in early 2017 to renovate and occupy that space along with additional space at Island Savings Centre, the Commission contracted with JCA to consult with the community.

The consultation process sought public and stakeholder opinion on the current programs and services along with preferred new or expanded programs and services. The broad approach opened the door for the public to imagine programs, services and possible facility uses/changes that may not yet have been proposed, allowing the Commission to consider the widest possible range of visions in any re-development of the former Aquannis Centre wing.

## ANALYSIS

Specific feedback regarding current and new programs that are able to be implemented without facility modifications, were passed along to the program team for immediate inclusion in their program planning. Specific feedback regarding the library's programs and services and the Cowichan Aquatic Centre programs and services were passed along to those organizations prior to the release of the full report.

The report identifies a number of potential areas for program and service development including the broad category of child care, and healthy options related to food services within the building.

The public interest in child care was non-specific in terms of age ranges, licensing and service hours. Should the Commission wish to explore this service area, further study is suggested to determine both community need and the appropriate business model.

There was some public comment regarding a desire for healthy food options within the building. In 2011/2012, the Commission established a food service sub-committee which determined that the vending options would adhere to the Province's healthy vending model, and that a concession vendor would be sought to provide "stadium-style" food choices. The current vendor does offer both soup and salads in addition to some traditional stadium foods along with their signature "fish

'n chips" menu. The current concession contract is in place until May 31, 2018, and the current vending contract expires July 15, 2018.

#### FINANCIAL CONSIDERATIONS

There are no financial considerations with respect to receipt of the report. Financial implications of future possible facility improvements or program enhancements will be considered within the context of those discussions.

#### COMMUNICATION CONSIDERATIONS

None.

#### STRATEGIC/BUSINESS PLAN CONSIDERATIONS

None.

Referred to (upon completion):

- Community Services (*Island Savings Centre, Cowichan Lake Recreation, South Cowichan Recreation, Arts & Culture, Public Safety, Facilities & Transit*)
- Corporate Services (*Finance, Human Resources, Legislative Services, Information Technology, Procurement*)
- Engineering Services (*Environmental Services, Recycling & Waste Management, Water Management*)
- Land Use Services (*Community Planning, Development Services, Inspection & Enforcement, Economic Development, Parks & Trails*)
- Strategic Services

Prepared by:



Terri Askham  
Manager

Reviewed by:

Not Applicable  
Not Applicable



John Elzinga  
General Manager

#### ATTACHMENTS:

Attachment A – Report on Community Consultation 2017: Future Use of Space at the Centre,  
JCA Judith Cullington & Associates





Attachment A

# Island Savings Centre

## Report on Community Consultation 2017: Future Use of Space at the Centre

JCA Judith Cullington & Associates

September 2017



## Contents

Contents .....	ii
Table of Figures .....	ii
<b>Executive Summary .....</b>	<b>iii</b>
<b>2017 Community Consultation.....</b>	<b>1</b>
The Island Savings Centre .....	1
2017 Community Consultation .....	2
Summary of Consultation Findings.....	3
Expansion or Reduction of Existing Services.....	4
Potential New Services.....	6
Other Ideas for Programs and Services .....	8
Priority for Space at the Centre .....	10
Long Term Planning .....	11
Recommendations.....	11
<b>Appendix A: Comments from Round 1 Consultation.....</b>	<b>14</b>
PlaceSpeak Results .....	14
Comments from Hard Copy Surveys .....	23
Workshop Comments .....	25
Other Input .....	27
Interviews .....	31
<b>Appendix B: Comments from Round 2 Consultation.....</b>	<b>33</b>

## Table of Figures

Figure 1: Expanded or reduced programs (PlaceSpeak responses).....	5
Figure 2: Expanded or reduced programs (responses from paper surveys) .....	5
Figure 3: Support for new services (PlaceSpeak responses).....	6
Figure 4: Support for new services (responses from paper surveys) .....	6
Figure 5: Ranking of potential services (round 2 responses) .....	8
Figure 6: Priority for Providers (PlaceSpeak responses).....	10

All photos © Judith Cullington

## Executive Summary

The Island Savings Centre conducted a community consultation during May – July 2017, to hear from users and the general public regarding existing and new programs and services at the Centre. The consultation was conducted online using the PlaceSpeak site, in person through workshops, casual conversations and interviews, and through paper surveys and poster boards at the Island Savings Centre. About 200 comments were made in various ways; relatively low participation given the large numbers and diversity of people who come to the Centre. Survey results cannot be considered statistically valid, but nonetheless there are a wide range of comments that provide helpful insight for the Island Savings Centre Commission.

Based on the input from this community consultation, the Island Savings Centre Commission may wish to consider the following recommendations. As these are ‘wish list’ items, each would require consideration of its business case as well as suitable and available funding sources.

### *Physical improvements / changes to the building*

- ♦ Improve the bathrooms, paying attention to access for people with physical challenges, gender-neutral options, and having the bathrooms near the gymnastics centre available when the centre is in use.
- ♦ Make the long hallways ‘friendlier’, perhaps by adding artwork and / or playing upbeat music.
- ♦ Improve the HVAC system to provide more balanced heating and cooling.
- ♦ Add a small recital theatre, as proposed at an earlier date (~2001).
- ♦ Create a ‘community centre’ feel by developing a welcoming community gathering space at the centre, where people can meet, chat and have coffee (or similar). This needs to consider ways to discourage loitering or undesirable behaviours.
- ♦ Make more space available for Portals to rent; discuss the potential for a public art gallery with the Cowichan Valley Arts Council.

### *Changes to existing programs and services*

- ♦ Expand the types of service and opportunity available at the teen drop-in centre, including a safe zone for at-risk teens.
- ♦ Review the existing sports and recreation offerings and consider:
  - More pre-school and toddler programs
  - More day camps

- More outdoor activities for tweens and teens
- Non-competitive sports options for adults
- More dance programs
- ◆ Look at options for providing healthier food choices, including requirements for healthier choices when the food services contract is renewed, and / or inviting applications from new private service providers.
- ◆ Expand adapted programs for people with mental and / or physical challenges.
- ◆ Expand the types of programs offered at the Performing Arts Centre. Suggestions included local performers, film nights and a speaker series.
- ◆ Make it easier for low-income families and individuals to register for programs.
- ◆ Offer programs on life skills, such as renters' rights, home maintenance, cooking, and budgeting.

#### *Possible new services*

- ◆ Explore the need and business case for offering / delivering affordable child care.
- ◆ Create a community garden at the centre, working with local volunteers. This could be used to teach gardening skills, and provide food for the local food bank.
- ◆ Offer a new community kitchens program, that teaches cooking skills, provides a place to make batch meals, and offers low-cost lunches once or twice a week.

#### *Synergies with other community organizations*

- ◆ Explore opportunities to provide PE and art space for VIU students.
- ◆ Identify a proponent who could work with non-profits and community groups to develop a high level proposal for a multi-service health / social / family centre to be located at the Island Savings Centre, and make this proposal available for public review and comment prior to determining if the community would support this use at the centre.
- ◆ Continue to liaise with both VIU and the School District to identify partnership opportunities as new and expanded facilities (e.g., the new high school) are built.

# 2017 Community Consultation

## The Island Savings Centre

The Island Savings Centre is a large and popular sports, recreation and culture facility in the Cowichan Valley, located just north of Duncan. It is easily recognizable as the eastern entrance displays the world's largest hockey stick—a legacy of Expo '86.

Built in 1978, the centre includes the Cowichan arena, a large multi-purpose hall / gymnasium, activity and meeting rooms, a gymnastics facility, dance studios, teen drop-in centre, the Cowichan Performing Arts Centre, the Cowichan branch of the Vancouver Island Public Library, and Portals (an arts space operated by the Cowichan Valley Arts Council). The centre is also well used by students at the Cowichan Secondary School across the street.

This facility is operated by the Cowichan Valley Regional District (CVRD), under the guidance of the Island Savings Centre Commission.

The Island Savings Centre continues to grow and change, as it has done since its inception. Current drivers of change include the following.

- ♦ **Available space:** The CVRD has taken over responsibility for the space formerly used by the Aquannis Centre (pool), which was decommissioned and rebuilt on the adjacent site. Part of this former Aquannis Centre space is being used for gymnastics, office space and storage, but much is unused or under-used. A design charrette in 2011 identified creative possibilities, but was not acted on due to lack of funding. The Island Savings Centre Commission has identified the potential to use this space for new or expanded services, perhaps through re-organization of some of the existing space.
- ♦ **New high school:** The School District plans to rebuild Cowichan Secondary School on the site adjacent to the Cowichan campus of Vancouver Island University (VIU), when funding is available. The new school would include gym space for the students, freeing up space at the Island Savings Centre (especially the multi-purpose gym).

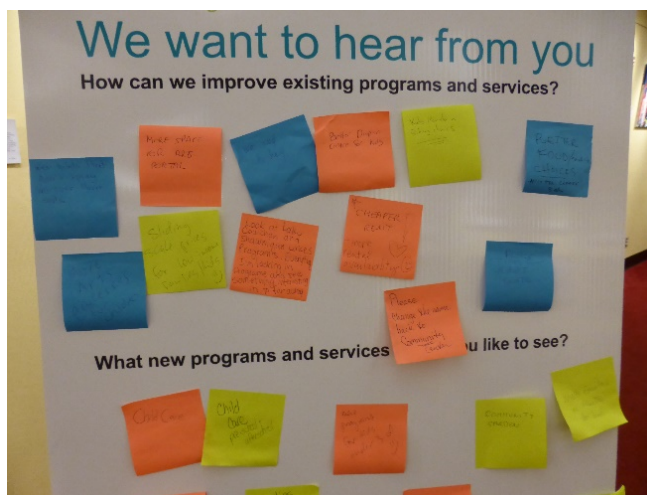
- ♦ **University Village:** The Island Savings Centre, VIU and proposed new high school are in a neighbourhood (sometimes called the University Village) that is identified for significant change in the coming decades. This will include more high-density housing nearby. The growing student population at VIU could also create new demands for space at the centre.

## 2017 Community Consultation

In 2017, the Island Savings Centre Commission commissioned a community consultation to hear from users and the general public about their thoughts on new and expanded programs and services at the centre.

The community consultation involved two phases (May – June 2017 and July 2017) and sought public comment through a variety of means.

- ♦ **PlaceSpeak:** The CVRD (and its member municipalities) have more than 1,000 followers on the PlaceSpeak ([www.placespeak.com](http://www.placespeak.com)) online platform, and have successfully used this for several consultation processes. Information on the consultation was posted on the PlaceSpeak site, with an opportunity for people to provide comment through surveys, polls and a discussion forum.
- ♦ **Emails to user groups:** The Island Savings Centre maintains an email contact list for groups who provide programs and services at the centre. All information posted on PlaceSpeak was also emailed to this list, encouraging them to share this information with their membership and to provide input via the PlaceSpeak site or by email.
- ♦ **Paper copies of surveys:** The online survey at PlaceSpeak was also made available in hard copy at the front desk of the centre, and at the workshops.
- ♦ **Workshops:** Two workshops (afternoon of June 19 and evening of June 20) provided an opportunity for more in-depth discussion of ideas. These were advertised widely through PlaceSpeak, user emails, and notification in the local paper.
- ♦ **Casual conversation:** On three separate occasions, the consultant (Judith Cullington & Associates) spent time at the centre talking to visitors and encouraging input.



- ♦ **Poster boards:** Poster boards were left in three locations at the centre for the month of June, and people were encouraged to add ideas and comments via 'sticky notes'.
- ♦ **Interviews:** Interviews were held with representatives of Vancouver Island University and Safe Youth Cowichan.

The first round of consultation asked an open question about the new or expanded programs and services that could be offered. The second round posted key ideas on PlaceSpeak and asked for feedback and preferences.

## Summary of Consultation Findings

A complete list of the comments received during the consultation process is provided the appendices.

It should be noted that, overall, there was a low level of participation in this consultation. This may in part be due to satisfaction with services already offered—during the casual conversations, several people said they couldn't think of anything they would want to change. As well, the lack of a controversial 'hot button' topic generally lowers participation in a process such as this.

Low participation means that the results are not statistically valid. There is also an inherent bias as these comments come from people who were sufficiently motivated (for a variety of reasons) to take the time to comment. The findings and charts below should be viewed simply as a sample of ideas and a sense of support (or lack of support). The comments are, however, rich with information and ideas, a few of which are included as quotes in the margin.

Some of the comments received related to library services and the pool, over which the CVRD has no jurisdiction. These comments have been passed along to these organizations and are included in the appendices, however they are not listed below.

Overall, there were about 200 comments made through the PlaceSpeak survey (461 views, with 48 initial surveys and 8 follow-up surveys completed), the discussion forum (51 views and 12 comments), the paper survey (21 completed), workshops (14 attendees), and over 100 'sticky note' comments. The people who filled out paper surveys are more likely to be regular users of the centre (daily or weekly visitors), the online PlaceSpeak surveys included people who visit less frequently (monthly or annually).

Ideas and comments from participants included the following.

### Expansion or Reduction of Existing Services

Participants were asked about categories of programs and services that they would like to see expanded, kept about the same, or reduced. Most opted to keep the level of service about the same (*Figures 1 and 2*), but there was notable support for increased children's activities, youth / teen activities, camps, adult sports and recreation and the Cowichan Performing Arts Centre (CPAC). For many of these, participants had 'no opinion', presumably because they do not use this service.

Suggestions for expansion of existing services included more adult learning programs, including ones related to food preparation, home management / maintenance, life skills courses, and meet-ups and programs to encourage social interaction. Some asked for updated meeting spaces, and low-cost access to meeting rooms for non-profit groups.

Several respondents expressed a desire to keep programs affordable for families and seniors. This includes making it easy for low income families to register at low / no cost. Others expressed a concern about the cost of running the centre and the impact on taxes.

*"Anything that can done to keep kids active, fit and engaged with their peers should be a priority."*

*"How to make friends (when you're new to the community and / or retired)"*

*"Community cooking programs to teach low income families how to prepare nutritional meals on a budget."*

*"Thanks for the EV charging stations."*



**Survey Question: Island Savings Centre offers a variety of programs and services. Which of the following would you like to see expanded, reduced, or kept about the same?**

Figure 1: Expanded or reduced programs (PlaceSpeak responses)

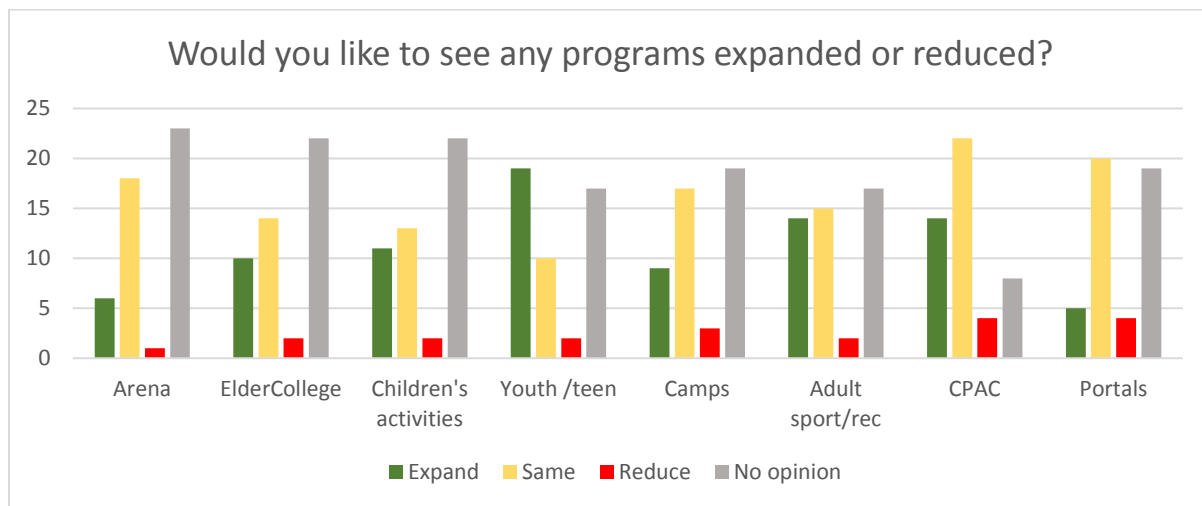
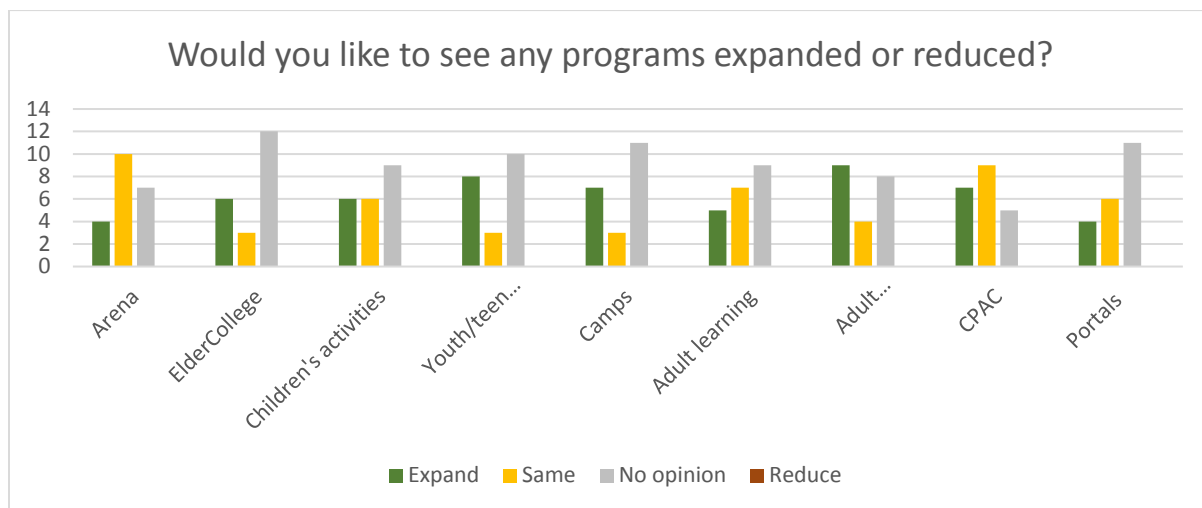


Figure 2: Expanded or reduced programs (responses from paper surveys)



Teen drop-in centre

### Potential New Services

“Creating spaces that can be used for multi purposes as well as including long term tenants and shared administration space. There are incredible examples already in existence including *Wale Road [in Colwood]* and *Sooke Child and Family Centre.*”

Participants were asked to comment on a list of potential new services, such as child care, food services and a new family services centre. Opinions were varied (*Figures 3 and 4*), but most were in favour of offering child care, family services and adapted sports (for adults and children with physical / mental challenges). Opinion was divided on having a food bank and social services (with some strongly against this); equally new food services would be welcomed by some, while others felt that options were already available nearby.

**Survey Question: There is an opportunity to re-organize space at the Island Savings Centre to offer new programs and service. Would you support any of the following being offered at the Island Savings Centre?**

Figure 3: Support for new services (PlaceSpeak responses)

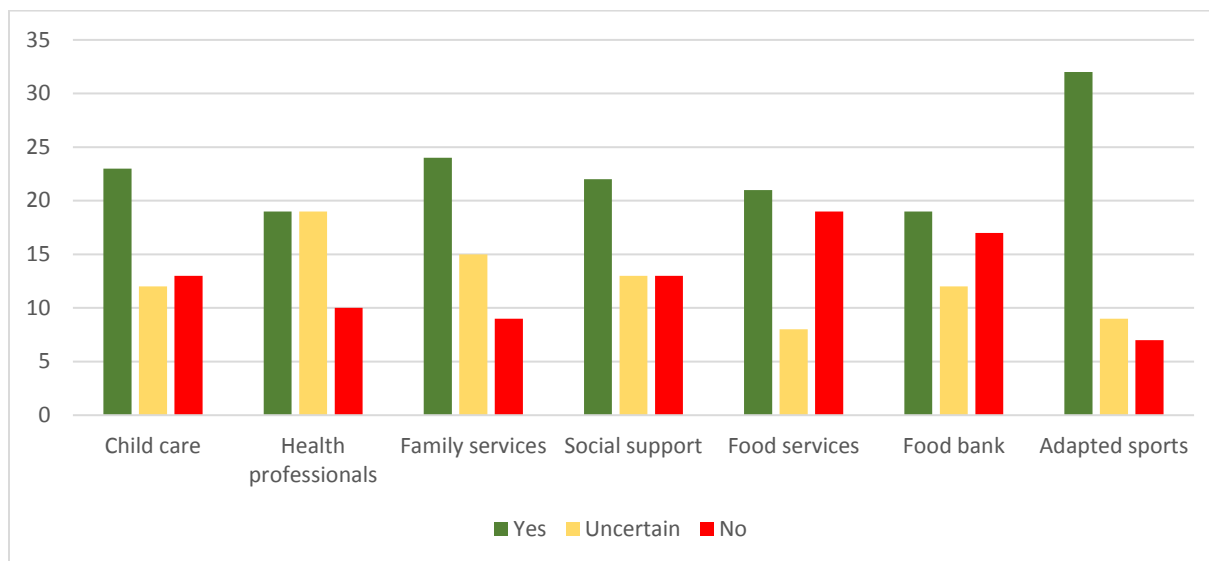
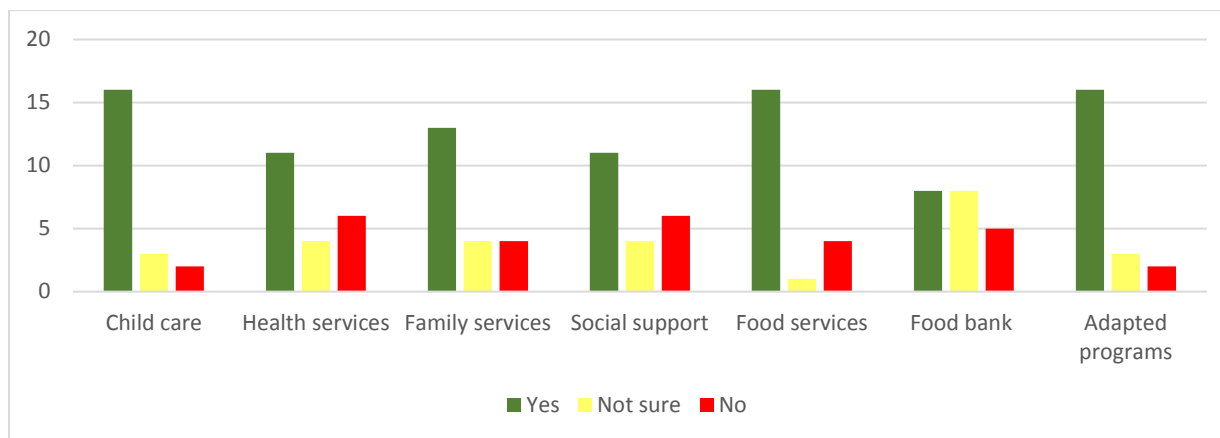


Figure 4: Support for new services (responses from paper surveys)



*"After school care and sports programs with open accessibility to children with either developmental disabilities or physical challenges. There is a HUGE gap in services for these children."*

*"I think the Island Saving Centre would make a great "hub" type of space with recreation, support services, youth services etc."*

*"Working in isolation is not effective- working collaboratively to address multiple needs in one space has been proven to make a significant difference."*

*"Food bank should stay where it is."*

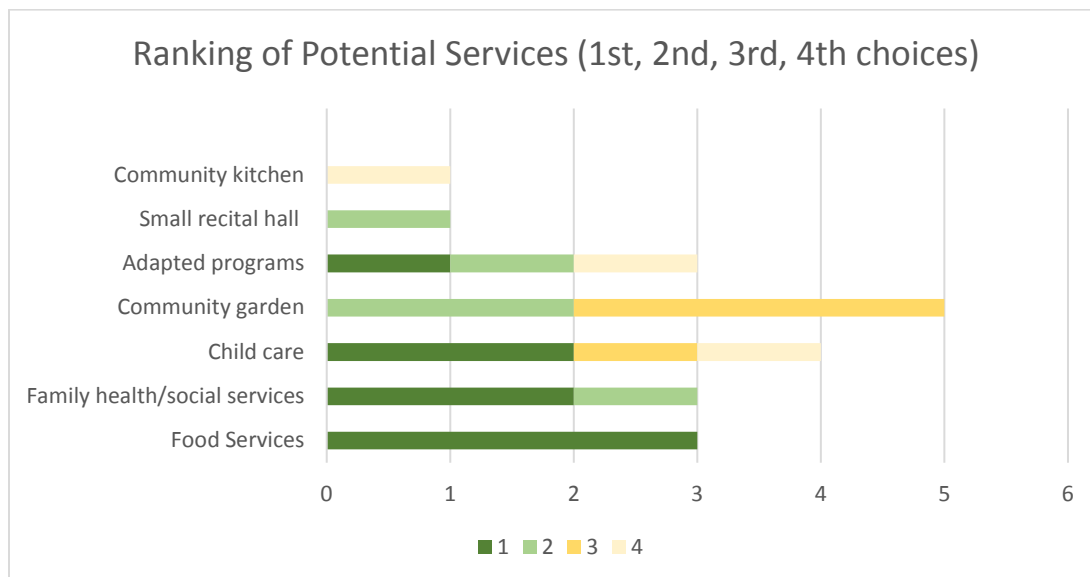
Some of the comments on the possible new services were:

- ♦ **Child care:** Many respondents liked the idea of having child care services available. This included preschool care, after-school care, and drop-in child care for parents attending classes. There was also a request for after school care and programs for children with disabilities.
- ♦ **Health services, family services and social support services:** Respondents combined these ideas, supporting a 'hub' where people can access these services at a single location.
- ♦ **Food services:** It was noted that there are no 'healthy' food options on site—and this should be offered in a place that promotes healthy activity. Some felt that these services are already available in the community.
- ♦ **Food bank:** While some supported this idea, others were strongly against it.
- ♦ **Adapted programs:** There was strong support for more adapted programs and services.

The second PlaceSpeak survey (July 2017) asked people to comment on and rank potential services in order of preference (*Figure 5*). It should be noted that participation in this second survey was extremely low (eight respondents). A full list of comments is provided in Appendix B.

Of the respondents, most supported the idea of more food services, a family health / social services centre, child care, a community garden and adapted programs. Some were against these, noting that these services were available in the community, and expressing concerns about cost and taxpayer impact.

Figure 5: Ranking of potential services (round 2 responses)



## Other Ideas for Programs and Services

- ♦ **Programs for children and youth:** There were requests for more pre-school programs during school hours. Dance, hip-hop, yoga, rugby, cooking, cheerleading, and mountain biking classes for young people were all suggested.
- ♦ **Teen programs:** There were requests for more teen activities such as dances, in addition to improvements and extended hours for the teen drop in area. In addition, some asked for a 'safe zone' drop in area, including work opportunities for at risk youth (the centre was seen as a good location, close to the school). Others felt this type of social service is and should be offered elsewhere in the community.
- ♦ **Cultural programs:** There were ideas for different programs at the Performing Arts Centre such as speakers and film nights; arts classes for adults and youth should be offered.
- ♦ **Adult sports and recreation:** Suggestions included squash courts, an indoor jogging track, laughter yoga, a running program, martial arts, and non-competitive sports leagues for adults.
- ♦ **More options, greater visibility:** Some expressed frustration that programs offered at other CVRD recreation centres were not available here, and said they found the hard copy and online program hard to read. Some asked for evening / weekend programs that accommodated work schedules.

*"Add gender queer androgynous two-spirit and transgender to your gender options!"*

*"Offer healthy, organic food options."*

*"Water fountain on theatre level."*

*"More space for Portals."*

*"I wish our community centre felt more like a neighbourhood house – more community feeling in lobby, more hangout space to get to know each other. It looks like this place is mainly about the theatre not a community space."*



Portals

- ♦ **A small recital hall:** Participants at the workshop noted that a small recital hall has been planned in the early 2000s, together with a restaurant, and that this hall is still needed to provide affordable rental space to smaller groups.
- ♦ **More space for Portals:** There is a need for more display and classroom space.
- ♦ **A community garden:** This could be located on the James St. side. It could be used for teaching and growing food for the food bank. A bee pollinators garden was also proposed.
- ♦ **Affordable and accessible programs:** Make it easy for low income families to register, with a sliding scale of fees, and cheaper rent for facilities.
- ♦ **Bathrooms:** Several people identified the need to upgrade the bathrooms (including for people with disabilities), and to make the bathrooms near the gymnastics area available at all times. Gender neutral options were also requested.
- ♦ **Community centre 'feel':** Both seniors and youth commented that there is no social space where people can chat and connect, have coffee, and relax. Seating areas have been removed because of the challenges of nuisance behaviours associated with people 'hanging out', and yet this has taken away from the family friendly / welcoming / community centre feel.

### Priority for Space at the Centre

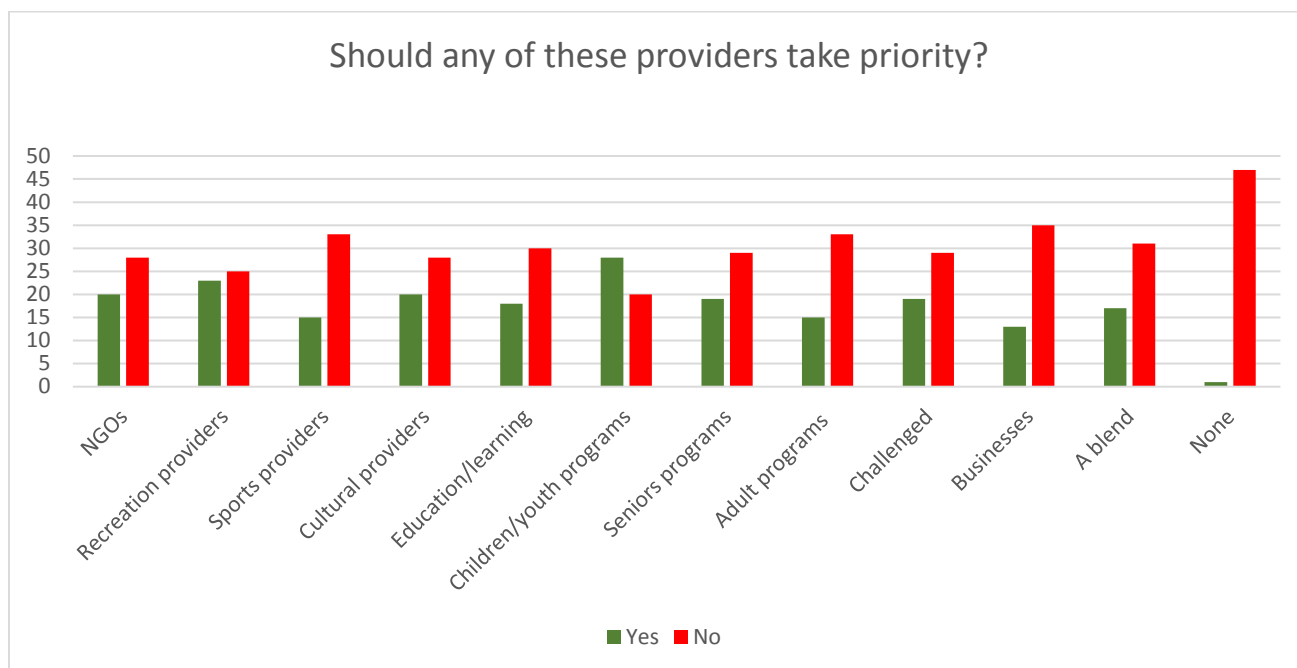
When asked which services providers might be a priority for space at the Island Savings Centre, only 'children / youth' programs were given more 'yes' than 'no' answers (*Figure 6*).

Respondents suggested that any businesses using the centre should be supportive of safe and healthy living. There is an opportunity for public / private / nonprofit partnerships developing joint services.

Several respondents expressed concern about social services and food banks being located at the centre, concerned that this is not a good fit where young children are coming, and that it can bring associated problems such as drug use.

#### Survey Question: Who should be given priority for available space at the Island Savings Centre?

Figure 6: Priority for Providers (PlaceSpeak responses)



## Long Term Planning

*"Invest in maintaining existing infrastructure - don't delay needed repairs and think that saves money."*

*"When the contract ends, change the name to a non-sponsored name. Calling it the Island Savings Centre still confuses people."*

In response to a question on how the Island Savings Centre should plan for the longer term, people noted the need to revisit this question regularly as needs and desires change over time. The need to regularly maintain and repair the building was noted. Examples include the need to improve the long hallways, and a need for better lighting and a better (more even) heating / cooling system. Adding solar panels and roof gardens was suggested.

Several people mentioned that they preferred the former name (Cowichan Community Centre) and would like to see it revert to that name.

Again, the need to keep taxes reasonable was expressed.

## Recommendations

Subject to available funding from appropriate sources, the Island Savings Centre Commission may want to consider the following changes to programs and services.

### Physical improvements / changes to the building

- ♦ Improve the bathrooms, paying attention to access for people with physical challenges, gender-neutral options, and having the bathrooms near the gymnastics centre available when the centre is in use.
- ♦ Make the long hallways 'friendlier', perhaps by adding artwork and / or playing upbeat music.
- ♦ Improve the HVAC system to provide more balanced heating and cooling.
- ♦ Add a small recital theatre.
- ♦ Create a 'community centre' feel by developing a welcoming community gathering space at the centre, where people can meet, chat and have coffee (or similar). This needs to consider ways to discourage loitering or undesirable behaviours.
- ♦ Make more space available for Portals to rent; discuss the potential for a public art gallery with the Cowichan Valley Arts Council.

*"Keep asking as neighborhoods and peoples need change."*

*"Keep up the good work and take the ideas that people bring to you, as it is important to listen"*

## Changes to existing programs and services

- ♦ Expand the types of service and opportunity available at the teen drop-in centre, including a safe zone for at risk teens.
- ♦ Review the existing sports and recreation offerings and consider:
  - More pre-school and toddler programs
  - More day camps
  - More outdoor activities for tweens and teens
  - Non-competitive sports options for adults
  - More dance programs
- ♦ Look at options for providing healthier food choices, including requirements for healthier choices when the food services contract is renewed, and / or inviting applications from new private service providers.
- ♦ Expand adapted programs for people with mental and / or physical challenges.
- ♦ Expand the types of programs offered at the Performing Arts Centre. Suggestions included local performers, film nights and a speaker series.
- ♦ Make it easier for low-income families and individuals to register for programs.
- ♦ Offer programs on life skills, such as renters' rights, home maintenance, cooking, and budgeting.





### Possible new services

- ♦ Explore the need and business case for offering / delivering affordable child care.
- ♦ Create a community garden at the centre, working with local volunteers. This could be used to teach gardening skills, and provide food for the local food bank.
- ♦ Offer a new community kitchens program, that teaches cooking skills, provides a place to make batch meals, and offers low-cost lunches once or twice a week.

### Synergies with other community organizations

- ♦ Explore opportunities to provide PE and art space for VIU students.
- ♦ Identify a proponent who could work with non-profits and community groups to develop a high level proposal for a multi-service health / social / family centre to be located at the Island Savings Centre, and make this proposal available for public review and comment prior to determining if the community would support this use at the centre.
- ♦ Continue to liaise with both VIU and the School District to identify partnership opportunities as new and expanded facilities (e.g., the new high school) are built.

Gymnastics  
facility



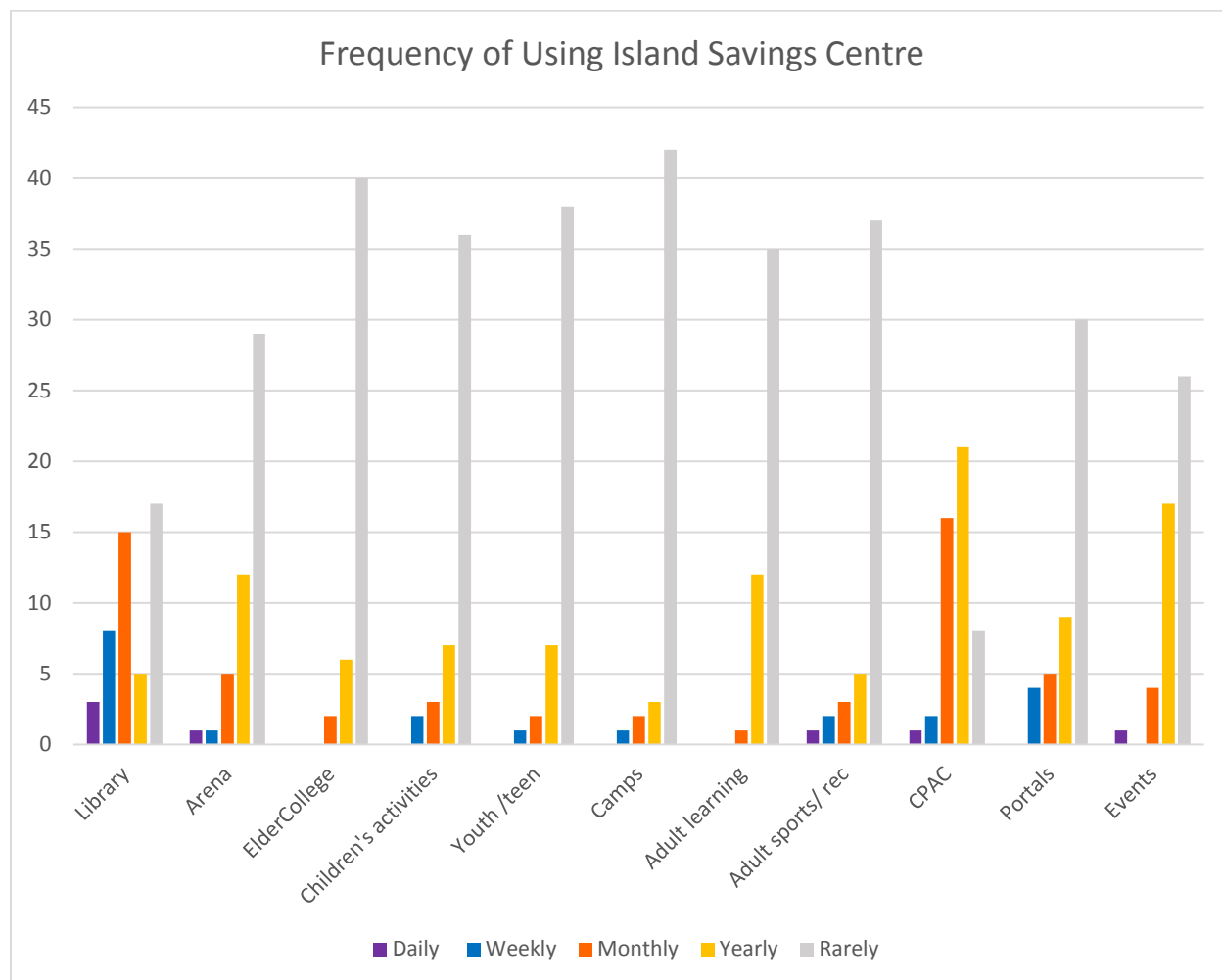
# Appendix A: Comments from Round 1 Consultation

Comments from the consultation are provided verbatim. Some notes have been added in parentheses to address misinformation.

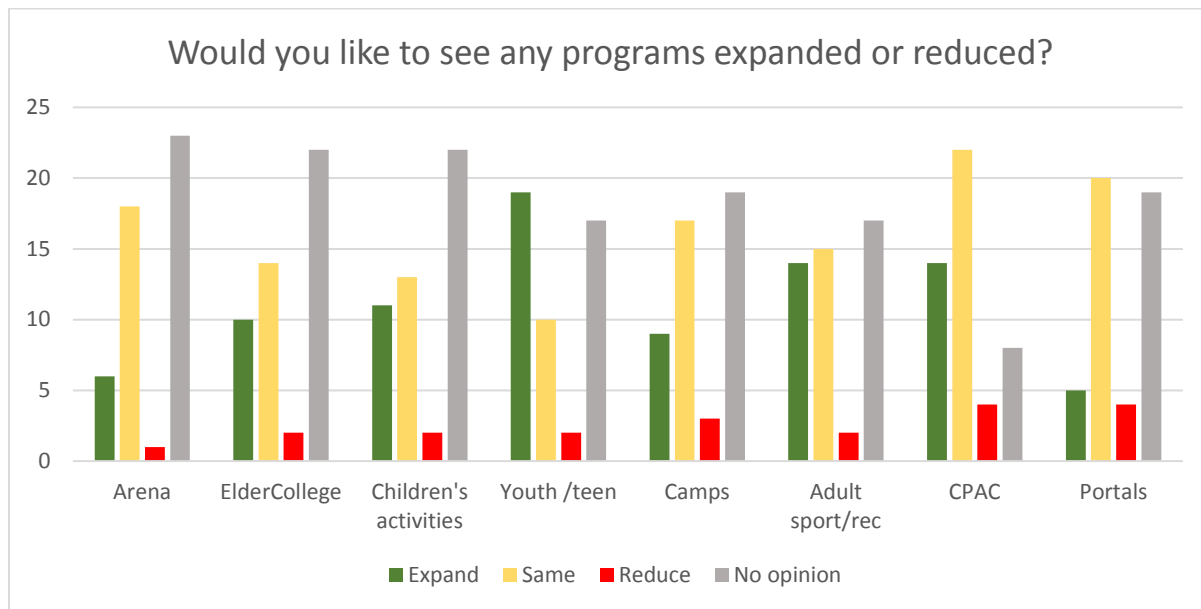
## PlaceSpeak Results

The PlaceSpeak online survey collected 48 responses, with results shown below.

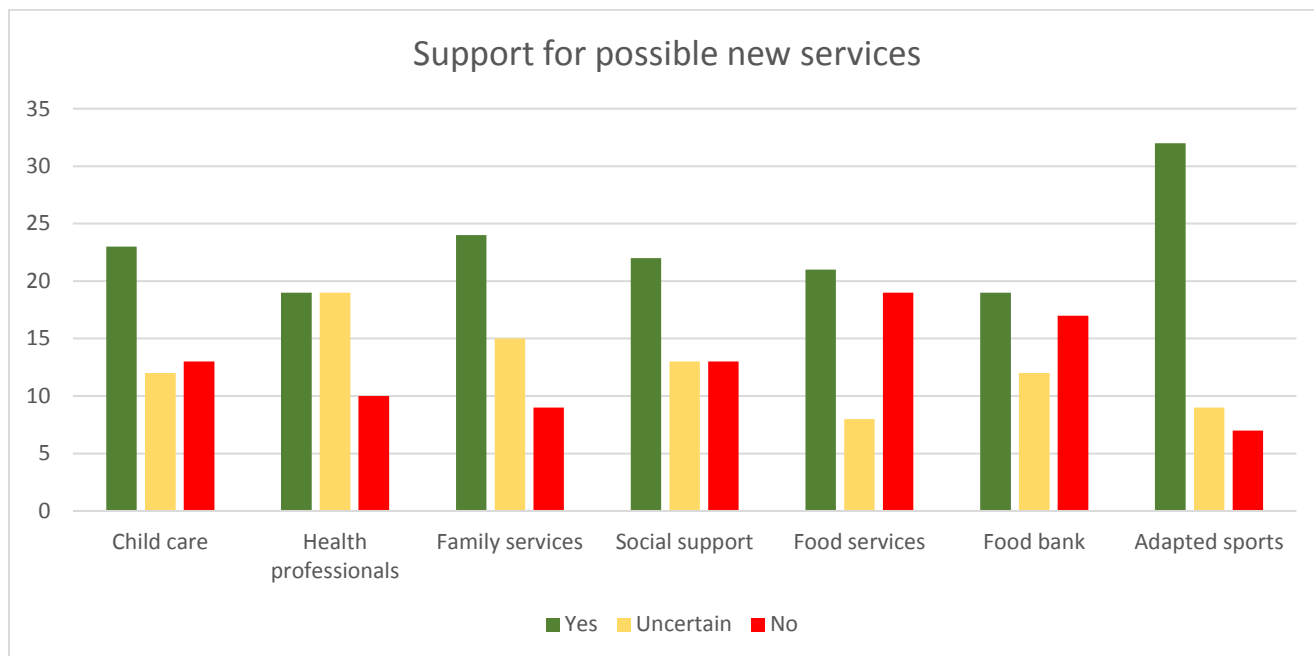
### How often do you visit the Island Savings Centre, and for what purposes?



Island Savings Centre offers a variety of programs and services. Which of the following would you like to see expanded, reduced, or kept about the same?



There is an opportunity to re-organize space at the Island Savings Centre to offer new programs and service. Would you support any of the following being offered at the Island Savings Centre?



## What other programs or services would you like to see offered at the Island Savings Centre?

### *Programs for Children and Youth:*

- ♦ Gymnastics drop-in programs that do not require parents / guardians to get insurance to watch / assist / monitor kids.
- ♦ Increased access to free recreational and drop in programs for children / youth and seniors with limited financial means.
- ♦ Outdoor play centre with slides, swing, etc. that can be locked at night so the drug users can't leave their needles there.
- ♦ Youth dances.
- ♦ After school care and sports programs with open accessibility to children with either developmental disabilities or physical challenges. There is a HUGE gap in services for these children. Parents of children with these challenges would be able to use their funding (at least for autism) to cover partial costs but there is currently nothing available in our area aside from Clements Centre, which has gigantic wait lists.

### *Cultural offerings:*

- ♦ I have long felt that the main auditorium is underused, and would urge hosting more events there. At present there are just too many nostalgia concerts -- The Beatles and the Stones, the Fab Four, etc. -- there are so many wonderful performers today that come to the Island but rarely to Cowichan. I look at what the Vancouver Island Music Fest is doing up in Cumberland and Courtney and feel that we are missing out on the chance to see so many talented performers.
- ♦ I find the Portals gallery very uninviting and dull. I drive to Ladysmith to attend the volunteer-run gallery there. There are activities for artists and a welcoming atmosphere. I never feel like dropping in to the Portals gallery when I visit the library. And I do take art classes and have a studio in my home. Not sure what the problem is but it needs a big shake-up.
- ♦ Currently, I find the services are acceptable for my level of use. However, it would be neat to see more Not-For-Profits and community organizations use the area for public programming. I.e. Film night (films from around the world); Speakers: (the Cowichan Valley) has a high number of academics and professionals living in the area
- ♦ Expand library.

### *Sports and Recreation:*

- ♦ There is a lack of recreational programming for adults. I see lots of great stuff but then realize it's for kids. Adults like to create, explore and have fun too.
- ♦ More sports - e.g. squash courts, another gym.
- ♦ Bigger gym area.
- ♦ Non-competitive sport league. The Valley is growing and maturing at a very rapid pace and these programs would certainly keep us all entertained.

- ♦ Expansion of the pool facilities for seniors and the disabled. Expansion of the change rooms, particularly the Family change room, for the pool as it is also used by disabled persons and is often unavailable due to classes of school children. The pool isn't available to disabled people when the waves are on in the pool, which reduces considerably the time available to this segment of the population.
- ♦ "Affordable" yoga classes in the daytime for people with limited income
- ♦ Regular published listings online and in print of what's offered, when and at what price. My kids use the aquatic centre more because they "know" what's available to them and can go at any time.

#### *Support Services:*

- ♦ I would definitely like to see a Family / Children / Youth Hub where families can do "one stop" health care and mental health care.
- ♦ I would like to see the empty spaces be developed to provide much needed community space for shared resources and services. One of the greatest needs identified in the region has been to provide a centre that would combine child, youth and family services under one roof. The space can be open to community kitchens or other services directly supporting this cohort. Children in the Cowichan region face increasing vulnerabilities so by providing a hub model with shared space, administration and a one door access would have an instrumental positive impact on our families. Working in isolation is not effective- working collaboratively to address multiple needs in one space has been proven to make a significant difference. Children youth and family should be given priority as they have been overlooked for some time. Creating a space that is also culturally inviting to our First Nations Partners has also been identified and a goal we all wish to strive for.
- ♦ I think the Island Saving Centre would make a great "hub" type of space with recreation, support services, youth services etc.

#### *Adult Learning:*

- ♦ More adult learning courses.
- ♦ Community cooking programs to teach low income families how to prepare nutritional meals on a budget.
- ♦ Some kinds of adult cooking programs for example in the summer, maybe food canning workshops, in the fall maybe ethnic cooking classes, but one night ones, or maybe 2 nights, no more. I would love to find something I don't have to commit to beyond 1-2 nights.
- ♦ Budgeting, maintaining a home (winterizing / gutters etc.), buying & selling.

#### *Social and volunteer activities:*

- ♦ How to make friends (when you're new to the community and / or retired).
- ♦ Facilitate "meet-ups" for walking / talking / etc.
- ♦ Volunteer Hub to connect community members with opportunities to give back and improve the community through volunteer initiatives.

- ♦ Community Gardens and programs connecting people with places / ways to raise / harvest food for people of all ages: seniors, youth, parents, children.
- ♦ Currently there are no laughter Yoga classes / clubs in town we need this relieves stress & makes friendlier communities.
- ♦ More frequent garage sale / swap meet function where community members can buy / sell household items.

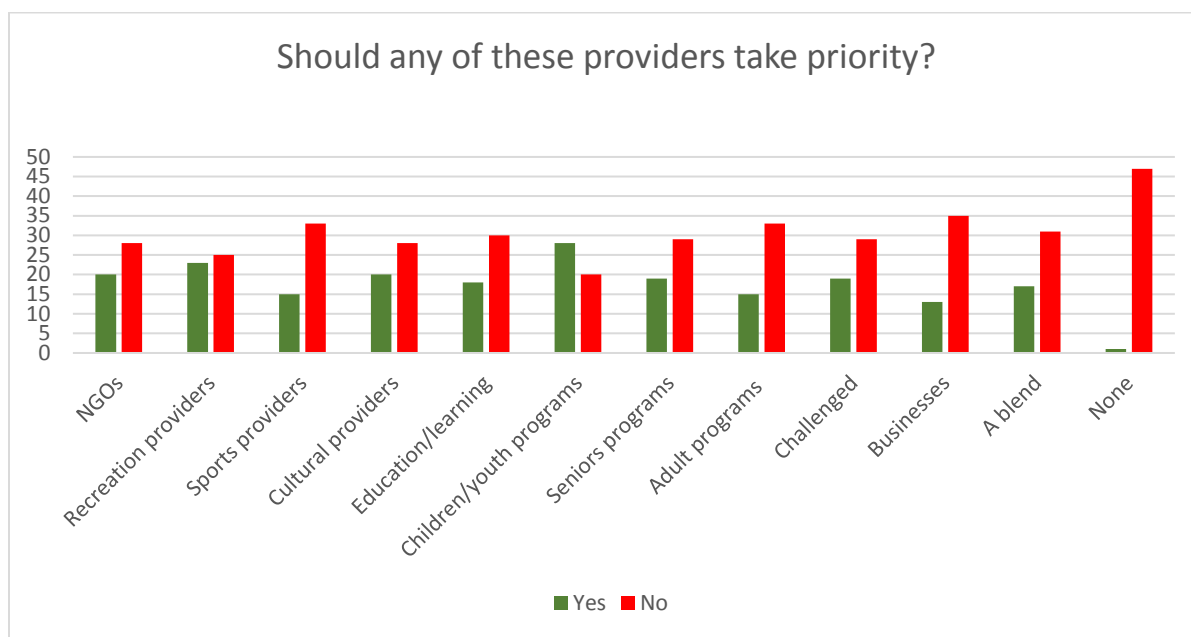
*Meeting spaces:*

- ♦ Meeting space for non-profits at a nominal charge.
- ♦ Updated meeting rooms.
- ♦ Conference centre.
- ♦ Most are offered in the community.
- ♦ The centre provides a lot of activities that are useful to the valley. Just be cognizant of the ever increasing tax burden the CVRD is foisting on we citizens.

*No other programs*

- ♦ None. There is no community need for expansion of services particularly into new areas. All it does it cause our taxes to go up.
- ♦ There is inadequate information to make any decisions regarding your questions above. Who is paying? is there a need?
- ♦ Living in Youbou I have no interest in the activities at the Island Saving Center. I like to live in the country, all that city stuff should be kept for those in the city, presumably you all live there for a reason. I do not want to pay for your amenities.  
[Note: Youbou residents do not pay for the Island Savings Centre.]

**Who should be given priority for available space at the Island Savings Centre?**



## How should the Island Savings Centre adapt to long term future needs?

### *Keep the plan current:*

- ♦ Do a survey first on what long term future needs might be.
- ♦ To serve the needs of the growing population, the Island Savings Centre will have to constantly plan for changing needs. Revisiting this plan along with operations every few years to serve the community would be wise.
- ♦ Keep asking as neighborhoods and peoples need change.
- ♦ Invest in maintaining existing infrastructure....don't delay needed repairs and think that saves money. Do what needs to be done to modernize and maintain the theatre, the classrooms and the public spaces.
- ♦ Close.

### *Keep it affordable, change the name back:*

- ♦ Restore the name to Cowichan Centre when the Island Savings deal ends--this will make it clear for the long-term future that it is a community resource. Corporations can get recognition for contributions, but shouldn't be allowed to own the name (especially for the relatively piddly amount Island Savings is paying). Overall though, it is an excellent resource.
- ♦ When the contract ends, change the name to a non-sponsored name. Calling it the Island Savings Centre still confuses people.
- ♦ It isn't often that I'll say this - but to have a proper name, I would be willing to pay that bit more in taxes.
- ♦ Personally, I want less taxes and less government. I keep very fit using my own body weight supplemented by some free weights, a home installed chin up bar, bike and skipping rope.
- ♦ The Island Savings Center is a massive draw on public taxes. We do not need more of that kind of adaptation.
- ♦ Anything except making home owners pay for the center on our taxes. Island Savings Center - Island Savings and those using the facilities should be paying not people who never use the center.
- ♦ I live in Youbou, nowhere close to the Island Savings Center. I do not use it and I know of no one out here who does, we should be a separately managed district, your views, wants and needs have little to do with ours. *[Note: Youbou residents do not pay for the Island Savings Centre.]*

### *Improve existing programs and services:*

- ♦ I've long felt that the library could be expanded, and that it could serve as the library for VIU and for the eventual new Cowichan Secondary School -- it would thus become a great resource for all of Cowichan.
- ♦ Expanding the library - it is a hub for the community - is important.

- ♦ There are many fitness programs that use minimal equipment such as the armed forces 5 BX and 10 BX., which very fit actress Helen Murrin uses. as well new programs like HIIT, P90 X ,etc One does not need an expensive facility to keep fit, just the right attitude and discipline.
- ♦ "The best time to exercise is when you will do it" says Covert Bailly author of "FIT or FAT"
- ♦ Anything that can done to keep kids active, fit and engaged with their peers should be a priority.
- ♦ Currently there are no laughter Yoga classes / clubs in town.
- ♦ I enjoy Hospice films and would go to more CPA events if there were more Eye Go programs.
- ♦ The Aquatic Centre land based fitness programs often seem cramped for space. Could some of those programs be shifted to the Centre to allow more breathing room for the participants in these high-demand classes?"
- ♦ Bring in well known entertainment groups. Provide more movie nights.
- ♦ It seems the population of the region is growing. Sports are integral to physical literacy and overall health. An indoor jogging track, increased ice / lacrosse time could be enhanced through building another rink (as was promised in the initial building of the centre), another gym, squash courts would go a long ways toward health and would provide activities for youth.

*Programs for children / youth and seniors:*

- ♦ More preschool programs during school hours.
- ♦ I believe strongly in providing education to and about children 4-12.
- ♦ I find most programs at the pool that provide childcare most attractive as some of my friends have no vehicles and childcare gives them support to stay fit.
- ♦ While thinking that converting space to service providers might be an idea to consider, upon reflection, I think the Island Savings Centre needs to provide for physical activity and a variety of programs for children, youth and seniors.
- ♦ The baby-boom generation is huge and increasing rapidly - the number of children on the other hand are not increasing as in the past. So programs to help older people could be beneficial to everyone; the centre would have more income and older adults (some with a lot of expendable dollars and some without) would also benefit. Because of the cost of real estate in the cities e.g. Vancouver, Victoria etc. more retirees will be coming to the Cowichan Valley in the future.
- ♦ Expand seniors' programs, especially in the pool.
- ♦ The promotion of Elder College and many of the other programs at the Island Savings Centre could be promoted and selected better than they currently are -- too many offerings are cancelled due to low or no enrolment which means either that they aren't being communicated effectively or they are offerings that no one wants. This seems like a waste of many resources.
- ♦ More activities for seniors as the population ages.



*Improve visibility:*

- ♦ Become more visible throughout the valley, list events through schools and other community hubs. I had no idea that there were 2 art galleries in the Island Savings Centre until a friend of mine did an exhibit there recently.
- ♦ The Centre is known for its skating rink mostly for local hockey team, library which we don't use and a private funded gymnastics club which isn't practical due to lack of professional supervision, I've seen the adds out for min wage 'instructors / coaches', and a theatre that does not have well published regular seasons of showings for all ages.

**Possible new programs and services:**

- ♦ Any "Businesses that will contribute income to help offset costs ... " should be businesses providing goods or service supporting safe and healthy living.
- ♦ Public / private / not for profit partnerships developing and using the space together. Creating spaces that can be used for multi purposes as well as including long term tenants and shared administration space. There are incredible examples already in existence including Wale Road [in Colwood] and Sooke Child and Family Centre.

*Provide services for youth and families:*

- ♦ The Island Savings Centre is in a central location and provides a variety of services. It makes sense for it to be a hub that provides various services to promote healthy communities. The Cowichan communities are struggling and due to the rural nature. Services are very disjointed and less collaborative.
- ♦ Focus on youth, solo parents, the working poor, indigenous populations, people with extra needs. Continue to encourage and expand the Arts.
- ♦ Homeless shelter as well as an emergency inclement weather drop in place.
- ♦ There NEEDS to be a regular in house youth drop in safe zone out fitted with a team of crisis counsellors, police officers (in training), mental health RN's, clergy of different denominations and local small business owners open during school, after school and on weekends for the students who drift over from the secondary school across the street and from the Quamichan campus. There is a very good model of one such hub on Salt Spring that could be used as a starting point. Instead of Police having to be called in on a regular basis to 'deal' with students who are disruptive and causing a scene become proactive and invite them inside instead and start conversations about how students can make new futures for themselves within the community while they deal with life's' realities. Not just a games drop in program that has 1 or 2 young adults running it between 4-7 nightly.
- ♦ The Centre itself could become a 'working drop in' for teens who need more than a classroom to encourage them to stay in school if they could be paired up with staff to help run and manage the facility as part of class credit. Missed opportunities happen when the building sits empty 50% of the time. Currently these collective services are spread out over Duncan and North Cowichan with no easy access for students to get to them. Community options is a 20 min walk south one way, Margret Moss is 15

min walk west one way, RCMP headquarters is 30 min walk north one way and Student Mental Health Counselling is 5 min walk south and not visible or reliable without parental involvement which can become detrimental to sensitive situations. Social services is 35 min walk southwest one way. If these services were within reach of the students in one place where they can duck out for 1 period of 40 min then they have a better chance of actually attending them of their own free will. The Secondary school services 1800 students between 2 campuses and 5 counsellors to work with them. Too many students do not get the help they need due to lack of time and resources."

- ♦ It seems that there are many social service organizations in town that do a great service. I am unclear if the Centre is consider being an umbrella location for some of these organizations (low cost office space perhaps?), or competing with existing organizations. I don't think the Centre should compete or create competition with existing organizations and businesses (e.g. there are several restaurants in the immediate vicinity. There isn't a need to add one more and reduce the viability of the existing ones.)

*Food bank:*

- ♦ I am against a food bank or non profit of that nature operating in a facility that has children attending -- we have seen an increase in crime, used needles and mischief in areas such as that surrounding Warmland Shelter. These services are better in standalone buildings or far away from children.

*Additional Comments (from the online Discussion Forum):*

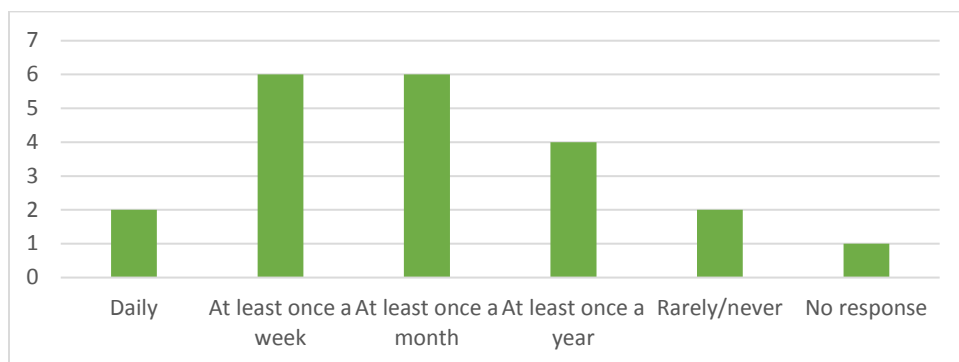
- ♦ Of course I am biased as a long-time Cowichan Valley Arts Council (CVAC) activist. But I would like to see the arts council expand in to the Cowichan Suite and Arbutus Gallery. I would like to see live music in the Arbutus Gallery, out of lobby traffic flow but loud enough to be heard when entering the building. I would like to see more people coming and going, more buzz. I would like to hear upbeat background music on the building's loudspeaker all the time...gives a sense of energy and life.
- ♦ More funding for the library. It seems that I have read all the books that interest me and I would like to see more new books in the mystery and sci-fi and fantasy sections. Preferably soft cover as my old hands have trouble holding the hardcover ones.
- ♦ Just got a used electric car- thanks for the charging stations!
- ♦ Thanks for the EV charging stations.
- ♦ I would like to see solar panels on the roof to help light up, heat, and cool the building.
- ♦ Wish I could afford an electric car. Is it true .74 of our CVRD tax dollar pays for the ISC? And survey shows more than half of population rarely or never uses it.
- ♦ Whatever new services and improvements that are on the agenda I would like paid for by those areas using it the most. Renovations are going to be expensive - if it was built in 1978 there is asbestos in it. The CVRD held a Saltair meeting in

Chemainus because there is asbestos in OUR community centre. So why are renovations planned for a building with the same problem. Yes I live in Saltair. Island Savings is not MY community Centre. Most of our residents have noted NO on the sportsplex; most would vote no on Island Savings if given the chance. Not likely though - the chance.

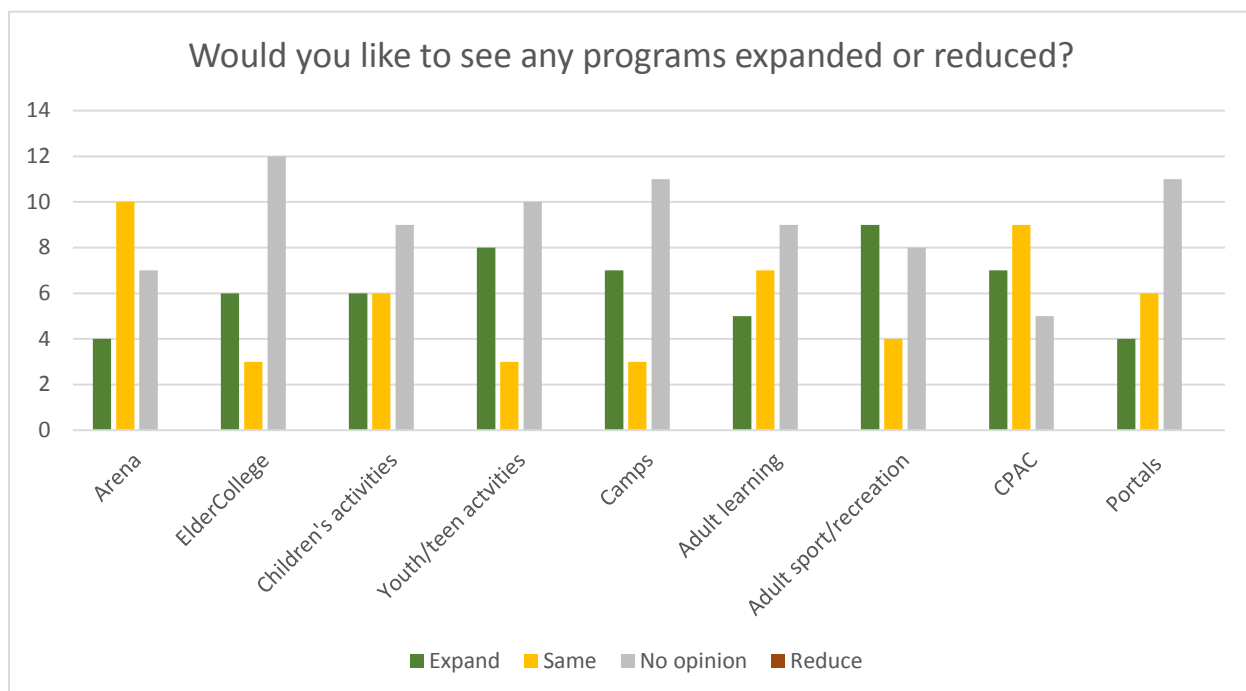
## Comments from Hard Copy Surveys

Twenty-one people filled out comments on the hard copy of the survey, with results as follows.

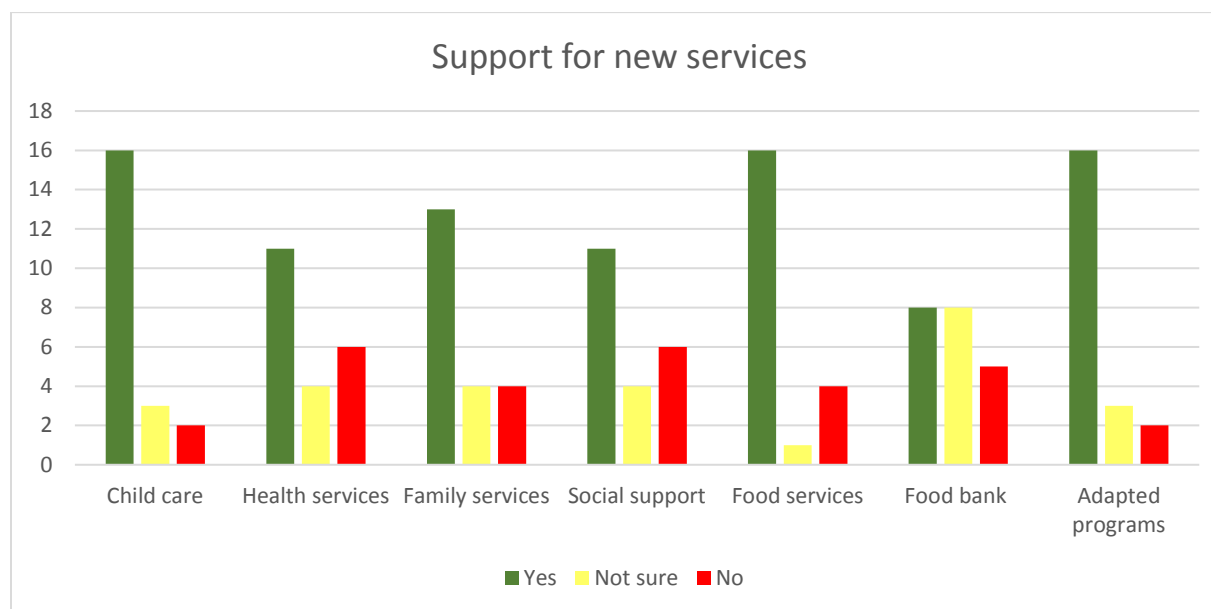
### How often do you visit the Island Savings Centre?



### Island Savings Centre offers a variety of programs and services. Which of the following would you like to see expanded, reduced, or kept about the same?



There is an opportunity to re-organize space at the Island Savings Centre to offer new programs and service. Would you support any of the following being offered at the Island Savings Centre?



#### Other comments and suggestions, ideas on how Island Savings Centre should adapt to future needs

- ◆ Keep up the good work and take the ideas that people bring to you, as it is important to listen.
- ◆ A versatile public schedule with lots of options and easy-to-understand pamphlets about services / programs.
- ◆ Website / apps up to date.
- ◆ Would use more if programs were better advertised.
- ◆ I know I would be more likely to frequent the centre if there were lunch / café / restaurant.
- ◆ Support groups for teens / young adults.
- ◆ Support groups (disability, LGBTQ+, trauma, etc.).
- ◆ More 'out' trips for teens – mountain biking, skiing, shopping (on mainland?) etc. Kayaking ... activities that become very expensive if the whole family goes. Much more affordable if child / teen can be sent with supervised group.
- ◆ Grow the youth corner – geared towards teens, plan functions.
- ◆ It seems summer camps in Kerry Park have more options than Duncan – it can be frustrating. Also would be nice to expand the teen camp options as they are limited.
- ◆ New gym floor.
- ◆ Reactivate the plan for a smaller theatre to accommodate smaller groups.
- ◆ Community involvement.

- ♦ When I look at the program I always see exciting new thing to try and then I look where it is and they always seem to be Lake Cowichan or Shawnigan or Kerry Park.
- ♦ I find a lot of things happen in the afternoons – days when I am working.
- ♦ Would like some adult activities available in the after work / weekend hours to accommodate those of us age 55 plus who are still working.
- ♦ I always enjoy the information / community events (free / low fee). I would like to see a nice family-oriented place for music and dancing – instead of pubs. Feature local musicians / bands at low fee rate. I always enjoy live theatre put on by the various community groups. Would be willing to fundraise for these venues.

## Workshop Comments

Fourteen people attended the workshop discussions on June 19 and 20. Participants included representatives from Friends of Cowichan Performing Arts Centre, Cowichan Music Festival, Cowichan Valley Arts Council, VIHA, Library and Municipality of North Cowichan. Their comments and suggestions are summarized below.

### What new or expanded programs would you like to see at the Island Savings Centre?

- ♦ **Recital Hall** in conjunction with Performing Arts Centre (PAC): Add a small recital theatre with restaurant. Architectural drawings were prepared in ~2001 for a smaller recital hall, restaurant and larger lobby. This type of facility would provide space for smaller and community performances, including Fringe Festival.
- ♦ **Boardroom** should be better linked to the PAC (often needed in conjunction with events – current issue is remembering to book both if needed).
- ♦ **New health unit:** Should include mental health, social work, parenting classes. Needs to have affordable (or free) child care on site so that parents can attend classes. This would provide an important ‘one-stop-shop’ for parents. This would also connect well to library services.
- ♦ As community grows, nearby assisted living would also be a good fit with library.
- ♦ **Sport tourism:** Good example was Aboriginal Hockey Championship and 2018 BC Summer Games. Island Savings Centre can play an important role in economic benefit to community.
- ♦ Programs that ‘get kids away from screen time’ and encourage **physical literacy** as a lifetime skill, encourage healthy lifestyles (preventative health care).
- ♦ **Public art gallery:** There are several local private galleries but no public ones, so some gallery tours miss this area because of costs. CVAC is one of (but not only) arts council interested in bringing a public art gallery to the region.
- ♦ **Art education:** missing from programs.
- ♦ **Portal** is too small, needs more space. Consider using hallways to hang art. (Library has display space but also quite limited.) Portals is bursting at the seams; could be expanded into the suite next door. There is need for more display space, more meeting space, space for workshops and classes.

- ♦ Displays in the theatre lobby not organized by CVAC. Should feature local artists; would be good to be able to see the displays when the theatre is not open. (Volunteer?)
- ♦ Island Savings Centre fills roles both as regional recreation / sport / culture facility but also as **community centre**. Used to have social centre. Long hallways not friendly, current building quite compartmentalized.
- ♦ Make **building improvements**. Building is aging with poor lighting, long hallways. Heating and cooling system in theatre and other parts of the building needs to be fixed – very noisy, and get cold spots in the theatre. If something is happening in the arena, the Boardroom and Heritage Hall are very noisy.
- ♦ **Community garden** (James Street frontage): Opportunity to grow local food for food bank, teach gardening and food preparation / preservation skills (culinary arts programs). Should include raised beds (accessible in wheelchairs). Include children's fragrance garden.
- ♦ **Bee pollinators** garden – could be combined with rain gardens in parking area.
- ♦ **Restaurant / food services**: Add food services! Was once a good social centre in the Centre but not any longer. Link to community food garden; healthy food choices. In some places volunteers run the food concessions and keep profits to support sport programs.
- ♦ **Child care** spaces badly needed, especially as schools need classroom space so displacing child care on site.
- ♦ **Make space affordable**: e.g., cost of adding a week for the Spring Fine Arts Show is prohibitive.
- ♦ Link to **VIU education** programs – what is best offered at which facility?
- ♦ **Change name** back to Cowichan Community Centre.
- ♦ Support non-profits.
- ♦ Staff are wonderful!

#### **Are there any programs / services that would not be appropriate?**

- ♦ Professional services / businesses should pay market rates so that they do not unfairly compete with local businesses.
- ♦ Food bank should stay where it is.
- ♦ Find the right balance between recreation services and social services.
- ♦ No reason to add health services on site. Don't want to see duplication of services.

#### **What changes might happen over next 20 years and how might this affect programs and services?**

- ♦ More local energy and green choices – solar panels on roof, roof gardens, raingardens.
- ♦ More use of technology – virtual reality and video (need to have wiring to meet those needs). Offer a Speakers Corner via webcasting.

- ♦ Add a hotel nearby (support for sport tourism, CPAC). *[Note: This is in the Local Area Plan.]*
- ♦ Greater density of residential coming nearby; greater role for ISC as a community centre.

## Other Input

Users of the Island Savings Centre were also given an opportunity to provide input via 'stickies' on poster boards at the centre, and in conversation with the consultant. More than 100 stickies were added to these boards.

### Improve current programs and services

#### *Make programs and services more affordable and accessible*

- ♦ Provide support for low income families. Make it easy for them to register (i.e., directly as happens in Victoria rather than need to go through third party to prove low income status).
- ♦ Sliding scale prices for low income families / kids.
- ♦ Cheaper rent, more rental availability.
- ♦ More funding for low income families.
- ♦ Free drop in for the poor (x2).
- ♦ Add gender queer androgynous two-spirit and transgender to your gender options!
- ♦ Look at Lake Cowichan and Shawnigan Lake programs. Every time I look at program and see something interesting it's too far away.

#### *Food services*

- ♦ Offer healthy, organic food options.
- ♦ Better food choices.
- ♦ Healthy food services café (x3).
- ♦ Put in new café / restaurants.
- ♦ Better food choices – another coffee bar.
- ♦ Free food.

#### *Bathrooms near Gymnastics*

- ♦ Bathroom access (near gymnastics). You lock ALL the gymnastics kids, parents and visitors out of bathrooms whenever you feel like it. We have to go over to rink or library
- ♦ Why no bathrooms [in gymnastics area] unless something is happening in the main rental halls? I'm here every week as a parent!
- ♦ Make sure bathrooms are open during programs. No good for kids if they need to go during class!

- ♦ We need access to the bathrooms by gymnastics every weekend thanks!
- ♦ Bathroom access – there's none and kids need to go to the restrooms.
- ♦ Renovated bathrooms.

#### *Other Bathrooms*

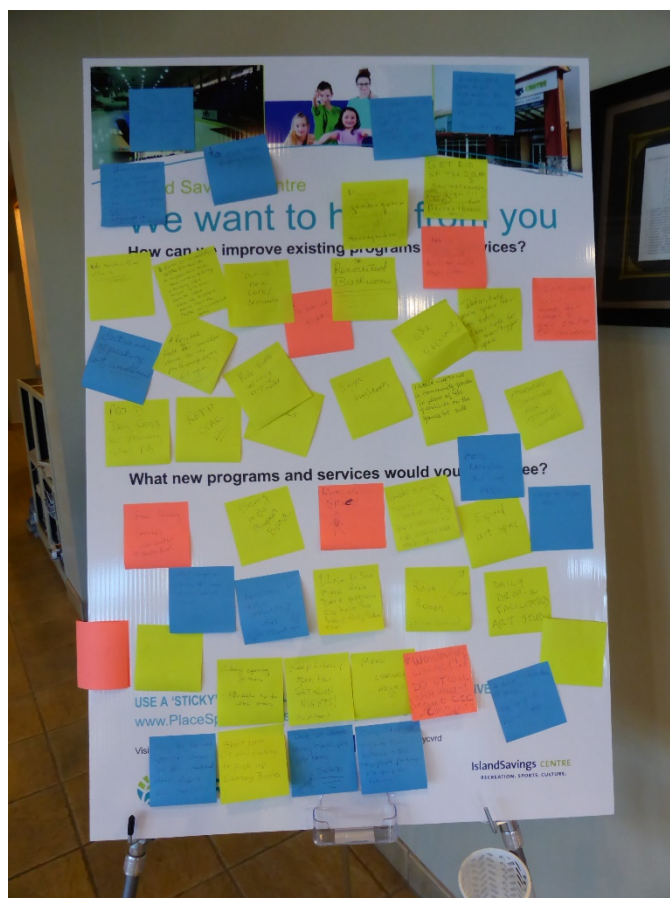
- ♦ Renovated bathrooms.
- ♦ Bigger washrooms.
- ♦ Get toilets that don't spray all over their seats.
- ♦ Have someone sit in the Ladies Handicap washroom in Arena. Unless they're skinny they won't fit. Please fix – hard with wheelchair.

#### *Arts and Cultural Offerings*

- ♦ Keep CVAC.
- ♦ More space for the arts portal.
- ♦ More arts processes for children.
- ♦ Just art of all kinds.
- ♦ A recital hall as a smaller venue for the performing arts (X2).
- ♦ Definitely more space for the Arts to Art. Williams Lake has much nicer / bigger space.
- ♦ Expand art space.
- ♦ Water fountain on theatre level.
- ♦ Daily drop in facilitated art studio.
- ♦ Affordable tickets for CPAC shows.

#### *Children / youth / teen programs and services*

- ♦ Child care (x3).
- ♦ Child care pre-school and after school.
- ♦ Pro-D day camps for elementary school kids.
- ♦ Activities for ages 2–4 and 11–13 are lacking.
- ♦ More programs for kids under 3.
- ♦ Toddler play groups.
- ♦ Camps for 5 year olds.
- ♦ Hip hop for boys.
- ♦ Hip hop for boys 11 years old.
- ♦ Dance for kids (x3).
- ♦ Dancing / choreography.
- ♦ Jazz and hip hop for kids.





- ♦ Yoga program for girls.
- ♦ Rugby program for 6 and older.
- ♦ Baking programs for kids.
- ♦ Cooking programs for kids (x2).
- ♦ Cheerleading (x2).
- ♦ Ice cream during gymnastics.
- ♦ Love gymnastics.
- ♦ More youth activities, drop in centre.
- ♦ Better drop in centre for kids.
- ♦ Better drop in centre, more hours.
- ♦ Add a clubhouse – paint the walls happy colours.
- ♦ We need a Nintendo switch in the youth centre.
- ♦ More camps and classes for tween kids – not all sports.
- ♦ Kids mountain biking activities.
- ♦ Kids mountain bike classes.
- ♦ Kids mountain biking clinics. No shop attached though.
- ♦ A nice skateboard park – and a bit bigger too.
- ♦ Horse program.
- ♦ Bring on the Muppet Band (X2).
- ♦ Rave room, hipster (I like turtles).
- ♦ You need much bigger party rooms or you need to limit the crowd.

### *Programs*

- ♦ More dance space.
- ♦ Dancing, choreography.
- ♦ I love to see more free dance programs – also have the disabled family bathroom open.
- ♦ Art of all kinds.
- ♦ Morning daycare for fitness classes.
- ♦ Cooking club.
- ♦ Running program.
- ♦ Keep ice in summer months – waste of unused space.
- ♦ Martial arts.

### *Create a community centre feel*

- ♦ I wish our community centre felt more like a neighbourhood house – more community feeling in lobby, more hangout space to get to know each other. It looks like this place is mainly about the theatre not a community space.

- ♦ Create a more 'community' centre feel – drop in services for kids, accessible meeting spaces, etc. (x2).
- ♦ Please change the name back to COMMUNITY Centre (x2).
- ♦ GET RID of the Island Savings Centre sign!! Please and thank you.
- ♦ I agree strongly.
- ♦ Me too.
- ♦ Do wish it would return to Cowichan Community Centre.

#### *Library*

- ♦ Give us all more library hours, you're just being selfish.
- ♦ Agreed!
- ♦ Keep library open Friday Saturday and Sunday nights! (x2)
- ♦ Keep the library open for longer on the weekend, these hours are ridiculous.
- ♦ Library opening at 9 am.
- ♦ More library hours.
- ♦ 8:07 am – came to drop off book. No drop-off inside, outside dropoff locked!
- ♦ Wonderful library!

#### *Building exterior*

- ♦ Community garden.
- ♦ I would like to see a community garden in place of the grass area on the James St side.
- ♦ Entrance of parking lot widened.
- ♦ Parking lots speed sign to slow high school students from driving too fast.
- ♦ Short term parking (15 mins) to pick up library books.
- ♦ Only 'drop off' outside this building – too many people parking e.g., going to library!
- ♦ Think ahead – more fast charge and 240 V EV stations – EV conversion.
- ♦ A dedicated place to sit outdoors to wait for a ride or a cab.

#### *Other comments and suggestions*

- ♦ Thank you – very nice.
- ♦ Facts about food – processed sugar and hydrogenated fats are poison. Teach a truly healthy diet as key to health.
- ♦ We need hockey.
- ♦ If it [*unclear*] opened at 9 am (school starts at 9) students would be very happy.
- ♦ No more wifi. Please. This needs to be a safe space for everyone. Move to wired internet it is better for everyone's health.
- ♦ Needle exchange.
- ♦ Free drinking services.

- ♦ New high school because it is danger walking between campuses there's needles everywhere. Or we could work on the drug problem and clean up the needles.
- ♦ The NO signs in this hall are ridiculous “no having fun at the tables”.
- ♦ Security guards who aren't judgmental on appearances.
- ♦ 2 security guards just stand around and talk, they're not looking around at security to me, waste of \$, put one on.
- ♦ More elevators that are free.

The Cowichan Valley Arts Council (CVAC) made a submission requesting affordable access to space when needed (e.g., Spring Fair). In recognition of the cultural activities that take place at the ISC, CVAC would “like to imagine a paintbrush or pencil on the outside of the building as well as a hockey stick”. [The full submission was provided to the Island Savings Centre Commission.]

## Interviews

### **Meeting with Warren Weir, Campus Academic Administrator Vancouver Island University, 13 July 2017**

Warren Weir (VIU Campus Academic Administrator), Terri Askham (Manager, Island Savings Centre), Judith Cullington (Consultant)

The Cowichan Campus of Vancouver Island University (VIU) is located very close to the Island Savings Centre. This neighbourhood is also planned to include the new Cowichan High School, and medium to high density residential. VIU has about 1800 students and is growing fast. Space is an issue, and there are plans to expand the 3<sup>rd</sup> floor to include four additional classrooms.

Vancouver Island and Island Savings Centre already cooperate in some ways:

- ♦ VIU students use the Island Savings Centre for physical education and arts classes
- ♦ Island Savings Centre uses VIU rooms (e.g., computer lab) for some training
- ♦ They share information on common concerns including drug / needle use, individuals of concern, and youth gangs

Opportunities for additional synergies include:

- ♦ VIU using more space at Island Savings Centre for PE and arts
- ♦ Island Savings Centre using the lecture theatre if needed
- ♦ More regular communication between the management teams

## Meeting with Safe Youth Cowichan, 1 August 2017

Terri Askham (Manager, Island Savings Centre), Denise Williams (CVRD Youth Outreach Programmer), Judith Cullington (Consultant), members of Safe Youth Cowichan

Safe Youth Cowichan is a “*diverse, dynamic group of youth who are concerned about issues of safety and violence. [They] work on safety issues in our environments, and attempt to change attitudes and behaviors to make the community more accessible and welcoming to all.*”<sup>1</sup> Members attending the meeting raised several issues:

- ♦ Youth facing a variety of challenges would appreciate a ‘one-stop shop’ – a single website, person or place where they could find out how to access the support services they need. Some youth are not getting the support they need because they are unaware that this help is available to them.
- ♦ Youth are often not aware of programs and services that might be of interest. Social media is one source of information (but may list an event without explaining what it is), a smartphone app could be useful.
- ♦ Courses on life skills (e.g., renting and rental rights) would be helpful.
- ♦ Many of the programs and services offered at the Island Savings Centre are not available to young people (especially those facing challenges) because of cost.
- ♦ Young people would appreciate a safe and welcoming place to hang out and meet and connect with others. Once you are out of school, opportunities to meet new people are more limited. The teen drop-in centre caters to a younger (tween / teen) age group.
- ♦ Address the needs of the LGBTQ+ community, including through gender neutral bathrooms and change rooms. Remove gender from application forms (or at least offer an “other” category).

---

<sup>1</sup> From SYC Facebook page

## Appendix B: Comments from Round 2 Consultation

These comments were made on the PlaceSpeak site during July 2017. Eight people responded. Comments are provided verbatim.

### 1. Should child care services be offered at the Island Savings Centre?

Yes (4)

- ♦ Preschool or drop-in programs would be great! I think there's a preschool across the street? We need additional programming for kids under 5. There are so few programs in Duncan for kids during the day under 5. For some reason, Shawnigan Lake has most of the programming for preschoolers, but it's a far drive. I used to drive down and meet a group of 5 other women who all drove in from Duncan to attend their Mom and Tots Fitness Program. We met 2 other moms from Duncan there.
- ♦ I don't have children at home any longer but think it would be useful for young parents.
- ♦ Before and After school programs are needed in the Duncan area.
- ♦ Anything to help parents get some time to be engaged in a healthy way (classes / creative or physical) is a win for kids. Getting them used to using the center as that kind of a resource is a win as well.

No (1)

- ♦ I do not think that the public's taxes should be used for an issue that is under senior government jurisdiction. Keep out of it.

Uncertain (1)

- ♦ There are private businesses offering child care. Not sure I want loads of kids swarming around the centre.

### 2. Should a family health and social services centre be located at the Island Savings Centre? It could provide physical / mental health care, parenting programs and a safe zone youth drop-in centre.

Yes (4)

- ♦ There aren't enough services in our community for people. MCFD can't possibly help everyone or cover the gaps. A community HUB would be a huge benefit to the community.
- ♦ The number of homeless youth is increasing. Services should be provided.
- ♦ A safe zone youth centre will keep youth off the streets.
- ♦ We are definitely in the extreme in which we are a single parent family who moved here for work, so no resources or community. It has been extremely hard and something like this would have been very welcome over the years.

No (3)

- ♦ Margaret Moss is across the street.
- ♦ Health care is a provincial jurisdiction. I do not want my taxes to subsidize this. The Island Savings Centre is subsidized to the tune of about \$4 million dollars by taxpayers - enough is enough. Also, taxes come only from the south end and that is a rip off.
- ♦ I think courses on the above are a good idea, but there are already social and health care facilities in town.

**3. Should a community kitchens program be offered at the Island Savings Centre? This would allow people to learn to cook healthy, economical meals and do batch cooking to take home.**

Yes (3)

- ♦ If we can teach people to cook nutritional meals for their families there will less hungry children.
- ♦ It would be good if the centre had large or specialized kitchen equipment that could be rented to users.
- ♦ I would have happily been involved in this to help people to eat healthier and more economically.

No (3)

- ♦ Doesn't the Green Community Centre do this?
- ♦ This would be a duplication of other services offered in the community. Island Savings shouldn't be competing with community groups.
- ♦ We have no business getting into this.

Uncertain (1)

- ♦ There is a Community Kitchens group in Nanaimo that uses community space to run programs. I am sure they could help with this.

**4. Should a small recital hall be added to the Island Savings Centre? This would provide more economical space for smaller performances.**

Uncertain (5)

- ♦ I don't know what other spaces are available but unless it's a multi-purpose space would it be put to much use?
- ♦ I don' t know enough.

Yes (1)

- ♦ If it could be built at a cost that would allow cheaper rental this would be a good idea.

No (1)

- ♦ The CVRD is taxing us already to build a new Theatre down the road. How many theaters do we need? You want more taxes? You guys have lost your minds.

**5. Should adapted programs (sports and recreation programs for developmentally and physically challenged individuals) be offered at the Island Savings Centre?**

Uncertain (4)

- ♦ I don't know what's available.
- ♦ How much of this is offered elsewhere?

Yes (2)

- ♦ Programming for these individuals is lacking and they are often unsuccessful in mainstream programming.
- ♦ I am surprised they are not already

No (1)

- ♦ You are just going to waste more tax payer dollars on this.

**6. Should a community garden be located at the Island Savings Centre? This could be used to teach gardening skills and provide food for the food bank or community kitchens program.**

Yes (4)

- ♦ Yes! Definitely!
- ♦ It is always a good idea to have a community garden that provides fresh food to the food bank.
- ♦ Amazing idea! I would help out here too, though the Green Community already does this and the cooking. Is putting the two together a better use of funding and space? All new building should have medicinal or food planted instead of 'pretty things..

No (1)

- ♦ There is a taxpayer funded community garden down the road at Alexander School that is covered in weeds. There is another taxpayer subsidized seed garden next door to it covered in weeds. Don't you even know what is going on in the neighbourhood already? You guys just love waste!

Uncertain (2)

- ♦ As long as the gardens are used and remain reasonably tidy this is a good idea. Otherwise we taxpayers end up paying to maintain them.

**7. Should more food services be offered at the Island Savings Centre?**

Yes (4)

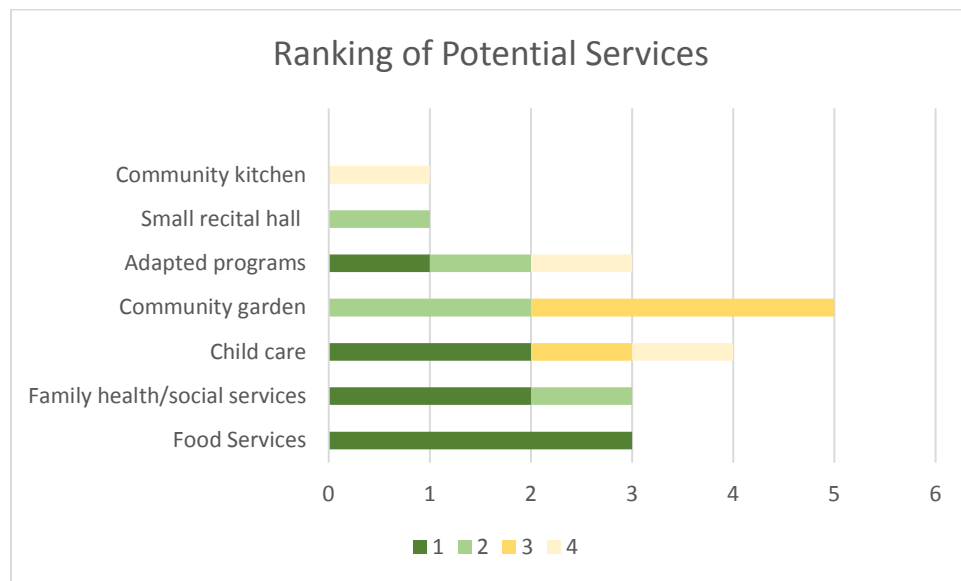
- ♦ Healthy affordable food options would be great! The cafe at the pool is usually busy, but I've rarely seen people eat dogs and whatever fast food at the ISC. Would love to see it offer healthy food, juice, salads... There is nothing nearby that has healthy food. There is only fast greasy food nearby.
- ♦ Yes, as long as they are not subsidized. Perhaps food carts would be more suitable?

No (1)

- ♦ The more you offer, the more money you will lose.

Uncertain (2)

- ♦ I don't know enough.







# STAFF REPORT TO COMMISSION

**DATE OF REPORT** October 6, 2017

**MEETING TYPE & DATE** Island Savings Centre Commission of October 12, 2017

**FROM:** Island Savings Centre Division  
Community Services Department

**SUBJECT:** Cowichan Valley Arts Council Rental Agreement Amendment

**FILE:** N/A

## PURPOSE/INTRODUCTION

The purpose of this report is to seek approval to amend the existing facility rental agreement with Cowichan Valley Arts Council (CVAC).

## RECOMMENDED RESOLUTION

That the amendments to the Island Savings Centre Facility Rental Agreement and Rider with the Cowichan Valley Arts Council from November 1, 2014 to October 31, 2019 to include use of the Arbutus Gallery, be approved.

## BACKGROUND

The Cowichan Valley Arts Council proposed their use of the Arbutus Gallery portion of the Cowichan Suite for art displays at Island Savings Centre (ISC) at the September 10, 2017 Commission meeting. The Commission expressed support in principle for the proposal and directed staff to report back on a way forward.

## ANALYSIS

Following discussion with the CVAC President, operations, event and administration staff, it is recommended that the existing facility rental agreement be amended to include use of the Arbutus Gallery effective January 1, 2018, with some conditions.

Because the gallery is the access corridor for the two existing main floor meeting/program rooms the Arts Council accepts responsibility for any works displayed in the gallery when it is open to the public, regardless of their ability to provide staff/volunteer supervision. The Island Savings Centre will continue to use these rooms for programs and rentals.

ISC will continue to use the full Cowichan Suite, including the gallery, for its annual "Christmas Chaos" craft fair event. This use would result in a blackout period for CVAC with no art show hangings in the gallery during the period including event preparation and dismantling.

ISC will reserve the right to use the full Cowichan Suite, including the gallery, in the event of a community emergency where we are required to open an Emergency Reception Centre; during the 2018 BC Summer Games; and for the advance polls in the 2018 local elections. Displays may remain in the gallery during these periods.

Administration and CVAC agree to establish a communication system to ensure both parties are aware of the planned activities of the other in the Cowichan Suite.

All conditions in the current facility rental agreement will apply to the Arbutus Gallery. While the ISC security guards will patrol the Arbutus Gallery when the doors are open to the public, CVAC retains full responsibility for all goods it brings into the gallery in accordance with the existing lease. The purchase and installation costs of ar 47 technology to support the security of art will be

the responsibility of CVAC.

**FINANCIAL CONSIDERATIONS**

It is recommended that the Arbutus Gallery be included in the current facility rental agreement at no cost to CVAC. In consultation with the Facility Operations Coordinator, it is expected that no additional custodial costs will be incurred through the use of the gallery for art displays. The increased costs for utilities (electricity) is anticipated to be negligible. Energy efficient LED gallery lighting was installed a few years ago by CVAC.

As an amendment to the existing facility rental agreement, any requests for capital improvements to the Arbutus Gallery would need to be approved by the ISC and funded by CVAC.

**COMMUNICATION CONSIDERATIONS**

N/A

**STRATEGIC/BUSINESS PLAN CONSIDERATIONS**

N/A

Referred to (upon completion):

- Community Services (*Island Savings Centre, Cowichan Lake Recreation, South Cowichan Recreation, Arts & Culture, Public Safety, Facilities & Transit*)
- Corporate Services (*Finance, Human Resources, Legislative Services, Information Technology, Procurement*)
- Engineering Services (*Environmental Services, Recycling & Waste Management, Water Management*)
- Land Use Services (*Community Planning, Development Services, Inspection & Enforcement, Economic Development, Parks & Trails*)
- Strategic Services

Prepared by:

Reviewed by:



Terri Askham  
Manager

Not Applicable  
Not Applicable



John Elzinga  
General Manager

**ATTACHMENTS:**

Attachment A – Facility Rental Agreement dated December 17, 2014

Attachment B – Facility Rental Agreement Amendment effective January 1, 2018

Attachment A

FACILITY RENTAL AGREEMENT

This Agreement made the 17<sup>th</sup> day of December, 2014

COPY

BETWEEN:

COWICHAN VALLEY REGIONAL DISTRICT

175 Ingram Street

Duncan, BC V9L 1N8

(hereinafter called "the Landlord")

OF THE FIRST PART

AND: COWICHAN VALLEY ARTS COUNCIL

c/o ISLAND SAVINGS CENTRE

2687 James Street

Duncan, BC V9L 2X5

(hereinafter called "The Renter")

OF THE SECOND PART

WHEREAS The Landlord is the operator of that certain building known as the ISLAND SAVINGS CENTRE;

AND WHEREAS The Renter desires to obtain a Rental Agreement to use a part of the ISLAND SAVINGS CENTRE for the purposes set out in the Rider attached hereto;

AND WHEREAS The Landlord is willing to grant a Rental Agreement for the use of that part of the ISLAND SAVINGS CENTRE for the purposes of the renter subject to the terms and conditions hereinafter stated;

NOW THEREFORE in consideration of the premises and of the mutual covenants and undertakings hereinafter set forth, the parties hereto agree as follows:

1. **SUBJECT MATTER**

The Rental Agreement is in respect of the part of the **ISLAND SAVINGS CENTRE** (hereinafter referred to as Portals, and as shown on the floor plan of the Island Savings Centre which is attached as Appendix A to this agreement).

2. **RENTAL AGREEMENT**

The Landlord hereby grants to the Renter the right to the use of that area known as Portals for the purposes and on the dates and during the times specified in the **Rider** attached hereto.

3. **ENTRANCE, EGRESS AND CONTROL**

- (1) On the dates and during the times specified in the **Rider** attached hereto, and subject to the terms of this Rental Agreement, the Renter may control entrance to and egress from those parts of the Facility referred to in the **Rider** attached hereto.
- (2) At any time the Landlord, in its sole discretion, may revoke its permission for any person to remain within the Facility and may eject any person or persons who is or are or who may be creating a disturbance or otherwise behaving in an unacceptable manner.

4. **CONCESSIONS / NOVELTIES**

- (1) The Renter is responsible for obtaining all applicable Provincial or Municipal permits or licenses and must comply with applicable regulations. The Renter must supply to the Landlord copies of any permits or licenses thereby obtained by request.
- (2) The Landlord has the sole right to operate all retail food and beverage facilities located in the **ISLAND SAVINGS CENTRE** and shall retain all profits generated there from as its own.

**5. OBLIGATIONS OF THE RENTER**

The Renter shall:

- (1) Keep and maintain the Facility in a clean and sanitary condition at all times and shall not do, or omit to do, or cause or permit, any acts or omissions which may be detrimental to or cause damage to the Facility.
- (2) Observe and comply with all regulations and bylaws of the Landlord pertaining to the Facility and promptly execute and comply with all statutes, rules, orders, ordinances and regulations of all governmental authorities and of the Fire Commissioner and with all reasonable requirements of any insurance company which underwrites fire and extended coverage insurance and public liability insurance for the Landlord or the Renter.
- (3) Not carry on or do anything or omit to do anything or suffer or permit the carrying on or omission of anything in or upon the said Facility which may render any increase or extra premium payable by the Landlord for the insurance of the Facility against fire, or liability insurance, or which may make void or make voidable any policy of insurance purchased by the Landlord.
- (4) The Renter shall comply with the internal policies of the Landlord as they may exist from time to time.
- (5) Be responsible for all equipment, displays and all other goods and chattels it brings into, onto, or uses within the Facility and make no attempt or allow any attempt to be made to hold the Landlord liable for any damage to or loss of any of the Renter's equipment, displays and other goods and chattels from any cause whatsoever.
- (6) The Renter may also install its own equipment at their cost (to be removed at the termination of the Agreement). Installation procedures will be pre-arranged and pre-approved by the Landlord.
- (7) Allow the Landlord to carry out inspections of Facility from time to time, as it considers necessary.

- (8) Comply with the requirements of the Landlord regarding security at all events to ensure that the activities of the Renter do not cause or contribute to any harm to the Facility, the Landlord, its staff, agents and employees or the general public.
- (9) Ensure that a responsible adult be present and remain with any person under the age of nineteen (19) years who is associated with the Renter and on business for the Renter while present in the Facilities.
- (10) Maintain insurance as required in the **Rider** attached hereto and provide copies of the insurance policy to the Landlord as required by the **Rider** attached hereto.
- (11) The Renter agrees that it will indemnify and save harmless the Landlord and its officers, employees, servants, agents, successors, and assigns from and against any and all claims whatsoever including all damages, liabilities, expenses, costs, including legal or other fees incurred in respect of any such claim, or any cause or proceeding brought thereon arising directly or indirectly from or in connection with the granting of this Rental Agreement and the use and occupation of the said Facility, save that the Renter will be under no obligation to indemnify and save harmless the Landlord against or in respect of any damages or judgment rendered against the Landlord resulting from or arising out of any negligence or fault on the part of the Landlord in connection with the maintenance or condition of the Facility to the extent that the damage, loss or injury was caused or occasioned by the negligence of the Landlord.
- (12) The Renter agrees that before commencing use of the Facility the Renter shall on each occasion before use inspect the Facility and Equipment and shall forthwith notify the Landlord of any condition that may render the Facility or Equipment unsafe for use.
- (13) Pay directly to those persons engaged in making the Facility fit for the use of the Renter, or immediately pay to the Landlord, upon demand, all costs or expenses incurred by the Landlord in making the Facility fit for the use of the Renter, in accordance with the purposes set out in this Rental Agreement.

(14) The Renter shall appoint a coordinator who will be responsible for the administration and supervision of the Arts Council's activities. The Arts Council has designated the President/ and/or Vice President as the contact person and liaison for the Arts Council with the Landlord.

6) **OBLIGATIONS OF THE LANDLORD**

The Landlord shall:

- (1) Provide, at its own expense, electricity and heat for the facility at all times and provide a limited amount of janitorial and maintenance service for the Facility.
- (2) Do all things reasonably necessary to make the Facility fit for the purpose of the Renter, subject to the terms of this agreement.
- (3) If the Facility is damaged or destroyed by any cause whatsoever and if, in the opinion of the Landlord, the Facility cannot be rebuilt or made fit for the purposes of the Renter within ninety (90) days of the date of the damage or destruction the Landlord, instead of rebuilding or making the Facility fit for the purpose of the Renter, may at its option, terminate this Rental Agreement by giving the Renter within sixty (60) days of the damage or destruction, notice of termination, and this Rental Agreement shall be deemed to have been terminated.

7. **CANCELLATIONS**

- (1) Either party may, at its option, provide notice to the other of its intention to cancel this Rental Agreement. The Landlord or Renter must show cause to cancel the Rental Agreement unilaterally. The Rental Agreement may be canceled by mutual agreement.
- (2) A valid notice of intention to cancel this Rental Agreement must:
  - (a) be in writing;
  - (b) be signed by an authorized representative of the party seeking to cancel this Rental Agreement;

- (c) be delivered to the other party in accordance with the terms of this Rental Agreement;
- (d) specify the date upon which this Rental Agreement will be canceled; and
- (e) be delivered not less than sixty (60) days prior to the date upon which the Rental Agreement is intended to be canceled.

## **8. ASSIGNMENT**

- (1) The Rental Agreement granted to the Renter herein is personal to the Renter and may not be assigned, and no sub-licenses may be granted by the Renter, without the express, written consent of the Landlord.
- (2) If an assignment should occur then, at the option of the Landlord, this agreement shall be deemed to have been terminated. The Landlord shall provide to the Renter notice of termination stating a date on which this Rental Agreement will terminate.
- (3) With respect to the Landlord, this Rental Agreement shall be binding upon and shall ensure to the benefit of its heirs, successors and assigns.

## **9. GOVERNING LAW**

This agreement shall be interpreted according to the law of the Province of British Columbia.

## **10. NOTICES**

- (1) Any notice, demand, and or correspondence required to be sent or delivered according to the terms of this agreement shall be sent, by registered or certified mail, postage prepaid:

(a)	To the Landlord:	<b>COWICHAN VALLEY REGIONAL DISTRICT</b>
		175 Ingram Street
		Duncan, BC V9L 1N8



(b) To the Renter: **COWICHAN VALLEY ARTS COUNCIL**  
**c/o ISLAND SAVINGS CENTRE**  
 2687 James Street  
 Duncan, BC V9L 2X5

- (2) Each party shall provide written notice to the other of any changes in address for notices.
- (3) Notices sent to the addresses provided from time to time for this purpose shall be deemed to have been received five (5) days after mailing.

#### 11. **AGENCY**

- (1) The Renter and its agents, servants, and employees are not and shall not be deemed to be agents, servants or employees of the Landlord.
- (2) Subject to the terms of this Rental Agreement, the Landlord and its agents, servants and employees are not and shall not be deemed to be agents, servants or employees of the Renter.
- (3) Any powers or rights granted to the Landlord by this Rental Agreement may be exercised by its General Manager, or any other person(s) designated, by the Landlord, from time to time, as the person entitled to exercise these powers or rights.

#### 12. **CONSTRUED COVENANT, SEVERABILITY**

All of the provisions of this Rental Agreement are to be construed as covenants and agreements. Should any provision of this license be or become illegal, invalid, or not enforceable, it shall be considered separate and severable from this Rental Agreement and the remaining provisions shall remain in force and be binding upon the parties hereto and be enforceable to the fullest extent by the law.

**13. ENTIRE AGREEMENT, ALTERATIONS AND HEADINGS**

(1) The terms contained in this document and in the **Rider** attached hereto, the contents of which are hereby incorporated by reference into this document (and which together are referred to as the "Rental Agreement"), are all and wholly representative of the agreement between the Landlord and Renter.

(2) There are no verbal or collateral representations, statements, warrants or agreements of any nature or kind whatsoever, and no other agreements or understandings, written or oral, in effect between the parties, relating to the subject matter hereof, other than those herein expressed. Any amendments or alterations to this agreement must be in writing, signed by both parties.

(3) Headings form no part of this agreement and shall be construed as being inserted for convenience of reference only.

**14. ARBITRATION**

Any dispute, controversy or claims arising out of or relating to this contract or the breach or termination thereof shall be settled by a single arbitrator under the Rules of the British Columbia Arbitration and Mediation Institute, and shall be held in British Columbia.

IN WITNESS WHEREOF parties hereto have caused this instrument to be executed in duplicate by their duly authorized representative on the day and year herein below written.

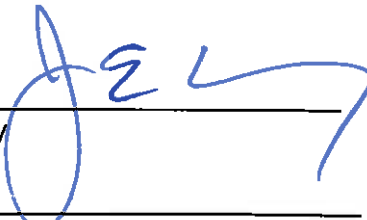
DATED at the Cowichan Valley Regional District, 175 Ingram Street, Duncan, BC the 17<sup>th</sup> day of December, 2014.

SIGNED, SEALED AND DELIVERED in the presence of:

  
Jon Lefebure

COWICHAN VALLEY REGIONAL DISTRICT BOARD CHAIR its authorized signing representative.

Address Cowichan Valley Regional District 175 Ingram Street Duncan BC V9L 1N8


  
Joe Barry

COWICHAN VALLEY REGIONAL DISTRICT CORPORATE SECRETARY its authorized signing representative.

Address Cowichan Valley Regional District 175 Ingram Street Duncan BC V9L 1N8




SIGNED, SEALED AND DELIVERED in the presence of:

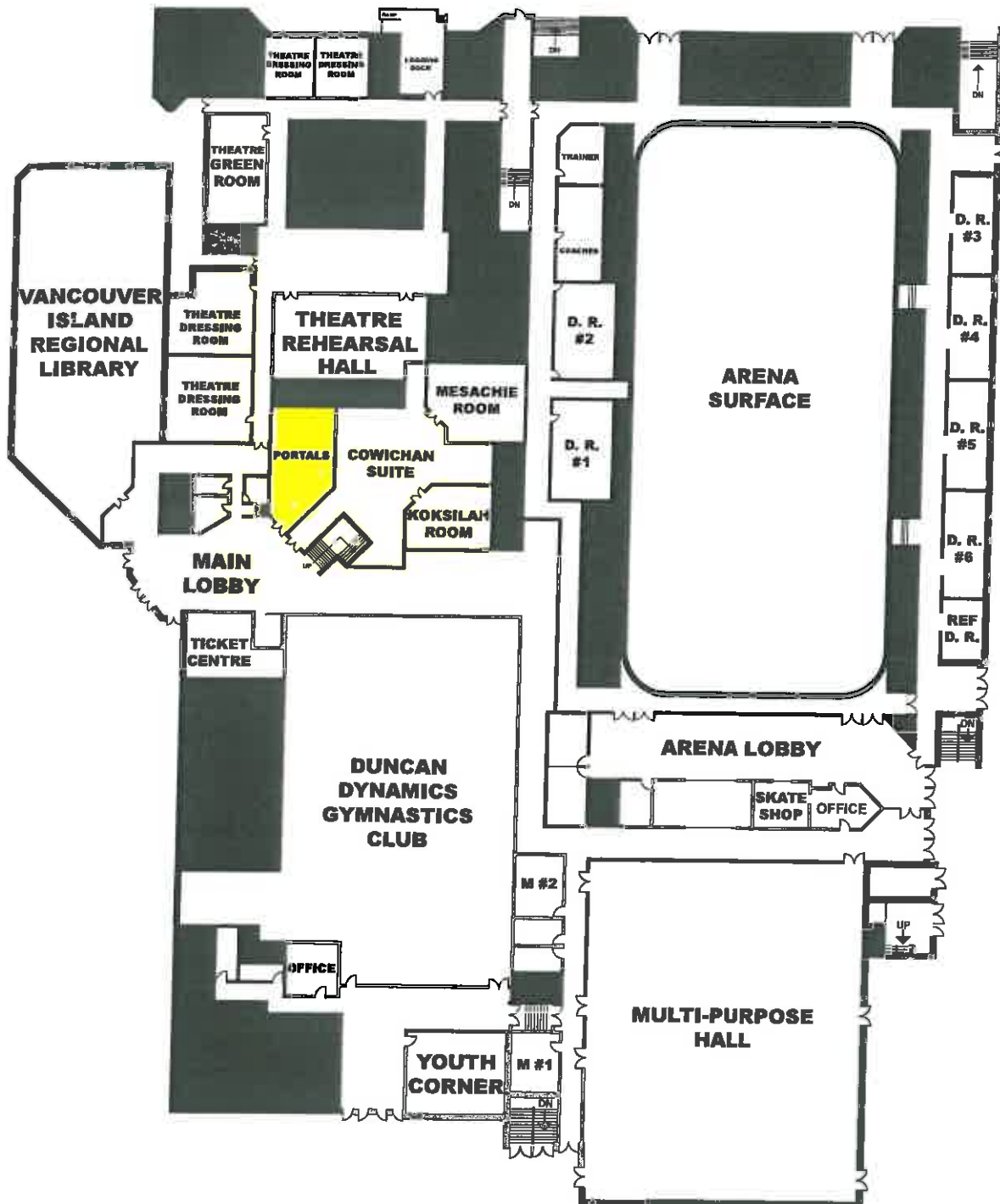
  
Name

GAIL ROBERTSON  
COWICHAN VALLEY ARTS COUNCIL its authorized signing representative

Address

  
Occupation SAVING'S CENTRE

COPY



**Appendix 'A' Floor Plans  
Island Savings Centre  
2687 James Street**

## Rider to Facility Rental Agreement

**BETWEEN:****COWICHAN VALLEY REGIONAL DISTRICT**

175 Ingram Street

Duncan, BC V9L 1N8

(hereinafter called "the Landlord")

**OF THE FIRST PART****AND: COWICHAN VALLEY ARTS COUNCIL**

c/o ISLAND SAVINGS CENTRE

2687 James Street

Duncan, BC V9L 2X5

(hereinafter called "The Renter")

**OF THE SECOND PART**

The following provisions are incorporated by reference into the Facility Rental Agreement ("the Rental Agreement") signed and dated the 17<sup>th</sup> day December, 2014 and are to be read and construed as if they were contained therein.

1. **FACILITY**

(1) Subject to this agreement the Landlord grants to the Renter the right to use the following areas hereinafter referred to as "Portals" within the ISLAND SAVINGS CENTRE (as shown on the floor plan of the ISLAND SAVINGS CENTRE which is attached as Appendix "A" to this Rider), for the **purpose** of operating an office, a meeting room, a gallery, workshop space and culture related activities. It is understood that there will be performances in the facility, subject to the approval of the Landlord.

**2. TIMES & DATES MADE AVAILABLE TO THE RENTER**

- (1) The Landlord will make the space available to the Renter every day excluding statutory holidays, and days due to unforeseen circumstances (i.e. power outages). This agreement will be in place from November 1, 2014 to October 31, 2019.
- (2) The Landlord will make the space available from 6:00 am to 10:30 pm.

**3. FEES AND RENTALS**

- (1) The Landlord shall make available to the Renter the space for no rental fee for the five year period.
- (2) It is understood that all normal operating fees for janitorial, heating, hydro, water and garbage disposal shall be waived for this period.
- (3) It is understood that fees for maintenance to the envelope of the space shall be waived for this period.
- (4) It is understood that improvements to the space shall be the financial responsibility of the renter. If those improvements are performed by the Island Savings Centre operations section, then an invoice for those services shall be delivered.
- (5) It is understood that work normally performed by the Island Savings Centre operations staff prior to January 1, 2011, will continue to be performed within the space.

**4. INSURANCE**

- (1) Prior to the granting of the Rental Agreement, the Renter shall obtain and maintain comprehensive general liability insurance including, without limitation, coverage for the indemnity provided herein, on terms satisfactory to the Cowichan Valley Regional District. The Cowichan Valley Regional District shall be included as named insured.

- (2) Such policy shall be written on a comprehensive basis with inclusive limits of not less than three million dollars \$ 3,000,000 per occurrence, including \$ 3,000,000 for bodily injury and/or death to any one or more persons including voluntary medical payments and property damage, or such higher limits as the Landlord may require from time to time. The policy shall contain a clause providing that the insurer will give the Landlord thirty ( 30 ) days prior written notice in the event of cancellation or material change. The Renter shall provide the Landlord with evidence of such insurance coverage in the form of an executed copy of a Certificate of Insurance in a form satisfactory to the Landlord prior to the granting of this rental agreement.
- (3) It shall be the sole responsibility of the Renter to determine what additional insurance coverage, if any, including but not limited to Worker's Compensation and Participant's Insurance, are necessary and advisable for its own protection and/or to fulfill its obligations under this rental agreement. Any such additional insurance shall be maintained and provided at the sole expense of the Renter.

5. **RENEWAL AND ALTERATIONS**

- (1) Any alterations in the terms of the Rental Agreement must be in Written form and signed by both parties.
- (2) Initial contract negotiations for future agreements shall commence no later than **April 1, 2018.**

6. **USE OF OTHER FACILITIES**

- (1) Rental of other facilities or services by the Renter during the term of this contract shall be the subject-matter of a separate contract between the ISLAND SAVINGS CENTRE and the Renter.

IN WITNESS WHEREOF the parties hereto have caused this instrument to be executed in duplicate by their duly authorized representatives on the day and year herein below written.

DATED at the Cowichan Valley Regional District, 175 Ingram Street, Duncan, BC the 17<sup>th</sup> day of DECEMBER, 2014.

SIGNED, SEALED AND DELIVERED in the presence of:

Jon Lefebure  
Jon Lefebure

Address Cowichan Valley Regional District  
175 Ingram Street  
Duncan BC V9L 1N8

COWICHAN VALLEY REGIONAL DISTRICT  
BOARD CHAIR  
its authorized signing representative.

Joe Barry  
Joe Barry

Address Cowichan Valley Regional District  
175 Ingram Street  
Duncan BC V9L 1N8

COWICHAN VALLEY REGIONAL DISTRICT  
CORPORATE SECRETARY  
its authorized signing representative.

Gail Robertson

SIGNED, SEALED AND DELIVERED in the presence of:

John Elzinga  
Name

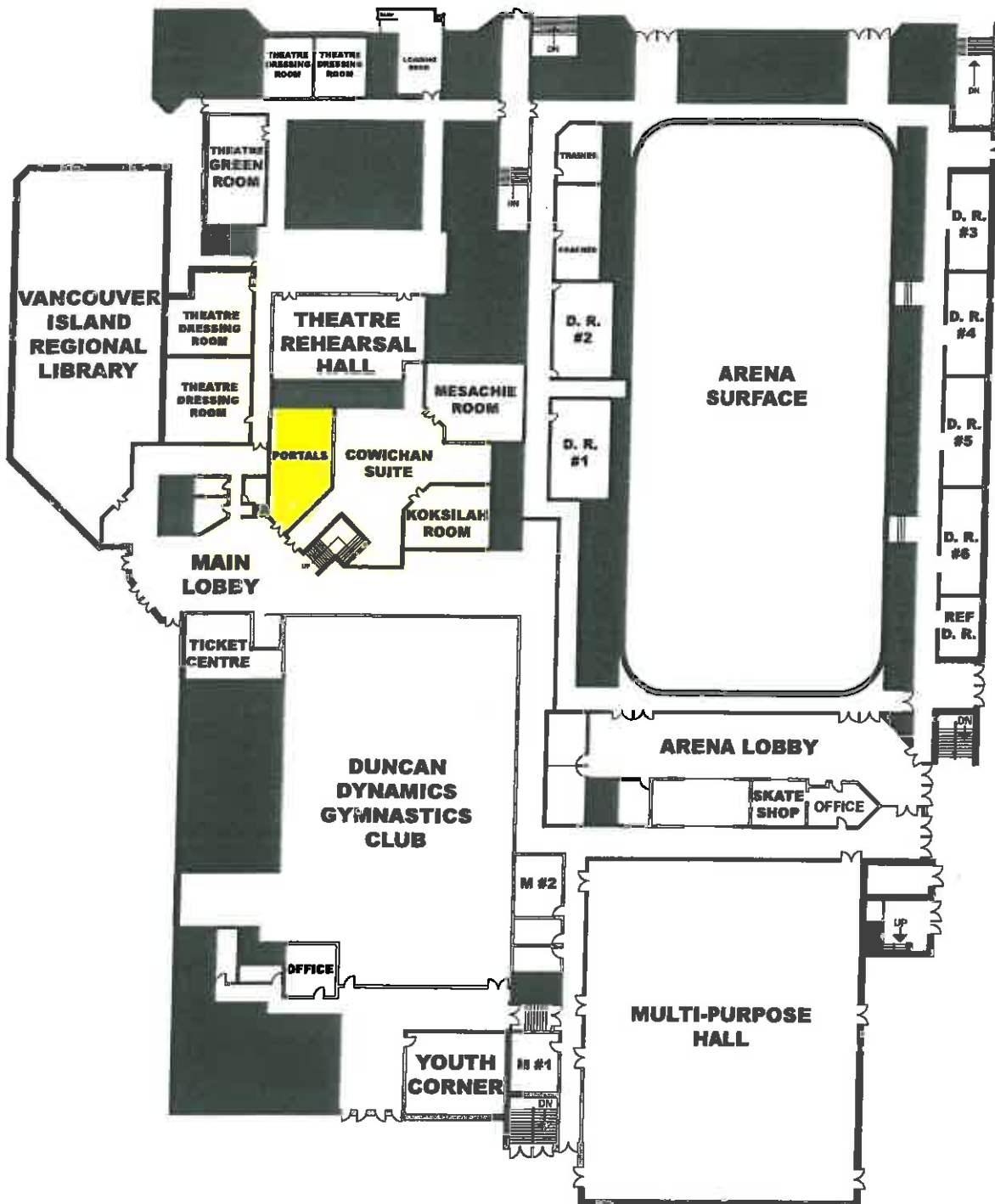
Address

MANAGER, ISLAND  
Occupation SAVINGS COUNCIL

GAIL ROBERTSON  
COWICHAN VALLEY ARTS COUNCIL  
its authorized signing representative

COPY





**Appendix 'A' Floor Plans  
Island Savings Centre  
2687 James Street**

**FACILITY RENTAL AGREEMENT  
AMENDMENT**

This Amendment made the \_\_\_\_\_ day of \_\_\_\_\_, 2018

**BETWEEN:**

**COWICHAN VALLEY REGIONAL DISTRICT**

**175 Ingram Street**

**Duncan, BC V9L 1N8**

(hereinafter called "the Landlord")

**And**

**COWICHAN VALLEY ARTS COUNCIL**

**C/O ISLAND SAVINGS CENTRE**

**2687 James Street**

**Duncan, BC V9L 2X5**

(hereinafter called "the Renter")

Whereas the Landlord and the Renter agree to amend the Facility Rental Agreement dated December 17, 2014 as follows:

1. **SUBJECT MATTER**

The Rental Agreement is in respect of the part of the **ISLAND SAVINGS CENTRE** (hereinafter referred to as *Portals and the Arbutus Gallery*, and shown on the floor plan of the Island Savings Centre which is attached to Appendix A to this agreement)

2. **RENTAL AGREEMENT**

The Landlord hereby grants to the Renter the right to the use of *those areas known as Portals and the Arbutus Gallery* for the purposes and on the dates and during the times specified in the **Rider** attached hereto.

And, whereas the Landlord and the Renter agree to amend the Rider to the Facility Rental Agreement dated December 17, 2014 as follows:

**1. FACILITY**

*(1.a) Subject to this agreement the Landlord grants to the Renter the right to use the following area, hereinafter referred to as the Arbutus Gallery within the ISLAND SAVINGS CENTRE (as shown on the floor plan of the ISLAND SAVINGS CENTRE which is attached as Appendix "A" to this Rider), for the purpose of operating a gallery. It is understood there may be cultural gatherings in the facility, subject to the approval of the Landlord.*

**2. TIMES & DATES MADE AVAILABLE TO THE RENTER**

- (1) The Landlord will make *Portals* available to the Renter every day excluding statutory holidays, and days due to unforeseen circumstances (i.e. power outages). This agreement will be in place from November 1, 2014 to October 31, 2019.*
- (2) The Landlord will make the Arbutus Gallery available to the renter every day excluding statutory holidays with the exception of the second and third weeks of November annually in which case no displays may be in place. The Landlord reserves the right to use the gallery with displays in place during the BC Summer Games July 18 through 22, 2018; for an advance polling station during local elections in October 2018; and in the event of a community emergency which requires the implementation of an Emergency Reception Centre. This amendment will be in place from January 1, 2018 to October 31, 2019.*
- (3) The Renter acknowledges that the Arbutus Gallery is the access and egress for two meeting rooms that will continue to be controlled by the Landlord. The Landlord may therefore open the Arbutus Gallery to public and program participants for access and egress from time to time regardless of the Renter's schedule for site supervision. Such access and egress will not exempt the Renter from responsibility for the security of any art or other goods brought into the gallery by the Renter.*
- (4) The Landlord will make the spaces available from 6:00am to 10:30pm.*

**SIGNED, SEALED AND DELIVERED:**


---

COWICHAN VALLEY REGIONAL DISTRICT  
BOARD CHAIR

---

COWICHAN VALLEY REGIONAL DISTRICT  
CORPORATE SECRETARY

---

COWICHAN VALLEY ARTS COUNCIL  
PRESIDENT



# Transgender Inclusion in the Workplace

## A Primer for Employers

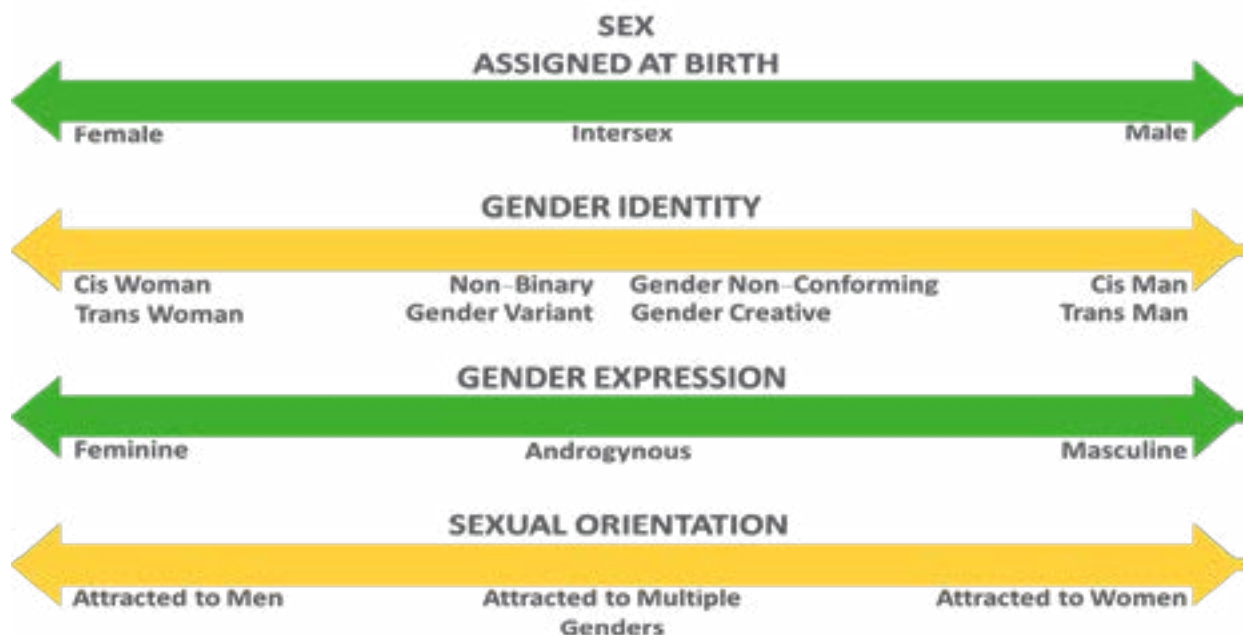
This primer is intended to provide employers and those working within public service provision with some concepts and language, along with resources and framework to support transgender inclusion.

### Terminology

Confusion and misunderstanding about transgender people happens in society. Part of this confusion stems from the ways in which sex and gender are often conflated or considered interchangeable. Every new born baby has a **sex assigned at birth** based on biological anatomy. For most people, their **gender identity** – that is, their innate sense of their gender – will align with their sex assigned at birth. The term used for people who experience this alignment is **cisgender (cis)**. However, it is estimated that 1 in 200 people will experience a dissonance or misalignment between their felt gender and their sex assigned at birth. **Transgender (trans)** is an umbrella term used to describe a wide range of people who experience this dissonance. There are many terms that people may use to self-describe their gender identity, such as trans woman and trans man. There are others who experience their gender identity outside of the binary of woman or man, and may use terms such as non-binary, gender variant and gender creative.

You do not need to be an expert and memorize all the definitions; it is more important to follow the lead of the individual and mirror the language that they use. It is also helpful to understand that much like **sexual orientation** (our attractions to others), both sex and gender occur along a continuum and exist beyond the binary of female/woman and male/man. A final term to be aware of is **gender expression**. This is the many ways in which a person chooses to express or present their gender such as dress attire, hair style, voice and mannerisms.

Transgender people may, or may not, undergo treatment, including gender affirming surgery and hormone therapy, to create a more harmonious balance between their felt gender and their bodies. This is generally referred to as **transitioning**. Other aspects of a transition may include a name change and pronoun preference. There is no singular path; everyone charts their own journey.



## About the Law

In June 2017, the Canadian Human Rights Act was amended to explicitly include “gender identity and gender expression” as protected grounds against discrimination.

The BC Human Rights Code was similarly amended in 2016. This amended legislation supports existing case law, which allows a transgender individual to access the washroom that aligns with their self-determined gender identity. As such, directing a transgender person to a separate washroom is not appropriate and may be considered discrimination.

Discrimination can take many forms, and can be intentional or unintentional, overt or systemic. Some examples of discrimination against trans individuals in the workplace can include, but are not limited to:

- > Refusing to hire or promote a transgender employee;
- > Refusing to work with a transgender employee or leaving the person out of meetings or decision-making;
- > Offensive jokes or sending offensive images; and
- > Refusing to provide a necessary accommodation.

## Five Pillar Framework

TransFocus uses a five pillar framework that was developed with the City of Vancouver and Park Board. There are five key areas where gender is often present within an organization, and may be used as an organizing feature that is creating barriers or points of exclusion, often unintentionally, to transgender employees and members of the public. An approach to strengthen transgender inclusion is to examine each of these five areas with a lens of gender:

1. Human Resources
2. Gender Data Collection + Management
3. Public Spaces + Facilities
4. Programs + Services
5. Communications + Public Consultation



## Additional Resources

Transgender Law and Policy Group [www.transgenderlaw.org](http://www.transgenderlaw.org)

TransCare BC [www.pshsa.ca](http://www.pshsa.ca)

Gender Creative Kids [www.gendercreativekids.ca](http://www.gendercreativekids.ca)