

- » The Society continues its long-standing partnership with B.C.'s First Nations through a Memorandum of Understanding with the Aboriginal Sport, Recreation and Physical Activity Partners Council.

HIGHLIGHTS OF INITIATIVES

- » The Mission 2014 BC Winter Games involved all members of that community in the planning and implementation of the Games which included several cultural and First Nations contributions through performances.
- » Through our annual Government's Letter of Expectation, the Society continues to collaborate with sport system partners to promote the growth of ethnic and aboriginal sport.

BC Housing Management Commission

MANDATE

BC Housing is the provincial Crown agency that develops, manages and administers a range of subsidized housing options for British Columbians in greatest need, and oversees the residential builder licensing and home warranty insurance system in the province, which, together with research and education initiatives, supports consumer protection for new home buyers. BC Housing's vision is housing solutions for healthier futures. Our values are Integrity, Respect, Commitment, Service and Accountability.

Our mandate is to fulfill the government's commitment to the development, management and administration of subsidized housing as reflected in an Order-in-Council under the Housing Act establishing the British Columbia Housing Management Commission (BC Housing) in 1967. As of 2010/2011, our mandate has expanded to include responsibilities for the administration of the Homeowner Protection Act, including strengthening consumer protection for buyers of new homes and helping to bring about improvements to the quality of residential construction.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Housing's executive commitment to multiculturalism is both long-standing and strong, and is reflected in our range of employee programs internally, our scope of client services in the community and our partnerships throughout the province. We have training and programming in place to foster a respectful, supportive and welcoming culture both internally and externally in the communities we serve.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

BC Housing has had a multiculturalism policy in place since 1994. We are committed to ensuring an environment that supports and advances multiculturalism including supporting and promoting multiculturalism in our initiatives and programs.

All staff members are expected to respect multiculturalism in the workplace and when working with tenants, clients, partners and the public.

It is the policy of the BC Housing Management Commission to:

1. Ensure an environment in the organization that supports and advances multiculturalism.
2. Maintain a staff multiculturalism committee consisting of representatives of the various branches of the organization. The committee is responsible for the ongoing development of an action plan to support and promote multiculturalism at the commission, monitoring and reporting on initiatives and guiding progress.
3. Implement and evaluate the commission's multiculturalism policy and action plan and ensure that all staff is accountable for their behaviours towards the public and co-workers, with respect to multiculturalism.

HIGHLIGHTS OF INITIATIVES

EMPLOYEE DIVERSITY AND INCLUSION PROGRAM

BC Housing's Diversity & Inclusion Framework and Implementation Plan was launched in 2013/2014. Emerging from a consultative internal process, including employee focus groups, consultation with community agencies and research into best practices, the Framework and Implementation Plan outlines specific goals that positively impact the workplace experience of existing employees, improve our ability to attract and retain diverse talent, and enhance the capabilities of our employees in all interactions.

More specifically, the Framework sets out our rationale for intentionally fostering diversity and inclusion in our organization, establishes our definitions of both diversity and inclusion, and articulates BC Housing's commitment to nurturing and growing capacity in these areas.

The Implementation Plan sets out the practical processes and specific activities that provide staff with the tools and support needed to integrate diversity and inclusion practices into our work and daily interactions. These tools help us identify and address barriers to diversity and inclusion within our organization, and assist us in continuing to build a supportive, respectful and inclusive workforce as we become increasingly diverse.

The Diversity & Inclusion Framework and Implementation Plan focuses on three key areas:

1. **Attracting & Onboarding:** Includes a review of our recruitment and onboarding processes, training and support for hiring managers and the development of an Aboriginal recruitment and retention strategy.
2. **Engaging & Developing:** Focuses on skill development and capacity building, including foundational training sessions for employees such as respectful workplace and prevention of harassment training; workshops on building a culture of inclusion and more specific training opportunities such as sessions on Working Effectively with Aboriginal Peoples.

3. **Building the Culture:** Provides opportunities for both dialogue and celebration and includes activities such as an annual employee forum on diversity and inclusion and our long-standing Multicultural Celebration. This also includes our Diversity & Inclusion Lenses, tools that can be used as a guide to inclusive business practices for people throughout the organization.

As a piece of our overarching People Strategy, the Diversity & Inclusion Framework and Implementation Plan expand on our commitment to providing a healthy, safe and inclusive workplace in which respect and diversity are recognized assets. This affirms our commitment to building an organization that attracts and leverages diversity in our staff, and strives for respect and inclusion throughout our workplace and in the communities we serve.

RESPECTFUL WORKPLACE TRAINING

Supporting our commitment to cultivating and maintaining a work environment in which all employees are treated with respect and dignity, 2013/14 saw the roll-out of Working Together to Build Respectful Workplaces training.

More than 100 employees have completed this customized, in-person course to date, and this mandatory training will be delivered to all employees by the end of the 2014/15 fiscal year.

In this workshop, participants explore behaviours that create a cooperative, courteous, considerate work atmosphere — one that enables each person to do their best work and contribute to the success of the team. This includes reviewing BC Housing's Respectful Workplace Policy and key elements of a respectful work environment; identifying respectful and disrespectful team behaviours; recognizing the impact of our communication and behaviour on others; understanding our roles in creating respectful workplaces free from discrimination, harassment, and bullying; and exploring skills for working together in a respectful way.

MULTICULTURAL CELEBRATION

For the 10th year running, BC Housing celebrated Canadian Multiculturalism Day in June with our annual Multicultural Celebration. About 200 employees attended this event at our home office and others took part in smaller celebrations at our regional offices throughout the province.

The well-attended event included:

- » World music and dance performed by guests and by BC Housing employees.
- » Cuisine from around the world, as chosen by employees and identified as representative of their cultural ancestry.
- » Our Stories: New Canadians and first generation Canadians shared their personal and family stories.
- » Map Station: Picking up from previous years' successful exercise, new employees and those who had not participated previously were each given as many red stickers as they needed to mark their ancestral homes on a large (over 10-foot) map of the world, building on the stickers placed previously. This impressive map, which hangs in a prominent spot in our home office year-round, shows that as a group we've descended from Canada's First Nations, Australia, Austria, Bangladesh, Bulgaria, China, Cuba, Denmark, El Salvador, England, France, Germany, Greece, Guyana, Honduras, India, Ireland, Iran, Israel, Italy, Japan, Kazakhstan, Kenya, Mexico, Netherlands, Nicaragua, North Korea, Philippines, Poland, Portugal, Romania, Russia, Singapore, Spain, South Korea, Sweden, Taiwan, Ukraine, Vietnam and many more countries around the world. Our intention is to continue growing and adding to our map, inviting new employees to add to it each year.
- » Planning is currently underway for our 11th annual event.

FOCUS ON ABORIGINAL INDIVIDUALS AND FAMILIES

BC Housing is committed to supporting Aboriginal partners in the housing sector by exploring and increasing housing options to meet the needs of Aboriginal households; by working to increase the capacity of the housing sector to meet Aboriginal housing needs; and by supporting Aboriginal housing self-management.

While partnerships and programs exist specifically to support Aboriginal households, Aboriginal individuals and families are also supported by all programs across the housing continuum.

ABORIGINAL CAPACITY BUILDING

Our partnerships with Aboriginal organizations over the past several years have been diverse, including working closely with the Aboriginal Housing Management Association (AHMA) on the transfer of the administration of subsidies and operating agreements of Aboriginal housing projects, ensuring Aboriginal self-management of these projects. BC Housing has also completed an ownership and management transfer of Rural Native Housing properties on Vancouver Island to an Aboriginal non-profit housing society in that region.

Another exciting partnership is the development of training and job readiness partnership between BC Housing, Métis Nation BC, and the Aboriginal Community Employment Services Society. The goal of this partnership is essential skills building and preparing Aboriginal individuals for careers within an employer partner's organization, including onsite service teams at BC Housing.

BC Housing was also a founding partner of the World Indigenous Housing Conference, held in Vancouver in June 2012. It was the first international forum to bring Indigenous housing leaders, senior government officials, researchers and corporate heads from around the world together to learn from best practices, build a global network and showcase Indigenous cultures.

In June 2012, BC Housing hosted over 150 of our employees for a day-long event focusing on Aboriginal initiatives, issues and partnerships. This Semi-Annual Meeting (SAM) featured speakers from some of our Aboriginal partner organizations, an interactive workshop on Aboriginal history and culture in B.C. and an exceptional performance by the Nisga'a Dancers.

Over the past year, over 120 employees have completed a day-long workshop entitled Working Effectively with Aboriginal Peoples delivered by trainers from the Indigenous Corporate Consulting group and this workshop continues to be rolled out across the organization.

WOMEN'S TRANSITION HOUSING AND SUPPORTS

Through BC Housing's Women's Transition Housing and Supports Program, Aboriginal women are supported by the provincial network of safe homes, transition houses and second-stage housing which include resources operated by Aboriginal service organizations in several communities.

Based on a review conducted last year, BC Housing has implemented changes to better address the housing and support needs of women and children fleeing violence, including Aboriginal women and children.

BC Housing also supports three Aboriginal Affairs and Northern Development Canada safe homes in their provision of services to women.

NEW HOUSING

In a multi-year project, through our Aboriginal Housing Initiative, BC Housing is developing more than 200 new affordable housing units in eight communities across B.C. for Aboriginal people living off reserve.

This new housing has created safe, secure and culturally-appropriate housing for youth, women, elders and those who are struggling with addiction.

The units are funded with \$50.9 million in one-time funding through the Off-Reserve Aboriginal Housing Trust, which was transferred from the Government of Canada to the Province. The Province is working in consultation with the Aboriginal Housing Management Association to administer this trust.

ABORIGINAL HOMELESS OUTREACH

BC Housing's Aboriginal Homeless Outreach Program provides urban and rural off-reserve Aboriginal people who are homeless or at risk of homelessness direct access to housing and other community resources in a culturally-sensitive manner.

At the core of the program are cultural awareness and sensitivity, respect for diversity and a spirit of flexibility in its approach to helping Aboriginal people and families who are homeless or at risk of homelessness to meet their goals of improved health, well-being and housing stability.

BC Hydro

MANDATE

BC Hydro is a provincial Crown corporation with a mandate to generate, purchase, distribute and sell electricity.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

- » BC Hydro's approach to multiculturalism is integrated within a broader diversity strategy.
- » Our method has been to establish a foundation of leading practices which are required to support a successful diversity and inclusion strategy, specifically:
 - A clear definition of the diversity goal and the supporting business case, including accountabilities, reporting, measurements and timetables;
 - Effective sourcing and recruitment strategies;
 - Awareness, engagement, and capacity building focused on leaders who understand the diversity strategy and can build and manage diverse teams; and,
 - Policies and infrastructure that support equity and inclusion.