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

Date: 2/14/2025 1:05:33 PM

Subject: Update from the Integrity Commissioner's Office and Upcoming Education Session

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Dear Mayor and Council,

Please see the below update from the Integrity Commissioner's Office that also includes information regarding the Tuesday, February 18th education session.

Best,

Paul

Paul Mochrie (he/him)

City Manager

City of Vancouver

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The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the x m k y m (Musqueam), S wx\u817\_w\u7mesh (Squamish), and s lilw ta (Tsleil-Waututh) Nations.

We continue to see a high-volume of complaints since the close of our Annual Reporting period on November 1. Since then, we have handled 10 complaints (all dismissed, 3 following preliminary assessments). We remain available to answer questions and provide advice on the obligations of Council Members under the Code so please do not hesitate to reach out.

On February 18, we have organized for Yuki Matsuno and Shelina Neallani to deliver to Council on-line (virtual) training on the topic of "Resolving Differences Differently: Micro-Skills Toolkit for Conversations" in which they will review useful micro-skills that will help you leverage your skills and experience to conduct successful conversations with your colleagues.

The lecture part of the session will be recorded but the q and a, and interactive segment will be saved for the end and will not be recorded. We hope that you will be able to attend on February 18, but if not, the recorded segment will be available to ensure that all of Council have a chance to take the training. The bios for Yuki and Shelina are below.

This is considered part of the mandatory education offerings for 2025 and we are confident you will find the session interesting and helpful. We are in the process of planning the remaining education sessions for this year and welcome your ideas on any topics you would like to see covered.

*Yuki Matsuno practices as an investigator, mediator, trainer, and arbitrator. She has a wide range of experience in labour relations and adjudication and is currently named in several collective agreements as an investigator and/or arbitrator. Yuki has over 20 years of experience as a mediator, bringing empathy and focus to help mediation participants to communicate respectfully, share information, and come to resolutions by articulating common values and building pathways to better teamwork. She trains, coaches, and presents in a variety of subject areas, including mediation, dealing with conflict, and communication skills. Yuki's work is informed by her lived experience as well as ongoing learning in the fields of trauma, the effects of historical/structural oppression, and intercultural and intergenerational issues. She is an enthusiastic lifelong learner and recently completed a Master's degree in Counselling at City University of Seattle in Vancouver.*

*Shelina Neallani is a mediator and lawyer with over 30 years of experience. Shelina brings a wide, varied approach to her work, which includes organizational assessments (including at the National level of sports), coaching, training, facilitation, and mediation, focusing on communication, conflict resolution, and well-being. In addition to being a lawyer, Shelina is a Registered Social Worker with the British Columbia College of Social Workers, a member of Mediate BC's Civil Roster, and former member of the Family and Child Protection rosters. Shelina has taught at the post-secondary level and has been a frequent presenter and writer in the field of conflict resolution and wellness. She established a practice focusing on helping others resolve disputes to become the best versions of themselves and to improve their organizational culture.*