



THE CORPORATION OF THE VILLAGE OF ASHCROFT

SUPPLEMENTARY AGENDA

**TO THE REGULAR MEETING OF COUNCIL TO BE HELD IN THE COUNCIL CHAMBERS
OF THE VILLAGE OFFICE AT 7:00 PM ON MONDAY, AUGUST 26, 2019**

4. CORRESPONDENCE

- 4.10 Jean Norris**
 - Terry Fox Run – Request for free use of Heritage Park gazebo

 - 4.11 The Office of the Ombudsperson**
 - Quarterly Report showing complaint files closed for the Village of Ashcroft from April 1 – June 30, 2019

 - 4.12 Vancouver Foundation**
 - Jack Gin Family Foundation - \$1000.00 donation to the Ashcroft Museum
-

August 23, 2019

Village of Ashcroft
PO Box 129
Ashcroft, BC
V0K 1A0

Jean Norris
PO Box 933
Ashcroft, BC
V0K 1A0

To whom it may concern;

Please accept this formal request for use of the Ashcroft Heritage Park at 600 Railway Avenue, on Sunday September 15, 2019.

The purpose of this request is to facilitate the 2019 Ashcroft Terry Fox Run Event, which is planned to begin and end at the Park gazebo.

Valid event insurance is in place. (see attached copy of Certificate of Insurance)

If there are any fees associated with the use of the Park, may I respectfully request that those fees be waived?

Thank you for your attention to this request. I look forward to hearing from you, at your earliest convenience.

Sincerely,



Jean Norris

CERTIFICATE OF INSURANCE

ISSUE DATE (YY/MM/DD)
19/05/08

BROKER
Purves Redmond Limited
70 University Avenue
Suite 400
Toronto ON M5J 2M4

This certificate is issued as a matter of information only and confers no rights upon the certificate holder. This certificate does not amend, extend or alter the coverage afforded by the policies below.

COMPANY A Northbridge Insurance Company
AM Best A

COMPANY B

COMPANY C

COMPANY D

COMPANY E

INSURED'S FULL NAME AND MAILING ADDRESS
The Terry Fox Foundation
150-8960 University High St
Burnaby BC V5A 4Y6

COVERAGES

This is to certify that the policies of insurance listed below have been issued to the insured named above for the policy period indicated, notwithstanding any requirement, term or condition of any contract or other document with respect to which this certificate may be issued or may pertain. The insurance afforded by the policies described herein is subject to all the terms, exclusions and conditions of such policies. Limits shown may have been reduced by paid claims.

TYPE OF INSURANCE	CO LTR	POLICY NUMBER	POLICY EFFECTIVE DATE (YY/MM/DD)	POLICY EXPIRATION DATE (YY/MM/DD)	LIMITS OF LIABILITY (Canadian dollars unless indicated otherwise)	
COMMERCIAL GENERAL LIABILITY (CGL) Including, but not limited to: Bodily Injury, Property Damage, Personal Injury and Advertising Injury, Premises - Operations, Cross Liability and Severability of Interest Clauses, Contingent Employers Liability, Contractual Liability, SEF 94, SEF 96, SEF 99.	A	CBC 0656707 05	18/11/30	19/11/30	Per Occurrence	\$15,000,000
					General Aggregate	\$25,000,000
					Prod & Comp Operation	\$15,000,000
					Non-Owned Auto - SPF 6	\$5,000,000
					Tenant's Legal Liability	\$1,000,000

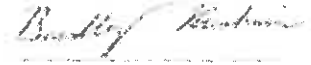
DESCRIPTION OF OPERATIONS/LOCATIONS/AUTOMOBILES/SPECIAL ITEMS/ADDITIONAL INSURED
Operations usual to the insured's business.
Site BC0515 - Ashcroft - 2018 Terry Fox Run

CERTIFICATE HOLDER

Village of Ashcroft
PO Box 129
Ashcroft BC V0K 1A0

CANCELLATION
SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING COMPANY WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE COMPANY, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE





The Office of the
Ombudsperson

2nd floor – 947 Fort Street
PO Box 9039 STN PROV GOVT
Victoria BC V8W 9A5

www.bcombudsperson.ca

General Inquiries: 250-387-5855
Toll-Free: 1-800-567-3247
Fax: 250-387-0198

Her Worship Barbara Roden
Mayor
Village of Ashcroft
PO Box 129
ASHCROFT BC V0K 1A0

August 13, 2019

Dear Mayor Roden,

RE: Quarterly Report: April 1 – June 30, 2019

This package of documents details the complaint files the Office of the Ombudsperson closed for **the Village of Ashcroft** between April 1 and June 30, 2019. This package does not include information about complaint files that are currently open with our office. As required by the *Ombudsperson Act*, this report provides information about the complaint files we closed regarding your organization within the last quarter, including both files we investigated and files we closed without investigation. No action is required on your part, however we hope that you will find this information useful and share it within your organization.

Enclosed you will find a detailed report containing the following:

- The number of files our office closed in the last quarter regarding your organization and the category under which these files were closed. The categories we use to close files are based on the sections of the *Ombudsperson Act*, which gives the Ombudsperson the authority to investigate complaints from the public regarding authorities under his or her jurisdiction. A more detailed description of our closing categories is available on our website at: <https://bcombudsperson.ca/qr-glossary>.
- If applicable, copies of all closing summaries from investigated files that were closed during the last quarter. Our office produces closing summaries for *investigated* files only, and not for enquiries or those we choose not to investigate. These summaries provide an overview of the complaint received, our investigation and the outcome.
- If applicable, a summary of the topics identified in all complaints that were closed in the last quarter for your organization. Our office tracks the topics of complaints we investigate and those we close without investigation (we do not track this information for enquiries). We track general complaint topics for all complaints we receive, and when applicable, we include authority-specific and/or sector-specific topics for your organization and/or sector. Because complaints are confidential, we do not share complaint topic information if we received too few complaints to preserve the complainants' anonymity.

40
years
OF SERVICE

B.C.'s Independent Voice for Fairness

RECEIVED
AUG 23 2019
THE CORPORATION VILLAGE OF ASHCROFT



If you have questions about our quarterly reports, or if you would like to sign up for our mailing list to be notified of educational opportunities provided by our Prevention Initiatives Team, please contact us at 250-508-2950 or consult@bcombudsperson.ca.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Jay Chalke".

Jay Chalke
Ombudsperson
Province of British Columbia

Enclosures



The Office of the
Ombudsperson

2nd floor – 947 Fort Street
PO Box 9039 STN PROV GOVT
Victoria BC V8W 9A5

www.bcombudsperson.ca

General Inquiries: 250-387-5655
Toll-Free: 1-800-567-3247
Fax: 250-387-0198

Quarterly report for Village of Ashcroft for April 1 – June 30, 2019

Type of complaint closure	# closed
Enquiries – Many people who contact us are not calling to make a complaint, but are seeking information or advice. These contacts are classified as <i>Enquiries</i> to distinguish them from <i>Complaints</i> , which are requests that our office conduct an investigation.	0
Complaints with No Investigation – Our office does not investigate every complaint it receives. First, we determine whether we have authority to investigate the complaint under the <i>Ombudsperson Act</i> . We also have discretion to decline to investigate for other reasons specified in the <i>Ombudsperson Act</i> .	1
Early Resolution Investigations – Early Resolution investigations provide an expedited process for dealing with complaints when it appears that an opportunity exists for the authority to take immediate action to resolve the issue. Typical issues that are addressed through Early Resolution include timeliness, communication, and opportunities for internal review.	0
Complaint Investigations – When we investigate a complaint we may conclude with a determination that a complaint is not substantiated, or with a negotiated settlement of the complaint, or with public findings and recommendations. We may also exercise discretion to cease investigation for a number of other reasons specified in the <i>Ombudsperson Act</i> .	Total: 0
Reason for closing an Investigation:	
Pre-empted by existing statutory right of appeal, objection or review.	0
Investigation ceased with no formal findings under the <i>Ombudsperson Act</i> .	
More than one year between event and complaint	0
Insufficient personal interest	0
Available remedy	0
Frivolous/vexatious/trivial matter	0
Can consider without further investigation	0
No benefit to complainant or person aggrieved	0
Complaint abandoned	0
Complaint withdrawn	0
Complaint settled in consultation with the authority - When an investigation leads us to conclude that action is required to resolve the complaint, we try to achieve that resolution by obtaining the voluntary agreement of the authority to settle the complaint. This allows matters to be resolved fairly for the complainant and authority without requiring a formal finding of maladministration.	0
Complaint substantiated with formal findings under the <i>Ombudsperson Act</i> .	0
Complaint not substantiated under the <i>Ombudsperson Act</i> .	0
Ombudsperson Initiated Investigations – The Ombudsperson has the authority to initiate investigations independently from our process for responding to complaints from the public. These investigations may be ceased at the discretion of the Ombudsperson or concluded with formal findings and recommendations.	0

For more detailed information about the complaint closing categories used by our office, please see our glossary of terms at: <https://www.bcombudsperson.ca/resources/information-public-bodies/fairness-quick-tips>. To obtain a more detailed breakdown of the complaints closed for your authority for the quarter, please contact us at consult@bcombudsperson.ca.

The tables below summarize the complaint topics we are tracking for your sector and/or authority and the number of times this topic was identified in the files (investigated and non-investigated complaints) that were closed in the most recent quarter.

If you would like more information on the types of complaints we receive, please contact our Prevention Initiatives Team: email us at consult@bcombudsperson.ca or call us at 250-508-2950.

Sector-Specific Complaint Topics - All Local Government

Business Licensing	6	4%
Bylaw Enforcement	43	28%
Council Member Conduct (incl. Conflict of Interest)	10	7%
Official Community Plan/Zoning/Development	29	19%
Fees/Charges (incl. Taxes)	14	9%
Open Meetings	6	4%
Procurement	2	1%
Services (incl. Garbage, Sewer, Water)	13	9%
Response to Damages Claim	5	3%
Other	23	15%

General Complaint Topics - All Local Government

Decision/Outcome - Disagreement with	54	27%
Accessibility	4	2%
Delay	6	3%
Administrative error	8	4%
Treatment by staff	13	6%
Communication	32	16%
Process/Procedure	60	30%
Complaint/Review/Appeals Process	11	5%
Other	15	7%



August 16, 2019

Kathy Paulos
Museum Supervisor
Village of Ashcroft
PO Box 129
601 Bancroft Street
Ashcroft BC V0K 1A0



Dear Kathy:

Re: Jack Gin Family Foundation

We are pleased to enclose a grant cheque in the sum of \$1,000.00. This generous support is provided by the Jack Gin Family Foundation, following the recommendation of Mr. & Mrs. Jack & Sylvia Gin. **The fund advisors would like this grant to support the Ashcroft Museum.**

You are invited to send thank you correspondence for the fund advisor(s) by *email* to thanks@vancouverfoundation.ca, with reference to grant **ADV19-1373**. If publicly recognizing this support, please refer to it as the "Jack Gin Family Foundation, held at Vancouver Foundation". Please note that a tax receipt is not required for this grant.

Vancouver Foundation is dedicated to creating healthy, vibrant and livable communities in BC and across Canada. Together with our donors, we've been making meaningful and lasting impacts in communities for 75 years.

If you have any questions, please contact me at 604.629.5360 or Craig.Hikida@vancouverfoundation.ca.

Sincerely,

A handwritten signature in blue ink that reads "Craig Hikida".

Craig Hikida
Vice President, Donor Services

cc: Mr. & Mrs. Jack & Sylvia Gin

Our File: **ADV19-1373**