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**To:** "Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>  
**Date:** 5/13/2016 9:50:32 AM  
**Subject:** City of Vancouver Flag and Illuminate City Hall Guidelines and Procedures  
**Attachments:** [CMO - Mayor & Council - COV Flag & Illuminations City Hall Guidelines & Procedures - 2016.05.10.pdf](#)

Dear Mayor and Council,

As discussed in our recent Staff/Council workshop, our Protocol office has developed protocols for Flag and Illuminations of City Hall to address inconsistencies and confusion regarding how and when these decisions are made.

Please see attached memo from Wendy Au, Assistant City Manager on the Guidelines and Procedures for Flag raisings and Illumination of City Hall.

A brief summary of the Memo is as follows:

- ceremonial flag pole at City Hall can be used to fly the flags of other sovereign nations, with whom Canada has diplomatic relations or flags of non-profit societies and local organizations
- flag raising at City's four flag islands can be booked by charitable and non-profit organizations to promote awareness of a cause or event
- Illumination of City Hall building in a variety of colours for recognition of important events and cultural occasions
- the City of Vancouver's government flags can be flown at half-mast as a sign of mourning in accordance with the Flag Policy - AG 013-01

All requests can be submitted to Protocol Office and put forward to City Manager /Deputy City Manager for approval.

Please feel free to contact Lesley Matthews at 604.829.2039 or Paul Hendren at 604.873.7648 if you have any questions.

Best  
Sadhu Johnston  
City Manager  
City of Vancouver

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OFFICE OF THE CITY MANAGER  
Wendy Au, Assistant City Manager

VanRIMS No.: 01-9000-20

## MEMORANDUM

May 11, 2016

TO: Mayor and Council

CC: Sadhu Johnston, City Manager  
Paul Mochrie, Deputy City Manager  
Janice MacKenzie, City Clerk  
Lynda Graves, Manager, Administration Services, City Manager's Office  
Rena Kendall-Craden, Director, Communications  
Mike Magee, Special Advisor, Mayor's Office  
Kevin Quinlan, Chief of Staff, Mayor's Office  
Katie Robb, Director, Communications, Mayor's Office  
Emma Lee, Director, Community Relations, Mayor's Office  
Rosemary Hagiwara, Director, Business & Election Services  
Bill Aujla, General Manager, Real Estate & Facilities Management  
Paul Hsu, Associate Director, Facilities Maintenance & Operations  
Jerry Dobrovlny, General Manager, Engineering Services  
Vivian de la Paz, Engineering Assistant  
Shayna Rector Bleeker, Associate Director, Communications  
Holly Munn, Communications Coordinator  
Lesley Matthews, Chief of External Relations and Protocol  
Paul Hendren, Protocol Coordinator

FROM: Wendy Au, Assistant City Manager

SUBJECT: City of Vancouver Flag and Illuminate City Hall Guidelines and Procedures

Dear Mayor and Council,

Please see below the guidelines and procedures for **Flag Raisings and Illumination at City Hall**:

### Flag Raisings at City Hall:

The ceremonial flag pole on the north lawn at City Hall can be used to fly the flags of other sovereign nations, with whom Canada has diplomatic relations or the flags of non-profit

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societies and other local organizations. The City flies the flags of other sovereign nations in recognition of Vancouver's ethnic diversity, and to promote the efforts of non-profits and local organizations.

Requests to use the ceremonial flag pole are sent to the **Protocol Office**.

### **Guidelines**

The City accepts requests to:

- Support events of national or international significance.
- Support local festivals or community events.
- Support local, national or international awareness issues that build community or are related to community health.

The following types of requests are declined, unless otherwise authorized by the **City Manager** or **Deputy City Manager**:

- Requests from nations where there is political unrest or conflict and nations that do not have formal diplomatic relations with the Government of Canada.
- Flags that are personal, political, religious, or commercial in nature.
- Flags related to events or organizations with no direct impact or connection to Vancouver.

### **Procedures**

1. All requests are sent by the **Protocol Office** to the **City Manager** or **Deputy City Manager** for review. The **Protocol Office** will provide the **City Manager** or **Deputy City Manager** with a recommendation based on the guidelines.
2. When requests are approved:
  - **City Manager/Deputy City Manager** confirms that **Protocol** can proceed by signing the *Approval Form*.
  - **Protocol** advises the requesting organization on procedures for organizing their flag raising ceremony.
  - **Protocol** notifies the departments listed in part 4.
3. Requests that are not approved by the **City Manager** or **Deputy City Manager** will be declined with **Protocol** staff notifying the requestor.
4. When a flag raising request has been approved, **Protocol** will notify the following by email:
  - Mayor and Council
  - Mayor's Office Staff
  - City Manager's Office
  - Security Office
  - The Internal Communications Manager
  - Social Media Coordinator
  - [media@vancouver.ca](mailto:media@vancouver.ca)
  - 311 Leadership Team

### **Flag Raisings at Flag Islands**

The City has four flag islands that can be booked by charitable and non-profit organizations to promote awareness of a particular cause or event.

The flag islands program is administered by **Engineering Services**, which accepts requests for flags and banners online, and has policies included in the application package.

#### **Procedures**

1. All requests received by **Engineering Services**, that involve raising flags on City poles are forwarded to the **Protocol Office** and Protocol staff will consult the **City Manager** or **Deputy City Manager**.
2. The **Protocol Office** will advise **Engineering Services** of the **City Manager's** or **Deputy City Manager's** decision.
3. When a flag raising request has been approved, the Protocol Office will notify the following by email:
  - Mayor and Council
  - Mayor's Office Staff
  - City Manager's Office
  - Engineering Services
  - The Internal Communications Manager
  - Social Media Coordinator
  - [media@vancouver.ca](mailto:media@vancouver.ca)
  - 311 Leadership Team

### **Requests to Illuminate City Hall**

City Hall has an external LED lighting system that allows for the illumination of the building in a variety of colours. The system was installed to allow the City to recognize important events and cultural occasions.

Members of the public are able to request City Hall be illuminated in a specific colour by filling out an online form on the City's website. Completed request forms are sent to the **Protocol Office** for approval according to the guidelines below.

#### **Guidelines**

The City accepts requests that:

- Support events of national or international significance.
- Support local festivals or community events.
- Support local, national, or international awareness issues that build community or are related to community health.

The following types of requests are declined, unless otherwise authorized by the **City Manager** or **Deputy City Manager**:

- Requests that are personal, political, religious or commercial in nature.
- Requests related to events or organizations with no direct connection to Vancouver.
- Requests that contravene City of Vancouver policies or by-laws.

### Procedures

1. Requests are received by the **Protocol Office** and sent to the **City Manager** or **Deputy City Manager** for review. The **Protocol Office** provides the **City Manager** or **Deputy City Manager** with a recommendation based on the guidelines.
2. When requests are approved:
  - **City Manager/Deputy City Manager** confirms that *Protocol* can proceed by signing the *Approval Form*.
  - **Real Estate and Facilities Management** are notified to program the lighting change.
3. Requests that do not fit within the guidelines will be declined with Protocol staff notifying the requestor.
4. **Unscheduled Lighting Requests.** (e.g., changing the lighting to the colours of another country's flag to show solidarity after a terrorist attack.)
  - **Mayor's Office** sends request to **City Manager/Deputy City Manager**.
  - **City Manager/Deputy City Manager** approves or declines request.
  - *If approved, City Manager/Deputy City Manager* notifies **Real Estate and Facilities Management** to program the lights and copies **Protocol Office**.
  - **Protocol** notifies departments listed in part 5.
5. When an illuminate City Hall request has been approved, the **Protocol Office** will notify the following by e-mail:
  - Mayor and Council
  - Mayor's Office Staff
  - City Manager's Office
  - Associate Director of Real Estate and Facilities Management
  - The Director of Corporate Communications
  - The Associate Director of Corporate Communications
  - The Internal Communications Manager
  - Social Media Coordinator
  - [media@vancouver.ca](mailto:media@vancouver.ca)
  - 311 Leadership Team

## Half-Mastings Flags

The City of Vancouver's government flags can be flown at half-mast as a sign of mourning in accordance with the Flag Policy - AG 013-01. When warranted under the policy, the flag is brought to the half-mast position by raising it to the top of the mast and immediately lowering it slowly to half-mast. When one flag is flown at half-mast, all flags flown together should also be at half-mast.

1. The Canada Flag shall be lowered to half-mast at City Hall and other facilities where deemed appropriate for the following occasions:
  - A. On the death of a Sovereign or a member of the Royal Family related in the first degree to the Sovereign, the Governor General, the Prime Minister, a former governor general, a former prime minister, or a federal cabinet minister;
  - B. On the death of the Lieutenant Governor or the Premier;
  - C. On the death of a Member of the House of Commons or a Member of the Legislative Assembly when that member represents a Vancouver riding;
  - D. On the death of the Mayor, former Mayor, a current Vancouver City Councillor or a former City Councillor who has served at least 10 years;
  - E. On the death of a Vancouver city employee when their death has occurred as a direct result of performing their duties;
  - F. On Remembrance Day (November 11);
  - G. On the Day of Mourning for Persons Killed or Injured in the Workplace (April 28);
  - H. On the National Day of Remembrance and Action on Violence Against Women (December 6); and,
  - I. On the death of a person to whom Council wishes to bestow this honour or an event that Council wishes to recognize.

### Procedure:

- *Protocol advises City Manager/Deputy City Manager and Mayor's Office that the flag will be lowered.*
  - *City Manager or Deputy City Manager confirms that Protocol can proceed with an e-mail to Protocol and copied to the Mayor's Office.*
  - *Protocol notifies departments outlined below in part 4.*
  - *In the event of occasion A-E, flags are lowered from notification of the death to sunset on the day of the funeral, unless otherwise directed by Protocol.*
  - *In the event of occasion F-H, flags are lowered from sunrise to sunset on the day specified by Protocol.*
  - *In the event of occasion I, flags are lowered as directed by Council.*
2. On occasions of a death not specified in the City's Flag policy, the City of Vancouver can follow the direction of the Federal Department of Canadian Heritage.

### Procedure:

- *Protocol advises City Manager/Deputy City Manager and Mayor's Office when notification is received from the Federal Department of Canadian Heritage via the BC Protocol Office.*
- *City Manager or Deputy City Manager advises and consults with the Mayor's Office.*
- *City Manager/Deputy City Manager advises Protocol of decision.*
- *If approved, Protocol notifies departments outlined in part 4.*

3. If the **Mayor** requests the flag to be lowered on an occasion that is not specified in the City's Flag policy and on occasions where direction is not provided by Canadian Heritage, Council approval is required. If there is no time to gather Council for a decision, the following procedure will be followed.

**Procedure:**

- *Mayor's Office sends request to City Manager/Deputy City Manager.*
  - *City Manager/Deputy City Manager refers to Flag Policy (AG-013-01), and consults with City Clerk and Protocol.*
  - *City Manager/Deputy City Manager approves or declines request.*
  - *If approved, City Manager/Deputy City Manager notifies Real Estate and Facilities Management to lower flag and copies Protocol.*
  - *Protocol notifies departments listed in part 4.*
4. When half-masting has been approved, Protocol will notify the following by e-mail:
    - The Corporate Management Team
    - Mayor and Council
    - Mayor's Office Staff
    - An assigned representative for Engineering Services, Electrical Design
    - Associate Director of Real Estate and Facilities Management
    - City Hall Security
    - The Superintendent of Manitoba Yards
    - The Superintendent of Evans Yards
    - The Superintendent of National Yards
    - The Director of Civic Theatres
    - The Director of Corporate Communications
    - The Associate Director of Corporate Communications
    - The Internal Communications Manager
    - media@vancouver.ca
    - The City Clerk's administrative support staff
    - 311 Leadership Team
    - Vancouver Fire Department
    - Vancouver Police Department (for information)
    - Vancouver Public Library (for information)
    - Vancouver Park Board (for information)



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