

# Virtual Developer Information Session Public Consultation Guide

## OVERVIEW

An applicant for a Major Planning Application is required to host a Developer Information Session (DIS) to inform interested members of the public about the proposal and to provide the opportunity for early public input. Notification must also be given through a site sign, newspaper advertisement, and mailer.

Major Planning Applications include:

- Official Community Plan Amendment
- Zoning Bylaw Amendment (6+ residential units or non-residential)
- Development Variance Permit (6+ residential units or non-residential)
- Temporary Use Permit

Applicants for Minor Planning Applications (1-5 residential units) or Development Permit Applications are not required to host a DIS unless required by the planner. These applications must still follow the notification process (site sign, newspaper advertisement, and mailer).

The purpose of this document is to prescribe the requirements for the Virtual DIS. This document outlines the City's Virtual DIS engagement principles, applicant responsibilities, public notification requirements (signage, newspaper advertisements, mail out), technology considerations, and the privacy requirements to hold a Virtual DIS.

## VDIS PROCESS

- 1) Send your Virtual DIS proposal to planning staff. The proposal must cover the items below. Please submit your Virtual DIS proposal together with the draft public notification materials (mailer, newspaper advertisement) for staff approval. The Virtual DIS must be held on a Tuesday, Wednesday, or Thursday evening, generally between the hours of 6:00pm - 8:00pm. Please liaise with City Staff prior to scheduling the date and time.
- 2) Provide the public with notice of your Virtual DIS. This includes signage at the site, newspaper advertisement, and a mailer. All notices need to include information about the development and instructions on how to participate in the Virtual DIS. All notices should have consistent wording and information.

- 3) Host the Virtual DIS using web-based meeting tools such as Zoom, WebEx, Skype, Microsoft Teams, etc. The web-based solution will need to provide the following options to participate:
  - a) Option to participate/attend the session via computer (with video or audio); and
  - b) Option to participate/attend via telephone.
- 4) Provide a presentation with an overview of the proposed development including displaying site plans, drawings, renderings and other information which will visually and orally present the proposal to the community.
- 5) Facilitate interactive group and/or individual questions and answers from the attendees. The City wants to ensure interested attendees can ask their questions and receive responses directly from the applicant.
- 6) Keep record of how many people attended the session and their comments. Note down comments and questions received, as well as the responses from the applicant team.
- 7) Prepare a Virtual DIS Summary Report. The report should be provided more than two weeks after the DIS event, so that all feedback can be included. The report must include:
  - Description of how the VDIS was hosted;
  - How many people participated/attended (do not include attendee's personal information such as name, address, or contact info);
  - Summary of key topics discussed and comments received during the VDIS event (do not include attendee's personal information such as name, address, or contact info);
  - Summary of key comments and questions received before and after the VDIS event, either by email/phone directly to the applicant, or comments provided through the City website; and
  - Summary of how issues have been considered and solutions incorporated into the programming or design of the development proposal.

Please remember to anonymize the comments in the Summary Report. **No personal information (e.g. name, address, contact information) should be included in the report.** The Summary Report will be posted on the City's website and will be included in the Council Agenda.

*NOTE: Large or complex projects may benefit from more extensive community engagement opportunities including multiple Virtual DIS Sessions or a Town Hall Meeting.*

## **ENGAGEMENT PRINCIPLES & APPLICANT'S RESPONSIBILITIES**

The Virtual DIS is your opportunity to present your proposal to the community so they can provide feedback while your proposal is still in the early stages of the planning process. Planning Staff will attend the Virtual DIS as observers and can provide information on the City's planning requirements and policies. However, as the applicant, **you are responsible for the session**. Consider the principles below as you prepare and host the event.

### **Provide a respectful environment**

- All attendees should feel welcome to participate and share their input freely and without judgement.
- State the expectations of a respectful environment at the beginning of the session.
- Take action to maintain a respectful environment, including actively engaging with participants to ensure comments are respectful and, if necessary, asking disrespectful individuals to leave the meeting.
- Online engagement can sometimes create a forum for disrespectful comments that may make some attendees uncomfortable and unwilling to participate. Technology should be used to discourage or prohibit such comments from being shared with the attendees (e.g. chat function, mute button, etc.).
- A moderator may be needed to review all comments before they are shared. See the Technology section below for more information.

### **Provide materials for participants to review so they can contribute meaningfully**

- Materials must accurately present the proposed development and must be visually legible, with an appropriate level of detail to allow meaningful discussion (e.g. PowerPoint style presentation, drawings, plans, etc.).

### **Be inclusive and accessible.**

- Encourage early registration and invite participants to specify technological or other challenges so that accommodations can be made to facilitate their participation needs.
- Consideration should be given to allow input outside of the scheduled DIS for those who are unable to attend due to work, family, technology or other obligations.

### **Respect privacy**

- Communicate to attendees what personal information will be collected and how it will be used.
- Only collect information that is necessary to facilitate the Virtual DIS. For example, if you are pre-registering attendees, the only information that is typically required is an email address. You do not need to collect their name and address. Personal information collected should be minimized unless it is voluntarily provided by participants.
- Recording of the DIS is strongly discouraged. If recording is necessary it should be discussed with staff in advance.

- Applicants cannot use the personal information for any purpose other than the DIS, unless the person consents to such use. For example, if an individual registered for the DIS with their email address, you cannot use their email to contact them about pre-sale or future projects.
- Exercise care when emailing information to the DIS Attendees. Use the BCC function, rather than the TO or CC so you do not accidentally share people's contact info. For more information about privacy, please see the *Personal Information Protection Act, SA 2003, c P-6.5*.

## **RESPECTIFUL ENGAGEMENT – TECHNOLOGY & PRIVACY**

### **Technology**

Selecting the right tool for your Virtual DIS is an important step. The next step is to ensure you know how to use it and have enabled the needed settings. The City has prepared a list of recommendations and preferences below.

- Recommend using a Paid Version of the Tool (e.g. Zoom or WebEx) – free versions will likely not include all the features needed to host the session.
- Mute Function - Select a tool with a *mute all* function to manage distracting background noise.
- Managing Video - Select a tool that allows the facilitator to turn off an attendee's video if needed. Turning off video can also preserve bandwidth for a smooth meeting.
- Managing Chat - Select a tool that allows the chat to be tuned on, off, or moderated.
  - Suggestion: Group chat or a Q&A function is a great tool to enable attendees to ask their questions to the facilitator during the DIS Session. The City recommends selecting a tool that directs all chat comments/questions directly and only to the moderator/facilitator. Directing the comments/questions from the chat to the moderator/facilitator will create and maintain a safe and respectful environment.
- Recording - Although virtual tools provide the option to record the DIS Session, the City discourages recording of the session. If recording is necessary it should be discussed with staff in advance.
  - In lieu of recording, the City recommends the applicant staff their DIS appropriately to ensure the information that is needed for your DIS Summary Report is documented.

## **VIRTUAL DEVELOPER INFORMATION SESSION RESOURCES:**

Virtual DIS's are designed to provide an opportunity for the community to learn and give feedback about the proposed development.

**Resource 1:** *Virtual DIS – Session Example*

## **STAFF REVIEW & APPROVAL OF THE VIRTUAL DIS**

The City requires the applicant to present their plans and technology to Planning for review and approval. Please submit your Virtual DIS proposal together with the draft public notification materials (site signage, mail-out, newspaper advertisement).

**Resource 2:** *Virtual DIS – Proposal Form*

## **PUBLIC NOTIFICATION REQUIREMENTS**

Templates for the notification materials are provided by Planning staff to the applicant. All notification materials must be approved by the Planner prior to printing/publication.

### **Signage:**

A sign must be placed by the applicant on the subject property at the applicant's cost to inform the public about the proposal. The applicant is also responsible for the printing, maintenance and removal of the sign. Please confirm the sign location with Planning staff. You may wish to consult with the adjacent landowners to ensure that they are not negatively impacted by the location of the sign.

Staff will provide a copy of the sign to be printed in accordance with the following guidelines:

- Size: 1.2m by 2.4m (4ft by 8ft), supported by 5cm x 10cm (2in x 4in) posts at each end of the sign.
- Colour: Full colour
- Print Size: Minimum 5cm (2in) letters and the heading shall be 10cm (4in) letters.
- Material: Signs shall be made of a durable material acceptable to the City (e.g. coroplast or corrugated plastic) and the sign shall be waterproof.
- Location: 1 sign is required to face each principal street fronting the site (i.e. a corner lot requires two signs), unless varied by the Director, Planning & Development Department.
- Content:
  - Description of the proposal.
  - A link to the City website where feedback can be submitted, as well as contact information for the applicant and City staff.
  - Information about the Virtual DIS and how to register/participate/attend.

**Timing:** Minimum of 10 days prior to the Virtual DIS or a maximum of 20 days following the submission of the application.

**Resource 3:** *Virtual DIS – Sign Template Sample*

**Mailer:**

Must be delivered by the applicant to properties within a 40 metre radius, via Canada Post or hand delivery (paid for by applicant).

The mailer should be based on the city template and must include:

- Description of the proposal.
- A link to the City website where feedback can be submitted, as well as contact information for the applicant and City staff.
- Information about the Virtual DIS and how to register/participate/attend (example wording below).
- Space for handwritten comments.

Please send a draft of the mail-out to Planning staff prior to distribution.

***Example Instructions 1: Contact the Applicant to Participate***

Interested members of the public are invited to participate/attend the Virtual Developer Information Session with the applicant for an early opportunity to review the proposal and offer comments. Please contact <Insert Name> <insert phone and email address> if you would like to participate/attend.

***Example Instructions 2: Provide a Web Link***

Interested members of the public are invited to attend the Virtual Developer Information Session with the applicant for an early opportunity to review the proposal and offer comments. If you would like to attend the Virtual Developer Information Session, please click here <insert link to website with the registration information>.

**Timing:** Minimum 10 days prior to Virtual DIS.

**Resource 4:** *Virtual DIS – Mailer Sample*

**Newspaper Advertisements:**

It is the responsibility of the applicant to ensure the newspaper advertisement includes the following content:

- Title (eg. “Developer Information Session”)
- Your company logo
- Description of the proposal (ensuring this is consistent with Mailer and Signage).
- Legible drawing or rendering of the proposal
- Information about how to register/participate/attend the Virtual Meeting.
- Applicant and City staff contact information
- A link to the City website where feedback can be submitted
- The following disclaimer: *“This meeting is required by the City of North Vancouver as part of the land use application process”*

Please ensure the above information is legible in regards to the given size of the advertisement from your selected news advertisement provider. As an example, the North Shore News' most condensed advertisement size is 4.854" wide by 5" tall, with a larger option available for 6.52" wide by 5" tall. Please also ensure:

- Minimum font size is 9
- Standard font type (eg. Arial, Calibri, Helvetica)
- Ideally on a white or light-coloured background

Planning Staff will review the advertisement prior to publishing, including any further edits discussed with the newspaper advertisement provider.

**Timing:** Published in two consecutive newspapers, not less than three and not more than 15 days prior to the Developer Information Session

## **DIS SUMMARY REPORT**

After two weeks following the DIS, a summary report must be provided to the City on your official letter head with the following information:

- Applicant contact information;
- Description of how the VDIS was hosted;
- How many people participated/attended (do not include attendee's personal information such as name, address, or contact info);
- Summary of key topics discussed and comments received during the VDIS event (do not include attendee's personal information such as name, address, or contact info);
- Summary of key comments and questions received before and after the VDIS event, either by email/phone directly to the applicant, or comments provided by the City or staff; and
- Summary of how issues have been considered and solutions incorporated into the programming or design of the development proposal.

Please remember to anonymize the comments in the Summary as it is not necessary to identify the attendees by their name, address or contact information. The Summary will be posted on the City's website and be included in the Council Agenda.

Please include the following attachments as an appendix to the Summary Report, note that these will not be posted online or included in the Council report:

- Copies of notification materials (mail-out, newspaper advertisement, photo of installed sign)
- Completed paper comment sheets (if received)

## **RESOURCES**

1. Session Example
2. Proposal Form Sample
3. Sign Template Sample
4. Mailer Sample
5. Newspaper Ad Templates Sample

## Resource 1: Virtual DIS - Session Example

### WHAT DOES A VIRTUAL INFORMATION SESSION LOOK LIKE?

Traditional In-Person DIS	Virtual DIS
<ul style="list-style-type: none"> <li>✓ Requires booking of a room, in a central location, with parking, chairs and boards</li> <li>✓ Attendees can drop into the session</li> <li>✓ Requires presentation with display boards/renderings</li> <li>✓ Provides opportunity for attendees to ask questions and make comments</li> <li>✓ Provides opportunity for attendees to make and submit written comments to the applicant via the comment sheets</li> <li>✓ Provides opportunity for the applicant to respond to questions and comments</li> <li>✓ Requires applicant to write a summary of the DIS for the City</li> </ul>	<ul style="list-style-type: none"> <li>✓ Requires using web-based meeting tools such WebEx, Zoom, Skype etc.</li> <li>✓ Attendees are encouraged to register for the session in advance</li> <li>✓ Requires presentation with overview of development</li> <li>✓ Provides opportunity for attendees to ask questions and make comments</li> <li>✓ Provides opportunity for attendees to make and submit written comments to the applicant via the comment sheets</li> <li>✓ Provides opportunity for the applicant to respond to questions and comments</li> <li>✓ Requires applicant to write a summary of the DIS for the City</li> </ul>

### EXAMPLE VIRTUAL DIS – Step by Step

- The Virtual DIS is scheduled for Tuesday Evening from 6:00-8:00 PM.
- The Virtual DIS is hosted on WebEx.
- Attendees were able to register in advance by contacting the Applicant or following the instructions on the site signage, newspaper advertisement and mail out (or on the developer’s website).
- Attendees can attend online (using their computer or device; or they can call into the Virtual DIS on their telephone).
- Attendees are asked to “call” into the meeting 15 minutes before the meeting start time to ensure everyone can connect.
- Attendees are muted after connecting to eliminate background noise.
- At 6:00 PM, the applicant/facilitator welcomes everyone to the meeting and outlines the meeting’s agenda.
- The applicant/facilitator gives a presentation on their development proposal. The presentation is slide deck that includes an overview of the proposal, site plan, architectural elevations, interiors, renderings, and other visuals.
- When the presentation ends, the applicant/facilitator invites questions from the attendees.
- Attendees are provided an opportunity to ask their questions (the applicant/facilitator will need to determine how to moderate the question period to ensure an environment of respective engagement).
- Applicant is expected to respond to the questions at the Virtual DIS. City staff are also attending as a resource to provide information on the City’s planning requirements and policies.
- In addition to questions asked during the Virtual DIS, the applicant/facilitator will need to encourage attendees to visit the City website to submit feedback and comments, which will be forwarded to the applicant.
- After the Q&A, the applicant/facilitator thanks everyone for attending and ends the session.



## Resource 2: Virtual DIS – Proposal Form

Please submit your proposal to the Planning Division at [planning@cnv.org](mailto:planning@cnv.org) to ensure your Virtual Developer Information Session (Virtual DIS) covers all the requirements in the process. Please submit your proposal in advance of finalizing the wording on your public notices (signage, mail out and newspaper ad) to ensure Planning has adequate time to review your proposal.

### Application information

Application Number \_\_\_\_\_

Site Address \_\_\_\_\_

Please Describe How the Virtual DIS will be Hosted and Facilitated	
1. Who will facilitate the Virtual DIS? (Please provide their name and contact information)	
2. Proposed DIS date(s) and time(s)	
3. What virtual tool will be used (WebEx, Zoom, Skype etc)?	
4. How can individuals register/participate in the Virtual DIS?	
5. How will the development be presented (drawings, sketches, renderings)?	
6. How you will facilitate questions and provide responses to the attendees?	

**Please Describe How the Virtual DIS will be Hosted and Facilitated**

7. How will you moderate online chat? (if applicable)?	
8. How can individuals participate without a computer?	
9. How will you collect comments?	
10. Any other comments?	

**Project Notice Information – Must include Registration and Virtual Tool Info**

Please provide the wording that will be added to the following public notice methods (site signage, newspaper advertisement and mail-out) to describe how interested individuals can register and participate in the Virtual DIS.

Site Signage, Newspaper Advertisement and Mail-out

**City Use Only – Staff Review and Comments**

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Resource 3: Virtual DIS - Sign Template Samples (SAMPLE ONLY – STAFF WILL PROVIDE)

# DEVELOPMENT APPLICATION

<Property Address>

<To rezone and develop this site for:>  
<Details>


18"x18"

PROPOSED BUILDING

18"x18"

LOCATION

TO LEARN MORE OR TO PROVIDE INPUT ON THIS PROJECT:



[cnv.org/Applications](https://cnv.org/Applications)  
Search by property address


COMMENT ONLINE BY:  
<Insert date>

VIRTUAL DEVELOPER'S INFORMATION SESSION

DATE: <Insert date>  
TIME: <Insert time>  
REGISTER: <Way to register>

Applicant: <Name of applicant>  
<Name of company applying>  
<Email of applicant>  
<Phone of applicant>

cnv.org/Applications  
planning@cnv.org  
604.983.7357




**SAMPLE**

# Resource 4: Virtual DIS - Mail-Out Sample


## DEVELOPMENT APPLICATION

**<Property Address>**  
**<Applicant Name (Applicant Company)>** has applied for a Zoning Bylaw Amendment application to rezone the property from Existing Zone (EZ) to New Zone (NZ) to allow for an X-storey residential building with X strata units. The proposal includes X vehicle parking stalls and X secure bicycle parking stalls.

### PROPOSED BUILDING



### LOCATION



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