

# Report on Multiculturalism

2022/2023



BRITISH  
COLUMBIA



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# Letter to the Lieutenant Governor of British Columbia

## TO HER HONOUR THE LIEUTENANT GOVERNOR OF BRITISH COLUMBIA

May it please Your Honour:

Pursuant to section 7(3) of the Multiculturalism Act, I respectfully submit the 27th annual report on the operation of the Act. This report covers the activities for the 2022/23 fiscal year.

Respectfully submitted,



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**NIKI SHARMA, K.C.**  
*Attorney General*

# Letter to the Minister

## TO THE HONOURABLE NIKI SHARMA MINISTRY OF ATTORNEY GENERAL

Honourable Minister:

I respectfully submit the Report on Multiculturalism: Government of British Columbia 2022/23. This report documents the activities of the Government of British Columbia, and Crowns in support of the Multiculturalism Act for 2022/23.

Sincerely,



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**BARBARA CARMICHAEL, K.C.**  
*Deputy Attorney General*

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In 2023, the Province celebrated B.C.'s diversity champions with our annual Multiculturalism and Anti-Racism Awards.

# Joint Message from Niki Sharma, Attorney General, and Mable Elmore, Parliamentary Secretary for Anti-Racism Initiatives



A stylized handwritten signature of Niki Sharma in black ink.

**NIKI SHARMA**  
Attorney General



A handwritten signature of Mable Elmore in black ink.

**MABLE ELMORE**  
Parliamentary Secretary  
for Anti-Racism Initiatives

We are pleased to introduce the annual Report on Multiculturalism for 2022/23. This report highlights the work across ministries and Crown corporations from April 2022 to March 2023 that advances the objectives detailed within the B.C. Multiculturalism Act.

The Multiculturalism Act recognizes, as fundamental to who we are, the ethnic, cultural, religious and ancestral diversity of the people who call British Columbia home. The purpose of the Act is to encourage and promote cross-cultural understanding and respect, while reinforcing the government's responsibility to anti-racism and a society in which there are no impediments to full and free participation in the economic, social, cultural and political life of B.C.

This report represents a year-long effort to advance the Act by promoting racial harmony, cross-cultural understanding and respect, and much has been accomplished in this time.

The mandate letters Premier David Eby gave to each of us at the end of 2022 clearly lay out an expectation that we will work across government and with community partners to better serve everyone in B.C., including delivering initiatives required by the Declaration on the Rights of Indigenous Peoples Act.

Together, we have made progress, and there is still more work to be done to foster awareness of systemic issues and fight all forms of hate and discrimination. We will continue to do all that is required to build a safer, stronger, more inclusive B.C. for everyone.

*"Multiculturalism is at the heart of who we are as British Columbians. We all benefit from our growing diversity, from exchanging cross-cultural ideas in government, business and civil society to enjoying multicultural festivals and food. Yet many people in our province continue to experience racism and discrimination. That's why our government is taking action to end hate, create true and lasting reconciliation in partnership with Indigenous Peoples, and build a province where everyone feels safe and welcome."*

*~ Premier David Eby*



**Multicultural Advisory Council Chair**  
**Dr. Samir Traoré**

As chair of the Multicultural Advisory Council (MAC), it is my pleasure to submit this report on behalf of the MAC for the 2022/23 Annual Report on Multiculturalism. This year, British Columbia witnessed an historic accomplishment with the passing and implementation of the Anti-Racism Data Act. This Act will be critical in enabling us to better assess disparities and systemic racism in government policies, programs and practices, and to hold government accountable for furthering its anti-racism goals.

The COVID-19 pandemic was a difficult period for British Columbians, particularly for Indigenous and marginalized communities. The pandemic saw an alarming rise in hate crimes, in addition to revealing long-standing concerns about systemic racism in sectors such as health care, education and policing. This illustrated the need for accountability within the provincial government and shed light on the systemic inequities existing within our structures of power. In response, the provincial government has begun to address these systemic issues.

The introduction of the Anti-Racism Data Act, in May 2022, is a starting point to understanding and addressing systemic racism. Passed unanimously through legislature in June 2022, the Act is the first of its kind in Canada to be co-developed with Indigenous Peoples under the Declaration on the Rights of Indigenous Peoples Act. The MAC served as an important stakeholder in advising the provincial government on the creation of the anti-racism data framework, engagement strategy and policy of intent. This Act will help break down systemic barriers and better identify systemic discrimination faced by Indigenous, Black and other marginalized communities.

The provincial government has also looked to address racism and discrimination within education, through the introduction of the K-12 Anti-Racism Action Plan, organized by the Ministry of Education and Child Care. Launched in January 2023, the K-12 Anti-Racism Action Plan seeks to empower students and

educators to identify and take action against racism and discrimination in schools in British Columbia. This is a critical step forward to create welcoming and supportive environments for students, educators, staff and families within B.C.

Although the above work is a positive step forward, there is still plenty of opportunity for equity and anti-racism work. We urge the provincial government to take steps on its stated commitments to mark the UN International Decade for People of African Descent, to pass broader anti-racism legislation, and to amend the Police Act to strengthen and expand support services for addiction, mental illness, homelessness and poverty, rather than criminalize people for the outcome of years of policy-making decisions.

The MAC looks forward to continuing its advisory role to the provincial government and encourages elected officials and public servants to ensure that the above-mentioned commitments remain top priority.

In closing, I would like to welcome new member Judy Hanazawa to the Multicultural Advisory Council. I would also like to express my deep gratitude to departed members Hana Woldeyes and Patricia Barkaskas for their years of service, dedication and contributions to making British Columbia a more just, equitable and inclusive province. Finally, as I am also departing the MAC, I would like to thank the Multiculturalism and Anti-Racism Branch, the parliamentary secretaries past and present, the various ministers that have engaged with the MAC, the Attorney General, and the Premiers, past and present, for their collaborative dedication.

**Chair Dr. Samir Traoré**

**MULTICULTURAL ADVISORY COUNCIL MEMBERS**  
**2022/23:**

|                          |                  |
|--------------------------|------------------|
| Christine Marie Anonuevo | Melanie Matining |
| Hasan Alam               | Ajay Patel       |
| Michael Chang            | Hira Rashid      |
| Judy Hanazawa            |                  |

Thousands of British Columbians gathered to celebrate Vaisakhi at the 2023 Surrey Vaisakhi Nagar Kirtan. Vaisakhi is a celebration of the birth of the Khalsa, the foundation of Sikh faith. The celebration also marks the Spring harvest across Punjab, and through much of South Asia.

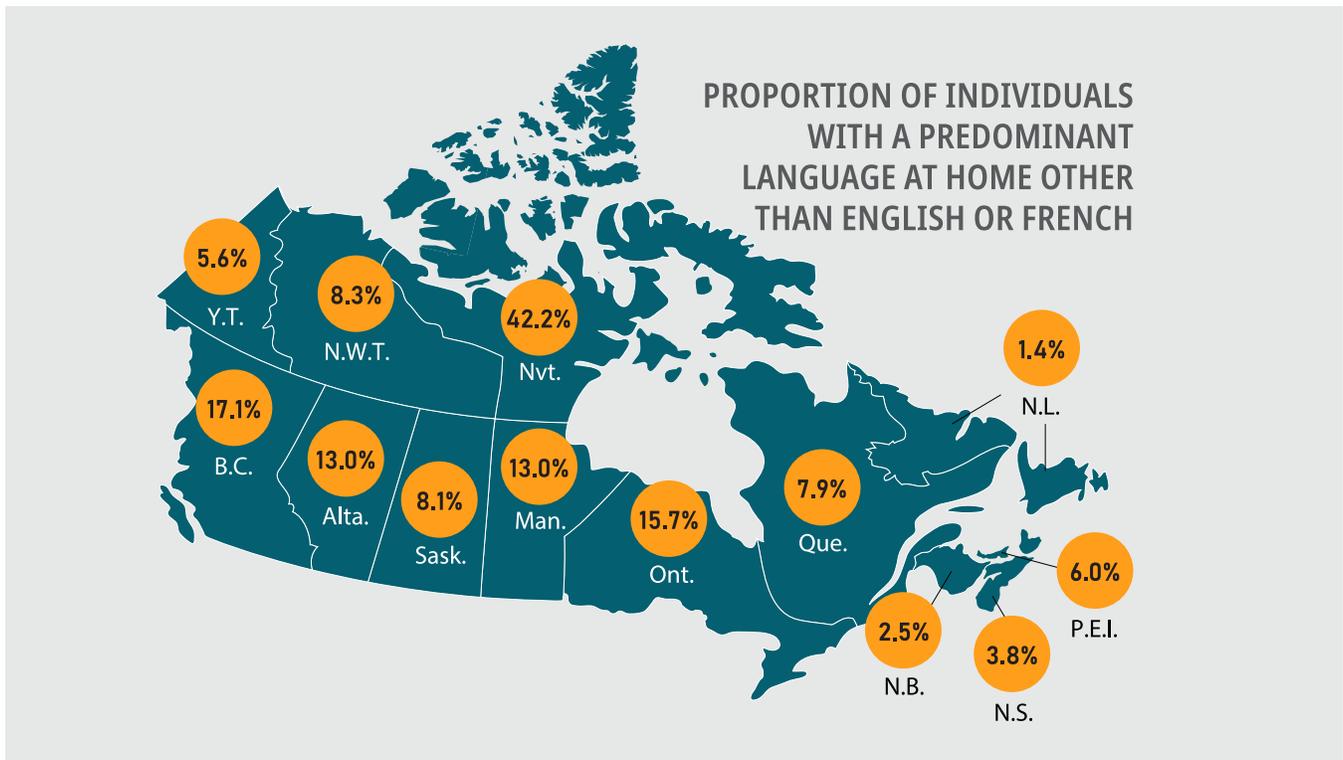


## Introduction

British Columbia's commitment to the vision of the [Multiculturalism Act](#) has fostered strength and success in its actions to promote diversity and inclusion in the province. In 1993, B.C. developed the multiculturalism policy that set out this vision, and 30 years later, the Province's commitment to that vision is stronger than ever. Under the Act, the Province recognizes and promotes "...the diversity of British Columbians as regards race, cultural heritage, religion, ethnicity, ancestry and place of origin...[and] promote[s] racial harmony, cross cultural understanding and respect and the development of a community that is united and at peace with itself." This vision is solidified by Section 3 of the Multiculturalism Act, which states that government is "to work towards building a society in British Columbia free from all forms of racism and from conflict and discrimination based on race, cultural heritage, religion, ethnicity, ancestry and place of origin."

The Act recognizes the importance of respecting the multi-faceted identities of British Columbians. It affirms and reinforces our commitment to diversity and inclusion as a vital and powerful approach to making our province a safe and welcoming place for all residents.

Since the adoption of the Multiculturalism Act, British Columbia has undergone significant demographic shifts. Among the western provinces and territories, B.C. has one of the highest proportions of immigrant populations. At the same time, B.C. is home to diverse Indigenous Peoples, who together account for 5.9% of the population. Indigenous languages existed long before British Columbia was formed. The province has 34 unique First Nations languages and more than 90 dialects, making up 60% of all First Nations languages in Canada. A variety of other Indigenous languages are also spoken in B.C., including Michif (the Métis language) and Inuktitut.



A Statistics Canada graphic shows the proportion of residents by province and territory whose predominant language at home is not French or English, as per the results of the 2021 census. Statistics Canada

As we mark the second year of the United Nations International Decade of Indigenous Languages 2022–2023, the First Peoples’ Cultural Council will be sharing stories from those learning, teaching and documenting their First Nations languages across B.C. Read more about these important initiatives at <https://fpcc.ca/stories/the-decade-of-indigenous-languages/>.

Linguistic diversity is at the centre of British Columbia’s multiculturalism. A significant portion – 17.1% – of British Columbians speak languages other than English at home, a proportion well above the Canadian average. In Vancouver alone, more than one in four individuals speaks predominately a non-official language at home, along with just under 21% in Abbotsford and Mission. According to the 2021 Statistics Canada census, Mandarin, Punjabi and Cantonese were the most common languages spoken at home by British Columbia newcomers and second-generation immigrants. Other languages including Korean, Farsi, Hindi, Spanish, Russian and Vietnamese account for the remaining immigrant languages spoken most often at home.

As British Columbia grows increasingly diverse, provincial ministries and Crown corporations continue to play a critical role in supporting equal treatment and full participation of all British Columbians in society, and in promoting policies, programs and services that enhance the ability of communities of all origins to contribute to the continuing evolution of British Columbia. The Province recognizes the important role that language plays in providing accessible services and programs, and continually looks at new opportunities to improve the availability of translated resources and interpretation services across ministries and Crown corporations. Looking to the future, the diversity of languages in British Columbia’s population is expected to increase and contribute to heightened creativity, innovation and economic success as well as strong and resilient communities.

## Building Awareness and Changing Attitudes

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Through the COVID-19 pandemic, we have seen that British Columbia is not immune to the impacts of hate speech and hate crime. The pandemic assisted our province in understanding that in times of need, we cannot take our communities for granted. Although hate and discrimination are not new, the pandemic marked a period in B.C. that was filled with division, fear and hate.

The pandemic also marked a period of public awareness regarding racism and discrimination, and one in which communities demonstrated ways we can show solidarity for those most affected.

In March 2023, the British Columbia Office of the Human Rights Commissioner (BCOHCR) released a report regarding the rise of hate crimes and online hate during the COVID-19 pandemic. The *From Hate to Hope* report described that hate incidents increased dramatically during the pandemic, and the increase in anti-Asian hate was particularly acute. As per Statistics Canada, the number of police-reported hate crimes increased by 36% during the first year of the pandemic and by 27% during the second year, rising from 1,951 incidents in 2019 to 2,646 in 2020 and to 3,360 in 2021.

Within the *From Hate to Hope* report, BCOHCR further explained that in times of crisis, “education plays an important role in preventing and combatting hate.” The B.C. education system holds great responsibility in addressing the systemic and interpersonal racism that continues to exist throughout the province, as well as throughout the education system today.

On January 23, 2023, the Government of B.C. launched the K-12 Anti-Racism Action Plan, a multi-year framework to specifically address racism and discrimination in education, and to create a culture and climate of belonging for all students, staff and families. The plan is designed to improve outcomes for racialized students and support sector-wide understanding and growth of anti-oppressive systemic practices and content. Additionally, this plan will empower students and staff to identify biases and address acts of racism or discrimination with new incident-response guidelines.

The K-12 Anti-Racism Action Plan was developed through discussions over three years with students, education partners, educators, staff, community organizations, rightsholders and Indigenous partners. This is the

first phase of what will be many years of collective commitment to dismantling systemic racism and creating further awareness in the K-12 provincial education sector.

In addition to the K-12 Anti-Racism Action Plan, the Province has put in place a number of laws, policies and programs that focus on eliminating racism and discrimination, including the Anti-Racism Data Act and the Declaration on the Rights of Indigenous Peoples Act.

Taken together with other policies and programs, these initiatives seek to address the impacts that racism and discrimination have on individuals and communities within B.C.

Still, the Province recognizes that much work remains to eliminate racism and discrimination.

## Addressing Online Hate and Hate Crimes

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The concerning increase in hate-motivated crimes and incidents during the COVID-19 pandemic demonstrated that too many people and communities in British Columbia are harmed and victimized by hate speech and incidents, often amplified through online platforms. This increase in hate-motivated crimes has resulted in marginalized communities within British Columbia experiencing a sense of fear, due to racism, discrimination and harassment. However, the COVID-19 pandemic has also allowed the province to come together in solidarity and to support one another to ensure that British Columbia is a better, more inclusive place for everyone.

In an effort to address the aftermath of this rise in extremist activity, the Province is committed to implementing responsive policies, programs and services that combat systemic and direct racism, hate and discrimination in all forms.

Through the Resilience BC Anti-Racism Network, the Province developed an online portal that seeks to better support people who experience or witness a racist incident. Resilience BC offers anti-racism tools and resources, including videos and tools, in 12 languages: [\*Racism and Hate in the News - Resilience BC\*](#).

A pivotal part of understanding racism and discrimination in British Columbia is acknowledging that racism exists within structures and institutions of power. Systemic racism is pervasive within B.C., and the Province is dedicated to continuously and proactively addressing



As a step to dismantle systemic racism and discrimination faced by Indigenous Peoples, Black communities, and other racialized communities, the Province introduced the Anti-Racism Data Act.

these barriers for marginalized communities. The Province has committed to developing and implementing reforms to address systemic bias and racism within policing. In April 2022, the Special Committee on Reforming the Police Act released the Transforming Policing and Community Safety in British Columbia report. This report outlines a vision for policing and community safety – policing that is responsive and accountable to our diverse communities. The full report can be found at [SC-RPA-Report 42-3 2022-04-28.pdf \(leg.bc.ca\)](https://www2.gov.bc.ca/gov2/leg/sccrpa/SC-RPA-Report_42-3_2022-04-28.pdf).

While all of these initiatives help to address the issues, the Province recognizes that there is a lot of work to do to combat racism and discrimination. This includes developing broader anti-racism legislation, which will hold government accountable for addressing racism and discrimination, and continually implementing the United Nations Declaration on the Rights of Indigenous Peoples.

## Anti-Racism Data Act

The Anti-Racism Data Act, first introduced on May 2, 2022, was passed unanimously, receiving royal assent on June 2, 2022. The Act, developed in partnership with Indigenous Peoples and racialized communities, is an important step in the Province’s work to collect

intersectional demographic data, such as age, gender, identity and ethnic origin. The Act has three primary purposes:

1. To break down barriers for people to access programs.
2. To ensure racialized people aren’t disproportionately targeted.
3. To improve programs and services so more people feel safe getting the help they need.

Under the Act, safeguards are put in place to protect data and make sure the information is used to help communities in British Columbia. Government ministries will be required to follow careful guidelines around how data is collected, used and shared, with information to be released publicly each year to support and advance racial equity. The Province will continue to engage with Indigenous Peoples and racialized communities to support the implementation of the Anti-Racism Data Act and dismantle systemic racism in B.C.

## Indigenous-Focused Approach

In 2019, the Province passed the [Declaration on the Rights of Indigenous Peoples Act](#) (the Declaration Act) into law. The Declaration Act established the United Nations Declaration on the Rights of Indigenous Peoples



The National Day for Truth and Reconciliation will be enshrined in B.C. law to honour the strength and resilience of residential school survivors and remember the children who never came home.

(the UN Declaration) as the Province's framework for reconciliation. Section 4 of the Declaration Act required the Province to develop and implement an action plan to meet the objectives of the UN Declaration, and to do so in collaboration and consultation with Indigenous Peoples.

On March 30, 2022, the Province introduced the Declaration Act Action Plan. This Action Plan was built in partnership with Indigenous Peoples and articulates the specific actions every ministry in government is committed to undertake between 2022 and 2027 in an effort to create a better province for Indigenous Peoples.

Section 5 of the Declaration Act includes a requirement for the government to report annually on progress made on the alignment of provincial laws with the UN Declaration, and on the development and implementation of an action plan to achieve the objectives of the UN Declaration. This section also requires that annual reports be developed in consultation and cooperation with Indigenous Peoples and be submitted to the B.C. legislature by June 30 each year.

Furthermore, Budget 2022 announced the creation of the [Declaration Act Secretariat](#), an independent office that will provide guidance to every ministry across government.

The Secretariat will help ministries align their laws with the UN Declaration, as set out in Section 3 of the Declaration Act. As the first outcome, in October 2022, the Secretariat released the [Interim Approach to Implement the Requirements of Section 3 of the Declaration on the Rights of Indigenous Peoples Act \(the Interim Approach\)](#). This world-leading Interim Approach provides every ministry and sector of government with clear, transparent processes for how to work together with Indigenous Peoples in developing provincial laws, policies and practices.

This approach emphasizes the rights of Indigenous Peoples to influence the outcome of decision-making processes – and not simply the right to be heard – on matters affecting them. The interim Approach will help government continue to fulfil its law-making commitments under the Declaration Act, and demonstrates government's commitment to approach policy and legislation development that may affect Indigenous Peoples in a manner that ensures Indigenous Peoples are fully involved partners in the process.

*“This is a critical step in our collective work to decolonize Crown processes, and build new ones that respect legal pluralism and the fact that our Nations have inherent jurisdiction and governance authority in our territories. It is also a critical step in creating consistency in how provincial ministries engage with our Nations and organizations and will point us all in the same direction toward our shared objectives in ensuring provincial laws are consistent with the UN Declaration.”*

*~ Cheryl Casimer,  
First Nations Summit, Political Executive*

## Engaging Communities

The Anti-Racism Data Act was developed through information and feedback received by more than 13,000 British Columbians as well as through engagement with Indigenous Peoples, racialized communities and key collaborators such as the B.C. Human Rights Commissioner, First Nations Leadership Council, the BC Association of Aboriginal Friendship Centres and Métis Nation BC. The Act is one of the first pieces of legislation to be co-developed with Indigenous Peoples under the Declaration Act. Furthermore, the Anti-Racism Data Act seeks to advance Indigenous data sovereignty and self-governance, which are key commitments under the Declaration Act Action Plan, and to establish a process for government to seek consent from Indigenous communities for use of their data.

As part of the implementation of the Anti-Racism Data Act, the Province announced 11 individuals to sit on the Anti-Racism Data Act Committee. Committee members represent a cross-section of racialized communities and geographic regions of B.C. The committee collaborates with the Province on a number of initiatives to help identify and eliminate systemic racism in the public sector. This includes:

- Data directives to guide how government collects, uses and shares information.
- Data standards to determine what type of personal information is collected, used and shared.
- Research priorities to understand where the Province should first focus its efforts to identify and address systemic racism.
- Review of annual statistics prior to release to prevent community harms.

The committee aims to ensure that the implementation of the Anti-Racism Data Act is informed by the lived experience and expertise of racialized people, while aligning its work with the broader goal of the legislation to identify and eliminate racism in government programs, policies and services and to advance racial equity.

It is crucial that the voices of Indigenous, Black and people of colour who have lived experience with racism and discrimination are at the forefront of legislative initiatives. The Province is committed to engaging with Indigenous, racialized and marginalized communities in order to increase understanding of how government policies, programs and services can be put to better use to help fight racism and discrimination.



New co-ops will open doors to income and protections for racialized communities through a \$987,000 provincial grant to Solid State Community Industries.

## About this Report

The 2022/23 Annual Report on Multiculturalism highlights the Government of British Columbia's accomplishments in promoting multiculturalism and combatting racism between April 1, 2022, and March 31, 2023. The report provides an overview of initiatives the Province undertook to increase the cultural safety, accessibility and relevance of public services, programs, policies and initiatives.

Achievements and challenges have been highlighted in the following areas:

- Equal opportunities for employment and advancement
- Anti-discrimination and anti-racism training
- Promoting multiculturalism and anti-racism
- Consideration of multiculturalism and anti-racism policy in developing policies, programs and services
- Partnerships to support diversity and inclusion.
- Collection of diversity data
- Accessibility through language translation
- Access to interpreters
- Promoting intercultural understanding and respect for diversity in the workplace

This report is divided into two parts:

**PART ONE** of the report is a summary of anti-racism and multiculturalism achievements undertaken through the Ministry of Attorney General, which had responsibility for anti-racism and multiculturalism programs, policies and services in 2022/23. Part One also includes this ministry's contributions to the implementation of the Multiculturalism Act.

**PART TWO** of the report summarizes how ministries and Crown corporations met their obligations to the Multiculturalism Act between April 1, 2022, and March 31, 2023. This section provides a summary of indicators illustrating how ministries and Crown corporations are continuously applying requirements of the Act, and identifies leading practices and success stories across government.

# Part One: Achievements Undertaken Through the Ministry of Attorney General

The Ministry of Attorney General is responsible for anti-racism and multiculturalism programs, policies and services in 2022/23.

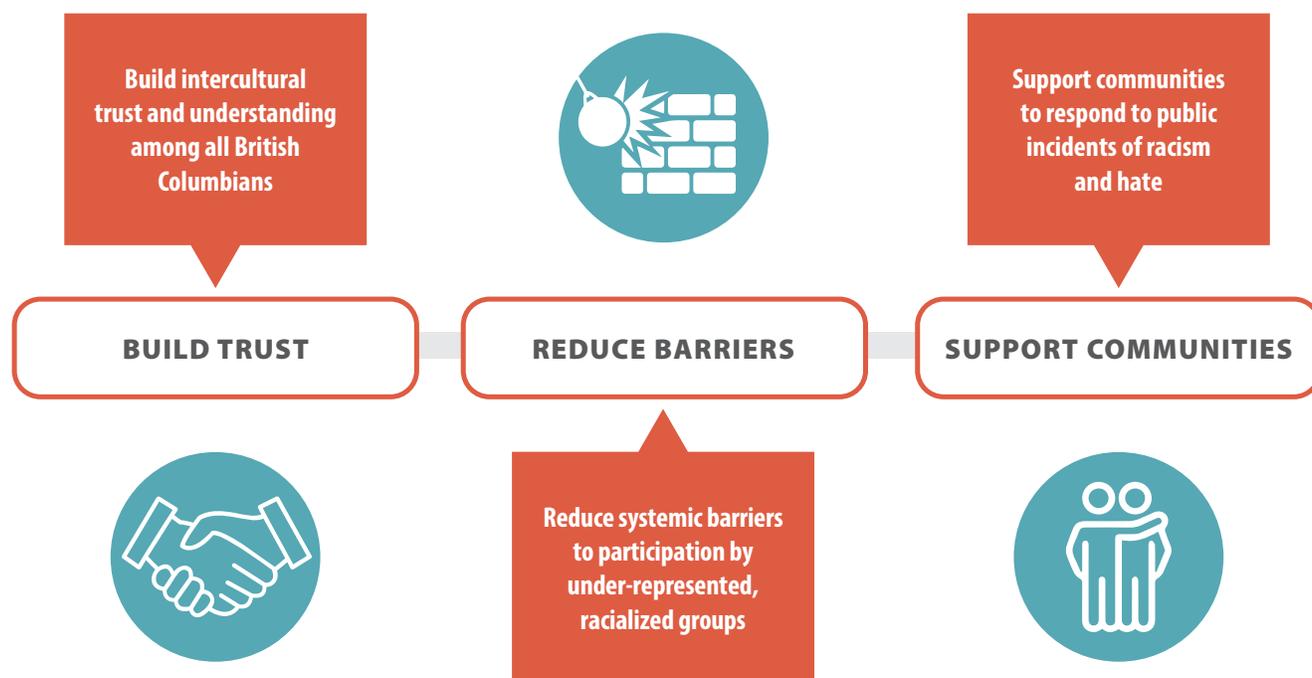
Parliamentary Secretary for Anti-Racism Initiatives, Mable Elmore, who was appointed in December 2022, continued previous work on important initiatives, such as the development of key legislation to reduce systemic discrimination, the introduction of the Anti-Racism Data Act, and the creation of the Anti-Racism Data Committee. The ministry's Multiculturalism and Anti-Racism Branch delivers its mandate through key activities including

grants and funding, support to other ministries, celebration and commemoration, and legacy projects.

The Ministry of Attorney General has several programs and initiatives including collaboration with partners, institutions and shareholders to support British Columbia's efforts to combat racism, discrimination and all hate in any form, as well as supporting communities to preserve and enhance multiculturalism in British Columbia.

The Multiculturalism and Anti-Racism Branch's key programs and achievements in 2022/23 included:

**Figure 1:** 2022/23 Anti-Racism and Multiculturalism Goals



## Resilience BC Anti-Racism Network

Resilience BC is a network of more than 35 organizations, delivering services in more than 50 communities, that connects local leaders with the information, support and training they need to respond to and prevent incidents of hate and racism in their communities. The network's member organizations deliver service in densely populated urban areas and in a variety of rural areas in B.C.

The Resilience BC Anti-Racism Network is managed by the Victoria Immigrant and Refugee Centre Society, a provincial centre to help urban and rural communities respond to incidents of racism, hate and discrimination, and to the specific impacts these incidents have on Indigenous Peoples and other racialized, LGBTQ2SAI+ and faith-based communities. The network's member organizations deliver a range of services, which may include community response protocols, training, education and awareness. Additionally, they may provide services to those who witness or experience incidents of hate, racism or discrimination.

The network is a key piece in the Province's response to dismantle systemic racism and promote a more inclusive community for all British Columbians. For more information, visit: [Resilience BC Anti-Racism Network - Province of British Columbia \(gov.bc.ca\)](https://www2.gov.bc.ca/gov/content/soc/culture/anti-racism/).

## B.C. Multiculturalism and Anti-Racism Grants Program

Public education, training and awareness are vital to effectively combat hate and discrimination, and increase intercultural understanding. Through the Multiculturalism and Anti-Racism Grants Program, the Province has dedicated almost \$300,000 to 60 community-based organizations for projects aimed at dismantling systemic racism, addressing hate incidents and supporting racialized, LGBTQ2SAI+ and faith-based communities throughout B.C. Funded projects offer a range of opportunities to engage and learn the history of Indigenous Peoples and the impacts of systemic racism, take part in conversations about racism and practical strategies to address it, and support media impact campaigns. Additionally, the organizations that have received funding seek to build understanding of civic leadership and participate in community sessions and activities to address racism experiences by LGBTQ2SAI+ and faith-based communities.

One organization that has received funding is the Historic Joy Kogawa House Society (Vancouver), which hosts safe and supportive bi-weekly writing circles to help writers who identify as queer and Asian develop written work for publication.

*"On top of the trauma of dealing with the pandemic, Asians have had to deal with feeling physically and emotionally unsafe in their social environments. For 2SLGBTQ+ Asians, who are already doubly marginalized as outsiders in straight and 2SLGBTQ+ communities, the layers of trauma are multiple. Writers who only met in a safe online space during the pandemic will now be meeting in person to write together and develop new creative work."*

*~ Ann-Marie Metten, Executive Director of the Historic Joy Kogawa House Society*

The Nechako Healthy Community Alliance Society (Vanderhoof) received funding to continue to create videos, podcasts and written pieces about life as a racialized person in northern B.C., as well as to demonstrate ways we can get involved in fighting racism in the community.

*"The 'sleepy middle' in our community – that is, people who are indifferent and complacent in anti-racism and anti-hate conversations and actions – have a lot of potential to support anti-racism and anti-hate education, and make real, lasting change. Our hope is to inspire people to move from the silent, inactive, passive sleepy middle toward a more active, engaged community that will step up to support anti-hate and anti-racism education, and will step in to prevent racism and hate where they can."*

*~ Sylvia Byron, Nechako Healthy Community Alliance Society*

Read more about the grant recipients at [Multiculturalism and Anti-Racism Grants - Province of British Columbia \(gov.bc.ca\)](https://www2.gov.bc.ca/gov/content/soc/culture/anti-racism/).

## B.C. Multiculturalism and Anti-Racism Awards

The B.C. Multiculturalism and Anti-Racism Awards are held annually to honour British Columbians who are addressing racism and promoting inclusivity in their communities. Since launching in 2008, the awards have recognized more than 50 individuals and organizations, including the Stand with Asians Coalition for their work in standing up against anti-Asian hate and other forms of racism.

Due to the COVID-19 pandemic, the 2023 ceremony was the first in-person event since 2019. It was held on Tuesday, March 21, 2023, marking International Day for the Elimination of Racial Discrimination. Attorney General Sharma and Parliamentary Secretary Elmore recognized the contributions of five award recipients and six honourable mentions in three categories:

### Breaking Barriers Awards recognized outstanding work in tackling systemic or institutional racism and reducing barriers for marginalized communities:

- **Indigenous Women Outdoors** (Metro Vancouver): This organization aims to reduce systemic and institutional barriers that keep Indigenous women and gender-diverse people from accessing and enjoying the land for healing and recreation. Indigenous Women Outdoors provides training and certifications to encourage people to feel safe outdoors and become leaders in the outdoor industry.
- **Battered Women's Support Services Association** (Vancouver): An intersectional, feminist voice against violence and oppression, Battered Women's Support Services Association provides support and advocacy for women and

gender-diverse people who have experienced intimate partner, domestic or childhood abuse, or sexualized violence. The organization's work includes community education and training about violence against women and gender-based violence.

### Intercultural Trust Awards recognized outstanding work in building intercultural trust and understanding and/or reducing racism and hate between communities:

- **Karelya Medialdea** (Prince George): As the community connection co-ordinator at Immigrant and Multicultural Services Society of Prince George, Karelya Medialdea launched a program to increase the capacity of affected rural communities to address racism and discrimination by providing free legal education about human rights.
- **Greater Vancouver Japanese Canadian Citizen's Association** (Burnaby): This association offers outreach with several communities – namely Indigenous, Black, Muslim, people of colour, 2SLGBTQ+ and others – to collectively overcome racism and discrimination.

### Emerging Leader Award recognized youth and young adults aged 15 to 30 for outstanding work in building intercultural trust, tackling racism or reducing barriers for marginalized communities:

- **Aria Law** (Burnaby): After witnessing verbal racist attacks towards seniors, Aria Law, 15, was inspired to connect seniors and youth by selling anti-racist-themed bao buns through a website and social media. She also facilitated community conversations about racism and produced a video about standing up against it. Aria will be donating her \$5,000 grant to the Canada Caring Community Alliance.



Filipino Heritage Month was celebrated at the Legislature on June 1, 2022.



## Special Commemorative Days, Weeks, Months

### *Emancipation Day*

To further its commitment to building an anti-racist B.C. for everyone, the Province proclaimed August 1 as Emancipation Day, marking the abolishment of slavery in Canada. On August 1, 1834, the Slavery Abolition Act came into effect, putting an end to slavery across the British Empire. Emancipation Day serves as an opportunity to recognize the hardships, discrimination and marginalization people of African descent have experienced, to celebrate the diverse heritage and culture of people of African descent, and to learn more about the stories and experiences of Black Canadians.

### *National Day for Truth and Reconciliation and Orange Shirt Day*

On March 9, 2023, the Province passed legislation to recognize September 30 as a statutory holiday, joining Canada, Prince Edward Island, the Northwest Territories, Nunavut and the Yukon in doing so. Enshrining National Day for Truth and Reconciliation in B.C. gives more people the chance to commemorate the history and legacy of the residential school system.

***“September 30 is a significant day in B.C. and throughout Canada to honour the resilience, strength and healing journeys of residential school survivors and intergenerational survivors.***

*We remember the children who never came home. The continued findings at former Indian Residential Schools have sparked moments of profound and sombre reflection. We stand in solidarity with First Nations as they find answers for the generations of families who were forcibly taken to, and profoundly affected by, these institutions.*

*We recognize this as the beginning of a long journey. We will continue to support those communities that have taken on the deeply painful work of finding their missing children.*

*For many survivors, September brings back sad memories of being taken away from their families and communities. Widely known as Orange Shirt Day, the commemoration was founded by Phyllis Webstad based on her experiences at St. Joseph Mission Residential School near Williams Lake.*

*What began as a grassroots campaign has become a national movement calling for deep reflection on our shared history and a recognition that we are all responsible for advancing reconciliation, anti-racism and anti-bullying.*

*This day reminds us of our obligation to deepen our understanding of Canada’s colonial history and address systemic inequities that First Nations, Métis and Inuit people continue to experience. We must acknowledge a dark history, while always learning from and listening to the survivors of Indian Residential Schools, Indian Day Schools, Indian Hospitals and the Sixties Scoop.”*

*~ Joint Statement from former Premier John Horgan and Minister of Indigenous Relations and Reconciliation Murray Rankin on Orange Shirt Day and the National Day for Truth and Reconciliation*

## Legacy Projects

The recognition of the Government of British Columbia's role in historical wrongs is an important part of combatting systemic racism. In 2022/23, the following initiatives were supported by the Multiculturalism and Anti-Racism Branch:



New community programs focused on culture, education and seniors' health were part of a new initiative announced by former Premier John Horgan to provide lasting recognition of historical wrongs committed by the Province of BC against Japanese Canadians during the Second World War.



### *Japanese Canadian Legacy*

In 1942, the Government of Canada invoked the War Measures Act, a piece of legislation that stripped Japanese Canadians of their civil rights and gave the government unlimited powers in the eyes of the courts. Japanese Canadians lost their homes, possessions and businesses, while the federal government developed internment centres in the interior of the province. In 1945, Japanese Canadians were met with an ultimatum: move east of the Rocky Mountains or be exiled to Japan. These restrictions were kept in place for four years, until 1949.

The recognition of the historical wrongs faced by the Japanese Canadian community began in 1988, when the Redress Agreement was signed by Art Miki, President of the National Association of Japanese Canadians, and Prime Minister Brian Mulroney. Prime Minister Mulroney acknowledged the systemic injustices suffered by Japanese Canadians and called for wider accountability among Canadians of the facts of such injustices.

The Province's work in recognizing the hardships and trauma suffered because of government inaction

and action is a long process. On May 21, 2022, the Government of B.C. announced a \$100-million commitment to multiple Japanese Canadian redress initiatives, including those focused on monuments, education, senior health and wellness, heritage restoration, anti-racism, and community and culture.

The Province will continue to work closely with the Japanese Canadian community to identify further recognition opportunities for 2024 and beyond.

### ***International Decade for People of African Descent***

The Province is committed to recognizing the International Decade for People of African Descent, as proclaimed by the United Nations General Assembly in 2014. The International Decade's theme is recognition, justice and development. It provides a framework for state and non-state actors to join people of African descent in promoting respect, protecting the human rights and fundamental freedoms of people of African descent, and encouraging a greater knowledge of and respect for the diverse heritage, culture and contributions of these communities. B.C.'s Multiculturalism Act is well-aligned with the aims of the International Decade, and the Anti-Racism Data Act will further promote its objectives. The B.C. government will continue to work closely with community members and organizations to further engage in these important conversations during the coming fiscal year.

# Part Two: Highlights of B.C. Ministries' and Crown Corporations' Achievements

Part Two of the Annual Report on Multiculturalism provides a snapshot of the practices, policies and programs promoted by ministries and Crown corporations that are sensitive to the multicultural reality of British Columbia, a responsibility detailed within the Multiculturalism Act.

The Multiculturalism Act highlights the crucial role that ministries and Crown corporations play in enhancing multiculturalism and anti-racism in the province. The Act directs ministries and Crown corporations to “carry on government services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia” in order to work towards building a more equitable society, free from racism and discrimination.

This report provides a summary of the activities undertaken by provincial bodies, from April 1, 2022, to March 31, 2023, to support the Act. To gather information for this report, the Ministry of Attorney General distributed a reporting template to B.C. ministries and Crown corporations. This year, the Ministry of Attorney General introduced a new reporting template, in support of the Anti-Racism Data Act and the Declaration Act. The new template provides an overview of government actions while also ensuring accountability and allowing for the sharing of leading practices that support the government’s multiculturalism and anti-racism priorities.

Fifty-two ministries and Crown corporations provided input into this report; their submissions comprise the appendix. Through their input, they provided a clear picture on the progress of government in continuing to integrate anti-racism and multiculturalism into policies, programs and service delivery.

## Equal Opportunities for Employment and Advancement

Many ministries and Crown corporations reported that their staff represented diverse groups in numbers that reached or exceeded workforce availability rates. Through the Workforce Profiles Report, the BC Public Service has collected information on the proportion of government employees belonging to four equity groups. The 2022 [Workforce Profiles](#) report showed the following:

- Women – 62.7%
- Indigenous people – 4.5%
- Visible minorities – 21%
- People with disabilities – 21%

Ministries and Crown corporations reported using a variety of initiatives to provide equal opportunities for employment and advancement. These included Indigenous youth internships, employee advisory committees, mentoring programs and targeted recruitment.

## Diversity, Inclusion, Anti-Bias and Cultural Competency Training

Ministries and Crown corporations must continue to strengthen their understanding of systemic racism and discrimination, and of how to anticipate and remove unconscious bias from future policies, programs and decisions. It is crucial, too, for ministries and Crown corporations to educate employees about the challenges and barriers of systemic racism and, through this, to develop intercultural respect and thoughtfulness in the workplace.

The vast majority of ministries and Crown corporations reported having training programs in place to ensure a workplace free of harassment and discrimination. These programs focus on the topics of respectful workplaces, unconscious/implicit bias, historical barriers, Gender-Based Analysis Plus (GBA+), anti-harassment and discrimination, and diversity and inclusion. Ministries and Crown corporations reported that most of this training is mandatory for employees.



**NINETY-FOUR PER CENT REPORTED PROVIDING TRAINING.**

## Promoting Multiculturalism and Anti-Racism

Public education and awareness-building events are essential to promoting multiculturalism and to working towards the elimination of racism. Thus, one of the Province's key areas of activity is employee engagements and public outreach to engage British Columbians on issues related to the promotion of multiculturalism, diversity and inclusion. In 2022/23, ministries and Crown corporations recognized a multitude of events including Multiculturalism Week, Black History Month, National Day for Truth and Reconciliation (Orange Shirt Day), and the International Day for the Elimination of Racial Discrimination. Numerous ministries and Crown corporations also supported the Moose Hide Campaign – an Indigenous-founded, Indigenous-led grassroots campaign that engages men and boys in ending violence towards women and children. Ministries and Crown corporations participated in provincial events, wore pins within the workplace, and took part in the Moose Hide Campaign annual provincial gathering and day of fasting. Overall, of the 52 respondents, 96% of ministries and Crown corporations said they promoted and celebrated events.

## Consideration of Multiculturalism and Anti-Racism Policy in Developing Policies, Programs and Services

Diversity helps the government better understand the needs of the people and communities of B.C. and build more inclusive and sensitive programs and services that

support all British Columbians. Ministries and Crown corporations are continuing to ensure that internal and external policies, services and programs are inclusive to all. Most ministries and Crown corporations (98%) have continued to focus on applying a multiculturalism and anti-racism lens in order to understand the impacts of policies, programs and services on cultural, ethnic and religious communities. Doing so allows them to identify and remove barriers and obstacles to specific communities, ensuring that all British Columbians are served equitably. Ministries and Crown corporations have also implemented programs, policies and practices to directly respond to the needs of communities most impacted by the COVID-19 pandemic, especially racialized communities, faith-based groups and Indigenous Peoples.

Ministries and Crown corporations reported applying a diversity and anti-racist lens to their work through initiatives such as targeted outreach campaigns, research projects and increases in funding for groups disproportionately affected by COVID-19. Specific examples of steps taken include:

## Partnerships to Support Diversity and Inclusion

The Province is taking concrete action to prevent and resolve racism and discrimination by fostering equitable access to diverse individuals and communities. This year, ministries and Crown corporations reported on their collaborations with partners in the discussion and promotion of multiculturalism. Indigenous and First Nation governments were widely consulted on a range of issues, including natural resources, fisheries, health, agriculture, employment and public safety.

Highlighted below are some of the varied ways in which ministries and Crown corporations have increased efforts to collaborate in the discussion and promotion of multiculturalism and anti-racism.



**NINETY-SIX PER CENT REPORTED HAVING PARTNERSHIPS THAT SUPPORT DIVERSITY AND INCLUSION.**

**Table 1:** Highlights: Ministries and Crown corporations that reported partnerships supporting diversity and inclusion

|  |   |
|--|---|
| <p><b>Ministry of<br/>Emergency<br/>Management and<br/>Climate Readiness</b></p> | <p>EMCR holds formal partnerships with five groups: the First Nations Leadership Council, the First Nations Health Authority, the First Nations Emergency Services Society, Indigenous Services Canada, and the T̓silhqot̓in National Government. These support the unique emergency management needs of Indigenous communities.</p>  |
| <p><b>Ministry of<br/>Municipal Affairs</b></p>                                  | <p>The ministry has a long-standing partnership with the BC First Nations Summit, stemming from the management of the Community-to-Community Forum program, which also includes the Union of BC Municipalities. To support reconciliation work, ministry staff are expanding connections to other First Nation umbrella organizations, including the First Nations Leadership Council and the Union of British Columbia Indian Chiefs. As well, over the past few years, ministry staff have been building relationships directly with representatives from various First Nations, including Musqueam, Westbank, Haida, Heiltsulk, Huu-ay-aht and Nuxalk.</p> |
| <p><b>Forestry<br/>Innovation<br/>Investment</b></p>                             | <p>Over the last two years, FII has partnered with Natural Resources Canada (NRCan) to develop a diversity, equity and inclusion plan requirement for funding proponents of NRCan and FII funding programs. FII is also working with the B.C. First Nations Forestry Council to find areas for future partnership to advance Indigenous stewardship in the forest sector and create value through FII's programs.</p>   |
| <p><b>ICBC</b></p>   | <p>ICBC is active in many Indigenous communities, providing driver's licensing services. In 2022, ICBC worked directly with the Ukrainian community to provide driver's licensing services to newcomers displaced as a result of war. ICBC also provides a "language desk" to support claims being made by people who speak Farsi, Mandarin, Cantonese, Korean and Punjabi.</p>   |

**Table 2:** Highlights: Ministries and Crown corporations that reported collecting diversity data

|  |   |
|--|---|
| <p><b>Ministry of<br/>Tourism, Arts,<br/>Culture and Sport</b></p> | <p>The BC Arts Council's equity data tool, designated priority groups form, and voluntary self-identification form provide fields for intersectional information that can be applied to existing programs and services.</p>   |
| <p><b>Ministry of Health</b></p>                                   | <p>The ministry has amended the Vital Statistics Act to address gaps in health care services experienced by trans and non-binary people by modernizing the recording of gender and processes relating to the changing of an individual's gender. Specifically, the Act now allows a person aged 12 and older to change the gender on their birth registration without medical sign-off, and eliminates the requirement for birth certificates to indicate gender.</p> |
| <p><b>Community<br/>Living BC</b></p>                              | <p>Community Living BC uses disaggregated data (where available) to inform their development of policy and practice guidance. Recently, for example, the organization used disaggregated data on Indigenous individuals they serve and consulted with their Indigenous relations team to inform their review of their Individual Financial Contribution to Home Supports Policy.</p>  |
| <p><b>Legal Aid BC</b></p>   | <p>LABC collects data on Indigenous ancestry/identity to inform program design and service delivery. During the intake process, applicants are asked if they self-identify as Indigenous, and, if so, whether they are First Nations, Métis or Inuit and whether they live on or off reserve.</p>   |

## Collection of Diversity Data

As the Province has seen through the development and introduction of the Anti-Racism Data Act, the collection of data provides a first step for ministries and Crown corporations to understand the communities they serve. The collection of diversity data also helps government understand the systemic barriers that impact the ability of certain communities to engage with policies, programs and services. Seventy-three per cent of ministries and Crown corporations reported collecting diversity data to better serve racialized and marginalized communities.



**SEVENTY-THREE PER CENT REPORTED COLLECTING DIVERSITY DATA.**

## Accessibility Through Language Translation and Interpreters

Due to the growing diversity of the province's demographic, it is important for ministries and Crown corporations to adopt language translation and interpretation measures to better serve racialized and marginalized communities. Providing information in multiple languages improves the ability for groups to access programs and services. This may be accomplished through materials and websites being presented in multiple languages, or through the use of interpreters when assisting individuals.

Eighty-two per cent of ministries and Crown corporations reported that they have utilized the multilingual capacity of their employees to improve services and programs, as well as to provide interpretation and translation services to British Columbians.

**Table 3:** Highlights: Ministries and Crown corporations that reported on providing websites and materials in various languages

|   |   |
|---|---|
| <b>Ministry of Mental Health and Addictions</b> | The provincial website on decriminalization is offered in 14 languages in addition to English. Resource cards, developed as part of the decriminalization initiative, include icons to identify that available resources are multilingual. The cards also include several Indigenous-specific resources.      |
| <b>Ministry of Finance</b>                      | Public information on tax programs and the provincial budget are published in multiple languages. Translation services for all materials on the B.C. government website are offered in more than 120 languages and through Telephone Device for The Deaf.   |
| <b>BC Family Maintenance Agency</b>             | BCFMA strives to provide written interpretative services that meet the needs of their culturally diverse clients. Child support brochures (also known as multilingual fact sheets) on the BCFMA's website provide program information in 11 languages.  |
| <b>BC Securities Commission</b>                 | The BCSC's InvestRight website hosts multi-language pages that provide important investor education information. The BCSC also uses translators for enforcement cases and investigations when needed. Additionally, the BCSC's multilingual staff are available to assist with requests in various languages. |

## Promoting Intercultural Understanding and Respect for Diversity in the Workplace

While the development and implementation of multicultural policy is important in addressing discrimination and racism within the province, it is also vital for ministries and Crown corporations to cultivate diverse and inclusive workplaces. Over the past year, an increasing number – now 80% – of ministries and Crown corporations report that they have created working

groups, committees of diversity and inclusion, and advisory councils for issues related to multiculturalism and anti-racism. Employee-led networks were reported as one of the key resources available for employees to gather information and discuss issues in a safe space. Some ministries and Crown corporations reported having referred employees to events focused on diversity and inclusion, and to having appointed diversity and inclusion and/or multiculturalism and anti-racism champions. These champions may develop educational opportunities or create workplans or priorities within their ministries or Crown corporations.

**Table 4:** Highlights: Ministries and Crown corporations that promote intercultural understanding and respect for diversity in the workplace

|  |  |
|--|--|
| <b>Ministry of Children and Family Development</b> | The ministry has safe collaborative spaces and processes for employees to share and identify inequities and structural discrimination and racism. The Equity, Diversity, Inclusion, Anti-Racism team is comprised of members of government-wide working groups such as the Indigenous Employees' Network, the 2SLGBTQIA+ Employee Resource Group, the GBA+ Community of Practice (CoP), the Accessibility CoP, and the Black, Indigenous and People of Colour Employee Resource Group. |
| <b>Ministry of Forests</b>                         | The ministry's Equity, Diversity and Inclusion Advisory Committee meets bi-monthly to discuss topics including ways to enhance understanding and inclusion. Members bring to light opportunities and challenges.   |
| <b>BC Energy Regulator</b>                         | The organization hosts "fireside chats," which engage leaders on topics including diversity, inclusion and reconciliation. These sessions are also used to promote initiatives, while ensuring leaders have the tools needed to successfully lead employees. This collaborative method provides insight on potential challenges and opportunities, and helps inform current and future programs.   |
| <b>BC Hydro</b>                                    | BC Hydro has five employee-led networks: the Women's Network, the Cultural Exchange Network (multicultural), the RAIN Network (Indigenous employees), the Pride Network, and the AccessAbility Network (people with disabilities). Each network has an executive sponsor. Annually, the networks are invited to meet with the executive team to discuss emerging issues and systemic barriers as identified by network members.  |

## Conclusion

Part One of this report summarized the accomplishments of the Multiculturalism and Anti-Racism Branch within the Ministry of Attorney General. Part Two provided an overview of the work ministries and Crown corporations have done to meet their obligations under the Multiculturalism Act, and highlighted practices that demonstrate the multicultural reality of British Columbia.

The Multiculturalism and Anti-Racism Branch had many achievements in 2022/23. Resilience BC and the Multiculturalism Grants program continued to prioritize community projects and ambitions that work toward the elimination of discrimination and racism. In March 2023, we marked the 15th anniversary of the B.C. Multiculturalism and Anti-Racism Awards with the first in-person ceremony since the COVID-19 pandemic. We also celebrated the passing and implementation of the Anti-

Racism Data Act, an important first step in understanding and addressing the existing systemic barriers for marginalized communities within British Columbia.

The leading practices detailed within Part Two of this report represent only a small portion of the initiatives undertaken by ministries and Crown corporations in 2022/23. These initiatives include the implementation of new policies, programs and practices that help address the needs of the whole population – especially Indigenous Peoples, racialized communities and faith-based communities. As the province continues to grow in diversity, ministries and Crown corporations play a vital role in supporting equity and the full participation of all individuals in society, and in promoting policy, programs and services that enhance the ability of communities of all origins to contribute to the continuing evolution of British Columbia.



Province is renewing and expanding its commitment to make B.C. parks more inclusive and accessible with the release of the BC Parks Commitment to Inclusion.

## Endnotes

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2. Statistics Canada (2022): "Increasing diversity of languages, other than English or French, spoken at home"  
Accessed here: <https://www150.statcan.gc.ca/n1/pub/11-627-m/11-627-m2022051-eng.htm>
3. BC Office of the Human Rights Commissioner (2023): "From Hate to Hope: Report on the Inquiry into Hate in the COVID-19 Pandemic"  
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# Appendix: Provincial Ministries' and Crown Corporations' Submissions for the 2022/23 Report on Multiculturalism

## Ministries

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### *Ministry of Agriculture and Food*

#### **MANDATE**

The Ministry of Agriculture and Food is responsible for the production, marketing, processing and merchandising of agriculture and seafood products, as well as for supporting our province's food security and developing a resilient food system and economy.

#### **EXECUTIVE COMMITMENT**

The ministry is continually working toward improving its culture of diversity. Ministry executive values diversity in the workplace and is committed to ensuring a respectful work environment.

#### **KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM**

The ministry oversees programs that provide support to Indigenous-owned agriculture and food businesses. This includes working with consultants who have demonstrated experience in working with Indigenous Peoples, Nations and communities, and allowing communities to identify experts and knowledge-holders with whom the ministry can work.

The Buy BC program prioritizes opportunities to promote and partner with Indigenous businesses, organizations and Nations to showcase traditional food practices and food products across the province.

The ministry is focused on increasing exports and diversifying markets for businesses owned by Indigenous people, women, and others from under-represented groups.

The ministry provides a range of education, and program outreach and tools in the languages of prominent communities represented in the B.C. agricultural sector. The ministry also translates the on-farm Food Safety GAP Manual (a resource to help producers improve on-farm food-safety practices) into five languages: Spanish, Punjabi, Mandarin, Chinese and French. Additionally, the ministry is:

- Translating its farm worker informational video and booklets on personal hygiene and sanitation.
- Providing periodic interpretation for non-English-speaking producers and the public who make inquiries at the ministry's Abbotsford office.
- Conducting educational workshops by staff, using translators to meet the language needs of participants.
- Reprinting translated signage with key food-safety messaging to ensure their continued availability.
- Ensuring meat inspection staff are able to communicate with operators and staff in multiple languages in provincially licensed abattoirs.
- Offering Punjabi translation services at industry extension meetings on plant health issues, in co-operation with industry partners.
- Ensuring that Punjabi translation is available for clients submitting to the Plant Health Lab in Abbotsford, and for business risk management services in Kelowna, Oliver and Abbotsford.
- Offering business risk management program information and videos in Punjabi on the ministry's website.
- Developing outreach materials on critical plant pests in both English and Punjabi in order to reach the majority of growers of those commodities affected.

The ministry is working with the B.C. Indigenous Advisory Council on Agriculture and Food to support the implementation of Declaration on the Rights of Indigenous Peoples Act in the agriculture and food sector.

The ministry incorporates GBA+ into programs that are targeted towards events and knowledge-transfer activities. This includes scoring for events that work towards reducing barriers for under-represented groups, as well as funding for activities such as childcare.

The ministry hired one intern through the Indigenous Youth Internship Program from September 2022 to September 2023 in the Indigenous and Entrepreneur Services Unit.

### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

In 2022/23, the ministry developed new Feed BC guides to help public institutions incorporate Indigenous foods. These were created in collaboration with Indigenous chefs, Indigenous food educators and government partners in the ministries of Post-Secondary Education and Future Skills; Health; Public Safety; and Education and Child Care. The guides aim to grow understanding and respect for Indigenous foods, cultures and histories, and provide practical guidance for health care facilities, post-secondary institutions, K-12 schools, correctional facilities and other public institutions on creating food-related programs and services that are more inclusive and respectful of Indigenous foods and food cultures across British Columbia. The guides were shared with B.C. public sector institutions and facilities beginning in May/June 2023 and will be supported by learning sessions.

### **SUCCESS STORY**

- Ongoing support for agriculture business development for Indigenous communities.
- Response to information inquiries.
- Facilitation for enhancing business networks.
- Resources, workshops and skills training to Indigenous clients to promote and support the start-up and growth of businesses and projects. Specifically, the ministry developed an Introduction to Community Greenhouses toolkit for communities assessing different options and planning greenhouse development.

- Support for Indigenous producers through the Canadian Agriculture Partnership programs such as the B.C. Indigenous Agriculture Development Program.
- Continued support for local food initiatives and participation with the Indigenous Food Systems Steering Committee.
- Continued support for Indigenous aquaculture development, working with the Aboriginal Aquaculture Association and responding to requests for information from band offices.
- Ongoing support for the B.C. 4-H program that works with over 2,200 youth, ages 6 to 25 and from many cultural backgrounds, in a variety of leadership and agriculture youth-development programs across the province.

## Ministry of Attorney General

### MANDATE

The Ministry of Attorney General works in partnership with the Ministry of Public Safety and Solicitor General as the justice and public safety sector to advance a shared vision of a safe, secure, just and resilient British Columbia. The ministry works to keep communities safe and provide certainty, proportionality and, above all, fairness when dealing with criminal, civil and family law matters and to protect people, especially those who are most vulnerable. The ministry, while dealing with these matters, is focused on promoting confidence in the integrity of the sector and to ensure continued public participation and support.

### EXECUTIVE COMMITMENT

Advancing equity and social justice is the cornerstone of new strategies to combat racism, reduce systemic barriers and build understanding and respect for one another across British Columbia's diverse society. That's why taking actions to ensure B.C.'s communities and institutions are free from racism is a key service goal for the ministry.

In the 2022 mandate letter, Mable Elmore, B.C.'s Parliamentary Secretary for Anti-Racism Initiatives, includes developing and passing an Anti-Racism Act, advancing the anti-racism helpline, collaborating with the Minister of Citizens' Services and community partners on the implementation of the Anti-Racism Data Act, anti-racism strategies, and working with the Japanese Canadian Legacies Society to honour the legacy of Japanese Canadians in B.C.

The Ministry of Attorney General's mandate letter includes commitments to advance the First Nations Justice Strategy and support all ministries to deliver initiatives listed in the action plan required by the Declaration on the Rights of Indigenous Peoples Act.

The BC Prosecution Service (BCPS) considers hate crimes to be a serious matter. The public interest favours their prosecution as set out in our Hate Crimes policy. Offenders motivated by hate can expect prosecutors to seek increased sentences under the Criminal Code. The BCPS supports its Resource Counsel Group on Hate Crimes working with specialized police units and offering training about the applicable law. The BCPS Management Committee will be considering amendments this year to its hate crimes policy to ensure that it addresses recent developments.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry uses the following initiatives aimed at diversifying its workforce:

- The Indigenous Justice Secretariat is led by an Indigenous assistant deputy minister (ADM) with lived experience and cultural skills that enhance their ability to serve Indigenous Peoples; hiring is done with a preference for Indigenous applicants and allies with cultural knowledge and experience.
- The sector's Strategic Human Resources division participated in the consultation process during the development of Where We All Belong, a three-year diversity and inclusion strategy for the BC Public Service. The strategy ensures the BC Public Service is reflective of our province and inclusive of Indigenous people, minority communities, immigrants, persons with disabilities and the LGBTQ2S+ community.
- The Legal Services Branch utilizes a diversity and inclusion hiring handbook.
- The sub-committee of equity, diversity and inclusion has addressed a number of initiatives including a review of hiring practices.
- Diversity and inclusion statements are added to all BCPS job postings.
- The BCPS actively engages in diversity, particularly under the Articled Student Program and the Indigenous Youth Internship Program, and is exploring participation in the Work-Able Graduate Internship Program.
- Hiring processes in the justice and public safety sector are regularly reviewed to ensure that Indigenous relations behavioural competencies are included in role profiles across the sector. Competition processes include gender-neutral pronouns and non-biased, culturally sensitive language, aimed at demonstrating a strong commitment to a diverse and inclusive workforce. The Strategic Human Resources division works with representatives from across the sector to continuously improve hiring processes to implement best practices supporting a more inclusive and diverse candidate pool.

The ministry has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

### **BC Prosecution Service**

- An Indigenous Prosecution Service resource group and sub-committee on equity, diversity and inclusion.
- Multiple learning opportunities for all employees; the vast majority of management members have taken these courses. In addition, all BC Law Society members are required to complete a prescribed course by December 2023.
- An annual in-person Indigenous cultural safety training session (“the Gathering”) to increase knowledge, enhance self-awareness and strengthen the cultural-safety skills of staff who work directly and indirectly with Indigenous people.
- Additionally, a group of bilingual Crown counsel and professional staff have been hired to assist with French prosecutions within the BC Prosecution Service.

### **Legal Services Branch**

- Numerous employee collectives, including a BIPOC collective, DiverseAbility collective, immigrant employee collective, Indigenous employee collective and queer employee collective.
- Staff participation in learning opportunities including an anti-racism Continuing Legal Education event called Racism and Self-Care in the Workplace, and a neurodiversity CLE series in 2022. All Legal Services Branch counsel have either taken or will take the Law Society’s mandatory Indigenous Intercultural Course in 2023.
- Staff training in areas including Indigenous competency, cultural agility, Indigenous cultural safety, unconscious bias and GBA+.
- A monthly calendar of diversity and inclusion events that is shared across the branch, noting multicultural dates of significance and events – including the Moose Hide Campaign, Red Dress Day display, National Indigenous Peoples Day, a paint-in event and National Day for Truth and Reconciliation – along with homepage banners advertising cultural months/weeks and a branch-wide newsletter.
- The Legal Services Branch currently has one Work-Able employee and one Indigenous articulated student.

### **Corporate Management Services Branch**

- Training and experiential education available to all staff members, often provided jointly with community and organizational partners, to support multicultural awareness, discrimination prevention and Indigenous cultural safety and humility. The Diversity and Inclusion Action Plan acts as a guide to strengthen diversity and inclusion across the sector.
- A branch-specific Indigenous Cultural Awareness Program that all staff have participated in and that has been adopted as part of the new training for BC Sheriffs. In fiscal 2022/2023, eight sessions were held with 262 participants.

### **Justice Services Branch (JSB)**

- A variety of diversity and inclusion-related training opportunities provided by the Family Justice Services Division (FJSD) for staff who deliver services to citizens as well as for managers, developed and delivered in partnership with the Justice Institute of British Columbia. This year, an existing course on multicultural considerations in family justice services was replaced with a new course entitled Diversity, Dispute Resolution and Access to Justice. The new course was developed based on current research and sector expertise from an intersectional perspective, with the objective of giving staff a better understanding of the context and improving services to diverse families. It is available to all existing staff and is required for many new staff.
- An Indigenous Engagement Committee that provides regular learning opportunities for staff on Indigenous-related matters.
- Inclusive, unbiased service delivery and reflective practice – central to family justice services – included in all training opportunities.
- Regular sharing of communications that build awareness about equity, anti-racism, diversity and multiculturalism through ADM messaging, weekly newsletters and the branch intranet.
- Dedicated staff to help co-ordinate and promote the annual Moose Hide Campaign.
- Regular promotion of events and additional cultural-based learning opportunities provided to staff within the Indigenous Justice Secretariat.

- Calendar of diversity- and inclusion-related events, including support for the Moose Hide Campaign, National Indigenous Peoples Day, National Day for Truth and Reconciliation and Black History Month.

The ministry incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

### **Indigenous Justice Secretariat**

- Responsibility for Actions 3.12 and 3.13 of the Declaration Act Action Plan, involving the implementation of the BC First Nations Justice Strategy and the endorsement and implementation of the Métis Justice Strategy, aimed at addressing the over-representation of Indigenous Peoples in the justice system, while increasing access to culturally-relevant supports and services
- Indigenous-led development and collaborative implementation of the BC First Nations Justice Strategy and Métis Justice Strategy.
- First Nations- and Métis-led design and implementation of the programs and services contemplated by the BC First Nations Justice Strategy and Métis Justice Strategy.

### **BC Prosecution Service**

- Prosecution of hate crimes under the Criminal Code.
- Under the Indigenous Justice Framework, a number of policies redrafted to reflect Indigenous perspectives and to include engagement and partnership activities.
- Materials reviewed by “cultural expert” groups, including the Indigenous Prosecution Service resource group and the sub-committee on equity, diversity and inclusion.

### **Legal Services Branch**

- The Directives on Civil Litigation, including implementation and training, as well as ongoing review to update the directives when necessary.

### **Justice Services Branch**

- FJSD’s online Parenting After Separation courses developed for diverse families, including Indigenous families and Punjabi-speaking families. For each version, cultural experts within and external to the division were consulted and contributed to the development of the course.

- FJSD human resource’s emphasis on equity and diversity through the hiring process and postings with a special focus on Indigenous candidates. This year, FJSD had the benefit of two Indigenous youth interns who provided front-line services to citizens and supported ongoing policy and program development through their worldview and experience.
- Replacing a course for staff training on multicultural considerations in family justice services with a new course entitled Diversity, Dispute Resolution and Access to Justice. This course was developed based on current research and sector expertise from an intersectional perspective, to give staff a better understanding of the context and to improve services to diverse families.
- The Family Justice Services Division’s (FJSD) close work with members of Punjabi-speaking communities to ensure culturally relevant and accurate images and audio are used in the new online course, Parenting After Separation.
- The Family Policy, Legislation and Transformation Division’s planning and discussions with the First Nations Justice Council to explore possible co-development of an Indigenous-focused support worker prototype.
- The Legal Access Policy Division’s (LAPD) ongoing consultation with communities, both directly by division staff and indirectly through service providers funded by the division.
- The Policy and Legislation Division’s (PLD) incorporation of multiculturalism policy into the development of all policy and legislation within our mandate.

In 2022/23, the ministry utilized networks, partnerships, advisory councils, consultation and other outreach mechanisms to gather input from Indigenous, racialized and other under-represented groups. Examples included:

- The Indigenous Justice Secretariat’s strong partnerships with the BC First Nations Justice Council and Métis Nation BC.
- Public hate crimes policy that is applicable to anti-Indigenous hate crimes. The BCPS assisted the Resilience BC network to explain hate crimes and the applicable law to the public on their website.

- PLD's deliberate and careful engagement with Indigenous leadership groups and all 204 First Nations, including Treaty First Nations, to consult and co-operate in the development of all laws within our mandate. Where proposed policy or legislative initiatives impact racialized groups in ways not felt by others in society, we engage deeply with community in the development process (as in the case of the Anti-Racism Data Act).
- There is ongoing engagement with the First Nations Leadership Council on implementing the directives.
- FJSD's collaboration with an Indigenous child and family organization to offer family justice services (initial needs determination, needs assessment and mediation services) to Indigenous clients in the organization's space to support culturally responsive service. This model of relationship building and collaborative service delivery may be extended to other communities throughout the province.
- PLD's informal partnerships – formed via relationships developed during the policy and legislative process – with Indigenous and other racialized groups that we engage with on projects.

The ministry delivers and supports culturally appropriate and responsive programs and services including:

- Many policies and public information sheets translated into multiple languages, with more in active development.
- JSB and FJSD brochures and other print materials developed with equitable visual representation in mind.
- JSB and LAPD brochures and other materials created as part of the implementation of the Mental Health Rights Advice service provided in multiple languages.
- All BCPS public materials written in gender-neutral language and following the diversity inclusivity language guidelines.
- A variety of diversity and inclusion training provided to JSB staff who deliver services to citizens to encourage consistent and effective use of appropriate language in work with clients as well as in case management documentation.

The ministry collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups.

Examples include:

- BCPS internal reports of accused ethnicity-based data to support the Indigenous Justice Framework. This includes accused data from JUSTIN as well as BC Stats and Stats Canada population data. The reports provide five fiscal years of data from some key indicators broken down by Indigenous and non-Indigenous accused.
- LAPD's use of diversity data as a regular component of policy and program development. Data is collected by the service providers (such as Legal Aid BC, provincially funded legal clinics, Society for Children and Youth of BC) that are funded by the division. Collected data is regularly analyzed when considering existing programs and services and is not limited to one specific project.
- FJSD's collection of information on the Indigeneity of clients and clients' pronouns rather than gender identity, as well as some collection of language information. This is used when examining who is accessing our services and provides opportunities to consider structural/systemic barriers. Indigenous identity and gender pronouns as well as language information will be collected for FJSD clients accessing any new program or service.
- A priority on Indigenous identity data by the BC First Nations Justice Strategy and Métis Justice Strategy within the Indigenous Justice Secretariat.

### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

The creation of the Indigenous Justice Secretariat led by an Indigenous ADM who is responsible for implementation of the First Nations Justice Strategy and operationalization of the identified priorities within government, including the implementation of UNDRIP where it intersects with justice, including influencing social sector areas that provide health and housing supports for individuals in the justice system. Implementation of the Strategy will result in transformational changes to the justice system for Indigenous Peoples through the pursuit of two tracks of change: (1) Reform of the existing justice system; and (2) rebuilding of Indigenous justice systems reflecting the right of self-determination, through the reclamation

of Indigenous laws, legal orders and institutions. The Indigenous Justice Secretariat will also lead work through its provincial partnership with the BCFNJC to improve access to culturally appropriate justice services through expanding the network of Indigenous Justice Centres in B.C. to 15 by the end of 2024. This work is in alignment with the First Nations Justice Strategy and the Safer Communities Action Plan. The Indigenous Justice Secretariat is also responsible for seeking endorsement and implementing the Métis Justice Strategy.

In 2022/2023, the Legal Services Branch (LSB) implemented bridging solicitor positions. Bridging position roles have been created for each legal area in the branch other than the Office of Legislative Counsel and the Natural Resources, Transportation and Indigenous Legal Group (NATRIL). Lawyers in these roles provide a bridge between NATRIL (specifically, the Indigenous Legal Relations solicitors group) and other practice groups in LSB, offering knowledge and legal advice relating to the United Nations Declaration on the Rights of Indigenous Peoples. These positions assist with reconciliation by helping lawyers identify and advise on legal issues with a reconciliation lens.

This year, LSB also hosted a competition for National Committee on Accreditation (NCA) candidates (law students trained outside of Canada) for an articling position.

### **Mental Health Act**

The Province introduced legislation that will help people experiencing a mental-health crisis better understand their rights and the supports available to them. The legislation will allow amendments to the Mental Health Act so that people involuntarily admitted under the Act can access support from an independent rights advisor.

### **Public Input on Access to Legal Services**

From September to November 2022, British Columbians were encouraged to share their thoughts on the Province's plans to simplify the regulatory framework for legal professionals so that more people can connect to the legal supports and advice they need. The proposed changes are designed to improve access to legal services and better protect the public interest. We made efforts to reach diverse populations for feedback by way of a public survey and a QR code, placed in public places like libraries, that connected people directly to the survey. (JSB)

### **Increased Funding for Human Rights Tribunal**

People bringing forward human rights claims have better access to justice through increased funding for the BC Human Rights Tribunal and the Community Legal Assistance Society. The funding will support the tribunal's ongoing work to implement the recommendations outlined in the report, including the onboarding of Indigenous navigators to help Indigenous Peoples navigate the tribunal's process. (JSB)

### **SUCCESS STORY**

#### **Indigenous Justice Secretariat (IJS)**

In April 2021, the ministry transferred delivery of Gladue services and reports from Legal Aid BC to the BC First Nations Justice Council. This transition allowed the removal of barriers related to requesting a Gladue report. As of April 1, 2021, any First Nations, Métis or Inuit person could request a Gladue report, whether or not they had a private lawyer or were a client of Legal Aid BC, resulting in a significant increase in the number of Indigenous people requesting them. In 2022/23, 508 Gladue reports were requested, almost double the number requested in 2020/21 (259 requested in 2020/21; 455 requested in 2021/22).

#### **Family Justice Services Division (FJSD)**

Over the course of 2022/23, FJSD has been developing a new version of the online Parenting After Separation course for Punjabi-speaking audiences. Parents with family law matters in the provincial court are required to complete the course, which is also available and accessed by people from across the globe. This newly developed version will increase accessibility for Punjabi-speaking parents to important information and reduce systemic barriers for this racialized group. The course will launch in 2023/24.

FJSD staff training is developed and delivered in partnership with the Justice Institute of British Columbia. This past year, an existing course on multicultural considerations in family justice services was replaced with a new course called Diversity, Dispute Resolution and Access to Justice. This course was developed based on current research and sector expertise from an intersectional perspective, with the objective of giving staff a better understanding of the context and improving services to diverse families. The course is available to all existing staff and is a requirement for many new staff joining the division. (JSB)

## **Policy and Legislation Division (PLD)**

Justice Services Branch leads the B.C. government's work with respect to international human rights, including all federal-provincial-territorial processes and committees. In November 2022, the branch consulted across government in preparing the 24th and 25th combined reports of Canada in the International Convention on the Elimination of All Forms of Racial Discrimination. The branch also continues to participate with federal, provincial and territorial governments in the reporting process, and in engagements with stakeholders on international human rights obligations. (JSB)

## Ministry of Children and Family Development

### MANDATE

The primary focus of the Ministry of Children and Family Development (MCFD) is to support the well-being of all children and youth in British Columbia – Indigenous and non-Indigenous – to live in safe, healthy and nurturing families, and to be strongly connected to their communities and culture. The ministry approaches its work through a GBA+ lens, delivering services that are inclusive, intersectional, responsive, accessible, trauma-informed and culturally safe.

### EXECUTIVE COMMITMENT

The ministry provides culturally sensitive, accessible, inclusive and responsive programs and services to the diverse communities and populations of B.C. Our commitment to delivering services and programs in a manner that is sensitive and responsive to the multicultural reality of B.C. is reflected in our policies and supported by holistic practices and continuous employee learning that ensures we are culturally agile as an organization.

We acknowledge the Indigenous territories on which we gather for work. We are committed to working collaboratively with First Nations, Inuit and Métis Peoples to improve outcomes for Indigenous children, youth and families. We are committed to walking together with communities towards meaningful reconciliation through legislative reform, child welfare jurisdiction and information-sharing arrangements, as well as a collaborative approach to the development of transformation initiatives.

Our work is guided by the United Nations Declaration on the Rights of Indigenous Peoples, B.C.'s Declaration on the Rights of Indigenous Peoples Act, the federal Act respecting First Nations, Inuit and Métis children, youth and families, the Truth and Reconciliation Calls to Action, the BC Public Service Diversity and Inclusion Strategy, and numerous other reports and recommendations.

The ministry respects the diverse backgrounds and identities of children and youth, including those who identify as Indigenous, Inuit, Métis, Black, a person of colour, 2SLGBTQIA+, and a person with a disability. The ministry approaches its work through a GBA+ lens, delivering services that are inclusive, intersectional,

responsive, accessible, trauma informed and culturally safe. ([2023/24 – 2025/26 MCFD Service Plan](#), Purpose of the Ministry)

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry uses the following initiatives aimed at diversifying its workforce:

- In the 2022 Work Environment Survey (WES), 65% of respondents identified as White, 6% as South Asian, 6% as East and Southeast Asian, 9% as Another Ethnicity, 8% as Multiple Ethnicities, 7% as Indigenous, 9% as 2SLGBTQIA+, and 23% as Persons with Disabilities.
- A recent informal survey of the Finance and Corporate Services division within MCFD showed that employees were from more than 30 countries and spoke 16 languages.
- Focus groups were conducted in fiscal 2021/22 to identify organizational challenges and opportunities related to understanding and acting on systemic discrimination and racism in the workplace. The Equity, Diversity, Inclusion, Anti-Racism team has developed a performance measurement framework to ensure compliance and accountability for the anti-racism work.
- MCFD collects and uses race disaggregated intersectional employee data to inform human resources, and People and Workplace strategic plans and priorities. The employee data has shown gaps in terms of hiring and retention of Indigenous people, people who identify as 2SLGBTQIA+ and people with a disability. The data is being used to develop strategies, action plans, performance measurement frameworks, tools, resources and training to address these gaps.
- The Indigenous Strategic Human Resources team at MCFD provides human resource leadership, services and expertise to attract, hire, train and develop a culturally inclusive, safe and agile workforce. The ministry's People and Culture Plan includes the following goals: to develop and implement the Anti-Racism and De-biasing the Workplace Strategy, and to enhance diversity and inclusion efforts in the workplace.

- In 2022, MCFD increased the use of inclusive language and GBA+ analysis in job profiles and postings to further grow the diversity of its workforce.
- The Human Resources Branch supports supervisors and managers across the ministry with strategies to increase MCFD's Indigenous workforce, including incorporating inclusive language and Indigenous-relations behavioural competencies in job profiles, promoting recruitment opportunities through Indigenous networks, and honouring the expertise and ways of knowing, being and doing that Indigenous employees bring into the ministry. In 2022, the number of self-identified Indigenous staff increased by approximately 2%.
- Preference statements for BIPOC, 2SLGBTQIA+ and persons with disabilities are used within job profiles, and these profiles are being created with an intersectional approach.

The ministry has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace and in the broader community. Examples include:

- The ministry has safe collaborative spaces and processes for employees to share and identify inequities and structural discrimination and racism.
  - » The Equity, Diversity, Inclusion, Anti-Racism team are members of government-wide working groups such as the Indigenous Employees' Network, the Black, Indigenous and People of Colour Employee Resource Group, the 2SLGBTQIA+ Employee Resource Group, the GBA+ Community of Practice (CoP), and the Accessibility CoP.
  - » There are plans to develop an internal MCFD GBA+ CoP and 2SLGBTQIA+ group.
- MCFD executive and leadership are provided with mandatory learning and development training towards building equity, diversity, inclusion, anti-racist and anti-discrimination knowledge and skills.
  - » The Learn2Lead pilot trained 42 leaders in 2022 and has a specific module on equity, diversity, inclusion and anti-racism.
  - » Training has been developed for the Indigenous Recruitment and Retention Framework and for the Cultural Assessment Tool.

- Employees are encouraged to take experiential Indigenous cultural competency training, aimed at discovering Indigenous worldviews, exploring the impacts of colonization and discovering ways in which they can contribute to reconciliation in their work.
  - » In the 2022/23 fiscal year, approximately 11% of the ministry successfully completed Indigenous Identities, Cultures and Rights Learning Landscape training. Employees are also encouraged to participate in Indigenous courses on the MCFD Learning page, through the Public Service Agency's Indigenous House of Learning and Learning Curator Pathways.
  - » The ministry integrates the principles of GBA+ into the design of staff training scenarios, allowing staff to consider multiple identifying factors when determining the risk and protective factors of children, youth and families.
  - » MCFD's Indigenous Strategic Human Resources team provides cultural agility training for all employees, with approximately 575 attending in the past year.
  - » Training is being developed for unconscious/implicit biases, anti-racism, GBA+, 2SLGBTQIA+, Accessibility, the Cultural Safety Tool and the Indigenous Recruitment and Retention Framework.
- Hiring managers are provided with mandatory training around fair and racially equitable hiring and career and advancement practices. A Diversity and Inclusion Essentials course is mandatory.
- The Equity, Diversity, Inclusion, Anti-Racism team has mentored an Indigenous youth intern and is expanding support to the Indigenous Youth Internship and Work-Able Graduate Internship programs to include truth and reconciliation learning opportunities during their ministry placements.
- The ministry organizes events and honours important days to create awareness and promote employee participation in National Indigenous Peoples Day, Orange Shirt Day, Pink Shirt Day, Moose Hide Campaign, Global Accessibility Awareness Day, Pride Month and more.

- The ministry's communications to external stakeholders regarding its commitment to anti-racism and anti-discrimination are up to date and accurate.
- » MCFD's Transformation website highlights key anti-racism and anti-discrimination commitments, including the minister's Letter of Commitment to the First Nations Leadership Council (FNLC), which confirms the ministry's responsibilities in our collaborative work with the FNLC and Indigenous governments to transform child and family services and systems. In 2022, the ministry introduced the Indigenous Child and Family Service newsletter, which describes priority initiatives and offers opportunities to participate in their development.

The ministry incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

- The ministry is committed to implementing the United Nations Declaration on the Rights of Indigenous Peoples, through the B.C. Declaration on the Rights of Indigenous Peoples Act.
  - » This includes actively consulting and engaging with Indigenous Peoples when developing legislation, policies, practices and programs. In turn, this deepens our awareness and supports cultural safety, agility and a positive identity for the Indigenous children, youth and families we serve.
- The 2022/23 MCFD service plan details anti-racism goals and objectives linked directly to legislation and strategies, such as:
  - » Recognizing the right of Indigenous families and communities to retain shared responsibility for the upbringing, training, education and well-being of their children, consistent with the UN Declaration on the Rights of Indigenous Peoples, UN Convention on the Rights of the Child, and the Truth and Reconciliation Commission of Canada Calls to Action.
  - » Continuing to work with Indigenous Peoples and the federal government, where applicable, regarding systemic transformation, including implementing increased decision-

making authority and child and family services jurisdiction.

- » In collaboration with Indigenous Peoples, designing and implementing restorative policies, practices and services with cultural humility and a commitment to eliminating racism and discrimination, consistent with our responsibilities under the UN Declaration.
- MCFD applies multiculturalism policy to the review, development and delivery of its programs and services. Examples of multiculturalism policy applied to programs and services include:
  - » MCFD supports and works collaboratively with 13 caregiver support agencies that provide a variety of cultural supports based on community need.
  - » The Vancouver Coastal service delivery area works with contracted partners to ensure services are delivered, as needed, in multiple languages, including Farsi, Korean, Spanish, Arabic, Hindi, Punjabi, Cantonese, Mandarin, Tagalog, Urdu, Vietnamese and American Sign Language. This includes ensuring pamphlets and written information about services are available to local communities in these languages, as needed.
  - » The North Central/Peace Region service delivery area provides financial support for cultural camps and cultural connections workers/ Elder advisors in many of our contracts with local Indigenous communities and agencies to support positive connections in services provided to children, youth and families.
  - » Tla'amin (ᑭᐱᐱᐱᐱ) Nation, an IGB and Modern Treaty Nation, and MCFD have signed a letter of understanding entitled ᐱᐱᐱᐱᐱ – To Understand What Someone is Saying. MCFD is working with Tla'amin Nation on their path towards jurisdiction, including renewing a local agreement with the MCFD office in the qathet region.
  - » MCFD collaborates with Indigenous child and family service agencies regarding shared resources, such as contracted agency homes and foster homes.

- » Indigenous children and family service agencies and MCFD resource leads meet bi-annually to determine what's working well and to identify opportunities for improvement with respect to resource sharing.
- » MCFD is involved in ongoing collaboration with BC Foster Parents Association and Indigenous Perspectives Society.
- The ministry is leading significant transformation projects with ongoing engagement aimed at aligning ministry services and legislation to better meet the needs of children, youth, young adults and families across B.C. Guiding the ministry's approach to engagement are the minister's Letter of Commitment and the draft Indigenous engagement plan. Examples include:
  - » Developing historical legislative amendments in consultation with Indigenous rightsholders, Modern Treaty Nations, Indigenous Governing Bodies, Métis Nation BC and other Indigenous partners to remove barriers and gaps within provincial legislation to ensure Indigenous Peoples can govern and provide services based on their own child and family laws.
  - » Following public input on Children and Youth with Support Needs' services, initiating the development of an engagement process co-designed by First Nations leadership and leaders from the disability community, in partnership with government.
- MCFD's Equity, Diversity, Inclusion, Anti-Racism/ Indigenous Strategic Human Resources (EDIA/ISHR) Cultural Safety team works collaboratively across the ministry and in the sector to build awareness and to provide human resource leadership, services and expertise that will attract, hire, train, retain and develop a culturally inclusive, safe and agile workforce able to provide a comprehensive system of care for Indigenous children, youth and families across the province.

- In 2022/23, the Strategic Policy and Research team created an Aboriginal Policy and Practice Framework (APPF) Integration Plan in collaboration with the APPF team at MCFD. This plan provides concrete actions that teams can embed into work at the system, community, ministry, team and personal levels, including:
  - » Engagements on policy and research, team planning and prioritizing team and personal learning.
  - » Contracts and agreements with agencies, Indigenous Nations/organizations and service providers, which are developed and reviewed through the lens of equity, based on race as well as on needs.

In 2022/23, the ministry utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- The ministry uses the Aboriginal Policy and Practice Framework to guide its work and engages with groups such as the First Nations Leadership Council, the Tripartite First Nations Children and Families Working Group, Métis Nation BC, MCFD/Indigenous Child and Family Services Partnership Forum and Indigenous communities, as appropriate.
- The ministry has adopted a whole-of-government approach in delivering on its anti-racism and multiculturalism commitments.
  - » The ministry is engaged in conversations with cross-government representatives and Indigenous child and family service agencies to review the work in progress related to the Calls for Justice of the National Inquiry on Missing and Murdered Indigenous Women and Girls Final Report, and to identify potential strengths and gaps in policy and service delivery in order to recommend future actions.
  - » The Equity, Diversity, Inclusion, Anti-Racism team is conducting a cross-government analysis on current approaches to anti-racism.

- MCFD divisions co-ordinate and co-operate to ensure that priorities around anti-racism and addressing systemic discrimination are aligned.
  - » The Equity, Diversity, Inclusion, Anti-Racism team has held coordination meetings with the Aboriginal Policy and Practice Framework, Social Policy Research and Legislation, and Learning and Development teams to discuss ways to collaborate and move forward on addressing systemic discrimination and racism.
- The ministry has established key partnerships to promote anti-racism and multiculturalism to ensure that services meet the needs of the children, youth and families served. For example:
  - » The ministry regularly consults with Indigenous child and family service agencies, First Nations Leadership Council, Métis Nation BC, Métis Commission for Children and Families of BC, Indigenous governing bodies and youth advisory councils.
  - » The ministry is engaged in conversations with cross-government representatives and Indigenous child and family service agencies to review the work in progress related to the Calls for Justice of the National Inquiry on Missing and Murdered Indigenous Women and Girls Final Report, and to identify potential strengths and gaps in policy and service delivery in order to recommend future actions.
  - » The ministry participates in the Partnership Forum with Indigenous child and family service agencies to discuss and collaborate on issues related to the delivery of child and family services to Indigenous communities served by delegated agencies.
  - » The ministry works as a member of the Tripartite First Nations Children and Families working group on systemic changes to child and family services in B.C. In addition to the main table of the Tripartite working group, the ministry is an active participant in the Tripartite Technical and Practice working groups.

- » The ministry has a youth advisory council comprised of Indigenous and non-Indigenous youth and young adults who have lived experience in child welfare. The ministry regularly consults with this council on the development of policies, practices, services and training.
- » The Minister's Advisory Council for Children and Youth with Support Needs has Elder, Indigenous parent and Indigenous organization representatives.
- » The ministry has convened several Indigenous advisory circles that will inform the development and implementation of MCFD's transformation initiatives.

The ministry delivers and supports culturally appropriate and responsive programs and services including:

- Recruitment materials, including videos and brochures, are being designed with an intersectional lens. Examples include:
  - » Culturally appropriate positive parenting videos currently available in Mandarin with English subtitles, and in Cantonese, Korean and Vietnamese dubs with English subtitles. These videos look at the challenges faced by immigrant families as they navigate a new culture, new societal rules and, in some cases, a growing communication gap between parents and children.
  - » Printed information regarding caregiving, available in multiple languages.
- Engagement approaches are based on proven best practice and reflect the Aboriginal Policy and Practice Framework. Materials are written in plain language using accessible design, GBA+ and a 2SLGBTQ+ lens.
  - » Training for staff is being developed using Words Matter and the gender standards.
  - » GBA+ training content is being developed for onboarding of all staff.

The ministry collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups.

Examples include:

- MCFD uses disaggregated statistical data in the development of policies that are sensitive to British Columbia's multicultural reality. Examples include:
  - » Distinctions-based, self-identified Indigenous origin information.
  - » Gender information, which has historically been male/female, but was enhanced in October 2022 to support non-binary gender expression.
- MCFD collects disaggregated data to review existing programs and services to address structural barriers and systemic racism. Examples include:
  - » Distinctions-based, self-identified Indigenous origin information, such as children and youth in care per child population and the rate of family preservation by Indigenous and non-Indigenous children and youth.
- MCFD collects intersectional, race-based, Indigenous and other data to review existing programs and services to address structural barriers and systemic racism.
- MCFD is committed to ensuring our data can be used across systems to better track outcomes for children and families.
  - » Recognizing the importance of consistency in data standards across ministries, MCFD is collaborating with the Ministry of Citizens' Services and others to design and implement standards that work with multiple population-based information systems.
  - » MCFD is exploring improvements to its existing ethnicity/race data collection in its case management information systems and improvements to the use of ethnicity/race information in its practice and data collection.
  - » MCFD currently collects distinctions-based, self-identified Indigenous origin information.

## HIGHLIGHTS ON INITIATIVES IN 2022/23

Bill 38/2022 *Indigenous Self-Government in Child and Family Services Amendment Act*

In collaboration with Indigenous partners, B.C. amended provincial legislation to remove barriers for Indigenous Peoples exercising jurisdiction over child and family services. The Act is a turning point that provides a path to end the over-involvement of the ministry in the lives of Indigenous families. Bill 38, which includes changes to both the Child, Family and Community Service Act (CFCSA) and Adoption Act, brings MCFD legislation into alignment with the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP).

## SUCCESS STORY

In 2022, MCFD took significant strides towards a legislative co-development process with the Indigenous Self-Government in Child and Family Services Act (Bill 38, 2022). The ministry worked closely through the duration of the legislative development process with 79 individuals representing Indigenous Governing Bodies, Modern Treaty Nations, other First Nations, Métis Nation BC and FNLN. In total, 63 distinctions-based meetings on the proposed legislation were held from April to October 2022. A significant amount of feedback from Indigenous rightsholders and partners informed what was included in Bill 38. Through this process, the ministry developed new practices on how to share the rationale more transparently behind policy decisions.

## Ministry of Citizens' Services

### MANDATE

Dedicated to making life better for British Columbians, the *Ministry of Citizens' Services* (CITZ) provides key services that people rely on, including the delivery of accessible, multi-channel services through a single-point-of-contact service approach to people in urban and rural communities through *Service BC*, and delivering the digital face of government at [gov.bc.ca](http://gov.bc.ca). CITZ provides:

- Support for the expansion of provincial high-speed internet connectivity and highway cellular service.
- Strategic direction across government to modernize information management and technology resources, and improve transparency and access for people, including freedom of information (FOI) requests.
- Trusted data services, statistical and economic research and analysis to businesses and the public sector.

CITZ also manages the province's real estate assets and facility-related services, technology systems and equipment, including procuring high-value contracts critical to delivering technology services to government and the broader public sector, and leveraging procurement to increase business opportunities to create rewarding jobs that benefit individuals, families and communities.

### EXECUTIVE COMMITMENT

CITZ is creating opportunities for Indigenous Peoples to be full partners in our economy, specifically by working to deliver high-speed connectivity throughout the province (including to remote and Indigenous communities) by 2027, and by establishing a distinctions-based approach to Indigenous data governance, including supporting the establishment of a First Nations-governed and -mandated regional data governance centre in alignment with the First Nations Data Governance Strategy.

CITZ is also continuing its work to help dismantle systemic racism and improve access to government programs and services for Indigenous, Black, and other people of colour by implementing the *Anti-Racism Data Act*.

CITZ is creating culturally appropriate procurement practices and helping to build capacity for Indigenous businesses, communities and government employees through the *Indigenous Procurement Initiative*;

collaborating with program partners on supporting the reclamation of traditional names on the BC Services Card; enhancing equity and inclusion in government services by establishing and working towards data management policies, directives, standards and guidelines (including those related to the Anti-Racism Data Act); and including Indigenous-language names and updated gender and sex codes in government systems and services, and supporting other ministries in their implementation of this guidance. Further, B.C.'s Digital Plan outlines how CITZ is supporting ministries with research to identify service gaps and to adopt a service design approach across government that will help make services more inclusive and accessible for everyone.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry uses targeted employee attraction, mentoring and retention initiatives aimed at diversifying the workforce. Some examples include:

- CITZ considers equity and diversity throughout the hiring process, including reviewing and selecting assignments and interview questions that would be most equitable to all applicants. CITZ continues its ongoing effort to increase diversity and attract candidates with the lived experience necessary for some positions, and is investing in developing an inclusive and anti-racist culture to attract and support a more diverse workforce. CITZ employs interns from the Indigenous Youth Internship Program to help them develop their skills in government and encourage them to consider joining government in their future careers.
- The Ministry Workforce Plan 2023/24 will be reviewed annually, and ongoing consultations and research will be done to ensure that the plan is kept current and addresses organizational challenges related to understanding and acting on systemic discrimination and racism in the workplace.
- The ministry collects and uses race disaggregated intersectional employee data to inform HR, people and workplace strategic plans and priorities.
- The ministry continues to see growth in internship roles and incumbents. Between September 2022 and August 2023, the ministry had one Work-Able intern. Between September 2023 and August 2024, the ministry plans to have one Indigenous youth intern and five Work-Able interns.

The ministry has the following initiatives in place to promote intercultural understanding and respect for diversity in the workplace:

- The Connectivity division has hired First Nations employees to lead First Nations engagement initiatives in order to provide guidance and advice with respect to regional connectivity priorities and last-mile connectivity solutions, and to identify digital infrastructure needs, sources of funding and investments, including planning and capacity building.
- The ministry provides mandatory leadership learning and development in building equity, anti-racist and anti-discrimination knowledge and skill level. This is provided through corporate learning by the Public Service Agency.
- CITZ facilitated discussions with ministry senior leaders to develop the CITZ Reconciliation Journey document in support of the Declaration on the Rights of Indigenous People Act. In introducing the Journey document, the ministry developed and released a collection of conversations and videos supporting reconciliation. The Journey document was formally launched at the UniverCITZy 2022 all-ministry hybrid learning event.
- Between April 1, 2022, and April 24, 2023, 1,661 anti-discrimination and anti-racism training sessions were completed by ministry staff. Included in this number are 568 completions of Diversity and Inclusion Essentials. In fact, every new BCPS employee must complete Diversity and Inclusion Essentials within their first year.
- UniverCITZy is an all-ministry hybrid learning event, attended by approximately 330 employees in-person and 350 virtually. The event focused on reconciliation and provided an opportunity to build knowledge, understanding and competence in anti-discrimination and anti-racism. Emphasized was the ministry's commitment to the CITZ Reconciliation Journey goals (Understanding the Truth, Acting in a Good Way, and Meeting our Responsibilities). Ninety-five per cent of respondents indicated that they came away from UniverCITZy with a solid understanding of all three journeys.
- In April, all Service BC leadership staff completed a cultural safety training course as part of mandatory training at the Service BC leadership gathering.

- In addition to the Diversity and Inclusion Essentials training, CITZ staff have received Anti-Racist Mindset and Facilitation Techniques training.
- Communities of Practice exist across the BC Public Service and offer members specific mentoring and networking opportunities. The ministry supports employees in navigating these corporate communities which include, but are not limited to 2SLGBTQIA+, Accessibility, Black, Indigenous and People of Colour, Circle Way Praxis, GBA+, Employee Accessibility Advisory Council, and Indigenous Employees Network.

In 2022/23, the ministry promoted intercultural understanding and multiculturalism in the broader community through the following events and initiatives:

- The ministry introduced and promoted a new guide and set of commitments to support reconciliation in CITZ. The CITZ Reconciliation Journey was developed by the CITZ Champions' Reconciliation Table to help the ministry:
  - Become stronger in our knowledge, practices and behaviours in working with Indigenous partners.
  - Become a better place to work for Indigenous employees.
  - Deliver excellent services that respect and support the rights of Indigenous Peoples across B.C.

The Reconciliation Journey was introduced at a workshop in which ministry staff came together to have conversations about some of the reconciliation work underway in the ministry.

- CITZ oversaw the planning and execution of UniverCITZy, an all-ministry hybrid learning event. The theme of the 2022 event was reconciliation; it provided an opportunity to build knowledge, understanding and competence in this area, and emphasized the ministry's commitment to the CITZ Reconciliation Journey goals (Understanding the Truth, Acting in a Good Way, and Meeting our Responsibilities). Ninety-five per cent of respondents indicated that they came away from UniverCITZy with a solid understanding of all three journeys.

- CITZ celebrated the Moose Hide Campaign, promoting awareness through the wearing of pins, encouraging staff to register on the Moose Hide website, and recording their participation commitments. CITZ also promoted the livestream, which was available on the learning hub.
- The ministry promoted and encouraged staff participation in the Anti-Racism 101 training offered by the Ministry of Social Development and Poverty Reduction.
- The ministry encourages each staff member to include anti-racism-based learning in their MyPerformance plans and Indigenous competencies in all job profiles.

The ministry incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

- The Multi-Language Program (MLP) is a new initiative led by the Government Digital Experience Division (GDX) and Government Communications and Public Engagement (GCPE) that aims to improve government information, services and accessibility for diverse language communities in B.C. Its initial focus has been on COVID-19 and on information for those newly arriving in B.C. The MLP vision includes enhancing language support, understanding non-English-speakers' experiences, evaluating services for different ethno-cultural communities, and expanding translation services by establishing a framework for government to best determine how to offer translated programs, services and information.
- CITZ has committed to support the expansion of high-speed internet services to all households by 2027, with the aim of helping to level the playing field for British Columbians, closing the digital divide, and ensuring rural and Indigenous communities have better access to jobs, education, training, health care and new, diversified economic opportunities.
- CITZ policies and budgets focus on serving the people of B.C. and understanding their impact on racialized people, so all BC Data Service (including BC Stats, Data Services, Anti-Racism Data Act implementation, incorporation of Indigenous languages into systems and services, and Indigenous Data Governance) are evaluated through an anti-racist and equity lens. Whenever possible, policies are developed through engagement with

partners and stakeholders, or in consultation and co-operation with Indigenous Peoples.

- In carrying-out the Anti-Racism Data Act (ARDA) data initiatives, CITZ plans to engage proactively, collaboratively and in inclusive ways with the Anti-Racism Data Committee and with First Nations, Métis and Inuit people through the Indigenous governing entities that attend the monthly data circles. The ARDA data initiatives include data standards and directives, research priorities, and publication of statistics and other information to identify and eliminate systemic racism and advance racial equity.
- CITZ has identified the members of the Anti-Racism Data Committee and the First Nations, Métis, and Inuit people through the Indigenous governing entities that attend the monthly data circles. BCDS will consult and collaborate with these cultural experts on the design, development and implementation of the ARDA.

The ministry utilizes the following networks, partnerships, advisory councils, consultation and outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups:

- CITZ is supporting the Ministry of Attorney General's anti-racism engagements, and BC Stats is undertaking demographic survey engagements. CITZ is increasing transparency and accountability by using different ways to communicate about anti-racism initiatives with external partners, stakeholders and the people of B.C.
- The ministry provides technical and staff support for the Writing Guide for Indigenous Content creators.
- The ministry connects other B.C. government ministries with Indigenous-led contractors to facilitate, co-create and develop meaningful engagements with communities and Nations throughout B.C.
- CITZ has established communication contacts and networks and built ongoing relationships with culturally diverse communities across B.C. through Anti-Racism Data Committee meetings and monthly data circles with First Nations, Métis, and Inuit people. CITZ also has developed and is sustaining relationships with racialized communities through Resilience BC and other networks that have contributed to the development and implementation of the Anti-Racism Data Act and the recruitment

of the Anti-Racism Data committee. The ministry will also provide support for the upcoming BC Demographic Survey.

- CITZ provides regular briefings to the Office of the Human Rights Commissioner and the Office of the Information and Privacy Commissioner on the progress of the anti-racism data initiatives.
- In implementing Actions 3.14 and 3.15 of the Declaration Act Action Plan, CITZ has established contacts with Indigenous governing entities, First Nations Leadership Council, Métis Nation BC, BC Association of Modern Treaty Nations, BC Association of Aboriginal Friendship Centres, First People's Cultural Council, First Nations Information Governance Centre and others.
- CITZ has established partnerships to promote anti-racism and multiculturalism and is working to strengthen and mature them. These relationships include the Anti-Racism Data Committee, as well as partnerships with BC First Nations, Métis Nation British Columbia, provincial Indigenous organizations including the First Nations Leadership Council and the BC Association of Aboriginal Friendship Centres, and community organizations through the Resilience BC Network. CITZ will be working with all of these partners and community organizations to promote public participation in the BC Demographic Survey.
- CITZ adheres to all government-wide guidelines and recommendations based on procurement strategic initiatives including that of *Indigenous procurement* and *social purchasing*. Documentation includes the *procurement practice standards* and the ministry's service *contract guide*. The Office of the Comptroller General's procurement practice standards also recommend that the Ministry of Indigenous Relations and Reconciliation be consulted if the procurement is expected to impact Indigenous communities.

In 2022/23, the ministry delivered culturally appropriate and responsive programs and services including:

- The entire [Antiracism.gov.bc.ca](https://antiracism.gov.bc.ca) website is available in 15 languages; the June 2023 BC Demographic Survey will also be available in 15 languages. BCDS publications intentionally use images and graphics that reflect the diversity of the people of B.C.

- The Service BC provincial contact centre can provide services using translators in more than 200 languages.
- CITZ consistently promotes multiculturalism, diversity and inclusiveness, and uses the Words Matter Guidelines for inclusive language in the workplace, the plain language checklist, the writing guide for Indigenous content, and the web style guide. In addition, CITZ takes a strongly collaborative approach to peer review. Documents, presentations and web content are reviewed by staff from a wide range of backgrounds and lived experiences.

The ministry collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups in the following ways:

- The Real Property division has partnered with the Rick Hansen Foundation to assess building performance relative to barrier-free access. To date, opportunities to make spaces barrier-free have been identified in 73 owned and leased government buildings.

#### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

- In 2022, work began on cellular connectivity coverage on Highway 16 between Smithers and Prince Rupert. This work is expected to be completed in the fall of 2023, giving the "Highway of Tears" continuous cell coverage from Prince George to Prince Rupert.
- In September 2022, CITZ established the 11-member Anti-Racism Data Committee. Members have extensive lived experience as well as anti-racism and data expertise.
- The BC Demographic Survey will be released in June 2023.
- CITZ has built the first phase of an Indigenous Data Governance team, centred on consulting and collaborating with First Nations, Métis and Inuit people to meet the commitments to collaborate on data initiatives as set out in the Anti-Racism Data Act and in Action 3.14 of the Declaration Act Action Plan.
- CITZ has begun the policy and planning work necessary to implement Action 3.15 of the Declaration Act Action Plan and include Indigenous languages in government systems and services. A public webpage was launched in December 2022 to increase transparency in government progress towards this goal.

## SUCCESS STORY

- The Anti-Racism Data Committee is striving for a new approach to non-colonial meetings – one that focuses on building trust and meaningful dialogue. A focus on “people before process” has allowed for true collaboration between the committee and government and has been put forward as an effective model for future committees of all kinds. Inviting guests from different backgrounds for keynotes and meeting openers provides new perspectives at each meeting, making the committee mindful of the diversity of people across B.C.
- The Indigenous Data Governance team is taking a new approach to relationship-building and collaboration through monthly data circles with Indigenous governing entities (IGEs). These provide a space for open and transparent discussions about topics of interest related to the Anti-Racism Data Act or data as it relates to Indigenous communities. All IGEs in B.C. are invited to attend these meetings, which are held virtually to allow maximum participation from people across the province. Membership grows with every meeting as more people join to discuss data and the ways to advance Indigenous data governance.

## Ministry of Education and Child Care

### MANDATE

The Ministry of Education and Child Care is responsible for B.C.'s K-12 education system and for developing, implementing and regulating an affordable, inclusive and high-quality system of childcare that is accessible to all families, as per the province's ChildCareBC plan. The province's K-12 education system is responsible for ensuring that the learning outcomes of over 680,000 students are achieved, and that they acquire the knowledge and skills necessary to contribute to a healthy society and a prosperous, sustainable economy. As specified in the Statement of Education Policy Order, the ministry's mandate is to develop the "Educated Citizen," which is defined as ensuring the intellectual, human, social and career development of students.

### EXECUTIVE COMMITMENT

The Ministry of Education and Child Care is committed to:

- Building authentic, respect-based partnerships with Indigenous Peoples in alignment with the draft principles that guide the Province of British Columbia's Relationship with Indigenous Peoples, the Truth and Reconciliation Commission Calls to Action, the United Nations Declaration on the Rights of Indigenous Peoples, and the Declaration on the Rights of Indigenous Peoples Act Action Plan.
- Providing resources to school districts in a way that supports the delivery of services that align with the shifting needs of British Columbia's diverse, multicultural population. Ensuring schools, school boards, teachers and staff have the tools they need to respond and fight racism in our education system so that all students feel they are in a safe place to learn is a priority.

### KEY PRACTICES, POLICIES, AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry uses several initiatives and provides training aimed at diversifying the workforce. Examples include:

- The ministry actively promotes corporate processes for identifying and addressing discrimination, and annually tracks employees' perceptions and experiences in the ministry through the REDI survey.

- The ministry actively encourages participation in the Work-Able Graduate Internship Program, Articled Student Program and the Indigenous Youth Internship Program, and last year hosted two Work-Able interns and one Indigenous Youth Intern.

In 2022/23, the ministry ensured specific initiatives were in place to promote intercultural understanding and respect for diversity in the workplace, including:

- The ministry offered leadership group coaching through the Leadership Development Cohort (LEAD) program. Participants worked with a certified coach towards personal goals and to coach one another.
- Lumina Spark continues to be used to help strengthen awareness of personality and work style differences and to promote inclusion across teams.
- The Leadership Circle (360) psychometric tool continues to be used in the ministry's LEAD leadership cohort. Participants are provided with a 90-minute debrief of their profile with a certified coach. Participants dive deeper into their behaviours and root causes, while highlighting room for growth.
- The ministry promoted Employee Features intended to spotlight and celebrate Indigenous voices, to support representation in the ministry and across the BC Public Service, and to cultivate culturally safe spaces.
- All 55 staff of the Teacher Regulation Branch have received anti-oppression/anti-racism training through Breaking the Silence sessions.
- The Government and Analytics division hosted a Truth and Reconciliation speaker series in the spring of 2022, which culminated in a session with the Honourable Murray Sinclair.
- In June 2022, all staff were offered a four-part course on building a respectful and inclusive workplace.
- The ministry's LEAD, with 17 participants, took part in an allyship leadership session. The session encouraged participants to explore their own stories, consider what allyship means to them, and think about where they are going and what they can commit to as a leader.

The ministry actively promotes multiculturalism in the workplace and in the broader community through the following events and initiatives:

- The ministry provides updates to the K-12 sector on multiculturalism initiatives (such as Black History Month) and anti-racism initiatives (such as the Anti-Racism Action Plan) through means such as the Deputy Minister's Bulletin, presentations at partner group meetings and teleconferences.
- Each year, the ministry supports the Moose Hide Campaign, held this year on May 11, 2023. The campaign is an opportunity for people to show their commitment to ending violence against women and children by wearing a Moose Hide pin, fasting for the day, and attending various virtual provincial events. This year, our executive leads and champions hosted three kiosks and attended a virtual ministry all-staff meeting, and invited ministry staff and keynote speakers from the campaign to bring awareness and to reflect on what acts of reconciliation they can further commit to.
- The ministry actively promotes other relevant events and initiatives (such as Black History Month and National Indigenous Peoples Day) to all staff through intranet posts and Deputy Minister communications.
- Bullying Awareness Day, also known as Pink Shirt Day, is celebrated in the ministry each year.
- In promotion of the National Day for Truth and Reconciliation, staff are given opportunities to share their experiences in branch and team meetings. The Child Care division communicates on these topics frequently through multiple internal methods, including:
  - » ADM blog.
  - » Direct emails from leadership.
  - » DM update bulletin.
  - » Intranet articles (ConnECt).

In addition, the topics are communicated externally to all child-care professionals and partners through the ChildCareBC Bulletin.

In 2022/23, the ministry incorporated multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs in the following ways:

- The K-12 Anti-Racism Action Plan, developed with input from community groups across the province, incorporates multiculturalism policy including goals to increase equity, inclusion and diversity in schools. One of its guiding principles is to recognize and respect Indigenous rights and titles, in accordance with Section 35 of the Constitution Act, the United Nations Declaration on the Rights of Indigenous Peoples, the Declaration on the Rights of Indigenous Peoples Act, and the Truth and Reconciliation Calls to Action.
- The ministry has implemented a distinctions-based approach to engagement with First Nations, Métis and Indigenous partners to inform action planning for investments and the development and implementation of grant funding.
- Gender-based Analysis Plus is applied for applications to the ministry's Policy Development Committee (Deputy Minister/Assistant Deputy Ministers) and to the Education and Child Care Policy Team (Executive Directors) that reviews policies and programs in draft stage.
- The Inclusive Child Care Strategy has several actions related to reviewing policy and programs using an anti-racist, anti-ableist and inclusive lens in order to identify and address inequity of access. For example:
  - » Professional development opportunities funded for early childhood professionals are required to incorporate anti-racist and inclusive principles in their development and content.
  - » Two recent requests for proposals (RFPs) put out by Quality required anti-racism and inclusion principles to be applied in order to access funding.
  - » The development of the Inclusive Child Care Strategy has included engagement with organizations serving populations experiencing inequity, including Pacific Immigrant Resources Society and Multi-lingual Orientation Service Association for Immigrant Communities, to ensure that the design and development of actions are informed by cultural experts.

The ministry utilizes networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups. Some examples of this collaboration with partners include:

- The ministry is committed to working with Indigenous Peoples, rightsholders and education partners to implement the 13 education and child-care-specific actions in the Declaration Act Action Plan.
- The ministry engages regularly with stakeholders and rightsholders including:
  - » First Nations Leadership Council
  - » First Nations Education Steering Committee
  - » Métis Nation British Columbia
  - » First Nations Education Authority
  - » BC Aboriginal Child Care Society
  - » First Nations Health Authority
  - » BC Aboriginal Friendship Centres
  - » Aboriginal Head Start
  - » 204 First Nations
  - » Rightsholders and Indigenous partners
  - » Education partners
  - » School districts
  - » Community organizations
  - » K-12 students
  - » B.C. Ministry of Attorney General
- We have established direct contacts and networks with organizations representing culturally diverse populations in B.C. These include:
  - » Multi-lingual Orientation Service Association for Immigrant Communities
  - » S.U.C.C.E.S.S.
  - » Immigrant Services Society of BC
  - » Pacific Immigrant Resources Society
  - » Progressive Intercultural Community Services
  - » BC Federation of Francophone Parents
- All Indigenous web content is shared with our Indigenous partners for feedback before posting.
- Government-to-government dialogue directly with First Nations and partnerships with Métis and Indigenous organizations inform Early Learning and Child Care (ELCC) plans and investments.

The ministry ensures continued investment in engagement and capacity development with First Nations, Métis and Indigenous partners, including partnerships to administer funding for no-fee childcare for First Nations communities and Indigenous childcare providers.

The ministry delivers and supports culturally appropriate and responsive programs and services including:

- The Student Success website is available in English and French. Additionally, the BC for High School website is available in English and 17 other languages, the Health and Wellness Guidelines for International Students are available in English and four other languages, and the K-12 International Student Homestay Guidelines are available in English and 10 other languages.
- The ChildCareBC marketing campaign was advertised on Sher-E-Punjab radio and had TV and print materials available in Punjabi, Mandarin and Cantonese. The campaign also included racially diverse and equitable visual representations, as do our regular Canva images used in government communications.
- The ministry is working to ensure that the conventions for creating accessible digital content are followed, including content written in plain language, closed captioning of videos, alternative text-only versions of multimedia, and alternative image tags for screen readers.
- Language has been revised on teacher application webpages for accessibility and inclusivity.
- All Indigenous web content is shared with our Indigenous partners for feedback before posting.

The ministry collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups. Some examples include:

- To support workforce planning, the ministry has estimated the ethnic composition of the K-12 workforce and student body based on the 2016 census. This will be revised when 2021 census data becomes available.
- The ministry collects self-reported enrolment data for Indigenous students, and information on whether Indigenous students reside on or off reserve.

- In policy development, the ministry uses population growth of Indigenous Peoples as compared to the overall provincial population growth. Data is used on the provision of childcare for children with support needs. The Child Care division does not collect data on individuals.
- The ministry collects disaggregated data and equity metrics through the implementation of the [\*Framework for Enhancing Student Learning\*](#) as well as publication of the [\*Aboriginal Report: How Are We Doing?\*](#), to review and address structural barriers and systemic racism in existing programs and services.
- The ministry will make use of disaggregated race-based data once these data are available via the Ministry of Citizens' Services Data Innovation Program or through alternate means.

### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

- In spring 2022, the ministry announced that it would be implementing an Indigenous-focused graduation requirement for all students as of the 2023/24 school year. The ministry worked closely with the First Nations Education Steering Committee to develop the model for the new requirement, and engaged with First Nations, Indigenous communities, the education sector and the public to inform the implementation plan. The new requirement will take effect on July 1, 2023.
- The ministry co-developed, in partnership with First Nations Leadership, the approach to distributing \$35 million in one-time grant funding to First Nations. To date, more than 88% of First Nations in B.C. have accepted the grant.

## Ministry of Emergency Management and Climate Readiness

### MANDATE

The Ministry of Emergency Management and Climate Readiness (EMCR) is responsible to British Columbians as the primary coordinating agency for mitigating climate risks and responding to provincial-level emergencies and disasters. The mission of EMCR is to lead provincial emergency and disaster risk management, build and foster collaborative relationships and partnerships, advance meaningful and lasting reconciliation with Indigenous Peoples, and support all people in British Columbia to reduce climate and disaster risk.

### EXECUTIVE COMMITMENT

EMCR senior executive team members are committed to building and maintaining a respectful workplace that is equitable, inclusive, free of racism, and supportive for all EMCR staff.

For 2023/24, EMCR has implemented a Learning, Development and Training Framework that includes the commitment for all senior executive team members to complete cultural safety and humility training sessions and ensure their divisional staff participate in these sessions annually.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry has the following initiatives in place to promote intercultural understanding and respect for diversity in the workplace and broader community. Examples include:

- All EMCR job profiles include Indigenous competencies.
- Diversity and inclusion will be a key component of EMCR's 2023 Workforce Plan.
- The ministry incorporates reconciliation, equity and anti-racist goals in workforce planning and planning efforts.
- The ministry provides safe, collaborative spaces and processes for employees to share and identify inequities, structural discrimination and racism.
- The ministry is engaged in expanding racial equity and inclusiveness of the BC Public Service through programs such as the Work-Able Graduate Internship Program, the Articled Student Program and the Indigenous Youth Internship Program.

- EMCR provides targeted management and senior leadership recruitment and outreach to diverse employees and communities.
- EMCR had four Indigenous Youth Interns in 2022/23, and EMCR executive has committed to funding a minimum of three Indigenous Youth Interns on an ongoing basis.
- EMCR continues to work to grow a racially diverse and inclusive talent pool. In the recent mini-WES survey, 8.9% of respondents identified as visible minorities, 9.3% identified as Indigenous, and 22.5% identified as persons with disabilities.
- EMCR actively promotes events, for example, through executive messages, which help inform employees about equity, anti-racism, diversity and multiculturalism. Promoted events include Black History Month, National Indigenous Languages Day, International Day of Transgendered Visibility Day, National Indigenous History Month, the Moose Hide Campaign and International Women's Day.
- Ministry executives participate in Public Service Agency courses, with additional cultural safety training planned in the coming months.
- Emergency Management BC (EMBC) has translated core preparedness guides for emergency planning – including the Extreme Heat Preparedness Guide released in 2022 – into French, Simplified Chinese, Traditional Chinese and Punjabi.

The ministry incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

- EMCR is actively engaging with First Nations and other groups to inform the modernization of emergency management legislation. An important policy shift informing the new legislation is recognizing the importance of building an all-of-society approach to disaster risk reduction. Emergency plans and risk assessments prepared by provincial ministries, local governments and critical infrastructure owners will be required to address the needs of groups that are disproportionately impacted by emergency events. This will include addressing issues related to vulnerability, cultural safety and intersectionality in the preparation of risk assessments, emergency management plans, training and delivery. More information about the legislative modernization can be found at: [Modernized emergency management legislation - Province of British Columbia \(gov.bc.ca\)](https://www2.gov.bc.ca/gov/content/modernized-emergency-management-legislation-province-of-british-columbia).

In 2022/23, the ministry utilized the following networks, partnerships, advisory councils and consultation and outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups:

- EMCR holds partnerships with the First Nations Services Society, Indigenous Services Canada, the First Nations Health Authority and the First Nations Leadership Council to support emergency management-related communication with First Nations communities.
  - » EMCR holds five formal partnerships – with the First Nations Leadership Council, the First Nations Health Authority, the First Nations Emergency Services Society, Indigenous Services Canada and the T̓silhqot̓in National Government – which support the unique emergency management needs of Indigenous communities
- To ensure alignment with the United Nations Declaration on the Rights of Indigenous Peoples, in 2022/23, EMCR worked with First Nations communities, the First Nations Leadership Council, the Alliance of Modern Treaty Nations, Métis Nations BC and the BC Association of Aboriginal Friendship Centres to develop new emergency management legislation for B.C.
- EMCR is developing guidance to support the co-development of new emergency management programs, policies and initiatives with Indigenous Peoples.

### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

In 2022, as a result of the 2021 atmospheric river event, EMCR co-developed a reporting pathway with the First Nations Health Authority (FNHA), through which First Nations communities could report experiences of racism before, during and after emergencies. This pathway is based on the racism reporting system set up for health care; it allows First Nations community members to report their experiences to a third-party – FNHA. FNHA will move complaints through their pathways system and support EMCR with an appropriate response.

The co-development of new emergency management legislation made clear the need to address systemic discrimination through all phases of emergency management. Risk assessments and emergency management plans prepared by the Province and local governments will be required to consider how people

who experience intersectional disadvantages may be disproportionately impacted by emergencies, and to include actions to mitigate those impacts. As well, actions that promote cultural safety must now be included in emergency management plans.

### **SUCCESS STORY**

In 2022, as a result of the experiences of Indigenous people who were evacuated during the 2021 atmospheric river event, EMCR developed a community navigator role. The community navigator position is held by a First Nations community member during an emergency. The role focuses on ensuring evacuated members have culturally safe supports and services, such as access to traditional foods and areas to practice ceremonies. All costs for the community navigator role are covered by the Province.

## Ministry of Energy, Mines and Low Carbon Innovation

### MANDATE

The Ministry of Energy, Mines and Low Carbon Innovation's (EMLI) renewed vision is "World leaders in transforming energy and mineral resource development to secure a clean economic future for strong communities and a high quality of life for all people in British Columbia."

EMLI's purpose: The availability and access to climate-aligned energy and mineral resources is essential to supporting a clean, competitive and inclusive low-carbon economy now and into the future. We oversee and support the responsible development of the mineral and energy resources that are critical for our future.

### EXECUTIVE COMMITMENT

In 2022/23, the ministry executive remained committed to:

- Respectful, honest, trustworthy and ethical behaviour, and to diversity in all of its communications and actions.
- DRIPA Action Plan (including Indigenous Clean Energy Opportunities).
- Blueberry River and Treaty 8 Agreements, signed January 2023.

In 2022/23, the ministry continued to use the internal Reconciliation Plan to support staff in meeting the Province's commitment to advancing reconciliation through the framework of the UN Declaration, and to introduce concepts, tools, examples and learning opportunities to guide and support staff in their reconciliation journey. Additions to the Reconciliation Plan included Guidance for Safe and Respectful Meetings and Engagement FAQs.

EMLI's executive team works to ensure that policies, programs and decisions across government support thriving and competitive energy, mining, and oil and gas sectors that are environmentally and socially responsible. The focus continues to be on building awareness and accountability for all, by demonstrating cultural acceptance, mutual understanding and supporting ongoing dialogue.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace and broader community. Examples include:

- Ministry staff are encouraged to utilize available learning opportunities on Indigenous cultures and reconciliation through the Learning Centre and the House of Indigenous Learning by completing training on the Indigenous relations behavioural competencies, Through a Lens of Reconciliation, United Nations Declaration on the Rights of Indigenous Peoples, and the Truth and Reconciliation Commission's Calls to Action.
- The Ministry keeps a deliberate and increasing focus on ensuring reconciliation, diversity, inclusion, multiculturalism and gender equity in corporate communications. This includes executive messages, intranet content and the use of social media channels. These communications increasingly include celebrations, learnings, remembrances and reaction to events that affect a particular community or communities. Examples include Multiculturalism Week, Disability Awareness Month, Black History Month, National Indigenous Peoples Day and Moose Hide Campaign Day.
- EMLI supports Moose Hide Campaign Day and encourages staff to participate and continue to build competencies around cultural awareness. Each year, the ministry appoints a ministry champion and co-ordinator to educate, engage and promote the event. The campaign's goal is to end gender-based and domestic violence in Canada, and to ensure that women, children and LGBTQIA2S people are protected, especially those in vulnerable communities. In addition, the ministry recognizes the value in encouraging staff participation in Moose Hide Campaign Day as a way for public servants to develop a greater understanding of Indigenous cultures, the impacts and legacy of colonization, and the healing that is still taking place.
- Ministry staff are encouraged to participate in corporate-sponsored Mosaic education sessions with topics such as Speaking up for Inclusion and Understanding the Basics of LGBTQ2S+.

- The ministry incorporated reconciliation, equity and anti-racist goals in workforce policy and planning efforts, in accordance with PSA guidelines.
- People and Workforce Strategies is in the process of hiring a director to oversee equity, diversity and inclusion work, and a manager to move the work along.
- The ministry participated in the Indigenous Youth Internship, Student Co-op, and Work-Able programs.
- The ministry uses an asset- and strength-based approach to recognizing the skills, experiences, insights, capitals, creativity, ways of knowing and intellect of employees, per the PSA hiring policy.
- Ministry executive and employee learning requirements consist of:
  - » Mandatory training:
    - Diversity and Inclusion Essentials
    - Gender-Based Analysis Plus (GBA+)
    - Standard of Conduct (yearly)
    - EMLI Reconciliation Plan Training
    - San'yas Indigenous Cultural Safety
    - Bystander to Ally online training
  - » Optional but recommended:
    - 1014-1 GBA+ (mandatory for excluded employees; optional for included employees)
    - Writing for Indigenous Content Workshop
    - Addressing Discrimination, Bullying and Harassment in the Workplace
    - Building Relationships with First Nations: Respecting Rights and Doing Good Business
    - Building Bridges Through Understanding the Village – Online Learning
    - Equity, Diversity and Inclusion Learning Pathways
  - » The executive teams and branches announce various events and initiatives to encourage staff to participate.
  - » The ministry encourages staff and leadership to participate in the Moose Hide Campaign.
  - » Ministry intranet website announcements include:
    - Multiculturalism Week
    - Annual Women's Memorial March
    - Moose Hide Campaign

- Black History Month
- Islamic Heritage Month
- Jewish Heritage Month
- Asian Heritage Month

The ministry incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

- EMLI engages with First Nations and Indigenous organizations in program design and implementation. For example:
  - » EMLI staff engage with Indigenous Nations through the First Nations Energy and Mining Council (FNEMC) on all policy and guidance changes that may impact communities.
  - » EMLI staff participate in ongoing Indigenous engagement on active mining projects provincewide.

#### **B.C. Human Rights Code:**

- The ministry upholds the Standards of Conduct. The relevant section is Workplace Behaviour, which upholds the Human Rights Code.
- The ministry follows PSA's Accountability Framework for Human Resource Management, which has a section on diversity and inclusion, and the Public Service Act, which addresses hiring for diversity in the BC Public Service.
- EMLI has a workforce plan (developed with People and Workplace Strategies/Corporate Services for the Natural Resource Ministries) that has a strategic focus area on diversity, inclusion and reconciliation, as well as a reconciliation plan and a reconciliation engagement toolkit.

#### **Declaration on the Rights of Indigenous Peoples Act (Declaration Act Action Plan) Truth and Reconciliation Commission of Canada Calls to Action:**

- In 2022/23, the ministry released additional support for ongoing reconciliation training and learning including San'yas Indigenous cultural safety training. Planned sessions introduce staff to some of the core concepts and historical realities that have led to reconciliation and help them understand how they can advance reconciliation within the context of their work as a public servant and a ministry employee.

This training is now an essential learning course for all EMLI staff. There is also some space in an advanced course entitled Bystander to Ally.

- In 2023, the ministry will organize a Truth and Reconciliation Day of Reflection, providing an opportunity for all staff members to reflect on our shared past and focus on advancing reconciliation.
- Divisions within the ministry have organized training to improve Indigenous cultural awareness.
- The ministry's Indigenous Partnerships Branch within the Strategic and Indigenous Partnerships division has updated the learning plan to include new opportunities:
  - » Virtual webinars are now available to all EMLI staff, offering support for ongoing reconciliation training and learning. Planned sessions include:
    - Cultural Safety and Trauma Awareness and Indigenous People: A closer look at the impacts of residential school, reconciliation, the importance of language and how to integrate what we learn together through open dialogue into our work.
    - Facilitated Indigenous engagement sessions: Guidance on how to plan for meaningful engagement appropriately and respectfully with Indigenous Peoples in meetings, workshops and other processes.
  - » EMLI offers in-person trauma-informed training to provide staff with the knowledge and tools to care for secondary trauma. The training includes case simulations that allow participants to apply trauma-informed principles within the context of EMLI's work.
- EMLI has submitted applications for three interns as part of the Indigenous Youth Internship Program. This program aims to support Indigenous professionals in exploring career development options within a culturally safe and responsive learning environment.

### **TogetherBC, British Columbia's Poverty Reduction Strategy:**

- The ministry prepared a report on the initiatives undertaken in 2022 that supported the key elements of TogetherBC.

### **Gender-Based Analysis Plus:**

- The ministry required staff and leadership to attend GBA+, Standards of Conduct and Diversity and Inclusiveness training to support a respectful workforce.
- The ministry has a GBA+ working group that meets regularly to ensure that staff have the tools and training necessary to use GBA+ in their roles.
- The Low Carbon Fuels Branch in the Energy Decarbonization Programs Office introduced new onboarding requirements including San'yas Indigenous Cultural Safety Foundations Training, GBA+ and iGBA+, and Diversity and Inclusion Essentials education.

### **Cultural Events:**

- Ministry staff are encouraged to participate in corporate-sponsored Mosaic education sessions with topics such as Speaking up for Inclusion and Understanding the Basics of LGBTQ2S+.
- The Moose Hide Campaign – an Indigenous-founded and -led grassroots campaign that engages men and boys to end violence towards women and children – is widely supported in the ministry.

### **Ethics:**

- The ministry has an appointed ethics advisor who is available to staff who have questions on ethics.
- Ministry staff were encouraged to reflect on and participate in cultural safety resources offered by the BC Public Service Agency.

In 2022/23, the ministry utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- The Columbia River Treaty (CRT) team in the Electricity and Utility Regulation division works closely with impacted Indigenous Nations as part of the Negotiation Advisory Team in co-developing strategies and positions for negotiations with the United States that include Indigenous ecosystem

and cultural values. Additionally, the CRT team is collaborating with Indigenous Nations to develop a shared governance model for the implementation of the treaty.

- Clean Energy Major Projects Office (CEMPO) staff reflect on and participate in cultural safety resources offered by the BC Public Service Agency. Staff on the CEMPO team have participated in the San'yas Indigenous Cultural Safety Foundations Training. They also support and directly participate in cultural training activities and events. The Moose Hide Campaign – an Indigenous-founded and -led grassroots campaign that engages men and boys to end violence towards women and children – is widely supported in the Secretariat office.
- In accordance with our commitments under the Declaration Act, our ministry works collaboratively with First Nations partners and prioritizes economic reconciliation. The ministry supports strategic planning and co-ordination amongst multiple ministries to ensure that the energy industry is supporting economic reconciliation with First Nations communities in northern British Columbia.
- The Mines Health, Safety and Enforcement division maintains a relationship with the FNEMC to gather input regarding Indigenous interests in various initiatives, including legislative changes and the implementation of new work units.
- Indigenous representatives sit on the Standing Code Review Committee, along with labour and industry groups, to help ensure all perspectives inform ongoing updates to the Health, Safety and Reclamation Code for Mines in B.C. In April 2022, the committee established the UN Declaration Code Review sub-committee to align code revisions with the UN Declaration on the Rights of Indigenous Peoples and the Declaration Act. The committee works with various technical sub-committees to ensure their work is aligned with the UN Declaration. For example, the UN Declaration sub-committee recently worked with the sub-committee charged with proposing Code revisions to the provisions related to tailings storage facilities.
- EMLI works with the FNEMC on strategic policy matters. The ministry consults with First Nations before undertaking an action that may potentially impact Aboriginal and treaty rights. EMLI also actively participates in government-to-government

agreements with First Nations.

- In June 2021, the Chief Auditor for Mines, EMLI and the FNEMC signed a memorandum of understanding that sets out a framework for the Chief Auditor and EMLI to engage with the FNEMC throughout the mine audit process.
- The Mines Health, Safety and Enforcement division works with First Nations to co-ordinate and collaborate on site issues, including insolvencies, legacy and abandoned mine sites, and accompanied inspections.

The ministry collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups.

Examples include:

- The ministry has been supportive and responsive to developing new and innovative solutions with Indigenous partners in a manner that supports their self-determination and enhances community and regional economic opportunities and employment.
- CleanBC, along with FortisBC and BC Hydro, are program partners to Empower Me, which provides energy conservation and education programs designed for and delivered by members of diverse and multilingual communities. Through multilingual members of the community, they are able to reach and educate residents about home energy efficiency options, including CleanBC and utility programs.
- CleanBC launched the CleanBC Income Qualified Program in 2022 to improve access to energy-efficiency rebates for low-income groups; the program is available in 10 languages to facilitate participation by multiple communities.
- EMLI funds electric vehicle (EV) awareness materials in multiple languages and EV events hosted by diverse communities across B.C.
- The CleanBC Go Electric Passenger Vehicle Rebate program became income tested as of August 2022, increasing the rebates available for the lowest income earners.
- Indigenous communities and businesses are eligible for higher rebates in the CleanBC Go Electric Public Charger Program; this supports increased Indigenous ownership of public charging stations in the Go Electric Fleets Program and in the Go Electric Home and Workplace Charger Rebate Program.

## HIGHLIGHTS ON INITIATIVES IN 2022/23

The ministry advanced economic reconciliation through two new programs: the Dormant Sites Reclamation Program and the Legacy Sites Reclamation Program. Indigenous communities participating in these programs benefited from the federal government's investment in oil and gas well site clean-up.

### SUCCESS STORY

- The BC Indigenous Clean Energy Initiative provided early-stage clean energy project development and capacity-building funding for Indigenous communities.
- The CleanBC Indigenous Community Energy Coach program helps Indigenous communities take advantage of the Better Homes program and related utility energy-efficiency offers. EMLI initiated the CleanBC Remote Community Energy Strategy to reduce diesel consumption for electricity generation in remote communities, promote economic development, and further the Province's reconciliation commitments with Indigenous Peoples.
- The Columbia River Treaty team incorporates Indigenous cultural protocols, stories, learnings and language in all engagements with Indigenous Nations.

## Ministry of Environment and Climate Change Strategy

### Mandate

The Ministry of Environment and Climate Change Strategy is responsible for the effective protection, management and conservation of B.C.'s water, land, air and living resources. It leads work on climate preparedness and adaptation and leads plans to meet greenhouse gas reduction targets. The ministry delivers services directly through staff based in regional offices across the province, as well as through partnerships and agreements with Indigenous Peoples, local governments, the federal government and stakeholder groups.

### Executive Commitment

The ministry is committed to supporting multiculturalism, equity and anti-racism in a manner that reflects the Multiculturalism Act and the Declaration on the Rights of Indigenous Peoples Act (DRIPA). This support includes policies and programs aimed at improving the circumstances of equity-seeking individuals and groups, as well as respecting the rights of Indigenous Peoples. As such, the ministry's policy teams are expected to consider equity, inclusion, diversity, respect, cross-cultural understanding and awareness, and Gender-Based Analysis Plus (GBA+) frameworks.

The ministry is particularly committed to engaging Indigenous Peoples in environmental protection, economic development and stewardship project opportunities. In addition, the ministry's Environmental Assessment Office (the EAO) is committed to recognizing the inherent jurisdiction of Indigenous Nations and their right to participate in decision-making in environmental assessments, based on their own laws and traditions.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry uses the following initiatives aimed at diversifying its workforce:

- BC Parks has an Equity, Diversity and Inclusion Advisory Council made up of staff with diverse lived experience who provide recommendations for initiatives that promote respect and celebration of diversity in the workplace.

- Hiring is within the purview of the Public Service Agency (PSA). The PSA has an Indigenous Applicant Advisory Service whose aim is to increase representation of Indigenous people in the BC Public Service.
- People and Workplace Strategies is in the process of hiring a director to oversee equity, diversity and inclusion work, and a manager to move the work along.
- There are multiple Community of Practice groups that share resources and learnings within the greater ministry: Environmental Assessment Office's New Act Implementation meeting series, BC Parks' Learning for Reconciliation (L4R) program, Climate Action Secretariat's (CAS) GBA+ Circle Learning sessions, Women in the Natural Resource Sector, and Ten Draft Principles Community of Practice.
- The ministry hosted two interns through the Work-Able Program in fiscal 2022/23.
- The ministry and the EAO support the Qwelminte Secwepemc Intern Program, which was developed by Qwelminte Secwepemc and aims to support the professional growth of the next generation of practitioners. The program is open to Indigenous students at the university level. Interns become active players for transformation in land and resource management in a manner upholding Secwepemc law, jurisdiction and governance. This includes providing grants, meeting with interns to provide advice and guidance on their projects, and providing employment opportunities in the ministry.
- The Indigenous Partnerships and Engagement Branch supports business areas within the ministry to include Indigenous relations behavioural competencies in hiring processes and works with hiring managers across the ministry to support diverse hiring practices.

The ministry has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- The ministry uses targeted attraction, mentoring and retention initiatives set out by the BC Public Service Agency.
- The ministry supports staff in leadership and participant roles in the Women in the Natural Resource Sector group.

- The Regional Operations Branch drafted a staffing strategy in 2022/23 intended for implementation in 2023/24. The strategy addresses how to build and diversify tomorrow's workforce by focusing on recruiting, onboarding, training, mentoring, coaching, taking care of our people and continuous improvement.
- Each month the Indigenous Media Discussion Group, hosted by the Climate Action Secretariat and open to all staff, meets to discuss and learn about Indigenous culture, history and current events through a variety of articles, podcasts, videos, music and art. This supports and encourages staff to take an active approach to reconciliation through education.
- A recurring GBA+ Lunch & Learn has been introduced at CAS to encourage and facilitate the use of GBA+ in the work they do. It is designed to allow employees to come together in a collaborative dialogue to learn with and from each other and to discuss GBA+ related topics from concept to analysis to implementation.
- In January 2022, the Environmental Assessment Office established a new executive lead for diversity and inclusion. The initial focus is to generate awareness of the ethnic and cultural diversity of B.C. and to provide staff with an opportunity to reflect on and participate in various awareness days and initiatives.
- The Regional Operations Branch developed an Indigenous Relations Learning Plan. The plan directs staff that engage with Indigenous Peoples to enhance their anti-racism and intercultural competencies by participating in targeted courses. There are also "deep dive packages" for those who wish to explore specific topics in more depth and opportunities for knowledge sharing.
- The ministry supports staff in leadership and participant roles in the Women in the Natural Resource Sector group. The PSA hosts an Indigenous mentoring program.
- Climate Action Secretariat staff produce a monthly staff newsletter focused on GBA+ initiatives. The newsletter covers relevant events that support learning and promotes participation in important celebrations of diversity, inclusion and equity.
- The BCPS has various employee resource groups listed on the government intranet.

The ministry promotes multiculturalism in the workplace through events and initiatives in the following ways:

- The Environmental Protection Division supported staff interested in pursuing training related to unconscious bias and had staff participate in mandatory courses.
- All divisions within the ministry promote and support diversity and inclusion, GBA+ and Indigenous learning training for all levels of staff. Divisions that work closely with Indigenous Peoples and communities have more extensive and mandatory training that includes engagement approaches, Indigenous cultural safety, cultural agility, unconscious bias, inclusive language, and tools/resources for mitigating bias.
- The Deputy Minister's Office (DMO) uses its existing channels, including executive all-staff emails, the intranet and printed materials in shared workspaces to signal, boost and share messages created by other divisions and the PSA. For example, the DMO:
  - Sent a DM message to all ministry staff regarding National Truth and Reconciliation Day, with resources and links to events and support.
  - Shared PSA links and resources for Black History Month on the ministry's homepage slider.
  - Advocated for and encouraged the Moose Hide Campaign by sharing email messaging, intranet sliders, physical handouts, posters and pins in the office, and promoted the Moose Hide awareness webinar. The DMO also created and designed the [event landing page](#) on the ministry intranet.
- New employees in the Conservation Officer Service (COS) undergo cross-cultural awareness and related training at the Western Conservation Law Enforcement Academy. The COS has a dedicated Restorative Justice and First Nations program with two positions focused on the delivery of education and training.
- The BC Parks Strategic Roadmap includes two goals – numbers 4 and 5 – aimed at actively enhancing our contribution to government's reconciliation efforts with Indigenous Peoples, and building and supporting a diverse and inclusive work environment and culture.

- The Climate Action Secretariat's GBA+ Working Group hosted a learning session for staff on disability inclusive climate action, with a presentation from Dr. Sebastien Jodoin, associate professor in the Faculty of Law at McGill University and co-founder and director of the Disability-Inclusive Climate Action Research Program.

The ministry incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

- Ministry staff and decision-makers consider equity and anti-racism in developing and reviewing ministry policies and expressions of policy such as legislation, strategies and plans.
- At the level of general equity for all residents of and visitors to B.C., the ministry applies GBA+ analysis as a standard element of policy development, including preparation of cabinet submissions (Requests for Decision on issues of policy and Requests for Legislation) and regulatory measures (Orders in Council and Minister's Orders). B.C.'s Human Rights Code is also considered in developing and reviewing ministry policies.
- Specifically regarding the advancement of reconciliation with Indigenous Peoples in B.C.: In proposing and developing policy and legislation, the ministry takes into consideration the UN Declaration on the Rights of Indigenous Peoples, the BC Declaration on the Rights of Indigenous Peoples Act, the Declaration Act Action Plan, and the Truth and Reconciliation Commission Calls to Action, as well as advice from the Ministry of Indigenous Relations and Reconciliation, legal advisors in the Ministry of Attorney General, and, in future (as it becomes increasingly operational), the Declaration Act Secretariat.
- The EAO plans new engagement on regulation and policy development in alignment with DRIPA and the interim requirements for Section 3 of DRIPA regarding consultation and cooperation with Indigenous Peoples. Most recently, the EAO has developed its approach to engagement on a dispute resolution regulation with these principles in mind, and in consultation with the First Nations Leadership Council (FNLC).

- Clean Coast Clean Waters (CCCW) – the shoreline cleanup and derelict vessel removal funding initiative – is directed towards marine coastal Indigenous Nations, Indigenous organizations and local governments in B.C., as well as B.C. non-profits and organizations and individuals that have expertise in shoreline and marine debris clean-up and removal of derelict vessels. Funding is provided by the provincial government as part of its StrongerBC Pandemic Response and Economic Recovery initiative. The CCCW program requires First Nations representation on the selection committee when reviewing a proposal to ensure it has adequately engaged First Nations associated with the scope of the project.
- In August 2022, Phase 2 of the CleanBC Plastics Action Fund launched with approximately \$10 million in funding to support plastic waste reduction through reuse, increased use and processing of recycled plastics. In addition to all projects being screened for diversity and inclusion considerations, a funding stream specific to Indigenous-led projects was also created. In Phase 2, the majority of the projects selected for funding provide economic opportunities for women, youth, Indigenous Peoples and other visible minorities.
- To access funding through the Local Government Climate Action Program, local governments are required to complete a survey that includes the question, "How does your community ensure equitable access to and distribution of climate action opportunities and benefits?"
- The EAO's current work is influenced by its Human and Community Well-Being Guidelines, which provide direction to proponents on considering distinct and disadvantaged populations throughout the environmental assessment process.
- As part of meeting government's obligations under the Declaration Act, including engagement on policy and legislative initiatives with Indigenous Nations and governments, the Public Interest Bonding Strategy supported Indigenous participants to work with an Indigenous contractor and provide valued policy advice and perspectives. This approach was designed to be inclusive and open, and allowed a diversity of Indigenous participants to give input on the ministry's Public Interest Bonding Strategy discussion paper.

- The BC-First Nations Leadership Council Technical Working Group and the Indigenous Climate Adaptation Working Group provide advice on climate programs in the province. Both groups, as well as hired Indigenous facilitators, assist in Indigenous engagement to ensure diverse groups of Indigenous Peoples are included in climate policy via engagement and consultation sessions. Through this, cultural experts have been used in the design, development and implementation of CAS's services and programs.
- As part of the planning and development for consultation and co-operation on the EAO's proposed Dispute Resolution Regulation, the EAO has engaged an advisor on navigating the interpretation of consult and co-operate in practice. This advisor also works with the Declaration Act Secretariat and with the Ministry of Indigenous Relations and Reconciliation (MIRR.) The EAO has also engaged an Indigenous management company to provide expertise on government-to-government and multi-party facilitation between the Government of B.C. and Indigenous communities. This includes the selection of culturally safe meeting venues for First Nations participants.

In 2022/23, the ministry utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- The ministry continues to work collaboratively with First Nations to implement two signed bilateral water management agreements. These are world-leading examples of provincial, territorial and Indigenous governments working together to manage shared aquatic ecosystems under the broader Mackenzie River Basin Transboundary Waters Master Agreement. First Nations directly engaged in this work include Fort Nelson First Nation, Tahltan First Nation and Kaska Nations.
- The ministry engages regularly with the Indigenous Zero Waste Technical Advisory Group (IZWTAG) on waste management issues such as rural access to recycling facilities. IZWTAG has supported provincial funding programs, including the CleanBC Plastics Action Fund, the Organics Infrastructure Program and the Clean BC Organics Infrastructure and Collections Program, providing support and communication with Indigenous communities throughout B.C.

- Throughout the development of the proposed provincial waste prevention regulation (to address single-use and plastic waste), the ministry directly engaged with disability organizations (including Disability Alliance of BC and Spinal Cord Injury BC) to ensure consideration is given to accessibility and inclusion.
- The First Nations Energy and Mining Council was engaged directly and supported to provide a detailed report on issues related to the Public Interest Bonding Strategy.
- The Flood Debris and Management Secretariat successfully engaged with First Nations partners on multiple sediment projects through collaborative task force working groups. These groups consisted of multiple ministries, stakeholders, and Indigenous rightsholders and titleholders in a forum; they delivered projects by providing guidance for services and works to be implemented.
- The EAO maintains collaborative relationships with various Indigenous organizations throughout the province. Recently, for example, the EAO's Indigenous Partnerships and Engagement Branch provided funding and input into the development of a primer – developed by the First Nations Major Projects Coalition – for First Nations involvement in the BC Environmental Assessment process.
- The Climate Action Secretariat has established two networks with Indigenous groups: the First Nations Leadership Council-BC Technical Working Group on Climate Change, and the Indigenous Climate Adaptation Working Group. The groups meet monthly to review and address structural barriers and systemic racism in how the province develops and implements climate action policies. CAS works with the two advisory groups to understand how to best work with Indigenous partners and organizations to ensure a safe and culturally appropriate environment for Indigenous Peoples.
- The Land Remediation section created a Contaminated Sites Indigenous Advisory Group to collaborate on policy for Making Contaminated Sites Climate Ready and to ensure Indigenous interests are reflected in the requirements for remediation of contaminated sites. The advisory group is funded by the Indigenous Funding Program and includes representatives from 18 First Nations and Indigenous organizations.

- Under the Climate Change Accountability Act, the Province is required to report on climate change risks every five years. In preparation for the next climate change risk assessment, foundational work was conducted to identify how future risk assessments can better consider the uneven distribution of risks and advance equity, diversity and inclusion priorities. The Ministry of Environment is working closely with the Ministry of Emergency Management and Climate Readiness to implement equity-informed approaches to the upcoming Disaster and Climate Risk and Resilience Assessment.
- The ministry engages with Indigenous governments broadly on policy and legislation development and maintains working relationships with a significant number of First Nations and Indigenous organizations across all ministry program areas. CAS, through Climate Preparedness Adaptation Strategy and CleanBC, does provincewide engagement and has technical working groups with First Nations organizations. BC Parks co-manages with a number of First Nations and First Nations organizations. The Indigenous Partnerships and Engagement Branch supports program areas in developing methodologies that reflect a distinction-based approach.
- The ministry continues to partner with several Indigenous Nations across the province to develop *water quality objectives* that consider Indigenous cultural values and practices in addition to western science. These partnerships include:
  - » Burrard Inlet with Tsleil-Waututh Nation
  - » Lake Kootenay with Ktunaxa Nation (focused on selenium levels)
  - » Shuswap Lake (focused on nutrient management)
  - » Murray River with some Treaty 8 First Nations (focused on mining effluent and cumulative effects)
  - » Similkameen River with the Upper and Lower Similkameen Indian Bands (focused on mining and non-point source discharges)
  - » Kitimat River with the Haisla and Kitselas Nations
  - » Morice River with the Office of the Wet'suwet'en
- The EAO recently completed the planning phase of its consultation and engagement with Indigenous communities on its proposed Dispute Resolution Regulation. As part of planning and development for the regulation, the EAO:
  - » Sought advice from the Declaration Act Secretariat on best approaches for consulting and co-operating with Indigenous nations.
  - » Is following the interim guidance on alignment of laws in regard to Section 3 of DRIPA.
  - » Is taking a trauma-informed approach to consultation and engagement.
  - » Is working with consultants with expertise on running government-to-government consultation with First Nations communities to fill gaps in the EAO's cultural knowledge and to provide workshops and sessions that better consider cultural safety.
- In March 2022, the Climate Action Secretariat hosted a series of lived-experience engagements with under-represented populations who faced increased exposure to extreme temperatures and greater barriers to accessing supports during the 2021 heat dome event. With the support of trusted community organizations, sharing circles were held with individuals from rural and urban communities including seniors, people with disabilities and people experiencing homelessness, housing insecurity, substance use and mental health challenges. Learnings were shared within government and an engagement guide was developed that outlines best practices and case study examples of how equity-denied populations can be meaningfully included in future climate action initiatives.
- In the fall of 2022, the Climate Action Secretariat held Indigenous engagement sessions for the CleanBC Roadmap to 2030. Seventy-seven First Nations participated. In alignment with the Multiculturalism Act and the Declaration on the Rights of Indigenous Peoples Act, the engagement sessions ensured inclusion of Indigenous voices in policies for the CleanBC Roadmap, equity in how voices were heard (both in-person and virtual sessions were held to accommodate various needs), and cross-cultural understanding and awareness (by following cultural protocols and creating safe spaces for participants). An Indigenous facilitator was hired to help inform culturally safe and trauma-informed

practices and to co-develop and design engagement materials in a way that respects Indigenous laws, values, knowledge and the impact climate change is having on Indigenous territories, communities and ways of life.

- In 2023, CAS engaged with staff from Nations on how to improve the Local Government Climate Action Program, which provides local governments and Modern Treaty Nations with funding to support local climate initiatives. The engagement led to the modification of reporting requirements to ensure cultural appropriateness.
- The BC-First Nations Leadership Council Technical Working Group and the Indigenous Climate Adaptation Working Group provide advice on climate programs in the province. Both groups, as well as hired Indigenous facilitators, assist in Indigenous engagement to ensure diverse groups of Indigenous Peoples are included in climate policy via engagement and consultation sessions. Through this, cultural experts have been used in the design, development and implementation of CAS's services and programs.
- As part of the planning and development for consultation and cooperation on the EAO's proposed Dispute Resolution Regulation, the EAO has engaged an advisor on navigating the interpretation of consult and co-operate in practice. This advisor also works with the Declaration Act Secretariat and with MIRR. The EAO has also engaged an Indigenous management company to provide expertise on government-to-government and multi-party facilitation between the Government of B.C. and Indigenous communities. This includes the selection of culturally safe meeting venues.
- The ministry participates in several councils and cross-ministry working groups to work towards a co-ordinated approach to addressing systemic discrimination and racism. These include the Cross Agency Indigenous Relations Team and work with the Major Mines Office at the Ministry of Energy, Mines and Low Carbon Innovation.
- The Ministry of Environment is working closely with the Ministry of Emergency Management and Climate Readiness to implement equity-informed approaches to the upcoming Disaster and Climate Risk and Resilience Assessment.

- The EAO has made commitments to the Gender Equity Office's Gender-Based Violence Action Plan, pledging to work towards reducing gender-based violence in remote work camps associated with project proposals.
- The ministry operates two multi-year organics diversion programs – the Organics Infrastructure Program (OIP) (2019 to 2024) and the CleanBC Organic Infrastructure and Collections Program (OICP) (2020 to 2024) – to support projects that reduce greenhouse gas emissions by diverting organic waste being sent to landfill.
  - Under both programs, the definition of an eligible Indigenous applicant was broadly defined as an Indigenous governing body (as defined under DRIPA) to increase the number of eligible Indigenous communities.
  - The programs closely support UNDRIP by strengthening the connection with and the development of the traditional lands of Indigenous funding recipients.
  - Recognizing the complexity of infrastructure projects and the limited capacity within some communities, the ministry contracted the Indigenous Zero Waste Technical Advisory Group to support Indigenous recipients with program management, reporting and claims submission.
  - Both OIP and OICP allow Indigenous communities the opportunity to provide organic waste management to households regardless of remoteness and socio-economic status. The ministry delivers and supports culturally appropriate and responsive programs and services including:
- The ministry has established internal equity, diversity and inclusion council and working groups within BC Parks and the EAO. These will support the BC Parks Commitment to Inclusion (launched March 2023) to make public our commitment to make provincial parks more inclusive and accessible for everyone. To inform the Commitment to Inclusion, BC Parks engaged with numerous organizations that serve equity-deserving groups. The EAO will incorporate the updated workforce plan guideline requirements around diversity and inclusion into related strategic plan goals.

- BC Parks made efforts to increase the diversity of people represented in promotional photography and videography. Working with partner organizations, BC Parks recruited participants who reflect the diversity of B.C. to participate in photo shoots and thanked them with an honorarium. The new [bcparks.ca](http://bcparks.ca) website has significantly more diverse representation in its images than ever before.
- The EAO's graphic design kit ensures representation of multiple ethnic groups in public-facing materials to contribute towards equitable visual representation.
- Materials published on the website are reviewed for accessibility.

The ministry collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups. Examples include:

- In accordance with Sections 25(1) and (2) of the EAA 2018, the EAO considers information on the effects of a project on Indigenous Nations and their rights as recognized and affirmed by Section 35 of the Constitution Act 1982, including social, cultural, economic and health effects, and disproportionate effects on distinct human populations including populations identified by gender.

### HIGHLIGHTS ON INITIATIVES IN 2022/23

- In March 2022, the Climate Action Secretariat hosted a series of lived experience engagements with under-represented populations who faced increased exposure to extreme temperatures and barriers to accessing supports during the 2021 heat dome event. Learnings were shared within government and an engagement guide was developed that outlines best practices and case study examples of how equity-denied populations can be meaningfully included in future climate action initiatives.
- The Guardian Shared Compliance and Enforcement Pilot Project with Nuxalk and Kitsoo Xaixis' First Nations establishes a collaborative framework for the development of a shared compliance and enforcement program, building on the recognition of the importance of long-term, sustainable, collaborative arrangements.

- BC Parks is amplifying diverse voices on its blog and social media channels by partnering with groups like Colour the Trails and Qmunity.
- The EAO is in the process of reviewing and updating its Human and Community Well-Being Guidelines and policy development approach to better incorporate a Gender-Based Analysis Plus (GBA+) lens.
- The Regional Operations Branch participated in an Indigenous government-led visioning process with Taku River Tlingit First Nation to create a broader community vision for Atlin.
- Environmental Protection Division (EPD) developed a salmon tissue and water quality monitoring program in and around the closed Bell and Granisle mines in conjunction with the Lake Babine Nation. EPD agreed to train Nation members on water quality sampling techniques and water quality data collection practices.
- EPD created and posted instructions and tips to empower stewardship groups and Indigenous groups to conduct surface water quality monitoring programs.
- The CleanBC Communities Fund provides federal and provincial funding for climate infrastructure projects under the Investing in Canada Infrastructure Program agreement (2018-2028). Indigenous communities are eligible, though not specifically targeted. Projects from 12 Indigenous communities are currently being supported with \$90.7 million.
- The Local Government Climate Action Program provides a total of more than \$380,000 to nine Modern Treaty Nations to support their work meeting CleanBC Roadmap objectives.
- The EAO's Indigenous Partnerships and Engagement Branch works with various First Nations to negotiate environmental assessment chapters of treaties and other agreements to establish shared understanding on how to work together during provincial environmental assessments. This work aids in addressing systemic discrimination by recognizing the inherent right of First Nations to govern themselves with respect to their special relationship to their land and resources in matters that are internal to their community and to their unique culture and identity.

## **SUCCESS STORY**

Indigenous engagement on CleanBC showed that the funding landscape for Indigenous communities and organizations is very complicated. In response, the Climate Action Secretariat and the Ministry of Energy, Mines and Low Carbon Innovation developed the BC Community Climate Funding Guide. This is an all-in-one website that connects people to various funding opportunities for climate action projects in their communities. The site aims to remove barriers and make access to funding easier for Indigenous communities and local governments. Through advanced search tools, communities can find the best funding programs to match their projects promoting climate preparedness and sustainable energy use.

On June 6, 2022, the Tahltan Nation and the B.C. government signed a consent-based decision-making agreement under Section 7 of DRIPA. The agreement is specific to the Eskay Creek Project currently in the environmental assessment process with the EAO. It expands on the environmental assessment process under the Environmental Assessment Act 2018, including creating space for Tahltan to conduct its own assessment of the project, and requiring Tahltan consent for the project to proceed.

## Ministry of Finance

### MANDATE

- Vision — Innovative, Collaborative, Transparent
- Mission — Trusted partners delivering responsible, consistent and valued financial and fiscal services, leadership and advice.

### EXECUTIVE COMMITMENT

The Ministry of Finance plays a central role in managing government's fiscal, financial and taxation policies and legislation. Some key responsibilities that support B.C.'s multicultural society include co-ordination of cross-government action on gender issues including gender-based violence, pay transparency and gender equity.

As a ministry, we are committed to the government's mandate to ensure we are reflective of our province and inclusive of Indigenous Peoples, immigrants, and persons with disabilities and varied backgrounds.

While we are taking actions as a ministry to support equity, diversity, inclusion and reconciliation, our data tells us that we need to enhance and expand those efforts to ensure that we have accessible, culturally safe and inclusive practices and processes. When considering ministry strategies, approaches and actions, we will align with the corporate Where We All Belong: Diversity & Inclusion Strategy and consult with stakeholders and subject matter experts.

The primary objectives for equity and belonging in our People Plan are:

- An inclusive workplace where every employee can contribute and feel like they belong.
- A workforce that is representative of our province's diversity.
- A workforce that is guided by the principles of reconciliation.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry uses the following initiatives aimed at diversifying its workforce:

- The ministry's workforce is representative of the diversity of British Columbia in some areas, and more work is required to be representative in others.

For example:

- The ministry workforce is 58% women (cisgender), 39% men (cisgender) and 2% transgender, but only 45% of roles in Bands 5 and 6 are occupied by women.
- 22% of the ministry workforce identifies as having a disability, compared to 12% across the BC Public Service.
- Only 2% of staff identify as Indigenous, compared to 4% in the BC Public Service (BCPS) and 6% of British Columbians.
- 31.4% of our workforce are members of a visible minority, compared to 21% in the BCPS and 30.3% of British Columbians. This level of representation is encouraging. However, additional work is needed to be representative in excluded management positions (Bands 1 to 6), of which 8.1% are filled by members of a visible minority.
- The ministry's 2023-2026 People Plan includes a commitment to enhance our inclusive people practices and analytics and further pursue gender equity at the senior leadership levels. Additionally, the ministry continues to have work to do in the areas of attraction, recruitment, learning and development, and culture and engagement to help strengthen the representation and inclusion of Indigenous employees in our ministry.
- Equity & Belonging (includes diversity, inclusion and reconciliation) is one of six key priorities in the ministry's 2023-2026 People Plan. The primary objectives for E&B are:
  - An inclusive workplace where every employee can contribute and feel like they belong.
  - A workforce that is representative of our province's diversity.
  - A workforce that is guided by the principles of reconciliation.
- The ministry is recruiting new talent through work-integrated learning opportunities such as co-ops, internships and work experience. These include the Work-Able Internship Program and the Indigenous Youth Internship Program. One Work-Able intern was hired by the ministry in fiscal year 2022/23.

- The ministry encourages all hiring managers to conduct a review of job profiles prior to posting to ensure that they include any appropriate Indigenous relations behavioural competencies and use inclusive language.
- The Gender Equity Office's job postings include the following statement to encourage applications from under-represented groups: "Candidates who self-identify as Indigenous, Black or a person of colour (IBPOC), people who identify as LGBTQ2S+ and/or people with disabilities may have lived experiences of systemic discrimination and thus would have important perspectives to bring to this work."
- The ministry's People Plan includes a commitment to building a workplace that is representative, safe and culturally aware of Indigenous Peoples.

The ministry promotes intercultural understanding and respect for diversity in the workplace in the following ways:

- The ministry makes use of psychometric assessments (such as the Myers-Briggs Type Indicator, 360 assessments, emotional intelligence and workplace resilience assessments) to help employees, leaders and teams understand their unique strengths and contributions to the workplace.
- Ministry recognition programs acknowledge and embrace employees' whole selves and their unique contributions to the workplace beyond their day-to-day work.
- All ministry staff are required to complete:
  - » PSA mandatory training:
    - [\*Diversity and Inclusion Essentials\*](#)
    - [\*Annual review of the Standards of Conduct and Oath\*](#)
  - » Ministry mandatory training:
    - [\*Introduction to Gender-Based Analysis Plus \(GBA+\)\*](#)
    - [\*Building Capacity in Indigenous Relations\*](#)

As of April 1, 2023, 1,448 staff members have attended all mandatory training.

- Ministry leadership development programs include diversity and inclusion principles, and require participants to include a learning goal centred on the Valuing Diversity competency in their development plans.
- In 2022/23, ministry hiring managers were offered a recruitment diversity and inclusion workshop outlining the foundational principles of inclusive hiring and information on how to identify and minimize barriers to inclusive recruitment and how to make use of Indigenous Behaviour Competencies in job profiles. Additionally, all hiring managers are encouraged to complete PSA's Hiring Certification Level 1, which includes information on inclusive hiring practices.
- The Parliamentary Secretary for Gender Equity recognized the following events by issuing statements and/or hosting events:
  - » International Women's Day
  - » Trans Day of Visibility
  - » International Day Against Homophobia, Transphobia & Biphobia
  - » Moose Hide Day
  - » Gender Equality Week
  - » Consent Awareness Week
  - » Equal Pay Day
  - » Women's History Month
  - » National Day of Action for Murdered and Missing Indigenous Women, Girls, and Two-Spirit People
  - » International Day for the Elimination of Violence Against Women and 16 Days of Action
  - » Transgender Day of Remembrance

The calendar of recognized initiatives is taken from the Strategic HR Branch and the PSA EDI team. Ministry internal communications use multiple channels for promotion. All the referenced examples have been promoted through organization-wide newsletters and front-page placement on our intranet site. Some are also promoted through executive messages and in-person events, such as information kiosks set up for Moose Hide.

The ministry incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

- The Ministry of Finance plays a central role in managing government's fiscal, financial and taxation policies and legislation which impact all British Columbians. Some key responsibilities that support B.C.'s multicultural society include co-ordination of cross-government action on gender issues, including gender-based violence, pay transparency and gender equity.
- Materials on ministry programs are published in multiple languages and translation services are offered in most languages and through Telephone Device for the Deaf to ensure members of the public are able to access services regardless of their cultural background or accessibility needs.
- Public information on tax programs and the provincial budget are published in multiple languages.
- Translation services are offered in more than 120 languages and through Telephone Device for the Deaf for all ministry materials on the B.C. government website.

In 2022/23, the ministry utilized networks, partnerships, advisory councils, consultation and other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- The ministry's Gender Equity Office (GEO) leads cross-government initiatives on gender equity that may include a focus on race, Indigeneity and ethnicity from an intersectional perspective. The GEO co-ordinates across government portfolios to support and ensure alignment with other equity-serving initiatives including reconciliation, multiculturalism and anti-racism, and accessibility. For example, the Pay Transparency Act, introduced on March 17, 2023, requires employers to disclose their gender pay gaps and includes an option to introduce regulations requiring racial, Indigenous and other intersectional pay gaps.

- The GEO collaborated with the Ministry of Public Safety and Solicitor General (PSSG) and Indigenous community partners throughout 2022/23 on the development of a new provincial gender-based violence action plan. Gender-based violence (GBV) disproportionately impacts Indigenous women, girls and 2SLGBTQIA+. The ministry responded to advice from First Nations Leadership Council and Métis Nation BC to support further Indigenous-led engagement on the plan in 2023 that will inform both the GBV action plan and other work related to A Path Forward: Priorities and Early Strategies for BC, the Province's response to the National Inquiry into Missing and Murdered Indigenous Women and Girls and the Calls for Justice.
- As part of its Tobacco and Fuel Tax Exemption Project, the ministry's Revenue division has regularly communicated with First Nations chiefs and councils, authorized tax-exempt tobacco and fuel retailers on First Nations' land and consulted with these retailers, many of which are owned and operated by the Bands or Band members. This project is aimed at modernizing the process for eligible First Nations to purchase fuel and tobacco exempt of provincial tax.
- Through Budget 2023, amendments were made to the Nisga'a Final Agreement Act and the Treaty First Nation Taxation Act that enable Modern Treaty Nations to self-determine property tax exemptions for their members on treaty lands. These amendments resulted from collaborative engagement with the Nisga'a Nation and Treaty First Nations.

The ministry collected diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups. Examples include:

- The GEO promotes the use of disaggregated data across government, the application of GBA+, and a broadening of consultation partners where possible to ensure that policies, programs and services are informed by diverse perspectives.
- The Policy and Legislation division, through the work of the Finance Reporting and Enhanced Data Analytics group, uses disaggregated data to inform the development of tax policy and finance and corporate sector policy. This includes the use of GBA+ principles.

## HIGHLIGHTS ON INITIATIVES IN 2022/23

- The use of the GBA+ lens informed many Budget 2023 priorities that support the Province's commitment to diversity, inclusion and equity. These include new investments that prioritize:
  - » Culturally safe services in health, justice and housing.
  - » Reducing barriers for women, trans and non-binary people by providing free prescription contraception.
- New Budget 2023 investments support the goals and priority actions as identified in the Declaration Act Action Plan, including goals to end Indigenous-specific racism and discrimination and prioritizing the social, cultural and economic well-being of Indigenous Peoples in B.C.
- The Pay Transparency Act was introduced on March 7, 2023.
- Financial policies, general management policies and financial administration procedures in the [\*Core Policy and Procedures Manual\*](#) underwent an Indigenous language review and are currently undergoing a cultural/religious language review.

## SUCCESS STORY

Finance's Gender Equity Office holds corporate responsibility for GBA+, an analytical tool used to assess how – from the perspective of gender – different men, women and non-binary people experience government policies, programs and services. In 2022/23, based on findings from a BC Stats survey that showed that the majority of public servants understood the basic concepts of GBA+ but wanted more support in applying it to their work, the Gender Equity Office began to develop new training to be rolled out over the coming three years that will provide further guidance on how to apply GBA+ to such areas as policy analysis, procurement, engagement, communications, and program design and evaluation.

In addition, the Ministry of Finance co-ordinated the production and release of the [\*B.C. Environmental, Social and Governance Summary Report\*](#) in August 2022. This was a milestone for apprising investors and stakeholders of how the government incorporates Environmental, Social, and Governance (ESG) values into its policies, programs and capital projects. Advancing reconciliation with Indigenous Peoples is part of B.C.'s approach to

ESG, and this report is an example of B.C.'s ongoing process to create partnerships and programs for a more inclusive, multicultural society. The report also highlights key government programs and priorities that promote multiculturalism, including AccessibleBC, the Parliamentary Secretary for Anti-Racism Initiatives, the BC Settlement & Integration Service, and a strong, diverse, modern public service.

## Ministry of Forests

### MANDATE

The Ministry of Forests is responsible for the stewardship of provincial Crown land and ensures the sustainable management of forest, wildlife, water and other land-based resources. The ministry works with Indigenous and rural communities to strengthen and diversify their economies.

### EXECUTIVE COMMITMENT

The ministry is sincere in its commitment to multiculturalism. Executive is:

- Striving to create a working environment where staff feel respected and empowered.
- Providing opportunities and encouraging staff to participate in the ministry's diversity and inclusion program.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry promotes intercultural understanding and respect for diversity in the workplace and broader community in the following ways:

- One of the ministry's 2023/24 identified priorities is: "Work together to deliver our ministry's mandate, vision and mission while demonstrating commitment to equity, diversity, inclusion, reconciliation with Indigenous Peoples, and anti-racism."
- The ministry Equity, Diversity and Inclusion Advisory Committee meets bi-monthly to discuss topics including ways to enhance understanding and inclusion. Members bring to light different opportunities and challenges.
- The ministry promotes inclusive hiring methods through training and inclusive hiring guides.
- The PSA course, Diversity & Inclusion Essentials, is mandatory for executives. Also, the ministry provides non-mandatory learning sessions to leaders on various EDI topics – most recently a workshop/presentation on diversity.
- Training is provided to employees through the LEADing EDI program, which touches on topics such as unconscious bias and inclusive leadership principles (in development). This training had a total of 1,156 participants across the natural resource ministries (not able to further determine participants per ministry).

- The newly launched Equity, Diversity & Inclusion Guide to Content and Visual Style includes a section on Indigenous relations and is accessible to all employees.
- PSA courses such as GBA+ and the House of Indigenous Learning are promoted to employees.
- The ministry promotes corporate programs such as the Indigenous Leadership & Mentorship Program hosted by PSA, as well as Work-Able and Indigenous Youth Internship Program, which include a mentorship.
- The ministry routinely reviews the Declaration Act Action Plan and applies Gender-Based Analysis on all cabinet submissions being considered.
- The ministry's Equity, Diversity and Inclusion executive sponsor communicates with employees approximately monthly.
- Fast Facts newsletters contain content promoting multicultural events and initiatives.

## Ministry of Health

### MANDATE

The Ministry of Health is obligated under the Medicare Protection Act to preserve a publicly managed and fiscally sustainable health care system for British Columbia, and to support access to necessary medical care based on need and not on the individual's ability to pay. The ministry has overall responsibility for ensuring that health services meet the needs of all in B.C. through accessible services no matter where you are in the province, and to support timely, high-quality, appropriate, equitable and cost-effective service delivery. While the ministry has overall responsibility for the province's health authorities, the health authorities are primarily responsible for health service delivery. Five regional health authorities deliver a full continuum of health services to meet the needs of the population within their respective geographic regions and are subject to the Health Authorities Act. A sixth health authority, the Provincial Health Services Authority (PHSA) governed by the Societies Act, is responsible for provincial clinical policy, delivery of provincial clinical services, provincial commercial services, provincial digital and information management and information technology planning and services.

### EXECUTIVE COMMITMENT

Ministry of Health executive are committed to the purposes of the Multiculturalism Act and support the diversity and multicultural heritage of all in B.C. The ministry is focused on the implementation and integration of equity, diversity and inclusion within ministry policies, initiatives, programs and services.

Ministry executives are focused on advancing work in consultation and co-operation with Indigenous Peoples across B.C. to better meet their health needs based on the diversity of their distinct languages, cultures, customs, practices, rights, legal traditions, institutions, governance structures, relationships to territories and knowledge systems.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry uses the following initiatives and training aimed at diversifying the workforce:

- The ministry is focussed on inclusive hiring practices and policies aligned with the Where We All Belong Strategy to support a more diverse workforce representative of B.C.'s population.
  - The ministry employs a diverse workforce and encourages hiring managers to be inclusive and to consider diversity in their hiring practices.
  - The ministry – in partnership with the British Columbia College of Nurses and Midwives, the Nursing Community Assessment Service and Health Match BC – is simplifying and streamlining the provincially based application and assessment processes for Internationally Educated Nurses (IENs), creating bursaries to assist with assessment fees, and establishing nurse navigator positions to help IENs navigate the assessment process. This initiative supports greater racial and ethnic diversity in the B.C. health workforce.
  - Various divisions are engaged in expanding racial equity and inclusiveness. For example, the Indigenous Health and Reconciliation division is engaged in the Indigenous Youth Internship Program and regularly has interns as part of the team.
  - The ministry has hosted both Work-Able interns and an Indigenous Youth Intern this fiscal year.
  - The ministry developed and implemented Equity Best Practice Guidelines for Hiring Managers – a resource on the development of job postings and profiles for recruitment processes to support an inclusive experience for applicants, attract a diverse applicant pool, and contribute to a growing ministry workforce that reflects the diversity of B.C.'s population.
- The ministry promotes intercultural understanding and respect for diversity in the workplace in the following ways:
- The ministry's HR strategy aims to recruit diverse employees across the health sector – including leadership – through various means such as Actions 12 and 51 (a Provincial Diversity, Equity, and Inclusion Framework and a Provincial Recruitment, Onboarding, and Employment Accessibility Framework) and Action 45 (Indigenous Leader Recruitment and Support Initiative).
  - Recruitment criteria and outreach strategies have been updated to support increased diversity on patient care quality review boards.
  - Mandatory San'yas Indigenous Cultural Safety Training for all employees and other training material on how to build equity, anti-racist and anti-discrimination is made available on the learning hub.

The San'yas training aims to uproot anti-Indigenous racism and promote cultural safety by strengthening the skills of those who work both directly and indirectly with Indigenous people. There has been significant progress in the completion of San'yas within the ministry.

- GBA+ advisors across the ministry ensure divisions are aware of the tools and materials available to help them approach their work with an equity lens. All staff are also encouraged to complete Introduction to Intersectional Analysis GBA+ training.
- The ministry supports staff to engage in ongoing learning that fosters knowledge and understanding of diversity, inclusion and anti-racism to better support individuals and communities of diverse cultural backgrounds throughout the province. These courses include:
  - Declaration Act Learning for Ministry of Health and Ministry of Mental Health and Addiction
  - Unconscious Bias
  - Words Matter Learning Sessions
  - Diversity and Inclusion Approach
  - Gender-Based Analysis Plus (GBA+): Introduction to Intersectional Analysis
- All Patient Care Quality personnel receive San'yas (or equivalent) training. Additional training in trauma-informed practice and cultural safety is provided by health authorities to Patient Care Quality Office staff.
- A hiring certification program delivered by the Public Service Agency is available and encouraged for hiring managers; it includes content on equity and inclusiveness.
- Mentoring and leadership programs are supported throughout the Health Human Resources (HHR) Strategy, with actions such as Action 11 – Indigenous Employee Experience Advisors and Training – and through application of the GBA+ lens to actions such as Action 8 – Provincial Peer Support and Mentoring Program.
- The ministry acknowledges and promotes multiculturalism in the workplace through various internal communication channels (email, intranet, weekly all-staff electronic digests, on-site posters) and a calendar of multiculturalism events that reflects a wide variety of culturally diverse celebrations. These include Red Dress Day, Ramadan, 13 moons of W'SANEC, Christmas, Diwali,

Kwanzaa, Hanukkah, Vaisakhi, Lunar New Year, National Indigenous Peoples Day and Orange Shirt Day, among others.

- The ministry's Indigenous Health and Reconciliation division (IHR) works with other ministries on the implementation of the In Plan Sight (IPS) Report recommendations and the application of DRIPA/ UNDRIP. IHR also has membership in several cross-government committees focused on these issues.

The ministry incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

- In 2022/23, the ministry's Patients as Partners initiative collaborated with the University of Victoria's Self-Management program to update the self-management training course for Indigenous patients. A group of Indigenous patients reviewed all the materials, changes were made, and new materials were added.
- The ministry has developed a draft equity design tool, which sets out key considerations and questions to guide the development and implementation of health information systems that will more fully take into consideration the needs and points of view of BIPOC citizens, with a particular emphasis on the incorporation of cultural safety and humility principles.
- PharmaCare sets out an expectation that providers provide culturally safe care. PharmaCare also provides information to providers about cultural humility and safety in a pharmacy context.
- The mission of the Umbrella Multicultural Health Co-op Community Health Centre in the Fraser Northwest Primary Care Network is to provide access to affordable and holistic healthcare services that are appropriate in culture and language for people without access to health security.
- Cross-Cultural Health Brokers are bridging the communication gap between clinicians and patients and are at the core of culturally safe and equitable primary care for immigrants and refugees who experience language and cultural barriers in accessing health care.
- PharmaCare consults with the First Nations Health Authority when developing programs and services that relate to First Nations.

- Internationally educated allied health professionals from diverse backgrounds were consulted in planning a new bursary program to support internationally educated physiotherapists, occupational therapists and medical laboratory technologists.
- A significant engagement process with numerous experts including Indigenous leaders was completed to develop the Health Professions and Occupations Act.
- Actions 12 and 51 of the HHR Strategy will involve consultation with many stakeholders across the health sector, including cultural experts.
- The ministry works with health authorities to ensure that they have diversity and inclusion policies – including local anti-racism and anti-discrimination policies – in place. Health authorities' communications departments promote these policies and educational materials to staff and physicians throughout the organizations. Relevant recognition days are acknowledged to increase awareness of anti-racism and anti-discrimination. Similarly, internal staff websites are kept up to date and health authorities have public-facing diversity statements.

In 2022/23, the ministry utilized networks, partnerships, advisory councils, consultation and other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups. Examples include:

- The Indigenous Health and Reconciliation division submitted a request to the ministry's Research Advisory Committee Research Seed Grant Program and the Research Evaluation Knowledge Management Fund to support University of Victoria researchers in exploring the following:
  - » Developing strategies and approaches to understand how Indigenous 2SLGBTQI+ people experience the health care system.
  - » Identifying the unique challenges or barriers Indigenous 2SLGBTQI+ people face.

The project centres on Indigenous 2SLGBTQIA+ people and their knowledge, and is the first step in repairing the harm that In Plain Sight caused the 2SLGBTQIA+ communities. It looks to address Indigenous-specific racism from a perspective that was not included due to time and data analysis constraints.

- The ministry continues to foster and strengthen relationships with Indigenous organizations, leaders and communities, with a focus on implementing the recommendations from the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and In Plain Sight.
- The ministry funds Michael Smith Health Research BC (HRBC) and Genome BC, which are required to report on equity, diversity and inclusion work within their organizations and the B.C. health system. In February 2022, HRBC co-sponsored the inaugural BE-STEMM (Black Excellence in Science, Technology, Engineering, Mathematics & Medicine/Health) virtual conference, hosted by the Canadian Black Scientists Network / Réseau Canadien des Scientifiques Noirs.
- The ministry works in partnership with First Nations, Métis and urban Indigenous organizations to address the gaps in health outcomes for Indigenous Peoples in B.C. The ministry's relationships with the First Nations Health Authority (FNHA) and the First Nations Health Council have been in place for more than a decade. The FNHA supports the health and wellness of First Nations people in B.C., and is responsible for the planning, management, service delivery and funding of First Nations health programs, in partnership with First Nation communities in B.C. The ministry also works with Métis Nation BC – as demonstrated through the Métis Nation Relationship Accord II (2016) – and the BC Association of Aboriginal Friendship Centres to support the health and wellness of Métis, urban First Nations and Inuit Peoples in the province.
- The ministry recognizes that the implementation of B.C.'s Declaration of the Rights of Indigenous Peoples Act (DRIPA) is an evolving conversation from the perspectives of the health authorities, the Province, First Nations, Métis and Inuit People. Relationship-building with the acknowledgement of rightsholders must be a basic understanding across government, demonstrated through evolving and existing partnerships and by establishing new pathways where needed and agreed upon. Underpinning this is the ongoing work across health authorities and with other key partners to address Indigenous-specific racism through the recommendations of the In Plain Sight report.
- PharmaCare consults with the First Nations Health Authority when reviewing, planning and developing new programs and service designs.

For example, PharmaCare consulted with FNHA in the development of the Minor Ailments and Contraception Service (MACS), implemented on June 1, 2023. MACS allows pharmacists in B.C. to assess and prescribe for certain minor ailments and contraception.

- The ministry is committed to working in partnership with the First Nations Health Authority and the First Nations Health Council through established pathways such as regional health caucuses and Nation assemblies.
- The Province has also entered into a series of transformative health plans and legal agreements with Indigenous partners. These agreements speak to a mutual commitment to advancing cultural safety and humility and commit to ensuring that Indigenous Peoples are involved in the shared design and delivery of health services.
- As part of the ministry's Patients as Partners initiative, consultations with multicultural communities are completed with the University of British Columbia's InterCultural Online Health Network (iCON) to assess each community's unique needs, develop creative solutions to reduce cultural barriers to care, and improve access to health-supporting resources in the patient's first language. In 2022/23 Patients as Partners in partnership with iCON hosted a series of educational community events on diabetes care, "train-the-trainer" sessions on accessing virtual health care for Chinese and South Asian populations, and workshops on chronic disease management for Chinese and South Asian communities. These events were presented in partnership with numerous multicultural organizations.
- The ministry's Indigenous Health and Reconciliation division partners with several organizations including First Nations Health Authority, First Nations Health Council, Métis Nation Government in British Columbia, The University of Northern British Columbia and others to work towards the implementation of the In Plain Sight recommendations and other health system priorities.
- The ministry works with Métis Nation BC and the BC Association of Aboriginal Friendship Centres to support the health and wellness of Métis and urban Indigenous Peoples in the province.

- PharmaCare works in partnership with the First Nations Health Authority to administer Plan W (First Nations Health Benefits). Plan W covers eligible prescription drugs, certain over-the-counter medications, and some medical supplies and devices for eligible FNHA members.
- The ministry has partnered with First Nations Health Authority to bring together Indigenous and health system partners through the Patient Care Quality Cultural Safety Collaborative. The collaborative supports patient care quality-related initiatives that embed cultural safety and humility and address Indigenous-specific racism.

The ministry delivers and supports culturally appropriate and responsive programs and services including:

- Cross-Cultural Health Brokers are bridging the communication gap between clinicians and patients and are at the core of culturally safe and equitable primary care for immigrants and refugees who experience language and cultural barriers in accessing health care.
- FOODSAFE Level 1 workbooks are offered in English, French, Chinese, Korean, Punjabi and Arabic. FOODSAFE Level 1 in-person exams are offered in English, French, Arabic, Chinese, Farsi, Japanese, Korean, Punjabi, Spanish, Tagalog, Vietnamese, Portuguese and Brazilian Portuguese.
- Provincial infection prevention and control posters and public information materials are made available in multiple languages. The visual representation of people in these materials intentionally includes a wide representation of diverse populations.
- In 2023, the ministry released and implemented the new Writing Guide for Correspondence that contains specific directions on diversity, inclusiveness, anti-racism, gender and Indigenous content.
- Divisions across the ministry employ inclusive language. Staff use the ministry's Writing Guide to ensure accessibility and neutral and inclusive language standards in written materials produced by the branch.
- Policies on workforce planning and development and operational delivery of beneficiary services have been updated with gender-neutral language.
- PharmaCare follows all government style guides for plain language, accessibility, diversity, and inclusion, including Words Matter and the Writing Guide for Indigenous Content.

- The contracts for ministry Research Seed Grants have been amended to support the principles of ownership, control, access and possession for research related to Indigenous people and communities.
- The ministry HHR Strategy and all development, implementation and monitoring documents are written using inclusive language.
- Staff participate in a working group of colleagues from across ministries (the Social Sector Alignment of Laws Working Group) to foster understanding of diversity, inclusion and anti-racism to help ensure Declaration Act commitments are upheld and applied in developing legislative and regulatory initiatives.
- In 2022/23, UBC's iCON, with funding and collaboration from the ministry's Patients as Partners initiative, provided three learning sessions for more than 1,500 participants entitled Indigenous Health Rounds. These sessions are a platform to bring Indigenous voices to health care providers, policy makers and health administrators. They focus on knowledge sharing, dialogue and personal reflection on cultural safety to improve participants' knowledge and skills in the design and delivery of culturally safe health care. Physicians receive Continuing Medical Education (CME) credits for attending the courses.

The ministry collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups.

Examples include:

- The ministry has amended the Vital Statistics Act to address gaps in health care services experienced by trans and non-binary people. The amendments modernize the recording of gender and the processes relating to the changing of individuals' gender by allowing people aged 12 and older to change the gender on their birth registrations without medical sign-off, and eliminating the requirement for birth certificates to be issued with an indicator of a person's gender. Bill 15-2023 was expected to be brought into force in mid-2023. A non-gender birth certificate option is also being made available in early summer 2023.

- The ministry provides funding to the BC Association of Aboriginal Friendship Centres for the Doulas for Aboriginal Families Grant Program (DAFGP). The DAFGP provides disaggregated data to the ministry within quarterly and annual reporting to support program monitoring and planning.
- Assessment instruments for home and community care clients include a data field for Aboriginal origin.
- In partnership with First Nations and Métis organizations, Patient Care Quality Offices in each health authority are implementing voluntary self-identification for Indigenous patients who share concerns and feedback. This data will help identify opportunities to increase cultural safety and address Indigenous-specific racism and discrimination in the B.C. health care system.

### **SUCCESS STORY**

Age-friendly BC is a provincial strategy to encourage and support local and Indigenous governments to create vibrant communities in which people of all ages, identities, cultures and abilities feel included and valued. The 2023 Age-friendly Communities Program grants cite "Truth & Reconciliation, Equity, Inclusion and Anti-racism" as one of the five health promotion priorities for grant applicants. Communities which show planning and projects that align with one or more of these priorities will be scored higher in their application for funding.

## Ministry of Housing

### MANDATE

The Ministry of Housing is responsible for providing British Columbians access to more affordable, safe and appropriate housing through policy and programs, technical codes and standards, and services for landlords and tenants. The ministry is responsible for the British Columbia Housing and Management Commission, a Crown corporation mandated to develop, manage and administer housing options and supports on behalf of the government across the housing ecosystem.

### EXECUTIVE COMMITMENT

Created in December 2022, the Ministry of Housing is still developing the corporate strategies that will realize its commitment to equity, diversity and multiculturalism. As a new ministry with a sizable increase in its staffing complement and significant hiring actions, the Ministry of Housing recognizes its unique opportunity to bring intention to designing a diverse workforce with a strong and inclusive corporate culture.

The current housing crisis is hurting the most vulnerable, leading to more encampments, and compounding the impacts and dangers of the drug toxicity crisis. This crisis deepens inequality. Communities facing discrimination experience greater housing challenges; older people, Indigenous Peoples, people of colour, 2SLGBTQI+ people, people living with disabilities, and people for whom English isn't their first language are seeing some of the most severe impacts. The ministry, through BC Housing, strives to provide culturally sensitive, accessible and responsive programs and services that recognize the diverse needs of our multicultural province. Attention to cultural safety and reconciliation, and specific actions to fulfil a commitment to reconciliation, are embedded in Homes for People, the Province's housing strategy refresh, and Belonging in BC, the collaborative plan to prevent and reduce homelessness.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry uses the following initiatives aimed at diversifying its workforce:

- The Workforce Plan includes a focus on recruitment and retention as a core strategic goal that highlights initiatives to progress equity, diversity and inclusion across the ministry.

- The Strategic Human Resources division participated in the consultation process during the development of Where We All Belong, a three-year diversity and inclusion strategy for the BC Public Service. The strategy ensures that the BC Public Service is reflective of our province and inclusive of Indigenous Peoples, minority communities, immigrants, persons with disabilities and the LGBTQ2S+ community. (CMSB)
- Hiring processes are regularly reviewed to ensure Indigenous relations behavioural competencies are included in role profiles. Competition processes include gender-neutral pronouns and non-biased, culturally sensitive language, aimed at demonstrating a strong commitment to a diverse and inclusive workforce. The Strategic Human Resources division works to continuously improve hiring processes to implement best practices supporting a more inclusive and diverse candidate pool. (CMSB)

The ministry has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- Training and experiential education is available for all staff members to support multicultural awareness, discrimination prevention and Indigenous cultural safety and humility. The Diversity and Inclusion Action Plan acts as a guide to strengthen diversity and inclusion. (CMSB)
- The ministry actively supported the Moose Hide Campaign.

The Ministry incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

- The Planning and Land Use Management Branch's work impacts wider ministry and provincial policy on a range of issues, including housing, transportation, natural resource management, climate mitigation and adaptation, and emergency planning. Including equity considerations is key to successful policies in addressing housing and in building clean, compact communities. Consequently, the Planning and Land Use Management Branch applies an equity lens to all policy development.

- The Housing Policy Branch applies GBA+ analysis to policy and programs, and engages with First Nations, Indigenous organizations and multicultural stakeholders on relevant policies, legislation and programs. (HLUP)
- Land use legislation that proceeds through the ministry requires a review of First Nations engagement and consultations. (HLUP)
- Ongoing engagement and collaboration are being pursued to further develop and implement the Belonging in BC (BiBC) plan, including establishing relationships with First Nations, Métis, Inuit and racialized communities and organizations to address community needs and facilitate long-term planning. (HPHS)
- The ministry is establishing Indigenous and people with lived experience committees through an RFP process. These committees will support the ministry's policy and decision-making regarding homelessness as well as the implementation of initiatives within it.

In 2022/23, the ministry utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups. Examples included:

- External contracts are underway through RFP to implement some BiBC actions, including the establishment of Indigenous and persons with lived experience advisory committees through Budget 2022 funding.
- Procurement for these committees is made as fair as possible by encouraging diverse groups to submit proposals.

The ministry delivers and supports culturally appropriate and responsive programs and services including:

- A key strategy in Objective 2.1 of the ministry's Housing Service Plan is: "Partner and engage with First Nations, Métis, Inuit and Indigenous Peoples, community organizations, people with lived experience, and other levels of government on actions to prevent and reduce homelessness in our communities."
- The ministry continues government's Indigenous housing investments, including a nearly \$2 billion investment to build and operate 3,500 new

homes on and off reserve, doubling our previous commitment. To date, more than 1,500 homes are open or underway, with 527 units built on-reserve.

- Housing Policy Branch, in partnership with BC Housing, has marketing plans to promote new programs that include tactics to reach multicultural communities and materials available in multiple languages.
- The ministry works to use inclusive language in its publications, such as the BiBC plan.

### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

- The Ministry of Housing continued work to develop and finalize the Homes for People plan, for release in April 2023. The plan commits to creating more housing through partnerships with Indigenous communities, and doubled the previous target of homes to be delivered through the Indigenous Housing Fund. The plan also commits to expanding partnerships to support the participation of Indigenous people and communities in skills training in the housing sector, helping to ensure Indigenous Peoples in B.C. share fully in the economic and social benefits of housing construction.
- The ministry also supported the development of an external-to-government Indigenous-led Homelessness Strategy, released in Fall 2022, and is working alongside the partners to align actions and implementation.

### **SUCCESS STORY**

In 2022-23, the Ministry of Housing continued work to develop and finalize the Province's collaborative plan to prevent and reduce homelessness, Belonging in BC (BiBC). BiBC was developed with input from Indigenous Peoples, people with lived experience of homelessness, rightsholders, and partner organizations, including those serving people with diverse and distinct needs, such as racialized groups, youth, seniors, women working on the streets or leaving violence, 2SLGBTQIA+, people leaving the correctional system, people with complex mental health needs and people living with disabilities.

Concurrent Homelessness Plan engagements leveraged: Youth Transitions (Ministry of Children and Family Development), Complex Care Housing and Adult Substance Use Framework (Ministry of Mental Health and Addictions) and others.

Summer 2021: Engagements with people with lived experience of homelessness in seven communities across all regions of the province.

Winter 2022: Cultural safety principles engagement and development with organizations serving Indigenous and racialized people.

Spring/Summer 2022: External partner engagement and plan feedback with:

- BC Indigenous Homelessness Strategy Steering Committee
- Homelessness Services Association of BC
- Engaged Communities Canada Society
- Surrey Area Network of Substance Users
- BC Non-Profit Housing Association
- Aboriginal Coalition to End Homelessness
- BC's Office of the Human Rights Commissioner
- First Nations Leadership Council

Ongoing Indigenous engagement:

- Summer 2022 engagement invitation to all First Nations and Métis leadership.
- Fall 2022 targeted outreach to First Nations communities.
- Fall 2022 engagement sessions on an integrated support framework. In over nine sessions, more than 100 participants – ministries, services providers, First Nations, local governments and community partners – in five regions were engaged to confirm clinical and non-clinical wraparound supports and service navigation under the new model of care.

## Ministry of Indigenous Relations and Reconciliation

### MANDATE

The Ministry of Indigenous Relations and Reconciliation (MIRR) provides leadership, guidance and co-ordination of the Government of British Columbia's efforts towards true, lasting reconciliation with Indigenous Peoples. This work is guided by the Declaration on the Rights of Indigenous Peoples Act (Declaration Act), which establishes the UN Declaration on the Rights of Indigenous Peoples (UN Declaration) as the framework for reconciliation in B.C. In collaboration with Indigenous Peoples, the ministry continues to work to implement the Declaration Act, as well as the Truth and Reconciliation Commission of Canada's Calls to Action.

The ministry works towards reconciliation with Indigenous Peoples in the province through treaties, agreements, partnerships and other transformative reconciliation initiatives.

2023/2024 to 2025/26 Service Plan:

[www.bcbudget.gov.bc.ca/2023/sp/pdf/ministry/irr.pdf](http://www.bcbudget.gov.bc.ca/2023/sp/pdf/ministry/irr.pdf)

### EXECUTIVE COMMITMENT

British Columbia is home to 203 First Nations, with the greatest diversity of Indigenous languages in Canada. There are 34 unique Indigenous languages and over 90 dialects, representing 60% of all Indigenous languages in the country. Of the more than 270,585 Indigenous people in B.C., 64% are First Nations, 33% are Métis and just under 1% are Inuit. Approximately 78% of self-identified Indigenous people live off reserve. Of that 78%, 60% live in urban areas as opposed to rural or remote areas. Indigenous youth are the fastest-growing demographic in B.C., with almost 50% of the Indigenous population under age 25.

Given these unique demographics, the ministry recognizes that it is essential for staff to have a comprehensive understanding of the cultural and historic diversity of Indigenous Peoples in B.C.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry uses the following initiatives aimed at diversifying its workforce:

- MIRR completed the first phase of an independent equity, anti-racism and belonging audit in 2022/23 to identify and assess strengths, weaknesses, opportunities and threats related to anti-racism, inclusion and equity in the existing workplace.
- The ministry prioritizes approximately three interns each year from the Indigenous Youth Internship Program (IYIP) and/or Work-Able. For 2023/24, MIRR has submitted one Work-Able and three IYIP submissions.
- MIRR offers a culturally safe space for Indigenous employees to meet with an independent professional facilitator in a collaborative group setting.
- MIRR's active Workforce Plan features a strategic focus area on Leaders in Organizational Inclusivity and Reconciliation. This recognizes the need to identify gaps and to plan and implement broader diversity, equity and anti-racism imperatives.

The ministry has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- The People and Workplace Strategies team, as part of Corporate Services for Natural Resource sector, offers training modules on many topics (with more in development), but they are not mandatory for all staff. In April 2019, MIRR created a Gender-Based Analysis Plus (GBA+) Working Group composed of MIRR staff from all divisions. The working group continues to be active in the ministry. Its purpose is to act as a platform to support further development and application of GBA+, explore challenges with implementing GBA+ across the ministry and develop additional training opportunities. It also has sub-working groups that focus on providing GBA+ support and guidance to ministry staff, developing new training opportunities and leading the work of introducing Indigenous Gender Based Analysis Plus (IGBA+) . 1

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1 IGBA+ refers to analyzing socio-cultural and historical realities of Indigenous Peoples resulting from colonization and systemic racism.

- As outlined in the current MIRR Workforce Plan and communicated by the executive, it is mandatory for all hiring managers in the ministry to complete the online modules as part of the PSA hiring certification. This training includes information and examples of inclusive and equitable hiring processes.
- Each month, the ministry posts diversity and inclusion opportunities and events on the intranet. The ministry also supports the participation of all staff in annual National Indigenous Peoples Week/ Day celebrations and, last year, events related to the first National Day of Reconciliation.
- MIRR plays a leadership role each year on November 16, when the Province proclaims Louis Riel Day, recognizes the historic and current contributions of the Métis people to B.C., and celebrates the 90,000 Métis people who call British Columbia home.
- MIRR plays a leading role in the Province's ongoing commitment to ending violence through the Moose Hide Campaign Annual Provincial Gathering and Day of Fasting. Thousands of provincial government staff participate in the campaign each year.
- The ministry sponsors an annual National Indigenous Peoples Day which is organized by Indigenous MIRR staff in order to celebrate and honour Indigenous staff across government.
- On March 9, 2023, the Province of British Columbia passed legislation to make September 30 a statutory holiday for National Day for Truth and Reconciliation in B.C. Enshrining this into law will give more people the chance to commemorate the history and legacy of the residential school system each year.

The ministry incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

#### **Minister's Advisory Council on Indigenous Women**

- Since 2011, the Minister's Advisory Council on Indigenous Women (MACIW) has provided advice across government on ways to improve the quality of life for Indigenous women and girls in B.C. In 2022/23, MACIW engaged on B.C.'s Gender-Based Violence Action Plan, Pay Transparency Legislation, Policing and Public Safety Modernization, Anti-Racism Legislation, In Plain Sight report, Exploring Safe Supports for Family Justice, legislative amendments to uphold Indigenous jurisdiction, and

the Child and Family Services Legislative Reform. Government also sought out MACIW's advice on B.C.'s Indigenous-focused graduation requirement for K-12, Family Homes on Reserves and Matrimonial Interests or Rights Act, the Path Forward Community Fund, National Day for Truth and Reconciliation, Day for MMIWG Commemoration, investigation into the 2021 response to people displaced by extreme weather, supports for Indigenous women reintegrating from prison into community, and the Emergency Sexual Assault Grants.

- In 2021, the ministry contracted Chastity Davis Consulting to develop an Indigenous Gender-Based Analysis Plus (IGBA+) toolkit on behalf of MACIW that leverages the results of the workshop and additional research. The aim of the toolkit is to provide practical guidance to government, industry and Indigenous communities on ways to mitigate the impact of natural resource sector development on the health and safety of Indigenous women and girls. The toolkit is available on MACIW's website, and the MIRR team is planning for a public launch in 2023/24.

#### **B.C. Indigenous Procurement Initiative**

- The B.C. Procurement Strategy, released in June 2018, includes an initiative to develop a co-ordinated government approach to procurement with Indigenous businesses and communities through the Indigenous Procurement Initiative (IPI). The IPI is co-led by MIRR and the Ministry of Citizens' Services (CITZ). This past year, MIRR worked with CITZ to launch the IPI External Advisory Committee. The committee is responsible for providing advice and recommendations to the Province about how to increase Indigenous Peoples' participation in the Province's procurement opportunities. This includes co-developing, with the Province, a plan of short-, medium- and long-term actions to support these goals.

#### **Unified Aboriginal Youth Collective**

- The Unified Aboriginal Youth Collective (UAYC) is a consortium of Indigenous youth representative bodies and organizations in B.C. The purpose of the UAYC is to amplify the collective voice and increase the leadership capacity of Indigenous youth across B.C. and to provide meaningful opportunities to create positive impact across all sectors including, but not limited to, the provincial and other levels

of government and key sector organizations. Throughout 2022/23, MIRR continued to support the work of the UAYC in unifying the voice of First Nations, Métis and Inuit youth in the province.

### **First Nations Economic Development and Fiscal Relations Strategy**

- In 2022/23, MIRR and the British Columbia Assembly of First Nations (BCAFN) partnered for the seventh year on the BCAFN Economic Development Strategy. The strategy facilitates moving forward on interests related to economic reconciliation and governance, engagement and collaboration between the Province and industry, tools and data that support First Nations business leaders, and the development of a First Nations-led Centre of Excellence. Activities included promoting increased Indigenous participation and inclusion in B.C.'s trade activities and relationship with industry, developing tools for First Nations economic development, and facilitating webinars and discussion papers related to economic development, economic indicators, capacity, investment practices and business/financial operations. Additionally, the strategy facilitated a provincewide (virtual and in-person) First Nations Economic Development Forum, reaching more than 200 participants.

### **First Peoples' Cultural Council**

- MIRR is responsible for overseeing the relationship with the First Peoples' Cultural Council (FPCC) Crown corporation. The ministry holds a long-standing funding agreement with FPCC and most recently has committed ongoing operational funding to FPCC. As a Crown agency, FPCC submits its own annual report to the Ministry of Attorney General.
- MIRR engages regularly and consistently with Indigenous Peoples on a variety of initiatives that span multiple sectors of activities. The Declaration Act Secretariat interim guidance on consultation and co-operation informs our ministry's approach.
- In general, each program or agreement involves different experts and cultural knowledge, which varies on a case-by-case basis. There is no general policy in effect.
- Agreements, projects, budget requests and policies put forward by MIRR for approval through cabinet and treasury board submissions (RFDs) are analyzed through a GBA+ or IGBA+ lens to outline

potential impacts on sub-groups within First Nations communities, such as youth, women and Elders. These analyses often include the representative makeup of the First Nations negotiation team (women, men, Elders, youth), and the efforts of the First Nation to communicate and gain feedback from its membership on proposed agreements with B.C. The analyses also reflect B.C.'s approach to co-develop agreements with Nations, and to support Nations' ability to engage in policy and legislative reviews.

The ministry delivers and supports culturally appropriate and responsive programs and services including:

- MIRR works with a large number of partners, including First Nations and Indigenous organizations both on- and off-reserve as well as in rural, remote and urban settings. In 2022/23, the MIRR Service Plan indicated that we forecasted work with 24 community partners across the province.
- Communications products are co-developed with Indigenous partners.
- In general, each program or agreement will involve different experts and cultural knowledge, which varies on a case-by-case basis. There is no general policy in effect.

### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

- An equity and anti-racism audit is part of the ministry's commitment to become more inclusive. This work is an important part of the Minister's mandate to propose actions to help advance reconciliation within government and increase recruitment and retention of Indigenous people in the public service.
- MIRR collaborated with CoLab Advantage Ltd. to independently audit the ministry's internal policies, practices, structure and culture with a focus on equity, anti-racism and belonging. CoLab has since completed a summary report with its key findings. Work to implement the recommended actions will take place during the next fiscal year. The Equity and Anti-Racism Audit is part of the ministry's commitment to become more inclusive and address racism.

## SUCCESS STORY

The Declaration on the Rights of Indigenous Peoples Act came into effect on November 28, 2019. This legislation:

- Mandates government to, in consultation and cooperation with Indigenous Peoples, ensure provincial laws are consistent with the UN Declaration (alignment of laws).
- Requires development of an action plan to achieve the objectives of the UN Declaration – providing transparency and accountability – all done in consultation and co-operation with Indigenous Peoples.
- Requires regular reporting to the legislature to monitor progress including, by June 30 each year, the tabling of an annual report that must be developed in consultation and co-operation with Indigenous Peoples.
- Allows for flexibility for the Province to enter into agreements with a broader range of Indigenous governments, including Indigenous governments outside of Indian Act Bands and incorporated organizations such as hereditary governments or multiple Nations working together as a collective.
- Provides a framework for joint and consent-based decision-making with Indigenous governments.

After two years of intensive engagement, the Province released the first Declaration Act Action Plan on March 30, 2022. Developed in consultation and co-operation with Indigenous Peoples, the action plan includes collectively identified goals and outcomes that provide the long-term strategic vision for achieving the objectives of the UN Declaration. It outlines 89 tangible, achievable actions in the areas of self-determination and self-government, rights and title, ending anti-Indigenous racism, and enhancing social, cultural and economic well-being.

<https://news.gov.bc.ca/releases/2022IRR0018-000457>

The Declaration Act Action Plan requires the establishment of a secretariat to guide and assist government to meet its obligation to ensure legislation is consistent with the UN Declaration on the Rights of Indigenous Peoples and is developed in consultation and co-operation with Indigenous Peoples. The Secretariat was established at the end of March 2022.

## Ministry of Jobs, Economic Development and Innovation

### MANDATE

The Ministry of Jobs, Economic Development and Innovation Service Plan, 2023/24 to 2025/26:

The Ministry of Jobs, Economic Development and Innovation is working to make life better for people by building an inclusive, sustainable and innovative economy that works for all British Columbians. The ministry delivers programs and services that leverage British Columbia's natural advantages to drive clean and inclusive economic growth.

The ministry supports First Nations and Indigenous Peoples, small businesses and communities with economic development activities, the revitalization of traditional industries, economic diversification, job creation, exposure to export opportunities, and strategic investments to ensure everyone in British Columbia benefits from economic growth.

### EXECUTIVE COMMITMENT

The ministry's executive is committed to continuing to promote B.C.'s cultural diversity and providing a respectful environment free from discrimination and harassment. Cultural diversity and increased participation and engagement by all cultures is foundational in the creation and maintenance of strong, resilient and vibrant communities in British Columbia.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry uses the following initiatives aimed at diversifying its workforce:

- BRIER employs a diverse workforce including staff from rural, racialized and Indigenous backgrounds.
- The Regional and Rural Development Unit's (RRDU's) diverse team includes BIPOC, immigrant, LGBTQIA2S+ and rural-based employees, allowing the unit to better serve diverse populations.
- Trade and Invest BC employees are reflective of B.C.'s diversity; the multicultural background of our team members allows us to provide services in multiple languages.

- The ministry uses the BC Stats Workforce Profiles derived from the self-reported data collected from the Work Environment Survey (WES) to ensure that the current workforce is diverse, and representative of the populations served.
- The ministry utilized a data-driven approach when creating the ministry Workforce Plan, including data analytics from WES data and from Strategic Human Resources-led employee engagement sessions. The WES data used included self-reported responses on race, gender expression and identity, as well as other identifying factors. This data supports Workforce Planning goals such as reflecting the demographic profile of the citizens we serve, enhancing inclusion in hiring practices, and hiring a director of inclusion, diversity, equity and accessibility, which took place in 2022.
- Implementing inclusive hiring guides, leading workshops focused on inclusive language, and hiring a director of inclusion, diversity, equity and accessibility meet equity and anti-racism goals.
- The ministry is committed to enhancing the understanding and use of territorial acknowledgements by creating usage guides for all employees.
- The ministry is working to amalgamate the efforts of the sector's 10 principles committees by joining the other three ministries' committees within the economy sector and promoting corporate learning such as the Building Bridges through Understanding the Village exercise and hosting speakers for learning sessions (Sheila North, for example).
- The ministry continues to support the Moose Hide Campaign and Red Dress Day.
- The ministry continues to promote and utilize the Indigenous Youth Internship Program.
- Trade and Invest BC participates in the Work-Able Graduate Internship Program and has successfully employed three Work-Able interns since 2020.
- In specific job postings, the ministry gives preference to candidates who identify as Indigenous. Where applicable, the ministry also implements preference statements for those candidates who have experience working with Indigenous communities, organizations and First Nations. Hiring managers are encouraged to consider equivalents to education in order to broaden the candidate pool. Additionally, geographic restrictions are only applied to postings when there is an identified business need.

The ministry has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- Ministry employees have access to numerous processes to share and identify inequities, structural discrimination and racism.
- All ministry employees are required to take mandatory training entitled D&I Essentials, which highlights our HR Policy 11 – Discrimination, Bullying and Harassment, and familiarizes employees with the standards of conduct including conduct prohibited by the Human Rights Code. Also covered in this training is an orientation to UNDRIP, DRIPA and pathways for employees to report and seek supports when experiencing discrimination and racism.
- Ministry employees have been offered a number of courses over the past year, including Words Matter: Sticking up for Inclusion, Gender Awareness in the Workplace, Ethics in the BCPS, Sheila North speaking on the #MMIW topic, Kathi Camilleri's The Village Workshop Series, Moose Hide Campaign highlights and support for the National Day of Truth and Reconciliation.
- Managing Hiring Competition courses have been provided twice a year with a focus on inclusive hiring practices, accessibility, and how to run a meritorious and unbiased competition. Topics covered include job profile language review, equity and relevant statements for job requirements, blind marking of assessments, core skill focuses for assessment rather than internal government processes, and background on the fundamental laws, policies and procedures on which the BC Public Service hiring method is based.
- The PSA's Indigenous Leadership and Mentorship Program launched its first cohort in early 2023. The program includes coaching for leaders, Elder teachings on leadership, and Indigenous leadership panels. In addition, the economy sector – as part of the 2023 IDEA Action Plan – is set to implement new processes as part of our succession management planning to accelerate the development of diverse talent.
- The Office of Mass Timber Implementation recently invited the Rural and Inclusive Economic Recovery branch to present on DRIPA implementation.

- The ministry's intranet is updated regularly to promote events, initiatives and learning opportunities specific to equity, anti-racism, diversity and multiculturalism. Through executive communication via email and divisional updates, ministry staff are encouraged to visit the ministry's intranet to view and participate in the valuable opportunities that are available to them.

The ministry incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

- Making progress towards reconciliation is a core value of the StrongerBC Economic Plan and a specific mission of Inclusive Growth: Advancing True, Lasting and Meaningful Reconciliation with Indigenous Peoples. The plan directly aligns its mission with the Declaration on the Rights of Indigenous Peoples Act, with the Declaration Act Action Plan specifically committing to Indigenous collaboration in the development and implementation of the plan. The inclusive growth goal is further supported by policies directed at helping under-represented populations by creating new well-paying jobs, addressing skill shortages, and increasing childcare, income and disability assistance.
- The development of B.C.'s forthcoming Intellectual Property Strategy was informed, in part, by engagement with Indigenous organizations. Elements of the strategy may provide opportunities to support Declaration on the Rights of Indigenous Peoples Act Action Plan, Action 4.45: Prioritize, and increase the number of technology sector training opportunities for Indigenous Peoples and other groups currently under-represented in B.C.'s technology sector.
- The Secretariat for the ADM and DM Committees on Economy works to support the values and principles of the Multiculturalism Act by reviewing and providing feedback for cabinet submission materials across economy sector ministries to help ensure proposed policy options have fully considered and applied GBA+ considerations and commitments to advancing reconciliation with and obligations to Indigenous Peoples.
- RRDU staff ensure that policy and program development consider GBA+ and principles of reconciliation.

- The Travel Assistance Program (TAP) and Export Navigator programs supported by the ministry were developed and recently reviewed considering the needs of under-represented export groups. Instructors, experts and advisors supporting businesses from these groups have gained experience and received the necessary training to do so.
- One of the two goals of the Trade Diversification Strategy is to increase the number and diversity of B.C.'s exporters to ensure that the benefits and opportunities of trade are widely shared, including with historically under-represented groups such as businesses owned by women, Indigenous people and people of colour.
- Through the Small Business Diversity and Inclusion Action Plan, the ministry is seeking insights, solutions and partnership opportunities to support entrepreneurs from under-represented groups.
- Trade Diversification Strategy includes plans to partner with Indigenous-led economic development groups and Indigenous-led business accelerators to enhance export and investment programming to Indigenous businesses.
- The B.C. Maritime Industries Strategy includes plans to continue engagement with potential Indigenous partners, including leveraged efforts through further planned consultations for the Coastal Marine Strategy.
- Through the B.C. Life Sciences and Biomanufacturing Strategy, engagement efforts are underway with Indigenous partners to explore economic development opportunities that benefit the partners, advance sectors objectives and build strong strategic partnerships into the future for an inclusive knowledge-based economy.
- BRIER's diverse employees are consistently involved in the design, development and implementation of relevant services and programs.
- Indigenous communities and organizations – including those who had been successful, unsuccessful, or had not applied for funding through past programs – have been engaged in designing new programming such as the Rural Economic Diversification and Infrastructure Program (REDIP). Internal to government expert staff were also engaged. Additionally, RRDU calls upon internal experts in the applications assessment review,

including from the Ministry of Indigenous Relations and Reconciliation (MIRR) and the Ministry of Jobs, Economic Development and Innovation (JEDI) regional staff with established relationships with the Indigenous applicants.

- The Mass Timber Action Plan was developed with the guidance of Mass Timber Advisory Council members, which includes two Indigenous leaders.

In 2022/23, the ministry utilized networks, partnerships, advisory councils, consultation and/or outreach mechanisms to gather input from Indigenous, racialized and/or under-represented groups. Examples include:

- The Trade Diversification Strategy was developed in consultation with key external partners, including Indigenous organizations and associations representing traditionally under-represented groups. In particular, a tailored approach was taken to Indigenous engagement whereby all materials were reviewed by JEDI's Indigenous economic development lead as well as by staff from MIRR to ensure Indigenous rights and interests were acknowledged and respected.
- The Economic & Regulatory Analysis Branch established and provides secretariat support for the StrongerBC Young Leaders Council. Council members were selected with the goal of representing culturally diverse communities, and members have contributed this perspective through their input on government policies and initiatives.
- Office of Mass Timber implementation staff have regular check-ins with BC Assembly of First Nations, First Nations Summit and First Nations Forestry Council. These relationships have led to the organizing of webinars and other sessions for First Nations and other Indigenous organizations.
- Trade and Invest BC engages with industry partners, B.C. companies, foreign investors and international buyers to advance B.C.'s economic interests.
- The ministry leverages its cultural and business connections with other countries through our network of Trade and Investment Representatives to strengthen trade relationships, attract new investments and support jobs in B.C.

➤ In developing the Trade Diversification Strategy, the ministry engaged with organizations led by Indigenous and other traditionally under-represented groups. Minister of State roundtable participants included:

- » Black Business Association
- » Community Futures Entrepreneurs with Disabilities Program
- » WeBC
- » The Forum
- » Gay and Lesbian Business Association

In addition, individual engagement sessions led by JEDI staff were tailored for Indigenous organizations:

- » First Nations Business Development Association
  - » First Nations Finance Authority
  - » First Nations Financial Management Board
  - » Indigenext
  - » Indigenomics
  - » Métis Nation Government in British Columbia
- BRIER leads a cross-JEDI Indigenous Advisory Group to improve awareness and effectiveness in Indigenous relations and engagement and addresses systemic issues.
- Key members of the ministry are involved with the PSA Diversity and Inclusion Working Group, the EDI Implementation group and the BIPOC ERG.
- The ministry supports and co-ordinates sessions for Black History Month, the Moose Hide Campaign and other multiculturalism-focused events.
- The four ministries within the economy sector will coordinate an approach with a focus on systemic discrimination and racism through the IDEA action plan.
- Trade and Invest BC has established a partnership with Pacific Economic Development Canada (PacifiCan) to co-fund the Export Navigator program. PacifiCan supports growth and diversification in B.C.'s economy by promoting, among other things, inclusive growth. Trade and Invest BC also partnered with Small Business BC, an independent non-profit organization, to deliver the Export Navigator program.

➤ The Office of Mass Timber Implementation (OMTI) is co-developing, with Indigenous Peoples, an Indigenous Engagement Strategy for implementation of the Mass Timber Action Plan; OMTI held an all-staff meeting regarding aligning policies and actions with DRIPA.

The ministry delivers and supports culturally appropriate and responsive programs and services including:

- When designing materials such as program guides, RRDU ensures that images represent a diverse population, including BIPOC, youth and older adults.
- Some small business support handouts and guides are available in multiple languages; the small business handout is also available for Indigenous audiences.
- The Trade and Invest British Columbia website is available in seven languages.
- BRIER materials and advice given to other branches include careful consideration of inclusive language.
- In all of its communications (guides, brochures, website, webinars), RRDU strives to use accessible and culturally appropriate language.
- Trade Diversification Strategy incorporates an inclusive approach to international trade, which aims to ensure benefits and opportunities that flow from international export and investment attraction are more widely shared with traditionally under-represented groups.
- BC Maritime Industries Strategy utilizes inclusive language promoting workforce diversity.
- Key lenses used to inform the design and plan for delivery include regional and rural considerations, Indigenous reconciliation (working directly with Indigenous governments, communities and organizations, for example) and accessibility (such as removing barriers to ensure equitable access to funding).

The ministry collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups.

Examples include:

- As part of the StrongerBC Economic Plan's commitment to fostering inclusive growth, the ministry is advancing priorities in an approach that is consistent with other cross-government data and

performance measurement initiatives, including Indigenous and BIPOC data and statistics programs. The ministry is collaborating with Indigenous and anti-racism data initiatives already underway across government to improve our understanding of the socio-economic conditions and direction of these groups (the Anti Racism Data Act, led by the Ministry of Citizens' Services, for example).

- The ministry has also collaborated with cross-ministry experts to identify data gaps, enabling government to better understand the inclusiveness and sustainability of progress being made (regional data and disaggregated data for under-represented demographic groups, for example).
- The Exporter Insights Survey provides data on the diversity of B.C.'s exporting businesses and specific trade barriers and opportunities; this will support the development of targeted programming.
- Within its REDIP program, RRDU collects data on applicants' Indigeneity for two reasons: to prioritize applications from Indigenous communities and organizations, and to understand if Indigenous communities and organizations are applying to the program and being successful.
- An objective of the Supply Chain Resiliency Grant Program (SCRG) was to ensure participation of Indigenous Peoples. Of the 25 SCRG projects, three were First Nations, comprising 12% of the total projects. Approximately 9.5% – \$567,000 – of the \$6-million SCRG fund was allocated to First Nations.
- The Alacrity B.C. Cleantech – Oceantech Program includes metrics to support women, youth and Indigenous workers within the 34 client B.C. companies.
  - » Women supported program target: 34. Results to March 31, 2023: 143.
  - » Youth supported program target: 50. Results to March 31, 2023: 163.
  - » Indigenous supported program target: 10. Results to March 31, 2023: 4.

(Note: The Alacrity program ended on May 31, 2023.)

- Trade and Invest BC tracks the Indigenous-owned businesses supported and the number of BIPOC businesses promoted through Trade and Invest BC programs including international tradeshow and business-to-business programs.

- The B.C. Maritime Industries Infrastructure Modernization and Expansion Grant Program will include metrics of inclusiveness for grant program response and outcomes.
- Through external program evaluation of the three COVID-19 Business Recovery and Relief Grant Programs (Small and Medium Sized Business Recovery Grant, Circuit Breaker Business Relief Grant and Closure Relief Grant), 79% of survey respondents chose to provide data detailing businesses' self-identification with Indigenous, BIPOC and GBA+ demographics. This data was used to analyze the impacts and outcomes of the grants on certain groups.
- RRDU applied GBA+ best practices to design REDIP, including targeted engagement with potentially impacted groups such as First Nations and remote communities.
- The new BC Manufacturing Jobs Fund collects disaggregated data from applicants on the breakdown of employees that are Indigenous, women and people of colour. It also asks whether applicant companies have diversity, inclusion and equity policies in place.
- RRDU collects Indigenous data to help inform the development of all new programs.

### HIGHLIGHTS ON INITIATIVES IN 2022/23

In 2022/23 the Regional and Rural Development Unit (RRDU) launched the Rural Economic Diversification and Infrastructure Program (REDIP), a grant program to support rural Indigenous and non-Indigenous communities pursuing economic development projects. Equity and reconciliation are key objectives of the program. REDIP's first-year statistics highlight the successful participation of Indigenous applicants:

- 36% (125/347) of all applicants were submitted by Indigenous communities or development corporations.
- 39% (82/210) of successful applicants were submitted by Indigenous communities or development corporations.
- 46% (\$30.4 million) of funding was distributed to Indigenous community or development corporation applicants.

In October 2022, the Province supported the BC Assembly of First Nations with \$1.21 million in funding to launch a new Centre of Excellence in First Nations Economic Development that will advance the unique and diverse economic priorities of First Nations in B.C.

### **SUCCESS STORY**

RRDU has heard directly from small, rural and remote Indigenous and non-Indigenous communities that a lack of capacity is a critical barrier preventing their participation in provincial grant funding programs. In response, RRDU designed the REDIP program to have a specific category with targeted funding for Indigenous and non-Indigenous rural communities with a population of less than 2,500, in order to support them in accessing additional capacity to move economic priorities forward. This category is unique among provincial grant funding programs in that it allows 100% of program funds to be used for new or existing staff costs or consultant costs, allowing small, rural and remote communities to overcome capacity barriers in economic development. In its first year, REDIP provided 61 grants through this category, including 25 to Indigenous communities and organizations.

### **ECONOMIC AND REGULATORY ANALYSIS BRANCH: MODERNIZING LANGUAGE**

B.C. is the first province to systemically identify and amend gendered, binary and other forms of non-inclusive language across its legislative framework. On March 31, 2023, the Miscellaneous Statutes (Modernization) Amendment Act, 2023, received royal assent and amended more than 2,300 instances of outdated gendered and binary terms from 21 ministries across 210 provincial statutes. Terms such as he/she, his/her, brother/sister, chairman or workmen were amended by substituting gender-neutral alternatives such as person, sibling, chair or workers, or by replacing the term by repeating the earlier noun used in the statute or regulation. These changes do not remove one's right to identify as male or female; instead, updating these terms allow British Columbians of all identities to see themselves reflected in B.C.'s laws.

The ministry provides support for export-ready under-represented businesses to expand their international business development and increase export revenue through the Trade Accelerator Program (TAP). This program is in alignment with StrongerBC's commitment

to clean and inclusive growth, offering tailored cohorts for under-represented groups including Indigenous and women-led businesses. Since its launch in 2017, TAP has successfully hosted 30 cohorts across nine B.C. cities and graduated 415 companies. With additional funding from the Province in April 2023, TAP will continue to assist businesses across all regions of the province in reaching new international markets while also promoting clean and inclusive growth in the province.

The Export Navigator program, co-funded by the ministry, provides enhanced export advisory services to under-represented businesses that are seeking to export. Since its launch in 2016, the program has provided export advisory services to 900 companies in rural B.C., including to Indigenous-, women- and youth-owned businesses. In 2023/24, export advisors received professional development in the form of equity, diversity and inclusivity training and environmental, social and governance training. The program will be extended and will continue to offer export advisory services to youth-owned, women-owned and other businesses. One dedicated Indigenous advisor will continue to service the unique requirements of Indigenous businesses. To increase its coverage, the program will include advisors servicing Greater Vancouver and Greater Victoria, where the majority of B.C.'s small businesses are located.

## Ministry of Labour

### MANDATE

To build a better British Columbia, the Ministry of Labour promotes fair, healthy and safe labour and employment relationships in support of a strong, sustainable and inclusive economy. In this context, the ministry has overall responsibility for British Columbia's labour and employment statutes and for the effective administration and enforcement of those statutes.

2023/24 to 2025/26 Service Plan: <https://www.bcbudget.gov.bc.ca/2023/sp/pdf/ministry/lbr.pdf>

### EXECUTIVE COMMITMENT

The Ministry of Labour's approach to promoting fair, healthy and safe labour and employment relationships includes a commitment to diversity and multiculturalism and a recognition of the cultural heritage and makeup of the communities it serves.

The ministry continued to implement the framework strategy established in 2019/2020 to operationalize diversity and inclusiveness principles into the ministry's culture, and to support PSA-led programs like the Indigenous Youth Internship and the Work-Able Internship.

Throughout the province, employees are encouraged to recognize and value the multicultural environment in which they work and live.

In an effort to support true and lasting Indigenous reconciliation, the ministry continues to implement provisions within the B.C. Declaration on the Rights of Indigenous Peoples Act and the Truth and Reconciliation Commission Calls to Action.

The ministry has incorporated Indigenous competencies into its hiring practices.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry uses the following initiatives aimed at diversifying its workforce:

- During the year, two offerings of the economy sector's Managing Hiring Competitions course were held. In the following course segments, participants are encouraged to develop a hiring process that welcomes a diverse applicant pool:

- Discussion of the BC Human Rights Code, the main elements on which it focuses and how that guides the hiring process.
  - Exploration of inclusive hiring strategies, such as creating preference statements, reducing barriers in postings including jargon and gendered language, providing equivalency for post-secondary/education components where possible, and removing geographic restrictions when possible.
  - Review of the Where We All Belong corporate diversity and inclusion strategy with a focus on the sections that address recruitment.
  - Review of guiding principles for inclusive postings.
  - Exploration of bias, how to become conscious of bias and strategies to eliminate the impact of bias in the interview and ratings processes.
  - Review of the duty to accommodate, what it looks like, and examples of how to accommodate at each stage of a competition.
  - Discussion about how to fairly and equitably screen candidates at each stage of the competition, and how to conduct blind marking of assessments.
  - Discussion about how to give constructive, forward-thinking and proactive feedback.
- The ministry's Leadership Skills Development Program was completed this year. The program includes self-assessments grounded in personality theory, which highlights the diversity of thinking and communication styles that people bring to the workplace. The focus is on understanding these diverse styles and approaches, and creating an environment that is welcoming and inclusive of differences, recognizing that the whole team is strengthened through the diversity of its members.
  - The Employers' Advisers Office (EAO), Workers' Advisers Office (WAO) and the Employment Standards Branch (ESB) have incorporated Indigenous competencies in posted positions and will continue to do so in all future postings.
  - ESB continues to work to increase its diversity and expand the accessibility of its services in languages other than English, with targeted recruitment strategies for new hires and the provision of live, simultaneous translation services in more than 140 languages through a toll-free information line.

- Both WAO and EAO continue to utilize WorkSafeBC's language line, which allows both organizations to provide services in more than 40 languages to assist injured workers and employers in B.C.
- WAO has begun posting the majority of its job opportunities without geographical locations, thus broadening the regional diversity of its staff.
- WAO and ESB have intentionally designed their new staff training programs to be diverse and promote acceptance of any learning adaptations that support new staff.
- The Forestry Worker Bridging to Retirement Program engages Indigenous employers and workers, helping Indigenous workers to retire in their communities while helping employers to preserve jobs for more junior skilled workers in their communities.
- The ministry uses the BC Stats Workforce Profiles derived from the self-reported data collected during the Work Environment Survey to ensure that the current workforce is diverse and representative of the populations served.
- The ministry has specific goals in the Workforce Plan that are focused on all three efforts. Implementing inclusive hiring guides, leading workshops focused on inclusive language, and hiring a director of inclusion, diversity, equity and accessibility meet equity and anti-racism goals. With regard to reconciliation, the ministry is committed to enhancing the understanding and use of territorial acknowledgements by creating usage guides for all employees. There are also ongoing efforts to amalgamate the efforts of the sector's 10 Principles Committees by joining the other three ministries' committees within the economy sector and promoting corporate learning such as the Building Bridges through Understanding the Village exercise and hosting speakers for learning sessions (Sheila North, for example). The ministry also continues to support the Moose Hide Campaign, Red Dress Day and on-going promotion and applications to the Indigenous Youth Internship Program.

The ministry has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- Indigenous cultural education safety training for employees has been encouraged in order to increase awareness and effectiveness throughout the Forestry Worker Programs.

- Ministry employees have access to numerous processes to share and identify inequities and structural discrimination and racism. All ministry employees are required to take mandatory training entitled D&I Essentials, which highlights our HR Policy 11 – Discrimination, Bullying and Harassment – and familiarizes employees with the standards of conduct, including conduct prohibited by the Human Rights Code. Also covered in this training is an orientation to UNDRIP, DRIPPA and pathways for employees to report and seek supports if experiencing discrimination or racism.
- The ministry implements preference statements in specific job postings for candidates who identify as Indigenous. Where applicable, the ministry also implements preference statements for those candidates who have experience working with Indigenous communities, organizations and First Nations. Hiring managers are encouraged to consider equivalents to education to broaden the candidate pool, and to apply geographic restrictions only to postings where there is an identified business need.
- Employees in the ministry have been offered numerous courses over the past year, including Words Matter: Sticking up for Inclusion, Gender Awareness in the Workplace, Ethics in the BCPS, Sheila North speaking on the #MMIW topic, Kathi Camilleri's The Village Workshop Series, Moose Hide Campaign highlights, and support for the National Day of Truth and Reconciliation.
- Managing Hiring Competition courses have been provided regularly twice a year within the ministry, with a focus on inclusive hiring practices, accessibility, and how to run a meritorious and unbiased competition. The courses offer information on job profile language review, equity and relevant statements for job requirements, blind marking of assessments, core skill focuses for assessment rather than internal government processes, and background on the fundamental laws, policies and procedures on which the BC Public Service hiring method is based.

- The PSA's Indigenous Leadership and Mentorship Program launched its first cohort in early 2023. The program includes coaching for leaders, elder teachings on leadership, and Indigenous leadership panels. In addition, the economy sector – as part of the upcoming 2023 IDEA Action Plan – is set to implement new processes as part of our succession management planning to accelerate the development of diverse talent.
- The ministry actively promotes events, SHR training sessions and initiatives through executive- and staff-led messages.

The ministry incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

- Multicultural considerations are incorporated into program and service development.
- The ministry is continuously reviewing and proactively identifying service improvements to serve vulnerable populations. WAO's Indigenous Outreach Committee, for example, has reached out to Indigenous organizations to educate them on WAO services.
- All treasury board submissions are developed according to the existing template and include GBA+ data (where available) and Indigenous considerations including legal advice and implications.
- GBA+ considerations are incorporated in policy and budget/operational matters.
- The ministry regularly consults with Indigenous and culturally diverse communities when reviewing policies and considering legislative and regulatory changes.
- The ministry continues to implement the B.C. Declaration on the Rights of Indigenous Peoples Act. The ministry's actions include fostering a safe cultural space for ministry staff who identify as Indigenous, reviewing our public-facing service delivery model for opportunities to better serve Indigenous clients, and expanding ministry staff's self-awareness and Indigenous cultural competencies. As well, the ministry consults with Indigenous partners on legislation and regulations to ensure that B.C.'s labour laws are consistent with the UN Declaration on the Rights of Indigenous

Peoples and take Indigenous interests and perspectives into account.

In 2022/23, the ministry utilized networks, partnerships, advisory councils, consultation and/or outreach mechanisms to gather input from Indigenous, racialized and/or under-represented groups. Examples include:

- The ministry conveys principles regarding anti-racism and multiculturalism in policy consultations with stakeholders and in public information materials as required.
- Leaders from the ministry's GBA+ Committee and 10 Principles Committee attend the Economy Sector Reconciliation Sharing Circle and the Economy Sector GBA+ Sharing Circle, where ministry strategies to promote reconciliation and diversity and inclusion are shared, and where opportunities to collaborate across ministries are identified and acted upon.
- The ministry has a representative who attends the cross-government Diversity and Inclusion Working Group.
- As part of the workforce planning process, ministry executives and employees were invited to consultations about reconciliation, diversity and inclusion. Attendees shared their perspectives about things the ministry is doing well in support of reconciliation, diversity and inclusion, and suggestions about how to strengthen the ministry's work in these areas. The input from these consultations has been incorporated into the ministry's 2022 to 2025 workforce plan.
- Through the GBA+ Working Group, the ministry is developing a GBA+ capacity-building framework to provide strategic direction and foster a coherent and comprehensive approach to capacity building to advance GBA+ within the ministry.
- The ministry is also undertaking an intersectional analysis of ministry measures to control the spread of COVID-19 on the delivery of programs and services with a particular focus on client access to programs and services and impacts on policy and programs, with the intention of developing options for addressing and remedying the intersectional issues identified.
- The ministry continues to support staff in building a culture of respect, understanding and reconciliation with Indigenous Peoples and

to implement Call to Action Number 57 from the Truth and Reconciliation Commission.

- ESB, WAO and EAO participated in the Work-Able Internship Program, which staff reported to be of great value.
- The ministry is an active participant in the Diversity and Inclusion Cross-Government Working Group.
- Key members of the ministry are involved with the PSA Diversity and Inclusion Working Group, the EDI Implementation group and the BIPOC ERG, and support and co-ordinate ministry sessions for Black History Month, the Moose Hide Campaign and other multiculturalism-focused events.
- All four ministries of the economy sector will focus on systemic discrimination and racism through the IDEA action plan.

The ministry collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups.

Examples include:

- The ministry uses data for policy and program development where relevant data is available.
- The Workers' Advisers Office allows for Indigenous self-identification on a modernized public-facing intake form and in its case management database. Further work will occur to determine how to use this information to better serve Indigenous clients. WAO's case management system also allows users to select gender pronouns.
- WAO's database allows for the use of mononyms (one-word names) and offers an Indigenous character set.
- The Employment Standards Branch asks users of its complaint form whether they self-identify as Indigenous. If so, service can be tailored as needed for the complainant.
- The ESB Compliance Team continues to collaborate with the Mexican, Philippines and Guatemalan consulates to address general and specific issues of concern to foreign nationals.

### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

Passage of the National Day for Truth and Reconciliation Act, establishing an annual statutory holiday on September 30 to commemorate the impact of residential schools on Indigenous people and communities.

The Employment Standards Branch implemented care-based triage – which considers client vulnerabilities in an effort to deliver prioritized processing. This model triages and expedites targeted complaint files based on a combination of care-based and operational factors. The goal is to provide accessible services to employees and employers based on an equitable assessment of employment standards complaints. Care-based triage factors are focused on a more equitable response to vulnerable groups, while operational triage is focused on increasing Branch effectiveness in collecting wages for higher-risk categories of complainants. The care-based triage factors were determined through a combination of empirical research and data-driven analysis of complaints. The operational triage factors were determined based on existing and tested business intelligence and internal stakeholder feedback. Collectively, the identified categories of complaints that will form part of our new triage model are: temporary foreign workers, low wage rate (minimum wage), residence dependent on the employer (present not past), temporary/part-time work, recent immigrant/English as a second language, paid in cash, high-risk industries, business closures/insolvencies, still employed complainants, protected leaves (still employed), and licensed entities.

The ministry is currently engaged in reviewing and determining appropriate employment standards and other protections for app-based ride-hail and food-delivery workers. These workers are primarily a vulnerable population, new to Canada. As has been identified through engagement, many are working for less than minimum wage, have little protection on terminations when platform companies terminate or deactivate them from the app, and lack the protections that other B.C. workers enjoy.

### **SUCCESS STORY**

Government's ongoing commitment to tie the minimum wage to inflation resulted in an increase to the general minimum wage to \$16.75 per hour in June 2023. Over the past five years, as B.C.'s minimum wage has increased from \$11.35 to \$16.75 per hour, close to 400,000 British Columbians have benefitted, the majority of whom are women, immigrants and youth.

## Ministry of Mental Health and Addictions

### MANDATE

The Ministry of Mental Health and Addictions (MMHA) leads the Province of British Columbia in efforts to improve the mental well-being and reduce substance use-related harms for all British Columbians. The ministry has overall responsibility for the development of a coherent, accessible and culturally safe mental health and addictions system that is effective for individuals and families throughout the province.

### EXECUTIVE COMMITMENT

MMHA executive are committed to:

- Recognizing the diversity of British Columbians (race, cultural heritage, religion, ethnicity, ancestry and place of origin) and encouraging respect for the rich multicultural heritage that forms our society and enriches the lives of us all.
- Promoting racial harmony, cross-cultural understanding and respect so that people can fully and freely participate in the economic, social, cultural and political life of British Columbia.
- Aligning our commitments to the ministry's mandate in terms of recognizing diversity and promoting racial harmony, cross-cultural understanding and respect in the context of:
  - Promoting a diverse ministry workforce that more closely reflects the diversity of our provincial population through inclusive hiring practices (such as job postings open to all regions of B.C. that include preference statements for applicants with lived experience).
  - Recognizing diversity in policy and systems design (such as in Mental Health and Substance Use systems design).

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- The ministry participates in the Indigenous Youth Internship Program, with five hires since the ministry's inception, a new hire approved in 2023, and more planned.

- The ministry includes preference statements for applicants who have lived experience.
- Through the ministry's Indigenous Cultural Safety and Humility Strategy, goals are set to ensure employees have specific actions to take towards reconciliation, equity and anti-racism.
- The ministry provides BC Public Service Agency training: Diversity and Inclusion Essentials, Introduction to GBA+, Building a Respectful Workplace, Diversity in the Public Service, and Supervisor Essentials.
- The ministry also requires additional foundational training, including San'yas Indigenous Cultural Safety; Building Capacity in Indigenous Relations: We Are All Here to Stay; and Being a Mindful Employee: An Orientation to Psychological Health and Safety in the Workplace.
- Ministry employees are required to complete:
  - Introduction to Gender-Based Analysis Plus (GBA+): 55% completed (66 of 121 employees).
  - San'yas Indigenous Cultural Safety training: completion rate difficult to track
  - Diversity & Inclusion Essentials: 92% completed (111 of 121 employees).
- All MMHA employees were provided with 21 Things You May Not Know About the Indian Act training in October/November 2022.
- Teams from the ministry's Provincial Support Office for Integrated Child and Youth worked with Indigenous partners (MNBC, FNHA, FNEC, BCAAFC and First Nations representatives) in the development of an Indigenous e-book entitled Coming Together: Working in Partnership with First Nations, Métis and Inuit Communities, Children and Youth. "Train the trainer" was provided to staff to support its implementation.
- The ministry participates in the BC Public Service Hiring Manager Certificate program, and developed a hiring workshop that was rolled out in the spring of 2023.

The ministry promotes multiculturalism in the workplace through events and initiatives in the following ways:

- The ministry promoted virtual and in-person multicultural events for employees to attend, including National Day for Truth and Reconciliation/ Orange Shirt Day, National Indigenous Peoples Day, Moose Hide Campaign Day, Stolen Sisters Memorial March and Pride events.
- MMHA promoted numerous multicultural commemorative days on our intranet and in our newsletter, including:
  - » National Ribbon Skirt Day
  - » Black Excellence Day
  - » Black History Month
  - » Lunar New Year
  - » Louis Riel Day
  - » Nowruz
  - » International Day for the Elimination of Racial Discrimination
  - » Ramadan
  - » Eid al-Fitr
  - » National Indigenous Languages Day
  - » Transgender Day of Visibility
  - » Passover/Pesach
  - » Vaisakhi
  - » Sikh Heritage Month
  - » Asian Heritage Month
  - » Jewish Heritage Month
  - » Anti-Racism Awareness Week
  - » Red Dress Day
  - » Bear Witness Day
  - » International Day Against Homophobia, Transphobia and Biphobia
  - » Global Accessibility Awareness Day
  - » National AccessAbility Week
  - » National Indigenous History Month
  - » International Day for Countering Hate Speech
  - » National Indigenous Peoples Day
  - » Canadian Multiculturalism Day
  - » International Non-Binary Peoples Day
  - » International Day of the World's Indigenous Peoples
  - » Rosh Hashanah

- » Yom Kippur
- » Mid-Autumn Festival
- » Sukkot
- » National Day for Truth and Reconciliation/Orange Shirt Day
- » National Day of Action for Missing and Murdered Indigenous Women/ MMIW Day of Remembrance
- » Navratri
- » International Inuit Day
- » Diwali
- » Transgender Awareness Week/Day of Remembrance
- » National Aboriginal Veteran's Day
- » Hanukkah
- » Kwanzaa

The ministry incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

- Gender-based analysis and Indigenous gender-based analysis (GBA+ and IGBA+) are both employed in the development of policies and frameworks designed by the ministry (Decriminalization Policy and Substance Use Framework, for example).
- All treasury board submissions – nine in 2022/23 – are reviewed with a GBA+ and IGBA+ lens.
- Within the ministry's Provincial Support Office for Integrated Child and Youth Teams, culturally diverse employees are committed to ensuring that the development and implementation of services are informed by communities' cultural needs, such as the specific multicultural needs in Richmond.
- The ministry maintains an advisory committee structure that includes equitable representation from Indigenous organizations to inform the ongoing design, development and implementation of Complex Care Housing.

In 2022/23, the ministry utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- The ministry connects with many First Nations communities throughout the year – as follow-up to First Nations leaders gatherings, for specific ministry-led initiatives, and through individual Nations reaching out to the ministry.
- The ministry's Provincial Support Office for Integrated Child and Youth Teams support provincial, regional and local engagement and networks with contracted child and youth services, employer organizations, multicultural communications channels and First Nations and Métis chartered communities in 12 school district communities across British Columbia.
- The decriminalization team sent a pre-implementation information package to every First Nation in B.C., as well as to the First Nations Leadership Council and the First Nations Health Council. The ministry also hosted five regional townhalls for First Nations and one townhall with Métis Nation BC on decriminalization.
- The Complex Care Housing team has partnered with Indigenous organizations and First Nations to support the implementation of Indigenous-led or co-led projects to support Indigenous Peoples with complex health, mental health, substance use and other challenges.
- The ministry regularly partners with the First Nations Health Authority, Métis Nation BC and the BC Association of Aboriginal Friendship Centres.

The ministry delivers and supports culturally appropriate and responsive programs and services including:

- The Partnerships and Engagement team maintains informational materials in various languages to build awareness about the toxic drug crisis.
- The Integrated Child and Youth Teams page is provided in French; translation of print materials is currently underway.
- The provincial website on decriminalization is offered in 14 languages in addition to English. Resource cards, developed as part of the decriminalization initiative, use icons to identify multilingual resources. The cards also include several Indigenous-specific resources.

- The Internal Communications team ensures that all ministry communications are presented in a plain-language format appropriate to the audience and accessible for people of all abilities. The team follows guidance from Words Matter, Writing Guide for Indigenous Content, the Web Style Guide/Web Content Standards and Web Content Accessibility Guidelines (WCAG) Level AA. Reading level of content must meet WCAG Level AAA.
- Integrated Child and Youth materials are guided by advice and input from the Indigenous Partners Working Group.
- The Provincial Support Office for Integrated Child and Youth (ICY) Teams has developed an Indigenous e-book (entitled Coming Together: Working in Partnership with First Nations, Métis and Inuit Communities, Children and Youth) and accompanying facilitators' guide to support the implementation of ICY teams across the province. The materials utilize distinctions-based language to serve distinct communities more intentionally.

The ministry collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups.

Examples include:

- The ministry identifies multiple intersecting social identities – such as racial minorities and sexual minorities – in addition to Indigenous youth and prioritizes them to ensure policies and services are inclusive and culturally appropriate.
- The ministry's Provincial Support Office for Integrated Child and Youth (ICY) Teams utilizes census data to review demographic profiles of specific communities to support program adaptation and meet the unique needs of multicultural communities. This information influences, for example, the composition of the ICY team in Richmond.
- All new programs and policy initiatives contain an evaluation with analysis segmented by user demographic profiles, which vary by program.
- The ministry asks health authorities to report on treatment and recovery clients who self-identify as Indigenous, including First Nations, Métis, Inuit and urban Indigenous.

- The ministry has initiated an annual personnel survey to collect data on the diversity of the employee population.
- The annual Work Environment Survey (WES) data is used to inform and direct activities for the ministry related to multiculturalism.
- The ministry will conduct a diversity and inclusion survey in 2023/24 using a globally benchmarked tool used in other ministries. This will create a ministry baseline.
- Data collection is used to inform the next ministry Workforce Plan (2023/24 to 2025/26).

### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

Beginning January 31, 2023, B.C. became the first jurisdiction in Canada to implement the decriminalization of small amounts of certain illegal substances for personal possession. Criminalization has disproportionately negative effects on equity-deserving, racialized and Indigenous populations. Decriminalization includes, as one of its core principles, a commitment to anti-racism, equity and reconciliation. A principal aim of decriminalization is to reduce structural and societal stigma.

### **SUCCESS STORY**

The ministry's Provincial Support Office for Integrated Child and Youth (ICY) Teams utilized census data along with employer, organization and community feedback in specific communities to support program adaptation to meet the unique needs of multicultural communities. Census data helped shape, for example, the composition of the ICY team in Richmond.

The ministry is leading the implementation of Complex Care Housing, which includes several Indigenous-led or co-led projects. These services will provide enhanced supports to people with complex mental health and substance-use issues and other health challenges, whose needs are not met by existing housing services. Indigenous Peoples are over-represented among this population; these services will therefore help reduce barriers for Indigenous people in achieving improved housing stability and wellness.

## Ministry of Municipal Affairs

### MANDATE

The Ministry of Municipal Affairs helps make B.C. communities great places to live by taking leadership in supporting local governments, not-for-profit organizations and residents to build vibrant and healthy communities that are well governed, liveable, safe and diverse as well as economically, socially and environmentally resilient. The ministry supports newcomers to settle and integrate into the province, facilitates economic immigration to address B.C.'s labour market needs and attracts international entrepreneurs. The ministry also oversees the University Endowment Lands and works with public library partners to sustain the public library system.

### EXECUTIVE COMMITMENT

The ministry is committed to recognizing the diversity of British Columbians and continues to support diversity and inclusion within ministry policies, initiatives, programs and services such as our workforce plan. A Gender-Based Analysis Plus (GBA+) lens is used to identify opportunities to consider and improve diversity and inclusion in all of the ministry's work.

From the Ministry Service Plan Performance Planning section, Goal 3: Communities are vibrant, inclusive and enriched by the contributions of newcomers. Objective 3.1: International talent helps to address B.C.'s skills need and support sustainable economic development in communities across the province.

Objective 3.2: Provide grants and services to help communities thrive and to support newcomers to settle and integrate.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry uses the following initiatives aimed at diversifying its workforce:

- The Immigration Programs Branch employs a wide variety of staff with multicultural backgrounds including from groups represented in the British Columbia Provincial Nominee Program (BC PNP) candidate pool.

- The Immigration Policy and Integration Branch has many program staff with lived experiences of migration and connections to migrant communities.
- The ministry uses the BC Stats Workforce Profiles derived from the self-reported data collected through the Work Environment Survey to ensure that the current workforce is diverse and representative of the populations served.
- The MUNI 10 Principles Committee supports and collaborates with other ministries, local governments and external partners currently engaging with Indigenous governments and Peoples on implementing the articles of UNDRIP and the Truth and Reconciliation Committee Calls to Action that apply to the ministry. Additionally, the committee creates a forum in response to the Truth and Reconciliation Commission of Canada: Calls to Action, Call #57: Professional Development and Training for Public Servants. The committee works to gather feedback, seek and create opportunities for learning and to advance professional development for MUNI staff.
- The ministry has specific goals in the Workforce Plan that are focused on all three efforts. Implementing inclusive hiring guides, leading workshops focused on inclusive language, and hiring a director of inclusion, diversity, equity and accessibility meet equity and anti-racism goals. With regard to reconciliation, the ministry is committed to enhancing the understanding and use of territorial acknowledgements by creating usage guides for all employees. There are also ongoing efforts to amalgamate the efforts of the sector's 10 Principles Committees by joining the other three ministries' committees within the economy sector and promoting corporate learning (such as the Building Bridges through Understanding the Village exercise) and hosting speakers for learning sessions (Sheila North, for example).
- The ministry also continues to support the Moose Hide Campaign, Red Dress Day and ongoing promotion and applications to the Indigenous Youth Internship Program.
- The ministry utilized a data-driven approach when creating the ministry Workforce Plan, including data analytics from WES data and from SHR-led employee engagement sessions. The WES data used included self-reported responses on race, gender expression

and identity, and other identifying factors. This data supports Workforce Planning goals such as reflecting the demographic profile of the citizens the ministry serves, enhancing inclusion in hiring practices, and hiring a director of inclusion, diversity, equity and accessibility, which took place in 2022.

- The ministry implements preference statements in specific job postings that give preference to candidates who identify as Indigenous. Where applicable, the ministry also implements preference statements for those candidates who have experience working with Indigenous communities, organizations and First Nations. Hiring managers are encouraged to consider equivalents to education to broaden the candidate pool, and to apply geographic restrictions only to postings where there is an identified business need.

The ministry has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- Ministry employees have access to numerous processes to share and identify inequities and structural discrimination and racism. All ministry employees are required to take mandatory training entitled D&I Essentials, which highlights our HR Policy 11 – Discrimination, Bullying and Harassment and familiarizes employees with the standards of conduct including conduct prohibited by the Human Rights Code. Also covered in this training is an orientation to UNDRIP, DRIPPA and pathways for employees to report and seek supports when experiencing discrimination and racism.
- The ministry's 10 Principles Committee annual learning plan offers training in cultural safety. Learning events in the 2022/23 year included:
  - Red Dress Day: The event included a guest speaker and red dress pin kits for participants to create and wear to show solidarity and raise awareness. All proceeds were donated to the Victoria Native Friendship Centre.
  - Indigenous Peoples Day: Through this collaborative event with the Ministry of Tourism, Arts, Culture, and Sports' (TACS) Indigenous Arts and Culture, the ministry hosted two guest speakers.
  - Kathi Camilleri's Village Workshop Series: Four sessions were offered to teach ministry staff how

to increase cultural safety for families who have Indigenous ancestry.

- National Day for Truth and Reconciliation: The event included a presentation from Ry Moran on The Journey of Truth to Reconciliation.
- Indigenous Veterans Day & Disability Awareness Month: The ministry hosted a virtual viewing of Wapos Bay – Remembrance Day.
- Managing Hiring Competition courses are provided twice a year within the ministry with a specific focus on inclusive hiring practices, accessibility and how to run a meritorious and unbiased competition. Some of these practices include job profile language review, equity and relevant statements for job requirements, blind marking of assessments, core skill focuses for assessment rather than internal government processes, and background on the fundamental laws, policies and procedures on which the BC Public Service hiring method is based.
- The Immigration Programs Branch submitted an Indigenous Intern opportunity.
- The Corporate (PSA) Indigenous Leadership and Mentorship Program recently launched, with its first cohort underway from January through August 2023. It includes coaching for leaders, Elder teachings on leadership, and Indigenous leadership panels. In addition, the economy sector – as part of the upcoming 2023 IDEA Action Plan – is set to implement new processes as part of succession management planning to accelerate the development of diverse talent.

The ministry promotes multiculturalism in the workplace through events and initiatives in the following ways:

- The ministry issues an annual World Refugee Day proclamation.
- The ministry actively promotes and participates in multiculturalism events like the Moose Hide Campaign and Black History Month.
- The ministry's 10 Principles Committee promotes awareness and demonstrates solidarity with the Women's Memorial March (February 14), the National Day of Awareness of Missing and Murdered Indigenous Women and Girls, or Red Dress Day (May 5), and the Moose Hide Campaign Day (May 11).

- In May 2023, the 10 Principles Committee worked with reconciliation committees across the economy sector to invite Sheila North to speak on her work raising awareness about the ongoing crisis of missing and murdered Indigenous women, including the creation of the hashtag #MMIW.
- Ministry employees have been offered a number of courses over the past year, including Words Matter: Sticking up for Inclusion, Gender Awareness in the Workplace, Ethics in the BCPS, Sheila North speaking on #MMIW, Kathi Camilleri's The Village Workshop Series, Moose Hide Campaign highlights and support for the National Day of Truth and Reconciliation.

The ministry incorporates multiculturalism policy (including goals to increase equity, inclusion, and diversity) when developing policies, practices and programs. Examples include:

- Planning Together BC is a joint initiative between the Ministry of Municipal Affairs and the Ministry of Transportation that supports a systems-based approach to transportation and land use planning to achieve affordability, emissions reductions, and healthy, equitable communities. This strategic framework includes specific consideration for reconciliation and diversity and inclusion. For example, it considers the growing needs of immigrants by addressing potential limitations on their ability to access job opportunities and services.
- BC's Strategic Plan for Public Library Service (2020) recognizes the role of public libraries as a cornerstone of healthy and vibrant communities. Priorities and actions within the plan are underpinned by principles of equity and are informed by government commitments to creating a more inclusive and accessible province. Libraries create connections and opportunities for diverse voices to be heard. They are places of opportunity that reduce physical, social, financial, and structural barriers.
- The ministry continues to include GBA+ and other multicultural, inclusive criteria into the design of Infrastructure Grants programs. The governments of Canada and British Columbia are delivering the Investing in Canada Infrastructure Program (ICIP), which will invest more than \$2.85 billion in green infrastructure, public transportation, community and cultural assets, and rural and northern community infrastructure. These projects will be cost-shared

with the province, local governments, Indigenous recipients, and other partners. Cultural benefits will be widely and fairly distributed across the province as projects are approved and implemented.

- The ministry embraces the principles and building capacity and competency, with staff seizing the opportunities for learning and development.
- Each year the ministry delivers infrastructure grants to community governments (First Nation governments have been eligible since 2019) and gaming grants to community groups (including Indigenous organizations).
- Through the Declaration Act Action Plan, the ministry has committed to supporting inclusive regional governance and reviewing local processes that guide the naming of local governments.
- The ministry supports local governments to develop even stronger relationships with Indigenous Nations to create a B.C. where everyone feels comfortable in their communities.
- The Immigration Programs Branch publishes the Newcomer's Guide in 13 languages to assist newcomers to B.C. in starting their lives with extensive government program information.
- All treasury board submissions are expected to include GBA+ and Indigenous considerations, as included in the treasury board submission template.
- The ministry uses GBA+ and intersectional approach to program design and development to support newcomers.
- The Newcomers Guide 2021 included revised multicultural content and a new section on First Nations in B.C.
- The Immigration Policy and Integration Branch used a recent program client survey to engage with racialized newcomers in order to understand their programming experience. The branch used that information to help develop new programming.

In 2022/23, the ministry utilized networks, partnerships, advisory councils, consultation and/or outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups. Examples include:

- When appropriate, the ministry works through public libraries and literacy organizations to reach a broader range of British Columbians on services and programs – in highlighting anti-racism campaigns, for example.

- The ministry regularly engages with immigrant-serving organizations.
- The ministry has a longstanding partnership with the BC First Nations Summit, stemming from the management of the Community-to-Community Forum program that also includes the Union of BC Municipalities. To support reconciliation work, ministry staff are expanding connections to other First Nation umbrella organizations, including the First Nations Leadership Council and the Union of British Columbia Indian Chiefs. As well, over the past few years, ministry staff have been building relationships directly with representatives from various First Nations, including Musqueam, Westbank, Haida, Heiltsuk, Huu-ay-aht and Nuxalk.
- The Immigration Program Branch's program and policy development is performed in the whole of government's multiculturalism ecosystem.
- Key members of the ministry are involved with the PSA Diversity and Inclusion Working Group, the EDI Implementation group and the BIPOC ERG.
- The ministry supports and coordinates sessions for Black History Month, the Moose Hide Campaign, and other multiculturalism-focused events.
- Through the IDEA action plan, the economy sector will coordinate an approach between all four ministries with a focus on systemic discrimination and racism.
- The economy sector began incorporating social procurement into solicitations late last fiscal year. In 2021/22, for example, the Immigration Policy and Integration Branch included "social impact" in the assessment of the Career Paths program procurement.

The ministry delivers and supports culturally appropriate and responsive programs and services including:

- The Newcomer's Guide is translated into 13 languages and includes diverse visual representations.
- Welcome BC is provided primarily in English with machine translation available in 132 languages.
- When communicating with the University Endowment Lands, public materials are provided in multiple languages based on the community's population.
- Plain-language inclusive content is developed under government guidelines for accessibility.

## HIGHLIGHTS ON INITIATIVES IN 2022/23

The Local Government Division, in partnership with Strategic Human Resources and Financial Services Branch, developed a hiring request form that includes an action plan section on diversity, inclusion and reconciliation considerations when hiring. This form is now being used by the Immigration Services and Strategic Planning division as well as by the DMO.

The ministry doubled funding for newcomer settlement services in 2022/23 and 2023/24 and committed to further increases to settlement funding in 2024/25, bringing the program from an initial budget of \$6 million per year to a planned budget of \$25.6 million per year. These funding increases enable more newcomers to receive important services and for the services provided to be enhanced and expanded starting in April 2024.

In 2022/23, the ministry also led a cross-government effort to welcome and support displaced Ukrainians while also continuing to assist refugee claimants and support federal efforts to welcome resettled refugees from Afghanistan and many other countries around the world.

## SUCCESS STORY

The ministry provides funding for projects that support the decolonization of immigrant-serving organizations and help educate newcomers about Indigenous Peoples and the impact of colonialism. The ministry's flexible, non-prescriptive funding approach enables the projects to evolve organically based on community relationship-building rather than on pre-set deliverables. This model was presented at a national immigration conference in Ottawa in March 2023, where B.C. was acknowledged as an innovative leader in their field.

The ministry is committed as part of the Declaration Act [Action Plan](#) to review the principles and processes that guide local government names, and to evolve practices that foster reconciliation in local processes.

The Ministry of Municipal Affairs recognizes that Indigenous Peoples in British Columbia have been on this land since time immemorial and have names for many places across their territories. Ministry guidance for local government names has evolved over time to require a collaborative and co-developed local government and local First Nations approach to engage, educate, and support community discussion about a local government name. On July 13, 2022, at the request of the municipal

council and with the support of the Council of the Haida Nation and Haida Hereditary Chiefs Council, the ancestral Haida name of the Village of Daajing Giids (formerly Queen Charlotte) was restored by cabinet.

Encouraging strong local government, First Nations engagement and relationship building is an important part of the province's commitment to lasting reconciliation with Indigenous Peoples and implementing the Declaration on the Rights of Indigenous Peoples Act. The Community-to-Community Program was expanded this year to support the development of agreements (such as protocols, MOUs, and service agreements), joint plans and strategies that advance First Nation/local government reconciliation and relationship building. This is in addition to the program's previously funded activities that included holding forums to build relationships, supporting reconciliation efforts, resolving issues of common responsibility, interest, or concern, and advancing tangible outcomes.

## Ministry of Post-Secondary Education and Future Skills

### MANDATE

The Ministry of Post-Secondary Education and Future Skills (PSFS) provides leadership and direction for post-secondary education and skills training across British Columbia to help people succeed and reach their full potential. The ministry plays a key role in promoting a collaborative approach for education and skills training partners to contribute to the prosperity of all British Columbians, to sustain the resilience of our post-secondary education and skills training system, and to ensure employers can access the talent they need, and our skilled workforce continues to grow.

### EXECUTIVE COMMITMENT

We cherish and promote British Columbia's multicultural heritage across the post-secondary and skills training sector and in our workplace. Our commitment to reconciliation, equity, inclusion, diversity, respect, and cross-cultural understanding informs our drive for continuous improvement in our policies, programs, services and operational processes.

The StrongerBC: Future Ready Action Plan includes numerous commitments to help Indigenous Peoples, people facing multiple barriers, and people new to B.C. gain the skills they need to succeed. Examples include commitments to conduct a review of racism in post-secondary education and to streamline foreign credential recognition. Our ministry service plan includes goals, objectives, and strategies to promote reconciliation, attract and retain international students, and ensure accessible and welcoming education and training opportunities for women, Indigenous people and under-represented groups.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry uses the following initiatives aimed at diversifying its workforce:

- Consistent with practice across the BC Public Service, lived experience is becoming more common in job postings to meet job requirements. Preference statements are sometimes used on job postings in cases in which someone from a particular community (2SLGBTQIA+ or Indigenous identity, for example) would have lived experience that would be an asset for that particular role.

- Labour and employee relations issues are handled internally where possible to provide mediation and conflict management support. This approach would be used in cases to address systemic discrimination and racism.
- Employee data on race is collected via the bi-annual Work Environment Survey. The survey is optional. Information from employees who self-identify their ancestry has been used to inform workshop offerings within the ministry.
- The ministry's workforce plan includes goals around reconciliation, equity, and anti-racism.
- Over the last five years, the ministry has hosted two Indigenous Youth Interns and two Work-Able interns.

The ministry has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- The ministry's human resources team has experienced coaches who create a safe and confidential environment for employees to share their concerns.
    - Employees leaving the ministry are invited to an optional, confidential exit interview, which includes questions about employees' experiences in terms of racism, discrimination, and inequities.
    - Workshops offered to employees include opportunities for discussion and sharing of personal experiences.
  - The ministry has offered a variety of courses over the years, including inclusive language guidelines, implicit bias and blind hiring practices, diversity and human rights, and residential schools and their lasting impacts. Most staff have taken at least one course, and many employees have taken several.
- The ministry promotes multiculturalism in the workplace through events and initiatives in the following ways:
- Event promotion is routinely through internal communications channels to staff. These may include employee bulletins, updates on the intranet, and notes from executive.
  - PSFS GBA+ Champions host regular GBA+ awareness and training events that provide learning opportunities and raise awareness on diversity and multicultural dates of significance.

The ministry incorporates multiculturalism policy (including goals to increase equity, inclusion, and diversity) when developing policies, practices and programs. Examples include:

- Ensuring Indigenous representation on the boards of every public post-secondary institution (PSI) is an ongoing ministry priority. This objective is currently being pursued through policy implementation. As part of the implementation of the Declaration on the Rights of Indigenous Peoples Act Action Plan, the ministry intends to amend relevant acts and establish a legislative requirement for public PSIs to ensure Indigenous representation, with at least one Indigenous member on their boards of governors. Public PSI boards benefit by consisting of a diverse array of individuals who reflect British Columbia's population and possess the necessary competencies, skills, and experiences to effectively fulfil their responsibilities. Boards of public PSIs are encouraged to actively seek out individuals from various backgrounds, including women, visible minorities, Indigenous Peoples, persons with disabilities, LGBTQ2S+ individuals and others who may contribute to the diversity of the board. As of June 2023, there are 49 Indigenous members on all 25 public PSI boards and, overall, 51 members who have self-identified as visible minority, Indigenous, a person with disabilities and/or a member of the LGBTQ2S+ community.
- A review of the Sexual Violence and Misconduct Policy Act is considering policy recommendations that are responsive to the Calls to Justice and the Calls to Action to develop proactive and preventative measures to respond to sexualized violence. GBA+ is being implemented into the policy review via intersectional focus groups with diverse student populations to support sector consultation, and through an intersectional analysis that considers the needs of populations that are disproportionately or uniquely impacted by sexualized violence: people with disabilities, immigrants, 2SLGBTQIA+ people, male survivors, and sex workers. The ministry also consulted with Indigenous partners to inform the review of the Act.
- PSFS GBA+ efforts are led by a champions group, who are committed to supporting staff with the implementation of GBA+ for all policies, programs, and initiatives. The team continues to develop

resources to support staff in implementing GBA+ into their work.

- The Skills Training BC Act received royal assent on March 2022. It includes provisions to ensure the trades training system meets the needs of Indigenous workers, employers, and communities by requiring SkilledTradesBC to work with Indigenous leadership and partners to ensure their voice is reflected in trades training decision-making that impacts Indigenous workers, businesses and communities.
- Since 2020/21, PSFS has allocated \$11.2 million in one-time funding to support the core and capacity expenses of Indigenous institutes, and \$15.5 million for programming. This will help ensure that Indigenous learners and Indigenous communities, which have been hit hard by COVID-19, are not further left behind:
  - » \$8 million to 10 Indigenous institutes for core operating costs over two years (\$4 million in 2021/22, \$4 million in 2022/23):
    - Criteria and evaluation were jointly administered by the First Nations Education Steering Committee (FNESC), Indigenous Adult and Higher Learning Association (IAHLA) and the ministry.
    - Selected Indigenous institutes were experienced in delivering post-secondary education and training programs.
    - This aligns with actions in the Declaration Act Action Plan.
  - » \$3.2 million in capacity funding provided to Indigenous institutes over 2 years:
    - \$2 million to Native Education College over two years (\$1 million 2021/22, \$1 million in 2022/23).
    - \$350,000 to Métis Nation British Columbia over two years.
    - \$825,000 (\$75,000 each) to 11 First Nations institutes.

- » \$15.5 million to support post-secondary programming delivered by First Nations institutes:
  - 2020/21: \$5 million for First Nations skills training and education as a top up for funding received from Indigenous Services Canada for the Post-Secondary Partnerships Program (PSPP).
  - 2021/22: \$5.5 million for language fluency initiatives and First Nations skills training and education programming under the PSPP.
  - 2021/22: \$2 million to support Indigenous learners whose learning was impacted by COVID-19.
  - 2021/22: \$3 million to support Indigenous learners to access skills training and higher education, with a focus on disability.

➤ The ministry provides approximately \$10.9 million ongoing funding to three Indigenous institutes in B.C.:

- » Approximately \$8.5 million per year to Nicola Valley Institute of Technology, designated as a public institution to serve Indigenous learners in 1995.
- » Approximately \$400,000 to Wilp Wilxo'oskwhl Nisga'a Institute, based on treaty commitments.
- » Approximately \$1.95 million per year to Native Education College.

This funding advances reconciliation and helps implement the Declaration on the Rights of Indigenous Peoples Act by responding to Article 14 of the United Nations Declaration, which affirms that Indigenous Peoples have the right to establish and control their own educational systems and institutions.

- Action 4.30 in the Declaration of the Rights of Indigenous Peoples Act Action Plan commits to support Indigenous language revitalization through sustainable funding (joint with Ministry of Indigenous Relations and Reconciliation):
  - » The Ministry of Post-Secondary Education and Future Skills provided \$2 million in 2019 and \$1.5 million in 2022 to the First Nations Education Steering Committee for the development and piloting of the Indigenous Language Fluency Degree framework.

- » Six Indigenous Language Fluency Degree pilots are underway. The first degree to be launched under the Indigenous Language Fluency Degree framework was approved in 2021, and the first graduates convoked in June 2023.
- » The StrongerBC: Future Ready Action Plan commits \$1 million annually for the Indigenous Language Fluency Degree.
- » In 2022, PSFS provided \$2.6 million to the First Peoples' Cultural Council (FPCC) for language revitalization through the Youth Empowered Speakers Program. In June 2022 the Ministry of Indigenous Relations and Reconciliation also provided \$25 million over three years to FPCC's language, arts, and cultural heritage revitalization programming, as well as \$7.15 million to FPCC in new 2022/23 operational funding.
- » The StrongerBC: Future Ready Action Plan provides funding for Michif language revitalization. The Ministry of Post-Secondary Education and Future Skills will work with Métis Nation BC to develop reporting metrics.

- Consistent with corporate direction, all treasury board and cabinet submissions are required to outline how GBA+ was undertaken, an analysis of how recommendations align with DRIPA, and the extent of consultation with Indigenous organizations.
- In recent years, ministry staff have been increasingly encouraged to reflect on diversity, inclusion and intersectionality when designing, implementing, and assessing programs. Ministry executive are committed to expanding this practice in future. For example, the Sector Labour Market Partnerships (SLMP) program has recently refreshed the program's guidelines to better support applicants in taking an intersectional approach when developing projects. Further, the program principles have been updated to reflect SLMP's commitment to reconciliation, culturally responsive service delivery, and equity, diversity, and inclusion.

In 2022/23, the ministry utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- Our ministry is a committed partner in fulfilling government's priorities to address systemic discrimination and racism.
- Consistent with the Premier's direction to all cabinet ministers, commitments to reconciliation, equity and anti-racism are included in mandate letters to B.C.'s 25 public post-secondary institutions and to our two Crown corporations: the BC Council for International Education and SkilledTradesBC.
- The ministry partners with a broad range of organizations and entities on efforts to eliminate racism and promote inclusion and cross-cultural awareness. Examples include the First Nations Education Steering Committee, Métis Nation BC, the Council of Ministers of Education Canada, the Forum of Labour Market Ministers, and the Organization on Economic Cooperation and Development.
- The ministry continues to strengthen collaboration with FNEC and IAHLA.
- The ministry has developed, and continues to strengthen, collaboration and communication with Métis Nation BC.
- The ministry works closely with First Nations and First Nations institutes to support them with their post-secondary education and training goals.
- The ministry communicates with representatives from a broad range of culturally diverse communities across B.C.

The ministry collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs, or services for Indigenous Peoples and other racialized or marginalized groups.

Examples include:

- The 2021 report – Aboriginal Learners in British Columbia's Public Post-Secondary System – includes data on First Nations and Métis learners, as well as aggregated Aboriginal learner data. The ministry will continue to work with First Nations and Métis partners to co-develop future reports.
- Workforce development programs collect a range of disaggregated data about participants, many of

whom are from vulnerable populations. The data is used to inform the ongoing design and delivery of programming.

- Workforce development programs collect intersectional data about participants, including whether they are Indigenous or identify as a visible minority, as well as if they belong to other vulnerable population groups. This data is used to inform the ongoing design and delivery of programming.
- New initiatives being implemented as part of the StrongerBC: Future Ready Action Plan, such as the future skills grant and transition training for forest sector workers, will collect disaggregated data about whether participants are Indigenous or identify as a visible minority, amongst other equity metrics.

### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

The StrongerBC: Future Ready Action Plan helps people get the skills they need to succeed in the changing economy and helps close the skills gap many businesses are facing. Among its actions are a wide range of new and expanded programs and services to help people facing multiple barriers, Indigenous Peoples, and people new to BC access training and gain employment.

### **SUCCESS STORY**

The ministry is partnering with public post-secondary institutions, FNEC and Métis Nation BC to expand priority access to student housing for current and former youth-in-care learners and Indigenous learners. This includes co-developing leading practices to support institutions to implement or enhance their current practices and allow more learners to take advantage of student housing.

As part of government's Feed BC initiative to bring more B.C. foods into public facilities including universities and colleges, the ministry is taking part in a cross-government effort to raise awareness of traditional and Indigenous foods, provide cultural safety training, and develop resources to support greater availability of Indigenous foods in food services and culinary programs.

## Ministry of Public Safety and Solicitor General

### MANDATE

The Ministry of Public Safety and Solicitor General (PSSG) and the Ministry of Attorney General (AG) work together as the justice and public safety sector to advance a shared vision of a safe, secure, just, and resilient British Columbia. The mission of PSSG is to develop public safety policy and deliver associated services and programs, and to administer regulations for the liquor, non-medical cannabis, and gambling sectors.

### EXECUTIVE COMMITMENT

PSSG is committed to advancing its work through Gender-Based Analysis Plus (GBA+) and Indigenous Gender-Based Analysis Plus (IGBA+) lenses and in alignment with the Diversity and Inclusion Strategy for the BC Public Service to deliver policies, programs and services that are inclusive, intersectional, responsive, accessible, and culturally safe.

The Minister of Public Safety and Solicitor General's December 2022 [mandate letter](#) includes commitments to:

- Implement the recommendations of the [Special Committee on Reforming the Police Act](#), including working with the support of the [Parliamentary Secretary for Anti-Racism Initiatives](#) to address systemic racism, including interim and long-term policy, regulatory and legislative changes.
- Work with the Attorney General and the [First Nations Justice Council](#) (FNJC) to address the disproportionate incarceration of Indigenous Peoples through the implementation of the [B.C. First Nations Justice Strategy](#).
- Continue work to implement the [Calls for Justice](#) of the National Inquiry into Missing and Murdered Indigenous Women and Girls.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry uses the following initiatives aimed at diversifying its workforce:

An EDI Advisory Group was established for the justice and public safety sector to develop and promote a consistent and unified approach to integrating EDI best practices in sector recruitment, training, retention, leadership, recognition, career advancement and communications. Developed by the advisory group, a

three-year, sector-wide Equity, Diversity, and Inclusion Strategy was released in 2021.

- BC Cannabis Store (BCCS) continues to seek more Indigenous applicants for coroner roles and to identify representatives for First Nation communities who would act for the coroner in community as trusted advisors and navigators.
- Staff in the Cannabis, Consumer Protection and Corporate Policy Branch are asked to include at least one learning goal in their annual MyPerformance profile around developing their Indigenous behavioural competencies and to provide evidence of learning activities to advance that goal.

The ministry has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- All PSSG employees are encouraged to follow core government processes for identifying and communicating inequities, structural discrimination, and racism, including those identified in the standards of conduct for the BC Public Service.
  - The ministry also has an ethics advisor who serves as a resource for all ministry employees and can provide advice and help navigate and make referrals on issues related to the standards of conduct.
  - No permission is required for staff to contact the ethics advisor and supervisors do not need to be advised or attend any meetings.
  - The provisions of the Public Interest Disclosure Act are also available to all ministry staff.
- All PSSG employees are encouraged to undertake anti-discrimination and anti-racism training available through the Public Service Agency (PSA), the House of Indigenous Learning and other sources. Information on training opportunities is made available through the intranet site for the justice and public safety sector. In addition, some branches have established mandatory training requirements.
  - All 175 BCCS staff have received training on cultural agility and anti-racism at the branch's professional development conferences, in addition to training on DRIPA. This training is also provided as part of the on-boarding process. Additionally, BCCS is currently developing trauma-informed practice training for all staff.

- BCCS's workforce planning manager has completed training courses in support of fair and racially equitable hiring. In addition, all hiring panel chairs are required to take the PSA Hiring Certification basic course.
  - » The Cannabis Secretariat's human resources expert completes training on fair and equitable hiring practices and coaches hiring managers on implementing best practices.
  - » Gaming Policy and Enforcement Branch (GPEB) hiring managers are required to complete the PSA Hiring Certification courses.
- Throughout PSSG, there is ongoing active promotion by all levels of leadership of equity, anti-racism, diversity and multiculturalism events and initiatives. Communications are shared with staff through multiple channels, including internal newsletters, emails, team meetings, town halls, and posters and other promotional materials on display. Externally contracted service providers and partners are also kept informed.

The ministry incorporates multiculturalism policy (including goals to increase equity, inclusion, and diversity) when developing policies, practices and programs. Examples include:

- PSSG reviews policies, budgets, and treasury board submissions through GBA+ and Indigenous GBA+ lenses, as required in the cabinet and treasury board templates. The justice and public safety sector has three GBA+ advisors and GBA+ and IGBA+ resources are shared with all staff on the sector's intranet site. In addition, some PSSG branches have established specific equity and anti-racism goals:
  - » BCCS is committed in policy and practice to implementing the requirements of the Declaration on the Rights of Indigenous Peoples Act (DRIPA). BCCS policy places strong emphasis on cultural humility and respect for cultural laws and practices, ensuring that the Coroners Act is applied in a cultural safe manner.
  - » The Cannabis Secretariat (CS) is advancing the goal of supporting Indigenous interests and participation in the regulated cannabis sector in alignment with DRIPA.
  - » Corrections' (CORR) strategic vision includes the goals of leading successful change by

embracing diversity, and advancing Indigenous reconciliation through supporting the delivery of culture-based programs that strengthen identity and support change, facilitating Indigenous Peoples' connections to their culture and community, building awareness and understanding of the lasting impacts of racism and colonization and the need for reconciliation, and engagement with Indigenous partners and communities to guide the Province toward culturally supported ways to reduce re-offending and over-representation.

- The Policing and Public Safety Modernization Initiative includes consideration of GBA+, anti-racism and Indigenous interests. The engagement process for the initiative includes grant funding for community-led engagements with Black, Indigenous and people of colour communities, and with other intersectional groups that have traditionally been over-policed or under-policed. As part of the initiative, the goals for amending the Police Act and new policing legislation are to be co-developed with Indigenous Peoples and local governments.
- Three PSSG branches report that they apply multiculturalism policy when developing and/or reviewing programs and services:
  - » BCCS policy places strong emphasis on cultural humility and respect for cultural laws and practices, and BCCS is committed to applying the Coroners Act in a way that ensures cultural safety. All BCCS training and professional development conferences promote cultural humility and respect and positive interaction between cultural, religious, and ethnic groups.
  - » Given the over-representation of Indigenous Peoples in the criminal justice system, all CORR programs and services are reviewed and/or developed with special attention to Indigenous Peoples' unique needs and circumstances. For example, CORR engaged with multicultural agencies and academic programs focusing on multiculturalism during the revisions to the Respectful Relationships – Cultural Edition program.
  - » RoadSafetyBC (RSBC) has a major program procurement underway and is working with UBCIC to ensure that an appropriate Indigenous lens is placed on it.

In 2022/23, the ministry utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- PSSG has established extensive communication contacts and networks with culturally diverse communities, including Indigenous communities. For example:
  - » BCCS signed a memorandum of understanding with the FNHA in 2014 to collaborate in support of the health, wellness and safety of First Nations Peoples and communities. BCCS maintains a strong partnership with the FNHA, with BCCS and FNHA leadership communicating and interacting regularly to support the needs of Indigenous communities. In addition, on an as-needed basis, BCCS communicates with faith leaders and representatives of other culturally diverse communities to ensure cultural laws and traditions are maintained in death investigations.
  - » CS has established communications and networks with the [First Nations Leadership Council](#) (FNLC), the [Alliance of BC Modern Treaty Nations, Métis Nation BC](#) and all First Nation band offices in relation to new government policies related to cannabis.
  - » CORR hosts monthly communities of practice for Indigenous justice partners to enhance communication and strengthen relationships. CORR also contracts with two multicultural agencies in the Lower Mainland to deliver [Respectful Relationships – Cultural Edition](#).
  - » Community Safety and Crime Prevention (CSCP) has relationships and regular communications with a broad range of service providers delivering victim service and gender-based violence programming to diverse communities. Partner organizations include those serving multicultural and Indigenous communities.
  - » The Office of the Fire Commissioner (OFC) works with Indigenous communities through the [First Nations Emergency Services Society and Indigenous Services Canada](#) on such things as firefighting training standards.
  - » The Policing and Security Branch (PSB) has existing relationships that are leveraged when there is a need to consult or engage.

- » RoadSafetyBC (RSBC) is working with the [Union of British Columbia Indian Chiefs](#) (UBCIC), the Insurance Corporation of British Columbia (ICBC) and the Crown Agencies Secretariat (CAS) to action the recommendations found in UBCIC's [Road to Reconciliation report](#).

- PSSG coordinates and cooperates on cross-ministry priorities to address systemic discrimination and racism, including implementation of the actions that are led and supported by PSSG included in the Declaration Act Action Plan. In addition, there is broad ministry representation on the justice and public safety sector's Equity, Diversity, and Inclusion Advisory Group.
- PSSG has a wide range of established partnerships that support the promotion of anti-racism and multiculturalism. Examples include:
  - » BCCS has engaged with the FNHA for the past 10 years to ensure policy, protocols and practices are culturally safe and enhance inclusivity. Representatives of the FNHA are also included at all professional development conferences. Additionally, coroners' inquests have been adapted, as needed, to suit cultural requirements.
  - » CS has established Indigenous partnerships to support equitable participation and address systemic barriers in the regulated cannabis sector.
  - » CORR has established working partnerships with more than 50 Indigenous Nations and organizations to eliminate racism, and has strong partnerships with Indigenous justice leadership.
  - » The goals for amending the Police Act and new policing legislation as part of the Policing and Public Safety Modernization Initiative are to be co-developed with Indigenous Peoples and local governments. Policies will undergo GBA+ and be compliant with DRIPA. The initiative's engagement process includes grant funding for community-led engagement that focuses on engagement from Black, Indigenous and people of colour, and other intersectional groups that have traditionally been over-policed or under-policed.

- » RSBC works with UBCIC, CAS and ICBC on Indigenous issues including addressing discrimination and racism.

The ministry collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs, or services for Indigenous Peoples and other racialized or marginalized groups.

Examples include:

- » Four PSSG branches reported using disaggregated statistical data to inform the development of policies and programs:
  - » BCCS has been collecting data on Indigeneity for deaths reported since 2016, following consultation with the FNHA. This allows for the reporting of death trends for Indigenous versus non-Indigenous people and supports evidence-based decision making.
  - » CS collected population-level data on cannabis-use behaviours and perceptions through the 2018 and 2021 BC Cannabis Use Surveys, which included sufficiently large samples to facilitate analysis by health service delivery area, gender, age group, Indigenous identity, and visible minority status. Data was also collected pertaining to the number of Indigenous-affiliated cannabis retail and production sites across the province, and was analyzed regarding potential differences in attitudes towards cannabis consumption spaces among Indigenous respondents and people who identify as a visible minority. The data was shared with the First Nations Health Authority to support policy analysis and engagement.
  - » Disaggregated statistical data is regularly used by CORR to identify areas for policy development and to inform policy reviews.
  - » PSB is co-leading a pilot project on policing data with the Ministry of Citizens' Services and the Ministry of Mental Health and Addictions. The project will include disaggregated race and other socio-demographic data in the analysis.

- » Three PSSG branches reported that they collect disaggregated data to inform reviews of existing programs and services:

- » BCCS has been collecting data on Indigeneity through death investigations since 2016 to inform policies and services.
- » CS collects data on Indigenous participation in the cannabis sector and examines the data through an equity-based lens to determine, for example, what equitable participation in the cannabis sector means.
- » CORR collects disaggregated data (ethnicity, gender, citizenship) via its case management system and uses the data to monitor over-representation metrics, and to examine how the effectiveness of policies, programs and risk/need assessment tools may differ for different groups.

- » Two PSSG branches reported collecting intersectional, disaggregated data to inform reviews of existing programs and services:

- » Data from the 2021 BC Cannabis Use Survey has been, and will continue to be, analyzed using an intersectional approach to identify potential differences in cannabis-related behaviours and perceptions among groups of people living in B.C. This includes use of federally regulated medical cannabis authorizations, legal and illicit sources by which people choose to buy cannabis products, and differences in experiences of stigmatization and problematic cannabis use.
- » Where possible, CORR collects and uses intersectional disaggregated data (gender and Indigeneity, for example) to examine how the effectiveness of policies, programs and risk/need assessment tools may differ for different groups and to identify ways to improve these policies, programs, and tools.

### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

One PSSG branch reported undertaking new initiatives in 2022/23 that support the objectives of the Multiculturalism Act and anti-racism and equity commitments:

- The CS launched the Indigenous Community Business Fund (ICBF) in December 2022 to provide grants to First Nations and Indigenous entrepreneurs to participate in the regulated cannabis sector. The program was developed in collaboration with the British Columbia Assembly of First Nations (BCAFN), the First Nations Summit and the federal government. The New Relationship Trust and several B.C. Aboriginal financial institutions are delivering the fund.
- In the spring of 2023, CS and the FNLC held five engagement sessions with First Nations and other partners to advance a collaborative approach to cannabis governance and jurisdiction.

## Ministry of Social Development and Poverty Reduction

### MANDATE

The Ministry of Social Development and Poverty Reduction's (SDPR) vision is a British Columbia where everyone can participate fully in their communities and reach their full potential. Our mission is to make a difference by providing accessible, relevant, and respectful supports and services to help British Columbians overcome social and economic barriers.

### EXECUTIVE COMMITMENT

Our mandate letter states, "We will continue our work investing in British Columbians, fighting racism and promoting equity."

Each division has a commitment to equity, for example:

- We support programs, services and initiatives that create equity for under-represented groups in the labour market.
- We strive for inclusive, informed, and innovative approaches to developing and implementing policies that anticipate and meet the needs of British Columbians and reflect our commitment to equity and reconciliation.
- We commit to develop and implement a trauma-informed service delivery model, embedding Indigenous-centred and GBA+ service approaches.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry uses the following initiatives aimed at diversifying its workforce:

- SDPR prioritizes hiring employees who reflect the communities we serve. This is done through:
  - Geographically open postings.
  - Postings open to internal and external applicants.
  - Using the Indigenous Relations Behavioural Competencies in all job postings and throughout the hiring process.
  - Using preference statements for specific roles (the IDCS team and CI specialists, for example) for self-identification as part of an equity-deserving community.

- Accepting employment, education, volunteer, community and/or lived experience.
- Working with community organizations (friendship centres and LGBTQ2S+ organizations, for example) to promote positions.
- Hiring new immigrants with temporary work permits for temporary positions.

- The Service Delivery Division (SDD) worked with the Public Service Agency to recognize school completion certificates, known as Evergreen Certificates.
- Each division in SDPR has a goal/commitment in workforce policy and planning.
- The Employment and Labour Market Services Division (ELMSD) is developing a reconciliation framework to guide division-wide actions towards reconciliation in accordance with DRIPA and the Declaration Act.
- SDPR hosted six interns in 2023/24 through the Work-Able and Indigenous Youth Internship programs and is currently exploring a ministry-specific internship for BIPOC and LGBTQ2S+.

The ministry has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- SDPR has an incident report tracking system; data is collected through the annual Inclusion, Diversity, and Cultural Safety (IDCS) Survey. The survey also asks questions about employees' perceptions around workplace culture, discrimination, anti-racism, accommodations, accessibility, and cultural safety. Further supports are being developed under the current IDCS Strategy.
- Our employee resource groups (ERGs) create a safe space for members of various equity-deserving groups to voice concerns about inequities and discrimination.
- Several service-centred divisions liaise with Indigenous organizations about how to continuously improve the cultural safety and equity of our services.
- SDPR has a commitment to employ a workforce that is reflective of the communities it serves. SDPR has a Hiring Managers Certification Community of Practice that is actively involved in each hiring process and committed to inclusive hiring practices. The group

participates in ongoing training around inclusion and, along with the IDCS team, did a GBA+ process and created inclusive hiring best practices.

- The ministry commits to including Indigenous Relations Behavioural Competencies (IRBC) in each hiring process. The ministry encourages a combination of competency, behavioural and scenario-based questions to get a well-rounded understanding of our applicants.
- SDD competitions for front-line positions also involve a standard question designed to test the cultural agility of the candidate's former employers.
- SDPR has made GBA+ mandatory for all leaders. The ministry also offers 15, soon to be 17, courses related to equity, anti-racism, and anti-discrimination. These additional courses are not mandatory but are highly recommended. Equity, anti-racism, and anti-discrimination learnings are also offered to leaders through our People Leaders' Learning Series.
- Our executive team champions various aspects of equity, anti-racism and anti-discrimination through various ERGs and working groups. Executive are active participants in shifting ministry culture to be ever more inclusive.
- SDPR has a five-part anti-racism learning series that is available to all staff. SDPR also offers courses on the four core IRBCs, unconscious bias, Words Matter, GBA+, Gender and Sex, and accommodations. Over the past year, 1,256 employees completed an anti-racism course, 432 completed an IRBC course, and 342 completed another ministry course on inclusion.
- In May 2023, the ministry offered an additional e-learning course on understanding discrimination.
- Core training for frontline staff includes Indigenous and Canadian Histories 101 and the 6 Rs of Trauma, followed by a debrief with a mental health liaison.
- The ministry has a Hiring Managers Certification Community of Practice with monthly EDI learning topics. SDPR has made it a requirement that all hiring processes are led by someone who is fully certified.
- SDPR runs a Group Mentoring Program. Each year, the program offers topics related to EDI, such as Reconciliation in Action, Inclusion in Action, Me and White Supremacy. The ministry also encourages Indigenous staff to participate in the cross-government Indigenous mentorship program.

Additionally, mentoring opportunities are available through the ERGs.

- SDPR has four equity-focused ERGs that promote events and initiatives on the ministry's intranet, the Loop, each month. The Loop includes news items, blogs, learning opportunities, and banners that promote various days of acknowledgement, celebrations, and ways to get involved.
- ELMSD promoted WorkBC employment services to settlement and newcomer/immigrant-serving agencies. Success stories highlighting how WorkBC centres help newcomers build careers were promoted through social media: [Help Newcomers Build Careers](#).

The ministry incorporates multiculturalism policy (including goals to increase equity, inclusion, and diversity) when developing policies, practices and programs. Examples include:

- The deliverables in the IDCS Strategy align with all four goals of the Where We All Belong Strategy.
  - These include a deliverable specifically related to the Declaration Act Action Plan: Develop a ministry implementation plan for the Declaration on the Rights of Indigenous Peoples Act.
  - Another deliverable connects to the Anti-Racism Data Act: Develop an approach for the use of identity-related data.
  - Yet another aligns with the Multiculturalism Act: Create and launch four anti-racism training modules.
- The Accessible BC Act recognizes intersecting forms of discrimination as a barrier for people with disabilities. As such, the Act and associated regulations require government and other public sector organizations to establish accessibility committees that aim to reflect the diversity of the province and include Indigenous people. As accessibility standards are developed under the Accessible BC Act, they must consider the principles of inclusion and diversity amongst other principles to foster the creation of a society in which there are no impediments to the full and free participation of all British Columbians in the economic, social, cultural, and political life of the province.

- Each treasury board and cabinet submission goes through a comprehensive Gender-Based Analysis Plus (GBA+) review. Staff follow the Guidance for GBA+ in Cabinet and Treasury Board Submissions. Additionally, all of SDPR's caseload (budget) and policy submissions go through a comprehensive GBA+ review.
- SDPR's strategic policy areas, particularly relating to income and disability assistance and poverty reduction, are regularly evaluated to ensure that the ministry is effectively delivering its mandate. This ongoing process includes analyzing how policies may impact racialized communities or affect equitable access to ministry services and supports.
- The Employment and Labour Market Services Division (ELMSD) is developing an equity framework to support policy development, evaluation, and delivery of employment services.
- ELMSD provided community and employment integration support for Ukrainian foreign nationals by expanding the eligibility for WorkBC employment services to allow and promote service to Ukrainian foreign nationals, and expanding the Access to Technology program to provide laptops to any Ukrainian foreign national that registers for WorkBC employment services.
- ELMSD continues to build relationships with Indigenous partners to create pathways for engagement on programs and services to meet the needs of Indigenous Peoples.
- ELMSD provided grant funding to Indigenous organizations in 2023 to support labour market development activities for Indigenous Peoples and their communities and to address their identified needs.
- ELMSD is holding a joint forum with Indigenous Skills and Employment Training (ISET) service providers in 2023 to build and strengthen relationships and discuss next steps in working together to resolve issues and improve services for Indigenous Peoples.
- ELMSD has ongoing discussions with federally funded ISET providers throughout the province. WorkBC contractors also work with local Indigenous partners and communities to gain cultural learnings and to understand protocols in order to better serve Indigenous people.

- SDPR has four equity-focused employee resource groups that are often consulted on projects, programs, services and more. Members of these groups are from diverse equity-deserving communities.
- SDD developed community integration specialist job profiles in collaboration with an Indigenous recruiter to ensure that the profiles were culturally appropriate, simplified, and accessible.
- SDD engages with ISET service providers to build relationships and develop referral and business processes to support SDPR and ISET services and clients.
- WorkBC websites and print materials are available in multiple languages and include visual representations of diverse communities.
- The ministry offers a suite of recommended IDCS trainings to promote equity and anti-racism. This includes:
  - » Words Matter
  - » Gender-Based Analysis Plus
  - » Unconscious Bias
  - » Gender and Sex
  - » A five-part anti-racism training series
  - » Four IRBC Courses
  - » Understanding Identity and Privilege
  - » Understanding Discrimination
- In addition, all frontline staff receive equity, diversity, and inclusion training when they join the ministry.
- All ministry communications are completed in accordance with guidelines from the Writing Guide for Indigenous Content, accessibility best practices, plain language guidelines and others.

In 2022/23, the ministry utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- The ministry webpage is written in plain language and follows the accessibility guidelines. The content has been reviewed to ensure language is inclusive and culturally sensitive. Mandate letters are housed on the site, as are links to the BC Poverty Reduction Strategy, Accessible BC Act and equity programs.

- Managers, Community Relations & Service Quality in the Service Delivery Division (SDD) continues to build local and regional communication contacts and networks to better serve Indigenous communities and individuals. SDD liaises with First Nation friendship centres and Indigenous family service organizations to support ongoing reconciliation.
- The ministry has executive members and leaders who are actively involved in cross-government committees to address discrimination and racism. These include the BIPOC Employee Resource Group, GBA+ Working Group, Diversity and Inclusion (D&I) Working Group, and D&I Implementation Group.
- SDPR has funded a partnership between MOSAIC and Disability Alliance BC to support accessibility for newcomers and to create a local network of accessibility and settlement service providers.
- The Community Integration Services Branch has co-developed a service partnership model with friendship centres that allows community integration specialists to be hired by individual friendship centres. The specialists provide services to individuals accessing friendship centre services and help people navigate access to provincial services.
- ELMSD meets with the Fédération des Francophones de la Colombie-Britannique (FFCB) regularly to discuss WorkBC employment services in French and to ensure ongoing collaboration with the francophone community regarding the choice to access employment services in official languages. This year, ELMSD collaborated with FFCB to develop and share resources and best practices for serving Francophone clients with WorkBC Centres. The resources were developed by FFCB to support increased collaboration between Francophone organizations and designated bilingual WorkBC Centres.
- ELMSD has partnered with various organizations to fund projects that support the removal of barriers for individuals seeking employment. Many of these projects also include a focus on multiculturalism, anti-discrimination and anti-racism.
- ELMSD's Community and Employer Partnership program funds community-driven projects that focus on increasing employment and work experience opportunities in communities across British Columbia through partnerships, shared information, technology and innovation. Funding of \$1.2 million

was provided to Simon Fraser University over three years for a research and innovation project aimed at assessing how migrant-led innovations (such as businesses, social enterprises and non-profit organizations) can increase migrants' workforce entry and employment sustainability during and after the COVID-19 pandemic. Additionally, four labour market partnerships that focus on Indigenous and immigrant issues continued into this fiscal year.

- ELMSD, through the Employment Opportunities Branch, provides employers and employer associations with information and resources that support the adoption of diverse and inclusive hiring practices.
- SDPR is committed to the principles of procurement including undertaking activities in an impartial, fair, non-discriminatory, open and transparent manner. This is done by:
  - » Incorporating GBA+ when developing solicitation documents to improve procurement outcomes and ensure procurement opportunities are accessible.
  - » Connecting staff with the appropriate resources, including the Indigenous Procurement and Contract Management Guidelines, to procure culturally appropriate services where a procurement involves indigenous communities.
- SDPR has created dedicated roles for BIPOC, such as the Community Integration Specialist Friendship Centre pilot.
- The ministry uses preference statements for roles in which lived experience is needed, such as the position of manager and program specialist of equity and anti-racism.

The ministry collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups. Examples include:

- The ministry uses the Data Innovation Program to conduct research and analysis using the program's linked data, which is richer than data collected by SDPR in terms of race and intersectionality.

- SDPR collects disaggregated data and equity metrics to inform policy development and operational assessments. This data includes internal program data that is supplemented with external data from Canada.
- ELMSD collects program and client diversity data and uses this information to support strategic planning and policy enhancements, and to make effective evidence-based decisions.
- In 2022/23, WorkBC supported more than 6,000 clients who identify as Indigenous, compared to the previous year's 5,000. Indigenous clients represented about 8% of all WorkBC clients, which is consistent with the previous year. More than 1,000 Indigenous clients achieved employment, and more than 2,500 Indigenous clients were supported through their first year of employment. Overall, total clients served, by inclusion group (not mutually exclusive), in 2022/23 include:
  - » Youth: 23,276
  - » Immigrants: 21,938
  - » Persons with disabilities: 12,666
  - » Survivors of domestic violence and/or abuse: 8,449
  - » Indigenous people: 6,003
  - » Multi-barriered individuals: 3,676
  - » Francophones: 1,825
  - » All-inclusion clients: 54,108
  - » All WorkBC clients: 79,877
- ELMSD introduced an automated survey process in March 2022 that receives feedback directly from WorkBC clients and measures satisfaction at various points in time while receiving employment services. WorkBC client inclusion groups (including immigrants, Indigenous people and Francophones) have been considered in the survey's central design in order to study cultural differences in survey responses. The results are used for program research and evaluation purposes, to understand the diversity of labour market needs, and to improve service equity in WorkBC.
- SDPR collects some Indigenous data. Currently, this data is being loaded into the integrated data program catalogue; it will be used to support the development of new programs and services. Some aggregated ad hoc reporting is completed

with self-reported data to inform service delivery. SDPR – in partnership with the Ministry of Housing, BC Housing and the Ministry of Citizens' Services – is working with an Indigenous data advisory committee as part of the Preventing and Reducing Homelessness integrated data project to harness current SDPR Indigenous data collection and BC Housing shelter data collection in order to propose a new method to estimate indigenous homelessness in British Columbia.

### HIGHLIGHTS ON INITIATIVES IN 2022/23

- Creating the Team Cultural Reflection Approach, a guided learning opportunity for groups to identify and strengthen their understanding of the historical and ongoing impacts of colonization and create actions to continue their reconciliation journey.
- Exploring the possibility of a ministry internship program for those who identify as Black, Indigenous, person of colour (BIPOC) and/or lesbian, gay, bisexual, transgender, queer or two-spirit (LGBTQ2S+).

### SUCCESS STORY

SDPR was part of a project across the social sector to implement the new Gender and Sex Data Standard by improving gender identification options. Clients can now identify as man/boy, woman/girl or non-binary in alignment with government-issued identification. Updated applications include My Family Services, My Self Serve, Online Employment Services, Adopt BC Kids, and the government ministries' Integrated Case Management System used by front-line staff to support the public. In addition, the social sector is shifting towards collecting gender-related data only when necessary for determining eligibility.

## Ministry of Tourism, Arts, Culture and Sport

### MANDATE

The vision of the Ministry of Tourism, Arts, Culture and Sport is that people and communities across B.C. are vibrant and thriving, with a diversity of opportunities that enrich well-being and support a strong, sustainable economy. The ministry contributes to community and economic well-being by creating conditions for B.C.'s tourism, arts, culture, sport, creative and heritage sectors to thrive.

### EXECUTIVE COMMITMENT

The Ministry of Tourism, Arts, Culture and Sport (TACS) recognizes B.C.'s multicultural heritage and works to nurture acceptance, understanding and mutual respect. The ministry works to build communities that recognize and value cultural diversity, and to promote collaborative relations between local governments, Indigenous communities, community groups and citizens. The ministry recognizes that diversity, increased participation and engagement by all cultures are vitally important to creating strong and vibrant communities for all British Columbians.

The ministry has demonstrated its commitment to cultural diversity in its 2023/24 to 2025/26 Service Plan and 2022-2025 Strategic Plan.

### KEY STRATEGIES IN THE SERVICE PLAN INCLUDE:

- Working with Indigenous Tourism BC to support Indigenous communities and businesses to create exceptional tourism experiences and economic development following the principles of self-determination.
- Investing in arts supports for Indigenous artists and organizations, as well as building cultural competency for non-Indigenous organizations to support reconciliation.
- Providing funding opportunities for organizations and communities that provide sport programs for under-represented populations including Indigenous, female, 2SLGBTQIA+, low-income families, individuals with a disability, new Canadians, children in and aging out of care and the 55+ population.

- Investing in the Indigenous Sport, Physical Activity and Recreation Council (ISPARC) to ensure Indigenous Peoples and communities have equitable and meaningful opportunities to participate and compete in sport in a manner that recognizes and respects Indigenous cultures and traditions.

Key objectives in the ministry's Strategic Plan include:

- Targeted policy and investments for well-supported sectors. Our investment and funding decisions, policies and programs demonstrate high-value support to the sectors we serve and a commitment to equitable opportunity and inclusion.
- A shared commitment to advance reconciliation: Employees have the support, training and competencies to meaningfully advance reconciliation in their work, collaborate with Indigenous Peoples on opportunities, and consult effectively on our actions and decisions.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry uses the following initiatives aimed at diversifying its workforce:

- The ministry uses the BC Stats Workforce Profiles derived from the self-reported data collected during the Work Environment Survey (WES) to ensure that the current workforce is diverse, and representative of the populations served.
- The ministry utilized a data-driven approach when creating the ministry Workforce Plan, including data analytics from WES data and from SHR-led employee engagement sessions. The WES data that was applied included self-reported responses on race, gender expression and identity, and other identifying factors. This data supports Workforce Planning goals such as reflecting the demographic profile of the citizens the ministry serves, enhancing inclusion in hiring practices, and hiring a director of inclusion, diversity, equity and accessibility, which took place in 2022.

- The ministry has specific goals in the Workforce Plan that are focused on all three efforts. Implementing inclusive hiring guides, leading workshops focused on inclusive language, and hiring a director of inclusion, diversity, equity and accessibility meet equity and anti-racism goals. With regard to reconciliation, the ministry is committed to enhancing the understanding and use of territorial acknowledgements by creating usage guides for all employees. There are also ongoing efforts to amalgamate the efforts of the sector's 10 Principles Committees by joining the other three ministries' committees within the economy sector and promoting corporate learning such as the Building Bridges through Understanding the Village exercise and hosting speakers for learning sessions (Sheila North, for example). The ministry also continues to promote applications to the Indigenous Youth Internship Program.
- Managing Hiring Competition courses have been provided twice a year within the ministry with a specific focus on inclusive hiring practices, accessibility and how to run a meritorious and unbiased competition. Some of these practices include job profile language review, equity and relevant statements for job requirements, blind marking of assessments, core skill focuses for assessment rather than internal government processes, and background on the fundamental laws, policies and procedures on which the BC Public Service hiring method is based.

The ministry has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- Ministry employees have access to numerous processes to share and identify inequities and structural discrimination and racism. All ministry employees are required to take mandatory training entitled D&I Essentials, which highlights our HR Policy 11 – Discrimination, Bullying and Harassment – and familiarizes employees with the standards of conduct including conduct prohibited by the Human Rights Code. Also covered in this training is an orientation to UNDRIP, DRIPPA and pathways for employees to report and seek supports when having experienced discrimination and racism.
- The ministry implements preference statements in specific job postings that give preference to

candidates who identify as Indigenous. Where applicable, the ministry also implements preference statements for those candidates who have experience working with Indigenous communities, organizations and First Nations. Hiring managers are encouraged to consider equivalents to education to broaden the candidate pool, and to apply geographic restrictions only to postings for which there is an identified business need.

- Employees in the ministry were offered a number of courses over the past year that focus on numerous topics, such as: Words Matter: Sticking up for Inclusion, Gender Awareness in the Workplace, Ethics in the BCPS, Sheila North speaking on the #MMIW topic, Kathi Camilleri's The Village Workshop Series, Moose Hide Campaign highlights and support for the National Day of Truth and Reconciliation.
- The corporate (PSA) Indigenous Leadership and Mentorship Program has recently launched, with its first cohort underway from January to August 2023. It includes coaching for leaders, Elder teachings on leadership and Indigenous leadership panels. In addition, the economy sector – as part of the 2023 IDEA Action Plan – is set to implement new processes as part of succession management planning to accelerate the development of diverse talent.

The ministry promotes multiculturalism in the workplace through events and initiatives in the following ways:

- The deputy minister hosts virtual all-staff meetings each month, which include the promotion of a range of events and initiatives and encourage participation in all awareness and learning opportunities. Examples include participating in the Black History Month learning challenge, dialling into the livestream session about how the Anti-Racism Data Act impacts our work as public servants, and taking part in Pink Shirt Day, Heritage Week events including the International Mother Language Day, Moose Hide Campaign workshops, and many more learning and awareness initiatives.
- The ministry's intranet is updated regularly to promote events, initiatives and learning opportunities specific to equity, anti-racism, diversity and multiculturalism. Through executive communication via email and divisional updates,

ministry staff are encouraged to visit the ministry's intranet to view and participate in the valuable opportunities that are available to them.

- TACS has an internal Reconciliation in Action Working Group, and has initiated an Indigenous Arts and Culture Learning Circle that is open to all B.C. public servants. Regular virtual meetings give opportunity to learn about the history of Indigenous Peoples and to gain exposure to contemporary ways of seeing, through experiencing, sharing and discussing various forms of Indigenous arts and cultural expression. The circle responds to Call to Action #57 of the Truth and Reconciliation Commission's Calls to Action.
- BC Arts Council social media channels regularly amplify and acknowledge events including Black History Month, Asian Heritage Month and many more.

The ministry incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

- The ministry develops and delivers policy, programs, legislation and investments that support sector resiliency and provide residents and visitors with access to meaningful experiences, events, places and programs that reflect B.C.'s demographic, cultural and geographic diversity.
- In the summer of 2022, the Creative Branch led an engagement process with Indigenous organizations and communities on the updated BC Film Location Policy to ensure that it reflected their perspective and reconciliation.
- The BC Arts Council includes a 15-member advisory council, which broadly represents the regions, cultural diversity and artistic communities of British Columbia, including Indigenous, racialized and other under-represented groups.
- The BC Arts Council has a longstanding partnership with the First Peoples' Cultural Council (FPCC), and in 2022 provided \$1.7 million to support First Peoples' Indigenous arts programs.
- The ministry further supported FPCC with \$1.1 million for repatriation initiatives. The funding included \$750,000 for fiscal year 2021/22 for the administration of repatriation funding, and \$262,000 from fiscal year 2022/23 in support of

the development of a repatriation database and educational resources. This support will also inform the collaborative development of a repatriation policy framework under the Declaration on the Rights of Indigenous Peoples Act (DRIPA) Action Plan Item 4.33.

- In 2022, BC Arts Council implemented an Equity Advisory Network to support policy and program development and implementation. In support of the plans to establish a South Asian museum in B.C., the Province hosted a preliminary community leader gathering in April 2023. More than 250 community leaders were invited to learn about the initiative and provide input into the development of a robust community engagement as the next steps of the plan.
- Creative BC applies an equity, diversity and inclusion lens across all programs and services by removing barriers for marginalized groups. This includes ensuring representation in decision-making at various levels: board, staff, advisory committees, advisory panels and peer review.

## Tourism

The Tourism Division has committed to two actions under the Declaration on the Rights of Indigenous Peoples Act (Declaration Act) that support reconciliation through tourism:

- Action 4.37: Provide funding to assist Indigenous tourism businesses that have been financially impacted by the COVID-19 pandemic, in order to further support recovery of the Indigenous tourism sector in B.C.
- **Result:** A total of \$8 million was provided to Indigenous Tourism BC (ITBC) from 2021 to 2022 to deliver the BC Indigenous Tourism Recovery Fund.
- Action 4.38: Provide investments to ITBC to support Indigenous tourism, Indigenous job creation, preservation of Indigenous languages, celebration of Indigenous cultures and the stewardship of territories, and to tell the stories of Indigenous Peoples in B.C. in their own words.

**Result:** A one-time allocation of \$3.7 million was provided to ITBC in January 2022 to support implementation of their Indigenous Tourism Alignment Strategy 2021-2024.

## Sport and Creative

The Sport Branch continues to make significant progress to implement the Truth and Reconciliation Commission's (TRC) Calls to Action and the DRIPA Action related to sport. This work includes:

- TRC Action #87: Calling upon all levels of government, in collaboration with Aboriginal Peoples, sports halls of fame and other relevant organizations, to provide public education that tells the national story of Aboriginal athletes in history.
  - **Results:**
    - » Recognizing and honouring Indigenous youth who excel in sport and are role models through the annual Premier's Awards for Indigenous Youth Excellence in Sport, delivered by the Indigenous Sport, Physical Activity and Recreation Council (ISPARC).
    - » Digitizing the award-winning Indigenous Sport Gallery at the B.C. Sports Hall of Fame.
  - TRC Action #88: We call upon all levels of government to take action to ensure long-term Aboriginal athlete development and growth, and continued support for the North American Indigenous Games, including funding to host the games and for provincial and territorial team preparation and travel.
  - **Results:**
    - » Investing \$1.4 million in ISPARC annually to support their Indigenous Sport, Physical Activity and Recreation Strategy. ISPARC programs reach about 25,000 Indigenous people each year.
    - » Continuing our funding commitment to support B.C. athletes at the North American Indigenous Games.
  - TRC Action #89: We call upon the federal government to amend the Physical Activity and Sport Act to support reconciliation by ensuring that policies to promote physical activity as a fundamental element of health and well-being, reduce barriers to sports participation, increase the pursuit of excellence in sport, and build capacity in the Canadian sport system, are inclusive of Aboriginal Peoples.
- Results:**
- » Funding to pilot collaborative partnerships with ISPARC, select provincial sport organizations

(BC Hockey and Wheelchair Basketball, for example) and the Canadian Sport for Life Society to enhance inclusiveness and reconciliation throughout the provincial sport system.

- » Expanding pathways for Indigenous athletes to compete at the BC Summer and Winter Games.
  - » Partnering with the BC Games Society, ISPARC and BC Lacrosse Association to support Indigenous athletes to compete in box lacrosse at the 2022 Canada Summer Games.
  - » Partnering with ISPARC to support the Tkémilúps te Secwépemc and City of Kamloops' bid to host the 2027 North American Indigenous Games.
- TRC Action #90: We call upon the federal government to ensure that national sports policies, programs and initiatives are inclusive of Aboriginal Peoples.

### Result:

- » Through the BC Sport Participation Program, funding ISPARC to develop an Indigenous Cultural Safety Training Module to build awareness and knowledge in the sport sector of the ongoing colonial impact on Indigenous Peoples and to support the delivery and improved access to programs for Indigenous communities.

Investments and activities supporting the TRC sport Calls to Action also support DRIPA Action 4.6 to promote culturally relevant sport, physical activity and recreation initiatives and opportunities that increase Indigenous engagement, participation and excellence in both traditional and mainstream sports for individuals in both urban and rural or remote areas.

In support of GBA+, the ministry invests in initiatives such as KidSport BC, RISE (Resilient, Inspire, Strength and Engage) grants for young people in and from care, and the Afterschool Sport and Arts Initiative, which support children and youth who do not always have opportunities to play sport. Targeted population groups include lower income families, immigrants and new Canadians, Indigenous people and people with disabilities.

## Arts and Culture

The Arts and Culture Division continues to make progress on the implementation of three actions under the Declaration Act Action Plan:

- Action 3.5: Provide resources to Indigenous organizations to improve public understanding of

Indigenous histories, rights, cultures, languages, and the negative impacts of Indigenous-specific racism.

- **Result:** Collaboration with First People's Cultural Council, exploring new partnerships and funding to Indigenous organizations such as Métis Nation of BC's Amelia Douglas Institute, as well as centering reconciliation goals in strategy, funding and policy development across the division.
- Action 4.33: Co-develop a policy framework to support repatriation initiatives.
- **Result:** Early-stage work that seeks to support reconciliation through the repatriation policy itself, as well as through a co-development approach with First Nations and other Indigenous and non-Indigenous partners.
- Action 4.34: Reset the relationship between the Royal BC Museum and Indigenous Peoples in B.C. by ensuring that Indigenous voices are prioritized and inform the development of narratives, exhibitions and learning programs.
- **Result:** Support for the Royal BC Museum in this ongoing work.

Multiculturalism Act, DRIPA, DRIPA Action Plan, and the Truth and Reconciliation Commission of Canada Calls to Action.

Staff are trained in Gender-Based Analysis Plus assessment.

The following examples of BC Arts Council (BCAC) plans and policies demonstrate links of agency goals with BC legislation and strategies:

- The New Foundations Strategic Plan and Extending Foundations 2022-2024 Action Plan: BCAC makes explicit commitment to the principles of equity, diversity, access and Indigenous arts and culture.
- The BCAC's Designated Priority Groups policy identifies specific groups as the focus of BC Arts Council strategic measures, through dedicated programs, funding prioritization processes, partnerships and outreach. Designated priority groups include applicants who are Indigenous (First Nations, Métis, Inuit), deaf or experience disability, Black or people of colour, or located in regional areas outside of Greater Vancouver or the Capital Region. Focusing on these designated priorities groups will help us meet and evaluate our goals, supporting those who historically faced barriers to funding.

- The Equity Data Tool and voluntary self-identification asks applicants to BC Arts Council programs to provide intersectional demographic data, such as gender identity and ethnic origin. This will help to better identify interconnected issues, such as which groups are underserved and what other identity factors may increase barriers to accessing services.

In 2022/23, the ministry utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- One of the three objectives outlined in the Strategic Framework for Tourism 2022-2024 is to support healthy and inclusive societies. This includes supporting true and lasting reconciliation with Indigenous Peoples through tourism and continued support for the sector in becoming more inclusive and accessible.
- The implementation of Extending Foundations is regularly updated by an activity tracker on the BC Arts Council's website.
- The ministry's Pathways to Sport: A Strategic Framework for Sport in British Columbia 2020-2025 includes focus on those who continue to be under-represented in sport, including people with disabilities, lower income families, Indigenous Peoples, immigrants and new Canadians, 55+ adults, girls, women and people of non-binary gender. The framework also sets targets to increase the number of girls, women and gender-diverse people in sport and sport leadership, to ensure all genders are equitably represented, recognized and served in all aspects of sport.
- The Tourism division consults extensively with industry partners to reflect, re-imagine and think strategically about the current and future states of tourism in the province. For example, the recently released Conversations on the Future of Tourism in BC - Report on What We Heard (2023) represents the voices of more than 170 tourism partners and 150 organizations, such as Aboriginal Affects, go2HR, Heiltsuk Nation and Nk'Mip Desert Cultural Centre.
- The Arts and Culture division has established relationships with First People's Cultural Council. The division is also currently supporting the consultation with affected communities in the advancement of a South Asian museum and a provincial

Filipino cultural centre with the support of the Parliamentary Secretary for Anti-Racism Initiatives. Recent collaboration between the Province and respective communities resulted in funding for the redevelopment of the Jewish Community Centre of Greater Vancouver, as well as the establishment of the first Chinese Canadian museum in B.C.

- BC Arts Council continues to work directly and collaboratively on outreach initiatives with Indigenous communities across the province, including a partnership with First Peoples Cultural Council (FPCC).
- Key members of the ministry are involved with the PSA Diversity and Inclusion Working Group, the EDI Implementation group and the BIPOC ERG. They also support and coordinate ministry sessions for Black History Month, Moose Hide Campaign and other multiculturalism-focused events. Further, through the IDEA action plan, the economy sector will coordinate an approach between all four ministries with a focus on systemic discrimination and racism.
- Through Amplify BC, the B.C. government partnered with the First Peoples' Cultural Council to support the Indigenous Music Retreat for 11 participants and five mentors.
- The economy sector began incorporating social procurement into solicitations late in the last fiscal year.

The ministry delivers and supports culturally appropriate and responsive programs and services including:

- The Strategic Framework for Tourism 2022-2024 is a public-facing document that guides the division's work over three years. It includes visual representations of people from multicultural backgrounds. As yet, it has not been translated into other languages.
- Documentation to support programs and services within the Tourism division is consistent with Words Matter guidelines on inclusive language. Documentation is drafted to ensure:
  - The proper capitalization of names of nationalities, peoples and culture.
  - Consideration of the relevance of including racial, cultural or other identity references.
  - The use of widely accepted, preferred terminology.

- An understanding that people come from different background with distinct languages, cultures and customs.

The ministry collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups.

Examples include:

- The Tourism Events Program has had multiple yearly intakes and includes questions around diversity, equity and inclusion. Applicants must detail how their event applies and promotes these principles; answers are scored as part of the adjudication process.
- The BC Arts Council's Designated Priority Groups form, Equity Data Tool and Voluntary Self-Identification form provide fields for intersectional information that can be applied to existing programs and services.
- In 2023, the Tourism division launched the new Destination Development Fund. The program's intake form required applicants to self-identify their organization type, which included identifying as an Indigenous Government or Indigenous Development Organization. This data is being analyzed by the division to determine gaps in equitable access to funding and evaluate ways to improve policy and processes to increase representation from marginalized demographics and help improve programs across the division.

#### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

- In April 2022, BC Arts Council extended its strategic plan by announcing Extending Foundations: Action Plan for the BC Arts Council 2022-2024. This plan places reconciliation, equity, diversity, inclusion and access at the centre of BC Arts Council policies and programs.
- With support from the Parliamentary Secretary for Anti-Racism Initiatives, TACS is committed to work in consultation with affected communities to advance emerging museum programs and proposals, including the Chinese Canadian museum, a South Asian museum, and a provincial Filipino cultural centre.

- On April 12, 2023, our government provided the Chinese Canadian museum with \$10 million to support renovations and operating costs in preparation for opening, bringing the total funding provided by the Province to \$48.5 million.
- To advance work toward the South Asian museum commitment, the Province held a preliminary gathering on April 13, 2023, with invitations to over 250 community leaders in order to seek feedback on ways to support robust community engagement.
- On April 14, 2023, the Province announced \$250,000 in support of capacity for planning and public engagement around the development of a provincial Filipino cultural centre.
- On May 12, 2023, the Province announced \$2.2 million in one-time funding to support the Vancouver Chinatown Foundation in the revitalization of Chinatown.
- In the summer of 2022, the Creative Branch led an engagement process with several Indigenous organizations and communities on the updated BC Film Location Policy to ensure that the policy reflected their perspectives and reconciliation.
- In 2022/23, the B.C. government, through Amplify BC, invested \$270,000 to expand the Demo Recording, Music Video, and Industry Catalyst programs (formerly the Vancouver Music Fund) to under-represented musicians outside of the City of Vancouver (89 recipients in total).
- The ministry is investing in viaSport's PlaySafe BC initiative that works to prevent and address harassment, abuse, discrimination and any form of maltreatment in sport and to build positive, safe and inclusive sport environments. This initiative, launched in July 2022, supports those from multicultural populations, which are more vulnerable to harassment, abuse and discrimination in sport. The ministry has provided \$750,000 to viaSport to advance this work over three years: \$500,000 in March 2022, \$125,000 in March 2021, and 125,000 in March 2020.

## SUCCESS STORY

- In 2022/23, through funding from the Ministry of Post-Secondary Education and Future Skills, Creative BC launched Creative Pathways, an industry initiative designed to increase access and workforce capacity in the motion picture industry, with streams for under-represented groups. Creative BC hired a co-ordinator to lead the initiative and offered informational and networking sessions as well as set work opportunities for 30 participants. All candidates were asked to voluntarily self-identify whether they belonged to a systemically excluded group. In 2022, the set work cohort gained 625 days of paid work across 39 productions. As the key provincial agency for the creative sector, the Ministry of Tourism, Arts, Culture and Sport provides annual operating funding to Creative BC.
- Launched in the fall of 2022, the BC Arts Council's Accelerate Pilot Program provides multi-year support for underserved and equity-deserving organizations and collectives, establishing sustainable sector capacity-building. Funding of \$2.5 million went to 143 equity-deserving organizations across the province. Of the 143 award recipients:
  - » 58 (41%) were Indigenous or identified as being rooted in Black or person of colour communities.
  - » 11 (8%) identified as deaf and or disability arts organizations.
  - » 58 (41%) identified as being from other equity-deserving communities.
  - » In total, 127 (89%) of the Accelerate program recipients represented equity-deserving communities.
- The BC Arts Council Arts Infrastructure Program received a lift of \$4.5 million, totalling \$8.5 million in support of space and facility improvements for 128 arts and cultural organizations. More than 60% of the funds were distributed to organizations from rural or remote communities or those led by or rooted in Indigenous and equity-deserving communities.
- Following a total of \$48.5 million in funding from the Province, the Chinese Canadian Museum opened their permanent home to the public on July 1, 2023, to coincide with the 100th anniversary of the Chinese Immigration Act, also known as the Chinese Exclusion Act. The opening is the culmination of work

that began before 2018, and which was committed to in the 2019 throne speech and multiple mandate letters. The opening was made possible by ongoing community support and government commitment to diversity, inclusion, fighting racism and addressing historical wrongs. It acknowledges the vital role and contributions of British Columbians of Chinese descent and of all Chinese Canadians, and is a place for all British Columbians to embrace the incredible diversity that makes our province vibrant.

## Ministry of Transportation and Infrastructure

### MANDATE

**Vision:** Moving and connecting British Columbia for a strong and sustainable future.

**Mission:** Plan, design, build and operate a safe and reliable integrated transportation network, offering accessible, seamless mobility for people and goods.

### EXECUTIVE COMMITMENT

The ministry's work is guided by the Minister's mandate letter provided by the Premier of British Columbia. In keeping with government's commitment to fully adopt and implement the United Nations Declaration on the Rights of Indigenous Peoples and the Calls to Action of the Truth and Reconciliation Commission, the ministry will continue to respectfully consult and collaborate with Indigenous communities in British Columbia to develop and deliver transportation projects, policies and services.

The ministry has committed to ensuring that GBA+ is reflected in all budgets, policies and programs. This important analytical tool considers a range of identity factors, including gender, race, class, ability, sexual orientation, age and language, to help determine who may benefit and who may be adversely impacted by public policy. It is a people-centred approach that helps identify barriers to equality, ensuring public servants can make comprehensive, evidence-based decisions that will help better respond to the diverse needs of British Columbians.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry uses the following initiatives aimed at diversifying its workforce:

- The ministry continues its practice of using preference statements, including preference for those who self-identify as Indigenous, especially for Indigenous Relations team postings.
- The ministry's orientation program includes information on GBA+, Journey Towards Reconciliation, Words Matter: Guidelines on using inclusive language in the workplace and other diversity, inclusion and reconciliation information.

- The orientation program has been expanded to include diversity and inclusion sections in both the new employee virtual welcome and the employee handbook, which include GBA+. This aligns with the more diverse and inclusive hiring practices that are being integrated into the recruitment and selection process across the BCPS.
- Within the ministry's 2019 Journey Towards Reconciliation (JTR) framework are five pillars that incorporate reconciliation and address systemic barriers to achieve success in our workforce strategy, policy, programming and planning. JTR provided the ministry with guiding actions to address issues the ministry was hearing from First Nations and created goals that could inform the ministry's policies and programs. It guided the ministry to shift the way in which we work with Indigenous government, developing economic opportunities for First Nations, and providing employees with training, tools and resources to support Indigenous relations and cultural awareness.
- Reconciliation, diversity and inclusion are goals in the Strategic and Corporate Priorities division plan.
- The ministry has made efforts to strengthen our diversity and inclusiveness by hiring through internship programs such as Indigenous Youth and Work-Able.

The ministry has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace and broader community.

Examples include:

- The ministry continues to track and record participation in Indigenous training through the learning centre, with 113 employees taking courses in 2022/23.
  - 259 attended last year's Moose Hide Campaign webinars.
  - The ministry, in coordination with EMBC, conducted a three-part workshop on the United Nation Declaration and the 10 Principles; 640 staff attended. Chief Dr. Robert Joseph spoke to 509 ministry employees shortly before the 2022 Day of Truth and Reconciliation.
  - 788 employees attended the new ArtiFACTS series launched by the ministry to raise awareness of the archaeological and Indigenous history of B.C.

- » Paul Ongtooguk, retired director of Alaska Native Studies at the University of Alaska Anchorage, led a presentation with members of the ministry executive to discuss Alaska's engagement with Inuit communities.
- The ministry continues to hold quarterly territorial acknowledgement training for new staff.
- The ministry's Indigenous Relations Team invited speakers from Alaska, New Zealand and the Secretariat to present at a two-day all-staff meeting.
- The ministry continues to develop and promote hiring practices that increase diversity, enhance inclusion and advance reconciliation efforts.
- The ministry encourages hiring managers to complete the PSA's hiring certification course.
- The ministry supports and promotes the awareness of campaigns and days of significance such as the Moose Hide Campaign, the National Day for Truth and Reconciliation, B.C. Multiculturalism and Anti-Racism Awards, Red Dress Day and National Indigenous Peoples Day, and encourages staff to engage and participate. This is done through multiple targeted communications, including executive messages to all employees and on the employee intranet site.
- News articles promoted the ministry's commitment to numerous initiatives, including:
  - » [\*Active Transportation Infrastructure\*](#) Grants program, supporting 59 infrastructure projects and 15 network plans for local government and Indigenous government joint projects.
  - » [\*BC Air Access Program\*](#), providing funding to support air facilities that serve remote and Indigenous communities.
  - » The Indigenous Community Access Improvement program, supported with \$15 million per year for nine years.

The ministry incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

- The ministry is working to ensure that we are meeting our corporate commitments towards diversity and inclusion, the Accessible British Columbia Act and the Anti-Racism Data Act, and that we continue to advance the implementation of the Declaration Act and 10 Draft Principles.
- The CleanBC: Roadmap to 2030 outlines several targets to reduce emissions in the transportation sector, including increasing mode shift and reducing distance travelled by vehicles in Indigenous and non-Indigenous communities.
- The B.C. Active Transportation Infrastructure Grants program provides cost-sharing grants to Indigenous and local governments to plan and build active transportation infrastructure. A sliding scale for cost-share funding provides the highest percentage of cost-sharing (80%) to projects led by or in partnership with Indigenous communities. These projects are also prioritized through the evaluation process. Since these elements were included in 2019, \$9 million has been awarded to 38 projects in 31 Indigenous communities, representing approximately a 950-fold increase from pre-2019 investments. Twelve of the 77 BC Active Transportation grants in 2022/23 went towards Indigenous projects.
- The ministry's policies are developed following the interim approach to implementing the requirements of Section 3 of the Declarations on the Rights of Indigenous Peoples Act and through co-operation and engagement with Indigenous Peoples based on a distinction-based approach.
- GBA+ continues to be incorporated into the review and development of ministry policies, programs, legislation and regulations.
- All treasury board submissions incorporate a GBA+ lens.
- The ministry is developing a ministry-wide implementation plan, including the use of GBA+ and other tools.

- The ministry continues to be active within the Gender Equity Office and other cross-ministry GBA+ working groups, and to use the GBA+ tool to inform our diversity, equity, inclusion and belonging work.
- Project budgets include capacity and accommodation funding to assist in First Nations engagement and accommodate impacts to Aboriginal Interests.
- Since 2017 BC Transit, in partnership with local governments, has been providing inter-community service connecting people to larger centres between Terrace and Prince George. The one-way fare is \$5, and people can travel to their nearest large centre and return home the same day. Routes include Burns Lake to Prince George, Burns Lake to Smithers, Smithers to Witsset, and Terrace to Hazelton.
- In March 2022, the Road to Reconciliation Reporting Working Group was established, including representatives from the Union of BC Indian Chiefs (UBCIC), ICBC, RoadSafetyBC, and the Crown Agencies Secretariat (CAS). The group works collaboratively to improve the current driver licensing and training system for First Nations in B.C. and advance and action recommendations from the Road to Reconciliation Report.
- In the upcoming year, the ministry is planning on engaging with First Nation communities on public transit, clean transportation, and rural transit and transportation. The feedback collected will inform future program development.
- The ministry continues to expand its engagement with Indigenous communities on highway planning studies.
- The ministry is collaborating with Nlaka'pamux on the development of the environmental off-setting work for the Highway Reinstatement Program.
- The ministry is working with First Nations on language revitalization, including dual or Indigenous language signs on Highway 1 between Lytton and Yale, T'kemlups te Secwepemc signage along Highway 5, highway signage that incorporates Nlaka'pamux language of 'together,' and cultural education signs around Nadle Whut'en territory.

In 2022/23, the ministry utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- The ministry highlights its work that aligns with diverse communities through the TranBC blog and its social media channels, including Twitter, Facebook, Instagram, YouTube and Flickr. On all platforms, the ministry interacts with a diverse public that asks questions and expresses concerns, to which the ministry responds by consulting with various internal subject matter experts. This strengthens understanding and trust between government and the public.
- The ministry is working with other agencies to implement various Declaration Act commitments, including Section 3: Alignment of Laws, and Section 4: Action Plan items.
- On the Highway 8 Site 23 Project, the ministry carried out a select bid process with Indigenous contractors that fell within the project's traditional territory.
- The ministry works with BC Infrastructure Benefits to implement the Community Benefit Agreement.
- The ministry has agreements with First Nations to include Indigenous procurement goals on a number of projects.
- The ministry implements targets through the use of project labour agreements.

The ministry delivers and supports culturally appropriate and responsive programs and services including:

- When producing news releases and communications materials as part of public engagement on major projects, the ministry makes an effort to create versions in multiple languages, including French, Simplified Chinese, Traditional Chinese, Farsi, Punjabi and Tanghali. The languages chosen depend on the location of the project and its corresponding population demographics, and on federal funding involved. Recent examples include the Highway 99 Tunnel Program and Surrey Langley SkyTrain.

- On our websites and in our public communications materials, we make an effort to include racially diverse and equitable visual representations, as seen here:
  - <https://www2.gov.bc.ca/gov/content/transportation-projects/surrey-langley-skytrain>
  - <https://www2.gov.bc.ca/gov/content/transportation-projects/belleveille-terminal-redevelopment>
- The ministry incorporates principles of GBA+ in all stakeholder engagement and communications plans for major transportation infrastructure projects in order to reach equity-deserving demographics and to mitigate barriers that may limit some groups' awareness of project developments and engagement opportunities.
- Words Matter, Accessibility Toolkit and inclusive language guidelines are used in the development of our communications materials including executive communications and websites.

The ministry collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups. Examples include:

- We are committed to exploring how the Anti-Racism Data Act can help support our understanding of diversity, equity, inclusion and belonging in the ministry, and to ensuring that the ministry is meeting its commitments and developing a ministry-specific approach.
- We are making progress on creating a central tracking and reporting structure internally for reconciliation negotiations on historical road impacts and road accessibility with First Nations on reserve, treaty and title lands. As well as progressing these negotiations, we are identifying potential future land tenure opportunities and working with Nations to release information.
- To support Indigenous inherent rights to own, use, develop and control lands and resources within their reserves, the ministry has struck an internal advisory committee to create mechanisms to centrally track and report on historic road impact and land tenure negotiations. The expertise on the advisory committee, made up of multi-regional operations

and policy staff, is ensuring we are taking a holistic approach to better understanding reporting opportunities, and streamlining and centralizing processes to support more transparent approaches and better engagement and relations with Nations. For example, historically there was no formal way of internally communicating the status of these negotiations/engagements, which led to inefficiency when communicating with Nations. As part of this approach, we will also be identifying roads on which the ministry could commence and advance tenure negotiations. Further, the data collected will be easily transcribed to report internally, at multiple levels, to allow for further data-driven decision making.

### HIGHLIGHTS ON INITIATIVES IN 2022/23

In 2022, the ministry in coordination with Emergency Management B.C. conducted a three-part workshop on the United Nations Declaration on the Rights of Indigenous Peoples and the 10 Principles. The workshop was attended by 640 staff members.

Chief Dr. Robert Joseph spoke to our ministry shortly before the 2022 Day of Truth and Reconciliation. He also presented at the 2023 Provincial Operations Conference regarding colonization, residential schools and looking to the future.

The ministry launched a new ArtiFACTS series to raise awareness of the archaeological and Indigenous history in B.C. Skwlax also presented to ministry staff on the significance of the area at the Highway 1 Ford to Tappen Project.

The ministry is installing territorial acknowledgement plaques in the three regional ministry offices.

### SUCCESS STORY

The Ministry of Transportation and Infrastructure's Structural Engineering department is staffed by more than 50 individuals stationed throughout the province of British Columbia. Within this group, there are more than 15 different languages spoken or understood including Urdu, Punjabi, Hindi, Farsi, Azari, Tamil, Korean, Mandarin, French, Turkish, Arabic, Spanish, Cantonese, Universal Sign and English. Team members are happy to share their language skills and cultural knowledge to support ministry staff across the organization as we grow our capacity to engage with B.C.'s increasingly diverse population. This creates an environment that

fosters creativity and helps bring together different perspectives, experiences, ideas and voices that can build unique outputs, strategies and solutions and lead to new innovations and more prosperous working relationships – a prime example of how empowering it is to celebrate different experiences, cultures and communication.

The ministry is also very proud of its success in developing a select bid process within Indigenous contractors for a project on Highway 8 that is within their traditional territory.

## Ministry of Water, Land and Resource Stewardship

### MANDATE

The Ministry of Water, Land and Resource Stewardship (WLRS) is accountable for integrated land and natural resource management, including objective setting for land and marine environments, effectively managing cumulative effects, and advancing reconciliation with Indigenous Peoples, environmental sustainability and economic growth.

### EXECUTIVE COMMITMENT

Ministry executives are committed to respectful, honest, trustworthy, fair and ethical behaviour and to promoting diversity in all the ministry's communications and actions.

The ministry focuses on collaboration with First Nations and is working on creating a framework of shared decision-making by adopting the principles of the UN Declaration in all program areas.

The ministry is committed to supporting cultural diversity and cross-cultural understanding through hiring, program development and implementation.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- The ministry includes Indigenous behavioural competencies in job descriptions and evaluates candidates on these competencies as part of the hiring process. The ministry also uses preference statements in hiring Indigenous applicants.
- Six Indigenous Youth Internship Program (IYIP) interns were hired by the ministry in the past year.
- We promote inclusive hiring practices through learning opportunities and resources, and worked throughout the year to develop a leader's guide to inclusivity that is to be released in 2023/24.
- The ministry Equity, Diversity and Inclusion Advisory Committee meets bi-monthly to discuss topics including ways to enhance understanding and inclusion; members bring to light different opportunities and challenges.

- Training provided through the LEADing EDI program includes unconscious bias and inclusive leadership principles (in development). In total, the program has 1,156 participants across the natural resource ministries.
- A newly launched Equity, Diversity & Inclusion Guide to Content and Visual Style includes a section on Indigenous relations.
- PSA courses such as GBA+ and House of Indigenous Learning are promoted to staff.
- Some parts of the ministry have mandatory training in fair and racially equitable hiring, career and advancement practices, and racial bias and equity.
- Optional training offered by the PSA's Hiring Manager Certification Training Program includes equitable and fair hiring.
- Ministry inclusive hiring guides are available and promoted to managers.
- The ministry promotes corporate programs such as the Indigenous Leadership & Mentorship Program hosted by the PSA, as well as Work-Able and IYIP, which include a mentorship component.
- The ministry helped establish the Women in the Natural Resource Sector network, an initiative that strives for inclusivity, collaboration and support for women in leadership roles, regardless of formal designations. The network has close to 400 individuals across the Natural Resource Ministries (NRMs). It supports the continued growth, opportunities and mentorship of women in the sector while recognizing that there continue to be real challenges, unconscious biases and subtext to address.
- Ministry executive communicate and promote events and initiatives via the DM's biweekly executive messages (Multiculturalism Week, Transgender Awareness and Pride Month, for example), executive updates (raising awareness about Black History Month and promoting WLRS participation in the D&I Advisory Committee/Working Group, for example), all-staff calls, and other means.
- The PSA course, Diversity and Inclusion Essentials, is mandatory, and additional diversity and inclusion learning offerings are encouraged.

- The Natural Resource Information and Digital Services (NRIDS) division provided a specially designed training session for their management team and supervisors focused on providing participants with a robust and shared understanding of concepts and terminology related to equity, diversity and inclusion concepts in order to enable safe and productive conversations about building an inclusive culture.

The ministry incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

- The ministry co-developed a co-managed land and resource regime that includes partnerships with Nations through strategic planning initiatives such as Land Use Planning, other partnerships that support collaborative stewardship and guardianship of land, and partnerships that support shared decision-making, including joint or consent-based decision-making agreements under the Declaration Act.
- WLRS has a mandate letter commitment to work with First Nations to develop a path forward to build a vision for a co-managed land and resource management regime.
- New government-to-government relationships require new approaches and models to the co-existence and exercise of our respective jurisdictions, including strategic-level planning (modernized land use planning and new land or marine strategies, for example), or through management roles and responsibilities (Collaborative Indigenous Stewardship Framework Forums, for example). They also advance new decision-making models, including Sections 6 or 7 of the Declaration Act.
- The ministry is applying a lens of GBA+ and IGBA+ as well as an anti-racist and equity lens to the development and implementation of a conservation financing mechanism. The impacts on different people, and on groups of people, are likely to vary depending on the approach government takes to conservation financing. First Nations, who have unique land-based rights, are disproportionately impacted by the dual crises of climate change and biodiversity loss, as well as by impacts from the extractive industries. Many First Nations and local populations, including racialized communities, are often also dependent on these extractive industries

given the prevalence of this field of work in certain regions. As such, the ministry is working closely with line agencies to ensure these lenses apply to all stages of this work.

- The ministry implemented and applied the Interim Approach to Implement the Requirements of Section 3 of the Declaration on the Rights of Indigenous Peoples Act in October 2022.

In 2022/23, the ministry utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- Content related to multiculturalism and our commitment to anti-racism and anti-discrimination initiatives goes through an approval process with our executives before being posted online.
- We are currently auditing all web content as part of our work to update the website and improve the user experience.
- WLRS convenes multiple cross-agency forums and working groups to support improved land and resource management with Indigenous partners. The ministry has supported existing relationships and has established new partnerships with Indigenous communities throughout the province. This includes the co-development of a Relationship Protocol, to be brought forward for a resolution in the summer of 2023 at the First Nations Leadership Council's (FNLC's) respective organizations' assemblies. The purpose of the Relationship Protocol is to establish and implement a collaborative and constructive relationship and to support structures between WLRS and FNLC on issues and initiatives in the areas of water, land and resource stewardship.
- The ministry has established a working group with senior staff from WLRS and FNLC's policy and legal team. The WLRS/FNLC Working Group meets monthly to discuss current and upcoming key policy and legislative initiatives, as well as to work collaboratively on an approach to co-develop a new vision for how water, land and resources are stewarded and managed with First Nations.

- Our multiple partnerships include the FN Fisheries Council, Water Round Table, Marine Plan Partnership, Collaborative Indigenous Stewardship Forum, and Working Together for Wildlife, to name a few. We are also finalizing terms of reference with the First Nation Leadership Council that is meant to bring all the policy partnerships to them (the Policy Register).
- WLRS is working with the FNLC through its draft Relationship Protocol and Working Group to collaborate on policy and legislative initiatives and to ensure that this collaboration is undertaken in a way that seeks to implement our reconciliation commitments and to develop tools and priorities that are systemically available to all First Nations.

The ministry delivers and supports culturally appropriate and responsive programs and services including:

- The ministry uses fact sheets and print material that include Indigenous review and sometimes have Indigenous words, as well as specific cultural iconography that enriches cross-cultural understanding and builds a “knowledge basket.”
- First Nations leadership from the Upper Nicola Indian Band has developed and delivered Truth2023 in partnership with WLRS.

The ministry collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups.

Examples include:

- Government’s Consultation Information System collects administrative data on First Nations (including population and territory), which supports government in fulfilling its obligations to consult with First Nations regarding decisions that may impact their rights.

## HIGHLIGHTS ON INITIATIVES IN 2022/23

- Delivery of ministry-wide training on First Nations rights and how they are to be considered in the current context.
- Sharing successes and cultural development processes with the broader ministry and with Indigenous partners (Truth2023):
  - » Truth2023 is a dedicated learning space, developed and delivered with First Nations leadership for south area WLRS staff to better understand biases in Crown governments perpetuating from the doctrine of discovery, and how we might overcome the impact of these biases in relationships with First Nations.

## SUCCESS STORY

All policies and programs for land and resource management have been or are being co-developed or built in collaboration with First Nations partners:

- Co-development of a “knowledge basket” of co-management examples to share provincially.
- FNLC lands and resource working group.
- Network of the Women in the Natural Resource Sector, which strives for inclusivity, collaboration and support for women in leadership roles.
- Co-development of a guardians training initiative with Indigenous partners.
- Collaborative Indigenous stewardship forums.
- Marine Plan Partnership – ecosystem-based management that integrates human well-being, governance and ecological integrity.
- Facilitation of a sector-wide consultation community of practice.

## Crown Corporations

### BC Assessment Authority

#### MANDATE

BC Assessment (BCA) is a provincial Crown corporation with a mandate to establish and maintain an independent, uniform and efficient property assessment system throughout B.C. in accordance with the Assessment Act. BCA produces an annual assessment roll for over two million properties across the province. The annual roll provides the basis for local taxing authorities to generate property taxes that fund a variety of essential community services. BCA's vision is to be a dynamic and reliable assessment services provider that supports strong and vibrant communities in B.C.

#### EXECUTIVE COMMITMENT

BC Assessment executive approved a Diversity & Inclusion Strategy, including a vision, goals and key actions for the next three years, created the new position of manager of diversity and inclusion and formed a workplace Diversity & Inclusion Council.

BCA is committed to aligning government priorities surrounding policies and programs with our contribution, including “putting people first, lasting and meaningful reconciliation, equity and anti-racism.”

BC Assessment's Diversity & Inclusion Strategy is a comprehensive approach. It was developed in 2021/22 as a three-year action plan with corresponding measures to help us shift towards creating a more diverse, equitable and inclusive BCA with three main goals:

- Develop an inclusive and collaborative culture where everyone belongs.
- Build a workforce that reflects diverse perspectives and experiences.
- Minimize barriers through policies and practices that are equitable, supportive and pro-active.

#### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

BC Assessment uses the following initiatives aimed at diversifying its workforce:

- We have a department that includes dedicated services and outreach for our Indigenous customers, led by our director of local government and Indigenous relations and our manager of Indigenous relations.
- We established a Diversity & Inclusion Council, with the support of a newly created position of manager of diversity and inclusion in 2022, to further BCA's efforts to “strive to create an environment where everyone can succeed, free of systemic barriers” (per the D&I Strategy guiding principles).
- Through self-identification, we have created an employee demographic baseline dataset to understand our current workforce.
- We have implemented an effective employee feedback mechanism with a quarterly employee voice survey, which measures the perception of inclusion and diversity at BCA. This gives employees a safe platform to share feedback in a confidential and meaningful way.
- We piloted the Autism CanTech! Program in partnership with Douglas College. In 2022, BCA had two program participants complete a two-month work term at our Surrey office in the Assessment division. In 2023, we hired two more participants for a second round of work experience. Participants of the program identify as diagnosed or self-diagnosed as autistic, and are between the ages of 18 and 30.
- We tailor job postings with gender-neutral and inclusive language (reducing what are deemed masculine terms, for example, and using plain-English descriptions).
- We use diverse imagery for any associated advertising. For example, for roles in which women are under-represented, such as STEM roles, we select women for our postings.
- We use technical assessments to reduce any bias with pre-employment assessments and make accommodations for additional time where requested.

BCA has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- All employees must adhere to our Standards of Conduct Policy and Procedures Policy. All employees are required to read, review, understand and agree to the standards, including conducting themselves with respect for diversity in the workplace.
- BCA's Diversity & Inclusion Strategy has actions associated with each of its three goals that will introduce a more equitable, diverse and inclusive way of developing practices and programs at BCA.
- Goal 3 of BCA's Diversity & Inclusion Strategy is to "minimize barriers through policies and practices that are equitable, supportive and pro-active." Based on this goal, we evaluated and revised our hiring practices to ensure that they are inclusive for all applicants. For example, we:
  - » Tailor job postings with gender-neutral and inclusive language (reducing what are deemed masculine terms and using plain-English descriptions).
  - » Use diverse imagery for any associated advertising (selecting women, for example, for our posting for roles (such as STEM roles) in which women are under-represented).
  - » Use technical assessments to reduce bias with pre-employment assessments, and make accommodations for additional time where requested.
  - » Include diversity on interview panels.
- BCA implemented an effective listening and feedback mechanism with a quarterly employee voice survey, which measures the perception of inclusion and diversity in the organization. This gives employees a safe platform on which to share feedback in a confidential and meaningful way.
- BCA implemented new corporate values that include "We are here for each other," to indicate that we build relationships based on genuine support and care. We respect each other as individuals with different identities, experiences and views.
- Diversity & Inclusion goals are required within all professional development plans for executive and managers.

- We delivered formal training for leaders on Inclusive Hiring and Inclusive Leadership & Decision Making.
- Indigenous Cultural/Reconciliation & Truth History Education training has been provided to employees in partnership with an Indigenous-owned and -operated training organization.
- All staff have received training on Diversity & Inclusion Fundamentals and Unconscious Bias – as required for all of BCA's approximately 700 employees. In addition, we deliver:
  - » Diversity, Inclusion and Belonging e-learning course for all new employees.
  - » All-staff training on Indigenous Cultural Awareness and Intercultural Communications.
  - » GBA+ training through BCA's Learning Management System.
  - » Accessibility training for the Women's Network and D&I Council.
  - » Formal training on Inclusive Hiring and Unconscious Bias awareness training.
- BCA's Women's Network, first created in 2018, works collaboratively with other D&I initiatives and groups, with a focus on gender balance in leadership. In 2023, the network launched the Emerging Leaders Mentorship Program, matching 50 employees based on a diverse range of career skills and goals.
- BCA adopted pronoun usage for employee email signatures.
- Employees receive instruction on including territorial acknowledgements in their email signatures.
- BCA opens all-staff and large-scale meetings and executive addresses with territorial acknowledgements based on the location of the speaker.
- BCA provides employee education and internal news updates on our partnerships with specific Indigenous communities, including facts and history regarding specific partners.

BCA promotes multiculturalism in the workplace through events and initiatives in the following ways:

- National Day for Truth and Reconciliation on September 30 is a time to commemorate the history and legacy of the residential school system by participating in local commemoration and education events.

- A territorial acknowledgement is featured in a banner on the homepage of our public website.
- Employees are instructed to include territorial acknowledgements in email signatures.
- All-staff and large-scale meetings and executive addresses are opened with territorial acknowledgements based on the location of the speaker.
- BCA provides employee education and internal news updates on our partnerships with specific Indigenous communities, including facts and history regarding specific partners.
- Indigenous cultural education training opportunities have been provided to employees.
- BCA informs staff and organizes and encourages employee participation in the Moose Hide Campaign in support of the Indigenous-led grassroots movement to encourage men and boys to end violence against women and children and to work towards reconciliation, safe workspaces and communities. All employees were provided Moose Hide pins and were invited to share their personal testimonials.
- The Women's Network has continued to inspire and support women at BCA by increasing opportunities, raising awareness of the contributions of women in the workplace and the benefits of diversity, and encouraging gender diversity. Initiatives include the Emerging Leaders Mentorship Program, internal news articles and interviews, and promoting awareness of International Women's Day.

BCA incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs.

Examples include:

- In 2022/23, BCA worked to:
  - » Develop an inclusive and collaborative culture where everyone belongs:
    - Implemented a new quarterly Employee Engagement Survey that includes a measure of employee experience of diversity and inclusion.
    - Developed refreshed corporate values that embed diversity and inclusion.
    - Set a D&I professional development goal for executive and managers.

- Provided training for leaders on inclusive leadership, decision making and inclusive hiring.
- Became a Pride at Work Canada partner.
- » Build a workforce that reflects diverse perspectives and experiences:
  - Created a Diversity & Inclusion Council.
  - Through self-identification, created an employee demographic baseline to understand current workforce diversity.
  - Expanded recruiting efforts to attract diverse candidates.
  - Embedded diversity and inclusion within new employee orientation and onboarding.
- » Minimize barriers through policies and practices that are equitable, supportive and pro-active:
  - Updated and revised hiring practices.
  - Began reviewing and revising people policies and prioritized all BC Assessment policies for review.
  - Began reviewing Accessible BC Act and identifying barriers.
  - Provided Indigenous awareness and cultural understanding training for all staff.
- BCA's customers include all of British Columbia's owners of the province's more than two million properties. B.C. property owners represent a diversity of ethnicities, many of whom do not speak English as their first language. To better connect across cultures for 2022/23, BCA utilized additional media spokespeople with Chinese and South Asian language skills. Chinese and South Asian languages are the most commonly spoken non-English languages in B.C.
- During 2022/23, BCA utilized our media monitoring system that includes translations of ethnic language media coverage about BCA. This has enabled us to gain a stronger understanding and relationship with the province's ethnic communities and their connections with us.
- For 2023, BCA is exploring options that would allow us to make translated versions of our news releases publicly accessible on our website.
- A BCA department led by our director of local government and Indigenous relations and the

manager of Indigenous relations includes dedicated services and outreach for our Indigenous customers. We are in continuous conversation with our Indigenous customers as to how we can better serve Indigenous Peoples. This conversation includes a formal biannual customer survey.

- Our manager of diversity and inclusion reviews all content to ensure diversity and inclusion considerations.

In 2022/23, BCA utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- BCA has adopted the more accessible and inclusive BC Sans font for website, online and all external and internal communications, and created awareness among all employees of the importance of accessibility, inclusivity and diversity considerations related to font usage.
- BCA's director of local government and Indigenous relations and the manager of Indigenous relations attend multiple conferences each year, including the First Nations Tax Administrators Association, and host presentations for local government agencies on collaboration and specific Indigenous assessment and taxing topics.
- In 2022/23, BC Assessment continued to expand our network of Indigenous partnerships and enhance our property assessment services for B.C.'s Indigenous communities.
- Our Women's Network and our new Diversity & Inclusion Council were very active in 2022/23. Each group is made up of diverse employee representation to support the development and launch of an organizational strategy on formalized diversity and inclusion.
- Our "people first" updated strategic focus is: "Meaningful Reconciliation – Through our work, advance reconciliation in alignment with the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP)" and "Diversity and Inclusion: Every person and every voice is important at BC Assessment."
- In both 2022 and 2023, BCA organized, informed and encouraged employee participation in the annual Moose Hide Campaign in support of the

Indigenous-led grassroots movement to encourage men and boys to stand up and end violence against women and children and to work towards reconciliation, safe workspaces and communities. All employees were provided Moose Hide pins and were invited to share their personal testimonials.

- BCA works in partnership with the Intercultural Association of Victoria for job postings, networking and events.

BCA delivers and supports culturally appropriate and responsive programs and services including:

- Through our extensive Language Skill Bank of multilingual BCA employees, we strive to provide translated customer service whenever possible in order to be responsive to British Columbia's multicultural demographics.
- We have a BC Assessment Women's Network, first created in 2018, with a mission to "inspire and support diversity and inclusion across BCA, with a focus on women in leadership." The Women's Network provides events and programs to showcase women in leadership at BCA and makes recommendations to enhance diversity among our leaders and employees.
- BCA's customers include all of British Columbia's owners of the province's more than two million properties. For 2022/23, BCA did a full accessibility and inclusion audit of our public materials and webpages. As a result, we adopted the more accessible BC Sans font and completely revamped our main customer product (the annual BC Assessment Notice, delivered to each property owner in B.C.) to ensure accessibility and inclusivity in its design.
- B.C. property owners include a diversity of ethnicities, many of whom do not speak English as their first language. To better connect across cultures, BCA utilized additional media spokespeople with Chinese and South Asian language skills in 2022/23. Chinese and South Asian languages are the most commonly spoken non-English languages in B.C.
- During 2022/23, BCA used our media monitoring system that includes translations of ethnic language media coverage about BCA. This has enabled BCA to attain a stronger understanding of the province's ethnic communities and their connections with us.

- For 2023, BCA is exploring options that would allow us to make translated versions of our news releases publicly accessible on our website.
- In 2022 and 2023, BCA opted to switch to a diverse voice for the narration of our annual radio advertising campaign.

BCA collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups. Examples include:

- BC Assessment uses this statistical data to build a workforce that is fully and consistently representational of British Columbia society and demographics. In addition, these data support the planning of our annual property assessment communications campaign targeted to all British Columbians.
- BCA has a department that includes dedicated services and outreach for our Indigenous customers, led by our director of local government and Indigenous relations and our manager of Indigenous relations. We are in continuous conversation with our Indigenous customers as to how we can better serve Indigenous Peoples. This conversation includes a formal biannual customer survey.

### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

- Inclusive leadership training successfully piloted in early 2023, to be rolled out to all managers in 2023/24 fiscal year.
- Inclusive hiring training implemented for hiring panels.
- All staff received training on Diversity & Inclusion Fundamentals and Unconscious Bias; moving forward, all new hires will complete an e-learning module on diversity, inclusion and belonging.

### **SUCCESS STORY**

Tackling discrimination against individuals who experience barriers in the workplace, such as people with autism:

- 2022/23 saw the piloting of the Autism CanTech! Program, in partnership with Douglas College. In 2022, we had two program participants complete a two-month work term at our Surrey office within the Assessment division. In 2023, we hired two more

participants for a second round of work experience. Program participants identify as diagnosed or self-diagnosed as autistic, and are between the ages of 18 and 30.

## BC Council for International Education

### MANDATE

The BC Council for International Education (BCCIE) is a provincial Crown agency, incorporated under the Societies Act, that supports the internationalization efforts of B.C.'s public and independent K-12 schools, public and private colleges and universities, and language schools. It promotes international education in and for B.C., to enhance the province's international reputation for quality education and to support the international education activities and initiatives of the provincial government. It builds and maintains global networks, creating platforms for B.C.'s global profile and success of local communities and the education sector.

### EXECUTIVE COMMITMENT

BCCIE's work aligns with the values of multiculturalism and encourages respect of other cultures. BCCIE incorporates this into hiring practices and supports staff to engage in professional development opportunities to build intercultural competencies and language skills. BCCIE also incorporates these values into all of its programs and events that support internationalization and global citizenry, two of BCCIE's core values.

In 2022/23, BCCIE continued to focus on key priorities such as supporting K-12 schools and post-secondary institutions in the Indigenization of the international education sector and building intercultural competencies.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

BCCIE promoted multiculturalism in the workplace and broader community through the following events and initiatives:

- BCCIE considers diversity when hiring, and mentions this in all job postings. BCCIE has some postings that are specific in terms of language requirements; these contribute to the diversity of the office workplace. Given BCCIE's core work, the staff come from a variety of backgrounds, and several were former international students.

- In 2022/23, BCCIE supported more than 1,000 international education practitioners to build capacity by hosting events on topics such as study abroad, intercultural competencies, immigration, diversity and inclusion, anti-racism, and marketing and recruitment. BCCIE hosted 12 virtual and in-person events throughout the year.

BCCIE incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs.

Examples include:

- BCCIE has organized significant organization-wide training for all staff, including GBA+ training, the Intercultural Development Inventory training and, most recently, Indigenous awareness training for the entire BCCIE team. BCCIE also held a workshop on unconscious bias when the organization developed its Respectful Workplace Policy. All new staff are required to complete GBA+ training, respectful workplace training and fairness training as part of the Public Interest Disclosure Act when joining the BCCIE team.
- In addition to staff training, BCCIE hosted two workshops in 2022/23 for frontline and managerial international education practitioners in B.C. on the topics of decolonization, reconciliation and Indigenization (DRI) and justice, equity, diversity and inclusion (JEDI). B.C. International Education Week offered several workshops on intercultural competencies and Indigenization, and BCCIE continued to offer the online Intercultural certificate program to the international education sector.
- All regional workshops on topics such as Indigenization include working with local Elders and Indigenous Peoples to ensure content is accurate and relevant for the region and community.
- We have relied upon local Indigenous people to inform the content of some of our initiatives and workshops. We have also engaged an Indigenous consultant to analyze, assess, and make recommendations on BCCIE practices.

In 2022/23, BCCIE utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- BCCIE's website is up to date and includes links to our respectful workplace policy and code of ethics.
- BCCIE hosted a conference in 2019 based on a theme of Indigenization and intercultural competencies in the sector. Another conference in 2021 addressed the concept of privilege. These events helped broach these important topics and examine how they impact the international education sector in B.C.
- BCCIE capacity-building events include Indigenous voices. BCCIE also works to maintain relationships with these Elders and speakers outside of the speaking engagements, requesting guidance on specific initiatives where appropriate.
- International partnerships are an essential part of a globally aware education system. In 2022/23, BCCIE facilitated 10 key partnership development opportunities with international partners for B.C. schools and institutions. BCCIE also signed five strategic agreements in 2022/23 with organizations and institutions from other key international markets.

BCCIE delivers and supports culturally appropriate and responsive program and services including:

- BCCIE translates some print offerings into different languages, depending on our target markets. Additionally, diversity is considered in visual representations.

### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

BCCIE organized Indigenous awareness training for the entire team in 2022/23, and created a new workshop entitled Local to Global – Reimagining International Education to Align with DRI and JEDI Initiatives. This workshop was offered in two regions. BCCIE is also assessing the organization's success in making a meaningful impact on reconciliation and building intercultural competencies in the sector; to do so, a third party is assessing the perceptions of B.C. international education practitioners, using an annual survey to the sector.

## BC Energy Regulator

### MANDATE

The British Columbia Energy Regulator (BCER) oversees the full lifecycle of resource activities in British Columbia, from site planning to restoration. We ensure activities are undertaken in a manner that protects public safety and the environment, supports reconciliation with Indigenous Peoples, conserves energy resources, and fosters a sound economy and social well-being. We work collaboratively across government, with First Nations and industry sharing policy and technical expertise in support of B.C.'s transition to low-carbon energy and helping to meet future global energy needs.

We do this by:

- Protecting public safety and the environment.
- Supporting reconciliation with Indigenous Peoples and the transition to low-carbon energy.
- Conserving energy resources.
- Fostering a sound economy and social well-being.

### EXECUTIVE COMMITMENT

BCER executive embraces reconciliation, diversity, equity and inclusion within our organization and in our work. BCER incorporates a standard of inclusion and respect as reflected in the Employee Code of Conduct & Ethics. The Code of Conduct is reviewed and reconfirmed annually by all employees. It incorporates the standards of the Human Rights Code of British Columbia, the Canadian Human Rights Act, and the Commission's internal Respectful Workplace procedure and Bullying and Harassment policy.

In recent years, BCER adjusted its regulatory initiative process to incorporate GBA+ and align with Declaration Act Section 3. This work precedes fiscal 2022/23, but it remains the framework/process used today.

Additionally, BCER has adopted, through the finalization of the Strategic Framework, seven operating principles that guide our approach and decisions. These principles include two that support the Multiculturalism Act and demonstrate executive commitment to equity and anti-racism:

- Principle #2: We respect Indigenous knowledge and work to advance reconciliation.
- Principle #5: We embrace diversity and foster inclusion in our workplace.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

BCER uses the following initiatives aimed at diversifying its workforce:

- BCER engages in merit-based hiring practices that do not allow for racial or ethical biases.
- Targeted recruitment advertisement activities have seen positions posted to external websites catering to Indigenous job seekers and forwarded to Treaty 8 Tribal Association and Treaty 8 communities for dissemination.
- BCER has incorporated key questions in its bi-annual engagement survey to better understand the demographics of our workforce.
- Some encouraging data from the survey demonstrates that BCER's employee profile is on par with B.C.'s Indigenous population and exceeds the number of women compared to B.C.'s population. And while 20% of our employees identify as a visible minority and 2% as a person with disabilities, these are areas of opportunity.
- The organization has established an Equity, Diversity and Inclusion Committee to provide analysis and recommendations to leadership.
- The bargaining committee has brought forward standardized language in line with federal and provincial agreements to address challenges and opportunities.
- BCER uses the data collected through the bi-annual engagement survey to gain insight into the organization's demographics and to help inform strategy, implement programs and policies, and identify barriers to inclusion.
- All positions posted on BCER's careers page and to third-party recruitment sites indicate the organization's commitment to diversity and inclusion in the workplace, noting that all qualified applicants will receive consideration without regard to race, colour, religion, sex, national origin, disability status, or any other characteristic protected by provincial law.
- BCER's recruitment policy and process require that candidates be chosen based solely on merit, and specifically state that job applicants will be assessed objectively on the basis of skill, ability, experience, knowledge, past work performance, and in accordance with the B.C. Human Rights Code, B.C. Employment Standards Act, B.C. Labour Code,

Employee Terms and Conditions of Employment, Professional Employees Association (PEA) and BC General Employees' Union (BCGEU) Collective Agreements as appropriate, and the Excluded terms and conditions.

BCER has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- The organization hosts “Fireside Chats” – sessions that engage leaders on topics including, but not limited to, diversity, inclusion and reconciliation. These chats are also used to promote initiatives, while ensuring leaders have the appropriate tools needed to successfully lead employees in this space. This collaborative method provides insight into potential challenges and opportunities and helps inform current and future programs.
- BCER provides an individual development plan for all employees to participate in each year. This document allows employees to plan their career developmental activities throughout the year. Within the plan, employees are asked to seek out learning opportunities that support diversity, inclusion and reconciliation. BCER covers the costs for most training and developmental activities.
- BCER has created pillars within existing Management Accountability Agreements and a related leadership framework that outlines leadership accountabilities with regard to equity, diversity, inclusion and reconciliation.
- In the past year, BCER provided all employees with presentations on inclusive leadership and cultural safety in the workplace by two keynote speakers. BCER has also hosted a training session that provided employees with an overview of equity, diversity and inclusion, focusing on LGBTQ+, the legal framework around human rights in Canada, the definition of discrimination, and the positive business impacts of being inclusive.

BCER incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

- BCER has brought GBA+ into the process for all regulatory initiatives. As such, a GBA+ lens informs the entire regulatory development process, including specific touch points:

- At the time of policy development, to assess whether a potential change is warranted following a GBA+ review.
- Before engagement on a regulatory initiative, to identify and plan for reaching likely affected parties in a way that is accessible for them.
- At final policy confirmation/approval, to ensure policy changes do not have unintended outcomes.

- BCER works to implement Section 3 of the Declaration Act in relation to regulatory initiatives. This work is guided by Provincial direction (Interim Approach to Implementing the Requirements of Section 3 of the Declaration on the Rights, gov.bc.ca).
- BCER's equity, diversity and inclusion goals include embedding equity and diversity into our recruitment and retention practices and our culture, and enhancing inclusion in the workplace. The EDI vision includes continuing to build an inclusive culture that encourages, supports and celebrates the diverse voices of our staff. These goals and vision are directly linked to the B.C. Human Rights Code, the Canadian Human Rights Act, the Multiculturalism Act, and the Truth and Reconciliation Commission of Canada Calls to Action (specifically #57).
- BCER provides opportunities for employees to engage in equity, diversity, inclusion and reconciliation training and workshops as part of their individual development plans (IDPs). IDPs encourage employees to plan activities for the upcoming year, with a required commitment to gaining knowledge on equity, diversity, inclusion and reconciliation topics.
- The most recently ratified collective agreement includes provisions aimed at further removing barriers and advancing equity, diversity, inclusion and reconciliation; this includes territorial acknowledgements, gender-neutral language, provisions for non-Christian and Indigenous observances, and provisions which support gender affirmation.
- BCER provides employees with scalable learning opportunities, support and tools to understand ways to collaborate and effectively work with Indigenous Peoples and communities.
- BCER works closely with an external expert to inform equity, diversity and inclusion matters in the workplace, and to provide training specific to emerging concerns.

- Consistent with other provincial and federal government agencies, employees have received training on UNDRIP and DRIPA and in the use of GBA+ tools, and BCER is actively applying these approaches in the development of its regulations, policies and programs. Regulatory initiatives last fiscal year included Dormancy and Shutdown Regulation, Security Management Regulation, and Drilling and Production Regulation.

In 2022/23, BCER utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups. Examples include:

- The principles of the Multiculturalism Policy are considered when the organization engages in strategic planning and organizational goal setting, in strategic outreach and broad recruitment strategies, in the collection and analysis of data to track and monitor trends, when building relationships and partnerships, and when exploring development opportunities for all levels of employee growth, improvement and succession planning.
- Consistent with other provincial and federal government agencies, BCER employees have received training on UNDRIP and DRIPA and in the use of GBA+ tools, and BCER is actively applying these approaches in the development of its regulations, policies and programs.
- BCER supports Indigenous participation throughout the regulatory lifecycle, including but not limited to engaging on regulatory development and updates, providing consultation on applications, supporting emergency management planning, participating in joint compliance and enforcement, and being involved in restoration initiatives. [BC Energy Regulator-Indigenous Relations | BC Energy Regulator \(BCER\) \(bc-er.ca\)](#)
- BCER successfully participates in the Natural Resource Aboriginal Liaison Program. The program develops partnerships between nine Indigenous communities and nine partner ministries or agencies. The program affords an opportunity for partnering communities to observe and report on natural resource development activity on traditional territories. [Natural Resource Aboriginal Liaison Program | BC Energy Regulator \(BCER\) \(bc-er.ca\)](#)

BCER delivers and supports culturally appropriate and responsive programs and services including:

- BCER works to ensure alternative text for photos, gender-neutral language, and plain language are used for external communications. Additionally, all visual representations are considered for potential barriers to sight (such as colour blindness), and consideration is given to ensure photography is representative of a broader population. The organization also provides accommodation and technological solutions, including specialized equipment and space planning to address accessibility concerns and closed-caption meeting technologies.
- As part of BCER's Strategic Framework, goals speaking to equity, diversity, inclusion and reconciliation have been developed and are aligned with organizational plans.
  - For example, BCER's recruitment documents include templates with inclusive boilerplate language that aligns with core learning programs and policies specific to equity, diversity and inclusion under the direction of the strategic plan.

BCER collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups. Examples include:

- BCER uses engagement survey data to address systemic barriers to support equity, diversity and inclusion initiatives.
- The principles of the Multiculturalism Policy are considered when the organization engages in strategic planning and organizational goal setting, strategic outreach and broad recruitment strategies, data collection and analysis to track and monitor trends, relationship- and partnership-building, and when exploring development opportunities for all levels of employee growth, improvement and succession planning.
- BCER deploys a bi-annual employee engagement survey that includes optional questions designed to gather data on employee demographics to inform existing and future programs and initiatives.

- BCER employs a bi-annual First Nations engagement survey to gain feedback on how to improve its interactions and relationships with Indigenous Peoples and communities, including processes and programs, and to understand how to improve the organization's cultural sensitivity.

### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

- BCER's Strategic Framework incorporates goals specific to diversity, equity, inclusion and reconciliation. Desired outcomes and areas of focus have been defined clearly to support delivery of those goals.
- BCER has created two new employee-led committees to support diversity, equity, inclusion and reconciliation goals. These committees are committed to advancing cultural awareness and reconciliation within the organization.
  - » The Equity, Diversity and Inclusion Committee provides recommendations, advice and information to executive and leadership on identifying and removing barriers to inclusion.
  - » The Embrace Reconciliation and Change Management Committee works to ensure that projects are prioritized and implemented to guide and support BCER's goals and commitments to advance reconciliation with Indigenous Peoples.

### **SUCCESS STORY**

BCER recently provided equity, diversity and inclusion training with a focus on intersectionality, reconciliation, inclusive language, unconscious/conscious bias, systemic racism (real and implied) and accessibility barriers. This training led to the formation of the Equity, Diversity and Inclusion Committee, which is mandated to provide recommendations, advice and information to leadership to remove barriers to inclusion, help the organization achieve a better understanding of diversity, collaborate on inclusion plans, establish outreach and foster understanding of EDI matters.

BCER recently developed a scalable learning and development framework aimed at enhancing cultural capacity and agility around Indigenous learning. The program provides opportunities at three levels – foundational, functional and advanced/operational – to ensure employees are supported through every step of their learning journey.

## BC Family Maintenance Agency

### MANDATE

As the delegated authority from the Ministry of Attorney General and under the authority of the Family Maintenance Enforcement Act, the BC Family Maintenance Agency (BCFMA) is dedicated to assisting families with the administration of their maintenance to ensure B.C.'s children and families receive the financial support they are entitled to under provincial and federal law. BCFMA's vision is to be a leading family maintenance organization providing a diverse range of supports and services to ensure healthy and thriving families. Our mission is to provide the highest quality client-centric service, helping families achieve their best outcomes and the best future for their children.

### EXECUTIVE COMMITMENT

The BCFMA board of directors and executive have confirmed in our planning documents our commitment to the Multiculturalism Act. As documented in our 2023/24 BCFMA Service Plan, we expressed a commitment towards working to make life better for people in B.C., true and meaningful reconciliation, and an inclusive and sustainable province.

BCFMA has shown our commitment to multiculturalism by adapting our policies to reflect the people we serve in an effort to remove barriers to employment and services from our organization, in addition to engaging with organizations tasked with helping minorities, immigrants and clients of limited means, by creating policies and programs that support diversity, are inclusive and are gender neutral, and by developing an Inclusion, Diversity, Equity and Accessibility (IDEA) Plan that will guide our organization's support of vulnerable British Columbians. The IDEA Plan is implemented by the Employee Advisory Committee, a diverse, inclusive, cross-cultural team.

BCFMA programs support Indigenous and other cultural populations towards improving their standard of living. The agency delivers programs in alignment with the Calls to Action of the Truth and Reconciliation Commission and the United Nations Declaration on the Rights of Indigenous Peoples. BCFMA's commitment to lasting and meaningful reconciliation is demonstrated through Indigenous-specific training of staff and through community recognition, outreach and relationship-building efforts.

By committing to train our staff on equity, anti-racism, multiculturalism, social and health issues (such as mental health and poverty), and by promoting services that make communities safer and more inclusive, BCFMA activities align with the B.C. government's current priorities and strategic direction, as identified in the Ministry of Attorney General Mandate Letter.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

BCFMA uses the following initiatives aimed at diversifying its workforce:

- BCFMA includes several commitments to equity, anti-racism and multiculturalism in our "About Us" statements, which are included with all BCFMA job postings:
  - » "We are committed to promoting equity, anti-racism and multiculturalism, addressing social and health issues such as mental health and poverty, and providing services that make communities safer. We strive for lasting and meaningful reconciliation through Indigenous-specific community recognition, outreach and relationship-building efforts."
  - » "Our approach to diversity is clear – it's about embracing everyone. From cultivating a culture where all employees can bring their best selves to work to deploying diversity initiatives that support all, we are doing what it takes to build a more equitable workplace. We are committed to equity and inclusion across race, gender, age, religion and identity, which drives us forward every day to support B.C. families."
  - » "Our promise is to champion diversity, build an inclusive culture, and do our part to continue to grow a more equitable workplace. We'll always put our people (that's you) first."
- BCFMA employs a diverse workforce with lived experience and cultural and language skills to serve our diverse population. BCFMA's 2021 Work Environment Survey identified that 72% of staff are female, 2% identify as Indigenous, 17% identify as visible minorities, and 2.5% identify as having a physical disability.
- BCFMA provides accommodation for anyone that requires it at all levels of recruitment. Candidates are asked if they require any accommodation to participate in interviews in advance of the interview process, to ensure diversification and accessibility.

- The agency aligns with [www.accessibleemployers.ca](http://www.accessibleemployers.ca), which provides training and support for employers towards offering accessible opportunities and employment.
- The agency is expanding conversations with educational institutions to explore internship, practicum and co-op program opportunities; one internship has been completed to date.

BCFMA has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- BCFMA has identified a designated officer and implemented public interest disclosures to ensure that employees can report wrongdoing, including concerns regarding inequities and structural discrimination and racism. All BCFMA staff receive Public Interest Disclosure Act training provided by the Office of the BC Ombudsperson.
- BCFMA has adopted a structured workplace anti-racism and reporting process. As part of this process, the agency's Employee Advisory Committee provides an opportunity for staff to collaboratively share and identify multicultural inequities and structural discrimination and racism, before concerns are elevated to and addressed by BCFMA's leadership team.
- As part of the agency's skills development plan, BCFMA regularly offers training in GBA+, standards of conduct, and Indigenous relationship-building to all 200 staff – from frontline to executive and leadership teams – to build equity, anti-racist and anti-discrimination knowledge and skill level. Aspects of the training that reflect upon equitable hiring and career and advancement practices (including avoiding hiring biases) are discussed further within the human resources team. Client-centric and trauma-informed practices are applied to our service delivery and programs as we modernize our organization. Trauma-informed training has been provided to the leadership team to ensure leaders have the education and awareness to support BCFMA's mandate.

BCFMA promotes multiculturalism in the workplace through events and initiatives in the following ways:

- BCFMA's IDEA Plan is implemented by the Employee Advisory Committee, a diverse, employee-led team responsible for developing a calendar of equity,

anti-racism, diversity and multiculturalism training, events and initiatives to ensure that BCFMA activities support and promote inclusion, diversity, equity and accessibility.

- BCFMA has supported the Moose Hide Campaign by educating staff about the campaign and promoting participation in the annual events, including demonstrating support by wearing pins, participating in plenary and workshop sessions, participating in the Victoria Walk to End Violence, and hosting ceremonial walks.
- BCFMA staff are encouraged to conduct a territorial acknowledgement before each work meeting.
- The agency actively promotes cultural diversity through employee-led and employer-sponsored events such as multicultural potlucks and sharing events.

BCFMA incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs.

Examples include:

- BCFMA has developed an Inclusion, Diversity, Equity and Accessibility (IDEA) Plan that will be implemented in 2023. BCFMA's goals of creating a culture of accessibility and inclusion, lasting and meaningful reconciliation, and delivery of equal services all have assigned strategies and actions. Each of these strategies and actions supports organizational policy development and considers equity and anti-racism acts and strategies, providing tools to staff to recognize how various factors (including GBA+) can influence legislation, strategies and plans.
- Active engagement with treaty and non-treaty Nations is underway to help resolve identified systemic barriers within our service delivery and programs.
- BCFMA recruitment policies and processes have been adapted with preference statements and cultural competencies to ensure that we are working towards a non-biased approach to recruitment that expressly encourages a diversity of applicants.
- BCFMA is actively working with the Maintenance Enforcement and Locate Services division of the Ministry of Attorney General to develop a client-centred work process that supports how new international clients and inter-jurisdictional clients are supported as part of the Hague conventions on children.

- BCFMA policies are regularly reviewed, revised and refreshed to ensure gender-neutral and inclusive terminology is used as per GBA+ training.
- BCFMA staff have been trained to use GBA+ and IGBA+ analytical processes and best practices, to evaluate through an anti-racist and equity lens and to analyze racial equity impact in all work activities and at all levels of the organization, including at the policy review and budget level.
- BCFMA currently conducts outreach with racialized communities through educational and enforcement engagements that involve payers and recipients of maintenance payments. These primarily include client meetings with Family Justice Centre clients and information sessions provided to social assistance recipients.
- As part of our Indigenous pilot, BCFMA is conducting outreach meetings to consult with Indigenous communities on developing a new end-to-end service delivery model. Part of this new program/ service design is the addition of community liaison positions to support agency outreach, initially with Indigenous clients and groups. The newly hired community liaisons will be provided additional trauma-informed training and will shadow project team members during Indigenous community outreach meetings as part of their onboarding to their new roles. The intent is to expand the pilot elements across multiple user groups using best practices and approaches.
- BCFMA's client-centric service design refers clients to our multicultural partners that deliver services and resources in support of racialized communities.
- A cultural expert is leading the design, development and implementation of BCFMA's Indigenous pilot to create a trauma-informed, end-to-end service delivery model for Indigenous clients. In addition, various Indigenous Nations and Indigenous justice partners have provided guidance to help inform our practices and organizations.
- BCFMA has historically expressed a commitment to anti-racism and anti-discrimination through our submission to government's Report on Multiculturalism, which is released to the public.

In 2022/23, BCFMA utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- BCFMA includes a territorial acknowledgement on our website homepage to respectfully recognize the Indigenous Peoples on whose traditional territories our staff live and work.
- BCFMA communicates and connects with culturally diverse groups including Indigenous communities through our outreach programs. BCFMA supports clients and potential clients by meeting with them at accessible, family-friendly community Justice Access Centres in major urban areas. Justice Access Centre staff assist by providing information regarding legal and related family issues. BCFMA also meets regularly with Indigenous Nations, multicultural support service groups and legal education providers to build relationships and share knowledge in support of culturally diverse communities.
- BCFMA is currently conducting an Indigenous pilot to create a trauma-informed, end-to-end service delivery model for Indigenous clients. Benefits of the Indigenous pilot will include:
  - The establishment of a clear and sustainable path to lasting reconciliation.
  - An increase in the number of annual outreach and education presentation with communities and partner organizations that serve Indigenous governments, such as Justice Access Centres.

A survey of Indigenous groups and client participants in the Indigenous pilot has shown a positive perception of the Agency's work towards serving the individual and community needs of Indigenous populations.

- BCFMA has developed an Inclusion, Diversity, Equity and Accessibility (IDEA) Plan that will be implemented in 2023. The BCFMA IDEA Plan supports a whole-of-government anti-racism approach to address anti-racism and multiculturalism by creating a culture of accessibility and inclusion, lasting and meaningful reconciliation, and delivery of equal services. Each of these strategies and actions supports organizational policy development and considers equity and anti-racism acts and strategies by providing tools (including training opportunities, such as GBA+) to staff that

will help them recognize how various factors can influence legislation, strategies and plans.

- As part of BCFMA's IDEA Plan, a staff-led action group will develop strategies (including a calendar) that identifies opportunities to co-ordinate and co-operate on cross-ministry priorities to address systemic discrimination and racism. An example of this is BCFMA's participation in the annual Moose Hide Campaign Day.
- BCFMA leadership actively works with internal and external stakeholders to coordinate and cooperate on larger initiatives that address systemic discrimination and racism.
- BCFMA is actively working with the Maintenance Enforcement and Locate Services division of the Ministry of Attorney General to develop a client-centred work process that supports how new international clients and inter-jurisdictional clients are supported as part of the Hague conventions on children.
- BCFMA communicates with, connects with and supports culturally diverse communities including Indigenous communities through our outreach programs. The agency supports clients and potential clients by partnering with other legal service providers at accessible, family-friendly community Justice Access Centres in major urban areas. Justice Access Centre staff provide information on legal and related family issues. The agency is also hiring two case managers and community liaison officers to market BCFMA's services by acting as liaisons for community support organizations, and to connect stakeholders and build trust through outreach to the services clients require.
- BCFMA engages and collaborates with organizations tasked with helping minorities, immigrants and clients of limited means to support underserved British Columbians. The agency meets regularly with Indigenous Nations, multicultural support service groups and legal education providers in support of building relationships and sharing knowledge to serve culturally diverse communities.

BCFMA delivers and supports culturally appropriate and responsive programs and services including:

- Almost 10% of BCFMA's staff are able to provide interpretation or translation services for staff who do not speak English or who do not speak English as a

first language. The agency also utilizes a service that provides 24/7 interpretation and translation services in more than 200 languages.

- BCFMA uses the provincial government's inclusive language and terms guidance to ensure that our wording is free from prejudice, stereotypes and discrimination. Inclusive language guidance ensures that plain language is used when communicating with the public, and that our communications are respectful of Indigenous, LGBTQ2S+ and persons with disabilities.
- BCFMA strives to provide written interpretative services that meet the needs of our culturally diverse clients. Child support brochures (also known as multilingual fact sheets) currently located on the BCFMA's website provide program information to clients in 11 languages.
- BCFMA is in the process of updating our web presence and mobile app to align with B.C.'s accessibility feature guidelines, which standardize font types and font sizes to ensure content is easy to view and supports translation software. A link and reference to Google Translate will be added to the website and app so that clients have quick access to translation software.
- BCFMA provides GBA+ training to all staff, including during orientation, to ensure that new staff are educated on multiculturalism, diversity and inclusiveness language guidelines.
- BCFMA has hired a content writer to support the application of inclusive language guidelines to our organizational re-branding project and existing communications methods and materials, including updates to the BCFMA website and all client communication materials.
- BCFMA's Quality Assurance and Policy, Privacy and Research departments ensure that all policies are reviewed so that clients receive consistent service that is client-centric, culturally sensitive and aligned with their needs.
- Multiculturalism and ethnic diversity are considered in the delivery of BCFMA services, and BCFMA programs are regularly revised and refreshed to ensure that the agency is meeting the needs of our clients.

## HIGHLIGHTS ON INITIATIVES IN 2022/23

New initiatives undertaken in 2022/23 by BCFMA that support the objectives of the Multiculturalism Act and anti-racism and equity commitments include:

- The development of a new Inclusion, Diversity, Equity and Accessibility (IDEA) Plan.
- Conducting an Indigenous pilot to create a trauma-informed, end-to-end service delivery model for Indigenous clients.
- Skills development training: BCFMA provided all staff (from frontline to leadership and executives) with skills development training that supports the objectives of the Multiculturalism Act and anti-racism and equity commitments. 2022/23 training subjects for all staff (unless noted otherwise) included:
  - » GBA+ (part of our new-hire corporate training)
  - » Indigenous territorial acknowledgement
  - » Gender-based Violence Awareness
  - » Client Service Professional (approaching client services through the lens of clients from different cultural backgrounds, socio-economic statuses, ethnicities and genders)
  - » Anti-Bullying
  - » Trauma Informed (managers only in 2022/23; to be extended to all staff in 2023/24)
  - » Indigenous Cultural Awareness
  - » Participation (for our first time) in the 2022 Moose Hide Campaign.

## SUCCESS STORY

BCFMA is currently conducting an Indigenous pilot to create a trauma-informed, end-to-end service delivery model for Indigenous clients. Benefits of the Indigenous pilot will include:

- Establishing a clear and sustainable path to lasting reconciliation.
- Increasing the number of annual outreach and education presentations with communities and partner organizations (such as Justice Access Centres) that serve Indigenous governments.
- Observing – through a survey of Indigenous groups and client participation in the pilot – a positive perception of the agency's work in serving the individual and community needs of Indigenous populations.

As part of their annual mandatory training regimen (and in support of the Truth and Reconciliation Commission's Calls to Action), BCFMA legal counsel complete an Indigenous intercultural course designed to help B.C. lawyers increase their Indigenous cultural awareness and understanding. The course provides information on the colonization of B.C. and Canada and the impacts of colonization and colonial laws and policies on Indigenous Peoples.

## BC Financial Services Authority

### MANDATE

BC Financial Services Authority (BCFSA) is a Crown regulatory agency of the Government of British Columbia. BCFSA oversees the financial services sector, which includes pension plans, mortgage brokers, real estate services, real estate development marketing, and financial institutions (credit unions and insurance and trust companies). BCFSA also administers the Credit Union Deposit Insurance Corporation of British Columbia (CUDIC).

BCFSA operates under its own set of governing statutes and is responsible for administering 10 statutes.

BCFSA promotes confidence in British Columbia's financial services sector by providing risk-based and proportional regulation and by protecting the public.

### EXECUTIVE COMMITMENT

One of BCFSA's organizational core values is diversity, equity and inclusion, which is embedded as a foundational principle that guides our behaviours and decisions. This commitment is further supported by a Diversity, Equity and Inclusion (DEI) Committee chaired by a senior executive team member. In 2022/23, an additional executive team member in the Office of the CEO was hired with accountabilities that include the development and delivery of a BCFSA DEI strategy.

BCFSA's senior executive team is committed to a workplace that values diversity and inclusiveness and supports a respectful work environment. BCFSA ensures policies are consistent with the principles and objectives of multiculturalism, and continually strives to modify and improve programs and services to ensure that they are supportive of B.C.'s multicultural society.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

In 2022/23, BCFSA promoted multiculturalism in the workplace and broader community through the following events and initiatives:

- The following legislation, strategies and analytical tools inform the development of the DEI strategy:
  - Accessible BC Act
  - B.C. Human Rights Code
  - Multiculturalism Act
  - Declaration on the Rights of Indigenous Peoples Act
  - Truth and Reconciliation Commission of Canada Calls to Action
  - Gender Based Analysis Plus
- BCFSA reviews treasure board submissions, policies and budgets in the context of the BCFSA values that reflect GBA+ principles. BCFSA executive has also completed unconscious bias training to support application of GBA+ principles. For example, we monitor gender pay gaps by pay levels.
- Many of the forms used throughout the real estate sector and developed by BCFSA are translated into multiple languages.
- Gender has been removed from several forms and pronoun usage is active throughout BCFSA. The organization's style guide also has a section dedicated to inclusive language.
- BCFSA has adopted whole-of-government anti-racism approaches to address anti-racism and multiculturalism commitments. BCFSA also coordinates and cooperated on cross-ministry priorities to address systemic racism and discrimination.
- BCFSA has established partnerships to promote anti-racism and multiculturalism towards the elimination of discrimination, racism and prejudice.
- BCFSA conducts audits to identify organizational challenges and opportunities related to understanding and acting on systemic discrimination and racism in the workplace.
- BCFSA Office of the CEO (OCEO), HR and the DEI Committee actively collaborate on initiatives regarding reconciliation, equity and anti-racist goals in the workforce.
- BCFSA offers various channels – traditional processes, DEI Committee, and directly through HR – for safe and collaborative spaces and processes for employees to share and identify inequities and structural discrimination and racism.
- Active consideration is integrated into sourcing and advertising for management and senior leadership recruitment, as well as into selection strategies.
- During the 2022/23 fiscal year, BCFSA hosted various learning sessions in town halls and team dialogues. Additional learning included Indigenous awareness training through BCIT.

## HIGHLIGHTS ON INITIATIVES IN 2022/23

- BCFSa is committed to furthering DEI knowledge for all team members. Learning opportunities included two external keynote speakers on reconciliation and conscious allyship.
- BCFSa board members and senior executive team members completed an Indigenous Awareness Course in 2022/23, as did many BCFSa team members.
- BCFSa continues to refine and communicate its policies and guidelines on respectful, inclusive behaviours consistent with BCFSa's values.

## SUCCESS STORY

- BCFSa co-sponsored and actively participated in the inaugural Crown Diversity Conference. Our organization held membership on the steering committee and made significant contributions to the event, including providing two distinguished speakers, sponsoring keynotes, organizing insightful panel discussions, and supplying five dedicated volunteers on the day of the conference.
- BCFSa collaborated on Impact North Shore's research project, entitled Rethinking Assumptions: Unpacking Canadian Work Experience. The project addressed the challenges faced by racialized immigrants and employers in the tight labour market. An employer toolkit was developed based on the research, equipping employers with strategies to benefit from immigrant talent. We provided feedback and explored effective hiring practices as part of the advisory group. BCFSa was recognized as a key contributor.
- Our dedication to inclusive hiring practices has been acknowledged by the Immigrant Services Society of BC, who awarded BCFSa with the Accommodation and Access Award.
- BCFSa spoke at the Burnaby Intercultural Planning session on employment trends and application strategies for immigrants.

## BC Games Society

### MANDATE

Established in 1977 by the provincial government under the Societies Act, the BC Games Society is the leadership organization that guides the BC Winter and BC Summer Games and prepares Team BC for national multi-sport games. We build on the expertise and support of partners to create development opportunities for athletes, coaches, officials, volunteers and communities.

### EXECUTIVE COMMITMENT

BC Games Society's board of directors is gender-balanced and geographically representative, and continues to seek nominations for members who have a range of skills and come from various population groups (age, disability, Indigenous and multicultural) in order to ensure diversity and effective leadership. The BC Games Society continues to help others lead, using our vision and values as our guide. Recruiting all volunteers based on the fabric of the community is critical. Integrity, trust and respect are the core of the organization's programming.

The society continues to work with the Indigenous Sport, Physical Activity and Recreation Council (I SPARC) to support Indigenous athletes and facilitate Indigenous participation in BC Games and on Team BC. The society is dedicated to promoting inclusion and safe participation through the culture of the Games, which is driven by a commitment to promoting and maintaining positivity, respect and inclusion.

#### Key Practices, Policies and Programs in Support of Multiculturalism

The society promotes multiculturalism in the workplace and broader community through events and initiatives in the following ways:

- BC Games Society helps recruit and train host society boards that reflect the diversity and multiculturalism of British Columbia.
- The society works largely with volunteers from Team BC and host societies. These volunteers are regularly surveyed to provide feedback on inequities and structural discrimination and racism in the organization.

- Society staff and mission staff completed Gender-Based Analysis Plus (GBA+) training and participated in the pilot project for I SPARC's Indigenous cultural safety training.
- The society aligns our work with multicultural events and initiatives and posts stories and statements in support of the causes.

The society incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

- The society has a new Safeguarding Policy that addresses human rights in the workplace.
- The society continues to embrace the TRC, specifically with attention to Calls to Action 89, 90 and 91.
- All society staff and Team BC Mission staff have completed GBA+ training.
- Programs and services are developed through the lens of our Culture of the Games program, which emphasizes diversity and inclusion.
- Engagement with local First Nations is mandated through the host society volunteer board.
- The society works with I SPARC to assess opportunities and program design.
- The society both engages and facilitates engagement with First Nations communities through the host societies of our Games.

In 2022/23, the society utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- The society works with I SPARC to engage Indigenous athletes and coaches to participate in the Games.
- The 2024 BC Winter Games will be a partnership with the local First Nations, and will be called Lhtako Quesnel 2024 BC Winter Games.
- Engagement with local First Nations is mandated through the host society volunteer board.
- The society works with I SPARC to assess opportunities and program design.
- All language and outreach is assessed through the lens of our Culture of the Games program, which emphasizes diversity and inclusion.

The society collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups.

Examples include:

- Participants are asked to self-identify as part of registration. This data is used to measure success and inform goals and objectives for future Games.

### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

- We have expanded our Culture of the Games platform to include additional external stakeholders. The program is delivered through an online module and was mandated for the 2022 BC Winter Games and BC Summer Games.
- The BC Games Society staff participated in a two-day Indigenous cultural safety training program that included the Kairos blanket exercise. Society staff and Team BC Mission staff have all completed GBA+ training.
- The society continues to expand our Culture of the Games education by creating educational modules for all athletes, coaches and officials to complete prior to attending the Games.

### **SUCCESS STORY**

- The BC Games has worked with I SPARC to develop agreements with provincial sport organizations to increase opportunities for Indigenous athletes and increase Indigenous participation in the Games.
- Sports are encouraged to stage an Indigenous welcome ceremony at venues prior to competition. Thirty-five groups participated in this program at the Prince George 2022 BC Summer Games.

## BC Housing Management Association

### MANDATE

BC Housing (BCH) was established as a Crown agency in 1967 and operates on the traditional territories of Indigenous Peoples to develop, manage and administer housing options for British Columbians. We work to address critical gaps across the housing continuum, which range from emergency shelters, supportive housing and rent assistance in the private market to affordable home ownership. We also license residential builders, administer owner builder authorizations and carry out research and education that benefits the residential construction industry and consumers. BC Housing's mission is to make a positive difference in people's lives and communities through safe, affordable and quality housing. We work with about 800 non-profit housing providers and other partners to help more than 121,000 households in communities throughout British Columbia.

### EXECUTIVE COMMITMENT

BC Housing's commitment to multiculturalism began in 1994 with a multiculturalism policy committing to an environment that supports and advances multiculturalism in our workplace and our programs. This policy makes clear the expectation that all staff members respect multiculturalism in our workplace and in working with tenants, clients, partners, the public and the broad communities we serve. BC Housing expanded on this commitment by adopting a Diversity & Inclusion (D&I) Framework in 2013/2014 as part of our CEO-led People Strategy. In 2020, BC Housing established an Office of Equity, Diversity, Inclusion and Belonging to support the incorporation of these principles and a deep equity analysis into all of our programming and service delivery.

Our executive formally recognizes that:

- A work environment that is truly diverse and inclusive draws upon and respects the unique characteristics, skills and experiences of all employees.
- By further increasing the wide array of perspectives resulting from diversity, our organization becomes more effective, efficient, creative and productive.

- A diverse workforce, within an atmosphere of respect and inclusion, builds service capacity and makes us more understanding and responsive, and improves our overall performance for the people and communities we serve.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

BC Housing uses the following initiatives aimed at diversifying its workforce:

- BC Housing is completing an equity assessment of how people experience working for and with the commission. This review included surveys and focus groups that inquire into 2SLGBTQIA+ experiences, and will apply a GBA+ lens and intersectional analysis to the synthesis of findings. A survey was also extended to partners to measure service delivery. This survey included questions that gather demographics being served to further identify gaps and opportunities to 2SLGBTQIA+ inclusion.
- (BCH 2023 Service Plan Operating Environment) BC Housing's People Strategy supports strong employee engagement, retention and recruitment, and helps to build the learning and leadership capacity needed to deliver on our mandate and respond to crises. We are applying our learning from the pandemic and our increasing understanding of equity, diversity, inclusion and belonging to our own business practices and planning.

BC Housing has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- Formed to support equity and inclusion and create employee support networks, our Employee Resource Groups (ERGs) include the Black, Indigenous, Persons of Colour (BIPOC) ERG; the Pride 365 ERG; the People Living with Disabilities/Disabled People ERG; and the Mental Health & Wellness ERG.
- The Indigenous ERG aims to provide a safe space for Indigenous employees to connect, exchange ideas and offer support and community.

- Understanding Equity, Inclusion and Belonging (EDIB) ran for three cohorts over the third quarter. Sixty-four mid- to senior-level team members completed this learning opportunity and were asked to provide feedback on their experience in the course. This will inform the development of further EDIB training for employees.
- This two-part learning session included a historical analysis of Canada's history of colonization in order to help learners understand how the legacy of colonization continues to harm and marginalize Indigenous, Black, 2SLGBTQIA+, people of colour, people living with a disability, people living in poverty, and people experiencing homelessness. The curriculum provides a broad overview of anti-oppression approaches, with connections to British Columbia's colonial past where appropriate.
- BC Housing has implemented reconciliation learning in the form of required Working Effectively with Indigenous People training for all staff to complete within the upcoming year. To date, more than 66% of BC Housing employees have completed the course. Training is being facilitated by Indigenous Corporate Training.
- Additionally, this year BC Housing developed a reconciliation un-learning framework to support the development of a suite of holistic learning experiences to support employees on different parts of their learning journey. This will include training that is targeted to different functions across the organization to ensure that employees understand how to apply a reconciliation lens to their particular job function within the commission.

BC Housing incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

- (BCH 2023 Service Plan, Operating Environment) BC Housing is committed to reconciliation with Indigenous Peoples. As a landlord, employer and funder of affordable housing programs, BC Housing touches the lives of many Indigenous people.

- Our Reconciliation: Moving Forward Together report informs our Reconciliation Strategy and its holistic implementation. We recently created a business area dedicated to reconciliation and equity strategies. This enhanced capacity will support our work with Indigenous communities and partners as we embrace opportunities to continue to build good relations.
- BC Housing's Reconciliation Strategy began in 2019 with the board's recommendation to begin our Moving Forward Together engagement and conversations with Indigenous communities, organizations, partners and Nations. Within the fiscal year, BC Housing provided updates on the strategy to honour our commitment to sharing our progress and maintaining consistent communication on reconciliation efforts in alignment with the key themes highlighted in the report. Next steps are to host engagement sessions with Indigenous people, organizations, partners and communities to ensure that our path forward represents the feedback received in the initial Moving Forward Together report.
- BC Housing has contracted with Buy Social Canada to develop a social procurement policy that will increase diversity, reduce barriers and elevate opportunities for equity-seeking groups (2SLGBTQIA+, people living with disabilities, Black, Indigenous and people of colour).
- BCH 2023 Service Plan Goal 1) Improved housing outcomes refer to the work we do to make a positive difference in people's lives. This work includes addressing youth homelessness and tent encampments for people experiencing homelessness, delivering housing for Indigenous Peoples, and supporting greater housing affordability. This also includes our work that improves the quality of life for residents by creating homes that are healthy, safe and accessible and that achieve specific equity and social outcomes using GBA+ analysis.
- BC Housing is a co-host and financial sponsor to the City of Vancouver Trans, Gender Diverse, and Two-Spirit Roundtable. This group convened in November 2021 in response to strong community feedback regarding the need for trans, gender-diverse and two-spirit (TGD2S+) equity in services and housing. The roundtable brings together government, non-profits, community groups and individuals to advance the unique needs and barriers faced by TGD2S+ people in housing equity.

BC Housing collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups.

Examples include:

- Beginning in 2020, BC Housing enhanced our survey design and disaggregated data collection to include expanded definitions of gender identity, sexual orientation, and transgender experience. This has been implemented in tenant surveys, point in time counts, LCS surveys and reports, and elsewhere.

### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

- A new sponsorship program has been developed with a lens to advancing accessibility, equity, diversity and inclusion in the community housing sector. The application evaluation process prioritizes applications that serve:
  - » People who identify as part of a racialized group.
  - » 2SLGBTQIA+ people.
  - » Indigenous Peoples.
  - » People with lived expertise and living experience.
  - » People from all regions of B.C.
  - » Those with other self-identified barriers to access.
- BC Housing representatives sit as ex-officio members for a community group, Multi-Agency Partnership, and represent BC Housing on their housing forum. The group will be launching a housing referral system. BC Housing's contribution has been advice and expertise, while funding (\$1 million) has been provided from Immigration, Refugees, and Citizenship Canada (IRCC) through the Immigration Integration Unit in the Ministry of Municipal Affairs and Housing, administered by MOSAIC.
- On February 21, 2023, ʕiʕaaʔaʔ (Tseshahṭ – people of the Ts'isaa) announced the results of the initial phase of its ground-penetrating radar search at the former Alberni Indian Residential School. Given the longstanding work of the Indian Residential School Survivor Society (IRSSS) to support survivors and their families, BC Housing reached out to IRSSS to establish a culturally supportive space for healing and gathering for residents of social housing in Port Alberni who were affected by the news. Two days of community-based, on-the-ground, cultural trauma-

informed supports were offered at the Port Alberni Aboriginal Friendship Center. This was delivered as an open house for those experiencing homelessness and those living in supportive housing and shelters in Port Alberni.

## BC Hydro and Power Authority

### MANDATE

BC Hydro generates and provides electricity to 95% of B.C.'s population and serves more than four million people. Our mission is to safely provide reliable, affordable, clean electricity throughout B.C.

We are guided by our values: we are safe, we are here for our customers, we are one team, we include everyone, we act with integrity and respect, we are forward thinking.

[Link to BC Hydro's Service Plan.](#)

### EXECUTIVE COMMITMENT

BC Hydro's executive continued their commitment to the adoption and implementation of the United Nations Declaration of the Rights of Indigenous Peoples (UNDRIP), and the Calls to Action of the Truth and Reconciliation Commission (TRC).

BC Hydro's Code of Conduct includes BC Hydro's Statement of Respect, Inclusion and Diversity principles, as well as our Statement of Indigenous principles and our Statement of Environmental principles. Our inclusion, diversity, equity and accessibility strategy is one of continuous improvement through applying an equity lens to BC Hydro systems (including policy), processes and practices. This includes education and practical tools and resources to increase inclusion and combat racism and discrimination.

BC Hydro has included diversity targets and inclusive leadership training targets in [our five-year strategic plan](#).

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

BC Hydro uses the following initiatives aimed at diversifying its workforce:

- BC Hydro measures the diversity of our workforce by comparing the representation of designated groups against the available B.C. workforce (the occupational distribution of BC Hydro as provided by BC Statistics).
  - BC Hydro's leadership competencies detail the skills and capabilities for inclusive leadership: leaders will understand the value of building workforce diversity, model inclusive habits and behaviour, be aware of their own potential biases, be curious and seek to understand others, and strive to work effectively with people who think differently and have different backgrounds, experiences and perspectives.
- BC Hydro's representation of women, visible minorities and Indigenous Peoples exceeds the available B.C. workforce. The representation of people with disabilities does not meet the available B.C. workforce; this continues to be an area of focus.
  - BC Hydro is guided by its executive team and board, which have gender parity supporting equity in governance and decision-making.
  - Our foremost workforce policy is BC Hydro's Code of Conduct. All employees participate in mandatory Code of Conduct training and an annual refresher. This details the expectations for respectful, inclusive behaviour at BC Hydro. We also have a mandatory, immersive workshop for all managers on the expectations and behaviours that support an inclusive and respectful workplace.
  - BC Hydro has several capacity development programs for Indigenous job seekers.
  - BC Hydro partners with disability employment service organizations to source qualified candidates for BC Hydro roles.
  - BC Hydro has also launched an employee ambassador program to enlist the support of our diverse workforce in recruitment.
  - BC Hydro's employment programs for Indigenous candidates include:
    - » Indigenous Professionals in Training: An Indigenous internship program.
    - » Youth Hires program (20 FTT): A paid, seven-week job shadow program for students that provides exposure to the types of jobs in the trades and technical skills available at BC Hydro.
    - » Try-A-Trade program (~20 FTT): A paid, nine-week job shadow program that provides Indigenous candidates an opportunity to rotate through three trades with BC Hydro and BC Hydro contractors.
    - » Indigenous Professional Development program (15 FTT): A one- to two-year, full-time, temporary role that rotates through up to four departments. It provides an Indigenous cohort exposure and experience in the types of professional roles available at BC Hydro.
    - » BC Hydro is also developing a persistent posting program (Evergreen Program) for Indigenous candidates.

BC Hydro has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- BC Hydro has five employee-led networks: The Women's Network, the Cultural Exchange Network (multicultural), the RAIN Network (Indigenous employees), the Pride Network and the AccessAbility network (people with disabilities). Each of the networks has an executive sponsor. The networks are invited to meet annually with the executive team to discuss emerging issues and systemic barriers as identified by network members.
- BC Hydro offers culturally sensitive spaces for employees to conduct prayer and meditate, as well as private comfort rooms to support the needs of mothers returning to work and for use as quiet space for employees managing migraines or other neurological conditions.
- BC Hydro volunteers support new Canadians through their work with the engineering regulatory body, the Association of Professional Engineers and Geoscientists of BC. They assess credentials and applications of internationally trained professionals to provide provisional, entry-level membership to the association.
- BC Hydro anchors our inclusion, diversity, equity and accessibility program in the idea that diversity improves innovation and problem solving, helps us make better decisions, and is essential to understanding the customers and communities we serve.
- We added diversity demographics to our employee engagement survey so that we are able to analyze the differences in engagement profiles of the designated groups and identify barriers to full participation. Our survey includes an index of 11 questions related to inclusion and diversity.
- We launched an Inclusion Allies website that introduces a monthly inclusion, diversity, equity or accessibility topic, provides employees with a bite-size summary of the research, and offers tools and ideas to help them become allies.
- BC Hydro's commitment in our five-year strategy is that all people leaders will be trained in inclusive leadership by the end of fiscal 2024.
- BC Hydro's Inclusive Leadership course is structured in three, 90-minute modules:

- Module 1 includes the drivers for diversity, unconscious bias, systemic and institutional bias, and equity.
  - Module 2 includes interpersonal and internalized bias, psychological safety, privilege, bystander intervention and inclusive habits and behaviours.
  - Module 3 links inclusion and belonging to mental health and includes content on reducing stigma, recognizing the signs of struggle, acting on the duty to inquire, and offering support.
  - This course has been delivered to 73% of the leadership population to date. Ninety per cent of participants have indicated that they are confident in their ability to apply their learning to their job; 87% indicated that they would recommend the course to their colleagues.
- All employees and contractors have access to online inclusion, diversity, equity and accessibility training. By the end of fiscal 2023, 1,212 employees and contractors had completed this course.
  - BC Hydro continues to partner with Ending Violence Association of BC, which uses professional football players to deliver bystander intervention training to our field organization. They teach practical skills so that employees know what to do when they witness bullying and harassment. By the end of fiscal 2023, 963 field employees had completed this course.
  - BC Hydro continued to offer Indigenous awareness training. By the end of fiscal 2023, 2,497 employees had completed these courses.
    - Indigenous Awareness 101 is a 30-minute, on-demand, web-based course on BC Hydro's approach to enhancing Indigenous relations in B.C. It includes a primer on BC Hydro's Statement of Indigenous principles.
    - Indigenous Awareness 201 is a facilitated course over three 90-minute modules. It is facilitated by Indigenous employees and/or consultants, and details the history of Indigenous Peoples in B.C.
  - BC Hydro continued to deliver workshops to support the implementation of GBA+, and began sharing experiences of implementing GBA+ principles in key initiatives.

- Equitable hiring practices are covered in the inclusive leadership training for all people leaders.
- BC Hydro has a specific web-based course on fair and equitable practices for hiring managers who are engaging with the process for the first time.
- The HR Recruitment team, who support hiring managers, and the HR Business Partner team, who support the performance cycle, also receive bias-mitigation training.
- BC Hydro offers bias-mitigation training before year-end and before the expectations phase of the performance cycle. This training primes managers to think about potential bias when assessing employee performance and when considering assignments and development opportunities for employees in the new fiscal year.
- Mentoring, coaching and development programs are offered to all employees.
- Indigenous interns are offered coaching as part of their program.
- The Taking the Stage program is developed specifically to support women in finding and honing their leadership style.
- Employee network leaders have access to training and development through the Inclusion, Diversity, Equity and Accessibility team.

BC Hydro promotes multiculturalism in the workplace through events and initiatives in the following ways:

- In June, BC Hydro engages employees on the importance of our relationship with Indigenous Peoples and First Nations. An awareness campaign culminates in the annual celebration of National Indigenous Peoples Day.
- In September 2022, Indigenous employees led the public [\*raising of the Indigenous Survivors Flag at BC Hydro's headquarters\*](#).
- In 2023, BC Hydro participated in the Moose Hide Campaign.
- BC Hydro provides employees with an inclusive language guide and has designed e-cards for employees to celebrate Diwali, Hanukkah, the Lunar New Year, Ramadan, Nowruz, Yom Kippur, Pride Month and more.
- Days of significance are communicated on our Inclusion Allies webpage.

- BC Hydro's employee networks engage employees to learn and talk about topics such as discrimination, racism, bullying and equity in recognition of local and global events and conversations.

BC Hydro incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs.

Examples include:

- BC Hydro's inclusion and diversity principles are linked to legislation. They are:
  - » We will uphold human rights consistent with the [\*Human Rights Code\*](#).
  - » We will build a workforce that reflects the diversity of our communities and customers and gather data to measure our progress towards employment equity.
  - » We will regularly review our hiring and promotion practices, particularly to address systemic barriers and biases facing particular groups.
  - » We will educate ourselves on inclusion and diversity and support each other as we learn.
  - » We will learn to recognize unconscious bias and provide employees with skills to act and perform their work consistent with our values.
  - » We will be open to differing cultures, backgrounds, identities, ideas, approaches and perspectives.
  - » We support people who report exclusion, harassment and bullying and will ensure they can report incidents without fear of retaliation.
  - » We will ensure that everyone feels safe to focus on their work and that all employees are able to contribute to their fullest potential.
  - » We will seek advice and feedback from our employees, including our employee networks, about their lived experience and support people to be comfortably open about themselves at work.
  - » We will all hold one another accountable to be respectful and inclusive.
- To reinforce affordability being part of its mission, BC Hydro incorporates energy affordability considerations into our planning and operations, is committed to keeping rates as affordable as possible, and helps customers manage their

electricity costs through flexible payment options and efficiency programs, including offers for lower-income customers.

- BC Hydro implements GBA+ in the development of customer service programs.

BC Hydro engages customers in their preferred language through real-time translation services in our call centre (English, Cantonese, Mandarin and Punjabi).

- BC Hydro has a process in place to manage planned outages around significant religious holidays and cultural events in order to minimize impacts in the community.
- BC Hydro offers audio tours in a variety of languages at all visitor centres.
- GBA+ has been embedded into BC Hydro's structured decision-making, training delivery and online materials. GBA+ has been used to:

- Assess the impacts of different default and voluntary rate models on our customers.
- Identify gaps, barriers and solutions within customer service programs, including paperless billing, customer payments and electric vehicle charging station support.
- Support the development of inclusive design principles for future properties' building designs and projects.
- Assess how women, men and gender-diverse people may experience human resources policies, programs and initiatives.
- Support Indigenous relations consultation efforts

- BC Hydro considers the impact of our planning, operations, programs and services on different groups, such as Indigenous Peoples, and apply an affordability lens to our activities in support of our most vulnerable customers.
- BC Hydro's customer service team works with a Low-Income Advisory Council, which includes representation from immigrant settlement agencies. The council's goal is to understand the energy challenges of lower-income customers, including new Canadians.
- In 2023, BC Hydro established an Accessibility Committee to provide feedback on our Accessibility plan and on our plans to launch a mechanism for public feedback once the plan is published.

- In 2023, BC Hydro will launch a new Indigenous Advisory Council to provide feedback on communications and HR programs that impact Indigenous employees.
- Internally, BC Hydro consults with employees, employee networks and the unions on programs and services that impact them.
- Internally, employee network members have participated in focus groups to provide input into inclusive design principles. Our properties team will use this input to guide new projects.
- Our customer service team has developed a GBA+ template to ensure we better understand projects through the lens of our customers. This method was used on our fast-charging stations for electric vehicles. It resulted in changes to our project based on specific feedback from women and disabled customers about safety and access.
- Conservation & Energy Management has embedded GBA+ into the demand-side management business case to assess how diverse groups of people may experience Conservation & Energy Management programs and initiatives. This can help Conservation & Energy Management better meet the needs of its customers and reflect the diversity of all program participants.

In 2022/23, BC Hydro utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized, and/or other under-represented groups.

Examples include:

- BC Hydro's five-year strategy, service plan, inclusion and diversity principles, and statement of Indigenous principles and workforce diversity are published on [bchydro.com](https://www.bchydro.com).
- BC Hydro has a dedicated team to enrich our relationship with First Nations, understand regional labour supply, and increase Indigenous representation.
- BC Hydro's customer service team works with a Low-Income Advisory Council, which includes representation from immigrant settlement agencies. The council's goal is to understand the energy challenges of low-income customers, including new Canadians.

- In partnership with the Immigrant Employment Council of BC, BC Hydro supports the Mentor Connect program. The program pairs BC Hydro volunteers with new immigrants to orient newcomers to the Canadian workplace and help build their confidence in navigating the B.C. job market.
- BC Hydro is a member of the BC Crowns Network on equity, diversity and inclusion, where we share learning and best practices.
- BC Hydro contributed to the BC Crown EDI survey to assess EDI program maturity across Crowns.
- BC Hydro is partnering with TransLink to host the second-annual conference of BC Crowns in October 2023, where attendees will discuss and share best practices in inclusion, diversity, equity and accessibility.
- President and CEO Chris O'Riley has endorsed diversity pledges including:
  - The President's Group (B.C. business champions for accessible workplaces)
  - The Minerva Face of Leadership Pledge (gender diversity)
  - The Electricity and Human Resources Canada Leadership Accord (workforce diversity)
  - The Builders Code (respectful behaviour at construction sites)
- BC Hydro volunteers support new Canadians through work with the engineering regulatory body, the Association of Professional Engineers and Geoscientists of BC. They assess credentials and applications of internationally trained professionals to provide provisional, entry-level membership to the association.

BC Hydro delivers and supports culturally appropriate and responsive programs and services including:

- BC Hydro's website offers information on programs in several languages: English, Cantonese, Mandarin and Punjabi.
- BC Hydro engages customers in their preferred language through real-time translation services in our call centre (English, Cantonese, Mandarin and Punjabi).
- BC Hydro has developed an inclusive language guide and an accessibility guide for employees.

- BC Hydro has developed a library of diverse character graphics that are used in internal communications and training.
- The BC Hydro Library and Archives adopted more inclusive terminology in its online catalogue, replacing outdated, colonial language used to describe resources about Indigenous Peoples with terms that more accurately, appropriately and respectfully represent Indigenous Peoples.

BC Hydro collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups.

Examples include:

- All new employees are asked to participate in BC Hydro's census. Data collected is compiled in quarterly workforce reports that detail the representation of women, visible minorities, Indigenous people, people with disabilities, people who identify as non-binary and LGBTQ2S+ populations.
- In 2023, BC Hydro is conducting a refresh of our diversity database. Maintained by BC Statistics, the database currently accounts for 86% of the workforce.
- BC Hydro works with BC Statistics to understand diversity in our leadership pipelines and pay equity across all the designated groups.
- Our diversity database is continually maintained, as our process enables self-identification at the time of hire. We use this data in the development of new programs and services.

### HIGHLIGHTS ON INITIATIVES IN 2022/23

**Indigenous cultural leave:** In 2023, BC Hydro implemented Indigenous cultural leave, wherein all Indigenous employees can take time to participate in celebrations, events or traditions that are important to them.

**Indigenous Evergreen Program:** BC Hydro is developing a program to enable Indigenous job seekers to apply at any time. The program includes opportunities to build awareness of BC Hydro and supports soft-skill development. The key feature of the program is a job-match and career-guidance service.

**Employer brand refresh:** BC Hydro engaged a third party in a robust analysis of our employer brand. A key aspect of the brand refresh is to attract qualified applicants from

under-represented groups by making it clear that we are inclusive and actively working to make BC Hydro a more equitable employer.

### SUCCESS STORY

- All employees participate in mandatory Code of Conduct training and an annual refresher. This training details the expectations for respectful, inclusive behaviour at BC Hydro. Effective December 2022, BC Hydro introduced the Public Interest Disclosure Act as an additional channel to report specific types of wrongdoing that are serious and systemic in nature.
- People leaders (1,199 to date) participate in our Inclusive Leadership course, which details the expectation in our leadership competency for inclusion. All people leaders must have a year-specific objective related to inclusion and diversity.
- Our support for the implementation of UNDRIP includes a statement of Indigenous principles, a guide to support employees in communicating with Indigenous people in the course of their work, and two related educational modules: Indigenous Awareness training 101 (online) and 201 (facilitated by Indigenous employees and/or consultants). To date, 2,497 employees have taken one of these courses.
- In 2022/23, interactive workshops were delivered across the business on cultural competence, culturally informed conflict and emotional intelligence.

BC Hydro has examined the following processes through an equity lens: recruitment, hiring, onboarding, engagement, development, performance management, recognition and succession planning. As a result, we:

- Developed hiring manager training on equity in the recruitment process and trained our recruitment team.
- Deliver content on our inclusive workplace norms and employee resource groups as part of new employee onboarding.
- Review and take action on areas of our engagement survey where minority populations score lower.
- Deliver equity training to managers and HR business partners in the assessment phase of our performance cycle to remind them about common biases and how to mitigate them.

- Meet with each business group leadership table annually to review the diversity profile of their leadership pipeline and discuss opportunities for improvement.
- Continue to offer development programs to meet the needs of minority populations within our workforce, including Taking the Stage (women's leadership) and a communication program to help ESL employees with their language skills.
- Introduced inclusion categories into our BC Hydro Awards program.
- Engage in an annual review of the diversity represented in succession to senior and essential roles.

We have also enhanced employee benefits with provisions for diversity, including Indigenous cultural leave and additional coverage for transgender employees.

In 2023, BC Hydro will establish two new committees:

- An Accessibility Committee to provide feedback on our enterprise Accessibility plan and priorities.
- An internal Indigenous Advisory Council to provide feedback on proposed communication and changes to HR practices or processes that impact Indigenous employees.

BC Hydro's graffiti management program prioritizes and expedites the removal of all racist graffiti reported on our system. Previous efforts also include the installation of Indigenous and multicultural artwork on our assets to promote cultural recognition, celebrate multiculturalism and deter graffiti.

## BC Liquor Distribution Branch

### MANDATE

The Liquor Distribution Branch (LDB) is under the Ministry of Public Safety and Solicitor General and is one of two branches of government that provide oversight for the beverage alcohol and non-medical cannabis industries in British Columbia.

LDB and the Liquor and Cannabis Regulation Branch have a shared mandate to encourage the responsible consumption of beverage alcohol and cannabis, and work closely together to coordinate policies and programs to this end.

LDB's mission is to be a responsible wholesaler and retailer of liquor and non-medical cannabis, contributing over \$1 billion to the province annually to support vital public services including health care and education.

### EXECUTIVE COMMITMENT

LDB is committed to supporting the Multiculturalism Act. As outlined in its 2023-26 Service Plan, LDB is establishing a diversity, equity and inclusion-focused team to find alignment between the LDB and government's DEI strategy, tools and programs.

Once this team is established, LDB will be developing a diversity and inclusion strategy. In alignment with the Multiculturalism Act, the intention of this strategy will be to promote cross-cultural understanding and respect across LDB.

LDB is continuing to deliver a multi-year Indigenous learning journey program to support employees in building respectful, meaningful relationships with Indigenous Peoples and help advance reconciliation efforts.

LDB's Human Resources department is responsible for overseeing and implementing the diversity and inclusion strategy, including the anti-racism strategy, in alignment with the public service, and with shared efforts from Talent and Compensation, Organizational Development and Change, Labour Relations and Occupational Health and Safety, all of which collaborate and contribute to ensuring the overall well-being and safety of all LDB employees. However, all leaders and areas of LDB play an important part in implementing the strategy and ensuring LDB recognizes and promotes anti-racism and multiculturalism.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

LDB has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- The Human Resources department primarily leverages data from the WES when developing relevant workplace strategic plans in support of the Multiculturalism Act.
- LDB is committed to employing a diverse workforce through the alignment and implementation of the following programs:
  - BC Provincial Nominee Program: Three employees assisted for fiscal 2022/23.
  - BC Public Service Work-Able Program: One intern for fiscal 2022/23.
  - BC Public Service Indigenous Youth Internship Program: One intern for fiscal 2022/23.
- LDB offers several strength-based training and coaching programs aimed at supporting employees to identify and strengthen their existing skills. These include:
  - MyP3 (Strengths Finder).
  - Leadership Coaching.
  - Essential Leaders Series.

LDB promotes multiculturalism in the workplace through events and initiatives in the following ways:

- LDB's Employee Engagement unit oversees the planning, development and facilitation of employee engagement events aligned with the Multiculturalism Act. In the past fiscal year, multiple events and learning opportunities representing LDB's commitment to anti-racism and the promotion and celebration of multiculturalism indicative of LDB's own diverse employee-base have been executed, including:
  - Lunar New Year
  - Pink Shirt Day
  - Black History Month
  - Our Values: Respect
  - Persian New Year
  - International Women's Day
  - Jean Up Campaign

- » Pride
  - » PECSF
  - » Diwali
  - » Moose Hide Campaign
  - » Diversity Awareness Month
  - » International Day of Persons with Disability
- Consultation with ERGs has been undertaken by the Employee Engagement team to ensure a respectful representation of each celebration. Inclusive measures have also been put in place (and are continuously being improved) to ensure the engagement formats are accessible to all employees at various worksites throughout the province.
  - Steps are also being taken to consult with emerging employee resource groups (ERGs) to continuously promote and expand awareness of additional diverse groups and cultural celebrations. For example, Filipino Heritage Month was planned for July 2023 based on the success of previous cultural events and feedback from employees.
  - LDB's BCLIQUOR stores regularly work with a variety of liquor suppliers to promote their products by hosting multicultural food and wine pairing events for customers. BCLIQUOR also supports a number of cultural celebrations through in-store signage and displays, updates to the website, and in-store events. These celebrations include, but are not limited to, Diwali, Lunar New Year, Cinco de Mayo, Robbie Burns Day and Hanukkah. In addition to recognizing these cultural events, LDB ensures that a wide product selection is available to meet the cultural needs and demographics specific to the communities of each BCLIQUOR store.
  - Information about various corporate initiatives that demonstrate LDB's commitment to celebrating diversity, equity and inclusion is published on LDB's website. This includes celebrating the 2SLGBTQIA+ community through LDB's Do You Proud campaign.
  - Plans are underway to identify further opportunities to proactively communicate LDB's commitment to the Multiculturalism Act, anti-racism and anti-discrimination.

LDB incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

- The LDB HR department ensures that relevant strategies promoting equity and addressing anti-racism efforts are in alignment with legislation and other relevant policies and strategies applicable to the BC Public Service. In particular, we ensure:
  - » Alignment of LDB's corporate values of Respect and People with the B.C. Human Rights Code by promoting equality and equity in areas of employee engagement and experience.
  - » Alignment with the Multiculturalism Act by promoting cultural diversity and cross-cultural understanding through employee engagement initiatives celebrating diverse cultural events.
  - » Compliance with the Anti-Racism Data Act through disaggregated collection of data on race, ethnicity and Indigeneity to better understand and address systemic racism and discrimination, in collaboration with BC Stats when conducting the Workplace Environment Survey (WES).
  - » Alignment with the Declaration on the Rights of Indigenous Peoples Act (DRIPA) and its associated action plan as well as with the Calls to Action from the Truth and Reconciliation Commission of Canada through supported learning initiatives aimed at supporting employees in building respectful, meaningful relationships with Indigenous Peoples and helping advance reconciliation efforts.
  - » Alignment with the provincial government's three-year diversity and inclusion strategy (Where We All Belong) through actions that create an inclusive workplace culture and reflect the diversity of the province, including Indigenous Peoples, racialized communities, immigrants, persons with disabilities, and 2SLGBTQIA+ communities.
  - » Alignment with Gender-Based Analysis Plus by beginning to embed associated principles in critical HR policies, such as the revised Anti-Bullying and Harassment Policy, to enable better accessibility for marginalized groups representing diverse gender identities and other

intersecting identities such as race, ethnicity and Indigeneity and by facilitating gender-awareness training for LDB management particularly catered to the needs of 2SLGBTQIA+ and Indigenous communities.

- LDB includes Indigenous Peoples' considerations as part of its development of policy and formal briefing materials (information briefing notes).
- LDB is committed to engaging with racialized communities in reviews and the planning and development of new programs and service designs. LDB recently announced that it would conduct a review of its cannabis direct delivery program. As part of the review, LDB will engage with Indigenous Peoples to determine whether the program is meeting their needs, and, where appropriate, to collaboratively identify any possible program improvements.

In 2022/23, LDB utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups. Examples include:

- LDB has established strategic partnerships with queer- and Indigenous-led organizations including QMUNITY (2SLGBTQIA+ resource centre) and the Called to Action Collaborative (Indigenous learning and reconciliation). Voluntary ERGs were also consulted for cultural engagement activities to ensure respectful observance throughout the past fiscal year.
- LDB aligns its practices to that of the provincial government as it relates to addressing anti-racism and achieving multiculturalism commitments.
- LDB participates in the Economic Development and Indigenous Strategy Working Group, an inter-ministry working group tasked with identifying and implementing supports for B.C. Indigenous Nations' entry into the legal cannabis market. LDB has worked with the Cannabis Secretariat to develop options to support Indigenous Nations, which include the development of a direct delivery program and the B.C. Indigenous Cannabis Product program, aimed at supporting small-scale First Nations cannabis producers wanting to enter the legal cannabis market. Throughout the process, the First Nations Leadership Council Working Group

has been engaged, and LDB has presented information and sought their feedback on potential program models.

- LDB's Human Resources department remains committed to the retention of diverse employee groups; individuals are encouraged to participate in ongoing learning and training offered by professional organizations that share best practices. These organizations include the Canadian Centre for Diversity & Inclusion, Chartered Professionals in HR, and the Immigrant Employment Council-BC.

LDB delivers and supports culturally appropriate and responsive programs and services including:

- LDB ensures that all communication materials are aligned with Words Matter guidelines to ensure respectful observance and representation of marginalized groups. Additionally, employee resource groups are leveraged to further validate materials and resources that are developed as part of employee education and engagement initiatives.

LDB collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups. Examples include:

- LDB partners with BC Stats when collecting disaggregated statistical data for its Workplace Environment Survey, conducted every two years. Results of the survey are used to formulate strategies aimed at improving workplace culture.

#### **HIGHLIGHT ON INITIATIVES IN 2022/23**

The following new initiatives undertaken in 2022/23 supported the objectives of the Multiculturalism Act by promoting cross-cultural understanding and respect:

- Latin American Heritage Month engagement campaign.
- International Day of Persons with Disabilities recognition.

## **SUCCESS STORY**

In August 2022, LDB launched its inaugural Do You Proud campaign in celebration of the 2SLGBTQIA+ community. As part of the campaign, LDB invited employees, suppliers, industry partners and customers to share how they made themselves, and their communities, proud. The campaign targeted both internal and external stakeholders. Educational opportunities were provided to employees throughout the month of August. Customer-facing campaign materials were displayed at all of LDB's BCLIQUOR and BC Cannabis Stores; these encouraged customers to consider the meaning and importance of recognizing Pride in their own communities.

To further support the 2SLGBTQIA+ community, a fundraising campaign in support of QMUNITY, B.C.'s queer, trans and two-spirit resource centre, was facilitated across LDB's retail network. The campaign raised more than \$25,000 to help the organization offer its services to clients across the province.

## BC Lottery Corporation

### MANDATE

The British Columbia Lottery Corporation (BCLC) operates under the provincial Gaming Control Act (2002) and within the legislative, regulatory and policy framework established by the Province under the mandate of the Ministry of Finance. We offer exceptional gambling entertainment through:

- National and provincial lotteries.
- Casino gambling.
- Online gambling.
- Commercial bingo.
- Sports betting.

BCLC's mission is to operate gambling responsibly to benefit all British Columbians.

### EXECUTIVE COMMITMENT

BCLC is committed to diversity, inclusion and belonging, reflecting the diversity of the communities we serve and maximizing the potential of our OneBCLC workforce.

- **Black North Pledge** – Addressing systemic racism against Black community members by providing equal opportunities and support.
- **National 50-30 Challenge** – Improving gender representation and increasing diversity at the board and senior management level.
- **Minerva BC Diversity Pledge** – Establishing gender parity in senior leadership roles.
- **Community of Accessible Employers – Pledge to Measure** – Addressing accessibility barriers and fostering greater inclusion of differently-abled employees.

BCLC is committed to the Accessible British Columbia Act. BCLC has undertaken the creation of an organizational accessibility plan with the advice of the Accessibility Employment Resource Group and the Disability Alliance BC.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

BCLC uses the following initiatives aimed at diversifying its workforce:

- BCLC's workforce reflects diversity with various backgrounds, ethnicities, international credentials and abilities (including neurodiverse), and our employees speak diverse languages including Indigenous languages.
- We have completed a Rick Hansen Accessibility Audit of our Kamloops and Vancouver offices.
- Our anonymous engagement surveys ask employees about their own experiences of inclusion and respect. Currently, we are exploring a process that would provide external verification of our reconciliation progress.
- We have launched an Inclusive Hiring Initiative, which includes a focus on Indigenous recruitment and retention as well as proactive outreach to diverse candidate pools. In 2022, BCLC created a specialist position for recruitment efforts among diverse communities.
- We are developing an Indigenous Procurement Policy.

BCLC has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- BCLC is committed to and accountable to B.C.'s Human Rights Code to uphold our employees' human rights and create a work environment that is free from discrimination.
- BCLC's Diversity, Inclusion & Belonging Policy and Respectful Workplace Policy and Procedure support a discrimination-free workplace; any complaints of discrimination are addressed proactively and effectively in a timely manner.
- BCLC's Inclusive Recruitment Strategy is guided by discrimination-free hiring and retention.
- BCLC's Self-Identification Portlet collects and uses race disaggregated intersectional employee data to inform HR, Peoples and Workplace strategic plans and priorities. It informs our Diversity, Inclusion and Belonging Strategy, helps us understand systemic and processes barriers and inequities, and allows us to build a more inclusive culture.

- BCLC has created a GBA+ training and awareness plan for people leaders across the enterprise; training will be offered from fall 2023 to March 2024. The plan includes resources and tools shared by B.C.'s Gender Equity Office.
- The Indigenous Internship Program was launched. Most of the co-ops across the enterprise represented diverse communities. Number of internships: 32.
- The Business Technology division partnered with PLATO, an Indigenous-owned and -staffed subsidiary that develops Indigenous software testers. CEO Pat Davis was instrumental in creating a four-month software testing internship for four Indigenous students in Kamloops.
- Inclusive Leadership and Culture is one of the strategic pillars of our policy and strategy. Leaders are offered regular training to understand diverse perspectives, learning methods, and co-creating work by involving and inspiring employees for innovation in the workplace.
- Respectful Workplace Policy training is mandatory for all. Mandatory baseline Indigenous awareness training is being rolled out in the summer of 2023. Advanced training modules are in development. Various workshops on inclusion and belonging are also presented throughout the year. To date, more than 90% of the organization has completed Unconscious Bias training.
- Special learning opportunities are offered to Diversity, Inclusion & Belonging Committee members as well as to members of the Accessibility Employee Resource Group and the Indigenous & Allies Employee Resource Group.
- BCLC marked the following days and months with events, learning opportunities, celebrations and guest speakers from April 2022 to March 2023:
  - April: Sikh Heritage Month
  - May: Asian Heritage Month & Moose Hide Campaign
  - June: Indigenous History Month and Pride Month
  - July and August: BCLC participation in Pride parades in Vancouver and Kamloops
  - September: National Truth & Reconciliation Day
  - November: Indigenous Veterans Day, Multiculturalism Week, and Transgender Day of Remembrance

- February: Black History Month
- March: International Women's Day, International Day to Eliminate Racial Discrimination, and International Transgender Day of Visibility

BCLC incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs.

Examples include:

- BCLC has been proactively using GBA+ tools and resources in internal and external news releases as well as in government communications and treasury board submissions.
- Internal Policy and Procedures is being reviewed through an Indigenous reconciliation lens.
- BCLC's holiday policy, accommodation policy and procedure, and diversity, inclusion and belonging policy are currently being reviewed through an inclusion and accessibility lens.
- BCLC is beginning a review of facility development expression of interest processes to evaluate opportunities for greater equity for First Nations and identify any potential bias in processes.
- BCLC's Diversity, Inclusion and Belonging Committee, Indigenous & Allies Employee Resource Group, and Accessibility Employees Resource Group are proactively engaged in creating policies and programs. We are engaging collaboratively with First Nations to create and implement a reconciliation action plan.

In 2022/23, BCLC utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- Under BCLC's Diversity, Inclusion & Belonging leadership, an all-Crowns' Accessibility, Diversity and Inclusion Dialogue Network has been created. This network includes more than 45 members from 25 Crown corporations. BCLC chairs the network and organizes meetings every six weeks.
- BCLC conceptualized, organized and hosted the first-ever all-Crowns' Accessibility, Diversity and Inclusion in-person and virtual conference on November 18, 2022, coinciding with Provincial Multiculturalism Week in Vancouver. The conference was attended by more than 140

participants from across the province and from more than 25 Crown corporations.

- » All our Diversity, Inclusion and Belonging initiatives and events are regularly shared on social media to promote awareness of our commitment.
- BCLC has developed key partnerships with:
  - » Valid Dreams Foundation: Black History Month Celebration
  - » Kamloops Japanese Canadian Association
  - » Sikh Cultural Society Kamloops BC
  - » BC Partners in Workforce Innovation: Accessibility Partnerships
  - » BC Centre for Ability
  - » Disability Alliance of BC
  - » BIPOC Executive Search Inc.
  - » The Prosperity Project: Gender Diversity & Leadership
  - » Orange Shirt Society: Williams Lake
  - » Accessibility, Diversity and Inclusion Conference at BCLC
  - » Vancouver Police Department, Diversity, Inclusion and Indigenous Relations, S.U.C.C.E.S.S and Kwantlen Polytechnic University for the Asian Heritage Month Celebrations
  - » Musqueam Indian Band: Elder Howard Grant offered blessings at the Crowns.
  - » Numerous First Nations and Métis organizations
  - » BCLC is always working to improve existing relationships and to establish new ones.
- BCLC has ongoing communication with Tk'emlups, and is developing a memorandum of understanding to facilitate reconciliation activities.
- BCLC is establishing relationships with Westbank, Sumas and Osoyoos First Nations.
- BCLC engages in regular communications and financial information-sharing with the First Nations Revenue Sharing Limited Partnership.
- BCLC is building networks across ministries and Crown corporations to share learnings.
- BCLC Diversity, Inclusion & Belonging has built a number of partnerships across the province. At least six new partnerships have been created during the reporting period of this document.

- BCLC has built partnerships with various business councils and networks to promote diversity and inclusion in our procurement process and outcomes. BCLC has onboarded three councils: Women Business Enterprises Canada, Canada's 2SLGBTQIA+ Chamber of Commerce, and Canadian Aboriginal and Minority Supplier Council. We are also working on membership with the Canadian Council for Aboriginal Business. Currently, we are reviewing RfX processes to evaluate the scoring matrix to improve equity.

BCLC delivers and supports culturally appropriate and responsive programs and services including:

- BCLC offers GameSense information and support in Cantonese and Mandarin at the largest casino in B.C., River Rock Casino Resort, and at Starlight Casino. Throughout the gaming venues, GameSense brochures are also available in Simplified Chinese, Vietnamese, Korean, Punjabi, French and Tagalog.
- We are currently exploring the development of player health resources in Indigenous languages.
- BCLC adheres to Provincial and other expert guidance with regards to Indigenous terminology.

BCLC collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups. Examples include:

- BCLC's Self-Identification Portlet (now in its third year since launching in 2021) reviewed the Statistic Canada Racial Diversity reports nationally and provincially to create a diversity and inclusion snapshot with an objective to align with our corporate commitment of reflecting the diversity of the population we serve. The portlet offers us insights into gender representation, pay gaps and diversity representation of our workforce. It helps us in understanding the gaps between representation, promotions and performance management of our employees.

#### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

- Over 50% of our people leaders were trained in the conscious allyship program offered by the Inclusive Excellence Strategy Solutions.
- Sixteen employees were offered the Train-the Trainer Program in Conscious Allyship; they will be able to deliver the training to others across the enterprise.

- BCLC built a partnership with the First Nations University of Canada to deliver mandatory training in Indigenous history and culture to all 1,200+ BCLC employees.
- BCLC created the Senior Manager, Indigenous Relations role to facilitate delivery of Indigenous reconciliation commitments.
- BCLC created employee resource groups for accessibility and Indigenous employees and allies.

## SUCCESS STORY

In May 2021, BCLC launched a demographic self-identification portlet to gather employee data on disability, gender and sexual identity, and racial and ethnic identity. The purpose was to provide a baseline breakdown of BCLC's demographic makeup to help inform future policies, programs and strategies that promote diversity, inclusion and belonging.

Thirty-five per cent of BCLC employees completed the portlet. To get a more accurate snapshot of BCLC's demographic makeup, we re-launched the portlet in May 2022, allowing more employees to complete it. This will better inform where we may need to adjust our policies, programs, physical workspaces and company culture and adjust the way in which we communicate. The re-launch of the self-identification portlet delivered expected success. From May 2022 to the end of June 2022, more than 65% of employees completed the portlet.

We recognize that certain groups may face barriers, including discrimination (biases and attitudes) that can affect how they are treated at work and what opportunities they are given. By gathering this information, we can better understand the barriers that employees in our workforce may be facing.

BCLC's People Insights team is currently analyzing the data to understand where our challenges are in terms of gender identity and pay gaps, diverse employees and performance index, and representation of diverse community members in leadership. The high-level data analysis indicates that BCLC is meeting the benchmarks in respect to the population representation of various communities as per Statistics Canada and BC Stats diversity reports.

BCLC was the recipient of three awards recognizing the efforts of our diversity, inclusion and belonging journey. We have been recognized as a Leading [\*Diversity and Inclusion Employer by the Canadian HR Reporter\*](#), and we

won the award for [\*Diversity & Inclusion Model at the EGR \(eGaming Review\) North American Awards\*](#). Our most recent accolade came in being named as [\*a 5-Star Diversity & Inclusion Employer by Human Resources Director Canada\*](#).

## BC Pavilion Corporation

### MANDATE

BC Pavilion Corporation (PavCo) is a Provincial Crown corporation with a mandate to generate economic and community benefit for the people of British Columbia through the prudent management of its public facilities. These facilities are located in downtown Vancouver and comprise BC Place stadium (BC Place) and the Vancouver Convention Centre. The Vancouver Convention Centre is the provincial flagship for conventions, trade and consumer shows, and meetings. BC Place is the largest indoor gathering place in British Columbia. As well as being a major sports, entertainment and community events centre, it provides support to industry as a venue for exhibitions and consumer shows.

PavCo's Service Plan can be accessed at:

<https://www.bcpavco.com/resources/reports/>

### EXECUTIVE COMMITMENT

PavCo is committed to providing all staff with ongoing support to raise multicultural awareness, enhance cross-cultural understanding and integrate multicultural sensitivity into the performance of their work and their interactions with others.

Diversity, equity and inclusion is one of PavCo's core values. PavCo's DE&I and Respectful Workplace policies outline our commitment to ensuring that all team members, partners, clients and guests are treated with dignity and respect. The policies also highlight our aim to create a workplace representative of the community in which we serve, and our pledge that we will not tolerate any discriminatory behaviours.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

PavCo promotes multiculturalism in the workplace and broader community through events and initiatives in the following ways:

- PavCo employees are highly diverse across racial, cultural and equity groups. To support clients, the Vancouver Convention Centre maintains a list of languages spoken by team members. Formal workforce studies are planned to quantify this information in the future.
- The annual employee engagement survey captures organizational challenges and opportunities

related to understanding and acting on systemic discrimination and racism in the workplace.

- PavCo's People Policy establishes processes for employees to raise equity, discrimination and racism concerns. PavCo's Public Interest Disclosure Act Policy protects employees who report serious and systematic wrongdoings against reprisal.
- PavCo promotes diverse recruitment directly in its job advertisements, and participates in hiring programs with equity groups.
- PavCo offers various training programs, including mandatory DE&I training. PavCo leadership all undertake extensive mandatory DE&I training, in addition to Respectful Workplace training. Specific leadership training is offered throughout the year to all employees, including Ignite, a year-long internal program.
  - 177 new team members have completed general mandatory DE&I training.
  - 55 people leaders have completed management DE&I training.
  - 80 PavCo employees have undertaken Indigenous Awareness training, with additional sessions planned.
- PavCo actively promotes events such as:
  - International Women's Day
  - Moose Hide Campaign
  - Lunar New Year
  - Black History Month
  - 2SLGBTQ+ Pride
  - National Day for Truth and Reconciliation
  - Asian Heritage Month
  - Mental Health Awareness Month
  - Diversity calendar

PavCo incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs.

Examples include:

- The Northern Lights program to illuminate BC Place and the Vancouver Convention Centre in recognition of cultural events.
- Various HR community outreach programs, including with the YWCA and Indigenous conferences.

- Continual examination of programs to ensure accessibility and equity.
- Diversity Council purposely composed of team members from across racial, cultural and equity groups.
- A reliance on external and internal group representatives, including the internal Diversity Council, to educate and build programs.
- Employee training on language use.
- External and internal communications drafted with a lens to multiculturalism, diversity and inclusiveness.

In 2022/23, PavCo utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- A diverse range of stakeholders, clients and communities, including those in the Indigenous community.
- Cross-functional team participation in Crown Diversity Network that considers a range of topics including reconciliation, accessibility, systemic discrimination and racism.
- Seven partnerships in the promotion of anti-racism and multiculturalism.
- A reliance on external and internal group representatives, including the internal Diversity Council, to educate and build programs.

### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

- PavCo formed the Diversity Council of employees, which ensures ongoing input from team members across the organization as we continue to shape and evolve our approach on matters related to DE&I.
- PavCo has developed a calendar of multicultural events for recognition.

### **SUCCESS STORY**

- Provided foundational DE&I training to people leaders; 55 people leaders have completed training since rollout in June 2021.
- Implemented mandatory DE&I training for all new employees. 177 team members have completed training since rollout in October 2021.
- Providing Indigenous Awareness training, with 80 total participants and future sessions planned.

## BC Securities Commission

### MANDATE

The BC Securities Commission (BCSC) strives to make the investment markets benefit the public – enabling people to achieve their financial goals, enterprises to grow, and British Columbia to thrive.

### EXECUTIVE COMMITMENT

BCSC supports the Declaration on the Rights of Indigenous Peoples Act and the Truth and Reconciliation Commission's Calls to Action, demonstrating support for true and lasting reconciliation. We strive to make the province a place where all British Columbians can invest with confidence and achieve their financial goals. BCSC is committed to providing investment market and investor education information to people regardless of race, cultural heritage, religion, ethnicity, ancestry or place of origin.

*2022/23 BCSC Service Plan:* The policies, programs and projects developed over the course of this service plan period will align with the five foundational principles established by government in 2020: putting people first, working towards lasting and meaningful reconciliation, supporting equity and anti-racism, ensuring a better future through fighting climate change and meeting our greenhouse gas reduction targets, and supporting a strong, sustainable economy that works for everyone.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

BCSC has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace and broader community.

Examples include:

- BCSC is committed to hiring practices that are fair and equitable. Wherever possible, BCSC search committees are representative of its diverse workforce.
- BCSC recruitment and hiring practices focus on developing a highly qualified, gender-balanced workforce that is culturally diverse.
- Respectful workplace policy includes mechanisms for formal and informal discrimination complaints.
- Indigenous-awareness training is mandatory for all executives and board members.

- BCSC actively promotes cultural diversity, multiculturalism and anti-racism through intranet postings and internal events led by its social committee.
- BCSC's Mandate Letter is posted to the website. It describes the five foundational principles that inform BCSC's policies and programs as stated in the Service Plan.

BCSC incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs.

Examples include:

- BCSC has a Respectful Workplace Policy, and we provide mandatory training to all employees on an ongoing basis. The policy seeks to prevent discrimination based on the protected grounds in employment, in accordance with the B.C. Human Rights Code.
- BCSC has a Diversity and Inclusion Policy. We consider diversity in all human resources actions regarding promotion, compensation, benefits, secondment, classification, progression and training opportunities, with a view to ensuring equitable treatment of all employees.
- BCSC applies a multicultural lens when developing securities law and policy.
- BCSC seeks partnerships aimed at encouraging multiculturalism, and develops advertising campaigns with the goal of reaching and representing all British Columbians.
- BCSC is planning meetings with two First Nations to learn more about how we can work together.
- BCSC is developing its 2023/24 sponsorship plan, seeking to work with multicultural and Indigenous partners with which there are synergies.
- BCSC has a highly qualified, gender-balanced, culturally diverse workforce.
- BCSC involves its diverse workforce in the development and implementation of the services and programs we deliver to all British Columbians.

In 2022/23, BCSC utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- BCSC engages with Indigenous communities and multicultural communities through our policy work, our public awareness campaigns and our community partnerships.

BCSC delivers and supports culturally appropriate and responsive programs and services including:

- BCSC's InvestRight website hosts multi-language pages that provide important investor education information.
- BCSC uses translators for enforcement cases and investigations, if needed.
- BCSC's multilingual staff is available to assist with requests in various languages.
- BCSC promotes intercultural understanding and diversity in the workforce through its internal communications.
- BCSC uses inclusive language in its internal communications, and will translate information for diverse audiences when appropriate or needed for better service delivery or to assist with the execution of its duties (such as in enforcement case outreach to non-English speakers).

#### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

- BCSC presented to Cando (Council for the Advancement of Native Development Officers) Innovate BC session in October 2022.
- BCSC staff attended two AFOA BC (Aboriginal Financial Officers of BC) conferences, and presented in March 2023.
- BCSC renewed its JABC (Junior Achievement British Columbia) partnership, which allows it to present investor education information to students from diverse backgrounds.
- BCSC's fraud prevention campaign included ads in Cantonese, Mandarin and Punjabi, which aired on in-language radio stations in the Lower Mainland. In addition, two of BCSC's directors appeared on RED FM, a Lower Mainland South Asian station with interviews on radio and social media.

#### **SUCCESS STORY**

BCSC has engaged an external consultant who conducted a DEI audit of our practices. The consultant made certain recommendations – not yet implemented – including DEI training, collecting employee demographic and self-identification data, and improving recruitment technology, strategies and sourcing approaches.

## BC Transit

### MANDATE

BC Transit is the provincial Crown agency charged with coordinating the delivery of public transportation across British Columbia, with the exception of those areas serviced by TransLink (Metro Vancouver). More than 1.8 million British Columbians in over 130 communities across the province have access to BC Transit local and regional transit services.

BC Transit operates under the [British Columbia Transit Act](#), which provides it with a mandate to plan, implement, maintain and operate public transportation systems that support growth, community planning and economic development. BC Transit's operations reflect the priorities and values of the government and its shareholders – the citizens of B.C.

### EXECUTIVE COMMITMENT

BC Transit's Inclusion, Diversity, Equity and Accessibility (IDEA) vision is:

At BC Transit, we put people first. We know that focusing on people means fostering a culture where employees are empowered to contribute their best, and flourish in their uniqueness and diversity.

Every day, we aim to ensure our communities thrive by providing the safest, highest-quality, most accessible public transit – this means listening to and meeting the transportation needs of British Columbians. Whether customer or employee, we are committed to bringing your journey to life.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

BC Transit uses the following initiatives aimed at diversifying its workforce:

- To support other languages spoken during the course of BC Transit's business, MoveUP employees who are regularly required by the employer to use a language other than English in the performance of their job receive a second-language premium.
- BC Transit's learning platform also includes e-learning courses and webinars in multiple languages.

- An audit to identify organizational challenges and opportunities related to understanding and acting on systemic discrimination and racism in the workplace was done as part of the Inclusion Survey and the Inclusion Survey focus groups.
- The People & Culture policies at BC Transit are reviewed using an IDEA lens.

BC Transit has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- All employees have access to IDEA learning opportunities, including webinars, lunch and learn sessions, e-learning courses and Insights Discovery training.
- All people leaders and hiring managers take a mandatory IDEA learning journey that covers topics such as inclusion fluency, unconscious bias, multicultural fluency and allyship.
- Many e-learning courses, webinars and other resources related to equitable hiring, accessible hiring practices, inclusive career and advancement practices are offered through BC Transit's learning portal.
- BC Transit's Women in Leadership mentorship program started in 2023.

BC Transit promotes multiculturalism in the workplace through events and initiatives in the following ways:

- BC Transit promotes culturally significant holidays and events through our IDEA Forum by telling the stories from our own people and sharing them company-wide. For example, to mark Black History Month, one member of the Corporate Security team was featured on our internal website, explaining the Trinidad and Tobago celebration of Carnival.
- Cultural events are tracked on a calendar and communicated to employees through personal stories, such as above (with the permission of the employee), or with the goal to inform, such as most recently with the Moose Hide Campaign. For that campaign, pins were made available to employees at offices and a MS Teams background was uploaded for remote employees. We also posted information about Moose Hide on social media.

BC Transit incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs.

Examples include:

- To support multiculturalism legislations, strategies and plans, BC Transit has identified four priorities. These include:
  - » The Indigenous Recruitment Program, which has the goal of supporting the aspirations of local Indigenous communities while doing the work necessary to support cultural safety for current and future Indigenous employees at BC Transit.
  - » Gender-Based Analysis Plus, which analyzes how people of different genders and other intersecting factors are affected by decisions, and how different types of people experience the same situation differently.
  - » The Indigenous Relations Strategy, which is a coherent and interconnected framework for all BC Transit Indigenous relations efforts, enabling us to identify short- and long-term priorities in support of mobility equity for Indigenous Peoples.
  - » The IDEA Forum, which is a diverse and cross-functional group of employees responsible for IDEA capacity building, IDEA communications and engagement, and providing feedback and advice.
- The GBA+ working group has been engaged with the public on transit planning. This year, the working group will be creating a survey for our customers to help identify service, accessibility and safety improvements needed.
- BC Transit's Indigenous relations manager has been focused on engaging with partners and communities served by our transit systems to learn how to better serve these communities going forward.
- The IDEA Forum (made up of colleagues representing our diverse workforce and the communities we serve) is consulted to review and provide advice and feedback on various BC Transit initiatives, including GBA+, Indigenous relations, Indigenous recruitment and IDEA initiatives.

In 2022/23, BC Transit utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- BC Transit is in the process of co-developing an Indigenous relations strategy with Indigenous organizations and communities. While this work is ongoing, we have already fostered relationships with several Indigenous organizations and communities, and we look forward to continuing to expand these partnerships as we travel the road of decolonization. Thus far, we have begun to foster partnerships with four Indigenous organizations:
  - » Victoria Native Friendship Centre
  - » BC Association of Aboriginal Friendship Centres
  - » Métis Nation British Columbia
  - » First Peoples' Cultural Council
- BC Transit has initiated a partnership with the Victoria Native Friendship Centre to explore Indigenous employment opportunities and better understand the unique public transportation needs of Indigenous people living in urban centres.
- BC Transit works collaboratively with local government partners to provide service to many Indigenous communities across the province. We continue to explore new opportunities to support existing partnerships, foster new relationships, and secure new transit funding avenues for Indigenous communities.

BC Transit delivers and supports culturally appropriate and responsive programs and services including:

- Since 2007 in the central Fraser Valley region, the BC Transit Rider's Guides have included a Punjabi translation.
- The corporate style guide was recently updated to add more inclusive language.
- The organization uses a land acknowledgement in all employee signatures and to start all presentations and events.

BC Transit collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups.

Examples include:

- In 2022, BC Transit conducted its first inclusion survey to invite feedback from all employees regarding their experience working at BC Transit and to learn about how inclusive our workplace is for all employees. The survey contained questions based on research conducted by Deloitte and the Victorian Equal Opportunity and Human Rights Commission (2013). The survey's top areas of focus were found to be Indigenous persons, people with disabilities, and those with additional inequity experiences. The results were shared with all employees. The data collected from focus groups (members of equity-seeking groups including LGBTQ2S+ community members, Indigenous people, people with disabilities and racialized persons) will help create recommendations to improve the experience of Indigenous colleagues, colleagues with disabilities and colleagues who belong to additional inequity-experiencing groups.
- BC Transit also collects data on diversity demographics on an annual basis. The collected data helps BC Transit improve its internal policies, identify actions for improvement and measure progress on IDEA priorities.

### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

- To help support the Indigenous Recruitment Program, BC Transit hired an Indigenous relations manager in 2022.
- The Indigenous Employment Roadmap has been presented and approved by the BC Transit Senior Leadership and Management team and the Directors group.
- Engagement with Indigenous organizations is currently underway, with plans to engage with Indigenous partners in the summer of 2023.

### **SUCCESS STORY**

- The creation of the IDEA Forum.
- Focus groups with employees who identify as members of equity-seeking groups (including LGBTQ2S+ community members, Indigenous people, people with disabilities, and racialized persons) to learn more about their experience of inclusion at BC Transit.
- BC Transit's CEO, Erinn Pinkerton, is a member of the Presidents Group, a network of 25 change-driven B.C. business leaders who are champions for more accessible and inclusive workplaces. In 2022, one of BC Transit's employees was featured in a video as part of the Spotlight on Disability video series. The video contributes to an awareness campaign about accessibility and inclusion in the workplace that profiles people with disability living and working in B.C. who love what they do.

## Columbia Basin Trust

### MANDATE

The mandate of Columbia Basin Trust (the Trust) is to manage its assets for the ongoing economic, environmental and social benefit of the Columbia Basin (the Basin) region as defined in the Columbia Basin Trust Act. The Trust's mission is to support efforts by the people of the Basin to create a legacy of social, economic and environmental well-being and to achieve greater self-sufficiency for present and future generations. Further information on the Trust can be found in our Service Plan. As set out in its legislation, the Trust's strategic direction is based on input from residents of the Basin.

### EXECUTIVE COMMITMENT

One of the Trust's core values is respect, including respect for diversity and individuals from different cultural backgrounds. This value helps guide how we work in the Basin and how the board of directors and staff work with one another.

The Columbia Basin Management Plan Strategic Priorities 2020/23 outlines how the Trust will focus its efforts and was developed in consultation with Basin residents. It affirms the Trust's commitment to cultivating a sense of Basin culture, belonging, connectedness and identity, and honouring the diversity of needs and perspectives in the Basin.

'Working with Indigenous Peoples' is an integrated priority incorporated by the Trust in its work in the Basin.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The Trust has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace and in the broader community. Examples include:

- The Trust has an extensive Indigenous relations cultural literacy /development program for all staff (about 80) at all levels of the organization.
- Promotion of events through the Trust corporate intranet includes biweekly posts related to working with Indigenous Peoples on a range of topics to create awareness and understanding, such as posts on the Indigenous-led Bringing the Salmon Home Festival, Moose Hide Campaign, Orange Shirt Day, National Indigenous Peoples Day and the National Day for Truth and Reconciliation.

- Up-to-date information is available on the [Trust website](#) outlining support to projects with a commitment to the Multiculturalism Act.
- Traditional territory acknowledgements are standard in Trust email signatures and orally delivered at Trust meetings.
- Information on the Trust's values are included in job postings.

The Trust incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs.

Examples include:

- The Trust works with Indigenous Peoples in a mutually respectful manner and to the best of our ability, upholds the spirit and intent of the United Nations Declaration on the Rights of Indigenous Peoples and the Truth and Reconciliation Calls to Action. As noted in the Trust's mandate letter from the Province of B.C., the Trust will do this within our unique mandate and context.
- Three success indicators are used to measure success against the Working with Indigenous Peoples integrated priority and are measured across all Trust 2020/22 projects:
- Funds provided to Indigenous Peoples directly for self-identified priorities.
- Project objectives developed in partnership (Indigenous & Trust).
- Project outcomes address Indigenous perspectives.
- The Trust has conducted extensive outreach to all residents in the region (including Indigenous people) in the form of community conversations and online engagement. The data collected will inform the renewal of the Columbia Basin Management Plan.

In 2022/23, the Trust utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- Communication with First Nations and Métis Chartered Communities in the region to build mutually respectful relationships and determine opportunities to support community efforts resulted in 49 projects and more than \$4.1 million in support in 2022.

- Communication with contacts led to Trust support of two LGBTQ+ Pride parades in the region.
- Partnership with Indigenous Corporate Training Inc. to deliver Working Effectively with Indigenous Peoples training to all staff provides understanding of history, self-governance, relationship building and consulting with Indigenous Peoples.

The Trust delivers and supports culturally appropriate and responsive programs and services including:

- Each Trust office displays a sign welcoming guests in English, Ktunaxa, Secwepemctsin, Sn-Selxcen, Dakelh and Michif.
- The communications team ensures equitable visual representations in public-facing print materials and social media posts.

The Trust collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups:

- The Trust tracks and reviews the uptake of program delivery by Indigenous people and conducts engagement with Indigenous people to learn how to increase uptake among these demographics.
- As an integrated priority, the existing 'Working with Indigenous Peoples' success indicators will be used to collect disaggregated, race-based data in new programs and services.

### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

Over the course of the year, the Trust has supported 28 events that promote multiculturalism and equity throughout the Basin. These events include six National Indigenous Day celebrations and two Pride parades. Each event supports the visibility and celebration of under-represented groups in a public setting.

### **SUCCESS STORY**

The Trust provided \$300,000 in support to increase access to affordable, quality, local food in Yaq?it ?a·knuq?i?it by installing meat processing equipment. This provided the community with the ability to process and store various wild meats to teach traditional techniques and protect cultural practices and teachings of the Yaq?it ?a·knuq?i?it people.

The Trust provided \$125,000 in support to #kamnin'tik Children's Truth and Reconciliation Society. The funds will be used to develop cultural and educational programming to promote reconciliation driven by Ktunaxa and Shuswap Band citizens who are residential school and intergenerational survivors.

## Columbia Power Corporation

### MANDATE

Columbia Power owns and operates hydroelectric power generation facilities in the West Kootenay region of the Columbia Basin (Basin). It co-owns these assets with Columbia Basin Trust (Trust) and uses 50% of income generated from the sale of hydropower to manage its hydroelectric operations and return dividends to the Province, as well as to fund community and First Nations sponsorship programs, secondary and post-secondary bursaries and scholarships, and environmental stewardship initiatives. The Trust uses the other 50% to deliver social, economic and environmental benefits to the Basin region.

The Trust acts as service provider for Columbia Power, providing all resourcing for the management of Columbia Power's operations. This includes staffing, human resources and procurements services.

### EXECUTIVE COMMITMENT

Respect and integrity are core values of Columbia Power. In pursuit of its mandate and vision, Columbia Power's goal is to continuously build and maintain positive and meaningful relationships with Indigenous groups on whose traditional and unceded territories Columbia Power develops, owns and operates capital projects.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

Columbia Power promotes multiculturalism in the workplace, and in the broader community, through events and initiatives in the following ways:

- The Trust has an extensive Indigenous Relations cultural literacy /development program for all staff (about 80) at all levels of the organization.
- Columbia Power supports Ktunaxa, Syilx, Secwepemc, Sinixt and Métis chartered communities along with other Indigenous groups through its First Nations sponsorship program. Staff are encouraged to participate in local Indigenous events and gatherings, and Indigenous Relations staff take part in key community and Nation events such as Ktunaxa and Syilx Nation annual general assemblies and annual Nation salmon feasts.

- Promotion of events through the corporate intranet include biweekly posts related to working with Indigenous Peoples on a range of topics to create awareness and understanding. This includes posts on the Indigenous-led Bringing the Salmon Home Festival, Moose Hide Campaign, Orange Shirt Day, National Indigenous Peoples Day and the National Day for Truth and Reconciliation.
- Up-to-date information is available on the Columbia Power website about how we work with First Nations.
- Traditional territory acknowledgements are standard in email signatures and orally delivered at meetings.
- Information on organizational values is included in job postings.
- The Columbia Power / Trust office displays a sign welcoming guests in English, Ktunaxa, Secwepemctsin, Sn-Selxcen, Dakelh and Michif.
- The communications team ensures equitable visual representations in public-facing print materials and social media posts.

Columbia Power incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

- Columbia Power's internal frameworks – the Columbia Power Subsidiary Indigenous Relations Framework and the Columbia Power Corporate Indigenous Relations Framework – reflect and support its work with Indigenous communities within the scope of Columbia Power's mandate as a co-owner and operator of hydroelectric facilities.
  - » The Power Subsidiary Indigenous Relations Framework focuses on commitments arising from project development and operations including Project Environmental Assessment Certificates, Project Approval Certificates and First Nations Community Benefits Agreements.
  - » The Corporate Indigenous Relations Framework is guided by the objectives of the Province's Declaration of the Rights of Indigenous Peoples Act to support lasting and meaningful reconciliation with Indigenous Peoples. It includes Indigenous relations commitments, lands-related commitments and ongoing Indigenous community dialogue, support and engagement.

- Columbia Power has drafted an Indigenous Relations Policy for review by the Ministry of Indigenous Relations and Reconciliation.
- Columbia Power completes biannual audits of its Power Subsidiary and Corporate Indigenous Relations frameworks to ensure commitments and objectives are being met.
- Columbia Power's interpretive signage and viewing areas as well as other project-related venues, such as the Waneta Expansion Legacy Arbour, reflect the role of Indigenous project partners and Indigenous cultural history in the West Kootenay region. The region's development is led by consultation with Indigenous knowledge and language experts, Elders and community leaders, and includes the work of Indigenous artists.

In 2022/23, Columbia Power utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups. Examples include:

- Columbia Power has Technical Operations working groups for the Ktunaxa and Syilx Nations. These groups, which include technical staff, Elders and Nation representatives, meet twice a year with staff to review operational, lands management and environmental activities at the facilities, and to identify opportunities for participation by Indigenous businesses, technical and professional specialists, contractors and service providers.
- Columbia Power's Slocan Pool Advisory Committee is made up of local stakeholders and includes Sinixt representation; its Slocan River Rainbow Trout Habitat Enhancement Program steering committee includes seats for representatives of the Ktunaxa and Syilx Nations.
- The Community and Indigenous Relations lead has ongoing meetings and dialogue with Indigenous communities on whose traditional and unceded territories Columbia Power develops, owns and operates capital projects. This includes Ktunaxa, Syilx, Secwepemc, Sinixt and Métis chartered communities, government representatives and Elders.

- During development and construction of its hydropower facilities, Columbia Power worked with Indigenous cultural knowledge and language keepers and experts to provide cultural workshops and learning sessions for staff. This role is now provided by the Trust for all staff.
- The Trust partners with Indigenous Corporate Training Inc. to deliver 'Working Effectively with Indigenous Peoples' training to all staff. This training provides understanding of history, self-governance, relationship-building and consulting with Indigenous Peoples.

### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

Columbia Power has supported several community events that promote multiculturalism and equity, including National Indigenous Day celebrations.

## Community Living BC

### MANDATE

The Community Living Authority Act sets out Community Living BC's (CLBC's) mandate and provides its legal basis to operate as a Crown corporation. CLBC is accountable to the B.C. legislature through the Minister of Social Development and Poverty Reduction.

Together with individuals, families, friends, and service and community partners, we advance the full inclusion and participation of adults with developmental disabilities.

### EXECUTIVE COMMITMENT

CLBC developed its new strategic plan in 2022. One of its four strategic goals is to ensure that our actions align with the rights of Indigenous Peoples. This aligns with changes made to the Community Living Authority Act, which codified the Indigenous Advisory Committee as an advisory committee to the board of directors, and required a minimum of one Indigenous individual to serve on the board.

As part of this planning process, CLBC also updated its core values. One of our five core values is that in everything we do, we are culturally safe. This is defined as "all people feel spiritually, socially, emotionally and physically safe when interacting with us. We are aware of our own cultural beliefs and identities and recognize that we have much to learn. We strive to reflect the diversity of B.C. in our workforce. We support people to draw strengths from their identity, culture and community. We acknowledge that only each person can determine if they feel safe."

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

CLBC uses the following initiatives aimed at diversifying its workforce:

- Receptionist, office assistant and strategic initiatives advisor positions are reserved for candidates with a developmental disability. The receptionist and office assistant roles provide clerical support at CLBC's head office and regional offices. The strategic initiatives advisors provide perspective and insights on services, programs and policies from those with lived experience with a disability.
  - CLBC created an Indigenous Relations department in 2021 that employs a team of professionals. This is a significant shift: prior to 2021, we had one full-time position; currently the department has seven full-time employees.
  - As indicated in the 2021 employee engagement survey, 6.5% of respondents identified as a person with a disability, 3.1% identified as Indigenous, 31% identified as a visible minority, and 69.4% identified as women.
  - CLBC was successful in obtaining approval, pursuant to Section 42 of the B.C. Human Rights Code, to engage in preferential hiring of people who self-identify as Indigenous for positions on our Indigenous Relations team.
- CLBC has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:
- CLBC has implemented public interest disclosure policy and processes in alignment with the provincial mandate, enabling staff to identify and report instances of structural discrimination and racism.
  - CLBC's Respectful Workplace Behaviour Policy and collective agreement outline a clear process for reporting discrimination.
  - CLBC's corporate onboarding program offers content from diverse team members (including those with lived experience of a developmental disability and Indigenous people) in areas of equity, unconscious bias, gender diversity and cultural safety. Corporate onboarding involves 120 CLBC employees.
  - CLBC provides mandatory online e-learning on our Respectful Workplace Behaviour policy, which covers the protected grounds under the B.C. Human Rights Code as well as other respectful workplace behaviours. Annual review and sign-off of the policy is required by all 750 staff members.
  - In 2022, CLBC's Indigenous Relations speaker series introduced 185 employees to concepts of cultural safety, anti-racism and enhancing inclusive services.
  - Managers receive training in EDI and on understanding biases in the hiring process.
  - Managers have access to optional training in fairness and equity in decision-making through the B.C. Ombudsperson's Office.

CLBC promotes multiculturalism in the workplace through events and initiatives in the following ways:

- CLBC recognizes provincial, national and global awareness days and ethnic celebrations – such as International Day of Persons with Disabilities, Indigenous Disability Awareness Month, Plain Language Day, Community Inclusion Month, National Day for Truth and Reconciliation, Orange Shirt Day, National Indigenous Peoples Day, Pride, National Day of Awareness for Missing and Murdered Indigenous Women, Moose Hide Campaign, Earth Day, World Autism Day, Pink Shirt Day, Black History Month, and Lunar New Year – and highlights actions and events associated with these in our internal and external communications.
- The Moose Hide Campaign has been promoted on the MyCLBC internal website, along with a newsletter article. Staff have been encouraged to engage with this campaign by wearing the pins and attending the online workshops.
- On September 30, CLBC employees recognize Orange Shirt Day, a day to commemorate the residential school experience, to witness and honour the healing journey of the survivors and their families, and to commit to the ongoing process of reconciliation. It is an opportunity to create meaningful discussion about the effects of residential schools and the traumatic legacy they have left behind.
- National Indigenous Peoples Day was recognized with a week-long speaker series for staff to learn more about Indigenous perspectives on community inclusion through an interactive activity.
- CLBC's watercooler talks, an organization-wide current issues/events engagement and presentation forum that happens every other week, highlights topics and events related to equity, anti-racism, diversity and multiculturalism.

CLBC incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs.

Examples include:

- Changes to the Community Living Authority Act reflect CLBC's commitment to reconciliation by codifying the Indigenous Advisory Committee as an advisory committee to the board of directors. The changes in legislation also mandate Indigenous representation on the CLBC board of directors.
- CLBC's Policy Framework Policy, which applies to all policy documents, commits to an equity approach and refers to CLBC's human rights-based evaluation tool. This tool was developed by CLBC's policy team; it considers key principles of a human rights-based approach through a set of evaluative lenses that prioritize groups that are most vulnerable to rights-infringement within the community living context. The tool is based on the UN's P.A.N.E.L. approach that evaluates participation, accountability, non-discrimination, empowerment, and linkages to human rights principles, legislation and standards, including DRIPA, Convention on the Rights of Persons with Disabilities, Truth and Reconciliation Commission and the Anti-Racism Data Act.
- CLBC leadership was briefed on the Anti-Racism Data Act upon its passage; it is now being used to inform data management, privacy policy and the replacement of CLBC's information management system.
- CLBC is incorporating GBA+ and IGBA+ analysis into treasury board submissions.
- CLBC uses a human-centred design approach in the planning and development of new programs and service designs as well as in improvements to existing programs and services. Applying this approach effectively requires a deep understanding of the experiences of the diverse range of individuals and families CLBC serves. This understanding helped inform CLBC's design of how it welcomes and plans with people, and resulted in modified welcome workshops for people for whom English was not a first language. It also helped inform special learning and trialing in rural and remote communities, including communities with a higher representation of Indigenous individuals and families served by CLBC, such as Merritt.

- CLBC's Research and Development team (responsible for many provincial new service and program development initiatives and projects) hires for diversity, including ethno-culturally and racially diverse employees. This helps ensure that how CLBC scopes, designs, implements and evaluates new program and service design considers what is being designed and developed and measured from culturally diverse lenses.
- We also engage cultural experts and organizations that service ethno-culturally and racially diverse communities or groups in the design, development and implementation of services.

In 2022/23, CLBC utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- Through the creation of the Indigenous Advisory Committee – which consists of community-identified members of organizational stakeholders from across the province – and together with the Elders Advisory Committee, CLBC has a communication network with Indigenous partners and those doing related work throughout B.C.
- CLBC actively participates in Crown and government-wide EDI roundtables, working groups and communities of practice to enhance our coordination and cooperation with other public sector organizations.
- CLBC works regularly at many levels of program and service design and evaluation with universities, NGOs, Indigenous organizations and other community organizations and groups as it designs programs and services. For example, CLBC established a Partners' Group during the COVID-19 pandemic to ensure diverse and balanced inputs and lenses in the scoping, research and design of responses for individuals and families. CLBC has continued this group post-pandemic as a sounding board and source of partnership on particular initiatives. The partners involved in this group represent diverse constituents in the community-living sector across individuals CLBC serves, their families and communities, including Indigenous families and communities.

CLBC delivers and supports culturally appropriate and responsive programs and services including:

- Welcome workshop materials have been translated into multiple languages, as were other fact sheets and materials about CLBC's services and supports. Visuals represent diverse individuals and families in terms of race, religion, gender and other factors.
- GBA+ aligned standards and framework have been applied to new programs and service language over the past two years. In addition, by virtue of using a human-centred design approach when designing new programs and services and the materials for those programs and services, CLBC receives feedback from diverse stakeholders involved in testing cycles. This allows us to improve the inclusivity of language and visual elements.

CLBC collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups.

Examples include:

- CLBC uses disaggregated data (where available) to inform the development of policy and practice guidance. Recently, for example, disaggregated data on Indigenous individuals served by CLBC, along with consultation with CLBC's Indigenous Relations team, informed the review of CLBC's Individual Financial Contribution to Home Supports Policy.
- CLBC also uses disaggregated data (statistical and qualitative) to inform research, new service development, and process and service improvements. Examples this year include analysis of toxic drug supply death data, analysis of research data gathered for the Supporting Parents with Diverse Abilities project, and the design of a provincial crisis prevention and response service. CLBC is currently in the process of using disaggregated data as it updates its request for service priority tool and develops a trauma-informed practice framework.
- In our work to better serve people with complex needs (which began in 2016), CLBC has pursued evidence-based program and service design and improvements. That evidence has included disaggregated data and metrics that have helped us understand the diversity of the people and families we serve and their experiences of our systems,

programs and services. Through this work, specific data were considered with regards to those who self-identify as Indigenous as well as by gender; the latter was a particular focus of data collected for a post-doctoral research piece. Findings continue to inform our program and service design and responses cumulatively as data findings are updated.

- CLBC has a robust employment data collection. This involves data collection about employment outcomes and detailed employment milestones for all individuals who access the employment services that CLBC funds across the province. Since the first iteration of this data collection system, CLBC has been able to analyze and synthesize data based on Indigeneity, gender and other metrics.
- CLBC has built upon our well-established employment reporting data collection system and framework as it has developed reporting for new services it designs. This includes our new LIFE-based service. Race-based, Indigenous, and other equity metrics (such as gender) are one area of data that will inform program and service improvements (alongside other metrics including geography and socio-economic factors).

### HIGHLIGHTS ON INITIATIVES IN 2022/23

- Revisions to the Community Living Authority Act codified CLBC's Indigenous Advisory Committee as an advisory committee to the board of directors and added requirements for Indigenous representation on the board of directors. CLBC's Board Competency and Composition Matrix was updated in 2022 to reflect lived experience representation in relation to disability, GBA+ and Indigeneity.
- CLBC's Policy Framework Policy was approved in December 2022 and includes foundational policy principles, including the use of an equity approach. This acknowledges that "CLBC supports individuals and families from diverse communities and backgrounds, with diverse experiences, identities, and needs. CLBC strives to provide services and supports in ways that are free of systemic discrimination and are accessible to all. CLBC works to support people in ways that celebrate who they are, including their indigeneity, culture, ethnicity, sexual orientation, gender, gender expression, etc."

- CLBC approved its Cultural Safety Policy in September 2022, which describes CLBC's cultural safety principles and practices that guide how CLBC staff and service providers engage, support, monitor and plan with First Nations, Métis and Inuit individuals, their families and/or support networks, and communities. It promotes inclusion, anti-racism, equity, reconciliation and flexible service delivery for the Indigenous individuals CLBC serves.

### SUCCESS STORY

- Changes to the Community Living Authority Act reflect CLBC's commitment to reconciliation by codifying the Indigenous Advisory Committee as an advisory committee to the board of directors. The changes in legislation also mandate Indigenous representation on the CLBC board of directors. This is a foundational move to bring Indigenous voices and those with lived experience to the table. In a recent survey, we found that 78% of Indigenous Advisory Committee members are confident that we are moving toward something meaningful together.
- We have strengthened our relationship with the urban Indigenous NGO sector by awarding \$1 million in one-time-only funding to five urban Indigenous NGOs in 2022 for research and development activities to advance cultural safety.
- We have created and launched the Cultural Safety Policy, with guidance documents for CLBC staff and the sector.

## Destination BC Corp

### MANDATE

Destination British Columbia (Destination BC) is a Provincially funded, industry-led Crown corporation that supports a strong and competitive future for B.C.'s tourism industry through a combination of global marketing, destination development, industry learning, cooperative community-based programs, and visitor servicing. Destination BC's programs help to improve the visitor experience, support businesses and communities across the province, and strengthen B.C.'s worldwide reputation as a destination of choice.

Under the [Destination BC Corp. Act](#), the Crown corporation has a mandate to fulfil several key marketing, destination development and leadership responsibilities critical to the long-term, sustainable growth of B.C.'s tourism industry.

### EXECUTIVE COMMITMENT

Destination BC is committed to advancing and integrating diversity, equity, inclusion and accessibility (DEIA) within our organization and in all aspects of our work.

Destination BC has developed a three-year [DEIA Strategy and Action Plan](#).

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

Destination BC uses the following initiatives aimed at diversifying its workforce:

- Destination BC collects employee demographic data annually and supports employees with DEIA learning opportunities.
- Since 2018, Destination BC has recruited through the BC Public Service's Work-Able Internship Program, which is designed to attract, mentor and retain recent post-secondary graduates who self-identify as having a disability.
- Destination BC routinely shares all of its employment opportunities with accessible employment placement service programs, including BC WIN and the Open-Door Group, for the purpose of connecting Destination BC with more diverse talent.

- In each job posting, Destination BC communicates:
  - Available Indigenous advisory services to job applicants who self-identify as Indigenous (First Nations, status or non-status, Métis, or Inuit) and are seeking work or are already employed in the BC Public Service.
  - Destination BC's commitment to ensuring accommodations are in place in our hiring process and in our workplace to support job applicants who self-identify as having a disability.
- Destination BC honours the Truth and Reconciliation Commission of Canada Call to Action #57, with a commitment "to provide education to public servants on the history of Aboriginal Peoples." All staff are required to complete a Working Effectively with Indigenous Peoples workshop and attend a presentation on Meaningful Land Acknowledgements.

Destination BC has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace and broader community. Examples include:

- Intercultural understanding and respect for diversity in the workplace are reflected in our corporate commitment and Standards of Conduct. These standards define how our organization strives to create an inclusive, safe and healthy work environment in which employees and partners are treated with dignity and respect.
- Safe and brave spaces training is conducted for all employees.
  - An anonymous Q&A form is available for all employees to provide feedback, and a whistleblower policy is in place to support confidential reporting and investigation of misconduct.
- All employees have access to strengths finder assessments as part of the on-boarding process.
- Foundational DEIA training is provided to all employees. A learning plan is in development as a part of the DEIA Strategy.
- More than 100 Destination BC staff have been provided with training including Safe and Brave Spaces, Unconscious Bias, Microaggressions, Intro to Inclusion, Inclusive Marketing, Inclusive Leadership, and Working Effectively with Indigenous Peoples.

- Destination BC maintains and shares a multicultural calendar with staff highlighting important events.
- Destination BC actively promotes and amplifies the work of equity-deserving groups through its marketing channels. This includes collaborating with Indigenous Tourism BC on a content calendar.

Destination BC incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

- The DEIA Strategy aligns with the work of the Gender Equity Office, Accessible BC Act, and the Diversity and Inclusion Strategy for the BC Public Service, to ensure our organization is reflective of our province and inclusive to equity-deserving groups by supporting an increasingly diverse workforce, enhancing inclusion in the workplace, building a strong foundation for lasting and meaningful reconciliation, and removing barriers to accessibility in the workplace.
- Destination BC created a new, more culturally safe consent and release form for our marketing content to honour the stories, songs and teachings shared by Indigenous Peoples.
- Destination BC co-created an Indigenous tourism three-year marketing roadmap in collaboration with Indigenous Tourism BC.
- Equity-deserving groups (internal and external) were thoroughly engaged in the development of the DEIA Strategy. This work will continue.

In 2022/23, Destination BC utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups. Examples include:

- Destination BC respects the longstanding partnership with Indigenous Tourism BC and provides funds as supported by Action 4.29 in the Declaration Act Action Plan.
- In support of respectfully growing Indigenous tourism, Destination BC visits and meets with Indigenous communities interested in tourism.
- Destination BC is developing a three-year Truth & Reconciliation Plan, which has recently been presented to the Destination BC executive, the Tourism Marketing Committee and the board.

The plan will provide a corporate and team path to learning.

- Destination BC continues to fund and work with Indigenous Tourism BC on the implementation of programs that develop and market Indigenous tourism products in all of Destination BC's key markets. These programs support the growth of Indigenous-owned and -controlled businesses and their employees.
- Destination BC has joined a network of BC Crown corporations to discuss and share DEIA initiatives.

Destination BC collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups. Examples include:

- Destination BC collects valuable employee insights through engagement surveys and analyzes them to understand the experiences of equity-deserving groups.
  - Data from the DEIA culture audit directly informed the development of Destination BC's three-year DEIA Strategy and Action Plan.
  - Destination BC also conducts annual and quarterly employee engagement surveys that include analysis measuring belonging for equity-deserving groups (including intersectional data when the sample size is large enough to protect privacy and ensure anonymity).

### HIGHLIGHTS ON INITIATIVES IN 2022/23

Destination BC delivers marketing campaigns that strive to represent the diversity of people living in British Columbia and is committed to ongoing improvement. In 2022, Destination BC began work to audit and improve our internal processes around the production of visual and written marketing materials in order to be more inclusive. These improved processes will begin in 2023 and will influence 2023/24 marketing materials.

Destination BC is building a network of social media content creators from across B.C. We intend to work with them to create short-form, authentic content about their local communities, which we can then repurpose and share on our digital channels. A goal of this program is to work with creators from under-represented B.C. communities, and to share travel content with unique perspectives and identities from outside of the dominant lens.

Destination BC has B.C.-based writers, photographers, videographers and designers on a qualified suppliers list who are contracted to support our content-creation efforts across paid, earned and owned channels. We recognize that there are systematic barriers in the competitive RFQ process that prevent equity-deserving groups from successfully applying and being added to the qualified suppliers list. This process is being updated to increase accessibility and the diversity of qualified suppliers on the content creator RFQ list.

Destination BC's Live for BC video series is designed for Instagram and YouTube, where locals tell their own stories – specifically, their pride of place and love for where they live. We set out to showcase diverse voices, highlighting everything from an adventurer's passion for the local mountains to an Indigenous entrepreneur's deep connection to the land.

Destination BC provided funding to 47 community Visitor Centres through a new Indigenous Learning & Projects Grant for Visitor Services. This application-based grant program helps Visitor Centre staff enhance relationships and enable partners to work collaboratively on projects, activities and training that will foster a deeper understanding of Indigenous culture, history and tourism products. The Visitor Centres that received funding will be working in partnership with more than 50 First Nations communities.

## **SUCCESS STORY**

In the spring of 2022, Destination BC, in collaboration with Indigenous Tourism BC, produced an Indigenous storytelling series entitled Illahee. This series formed a key part of our global marketing efforts and supported Destination BC's strategic aim of elevating Indigenous voices and perspectives within creative and content.

Season 1 consists of three short documentary-style videos. Each episode features a different Indigenous storyteller and explores the connections that these individuals have with an element of nature, be it mountains, rainforests or water. The aim of the videos is to inspire travellers to visit B.C. and to connect with nature and the people that have been stewards of these lands since time immemorial.

To build on the great work in Season 1, production on a second season began in September 2022. While Season 1 spotlighted Indigenous leaders and their connections to the land, Season 2 will focus on animals that are

significant within each community. Indigenous leaders will explain their relationship with these animals, their significance, and how they shape their culture, both past and present.

## First Peoples' Cultural Council

### MANDATE

The vision of the First Peoples' Cultural Council (FPCC) is that First Nations languages, arts, cultures and heritage in B.C. are thriving, and that the knowledge and worldviews expressed through First Nations languages, arts, cultures and heritage are valued as essential to our collective well-being and human rights.

### EXECUTIVE COMMITMENT

FPCC is committed to achieving a work environment in which all employees are valued for the diversity they bring to the organization. Management will endeavour to ensure that all policies, procedures and practices are free of deliberate or unintentional (systemic) barriers so that no-one is disadvantaged.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

FPCC uses the following initiatives aimed at diversifying its workforce:

- We are a team of Indigenous people and allies, working together in pursuit of a vision where First Nations languages, arts and cultures are thriving and passed on to future generations. While we place a priority on Indigenous hires, we have a number of non-Indigenous staff at FPCC and we welcome allies who believe in reconciliation and want to make this country a better place.
- Most staff have received training to support our work with First Nations in B.C.
- Programs are not formalized through policy. However, we are actively mentoring the next generation of leaders, including by supporting them with leadership training and offering them career advancement opportunities within the organization.
- FPCC incorporates reconciliation, equity and anti-racist goals in workforce policy and planning efforts.

FPCC incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs.

Examples include:

- As the only First Nations-governed Crown in B.C., with a legislated mandate to revitalize First Nations languages, arts and cultures, we are most closely linked to DRIPA, the Truth and Reconciliation Commission of Canada Calls to Action, and the Calls for Justice linked to the final report on Murdered and

Missing Indigenous Women and Girls. We provided GBA+ data to support a recent treasury board submission, but as a Crown we are not privy to the final submission.

- We regularly involve Indigenous community experts in the design and development of our programs and services. We also have Indigenous staff working at all levels in the organization, providing mentoring and expertise.

In 2022/23, FPCC utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- We develop programs, grants, training and resources with direction from our First Nations board and advisory committee. We also invite input from First Nations people who are leading revitalization work across B.C. in developing our programs and resources.
- We engage directly with First Nations through multiple mechanisms – board, advisory committee, focus groups, networking and community visits.

FPCC delivers and supports culturally appropriate and responsive programs and services including:

- Some materials we develop for B.C. First Nations are used by Indigenous Peoples around the world and translated into multiple languages through the international Endangered Languages Project. Our policy papers and research are taught at universities and our language and heritage toolkits are used across Canada for planning.

FPCC collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups.

Examples include:

- We gather our own data working directly with First Nations people and communities who are directly involved in revitalization. See, for example, the [\*Report on the Status of B.C. First Nations Languages, Recommendations of Decolonizing British Columbia's Heritage-Related Process and Legislation Report\*](#), and a policy paper on [\*Recognizing and Including Indigenous Cultural Heritage in B.C.\*](#)
- We collect data on the First Nations languages and communities that we support.

## Forest Enhancement Society of BC

### MANDATE

Our vision is to enhance forest resilience to wildfire and climate change for the lasting benefit of British Columbia's environment, wildlife, forest health and communities.

### EXECUTIVE COMMITMENT

Forest Enhancement Society of BC (FESBC) supports the following actions and outcomes that are being pursued through the Declaration on the Rights of Indigenous Peoples Act Action Plan 2022-2027:

- Enhance Indigenous Peoples' emergency management outcomes.
- Provide social, cultural and economic benefits to First Nations from land and resources in their territories.

Approximately 30% of the projects funded by FESBC are led by First Nations proponents or have significant First Nations participation.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

FESBC promotes intercultural understanding and respect for diversity in the workplace and in the broader community in the following ways:

- FESBC supports the following actions and outcomes that are being pursued through the Declaration on the Rights of Indigenous Peoples Act Action Plan 2022-2027:
  - Enhance Indigenous Peoples' emergency management outcomes.
  - Provide social, cultural and economic benefits to First Nations from land and resources in their territories.
- FESBC increases Indigenous participation in the forest sector in B.C. Processes that are beneficial include:
  - Proponent-driven solicitation process.
  - Gated approval process.
  - No proponent cost contribution required.
  - Willing to take calculated risks to consider new operational practices and new entrants.

- Use deep operational forestry expertise to evaluate applications and oversee projects.
- Orientation to customer service.
- FESBC makes extra efforts to inform Indigenous-led businesses about funding opportunities. In turn, this helps increase Indigenous participation in the higher-paying areas of the forestry sector.
- In 2022/23, First Nations-owned companies received 67% of the funds that were awarded for the purpose of wildfire risk reduction. All of these projects produce an array of environmental, economic and social benefits.
- In partnership with project partners, FESBC has earned significant media coverage of First Nations. Please visit [FESBC.ca](https://www.fesbc.ca).

## Forestry Innovation Investment Ltd

### MANDATE

Forestry Innovation Investment (FII) is the Government of British Columbia's market development agency for forest products. FII works collaboratively with the forest industry, research institutions, the federal government, the B.C. government, Indigenous organizations and other stakeholders to enhance the value of the forest resource and strengthen employment throughout the province.

### EXECUTIVE COMMITMENT

FII recognizes that our work impacts our stakeholders, partners and employees in different ways. This includes marginalized identities and communities that experience disproportionate social, economic and environmental impacts. We aim to identify and mitigate the barriers that diverse groups may experience in accessing our information, programs and services. We acknowledge our shared responsibility amongst all levels of the organization to ensure that our work considers the diverse needs of the populations we aim to serve.

With a global, multicultural presence, FII aims to recognize the diverse voices of our employees, partners and stakeholders. We believe in encouraging innovation and making a positive impact – socially, economically and environmentally.

FII has adopted diversity, equity and inclusion (DEI) as part of its core values, as reflected in the 'People' aspect of its Mission and Values statement, and strives to emulate this value through all programs, policies and activities.

We maintain an internal Diversity, Equity and Inclusion Working Group to champion diversity and inclusion initiatives at FII. A DEI plan is developed annually, outlining achievements and identifying DEI priorities for the coming year.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

FII uses the following initiatives aimed at diversifying its workforce:

- At FII's head office, we maintain a diverse workforce from various cultural, ethnic and religious backgrounds. Multiple languages are spoken by our staff, including Canada's national languages and those of our overseas offices.

- In addition to FII's head office in B.C., FII maintains subsidiary operations in India, Vietnam and China. Staff at the subsidiary operations are primarily local hires who bring cultural awareness and highly valued experience to the FII local teams. The international staff also interact regularly with and advise FII Vancouver staff and stakeholders, both in international markets and in B.C.
- FII undertakes a voluntary, anonymous and confidential staff survey on a recurring basis. This survey covers a range of workplace considerations, DEI and other staff satisfaction elements.
- FII last collected disaggregated data from employees through an anonymous survey in 2021. The next survey will be completed in 2023.
- FII has undertaken an internal analysis of its policies and funding programs using GBA+ to identify any potential unintended barriers.
- FII has undertaken a third-party assessment of its programs from an Indigenous accessibility lens.
- FII staff have all received GBA+, DEI and reconciliation-related training, and they apply these learnings in the review and development of programs.
- FII's DEI Working Group continues its work to ensure that no unintended barriers are present in FII's programs and activities.

FII has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- FII's policies support employees in approaching supervisors, HR or executives on any discrimination-related concerns. Employee surveys also allow for anonymous responses.
- FII employees have received training on respectful workplaces as well as on identifying microaggressions.
- FII is subject to the PIDA and, as such, has mechanisms in place for reporting wrongdoings, including those that may be discrimination-related.
- FII executive have all completed advanced DEI training alongside FII's DEI Working Group.
- Internal DEI training topics have covered GBA+, DEI, inclusive language, accessibility awareness and microaggression, standards of conduct and mental health first aid.

- In 2022, utilizing the expertise of an external consultant, FII delivered a series of internal training sessions to our 24 Vancouver staff on Indigenous-related topics in order to build awareness and understanding. These sessions covered various aspects from history to present day, territorial acknowledgements, and Indigenous forest stewardship.
- To help expand the knowledge of First Nations in B.C. across FII offices, we delivered a presentation to overseas staff (approximately 20 employees) in early 2023. The session provided an overview of First Nations' presence in B.C. – past and present – as well as covering topics related to shared governance and forest stewardship with First Nations.
- FII completes anti-harassment, standards of conduct and workplace behaviour training annually for all staff in all locations.

FII promotes multiculturalism in the workplace through events and initiatives in the following ways:

- FII delivers on an annual internal DEI communications plan to share relevant DEI topics with staff, such as culturally diverse dates of importance as identified by staff from across FII offices, key DEI dates of recognition, and common DEI terms to help further our awareness and foster dialogue.
- FII has participated in the Moose Hide Campaign, and has fostered a greater understanding of Indigenous communities and DRIPA principles through Indigenous-led training and Indigenous guest speakers.
- FII's commitments to DEI are reflected in our Strategic Plan as well as in our DEI and GBA+ statements on the FII website.
- FII continues to engage with government and industry partners on DEI topics and to share best practices.
- FII has extended its DEI objectives to third-party organizations that seek program funding from FII. FII provides guidance to its funding proponents on conducting an internal DEI analysis and drafting a DEI plan (a requirement for funding submissions).

FII incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs.

Examples include:

- Internal DEI training topics have covered GBA+, DEI, inclusive language and microaggression, standards of conduct, accessibility awareness and mental health first aid.
- In 2022, utilizing the expertise of an external consultant, FII delivered a series of internal training sessions on Indigenous-related topics in order to build awareness and understanding. These sessions covered various aspects from history to present day, territorial acknowledgements and Indigenous forest stewardship.
- To help expand the knowledge of First Nations in B.C. across FII offices, FII delivered a presentation to overseas staff in early 2023. The session provided an overview of First Nations' presence in B.C. – past and present – as well as topics related to shared governance and forest stewardship with First Nations.
- FII staff have all received GBA+, DEI and Indigenous-related training, and they apply these learnings in the review and development of programs and interactions with stakeholders.
- Working with an external consultant, FII has adopted the GBA+ lens to ensure budgets, policies and programs are as inclusive and barrier-free as possible.
- Across 2022/23, FII undertook an outside assessment of its funding programs and their applicability and accessibility to Indigenous organizations. This included outreach to various stakeholders, including First Nations communities and organizations.
- A qualified suppliers list for DEI, GBA+ and Indigenous engagement expertise has been established through an RFQ process and is being utilized for work in these areas.
- Staff at FII's overseas offices are primarily local hires who bring cultural awareness and highly valued experience to the FII local teams. The international staff also interact regularly with and advise FII Vancouver staff and stakeholders, both in international markets and in B.C.

In 2022/23, FII utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- In B.C., FII's network extends across the province and includes government, industry and Indigenous organizations.
- Internationally, FII regularly communicates and collaborates with stakeholders in India, Vietnam, Japan, South Korea, China and the U.S.
- Many of the programs funded by FII become catalysts for building technical, educational and community exchanges within B.C. and internationally, thereby enhancing cross-cultural understanding and mutual respect.
- FII regularly engages with ministry leads on DEI as well as with the Gender Equity Office when working on DEI-related activities. FII also engages with Indigenous leads at ministries on any Indigenous-related projects or activities.
- Over the last two years, FII has partnered with Natural Resources Canada (NRCan) to develop and deliver a DEI plan requirement for funding proponents of NRCan and FII funding programs.
- FII is engaging with the B.C. First Nations Forestry Council on areas for future partnership to advance Indigenous stewardship in the forest sector and create value through FII's programs.

FII delivers and supports culturally appropriate and responsive programs and services including:

- FII's overseas offices translate materials into local languages to engage in-market stakeholders, particularly in Vietnam and China.
- Following an accessibility assessment of its corporate materials (websites, style/brand guides and templates), FII is also in the process of updating content to meet current government guidelines and industry practices related to accessibility in communications.
- FII's policies and programs have been reviewed and updated to reflect inclusive language principles, following [B.C. government guidelines](#) on using inclusive language in the workplace.

FII collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups. Examples include:

- To collect diversity disaggregated data, a voluntary, anonymous and confidential staff survey is conducted on a recurring basis. The survey is used to collect diversity data, gain feedback on DEI practices at FII and to gauge employee engagement. Findings are used to further inform the priorities of FII's internal DEI Working Group and FII's annual Diversity, Equity and Inclusion Plan.

### HIGHLIGHTS ON INITIATIVES IN 2022/23

- In 2022, FII adopted more flexibility in key holidays recognized by staff by allowing two non-statutory holidays in FII's calendar to be switched for other dates deemed to be culturally or religiously significant by individual employees.
- FII has begun a multi-phase project to enhance FII's understanding of, and engagement with, Indigenous groups. Following a series of internal training sessions, FII undertook an outside assessment of its funding programs and their applicability and accessibility to Indigenous organizations. Findings have formed the basis for subsequent project phases beginning in 2023/24.
- Across 2022/23, FII undertook an initial assessment of its corporate materials (websites, style/brand guides and templates) to assess whether the content meets current government guidelines and industry practices related to accessibility in communications. Recommendations from the review will continue to be addressed in 2023/24 to improve the accessibility of FII resources identified as a priority for remediation.

### SUCCESS STORY

Across the 2022/23 fiscal year, FII continued to advance DEI objectives within its funding programs by providing guidance to funding proponents on conducting an internal DEI analysis and drafting a DEI plan (a requirement for funding submissions).

Key deliverables through this process included the development of a DEI recipient toolkit, including guidance documentation and a fillable DEI questionnaire to support funding recipients in developing their

own organizational DEI plans. A DEI matrix was also developed to help proponents assess the DEI maturity level of their organization and to identify forward-looking goals and commitments.

To help inform and equip funding proponents to include a DEI plan in their proposals, FII delivered a third party-led training workshop for partners/recipients.

As a result, 21 organizations developed and submitted a DEI plan as part of their funding proposal.

## *InBC Investment Corporation*

### **MANDATE**

InBC is a strategic investment fund with \$500 million to invest in companies and funds to generate financial returns and achieve social and environmental benefits for the people of British Columbia. InBC's mission is to generate financial returns and lead with impact, while investing in innovation for a sustainable, inclusive and prosperous future for B.C.

### **EXECUTIVE COMMITMENT**

InBC's management team and board of directors seek opportunities to support multiculturalism by embedding diversity, equity and inclusion (DEI) practices at the organizational and investment level.

- Organizational level: InBC integrates DEI into its corporate culture by fostering a work environment that encourages and respects individual and cultural differences. Specific examples of commitments to DEI include:
  - » Policies are developed to encourage the recruitment and retention of a diverse range of candidates. These include an inclusive hiring process, family leave, flexible work arrangements, a comprehensive code of conduct and a Workplace Anti-bullying, Discrimination and Harassment policy, which seeks to prevent discrimination on the basis of the protected grounds in employment, in accordance with the B.C. Human Rights Code.
  - » Public reporting, advertising and promotional materials incorporate inclusive language and images.
  - » Staff training on cultural agility, Indigenous cultural safety and GBA+ is available. Since 2022, InBC has been committed to the Canada 50/30 Challenge with the goal of achieving gender parity (50% women and/or non-binary people) and significant representation (30%) on board and senior management of members of other equity-deserving groups, including those who identify as racialized, Black, and/or people of colour ("visible minorities"), people with disabilities (including invisible and episodic disabilities), 2SLGBTQ+ and/or gender and sexually diverse individuals, and Aboriginal and/or Indigenous people.

- Investment level: InBC is a source of capital for B.C. companies and makes investments that foster an economic climate that addresses the significant challenges faced by British Columbians, such as fighting climate change, achieving meaningful reconciliation with Indigenous Peoples, contributing to equity and anti-racism, and fostering an innovative economy that works for everyone.
  - » InBC's approach to responsible investing incorporates environmental, social and governance factors in investment decisions and active ownership.
  - » InBC ensures that DEI considerations are included in investment practices guided by recognized frameworks and standards such as the United Nations' Principles for Responsible Investment, Sustainable Development Goals and the Declaration on the Rights of Indigenous Peoples.

### **KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM**

InBC uses the following initiatives aimed at diversifying the workforce:

- InBC is committed to being an equity-centred workplace and ensuring long-term organizational sustainability. In addition to reducing bias in day-to-day work, this will involve implementing clear policies and processes to review and improve them.
- InBC is committed to fair and equitable hiring practices. Hiring practices and processes are focused on competencies and skills, while ensuring employees and board of directors reflect the diversity of our province. All job postings contain the following inclusion statement: InBC is proud to be an equal opportunity employer and values its diverse workplace. Women, Black, Indigenous people, people of colour, LGBTQ2S+ individuals, and people with disabilities are strongly encouraged to apply.
- As InBC develops its DEI Strategy and Reconciliation Action Plan, it will continue to incorporate reconciliation and equity in all aspects of workforce planning and policy development.

- InBC is collaborating with industry partners to grow a racially diverse talent pool in the investment industry. Internally, InBC follows the 50/30 challenge targets for its entire workforce including management and senior leadership. InBC targets 50% gender diversity and 30% cultural diversity.
- Upon hiring, all 19 full-time employees completed the Clifton Strengths Assessment by Gallup. To support the results of these evaluations, InBC engaged an HR professional to facilitate an activity that allowed employees to learn about each other's top strengths and the best ways to engage with them. The identified strengths are regularly used as a tool to increase efficiency and improve communication.

InBC has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- InBC is committed to creating a safe work culture and has developed corporate policies to guide employees regarding standards of conduct at the organization. As a growing organization, InBC is continuously evolving its policies so that they reflect and support our diverse workforce.
- During the summer of 2022, 11 employees (out of 11 at the time) received training from Jacqueline Jennings, an Indigenous consultant, on incorporating reconciliation into InBC's work investing and working with diverse entrepreneurs. InBC just hired its most recent full-time employee and will continue finding training opportunities to build a strong foundational understanding of anti-racism and cultural agility as our team – now 19 full-time employees – continues to grow. The upcoming DEI strategy will help formalize this training.

InBC promotes multiculturalism in the workplace and broader community through events and initiatives in the following ways:

- InBC promotes and shares events and resources related to equity and multiculturalism through various channels:
  - Internally, InBC has a designated learning resources channel where staff share current events and resources related to InBC's strategic priorities, which include DEI. InBC also hosts monthly lunch-and-learn sessions led by and for

employees. Additionally, InBC educates its staff and participates in events such as the Moose Hide Campaign each year.

- Externally, InBC shares thought-leadership pieces with its community through the InBC blog and monthly newsletters. InBC staff attend various events to ensure the investment sector continues to embed equity and multiculturalism practices in the industry. InBC staff are often invited as panel speakers to contribute to these conversations with other investment professionals.
- At an organizational level, InBC develops and will continue to review policies such as the Workplace Anti-bullying, Discrimination and Harassment policy aligned with the B.C. Human Rights Code. Additionally, InBC is committed to being an equity-centred workplace and aligns its strategic goals around Canada's 50-30 Challenge and the UN Declaration on the Rights of Indigenous Peoples.
- With a provincial mandate, InBC aligns its activities with the Multiculturalism Act to ensure its operations, team, and board of directors reflect and support the diversity of British Columbians.
- At an investment level, InBC's goals are to provide capital to diverse and under-represented entrepreneurs across all eight economic regions of B.C. InBC's evaluation and monitoring processes embed the highest of standards in alignment with the United Nations Declaration on the Rights of Indigenous Peoples, among other tools and frameworks. As InBC's portfolio grows, the organization will ensure gender and cultural diversity and representation by tracking and reporting on diversity metrics and encouraging investees to do the same.

InBC incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs.

Examples include:

- InBC's [\*Investment Policy Statement\*](#) includes considerations to support diverse entrepreneurs and capital providers through its investment evaluation and monitoring practices.
- InBC incorporates DEI practices aligned with various widely recognized frameworks – including the UN Sustainable Development Goals and the

Impact Management Project, among others – to evaluate potential investment opportunities and the performance of the portfolio over time.

- These frameworks allow InBC to track the effect of our core activities and how they impact gender, cultural, and economic region diversity in B.C. through its investment sourcing and evaluation processes. InBC completed and announced its first investments in December 2022; as the organization continues to grow its portfolio over the next few years, these same metrics will be used to evaluate the performance of its portfolio.

In 2022/23, InBC utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups. Examples include:

- InBC engages with various stakeholders with the goal of reducing barriers for Indigenous entrepreneurs to build businesses and access capital, and for Indigenous professionals to enter the investment industry.
- To ensure access to diverse investment opportunities across B.C.'s eight economic regions, InBC builds a network of collaborative, reciprocal and trust-based relationships across the province on an ongoing basis. These relationships allow InBC to collaborate with business groups, chambers of commerce, and associations representing different equity-seeking communities to ensure InBC's activities support their unique contexts.
- InBC collaborates with and supports organizations that work with diverse, under-represented, and Indigenous entrepreneurs.
- In 2022/23, InBC entered into four partnerships, including with: The Forum, Black Entrepreneurs and Businesses of Canada Society, Bears' Lair, and Canada 51.

InBC delivers and supports culturally appropriate and responsive programs and services including:

- InBC developed a communications guideline during the 2022/23 fiscal year that allows its team to have consistent and inclusive messaging across its various communication channels.
- All written material follows InBC guidelines as well as guidelines provided by the B.C. government,

including the [writing for the web guide](#), the [plain language checklist](#), and the [writing guide for Indigenous content](#).

InBC collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups. Examples include:

- As InBC's core activity is investing in companies across B.C., the organization relies on all disaggregated data available through Statistics Canada for B.C. to measure its activities, portfolio, and opportunities against data for B.C.'s eight economic regions. Existing data allows InBC to shape its partnerships and regional outreach strategy as well as its investment practices.
- InBC collects disaggregated data at various points of the investment sourcing, evaluation and performance measurement process to understand how structural barriers may be affecting diverse entrepreneurs' and investors' access to capital.
  - » InBC includes an optional self-identifying question to collect disaggregated data in its intake forms for funds and companies requesting investment.
  - » InBC incorporates DEI metrics in its rubrics in the investment evaluation section, through which they evaluate potential investees and gain a better understanding of the barriers faced by those accessing our core services.

## Infrastructure BC

### VISION, MANDATE AND VALUES

Infrastructure BC's vision is to improve people's lives and communities through infrastructure.

*Infrastructure BC's* mandate is to work with owners to deliver complex public infrastructure in an evolving world.

Infrastructure BC's values are:

- People first
  - » Our team and clients are at the forefront of all decisions.
  - » Focus on learning and continuous improvement.
- Integrity
  - » Honest, reliable and ethical. Accountable in everything we do.
- Collaboration
  - » Through dedicated teamwork, we respond effectively to the needs of our clients.

### CORPORATE GOALS

The following goals support Infrastructure BC's vision and mandate:

- Planning and procurement associated with complex infrastructure projects supports government priorities.
- Deliver value to our clients and engage stakeholders.
- Maintain a responsive and resilient organization.

### COMMITMENT TO MULTICULTURALISM

Infrastructure BC is committed to the Province of British Columbia's policy to carry on services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia.

Infrastructure BC is dedicated to maintaining a professional workplace where individuals are treated with respect. In addition, Infrastructure BC is committed to maintaining open access to its services and initiatives regardless of a client's cultural background.

### INITIATIVE HIGHLIGHTS

Infrastructure BC continues its pre-existing policy of its programs, initiatives and internal hiring practices being inclusive and open to all eligible applicants and participants regardless of their cultural background.

In fiscal 2021/22, Infrastructure BC conducted a diversity, equity and inclusion survey among staff to better understand their diversity and equity concerns. Infrastructure BC has initiated conversations with staff on a number of challenging topics and is in the process of developing strategies to respond to some of the items identified through the survey. In addition, leaders were provided with leadership training aimed at ensuring their comfort with the DEI program and initiatives.

In 2022/23, to improve understanding of reconciliation with Indigenous Peoples, Infrastructure BC arranged two all-staff sessions on the topics of History Matters, and Justice, Equity, Diversity and Inclusion.

In the fourth quarter of fiscal 2022/23, Infrastructure BC completed a review of its corporate policies to ensure that they reflect diversity, equity and inclusion best practices. The revised policies will be issued to all staff in the first quarter of fiscal 2023/24.

## Innovate BC

### MANDATE

Innovate BC's mandate is to foster innovation in B.C. so that British Columbians in all regions of the province can benefit from a thriving, sustainable and inclusive innovation economy.

### EXECUTIVE COMMITMENT

Innovate BC is committed to delivering and supporting programs that promote sustainability, advance reconciliation and expand opportunities for traditionally under-represented groups.

Innovate BC has embedded an extensive range of DEI-focused targets into its various programs, aiming to increase positive impact to under-represented groups within tech and innovation.

In addition to its DEI priorities across programming, Innovate BC has implemented an internal-facing DEI strategy that provides and promotes learning and training opportunities to its team.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

Innovate BC uses the following initiatives aimed at diversifying its workforce:

- People with a wide range of cultural origins make up Innovate BC's team. Staff are proficient in a variety of languages including English, French, Japanese, Italian, Fijian, Punjabi, Mandarin, Polish and German.
- Innovate BC collects race disaggregated intersectional employee data as part of standard policy processes; the collected data informs our organizational priorities and planning.
- Innovate BC's policy manual includes policies dedicated to reinforcing and enhancing efforts around reconciliation, equity and anti-racism.
- Workforce planning reflects organizational values around DEI, anti-racism and reconciliation.
- The Innovator Skills Initiative program provides companies with funding to hire talent from under-represented communities and groups. In 2022/23, 2,058 companies participated.
- The Digital Skills for Youth program provides companies with funding to train and hire underemployed youth. In 2022/23, 188 companies were provided with funding.

Innovate BC has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- Innovate BC staff are provided with opportunities to discuss and share on the topics of racism, inequality and discrimination via regular workshops and seminars led by subject matter experts.
- Staff involved in hiring processes are equipped to reflect fair and racially equitable practices in all hiring opportunities.

Innovate BC promotes multiculturalism in the workplace through events and initiatives in the following ways:

- Innovate BC promotes initiatives and provides its team with learning and training opportunities around multiculturalism that connect to days of note and culture-based campaigns such as the Moose Hide Campaign.
- In 2022/23, Innovate BC sponsored several events focused on DEI and multiculturalism and encouraged its team to participate and attend where possible.
- In its communications, Innovate BC regularly highlights its commitment to multiculturalism within core programming offerings and the impact this has on creating jobs and opportunities for under-represented groups within the tech sector.
- [The Innovate BC website](#) promotes organizational values and highlights DEI-focused programming opportunities and impact to external stakeholders.
- Program communications often highlight aspects that aim to create positive DEI outcomes within the province's tech sector.

Innovate BC incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

- Innovate BC holds core values of DEI and reconciliation, and through its programming aims to serve as a platform for delivering on government priorities in addressing equity and anti-racism, specifically in the tech sector. Programs such as the Innovator Skills Initiative and BC Fast Pilot reflect and address objectives within the Multiculturalism Act and B.C. Human Rights Code while internal policies uphold the equity and anti-racism standard set across the province and align with initiatives such as the Where We All Belong Diversity & Inclusion Strategy.

- Multiculturalism policy continues to be increasingly applied to the development and implementation of Innovate BC's programming, as seen in the Innovator Skills Initiative, BC Fast Pilot program and Ignite program, for which DEI has become a greater focus this period.
- Where applicable (such as with the Innovator Skills Initiative program), Innovate BC consults with groups representing under-represented communities in an effort to inform the program's planning and execution and ensure the effectiveness of DEI goals.

In 2022/23, Innovate BC utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- In its communications, Innovate BC regularly highlights its commitment to multiculturalism within core programming offerings and the impact this has on creating jobs and opportunities for under-represented groups within the tech sector.
- [The Innovate BC website](#) promotes organizational values and highlights DEI-focused programming opportunities and their impact to external stakeholders.
- Program communications often highlight aspects that aim to create positive DEI outcomes within the province's tech sector.
- Forty-seven per cent of initiatives supported via Innovate BC's sponsorship program this period directly involve organizations supporting under-represented groups or initiatives with a DEI focus, including Indigenous communities. Examples include CANDO, Ethos Lab, and the Links to Learning conference.
- New DEI-focused aspects within programs – such as Innovator Skills Initiative, BC Fast Pilot and Ignite – have led to strong relationships with organizations and initiatives supporting under-represented and diverse communities in B.C.
- Innovate BC has established a partnership with the TAP Network to directly address DEI in the tech sector. Our shared DEI Hub is available to employers via the Innovate BC website.
- Innovate BC has partnered with and sponsored organizations, such as Ethos Labs, who are working to directly address representation, anti-racism and multiculturalism in tech.

- In 2022/23, Innovate BC partnered with Jelly Academy on three studies, one of which focused on hiring practices within the sector specifically related to DEI and multiculturalism.

Innovate BC delivers and supports culturally appropriate and responsive programs and services including:

- Innovate BC communications staff are regularly engaged with DEI-based learning, which is then incorporated into the organization's messaging and services.

Innovate BC collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups.

Examples include:

- Disaggregated data and equity metrics are collected as part of Innovate BC's program delivery process to review and address structural barriers and systemic racism in existing programs and services.

### HIGHLIGHTS ON INITIATIVES IN 2022/23

- Innovate BC partnered with the TAP Network to support its Diversity in Tech Dashboard, a free resource available to companies via the Innovate BC website.
- In 2022/23, Innovate BC staff were provided with several DEI-based learning/training seminars including:
  - ESG training.
  - A two-part workshop on Canadian history as seen through the lens of an Indigenous perspective.

### SUCCESS STORY

Innovate BC's Innovator Skills Initiative (ISI) program, which provides up to \$10,000 to help employers hire a new employee, is directed at helping under-represented people get their first job in B.C.'s tech sector. In this reporting period, ISI supported 2,058 companies, with 100% of talent participants identifying as coming from an under-represented group.

## Insurance Corporation of BC

### MANDATE

The Insurance Corporation of British Columbia (ICBC) is a provincial Crown corporation that provides auto insurance and driver licensing services. We work together with a large community of brokers and many other partners to help British Columbians go where they need and we take care of our customers and their vehicles when crashes happen.

### EXECUTIVE COMMITMENT

In 2020, ICBC created a Diversity, Equity and Inclusion Charter that has the following commitments:

*"We, the leaders and employees of ICBC, acknowledge our unique position within a Crown corporation, which comes with high expectations of accountability to the people of British Columbia. We are purpose-driven and recognize our power, privilege and responsibility to be leaders in diversity, equity and inclusion (DEI). We invite dialogue in order to learn and understand one another, develop ourselves, and take meaningful, decisive action. We work to remove barriers to access for our colleagues and customers and strive to become as diverse as the province we serve – at every level of our organization."*

In January 2023, ICBC launched its five-year DEI Strategic Action Plan with the following goals:

- Goal 1: Build a talented, diverse, engaged and representative workforce.
- Goal 2: Advance an inclusive culture for employees and customers by building equity, diversity and inclusion into our policies, processes and products.
- Goal 3: Build on the strength of our DEI initiatives to create meaningful and sustainable change to move all British Columbians forward.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

ICBC uses the following initiatives aimed at diversifying its workforce:

- ICBC has as a primary goal of its DEI Strategic Action Plan to employ a workforce that reflects the diversity of the province it serves. Currently we have under-representation of people with disabilities and Indigenous people; however, between 2022 and 2023, we saw an increase in the proportion of Indigenous Peoples.

- ICBC conducts an annual employee opinion survey that collects disaggregated data and allows for analysis of systemic discrimination and racism.
- Throughout 2022 and 2023, ICBC has been conducting an in-depth analysis of its recruitment and retention process to understand how best to incorporate reconciliation and anti-racism.
- ICBC has an employment partnership with ACCESS and the Métis Nation BC. This brought an increase in the proportion of Indigenous staff between 2022 and 2023.
- ICBC has a Talent Acquisition team with specialist in the hiring of people with disabilities, Indigenous people, university graduates and others.

ICBC has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- ICBC has a number of means for employees to share and identify inequities and structural discrimination and racism. Concerns can be brought to our employee union, to the DEI team or be shared in employee resource groups (ERGs).
- ICBC provides equity, anti-racist and Indigenous reconciliation training to its executive team. A central action within the DEI Strategic Action Plan is the development of an inclusive leadership program for senior and emerging leaders.
- A mentoring program for women has been launched within our Information Services division. The hope is that this program will be expanded in the coming years.
- ICBC promotes multiculturalism in the workplace through events and initiatives in the following ways:
- ICBC has an active network of ERGs that regularly offer events and initiatives focused on equity, anti-racism, diversity and multiculturalism. For instance, in 2022 the Ethnicity ERG hosted a panel on multiculturalism for Multiculturalism Day; most recently, they supported events for World Day for Cultural Diversity. Our Indigenous Peoples ERG has supported the Moose Hide Campaign for the last two years and hosts events for National Indigenous Peoples Day. And our DEI Team regularly provides blog posts bringing attention to things like Black History Month, Ramadan, and human rights abuses in Iran.

- Internal communications through our intranet are up-to-date.
- Regular updates are provided to our board and to stakeholder groups like the Disability Advocacy & Advisory Group.
- New material aligned with our DEI Strategic Action Plan is being prepared for our external-facing website, ICBC.com.

ICBC incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

- B.C. Human Rights Code
  - All employment practices meet or exceed what is required by the Human Rights Code Sections 11 and 13. Managers promote and support an equitable and inclusive work environment for employees, ensuring everyone has access to the same opportunities and resources, and providing accommodation where appropriate. ICBC applies for special program approval where appropriate to support the hiring of Indigenous people and people with disabilities.
- Multiculturalism Act
  - Through an active network of seven ERGs, ICBC promotes understanding of multiculturalism and cross-cultural understanding and respect. In 2022, the DEI team conducted a review of the ERGs to ensure that they were supported and resourced sufficiently to continue their important work in community-building and education. The recommendations were accepted by the executive leadership team in February 2023, and implementation has begun.
- Anti-Racism Data Act
  - One goal of our DEI Strategic Action Plan is to have a workforce that reflects the diversity of the province it serves. To reach this goal, we must collect disaggregated self-identification data. Each year, this data has been collected voluntarily through our employee opinion survey. But beginning in 2024, we will be collecting data from new staff at the time of application and during on-boarding. As well, we will be providing an opportunity for our existing staff to provide data.

- DRIPA
  - In support of the Declaration Act and the TRC Calls to Action, ICBC is working with Two Worlds Consulting (TWC) to create a reconciliation action plan to support TWC's reconciliation framework. Implementation will likely begin in 2023.
- Gender-Based Analysis Plus
  - The second goal of our DEI Strategic Action Plan is to advance an inclusive culture for employees and customers by building equity, diversity and inclusion into our policies, processes and products. While GBA+ is already an integral part of the policy work that we do, we will be developing tools, resources and accountability mechanisms to increase its usage across the organization.

In creating new programs and services, we consider options to address the needs of our diverse range of customers, including in driver licensing services and in managing customer claims.

In 2022/23, ICBC utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups. Examples include:

- ICBC provides drivers licensing services in many Indigenous communities.
- In 2022, ICBC worked directly with the Ukrainian community to provide drivers licensing services to newcomers displaced as a result of the war.
- ICBC provides a 'language desk' to support claims made by people who speak Farsi, Mandarin, Cantonese, Korean and Punjabi.
- ICBC works closely with immigrant-serving organizations to help people coming from other countries, most recently from Ukraine and Syria.
- ICBC works with universities through their co-op programs.
- Through ICBC's new Indigenous Relations & Reconciliation Action Plan, we will be expanding our partnerships with Indigenous Nations across B.C.

ICBC delivers and supports culturally appropriate and responsive programs and services including:

- Our knowledge test is available in 12 languages.
- Interpreter services are offered at driver licensing offices and a language desk is available for customers making claims.

ICBC collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups. Examples include:

- Through its annual Employee Opinion Survey, ICBC collects disaggregated demographic data from its staff to allow both intersectional and group-specific analysis for the development of programs and policies.
- Our Customer Experience Survey also collects disaggregated demographic data; this allows for a detailed and intersectional analysis of customer experience, informing the development of future services and programs.

### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

A full review of our ERGs was conducted to ensure that they were appropriately resourced and supported to continue the important work of building community and providing education for the broader corporation.

The Ethnicity ERG featured their work with MentorConnect, which seeks to connect new Canadians with science careers.

A land acknowledgement – created in collaboration with many people and led by our Indigenous Peoples ERG – was added to ICBC.com and to ICBC's intranet.

The Indigenous Peoples ERG also hosted a beading workshop for National Truth & Reconciliation Day.

ICBC's Silver Scholarship program widened its definition of 'dependent' to include chosen family members, and designated that a minimum of two scholarships be awarded to students who identified as Indigenous, racialized or having a disability.

ICBC engaged with Two Worlds Consulting to prepare an Indigenous Reconciliation and Relations Action Plan, and partnered with the Indigenous ERG to create a video to explain drivers licensing services to Indigenous customers.

### **SUCCESS STORY**

Last summer ICBC, along with Service BC, WorkBC and the regional health authorities, recognized a need to support Ukrainian immigrants and refugees who were arriving in Canada as a result of the conflict in Ukraine. Along with community organizations, the provincial and federal services were able to provide foundational information about accessing a driver's licence, BC ID and BC Services Card.

In April 2023, ICBC's driver licensing offices made driver knowledge tests available both in print and through kiosks offering virtual tests. Since that time, almost 300 people have chosen to take their test in Ukrainian.

## Knowledge Network Corporation

### MANDATE

- Knowledge Network is B.C.'s public educational broadcaster, available on television throughout the province and on streaming platforms across Canada.
- The programming we provide informs, enlightens and connects British Columbians to each other and the world.

### EXECUTIVE COMMITMENT

We are committed to actions that advance truth and reconciliation, as well as to equity, diversity and inclusion in what we do and how we do it. In 2021, we worked with an independent third party to conduct a comprehensive EDI review of our organization, identify goals tied to our core activities and determine specific actions to help us achieve them.

We have committed to reparations-based commissioning targets to increase the number of projects produced by Indigenous-, Black- and people of colour (IBPOC)-led B.C. production companies. Progress towards these targets is available on our website as of June 2023.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

Knowledge Network has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- Our Equity, Diversity and Inclusion Staff Resource Group was established to provide a space for employees to share and identify inequities and a safe mechanism to bring issues and ideas forward to leadership without fear of reprisal.
- All new positions since April 1, 2022, have been filled with diverse candidates, and a new position – Production Executive, Original Documentaries – which specifically prioritized IBPOC candidates was filled by a B.C. Indigenous filmmaker.
- Training for management and staff is ongoing on topics including intercultural development continuum, dimensions of diversity and intersectionality, and equality versus equity.

- Fifty employees (representing 100% of staff including executive and management) have been provided training on unconscious bias and stereotyping, systemic discrimination, privilege and oppression, and inclusive systems and practices. Training is ongoing.
- Our annual employee engagement survey collects race disaggregated intersectional employee data, which is used to inform HR/workplace plans and priorities.
- Promotional priorities in 2022/23 included on-air programming in support of National Indigenous Peoples Day, Asian Heritage Month and Black History Month.
- Our Equity, Diversity and Inclusion Staff Resource Group was established to support organizational opportunities that incorporate equity, diversity and inclusion initiatives and practices into our corporate culture. Staff presentations and events were organized for Diwali, Nowruz, and Dia de los Muertos (Day of the Dead).

Knowledge Network incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

- Our strategies and actions are informed by:
  - » Truth and Reconciliation Commission of Canada Calls to Action, specifically actions under Language and Culture and Media and Reconciliation.
  - » On-Screen Protocols & Pathways: A Media Production Guide to Working with First Nations, Métis and Inuit Communities, Cultures, Concepts and Stories.
- Senior management are trained in GBA+ approaches to inform planning and decision-making. Additionally, we have plans to roll out GBA+ training to all staff.
- The B.C. Human Rights Code informs Human Resource policies and procedures.

In 2022/23, Knowledge Network utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups. Examples include:

- We are working in partnership with other screen sector organizations on a shared commitment to advancing truth and reconciliation and equity, diversity and inclusion in order to drive change on a sector-wide level.
  - » Partners include the Black Screen Office, Canada Media Fund, Canadian Media Producer's Association – B.C. Producer's Branch, Creative B.C., DOC-BC, First Peoples Cultural Council, Indigenous Screen Office, National Film Board and the Racial Equity Screen Office.
- We are currently working in partnership with the First Peoples' Cultural Council to develop and produce short films on First Peoples' cultural revitalization: [\*Knowledge Network and the First Peoples' Cultural Council Celebrate First Peoples' Cultural Revitalization in B.C. | Knowledge.ca\*](#)

Knowledge Network collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups. Examples include:

- Our organizational review compared our employee composition to both provincial and national labour market availability data.
- We have set the following targets for our commissions the next three years:
  - » Commission 25% of documentary features and shorts from B.C. Indigenous production companies.
  - » Commission at least 50% of documentary features and shorts from Black- and people of colour-led production companies.
- A data collection process has been implemented for B.C. production company ownership.
- Data tracking measures have been introduced for Canadian program acquisitions from IBPOC producers.

## HIGHLIGHTS ON INITIATIVES IN 2022/23

- Worked with a more diverse range of B.C. creators in order to ensure equitable commissioning practices and to ensure that B.C. viewers see themselves reflected in our programming.
- Acquired premium content from a broader range of countries of origin to better reflect the diverse lives, interests and backgrounds of our viewers.
- Introduced new data-tracking measures for commissions and acquisitions produced by B.C. producers who are Indigenous, Black and people of colour to enable transparent reporting on programming and commissioning diversity.
- Introduced best practices for the onboarding and retention of employees.
- Provided cultural-competency training for all staff.
- Undertook initiatives to foster a culturally safe workspace.

## SUCCESS STORY

Our IBPOC Documentary Development Initiative has led to new relationships with and opportunities for diverse B.C. filmmakers. Of four documentaries commissioned, three are with IBPOC B.C. production companies. Of seven projects in development, six are with IBPOC B.C. production companies.

## Legal Services Society (now Legal Aid BC)

### MANDATE

Legal Aid BC (LABC) was created by the Legal Services Society Act in 1979 with a mandate to assist individuals to resolve their legal problems, to administer an effective and efficient system for providing legal aid, and to provide advice to the Attorney General respecting legal aid and access to justice. We are funded by the Ministry of Attorney General, with the additional support of the Law Foundation of BC and Notary Foundation of BC.

Our vision is aspirational: to see B.C.'s legal system transformed, by the way LABC represents our clients, into one that is more equitable and inclusive. Our core beliefs reflect our employees' compassion, and have equity, diversity and inclusion (EDI) at their centre. These beliefs guide us to be client-focused, to advance truth and reconciliation, to find strength in EDI, and to demonstrate leadership that supports positive changes to the legal system. Service Plan: <https://legalaid.bc.ca/sites/default/files/2023-02/Service-Plan-2023.pdf>

### EXECUTIVE COMMITMENT

Our operating environment is one of change. LABC undertook a comprehensive strategic planning process in 2022/23, resulting in a new strategic framework reflected in this year's Service Plan. New goals, objectives, key strategies and performance measures (with some continuing from previous Service Plans), are designed to result in the best outcomes possible for legal aid clients. At the same time, we are undergoing internal structural changes to support carrying out our new goals. The new framework also embeds truth and reconciliation, and equity, diversity and inclusion firmly into our work.

In 2023/24, LABC will continue to prioritize working with Indigenous leadership and organizations to support the implementation of Indigenous justice initiatives and strategies. In particular, we will continue to share information with the BC First Nations Justice Council (BCFNJC) to support the ongoing implementation of the BC First Nations Justice Strategy and the transition of Indigenous justice services to the BCFNJC. As well, we will continue to liaise with Métis Nation British Columbia to explore how LABC can support the implementation of the Métis Justice Strategy.

LABC has created a new department dedicated to EDI. The purpose of the Truth and Reconciliation & Equity, Diversity and Inclusion department is to embed truth and reconciliation, and equity, diversity and inclusion into everything we do.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

LABC uses the following initiatives aimed at diversifying its workforce:

- Staff surveys and the data collected through reporting on the Reconciliation Action Plan are utilized to identify challenges and opportunities.
  - » EDI surveys completed by staff provided a pulse check baseline with identified challenges and opportunities for future growth.
- Recruitment strategies are being incorporated into hiring practices that set out LABC's commitment to truth and reconciliation and EDI.
  - » LABC's Indigenous Services Department is dedicated to ensuring our services are culturally appropriate.
  - » LABC has a memorandum of understanding with The Native Courtworker and Counselling Association of British Columbia to work together on common initiatives and share information on how to improve access to justice for Indigenous people.
  - » LABC liaises with Métis Nation British Columbia to explore how LABC could support the implementation of the Métis Justice Strategy.
  - » LABC works with the Crown's Network on EDI strategies.
- LABC has an Indigenous recruitment strategy focused on increasing Indigenous representation and retention at all levels within LABC, including the board, executive, management, staff, tariff bar lawyers and contractors.
  - » LABC continues to put effort into renewing our programs for current exempted Indigenous Services and Parents Legal Centre staff positions as they come due and report out to B.C.'s Office of the Human Rights Commissioner.

LABC has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- The LABC Standards of Conduct set out the policies for use by employees.
- The EDI Council has started an initiative called Fireside Chats, through which members of the EDI Council share their stories and experiences with LABC staff during lunchtime conversations.
- LABC engages in internal promotion to develop in-house talent and expertise among employees.
- LABC continues to provide EDI training to all staff on inclusion literacy basics. Additional EDI training is provided to executive management and people managers. This includes:
  - » Identifying and Disrupting Unconscious Bias
  - » Intercultural Fluency for Leadership
  - » Active Bystander, Part 1 and Part 2

A pre-session for Black, Indigenous and people of colour (BIPOC) people managers takes place before Active Bystander Part 1, to prepare BIPOC people managers to deal with the conversations and situations that may come about. A post-session for BIPOC people managers takes place after Active Bystander Part 2 to debrief about the conversations and situations that arose during the Active Bystander training sessions.

- The LABC Learning Catalogue includes courses on diversity, equity and inclusion topics; staff can self-enrol in the Introduction to GBA+ course and in other virtual training.
- LABC continues to provide managers with an overview of unconscious bias during the recruitment and orientation process.
- LABC has an Indigenous Cultural Competency training program and a Reconciliation Action Plan, which are focused on promoting further understanding and respect of Indigenous Peoples.
- LABC also works with external consultants on advancing EDI, GBA+ and Global Diversity, Equity & Inclusion Benchmarks (GDEIB) initiatives.
- Through the EDI Council and LABC, we have constant communications about important dates on the EDI calendar, an active speaker series, an active Fireside Chat series, and many cultural and traditional events.

- LABC has multiple publications in multiple languages available in print and on our website.

LABC incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs.

Examples include:

- LABC's Standards of Conduct Policy sets out LABC's commitment to its vision, mission and core beliefs.
- LABC abides by the B.C. Human Rights Code, which prohibits discrimination based on certain "personal or protected characteristics" or "grounds of discrimination."
- LABC's Reconciliation Action Plan draws from the Truth and Reconciliation Commission of Canada's 94 Calls to Action.
- LABC has created a Truth and Reconciliation & Equity, Diversity and Inclusion Department.
- LABC formed an EDI Council, with a terms of reference.
- The LABC board and LABC have engaged with specialists in identifying GBA+ and GDEIB to inform their next steps.
- LABC continuously works within the legislation as set out in the Multiculturalism Act, the Anti-Racism Data Act, DRIPA, and UNDRIP (United Nations Declaration on the Rights of Indigenous Peoples).
- LABC's Strategic Plan has embedded truth and reconciliation and EDI throughout the organization.
- Incorporating multiculturalism policy into the development of policies, practices and programs is currently driven by our Reconciliation Action Plan. The plan has been revised to focus on 11 strategies that will implement three goals: advancing reconciliation through education, by fostering equity for Indigenous Peoples, and by empowering Indigenous Peoples.
- Events like LABC Connect will continue to be used to ensure engagement with the community in order to gather and share information.
- LABC will embed community consultation into the development of new programs and policy initiatives as part of our strategic plan implementation.
- LABC works with cultural experts and external consultants in the design, development and implementation of services and programs.

In 2022/23, LABC utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- LABC is working with the Crown's Network for information sharing on EDI and anti-racism initiatives.
- LABC continues to support the BC First Nations Justice Council and the implementation of the BC First Nations Justice Strategy.
- LABC continues to connect and work with Indigenous Nations and community supports, in particular in the creation of Legal Navigators.

LABC collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups.

Examples include:

- LABC collects data on Indigenous ancestry and identity to inform program design and service delivery. During the intake process, applicants are asked if they self-identify as Indigenous, and if so, whether they are First Nations, Métis or Inuit, and whether they live on or off reserve.
- Parents Legal Centres (PLCs) track whether children are Indigenous. This helps us understand how many Indigenous children have been impacted by PLC services, and helps us maintain focus on the importance of understanding the culture, traditions and communities the children are connected to.
- We do not ask applicants for their race, but client surveys provide an opportunity to self-identify as Indigenous, and any issues are then considered in service delivery.
- To support service delivery, we record immigration and refugee applicants' first language spoken and their country of birth.

### HIGHLIGHTS ON INITIATIVES IN 2022/23

- LABC created the EDI Council and their terms of reference.
- LABC created the Truth and Reconciliation and Equity, Diversity, and Inclusion department.

### SUCCESS STORY

- LABC started a Legal Navigator initiative that provides wrap-around services to clients who need the most support. Legal Navigators are LABC staff that can:
  - Provide clients with legal information and referral services by phone or in person.
  - Help clients find legal information and self-help resources.
  - Give clients printed legal information.
  - Refer clients to other services such as duty counsel and other community services that provide legal advice.
  - Visit community groups to talk about legal aid services, where to find legal information and resources, and where to get legal help.
  - Answer questions at information tables at conferences and community events.
  - Collect feedback from community workers and the public about LABC programs and publications.
  - Assist Downtown Community Court and New Westminster First Nations/ Indigenous Court clients.

Legal Navigators are available at the LABC Vancouver Regional Centre.

LABC is now involved with the production of Impact of Race and Culture Assessments that provide courts insight into how an offender's personality and community background may have contributed to their involvement in the criminal justice system.

## Royal British Columbia Museum Corporation

### MANDATE

We are a museum that is accessible to every British Columbian, regardless of age, ethnicity or geography. We:

- Secure, receive and preserve specimens, artifacts and archival and other materials that illustrate the natural or human history of British Columbia.
- Hold and manage the archives of the government.

### EXECUTIVE COMMITMENT

Diversity is demonstrated by sharing scientific and cultural knowledge that embraces the rich diversity of the people and environment of British Columbia. We respect this diversity by reflecting and responding to the rights and differences of the people we serve and by being champions of environmental sustainability. Foundational to this value is the philosophy and understanding that each staff member, volunteer and board member will ensure that the Royal BC Museum upholds its principles of equity, diversity, ecological sustainability and inclusiveness in all its practices, including when carrying out their various roles within the Royal BC Museum and as representatives of the museum and archives in public.

### KEY POLICIES, PROGRAMS AND PRACTICES IN SUPPORT OF MULTICULTURALISM

Royal British Columbia Museum Corporation (RBCM) has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- RBCM's VP, Engagement and UNDRIP Implementation launched the Truth and Reconciliation Committee on October 5, 2022. The committee is open to participation by all staff, and provides opportunities for UNDRIP implementation and other aspects that support the museum and each individual on their journey to truth and reconciliation.
- RBCM engaged two external recruitment agencies (Leaders International and Odgers Bendtson), which targeted diverse employees and communities to recruit for:
  - VP, Engagement and UNDRIP Implementation.
  - Executive Financial Officer (EFO), VP Operations.
  - VP Archives, Collections and Research.

- The museum has commenced updating the candidate screening and assessment language for positions, such as the Director, Indigenous Relations and Reconciliation. We are currently updating all job profiles in the organization, working with Elevate Consulting and Kate Noble. We are shifting language to be more inclusive to recognize diverse skills, experience and ways of knowing.
- Inclusive Excellence Strategy Solutions Inc. (IESS) were contracted in 2022 to support leaders across the organization in building equity, anti-racist and anti-discrimination knowledge and skills. A June 1, 2022, facilitated session on How Good Leaders Make Us Feel Safe covered topics of trust, inclusive leadership and psychological safety. Directors defined their leadership development plans, which was followed by leadership coaching with an assigned IESS coach.
- We provided Archives Trauma Informed Practice Training, which includes awareness of cultural agility, unconscious bias and inclusive service delivery.
- We provided staff-led training for frontline access staff at BC Archives in relation to information requests regarding residential school records and training on how to respond to inquiries and remain mindful of Indigenous cultural safety.
- In April 2022, RBCM initiated the Provincial Health Services Authority, San'yas Core Indigenous Cultural Safety (ISC) Foundations program. This training is mandatory for all staff and is designed to increase knowledge, awareness and skills in working with Indigenous people in B.C. San'yas Core ICS training focuses on core components of cultural safety that apply across diverse settings. During this online, self-paced training, participants learn about terminology, diversity, aspects of colonial history such as residential schools and Indian hospitals, a timeline of historical events, and contexts for understanding social disparities and inequities. Through interactive activities, participants examine culture, stereotyping, and the consequences and legacies of colonization. Participants are also introduced to tools for developing more effective communication and relationship-building skills. To date, 141 staff have taken the training and 18 staff are in active session.

- RBCM provides D&I Essentials, a short e-learning course to help employees understand the BC Public Service's definition of diversity and inclusion, identify the policy and legislation that guide the work, and show how both diversity and inclusion align with BC Public Service values. To date, 106 staff have taken the training; 64 of these took it between April 1, 2022, and March 31, 2023.

The ministry promotes multiculturalism in the workplace through events and initiatives in the following ways:

- RBCM publishes on the website and participates in local initiatives that bring awareness and demonstrate support to many issues that impact marginalized communities due to colonization.
- The organization hosted a week-long event that hosted Indigenous communities from three of the seven language families in B.C.
- Our website acknowledges awareness campaigns by including messaging on the homepage.
- Staff participated in MMIW, Moose Hide Campaign, Asian Heritage Month, Black History Month and more.
- All external-facing marketing and documents are increasingly representative of the ethnic diversity in B.C.
- People and Development utilize the staff newsletter and intranet site to promote events and initiatives to staff.

RBCM incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs.

Examples include:

- Objective 1.2: Commit to the work required for systemic cultural transformation within the museum and archives.

This objective supports two of the key foundational principles of the mandate letter. First, that Crown agencies like the Royal BC Museum support and implement the Declaration Act, working in co-operation with Indigenous Peoples to establish a clear and sustainable path to reconciliation. Second, it reflects the museum's commitment to tackle systemic discrimination in all its forms and remove barriers that limit the full participation of racialized and marginalized people in their communities and workplace.

### Key strategies include:

- Ensure that equity, diversity inclusion and accessibility (EDIA) principles are embedded in all museum policies and practices by the end of 2023/24.
- Reflect the relevant affirmations and articles from the Declaration Act in museum policies and practices by the end of 2023/24.
- Continue to support and advance the work of the Truth and Reconciliation Commission by acknowledging and responding to the Calls to Action, especially those related to the defined responsibilities of museums and archives, or missing children and burial information.
- Continue to implement the Declaration Act, supporting Indigenous Peoples' inalienable right to know the truth with regard to human rights violations committed against them in residential schools, ensure that record holdings related to residential schools are accessible to the public, and commit more resources.

In 2022/23, RBCM utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples included:

- We are currently building relationships with local stakeholders and working with alliances across Canada (Alliance of Natural History Museums of Canada) to build out an EDIA infusion approach. We will be working with local partners to ensure that we are hearing from all communities and members from cultural and ethnic backgrounds that have not been previously included.

### HIGHLIGHTS ON INITIATIVES IN 2022/23

- Exhibits and exhibitions will be co-created with appropriate groups to tell the true stories of the history of British Columbia.
- Recruitment and retention strategies and practices will be more reflective of the museum's commitment to equitable access to employment and pay.
- Job profiles are under review to ensure all staff are paid appropriately for work done.
- Engagement will be conducted across the province to build and enhance relationships with partners from all walks of life, including

Indigenous communities, Chinese Canadians, Japanese Canadians, South Asian Canadians, African Canadians, and those people marginalized due to their socio-economic status or diverse needs and those that are multi-barriered.

## SUCCESS STORY

We hosted three events of interest:

- **Broken Promises:** A co-developed exhibit that depicts the truths about the injustices faced by Japanese residents of Canada in the 1940s. This exhibit was developed in partnership as a complement to Landscapes of Injustice research conducted by the University of Victoria that shares the story of Japanese Canadians who were impacted by Canadian policy.
- **Advocacy and Activism Dialogue:** A co-hosted session that brought together people from minority populations to talk about institutional racism and discrimination in the museum and heritage sector. This day shared thought-provoking insights on practices that can be shifted and ways to create a paradigm shift within organizations through relational processes rather than transactional operations that reinforce colonial power imbalances within organizations. This day-long dialogue was co-hosted with Nikkei National Museum and Cultural Centre, South Asian Studies Institute at the University of Fraser Valley, and Vancouver Art Gallery, along with special guests from museums and heritage centres across British Columbia.
- **Nuxalk Pole Repatriation:** The repatriation of a welcome pole that was collected and purchased under community duress during the time of the Canadian Potlatch Ban (1884-1951). After several years of silence, new leadership at RBCM began work with Nuxalk hereditary chief and family to plan and prepare for the pole's return home. The process involved the removal of as many colonial barriers as possible and worked within traditional structures as well as colonialized structures. At the end of the process, the hereditary chief expressed his admiration for the process we followed and the approach that we took to see the pole returned home. This new approach has set the path for a new approach to repatriation in British Columbia that considers shared decision-making and better inclusion through the planning process.

In addition, Archives is incorporating trauma-informed training for all department staff to improve services that are mindful of the multiple lived experiences of B.C. residents. Secondary-trauma awareness training will help staff understand the possible impact of secondary or vicarious trauma on cultural groups in British Columbia.

## SkilledTradesBC

### MANDATE

Our vision: An inclusive, world-class skilled trades workforce that meets the needs of British Columbians.

### EXECUTIVE COMMITMENT

- The executive team led the development of a three-year strategic plan with specific goals related to truth and reconciliation, and equity, diversity and inclusion.
- A dedicated annual budget to support different Indigenous programs and initiatives, along with equity, diversity and inclusion programming and activities within the organization and the skilled trades industry.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

SkilledTradesBC uses the following initiatives aimed at diversifying its workforce:

- SkilledTradesBC believes that having a diverse staff will positively impact policies and programs to encourage more diversity in skilled trades. Staff with different lived experiences and backgrounds have a tremendous impact on shaping policies to understand people of different backgrounds.
- An external consultant was hired to audit and support the development of the internal EDI strategy. A staff survey resulted in the following demographic findings:
  - 8.4% of employees are Indigenous.
  - 33.7% are people of colour.
  - 31.3% are immigrants.
  - For 27.27%, English is not their first language.
- An employee Equity, Diversity, Inclusion and Access (EDIA) Advisory Committee is in development and will include employees with diverse lived experiences from all levels of the organization to provide guidance around SkilledTradesBC's EDI strategy and drive accountability in the organization.
- Wrapping up in 2022, an external consultant conducted an organizational audit to identify successes, challenges and opportunities around EDI programs and initiatives.

- Employees were asked to refresh their knowledge of (and sign off on) the employee handbook, which includes the Respectful Workplace policy.
- All staff are required to attend Words Matter training, which is delivered in-house. Employees are also required to attend the in-house adapted Be More Than A Bystander (BMTAB) program. BMTAB is a training and educational program to support organizational and cultural shifts towards more welcoming, healthy, safe and respectful workplaces, created by the B.C. Centre for Women in Trades Training.
- Indigenous Awareness Tier One training was deployed to all staff last year, and further plans to develop Tiers Two and Three and in-depth training are underway.
- The director of truth and reconciliation role was created and filled this past year.
- SkilledTradesBC has participated in university internship programs and co-op opportunities.
- Leadership recruitment agencies are required and are evaluated based on recruitment practices that provide an EDI lens.

SkilledTradesBC has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- SkilledTradesBC employees have the opportunity to speak with their leadership to share feedback. Employees attend EDI training to have open conversations about discrimination and racism.
- SkilledTradesBC utilizes strengths-based or relationship-based tools for leadership teams' development.
- Training sessions called SkillUp are conducted once a week on a variety of topics including equity, diversity and inclusion. These sessions are available for leadership teams and all staff, with most being mandatory. Topics include Islamophobia, gender diversity, neurodiversity and intersectionality, and foundations of EDI. Sessions are recorded and saved on the company intranet for new staff and for those who miss the live session.

- GBA+ and Words Matter training is mandatory for new hires. Additionally, we have launched an internal Indigenous Awareness Training Tier One that is also mandatory for all new hires. Tier Two and Tier Three training is in development to provide a deeper knowledge of Indigenous culture and communities. This will be available for those employees who deal directly with Indigenous communities.
- An annual Mentoring Circle Program is sponsored by our executive team, namely by the Women in Leadership circle, the Equity Diversity and Inclusion circle, the Growth Mindset circle, and the Career Development circle. This program is open to all staff and is led by the executive team.

SkilledTradesBC promotes multiculturalism in the workplace through events and initiatives in the following ways:

- In addition to the internal Employee Engagement Committee, an employee Equity, Diversity, Inclusion and Access Advisory Committee is in development. It will include employees with diverse lived experiences from all levels of the organization, who provide guidance around SkilledTradesBC's EDI strategy and drive accountability in the organization.
- A cross-departmental committee has been formed to discuss, plan and execute activities around key calendar dates that commemorate various causes and initiatives. These initiatives are divided by departmental focus. In 2023, the organization marked International Women's Day and Pink Shirt Day. In 2022, Moose Hide Day, National Indigenous Peoples Day, and National Day for Truth and Reconciliation were also acknowledged with enriching activities and learning opportunities.
- Staff groups and departments have taken the initiative to plan and execute awareness actions including a culturally specific potluck (featuring Filipino culture, history and heritage and a pre-event virtual information session) and company-wide information sessions. Information about Ramadan was also posted on the organization intranet, with tips to support colleagues who observe it.
- On social media, the External Relations team has cultivated stories from apprentices and tradespeople for Asian Heritage Month and Pride Month. These stories have been immensely popular and help promote the diversity of trades workers.

- SkilledTradesBC continues to communicate our commitment to EDI via the website. Stakeholders can view:
  - » Data on Indigenous apprentices.
  - » Information about the equity programs in skilled trades.
  - » Job postings with an EDI statement.
- Our four primary social media channels highlight programs and success stories of Indigenous people, women, and people of equity-deserving groups, and include extensive coverage of Indigenous-driven days (Moose Hide Day, National Indigenous Peoples Day, and National Day for Truth and Reconciliation).
- The SkilledTradesBC website was recently refreshed to prominently feature Indigenous people in trades on the homepage and include equity in trades pages. A key visual update was the commissioning of photography featuring diverse and multicultural trades workers and apprentices. This will cascade into all new branding and collateral materials.

SkilledTradesBC incorporated multiculturalism policy (including goals to increase equity, inclusion, and diversity) when developing policies, practices and programs. Examples include:

- All new employees joining SkilledTradesBC are required to complete Gender-Based Analysis Plus training as part of our onboarding. Internally, our employees were required to review and refresh their knowledge of the employee handbook (with signed acknowledgement). The handbook includes a Respectful Workplace Policy that integrates the B.C. Human Rights Code, the Charter of Human Rights and Freedoms, and the Declaration on the Rights of Indigenous Peoples Act (DRIPA). The Human Resources team also organizes a variety of sessions – some mandatory, some highly encouraged – including Workplace Inclusion for Gender & Sexual Diversity, Deconstructing Muslim Hate and Islamophobia, and Transgender Inclusion, to name a few. Employees are also required to attend the in-house adapted Be More Than A Bystander (BMTAB) program. BMTAB is a training and educational program to support organizational and cultural shifts towards more welcoming, healthy, safe and respectful workplaces. It was created by the B.C. Centre for Women in Trades Training. The training equips participants with practical tools and

strategies to intervene and end cycles of bullying, harassment and violence in the skilled trades industry. Employees that identify as male are highly encouraged to attend the industry-developed program focused on construction trades so that they can better understand the issues faced by women and other under-represented groups.

- Our director of truth and reconciliation leads the incorporation of the Truth and Reconciliation Commissions of Canada Calls to Action into our systems and processes.
- Externally, our vision is to build an inclusive, world-class skilled trades workforce, and one of our strategic goals is to focus on strengthening our partnerships on the journey towards truth and reconciliation by building relationships and revisiting and revising policy informed by DRIPA and the Truth and Reconciliation Commission of Canada Calls to Action.
- We offer additional resources for exams to apprentices whose first language is not English. These resources include allowances for dictionaries, additional writing time, and translators.
- SkilledTradesBC funds various initiatives to increase the participation of Indigenous people in skilled trades. Three programs that facilitate this are:
  - » Community Based Training
  - » Indigenous People in Trades Training
  - » Equity Seeking Groups in Trades Training
  - » SkilledTradesBC has seen an increase in active Indigenous registrations, from 3,116 in 2021/22 to 3,506 in 2022/23.
- Community organizations can apply for funding assistance to offer exploratory workshops and summer camps. One such example was the Discover Trades Day Camps held at the College of New Caledonia in Quesnel, which was put on by the BC Tradeswomen Society, funded through the SkilledTradesBC What's a Trade Workshop? grant for community organizations. One camp was hosted for Indigenous youth, another for girls. Both camps were visited by SkilledTradesBC staff to provide information and support.
- SkilledTradesBC consults with and has regular meetings with their Indigenous Advisory Council, which provides feedback on projects, programs and initiatives.

- SkilledTradesBC engages with stakeholders and experts to support the development and review of funding and training program models. These stakeholders and experts include Indigenous organizations and communities involved in the delivery of training and employment programs, and apprentices and journeypersons with lived experiences, including women, Indigenous people and immigrants.

In 2022/23, SkilledTradesBC utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups. Examples include:

- Many departments and team members have established mutually beneficial and rewarding contacts and networks with culturally diverse communities, including Indigenous communities.
- Indigenous Initiatives and Trades Inclusion and Access Departments and their teams regularly engage with new and existing contacts for all matters related to skilled trades training including the planning, development, funding and deployment of community-based training (CBT) programs and Women in Trades, Indigenous People in Trades and Equity Seeking Groups in Trades training and employment programs delivered across the province.
- SkilledTradesBC works with Indigenous communities to sign memoranda of understanding to build long-term partnerships. These collaborative working relationships between communities and SkilledTradesBC focus on the planning and delivery of trades training, employer sponsorships, and training designations. Additionally, SkilledTradesBC asks these Indigenous groups to share their culture with our organization so that our employees can become culturally competent in interactions with other Indigenous communities.
- Our primary customer-facing team of apprenticeship advisors is spread across the province to support the unique needs of individual communities and their stakeholders. Their role includes visiting Indigenous CBT sites, schools or training facilities within culturally diverse regions. Advisors are equipped with Wheel of Privilege training, which helps them identify their social location and how it plays a role in different interpersonal dynamics.

- SkilledTradesBC consults with and has regular meetings with their Indigenous Advisory Council for feedback on projects, initiatives and strategic planning.
- Our director of truth and reconciliation regularly meets with Indigenous community leaders and contacts and has been instrumental in implementing Indigenous-based learning competencies in program standards.
- SkilledTradesBC's approach to address anti-racism and multicultural commitments is influenced by many stakeholders – including employees, industry, ministry and strategic priorities. The organization's vision is to build an inclusive, world-class skilled trades workforce and to attract more people from diverse backgrounds into skilled trades, while also supporting the development of safe and inclusive workplaces. SkilledTradesBC works with other organizations to meet these goals.
- SkilledTradesBC is a member of the Crowns' Accessibility, Diversity & Inclusion Dialogue Network, which began working together in 2022/23 and continues to meet regularly to ensure that organizations are meeting their mandates and provincial government requirements. The Crown Secretariat participates in the network.
- SkilledTradesBC participates with all ministries on the GBA+ Community of Practice.
- SkilledTradesBC works with a variety of organizations to promote anti-racism and multiculturalism. Examples include:
  - B.C. Centre for Women in Trades Training, to fund and facilitate the Be More Than A Bystander program – which, in turn, delivers this program to many organizations including unions, industry association, training providers and school districts.
  - B.C. Construction Association, with their Builder's Code program.
  - Two Sector Advisory Group members, either owned by or that solely hire/train Indigenous tradespeople (Murphy Construction, Warrior Plumbing).
  - ICBC, to develop a program they launched called LETS to help incentive their vendors to, in part, make their workplace cultures more inclusive.
- MOSAIC, an Immigrant Professional Conference participant.
- Canadian Council of Directors of Apprenticeship (CCDA) Secretariat, supporting Black Apprentices community of practice meeting.
- SkilledTradesBC has racial equity assessment criteria in corporation procurement. There are no standard questions in the procurement process; this allows for flexibility in approach. The weighting factor is about 5%, which is generally recommended. Questions that have been used include:
  - How would you approach equity, diversity and inclusion with respect to this Negotiated Request for Proposals (NRFP)?
  - How does your company provide opportunities to Indigenous people, people of colour, people who identify as 2SLGBTQIA+, individuals with barriers to employment, and non-profit entities?
  - How will your proposal provide overall benefit to the local community (citizens, local corporate and/or non-profit organizations) specifically in building future capacity for work of the nature outlined in this NRFP?
  - Provide all applicable information regarding your organization's environmental and social programs, initiatives and policies, and list the resulting social and environmental impacts. Specifically, we are looking for quantifiable impacts that result from your sustainable initiatives, programs and policies.
- SkilledTradesBC has incorporated racial equity targets into policies and procedures, which we are continuously working to improve. The procurement policy was updated to encourage culturally appropriate service delivery to increase the participation of Indigenous people in solicitations. (Publication of the revised policy has been delayed until the arrival of the new CFO.)
- The procurement policy is based on open, fair and transparent process and implemented without bias. Opportunities are provided to individuals with barriers. SkilledTradesBC follows the government Indigenous Procurement Policy with the aim of increasing the participation of Indigenous businesses and is an active member of Canadian Council for Aboriginal Business (CCAB). Supplier diversity, which includes the participation of businesses owned by minority groups including

racial and ethnic minorities, is encouraged in the procurement process. The aim is to foster a more inclusive and representative supplier base in our contracts.

SkilledTradesBC delivers and supports culturally appropriate and responsive programs and services including:

- All SkilledTradesBC staff are required to take the Words Matter development session, which is delivered in-house by fellow staff. By having the program delivered by colleagues, unique nuance and situations faced by staff can be referenced. Staff are also required to attend the in-house adapted Be More Than A Bystander (BMTAB) program. BMTAB is a training and educational program to support organizational and cultural shifts towards more welcoming, healthy, safe and respectful workplaces. The training equips participants with practical tools and strategies to intervene and to end cycles of bullying, harassment and violence in the skilled trades industry.
- Staff are welcome to include their pronouns and phonetic spelling of their names in their email signatures and on business cards and name tags.

#### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

- SkilledTradesBC has significantly expanded their Trades, Inclusion & Access team, with four staff added in 2022/23. This includes the hiring of an Indigenous programs coordinator and the recruitment of a manager of Indigenous programs.
- In 2022, the role of director of truth and reconciliation was created (and filled) to advance the organization's journey to truth and reconciliation. The additions to the Indigenous and Truth and Reconciliation teams doubles the previous year's headcount.
- This past year, a three-tiered Indigenous inclusion training program began. All employees attended the Tier One awareness training, which provides information about territorial acknowledgements, Musqueam declaration (SkilledTradesBC head office is on their territory), TRC/UNDRIP/DRIPA overviews, and history and knowledge of B.C.'s First Nations, bands and governance. In 2023, Tier Two and Tier Three training will be offered. Each tier will offer greater depth of training for staff that work directly with Indigenous communities.

- The organization has affirmed and increased its commitment to 2SLGBTQIA+, participating for the first time in the regional Pride parade and festival.
- A Commemorative Days Committee has been established, comprised of staff from various departments in order to have better coverage, collaboration and resourcing to promote and activate staff.
- The organization is supportive of staff who wish to share their cultural heritage. The overwhelming success of our first Filipino-awareness event is evidence that there is openness and appetite to learn more about other cultures.

#### **SUCCESS STORY**

Tea Creek is an Indigenous-led food sovereignty farm in Kitwanga that offers training, employment and apprenticeship opportunities. The farm has evolved from self-sustaining food production to a hub of farming innovation, a skills training centre and a regional employer. SkilledTradesBC has signed an agreement with Tea Creek that allows them to approve hours for apprentices in carpentry, heavy equipment operation, and professional cook trades. In addition to these training pathways, Tea Creek offers exposure to agriculture, administration and more as a way to demonstrate integrated skills and holistic education.

Tea Creek is a model of community-based training, in which individuals can start their training and apprenticeships in a culturally safe and aligned environment, working and learning in their own communities. Tea Creek has also given back to the community. In 2022, they hosted more than 1,200 Indigenous first-time visitors, served more than 7,000 hot meals, and gifted more than 20,000 pounds of vegetables to their community. SkilledTradesBC and Tea Creek were also proud to certify the first Red Seal Cook graduate from their program, Tania Steven. Andrew George, director of truth and reconciliation and B.C.'s first Indigenous Red Seal cook, was there to award Tania with her pin and certificate.

Tea Creek as a training site with apprentices is directly supported by an apprenticeship advisor and the Trades Inclusion & Access and Training Investment teams. Tea Creek has hosted members of the SkilledTradesBC executive, management and board, who witnessed the work and stories first-hand to gain an understanding of the unique community and cultural needs.

Tea Creek and the Indigenous Food Sovereignty Association directly sponsored 13 Indigenous apprentices (recognizing more than 10,000 hours) in 2022, the program's first year.

Overall, on a system level, SkilledTradesBC saw an increase of active Indigenous registrations from 3,116 in 2021/22 to 3,506 in 2022/23.

Stories like Tea Creek are terrific examples of community-based training and Indigenous People in Trades Training programs, which are led by communities in collaboration with SkilledTradesBC and other stakeholders to help communities and Indigenous Peoples develop sustainable employment and training pathways.

## Transportation Investment Corporation

### MANDATE

The purpose of the Transportation Investment Corporation (TI Corp) is to effectively plan, resource and manage the delivery of large, complex transportation and infrastructure projects in British Columbia by:

- Providing cost effective and flexible delivery, including procurement and commercial oversight, of selected major projects, assigned to it by the Province.
- Applying effective and consistent risk management, project and financial processes and controls to all assigned projects.
- Building capacity within the corporation, and by extension the public service, for delivery of major capital projects.

The projects assigned to TI Corp include replacement of the Pattullo Bridge, the Broadway Subway project, widening the TransCanada Highway in Kicking Horse Canyon, replacing the George Massey Tunnel including the Steveston Interchange Project, and the Surrey Langley SkyTrain project. TI Corp is also providing project support services to the Ministry of Tourism, Arts, Culture and Sport to deliver the Royal BC Museum's Collections and Research Building.

### EXECUTIVE COMMITMENT

The delivery of major infrastructure projects by TI Corp supports provincial multicultural objectives in two overarching ways.

First, the provision of public infrastructure, particularly public transit systems, is a significant driver in advancing the values of equity, inclusion and diversity, which are integral to multiculturalism. Public infrastructure projects represent public assets designed to support inclusively social and economic opportunities for a diversity of users. Infrastructure projects remove barriers that can limit a person's full participation in their community, workplace, government and life.

Second, in addition to the inclusive societal benefits inherent to these infrastructure projects, TI Corp also actively implements the Community Benefit Agreement and other labour agreements assigned to projects.

These agreements deliver direct benefits to Indigenous Peoples and equity-deserving groups including women, youth and others traditionally under-represented in construction. Benefits include priority training and employment opportunities associated with the project construction that translate into skill development, apprenticeship completions and associated employment benefits.

### KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

TI Corp uses the following initiatives aimed at diversifying its workforce:

- TI Corp's most recent Workplace Engagement Survey (WES) conducted in 2021, for which there was a high response rate, indicated a very diverse workforce. The survey showed that the majority of respondents identify as women, almost one in 10 identify as LGBTQS+, and almost half identify as visible minorities as defined by Canadian census categories, with many respondents identifying within multiple categories. Of those who identified within a category or categories of visible minorities, 31% identified as Chinese, 20% as South Asian (including Indian, Pakistani, Sri Lankan), 5% as Black, almost 7% as West Asian (including Iranian, Afghan) and 10% as Other, including Arab, Filipino, Japanese, Latin American, multiple visible minorities and visible minority not identified elsewhere in the census categories. The number of respondents who identified as an Indigenous person or as a person with a disability did not meet the minimum threshold for reporting.
- WES results reflect TI Corp's success in recruiting for knowledge, skill, ability and best fit for role, in accordance with corporate hiring policies and practices.
- TI Corp advertises specialized employment opportunities through Indigenous employment networks.

TI Corp has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- TI Corp welcomes and encourages the sharing of ideas, observations and suggestions pertaining to diversity, equity, inclusion and accessibility (DEIA). Employees can do this with their manager or

supervisor as part of their everyday communications, or through regular conversations as part of their employee performance and development plan. Members of the Joint Occupational Health and Safety Committee are also available to receive input on these topics. In 2023, TI Corp also intends to form a DEIA Advisory Committee, the members which will be available to receive input on the topics of diversity, equity, inclusion and accessibility. Questions can be advanced to the CEO for response through all-staff meetings. Work Engagement Surveys and the actions developed in response to them also provide venues for input. Additionally, TI Corp solicits input through employee exit interviews. Other mechanisms to make observations, suggestions and reports also exist:

- » Discrimination, Bullying and Harassment  
<https://intranet.gov.bc.ca/ticonnect/workplace-health-safety/occupational>
- » Public Interest Disclosure Act  
[https://intranet.gov.bc.ca/assets/intranet/ticonnect/corporate/policy/ti\\_corp\\_ethics\\_code\\_conduct\\_policy.pdf](https://intranet.gov.bc.ca/assets/intranet/ticonnect/corporate/policy/ti_corp_ethics_code_conduct_policy.pdf)
- » Human Rights Tribunal  
<http://www.bchrt.bc.ca/complaint-process/complain>
- » Joint Occupational Health and Safety Committee  
<https://intranet.gov.bc.ca/ticonnect/workplace-health-safety/johsc>

- More than 60 TI Corp employees (including executive) have received BC Infrastructure Benefits Inc.'s Respectful On Site and Justice, Equity, Diversity and Inclusion training. TI Corp is also in the process of securing a DEIA training specialist to provide additional corporate-wide training.

TI Corp promotes multiculturalism in the workplace through events and initiatives in the following ways:

- TI Corp supports and recognizes employees who wish to share their culturally significant events with their colleagues. TI Corp intends to enhance this through the development of a DEIA strategy and an internal communications strategy.
- TI Corp also recognized and promoted the Moose Hide Campaign.

TI Corp incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs.

Examples include:

- TI Corp develops and reviews its policies in accordance with legislative requirements and applies GBA+ as required.
- TI Corp relies on GBA+ to apply multicultural values in the review and development of programs and services, leading to such practices as multilingual translation of project engagement opportunities and information and the application of accessibility guidelines.
- Project teams will continue to engage proactively, collaboratively and inclusively with all communities served or affected by their projects.
- Cultural experts and racially diverse employees are used in the design, development and implementation of project delivery – the Pattullo Bridge Replacement Project Technical Heritage Committee, for example, and the Indigenous liaison officers advising on the Collection and Research Building Project.

In 2022/23, TI Corp utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups.

Examples include:

- Communication contacts and networks with Indigenous groups are essential elements of all the infrastructure projects assigned to TI Corp.
- TI Corp's projects rely on intentional relationship-building with cultural and Indigenous groups.
- In procuring temporary staff, TI Corp asked proponents to identify how their company recruits employees from diverse backgrounds – including Indigenous people, people of all genders and cultures, and people with disabilities – and to describe their company's policies that support this diversity.

TI Corp delivers and supports culturally appropriate and responsive programs and services including:

- Project information is provided in multiple languages, including where applicable: Punjabi, Hindi, Traditional Chinese, Simplified Chinese, Korean, Urdu and Vietnamese.
- Project information also includes racially diverse and equitable visual representations.

TI Corp collects and uses diversity data to better understand the impacts, outcomes and accessibility of policies, programs or services for Indigenous Peoples and other racialized or marginalized groups.

Examples include:

- Project teams are beginning to use disaggregated statistical data from Statistics Canada as part of engagement and project planning.
- In accordance with the provincial Environmental, Social and Governance Framework, construction workforce composition information is collected from projects under project labour agreements. This includes self-identified data regarding gender, Indigenous heritage, disability, age (young workers), apprenticeship and trainee status, as well as identification with other groups traditionally under-represented in the construction sector, such as people of colour and LGBTQIA+.
- Project teams also collect anecdotal data about the populations a project serves through engagement events and surveys.
- TI Corp collects construction workforce composition information to meet equity metrics and to inform future targets.
- TI Corp plans to continue to collect this data as part of its planning and delivery of projects and supporting labour agreements.

### **HIGHLIGHTS ON INITIATIVES IN 2022/23**

Initiatives supporting Multiculturalism Act objectives and commitments to anti-racism and equity include DEIA actions undertaken, project plans developed using GBA+, and specialized training provided such as an Indigenous law workshop.

## **SUCCESS STORY**

### **Surrey Langley SkyTrain Project**

The Surrey Langley SkyTrain Project (SLS) will improve transportation options and better connect the region, notably the area south of the Fraser River that, according to recent Statistics Canada census information and information gathered from public engagement, has a higher than provincial average of immigrant populations, people who identify as a visible minority, and English as a learned language speaker. Additionally, more than half of transit users in Surrey are women, have a household income that falls below regional medians, and are employed part-time or are unemployed.

Affordable, reliable and accessible transit is an essential lever to increase equity for many communities by providing access to jobs, housing, education, health and child-care services. That is why the SLS Project developed, in 2022, an equity and inclusion framework to help inform planning and implementation and ensure that the project is inclusive and accessible and that it advances equity for the diverse populations it will serve.

Public open houses in spring 2022 included multilingual translators to make key project information readily accessible. Moreover, the project is actively engaging with diverse community organizations, advocacy and advisory groups, businesses, residents and institutions, and will continue to do so throughout its lifespan. Pre-construction engagement includes gathering input on how to mitigate and communicate construction impacts.

As the project advances towards construction, it is committed to minimizing disruption, maximizing predictability and maintaining safe, accessible and clearly marked routes for people of all backgrounds and abilities. Signage and notifications about construction safety issues, major detours and impacts will be comprehensible for non-English speakers, either through graphics or translations, and will be shared with local cultural media, community groups and stakeholders.

### **Pattullo Bridge Replacement Project**

The Pattullo Bridge Replacement Project team continues to consult and engage with Indigenous groups to ensure Indigenous input and knowledge inform project activities. This includes the commitment to a collaborative approach to project archaeology in accordance with cultural, permitting and regulatory requirements. Indigenous voices, priorities, knowledge,

input and experience have continued to guide all aspects of the archaeological program including planning, field assessment and decision-making, data summary, collaborative reporting, and conservation and curation.

With cultural safety as a key priority, Indigenous cultural experts continue to provide guidance and lead all ceremonial and cultural work on-site.

To support opportunities for education and learning in the context of cultural safety, and at the request of Indigenous groups, the archaeological program has implemented an additional training initiative focused on lateral kindness. Training has been made available to everyone working on the archaeology program, including Indigenous archaeologists and non-Indigenous crew, Indigenous representatives, project team members and senior project leadership. This initiative goes beyond the requisite training for onboarding individuals into the archaeological program, and based on feedback from participants, it has been a positive step towards creating a more culturally safe and kinder environment on-site.

Further project-related work supporting education, language revitalization and cultural awareness is underway. The project has been supporting the development of an Indigenous-led cultural awareness training curriculum and has continued planning in relation to the Indigenous Art and Cultural Recognition Program. The program will include both on- and off-bridge artwork components, educational signage, and language components. Indigenous-led language revitalization funding was earmarked in 2022 with development and implementation work planned for 2023 to project completion.

### **Steveston Interchange Project**

The project team for the Steveston Interchange Project (SIP) has a strong foundation in the values highlighted in the Multiculturalism Act. The team represents an array of backgrounds and expertise, which allows varied perspectives to be incorporated into the project.

Construction is underway on SIP, and the project team has worked with Indigenous groups throughout project planning and now into construction. One of many examples of the positive results of this collaboration is the salvage of a number of trees that were removed from the project site and repurposed for activities such as art or habitat restoration.

### **Collections and Research Building Project**

The B.C. government is protecting the province's history with the construction of the Collections and Research Building (CRB) – a new, state-of-the-art facility that will safely house the province's collections, BC Archives and the Royal BC Museum's (RBCM) research departments.

At the onset of project approval, the Province and RBCM established a partnership with the host First Nations on whose homelands the new CRB was to be built. A unique position was created to ensure authentic integration of ɫəkwəŋən (pronounced le KWUNG gen) culture, values and interests at every step of the process from ideation through procurement to design and construction. TI Corp has begun working closely with Chief Rob Thomas of Esquimalt Nation and nəʔəmtənət (Florence Dick), a culture keeper from Songhees Nation. They both hold the role of Indigenous liaison officer (ILO), representing their Nations' interests on the multidisciplinary project team.

The ILOs attend project meetings and contribute valuable insights and guidance on many aspects of the project. Very often, the ILOs share ɫəkwəŋən teachings that the team members integrate into both their personal lives and their professional work. As a result of the ILOs' participation, thoughtfully integrated elements were brought into the procurement and ultimately the design-build contract. For example:

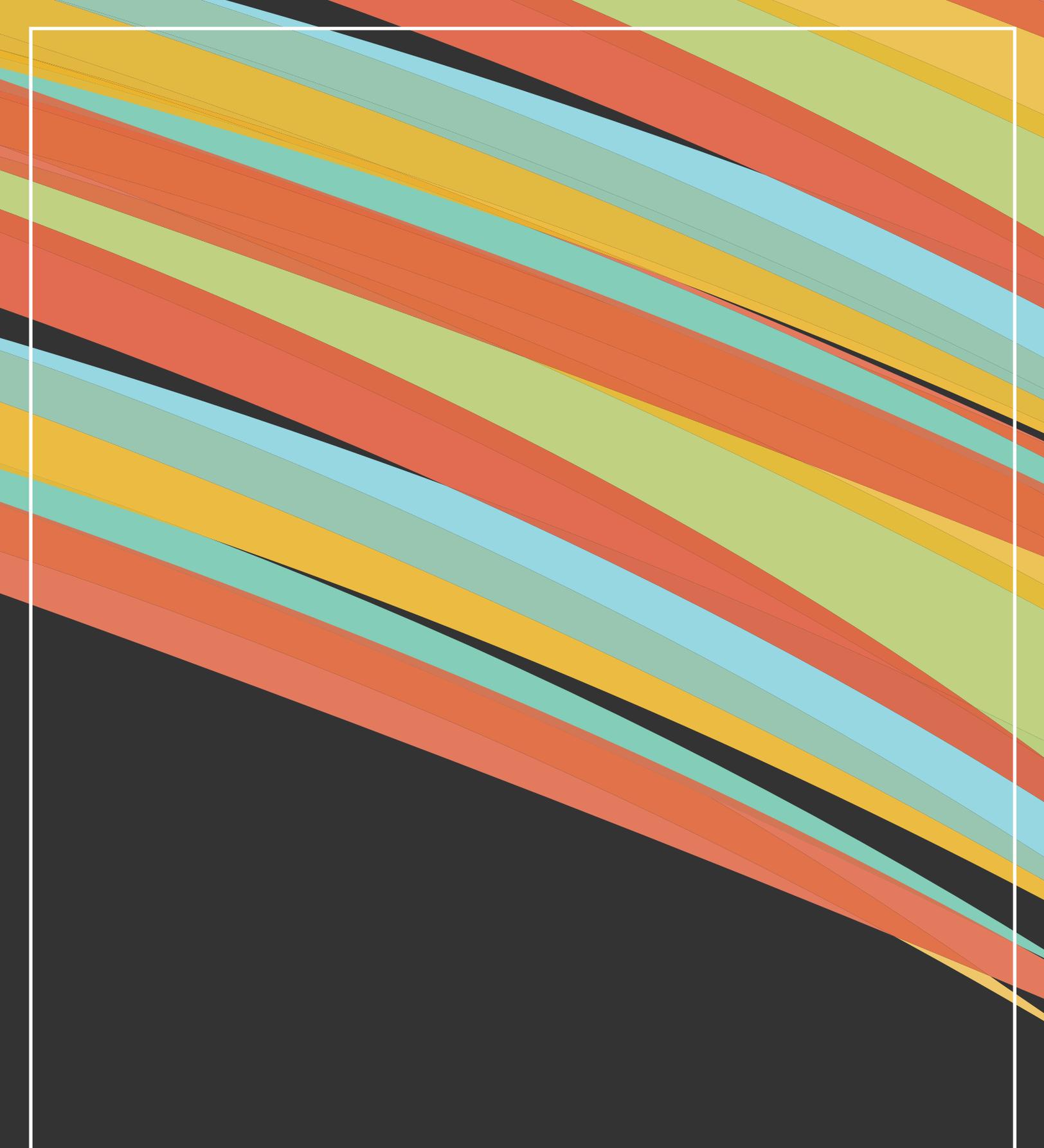
- Hiring goals for ɫəkwəŋən community members.
- Architectural direction to consider and reflect Coast Salish influences, such as orientation towards the sea and low profile/shed roofs associated with plank building design.
- Wise-practice archaeological approaches that reflect ɫəkwəŋən protocols related to cultural heritage and care for ancestors.
- Integration of ɫəkwəŋən language into signage throughout the indoor and outdoor learning classrooms.
- Installation of an outdoor fire-pit and gathering circle, creating a place for Indigenous and non-Indigenous ceremonies and gatherings.

- Transformation and restoration of the industrial landscape from that of a decommissioned gravel pit to a reimagined site that serves to educate visitors about the local ecology and connection to local Indigenous culture inspired by local climate dynamics, the role of rainwater, land-based history, culture and seasonal dynamics.

The most impactful aspect of the role of the ILOs is the reciprocity and respect that is embedded into the project as a result of their full participation to support the formal partnership of Songhees and Esquimalt Nations. Authentic relationships are incrementally forming as newfound understanding of Indigenous ways of knowing and decision-making sink into the fabric of the project.







BRITISH  
COLUMBIA