

DISTRICT *of* WEST VANCOUVER

editorial **STYLE GUIDE**

*“Your grammar is a reflection of your image.
Good or bad, you have made an impression.
And like all impressions, you are in total control.”*

-Jeffrey Gitomer

References include The Canadian Oxford Dictionary, Canadian Press Caps and Spelling and The Canadian Press Style Book. If you have questions please contact Donna Powers at dpowers@westvancouver.ca or call extension 7168.

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PURPOSE

The Editorial Style Guide supports standards of quality and consistency throughout all of the District of West Vancouver's communications. The guide helps staff avoid inconsistencies in spelling, capitalization, punctuation and other matters of editorial style. Quality and consistency improve the overall professionalism of District communications and provide clarity for readers.

RANGE OF APPLICATION

The Editorial Style Guide should be applied to all print, email and web communication produced by District of West Vancouver. It applies to all correspondence, reports, presentations, promotional, marketing and general information materials.

EDITORIAL ASSISTANCE

Community Relations & Communications staff can help answer questions regarding interpretation of points of style in this guide, issues not covered in this guide or matters of spelling and style.

Certain types of publications, including specialized topic areas, may raise questions not covered in this guide. In such cases writers are encouraged to consult an appropriate reference authority.

REFERENCES

The Canadian Press Style Book

The Canadian Press Caps and Spelling

Canadian Oxford Dictionary

WHO IS THE AUDIENCE?

The District of West Vancouver seeks to engage a wide range of audiences including West Vancouver residents, community partners, government officials, customers, staff and the media. Communications must be tailored to each respective audience.

GENERAL RULES FOR WRITING

KEEP YOUR WRITING SHORT

Your readers are busy people and most people receive far more information than they could ever take in. That's why it's best to keep your writing short, eliminate unnecessary words and sentences, be precise, stick to your point and avoid repetition. This is especially true when writing for the web.

PLAIN LANGUAGE

The most effective way to communicate with an audience is with simple, non-technical language. Use simple sentence structure and keep your sentences and paragraphs short. Use straightforward familiar gender-inclusive words. Be direct and to the point.

When writing for readers at a low reading level, and when English may be their second language, take extra care to use simple wording and sentence structure.

PASSIVE VOICE VS. ACTIVE VOICE

Use of the passive voice can make your written communications seem overly bureaucratic and harder to read. It is not grammatically wrong, and there are instances where the passive voice is useful, but limiting or avoid it will make your writing stronger.

Here's an example of a passive sentence construction:

It is believed by staff that this policy should be created.

You can make your writing more engaging (and shorter) by writing the sentence in an active voice:

Staff believe that this policy should be created.

Here's another example.

Passive: The road was crossed by the chicken.

Active: The chicken crossed the road.

FIRST, SECOND AND THIRD PERSON

The first person, *I* or *we*, emphasizes the writer. It can be used when writing correspondence or reports about personal experience.

The second person, *you*, emphasizes the reader. It can be used when giving advice or instructions.

The third person, *her*, *she* or *they*, emphasizes the subject. It can be used when describing what other people have done or should do.

For most District of West Vancouver communications, the third person should be used.

CLICHÉS

A cliché is an expression that lost its originality and impact through overuse, such as *think outside the box*. Avoid clichés *like the plague!*

COLLOQUIALISMS

Colloquialisms are conversational or slang expressions like *cutting-edge technology*. Avoid them.

EDITING

When editing, determine which words or sentences are unnecessary or overly complex. Strip sentences down to their essentials. Read the written content out loud to identify vague or awkward wording, inappropriate tone, formal phrasing and jargon. Avoid sentence fragments and run-on sentences.

Use, but don't rely on, automated spelling and style checkers, which often use American rather than Canadian spelling. Become familiar with commonly misspelled words and watch for them (*neighbour and harbour are spelled with a u, practice and licence with a c*). See section 9.0 Tricky and Troublesome Word List.

Avoid editing exclusively on a computer screen; some things are easier to spot on paper.

Have a co-worker review for spelling and grammatical mistakes, typos or formatting errors. Do not rely solely on self-editing.

JARGON

Jargon is language used by people who work in a particular field or have a common interest. Like slang, it can develop as sort of a short-hand to express ideas that are frequently discussed between members of a group. Jargon creates a communication barrier with people unfamiliar with the field's language. Avoid jargon, unless it is essential to your document's purpose.

PARAGRAPHS

Keep paragraphs short, no longer than four or five sentences. Longer paragraphs are less likely to be read.

Try to limit each paragraph to one topic, unless you are linking related points. Start a new paragraph when changing topics or shifting focus.

Don't indent the first line of a paragraph. Leave an extra line between paragraphs.

REDUNDANCY

Redundancy is saying the same thing twice. Avoid redundant phrases such as *12 noon*, *close proximity* or *a variety of different ways*.

WHEN TO USE THAT OR WHICH

That is used with restrictive phrases that are essential to the meaning of a sentence—if it's removed, the meaning of the sentence will change.

Parks *that have playgrounds* are popular with young families.

Which is used with non-restrictive phrases that state non-essential information but add relevant detail. It can be omitted without changing the meaning of a sentence. Non-restrictive clauses are either in brackets or have a comma before and after them (or only before them if they come at the end of a sentence).

Playgrounds, *which can be found in many of West Vancouver's parks*, are popular with young families.

1.0 ABBREVIATIONS AND ACRONYMS

Use acronyms as little as possible. Acronyms should be spelled out the first time they are used, followed by the acronym in brackets like this:

North Shore Emergency Management (NSEM). Then use the acronym throughout that document.

For the plural of an acronym, add *s* (PDFs, 1960s, CAOs, EOCs). *Do not use an apostrophe.*

1.1 LOWER CASE

Use periods with abbreviations that appear in lower case.

a.m., p.m., i.e., e.g., in., ft., yd., sq. ft.

Do not use periods with metric abbreviations (5 km, 9 L)

1.2 UPPER CASE

Do not use periods with abbreviations that appear in upper case.

CAO, USA (US), OCP, BC

Do not use periods with acronyms.

Place acronyms in upper case except when they have become common words.

RCMP, GIS, scuba, laser

Abbreviations of provinces and territories should appear in upper case without periods (as per Canada Post standards).

BC, ON, PQ

1.3 MIXED UPPER AND LOWER CASE

Abbreviations with mixed upper and lower case should have a period at the end.

Clr., Mr., Mrs., Ms., Dr.

When abbreviating personal names, use periods and a space between abbreviations.

C. V. Carlile, B. C. Binning

1.4 GEOGRAPHIC LOCATIONS

Spell out the names of provinces, territories, countries and states in running text, with the exception of BC, NWT and PEI. BC, NWT and PEI are acceptable in running text for second and subsequent references to British Columbia, the Northwest Territories and Prince Edward Island. Please note that these abbreviations differ from the Canada Post guidelines.

Abbreviations may be used in lists and tables. When doing so, format abbreviations of provinces and territories according to Canada Post standards, listed in section 2.3.

1.5 ABBREVIATING MONTHS

If you must abbreviate a month, only abbreviate the months Jan., Feb., Aug., Sept., Oct., Nov. and Dec., but spell them out in full when standing alone or with the year alone.

December 1999

August is a hot month.

Aug. 1, 2011 is a statutory holiday.

1.6 DISTRICT OF WEST VANCOUVER ACRONYMS

Alternate Approval Process	AAP
Ambleside Youth Centre	AYC
District of West Vancouver	DWV
Board of Variance	BOV
Canadian Anti-Spam Legislation	CASL
Chief Administrative Officer	CAO
Central Index System	CIS
Community Engagement Committee	CEC
Content Management System	CMS
Departmental Operations Centre	DOC
Development Cost Charge	DCC
Development Permit	DP
Development Variance Permit	DVP
Emergency Operations Centre	EOC
Emergency Social Services	ESS
Expression of Interest	EOI
Ferry Building Gallery	FBG
Freedom of Information and Protection of Privacy Act	FOIPPA
Geographical Information Survey	GIS
Information Technology Services	ITS
Land Title Office	LTO
North Shore Emergency Management	NSEM
Official Community Plan	OCP
Operations Centre	OC
Radio Frequency Identification	RFID
Records and Information Management	RIM
Request For Proposal	RFP
Seniors' Activity Centre	SAC
Tangible Capital Asset	TCA
West Vancouver Community Centre	WVCC
West Vancouver Community Centres Society	WVCCS
West Vancouver Fire Department	WVFD
West Vancouver Memorial Library	WVML
West Vancouver Police Department	WVPD

2.0 ADDRESSES

2.1 FORMAT

Please follow Canada Post usage:

District of West Vancouver

750 17th Street (*note* no punctuation)

West Vancouver BC V7V 3T3 (*two spaces between province and postal code*)

Canada

2.2 CAPITALIZATION, SPELLING AND NUMBERS

Always express street addresses with a numeral (*not* spelled out).

2121 Marine Drive

In running text, spell out *road*, *avenue*, *street*, etc. Also spell out any directional abbreviations.

Capitalize *Road*, *Street* etc. when used with a name.

In numbered streets, the *th* or *nd* are lower case (do not capitalize, do not use superscript).

786 22nd Street

2.3 ABBREVIATIONS OF PROVINCE NAMES

In addresses, use the Canada Post standards for abbreviations of provinces and territories.

AB, BC, MB, NB, NL, NS, NT, NU, ON, PE, QC, SK, YT

See also Geographic Locations: Abbreviations and Acronyms, section 1.4.

3.0 CAPITALIZATION

In recent years there has been a shift to using less capitalization and punctuation. The District of West Vancouver follows *The Canadian Press Caps and Spelling* in this evolving best practice.

Capital letters have three basic uses:

1. to give emphasis, as in official title and initial words
2. to distinguish proper nouns and adjectives from common ones
3. to highlight words in headings and captions

3.1 THE GENERAL RULE

The general rule is to capitalize common nouns when they represent a complete formal name and use lower case in subsequent partial or informal forms.

the Government of British Columbia/the BC government/the government

the District of West Vancouver/the District (when referring to the Municipality)

the district, or the municipality (when referring to geography)

3.2 THE CASE FOR LOWER CASE

This guide recommends a lower case style for several reasons:

- when too many words are capitalized, they lose their importance and no longer attract attention
- readability studies have shown that text is more easily read when it isn't peppered with capitals
- using lower case letters in no way diminishes the stature or credibility of an individual's position or a department's reputation

When writing promotional or marketing materials, such as brochures or print ads, emphasis can be achieved more effectively by the skillful use of white space, typeface and type style than by excessive use of capitals.

3.3 CAPITALIZATION OF JOB AND POSITION TITLES

In running text and Council reports, capitalized formal job titles appear directly preceding a name and not set off by a comma. Titles used in conjunction with names may be capitalized, otherwise they must be lowercase. Please contact individual departments directly for formal job titles in their departments.

Chief Administrative Officer Nina Leemhuis advised...

Nina Leemhuis, chief administrative officer advised...

Manager of Community Relations Kristi Merilees indicated...

Kristi Merilees, manager of community relations indicated...

Director of Engineering & Environment Services Raymond Fung said...

Raymond Fung, director of engineering & environment services said...

When not in running text, such as on business cards, email footers and as a contact line on an ad or poster, capitals are acceptable.

Sheila Scholes | Municipal Clerk

sscholes@westvancouver.ca

3.4 CAPITALIZATION AND QUOTATIONS

Capitalize the first word of a quotation that is a complete sentence.

3.5 District VS. district

When referring to the Municipality, capitalize District.

The District of West Vancouver came into being when it separated from the District of North Vancouver in 1912.

When referring to the geographical location, do not capitalize district.

Underground fuel oil tanks pose an environmental hazard across the district.

3.6 BUILDING AND FACILITY NAMES

The full name of the building and facility should be capitalized. If you simply omit “West Vancouver” from the name, use capitals. Use lower case for all informal references:

West Vancouver Municipal Hall/Municipal Hall/the hall

West Vancouver Memorial Library/Memorial Library/the library

3.7 COMMITTEE NAMES

The full names of committees, task groups and other working groups are to be capitalized.

Community Engagement Committee/the committee

Upper Lands Working Group/the working group

3.8 DIVISION AND DEPARTMENT NAMES

Follow the general rules of capitalization, but refer directly to a specific division or department for its formal name.

Parks, Culture & Community Services Division

Parks Department, the department

Engineering & Environment Services, the division

Bylaw & Licensing Services

3.9 OTHER CAPITALIZATIONS

Capitalize the complete formal name of the following:

- Council, Councillor, Mayor, Municipal Hall
- proper names of nationalities, peoples, ethnicities and First Nations (Aboriginal, Indigenous, Métis, Coast Salish, Canadian, Squamish)
- titles of books, films, plays, poems, songs, speeches, works of art

- company or brand names (Odlum Brown Ltd.)
- holidays and holy days (Christmas, New Year’s Eve)
- laws, acts and historic documents (Local Government Act)
- full names of organizations and institutions (District of West Vancouver, West Vancouver Historical Society)
- political parties and movements (the Liberal party, Liberal Party of Canada (formal name))
- WestNet (no space, capital W, capital N)

3.10 GEOGRAPHIC LOCATIONS

Capitalize formal names and regions. Use lower case to indicate mere direction or position.

West Coast, the coast
 western BC
 the Maritimes
 Vancouver Island, the island
 the North Shore, north shore residents
 the Lower Mainland

4.0 INTERNET

4.1 EMAIL AND WEB ADDRESSES

Email addresses should appear as follows:

jdoe@westvancouver.ca

When a web address contains but does not require the **www** protocol to activate, do not include it.

westvancouver.ca, cnv.org

Web addresses that include the **www** prefix do not include the prefix **http://** unless they are used in a context that includes other web addresses that do require a prefix.

Always include the preceding protocol when the address in question does not contain the **www** prefix.

http://westnet2/intranet/

4.2 INTERNET PUNCTUATION

Normal punctuation should be used after a website address (URL).

More information is available at westvancouver.ca.

Try to avoid breaking a line of text in the middle of a URL. If it is necessary to break a line of text in the middle of a website address, do so after a slash.

4.3 SPELLING AND CAPITALIZATION

Please see section 9.0 Tricky and Troublesome word list and the *Canadian Oxford Dictionary* for spelling and capitalization of common Internet-related words.

5.0 ITALICS

5.1 EMPHASIS

Italics should be used only *occasionally* for emphasis.

5.2 FOREIGN WORDS AND PHRASES

Italicize foreign words and phrases that are likely to be *moins familier* (unfamiliar) to readers.

5.3 TITLES OF PUBLICATIONS AND OTHER WORKS

Titles of books, journals, movies, magazines and plays are italicized; articles, chapters and poems are not.

6.0 LISTS

6.1 RUN-IN LISTS (ITEMS IN SERIES)

Run-in lists that introduce lists with the word *including* do not require a colon.

The District of West Vancouver is a leader in a number of areas relating to environmental sustainability, including foreshore preservation, stewardship and recycling programs.

Run-in lists that do not introduce the list with the word *including* require a colon.

West Vancouver is a leader in a number of areas relating to environmental sustainability: foreshore preservation, stewardship and recycling programs.

If any of the items in a series requires internal punctuation, a comma should separate all items.

Participants in programs offered by the Lighthouse Park should pack warm, sturdy outer clothing, two pairs of boots and binoculars.

6.2 VERTICAL LISTS

Vertical lists can stand alone with or without a heading.

The District of West Vancouver is a place where:

- people can enjoy a high quality of life
- walking on the Seawalk is a favourite activity
- parks and trails are enjoyed by many

Bulleted or numbered lists may be introduced by a complete sentence followed by a colon. These types of lists do not require internal or terminal punctuation.

Participants must provide the following documents:

- passport or birth certificate
- letter of permission
- record of completed aquatic programs

Bulleted lists that form part of a sentence and are not preceded by a colon require internal and terminal punctuation. These lists are often better run into the text and should only be bulleted if the context demands that they be highlighted.

Prior to submitting their application to host a community celebration, event organizers should ensure that they have included

- a site map,
- a traffic management plan, and
- proof of insurance.

6.3 WHEN TO USE BULLETED OR NUMBERED LISTS

Use numbered vertical lists to indicate order, chronology or relative importance. If order, chronology or importance need not be indicated, use bullets.

6.4 VERTICAL LISTS AND CAPITALIZATION

Do not capitalize the first word of items in a bulleted or numbered list unless it is a proper noun, or the beginning of a sentence. See section 3.0 Capitalization.

7.0 NUMBERS

7.1 GENERAL RULES

In running text, spell out the numbers one through nine. For 10 and above use numerals. The exceptions are below; in these cases always use numerals.

- measurements that use abbreviations or symbols (15 ml)
- percentages (6 per cent)
- quantities consisting of whole numbers and fractions (1½ times)
- currency (\$20)

Always spell out numbers that begin sentences.

For numbers in official names, follow the organization's spelling style even when it is at odds with District of West Vancouver practice.

7.2 ORDINALS

In linguistics, ordinal numbers are the words representing the rank of a number with respect to some order, in particular order or position (first, second, third). The general rules for numbers apply to ordinal numbers as well.

Spell out ordinal numbers when referring to the year of employment.

Bill completed his fourth year on the job.

Dates should not contain an ordinal unless used in the body of the text. Avoid this as much as possible (the *Fourth of July*). When using the abbreviated form of ordinals, place numerals and letters on the same line. Do not use superscript.

The 25th Annual Harmony Arts Festival (*not* 25th)

Streets that are named with ordinals should also follow the general rule.

Fifth Street, 15th Street

When writing dates, do not use the ordinal form.

February 15 (*not* February 15th)

January 1, 2010 (*not* January 1st, 2010)

7.3 NUMBERS WITH FOUR OR MORE DIGITS

In numerals with four or more digits, use commas to separate groups of three digits except in the instance of house, telephone, page, year and other serial numbers.

2,400; 6262 Marine Drive; 604-925-7000

Very large numbers can use a mixture of numerals and spelled-out numbers.

1.2 million, 250 billion

7.4 CURRENCY

Always use numerals to express currency.

Canadian currency is expressed in numerals accompanied by the appropriate symbols (\$) and (¢).

Note that zeros after a decimal point should only be used if they appear in context with other fractional amounts.

Prices ranged from \$4.30 to \$6.00 (*not* \$4.30 to \$6)

Very large amounts may be expressed with a mixture of numerals and spelled-out numbers and should appear with the currency symbol.

\$6 million, \$10.1 billion

Please note that there is no space between the currency symbol and the numeral.

7.5 DECIMALS

Use a zero before a decimal point when the value is less than one.

0.5, -0.62

7.6 FRACTIONS

Use fractional characters (or superscript/subscript) whenever possible instead of full-sized numerals separated by a slash.

4 ½ (*not* 4 1/2)

Simple fractions that are not mixed numbers should be spelled out.

one-quarter (*not* ¼)

When a fraction is considered a single quantity, it is hyphenated.

She has read three-quarters of the report.

When the individual parts of a quantity are in question, however, the fraction is spelled without the hyphen.

We separated the project into four quarters.

Quantities consisting of whole numbers and fractions should be expressed in numerals.

8 ½ x 11 in. paper

7.7 PERCENTAGES

Percentages should always be given in numerals, not spelled out in words.

If the text includes numerous percentage figures, use the symbol %. If there are only one or two figures, use *per cent* (two words).

In tables, it is acceptable to use the symbol.

There is no space between the numeral and the symbol % (80%).

7.8 PLURALS OF NUMERALS

Spelled-out numbers form their plurals like other nouns.

The Time for Twos child care program is full.

7.9 RANGES (INCLUSIVE NUMBERS)

An en dash (a dash slightly longer than a hyphen) between two numbers implies *up to and including* or *through*.

The Ambleside by the Sea Waterfront Review covers the period 1983–1985.

See section 8.4 Dashes and Hyphens.

If *from* or *between* is used before the pair of numbers, the en dash should not be used; instead, *from* should be followed by *to* or *through*, *between* should be followed by *and*.

from 12 to 32

between 2006 and 2010

7.10 DATES AND TIME

The following rules for dates and times apply within the body of text. In calendars, tables, forms or graphs where space is extremely tight, short forms and figures may be used.

7.11 FORMATTING DATES

Specific dates within the body of text should be written as follows.

Wednesday, October 21, 2015/Wednesday, Oct. 21, 2015

Saturday, June 4, 2016

For an all-numerical date format, use the year-month-day format recommended by the Government of Canada, the Standards Council of Canada and International Organization for Standardization (ISO 8601). This format is particularly useful where machine-readable dates are

needed, as in forms, spreadsheets and (electronic) date stamping, for example for successive drafts of a document.

2009-09-19

7.12 YEARS

Indicate combined years according to this format:

the 2015/16 school year

7.13 DECADES

Decades may be spelled out (as long as the century is clear) or expressed in numerals.

the nineties, the '90s

When writing the names of decades in numerals, do not use an apostrophe before the s. An apostrophe precedes the shortened numerical form of the decade.

the 1920s, the 1980s, the '80s, the mid-1960s

7.14 HOURS

Hours are written numerically without zeros. Do not capitalize a.m. and p.m. Use periods.

9 a.m.

Use an en dash between times with no space before and after dash.

9 a.m.–5 p.m.

If the times are both in the morning or afternoon, only use the a.m. or p.m. once.

9–10 a.m.

Do not use the phrase 12 noon as it is redundant.

noon; 12 p.m. (*not* 12 noon)

7.15 RANGES OF DATES

When writing about periods of time over years, write out the numbers using an en dash (a dash that is slightly longer than a hyphen) not a slash (with the exception of the school year).

2013–2014 (not 2013-'14 or 2013/14)

A range of times is written using the words *from* and *to* in text but with an en dash in tables.

in text: The meeting is scheduled from 8 to 11 p.m.

in a table: Meeting 8–11 p.m.

See section 8.4 Dashes and Hyphens.

7.16 MEASUREMENTS

Metric measurement abbreviations should appear in lower case with no periods, except for the abbreviation for *litres*, which should be capitalized to avoid confusion with the numeral *1*. Use one space between the numeral and the abbreviation for the unit of measure.

5 km, 20 ml, 9 L

Customary (imperial) measurement abbreviations should appear in lower case, with a period at the end of each unit.

in., ft., sq. in., lbs.

7.17 TEMPERATURE

Celsius is abbreviated as a capital.

It was 28°C yesterday.

7.18 USING NUMERALS

If an abbreviation or symbol is used for the unit of measure, the quantity is always expressed as a numeral.

7.19 TELEPHONE NUMBERS

Domestic telephone numbers should be separated with hyphens, not periods. No parentheses should be used around area codes.

604-925-7000

800 numbers should be written as follows:

1-800-123-4567

International phone numbers are expressed in the ITA standard format.

+22 609 123 4567 (*no hyphens*)

The international prefix symbol (+) precedes the country code, which is then followed by the area code and telephone number.

8.0 PUNCTUATION

8.1 AMPERSANDS

Do not use the ampersand (&) in running text.

All official job titles use ampersands for consistency. All West Vancouver departments and divisions use the ampersand in their official name, rather than the word **and**.

Planning & Development Services

The ampersand is acceptable in lists.

8.2 COMMAS

Put commas between the elements of a series but not before the final **and**, **or** or **nor** unless to avoid confusion.

The open house provides opportunities for residents, community groups and businesses to provide input to Council.

8.3 CONTRACTIONS

Contractions (contracted forms of words with the missing letters represented by an apostrophe, such as **you'll** and **don't**) give writing a more conversational tone. Avoid using them when writing policy manuals or other more formal documents.

Avoid uncommon contractions and don't create any new ones.

Our network is connected. (**not**: Our network's connected.)

8.4 DASHES AND HYPHENS

Avoid using hyphens, except to avoid ambiguity or form a single idea from two or more words.

The **hyphen** (-): is used in compound adjectives followed immediately by the noun they modify.

first-year employee

In general, only use hyphens to avoid ambiguity or form a single idea from two or more words.

Here are some guidelines on using hyphens:

- use a hyphen with certain prefixes and suffixes (re-evaluate, co-operate)
- use a hyphen with the prefixes all-, ex-, non-, and self-

- use a hyphen after a series of words with a common base that is not repeated (short- and long-range planning)
- use a hyphen to create compound terms that modify the words they precede (long-term debt, up-to-date safety requirements, one-day course)
- If the words in the compound term follow the words they modify, do not use a hyphen (plans for the long term)
- do not use a hyphen after -ly adverbs (the newly created position)
- use a hyphen to combine fractions and compound numbers from 21 to 99 (two-thirds, one-quarter, forty-nine)
- use a hyphen to combine numeral-unit adjectives (10-litre sample)

When using a compound term in a heading, capitalize the word after the hyphen if it is a noun or proper adjective or if the words have equal weight (Cross-Reference).

The *em dash* (—): longer than *en dash* (-), not a *hyphen* (-), is used to set off a phrase in the same way as commas and brackets. It is used to set off text that changes course or tense. Use em dashes sparingly as they can be hard on the reader's eye. There should be no spaces before or after an em dash.

The key strokes for an em dash are *Alt+0151*. Or go to *Insert > Symbol > Special Characters*

The *en dash* (-): longer than a hyphen, is used in ranges of numbers. See section 7.9 Ranges (Inclusive Numbers).

The key strokes for an en dash are *Alt+0150*. Or go to *Insert > Symbol > Special Characters*

8.5 ELLIPSES

Use an ellipsis (three periods...) to indicate an omission from a text or quotation. Do not use a space before the ellipsis. A sentence ending with an ellipsis requires no further end punctuation. Do not use four periods.

The key strokes for an ellipsis are *Alt+0133*.

8.6 PARENTHESES AND BRACKETS

Use parentheses sparingly (only when other punctuation won't do). Remember that parentheses, like commas, are used to enclose non-essential information.

Use full parentheses in numbering or lettering a series within a sentence.

The photos will be published in (a) annual reports, (b) website and (c) brochures.

Use parentheses to enclose equivalents and translations.

All dogs over the age of six (6) months are required to be licensed and wear a West Vancouver dog tag.

If a punctuation mark applies to a whole sentence, put it after the closing parenthesis.

Residents of the District of West Vancouver are very active (and love the outdoors).

If a punctuation mark applies only to the words inside the parenthetical section and they form a complete sentence, put the mark inside the closing parenthesis.

Residents of the District of West Vancouver enjoy the many parks and trails. (They like coffee shops too.)

8.7 QUOTATION MARKS

In general, always use double quotation marks, except in headlines or to mark a quote within a quote.

“To quote Gandhi,” said the community member, “‘be the change you want to see in the world’ is an important tenet to live by.”

Use quotation marks to set off a significant word or phrase.

“inspire excellence and lead by example”

Use quotation marks around unfamiliar terms on first reference or to refer to words as words or letters as letters.

Periods, commas, exclamation marks and question marks go inside quotation marks; colons and semicolons go outside. The question mark and exclamation mark go inside the quote marks when they apply to the quoted matter only; outside when they apply to the entire sentence.

8.8 SOLIDUS (SLASH)

Use a solidus to separate alternatives (either/or), but use a hyphen for joint titles (secretary-treasurer).

The solidus should not be used to mean *and*.

Volunteers are needed to help out before, during and after the sale. (*not*: before/during/after the sale)

8.9 SPACING BETWEEN SENTENCES

Use one space, not two, between the end punctuation of one sentence and the beginning of the next.

9.0 TRICKY AND TROUBLESOME WORD LIST

The following list is provided as a handy reference to commonly troublesome words. It follows the *Canadian Oxford Dictionary*, which may not be supported by your spell checker.

a lot (*not alot*)

affect (verb: *to have an effect on*)

effect (noun: *result*; verb: *bring about*)

barbecue (*not barbeque*)

biannual (*twice a year*)

biennial (*every two years*)

bimonthly (*every two months*)

biweekly (*every two weeks*)

calibre (*not caliber*)

Caulfeild

centre, centred

cheque (not check when referring to money)

check (*to inspect*)

colour

continual (*often repeated but occasionally interrupted*)

continuous (*uninterrupted*)

co-operate (hyphenated)

council chamber (*not chambers or chambre*)

Councillor (*not Councilor*)

co-workers (hyphenated)

defence (*not defense*)

email, ebook, but e-newsletter, e-reader, e-vite

enrol (*not enroll*), enrolled, enrolling, enrolment

enquiry (*a question or query*)

inquiry (*a formal investigation*)

ensure (*to be sure of, to make sure*)

fire department, fire chief, but firefighter

greenhouse gas (*not green house gas*)

harbour (*not harbor*)

home page

honour, honourable, but honorary

humour, but humorous

Internet

its (*possessive*)

it's (*contraction of it is*)

labour (*not labor*)

lay off (verb)

layoff (noun)

license (verb)

licence (noun)

litre (abbn: *L for singular and plural, no period*)

loose (*not tight*)

lose (*fail to win, misplace*)

metre (*unit of measure*)

meter (*measuring device, water meter*)

neighbour (*not neighbor*)

ongoing (*not on-going*)

online

per cent

perimeter (*not perimetre*)

practise (verb)

practice (noun)

principle (*fundamental truth*)

principal (*first in rank*)

resumé

Seawalk (*not Seawall, capital S*)

Seniors' Activity Centre (plural possessive)

stationary (adjective meaning *still*)

stationery (noun meaning *letterhead* etc.)

storeys (*plural of storey when dealing with building form or the Zoning Bylaw*)

theatre

underutilized (one word, no hyphen)

web page, web server, but website

well-being

whose (*possessive of who*)

who's (*contraction of who is*)

Wi-Fi
work plan (two words)
worldwide (*but World Wide Web*)
your (*belonging to you*)
you're (*contraction of you are*)

9.1 WORDS THAT ARE NOT WORDS

The following list of words should never be used. The correct words in these instances are provided.

alot (*a lot*)
alright (*all right*)
irregardless (*regardless*)
priorize (*prioritize*)
reoccurring (*recurring*)

9.2 ALT KEY SHORTCUTS

The following is a list of shortcuts for punctuation characters. Hold the Alt key down, type in the numbers, and release the Alt key.

em dash (—) Alt+0151
en dash (–) Alt+0150
ellipsis (...) Alt+0133
cent sign (¢) Alt+0162
vertical slash (|) Alt+0124
accent e (é) Alt+130

NOTES



updated November 2015