

From: ["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)

To: ["Direct to Mayor and Council - DL"](#)

Date: 7/6/2022 12:33:31 PM

Subject: [Council Memo: Update on Ending Sexual Harassment and Violence in Vancouver's Hospitality and Service Industries \(RTS 13365\)](#)

Attachments: [ACCS - GM - Memo \(Council\) - Ending Violence in the Hospitality and Service Industries \(RTS #13365\) \(2022-07-06\).pdf](#)

Dear Mayor and Council,

Attached please find staff's initial response to the motion *Ending Sexual Harassment and Violence in Vancouver's Hospitality and Service Industries* (RTS 013365), where staff were directed to recommend how to address sexual violence in consultation with various stakeholders, and report back on mandating sexualized violence prevention training for hotel and restaurant staff as part of the liquor or business license approval process as well as venue audits to manage risk. Further updates will be provided as part of staff reporting back on the UN Safe Spaces for Women and Girls initiative.

In summary, staff will take the following actions over the short term/next few months:

- **Advocacy:** Staff will recommend that the Mayor write to the Province advocating for legislative and regulatory changes such as integrating sexual harassment and violence prevention training as part of the Serving it Right training. Further, the City Manager will write to the CEO of WorkSafe BC to request WorkSafe BC Occupational Health and Safety policies be updated to specifically reference and include preventative measures to address sexual violence in the work place.
- **Recommend Funding:** Recommend 40k in funding to Good Night Out Vancouver as part of an upcoming July 22nd Social Grants Council report to undertake and evaluate a pilot program to promote sexual harassment prevention with six local businesses.
- **Provide resources to businesses as part of license renewal process:** A webpage link will be created as part of the business license renewal process to provide a list of resources and free online training on sexual harassment and violence prevention for businesses along with a voluntary survey. The City will also make resources available on the City website. Interest in these resources will be shared with the Province to assist with their efforts to develop regulations and training to address and prevent sexualized violence in the workplace.

If you have any questions, please email Sandra directly and she will ensure questions are responded to through the weekly Q&A.

Best,
Paul

Paul Mochrie (he/him)
City Manager
City of Vancouver
paul.mochrie@vancouver.ca



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) Nations.

MEMORANDUM

July 6, 2022

TO: Mayor & Council

CC: Paul Mochrie, City Manager
Karen Levitt, Deputy City Manager
Armin Amrolia, Deputy City Manager
Lynda Graves, Administration Services Manager, City Manager's Office
Maria Pontikis, Director, Civic Engagement and Communications
Katrina Leckovic, City Clerk
Anita Zaenker, Chief of Staff, Mayor's Office
Neil Monckton, Chief of Staff, Mayor's Office
Alvin Singh, Communications Director, Mayor's Office
Andrea Law, General Manager, Development, Buildings and Licensing
Sarah Hicks, Chief Licence Inspector
Mary Clare Zak, Managing Director, Social Policy and Projects

FROM: Sandra Singh, General Manager, Arts, Culture and Community Services

SUBJECT: Ending Sexual Harassment and Violence in Vancouver's Hospitality and Service Industries – Update and Next Steps

RTS #: 013365

PURPOSE

The purpose of this memo is to provide an update on the staff work underway and planned to respond to the motion *Ending Sexual Harassment and Violence in Vancouver's Hospitality and Service Industries* (RTS 13365).

BACKGROUND

On July 24, 2019 City Council passed the motion "Ending Sexual Harassment and Violence in Vancouver's Hospitality and Service Industries"¹ directing staff to:

- i. Meet with downtown hotel/restaurant owners, Vancouver Police Department, related associations, service worker advocate groups (unions and community advocates) to formulate recommendations on how to combat the growth of sexual violence in Vancouver's hospitality and service industries and in the workplace;

¹ <https://council.vancouver.ca/20190723/documents/motionb6.pdf>

- ii. Explore ways to end sexual violence in the city, including in Vancouver hotels, restaurants and bars, as part of its work on the UN Women Safe Cities work and the upcoming nighttime economy strategy;
- iii. Report back with implications of and options for mandating sexualized violence prevention training for hotel and restaurant staff as part of either the liquor licence or business licence approval process; and;
- iv. Report back on options for conducting audits of venues to ensure the staff and environment minimize risk of sexual violence incidents; including working toward a common policy for business operators that establishes a best practices standard for conduct.

In January 2020, staff convened a working group with downtown hotel/restaurant owners, union representatives, ending violence organizations, WorkSafe BC, business and tourism associations, Vancouver Police Department, and other stakeholders to formulate recommendations on the issues addressed in this motion. (See Appendix A for a full list of working group members from 11 organizations). The group met and began to identify options before being disrupted by the COVID-19 pandemic in March 2020 when the work was paused and reconvened in late 2021. Of the original group, the BC Restaurant and Food Association, Go2HR, Good Night Out (GNO), Unite Here Local 40, Vancouver Labour District Council and Ending Violence Association of BC (EVA of BC) continue to participate in meetings, and staff have maintained contact with WorkSafe BC.

In 2021, the City of Victoria passed a similar resolution to bring together an industry-led group focused on preventing sexualized violence in Victoria's hospitality industry. Victoria City Council allocated \$50,000 to the EVA of BC, in collaboration with GNO, who are developing online training materials for business, initially in Victoria as a pilot program. Additional funding will be required for this training to be expanded and available for business across B.C.

While the working group was paused, its members developed and launched online education and awareness training courses for their managers, supervisors and employees:

- GO2HR, who provides support to the hospitality and service industry, has developed targeted online training for the industries they primarily support, focusing first on managers and supervisors with additional training forthcoming for employees.
- GNO has provided free training on this topic for business across North America since 2016. All of this training in development complements the free sexual violence and harassment training provided by Good Night Out that includes both in-person and online training focusing on policy workshops and bystander intervention.

Staff intended to include this work as part of a report back to Council as part of UN Safe Spaces Initiative in June 2020 and as part of the response to night time economy motion. UN Safe Spaces work has been delayed temporarily due to a staff vacancy and will report back separately in 2023. Work has been delayed on the night time economy strategy development, pending budget allocation to support the project.

DISCUSSION

The review undertaken by the community working group and staff analysis determined that many of the tools to address these issues lie within the Province's jurisdiction, however the City has an important role to play, namely advocacy, awareness raising, and community program support.

Below is a breakdown of the Council resolution, with a summary of the actions completed and next steps.

Council Directions

- i. *Meet with downtown hotel/restaurant owners, Vancouver Police Department, related association, service worker advocate groups (unions and community advocates) to formulate recommendations on how to combat the growth of sexual violence in Vancouver's hospitality and service industries and in the workplace;*

Update: This direction has been completed. However, the working group and others, including the City of Victoria and the Downtown Vancouver Business Improvement Association (DVBIA) have requested periodic engagement as the action items described below are implemented.

- ii. *Explore ways to end sexual violence in the city, including in Vancouver hotels, restaurants and bars, as part of its work on the UN Women Safe Cities work and the upcoming nighttime economy strategy;*

Update: Staff have identified two actions in support of this direction:

1. Staff will be recommending funding in the amount of \$40,000 for Mayor and Council's consideration as part of a July 2022 social grants report. The proposed grant will support a pilot and evaluation that targets six key businesses with a comprehensive approach to mitigating sexual violence.

This pilot program will be voluntary based and asks six businesses in the Granville Entertainment District and outside of the Downtown area to participate over the course of one year. This program will include public awareness, training and education, support in the development of core sexual violence prevention policies, data collection, analysis and monitoring of incidents in partnership with businesses, GNO and the City. This work will integrate with an awards or recognition program to act as an incentive for businesses to complete the pilot.

2. Advocacy: Staff will request that the Mayor write to senior levels of government advocating legislative and regulatory changes such as integrating sexual harassment and violence prevention training as part of the Serving it Right training. City staff will also request that the City Manager write to the CEO of WorkSafe BC to request Occupational Health and Safety policies be updated to specifically reference and include preventative measures to address sexual violence in the work place.

The Province regulates workplace safety through WorkSafe BC. The *Worker's Compensation Act* and Regulations require all employers to take all reasonable steps to prevent workplace bullying and harassment. Although sexual violence and harassment falls under these policies, the current policies do not specifically reference sexual violence and harassment. Tailoring WorkSafe BC Occupational Health and Safety policies to specifically reference sexual violence and harassment, along with disaggregated data may provide greater clarity for individuals impacted and accountability for all workplaces. This presents an opportunity for the City to collaborate with WorkSafe BC, industry and anti-violence sector partners to advocate to the Province to strengthen policies to address sexualized violence in the workplace.

- iii. *Report back with implications of and options for mandating sexualized violence prevention training for hotel and restaurant staff as part of either the liquor license or business license approval process;*

Update: Staff have conducted analysis on this Council direction with the key findings noted below:

Generally, it is possible to mandate training in the City's License By-law. For example, section 19.2A (1 d) of the License By-law sets out the training requirements for liquor establishments for all serving and bar staff to participate in a training program. The components of the requirements in this section of the bylaw mirror the provincially mandated Serving it Right training.

In the absence of a provincially standardized training on prevention of sexualized and gender-based violence and harassment in the hospitality industry, it would be challenging for the City to mandate training, as quality assurance would be a significant issue. If WorkSafe BC developed or supported a specific training or set of resources to prevent sexualized violence and harassment in the hospitality industry, the City could then consider requiring it in the License By-law. It is important to note there are drawbacks of duplicating a regulation that is already mandated at a different level of government, including challenges for unified coordination, and the duplication of time and resources concerning monitoring and enforcement.

The City will support industry and anti-violence sector partners by providing a list of training resources to business at the time of their business license renewal through the creation of a webpage. This webpage will be embedded in the licence renewal process and provide:

- open educational resources and training on preventing sexual harassment and violence for business; and
- a voluntary, short survey inquiring whether business have provided sexual harassment and violence prevention training for their staff; whether they have a specific policy on this issue; and how they respond to complaints from staff, along with other related questions.

Website analytics may be used to measure interest in these resources, and this information can be shared with the Province to assist with their efforts to address and prevent sexualized violence in the workplace. This may provide insightful data on training provided and deepen understanding on this issue.

- iv. *Report back on options for conducting audits of venues to ensure the staff and environment minimize risk of sexual violence incidents; including working toward a common policy for business operators that establishes a best practices standard for conduct.*

Update: Staff have determined undertaking audits of venues to ensure the staff and environment mitigate risk of sexual violence is not within the jurisdiction of the City. WorkSafe BC has the authority to undertake audits and investigations.

While it is still possible to fund a non-profit organization to conduct some type of social audit, the impacts and measurable benefits of such an intervention are not clear, and neither are the enforcement mechanisms to make an impactful positive change that would see the reduction and elimination of sexual harassment and violence.

NEXT STEPS

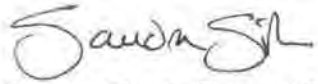
Key Action Items for staff follow-up:

1. *Advocacy Across the Sector:* Staff will recommend that the Mayor write to the Province, advocating legislative and regulatory changes such as integrating sexual harassment and violence prevention training as part of the Serving it Right training. City staff will also request that the City Manager write to the CEO of WorkSafe BC. This way, the City is highlighting the concern and request to both elected officials as well as to the administrative organization responsible for worker safety. Staff will also continue periodic engagement across the sector including with the working group.
2. *Awareness/Recognition Pilot Program:* In the forthcoming Social Grants Council report a staff will bring forward a request to fund Good Night Out Vancouver to undertake and monitor this pilot in partnership with City staff and with feedback from working group members in implementing and monitoring this work. This action will seek Council approval through the July 2022 Grants Report.
3. *Voluntary Survey & Resources as part of the Business License Renewal Process:* Create a webpage link as part of the business license renewal process to provide a list of resources and free online training on sexual harassment and violence prevention for businesses along with a voluntary survey. Interest with these resources can be shared with the Province to assist with their efforts to develop regulations and training to address and prevent sexualized violence in the workplace.

Staff will report back with the UN Safe Cities Report to Council in 2023 with updates on the progress of each of these action items.

FINAL REMARKS

If Council requires further information, please feel free to contact me directly at sandra.singh@vancouver.ca and we will provide response through the weekly Council Q&A.

A handwritten signature in black ink, appearing to read 'Sandra Singh'.

Sandra Singh, General Manager
Arts, Culture, and Community Services
sandra.singh@vancouver.ca

Appendix A

List of Ending Sexual Harassment and Violence in the Service and Hospitality Industry Working Group Members

Name of Working Group Member	Organization
Corrine Stavness	Ending Violence Association of BC
Gwendal Castellan	Destination Vancouver
Stacey Forrester	Good Night Out
Stephanie Mallalieu	GO2HR
Arun Subramanian	GO2HR
Gillian MacGregor	BC Restaurant and Food Association
Ian Tostenson	BC Restaurant and Food Association
Michelle Travis	Unite Here Local 40
Mike Biskar	Unite Here Local 40
Stephen Von Sychowski	Vancouver District Labour Council
Drazen Manojlovic	Vancouver Police Department
Jeff Guignard	ABLE BC
Julie Pacarski	Westin
Joanna Jagger	Worth Association
Lynda Foran	WorkSafeBC