

Section	Suggested amendment	Outcome
Whole document	Standardize capitalization of respondent and complainant	Done
Whole document	Standardize title of Bylaw Compliance and Enforcement Manager and Bylaw Compliance and Enforcement Officer	Done
Add to Guiding Principle 2	<i>“with understandable and meaningful reasons for the decision(s) made throughout the bylaw investigation and enforcement process”</i>	Done
Move Guiding Principle 9 to position 3	-	Done
Add to Guiding Principle 3 Procedural Fairness	<i>“offer opportunities to Respondents to be heard throughout the process”</i>	Done
Guiding Principle 7 Accountability and Oversight	<i>“Trust Council encourages Local Trust Committees to update and align their bylaws and identify opportunities to make bylaws more clear and coherent”</i>	Done
Roles and Responsibilities – LTC	<i>“LTCs are authorized to create and implement, and to enforce LTC bylaws” “to enact and adopt bylaws and ensure they reflect community values”</i>	Done – reworded to capture intent
Roles and Responsibilities – Add Trustee section to Roles and Responsibilities	<i>Wording TBD</i>	Done – reworded to capture intent
A. Definitions - Add Determination Letter - Add Notice Letter	Add a summary from section 3.8, the definition of Determination Letter and Notice Letter	Done
Definitions - Add Discretion	<i>“Discretion in administrative decision making involves the power to choose between two or more possible courses of action using professional judgment and expertise.” (from Ombudsperson Quick Tips: Exercising Discretion Fairly)</i>	Done
B. Policy Objective	Add <i>“To establish clear procedures, expectations and standards for Islands Trust’s bylaw compliance and enforcement program.”</i>	Done

	<i>The goal of the Bylaw Compliance and Enforcement program is to achieve bylaw compliance through a combination of education, mediation and enforcement techniques... Corrective action as soon as reasonably possible [add comma], and the cessation of unlawful activity.</i>	
Policy 2. Commencing Investigations	Include frivolous, repeat or vexatious complainant language <i>“and whether the complaint meets the definition of a frivolous, vexatious, or repeat complaint.”</i>	Done
Policy 2.1 Commencing Investigations separated into the following sections: 1. Complaint-based investigations, and 2. Non-Complaint based investigations	<i>2.1 Complaint -based investigations are commenced as follows: Complaints must be made in writing by email, through an on-line complaint form or portal, by mail, or delivered in-person. Anonymous complaints are not accepted. All written complaints will be acknowledged in writing and recorded. 2.2 When a written complaint has not been received, investigations may be initiated by Bylaw Compliance and Enforcement Officers in one or more of the following circumstances: By direction of the Local Trust Committee Bylaw contraventions that appear to cause health and safety issues; Bylaw contraventions that appear to have an adverse environmental impact. Bylaw contraventions that appear to occur as part of a building permit process or other permitting process administered by a local government or Islands Trust siting and use permit applications; A referral is received from a permitting agency that identifies alleged bylaw contraventions; Advertising of unlawful uses;</i>	Done, but with setbacks from waterbodies and in DPAs retained.
Policy 3.6 unique circumstances	Create as a separate section – Equitable Enforcement	Moved to new Section 4
Policy 3.5 Investigations	<i>Ex. “Bylaw enforcement teams are encouraged to proactively report problematic, inconsistent or contentious bylaws to the Local Trust Committee for review.”</i>	Done

	Staff given direction to capture in their words	
Policy 4.1 site inspections	“see section 4.2” in place of “except in cases where doing so would compromise the investigation”: cases are described in 4.2 and should reference 4.2 for explication	Done – “except in cases described below added”
Policy Remove Section 3.6; New section between 3 and 4 Title: Investigative Approach and Conduct of Bylaw Compliance and Enforcement Officers	<p><i>4.1 Bylaw Compliance and Enforcement Officers, staff, and managers will uphold principles of accountability, impartiality, integrity, protection, respectfulness and service, to complement the required skills, education, and behavioral competencies listed in job profiles and within the Oath of Employment.</i></p> <p><i>4.2 Bylaw Compliance and Enforcement Officers, staff, and managers shall develop, maintain, and apply skills such as control of non-verbal communications, active listening, and building rapport with constituents.</i></p> <p><i>4.3 When determining the appropriate and fair investigative approach and enforcement actions, the Officer should consider each person’s unique circumstances. This includes:</i></p> <p style="padding-left: 40px;"><i>4.3.1 Conducting investigations with an understanding of the specific context and circumstances of the individual or property owner involved.</i></p> <p style="padding-left: 40px;"><i>4.3.2 Respecting cultural differences, provide accommodations for individuals with disabilities, and ensure accessibility for those facing language barriers during the investigative process.</i></p> <p style="padding-left: 40px;"><i>3.6.3 Ensuring investigations are proportionate to the nature of the complaint and violation, considering factors such as the person’s ability to comply, any hardships they may face, and their willingness to cooperate.</i></p> <p style="padding-left: 40px;"><i>3.6.4 Exercising discretion when determining the scope and approach to an investigation, providing flexibility such as extended timelines or alternative solutions when warranted by an individual’s circumstances.</i></p> <p style="padding-left: 40px;"><i>3.6.5 Ensuring investigations will be free from bias or discrimination based on race, gender, age, disability, socio-economic status, or other protected characteristics</i></p>	Done – new Section 4. Section 8 deleted

<p>Policy Section 6. Change title to Priority of Investigation</p>	<p>Section requires review</p>	<p>Done:</p> <ul style="list-style-type: none"> - Added wording - added “other” to 7.1.4
<p>Policy Section 10. Bylaw Adjudication System</p>	<p>Opportunity to introduce Screening Officer role here</p>	<p>Added “Establishes and designates screening officers” as a new 10.1.5</p>