

From: **"Singh, Sandra"**

To: **"Direct to Mayor and Council - DL"**

Date: 3/19/2024 8:21:53 AM

Subject: Memo to Mayor and Council - Won Alexander Cumyow Civic Office – Safety Procedures - RTS# 15432

Attachments: CMO - Memo (Council) - Won Alexander Cumyow Civic Office Safety Procedures - RTS# 15432 - (2024-03-18).pdf

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Good afternoon Mayor and Council,

Please find attached a memo outlining the new safety procedures for the Won Alexander Cumyow Civic Office.

- This memo provides guidance on safety procedures at the Chinatown Civic Office.
- Elected officials who intend to work or meet with stakeholders in the Office should familiarize themselves with these safety procedures.
- These safety procedures are intended to balance the need to offer an accessible and welcoming community office with the safety and security of City staff and elected officials

If you have any questions or concerns, please reach out to me directly at

Thank you,

Sandra

**Sandra Singh** | Deputy City Manager

Pronouns: she/her

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Pronouns: she/her

*The City of Vancouver acknowledges the unceded homelands of the x<sup>w</sup>məθk<sup>w</sup>əyəm (Musqueam), S<sup>k</sup>wxwú7mesh (Squamish), and Səl̓w̓itulh (Tseil-Waututh) Nations.*

## MEMORANDUM

March 18, 2024

TO: Mayor and Council

CC: Paul Mochrie, City Manager  
Karen Levitt, Deputy City Manager  
Armin Amrolia, Deputy City Manager  
Patrice Impey, Chief Financial Officer and General Manager Finance, Risk and Supply Chain Management  
Margaret Wittgens, General Manager, Arts, Culture and Community Services  
Lon LaClaire, General Manager, Engineering Services  
Doug Smith, Acting General Manager, Planning, Urban Design and Sustainability  
Deputy Chief Howard Chow, Vancouver Police Department  
Katrina Leckovic, City Clerk  
Teresa Jong, Administration Services Manager, City Manager's Office  
Maria Pontikis, Chief Communications Officer, CEC  
Trevor Ford, Chief of Staff, Mayor's Office  
Magnus Enfeldt, Chief Safety Officer

FROM: Sandra Singh  
Deputy City Manager

SUBJECT: Won Alexander Cumyow Civic Office – Safety Procedures

RTS#: 15432

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### PURPOSE

This memo provides guidance on safety procedures at the Chinatown Civic Office.

### BACKGROUND

The Uplifting Chinatown Action Plan Council report ([RTS 15432](#)) responded to a November 2022 Council resolution concerning urgent measures to uplift Chinatown, including direction to establish a Satellite City office in Chinatown.

On July 21, 2023, the Won Alexander Cumyow Civic Office was opened at 112 Keefer Street.

## **DISCUSSION**

The purpose of this office is to enhance local coordination, responsiveness, and support a community-engaged approach in Chinatown. Its primary mandate is to have City staff present to interact with the community and work in collaboration with City departments to provide on-the-ground knowledge, as well as provide Council a place to meet with citizens and stakeholders.

The following elements have been put in place to ensure the safety of staff and Councillors, and are being presented here to ensure Council awareness.

### **Access Control & Visitor Guidelines for Councillors and Staff**

The office is equipped with an alarm system that can be armed and disarmed by tapping an authorized COV identification card.

The front door is automatically locked at all times and can be unlocked by using an authorized COV identification card. Councillors' identification cards have been authorized. An intercom is available for community members to signal their desire to enter. Office access is controlled by a security guard who admits visitors once authorized by staff or Councillors.

When meeting with community members staff are asked to remain behind the counter space. Councillors are advised to also remain behind the counter. A portion of the counter is accessible and can be used if having the community member sit is preferable (e.g., seniors). A permanent panic button can be found on the wall to the right of the accessible counter space.

Two meeting spaces are available at the Chinatown Office. One is located at the front of the office, in the east corner where a door separates this meeting space from staff's working space. This door is kept locked and can be used to quickly leave the meeting space. The second meeting space is a boardroom located towards the back of the office. The meeting rooms should be kept for meetings with known individuals, and Council should generally meet with known individuals in the boardroom towards the back of the office.

For security reasons, the washroom should not be offered. Community members requesting access to the washroom can be redirected to the public washrooms in the Chinatown Plaza.

The office back door is automatically locked and only accessible via an authorized COV identification card. This door can be used to access the office from the parkade or the Chinatown Plaza. When inside the office, CPS recommends to not open this door even if someone is knocking or commotion can be heard. Mall security should be contacted to approach the situation from the corridor, and CPS should be informed by emailing them at [security.cov@vancouver.ca](mailto:security.cov@vancouver.ca).

The office is part of the Chinatown Plaza which is equipped with security personnel. Should a situation arise that requires attention (e.g., disturbance, drug use, loitering) in the area immediately adjacent to the Plaza, mall security should be contacted to address the situation. They can be reached at 604.682.6744. If loitering is reoccurring, CPS should be informed via email [security.cov@vancouver.ca](mailto:security.cov@vancouver.ca).

### Additional Security Features

The windows and door are covered with a security film that allows to see out without people being able to see inside. The windows and door are equipped with security bars to prevent access even if the glass was broken.

Two cameras are in place, one capturing the front counter footage and one capturing the area immediately outside the front door. Access to footage can be requested by contacting CPS.

### Staffing

A minimum of two staff are always present at the office when there are community members (including security guard).

- If only one staff is present, no group of community members is allowed to wait inside.
- If two staff are present and occupied, only one additional group of community members is allowed to wait inside, and
- If additional groups of community members arrive, they shall be asked to wait outside or come back at a later time.

Councillors are advised to consider these requirements when appointments are scheduled to ensure the office remains within capacity.

### Panic Buttons

The Chinatown Office is equipped with five silent panic buttons.

- Front office: permanently affixed to the wall, located at the east end of the counter, below the intercom,
- Kitchen: permanently affixed to the wall to the right of the back door, and
- Portable: three portable buttons can be worn when interacting with community members.

Pressing the panic button and holding for five seconds will send an urgent notice to CPS who will request immediate assistance by the Vancouver Police Department.

When interacting with community members, it is recommended to wear a portable panic button.

### Urgent Procedures

VPD has added a Priority one response to 112 Keefer which means when 911 is called and the address mentioned during a call, the police will know to respond immediately.

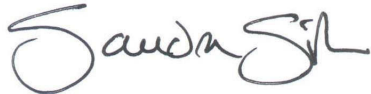
For urgent support or questions, contact the Security Operations Centre at 604-873-7157 or 87157, providing all relevant details and concerns clearly. They will assess the risk with you on the phone in real time; this does not delay urgent responses. Urgent examples include fire, flood, critical infrastructure alarm response, personal safety, or security situations.

## FINAL REMARKS

The above approach seeks balance the need to offer an accessible and welcoming community office with the need to ensure the safety and security of City staff and elected officials. Staff will monitor the situation to ensure that we continue to meet both of these needs.

If Council requires further information, please feel free to contact me directly.

Sincerely,

A handwritten signature in black ink, appearing to read "Sandra Singh". The signature is fluid and cursive, with the first name "Sandra" written in a larger, more prominent script than the last name "Singh".

Sandra Singh  
Deputy City Manager