

2018/2019

# Report on Multiculturalism

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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 25<sup>th</sup> annual report on the operation of the Act. This report covers the activities for the 2018/19 fiscal year.

Respectfully submitted,



Honourable Lisa Beare  
*Minister*  
*Ministry of Tourism, Arts and Culture*

# Letter to the Minister

## HONOURABLE LISA BEARE MINISTRY OF TOURISM, ARTS AND CULTURE

Honourable Minister:

I respectfully submit the Report on Multiculturalism: Government of British Columbia 2018/19. This report documents the activities of the Government of British Columbia, and Crowns in support of the *Multiculturalism Act* for 2018/19.

Sincerely,



Shauna Brouwer  
*Deputy Minister*  
*Ministry of Tourism, Arts and Culture*

# Table of Contents

Letter to the Lieutenant Governor of British Columbia.....	1
Letter to the Minister.....	1
Message from The Minister of Tourism, Arts and Culture .....	4
Message from The Parliamentary Secretary for Sport and Multiculturalism.....	5
Multicultural Advisory Council Report.....	6
<b>Introduction</b> .....	<b>7</b>
<b>Part One:</b>	
Multiculturalism in 2018/19.....	11
<b>Part Two:</b>	
The BC Multiculturalism Act across Ministries and Crown Corporations.....	16
<b>EQUAL OPPORTUNITIES FOR EMPLOYMENT AND ADVANCEMENT</b> .....	<b>17</b>
<b>ANTI-DISCRIMINATION AND ANTI-RACISM TRAINING</b> .....	<b>17</b>
<b>PROMOTING MULTICULTURALISM</b> .....	<b>18</b>
<b>CONSIDERATION OF MULTICULTURALISM</b>	
<b>POLICY IN DEVELOPING POLICIES, PROGRAMS, AND SERVICES</b> .....	<b>19</b>
<b>PARTNERSHIPS TO SUPPORT DIVERSITY AND INCLUSION</b> .....	<b>20</b>
<b>COLLECTION OF DIVERSITY DATA</b> .....	<b>22</b>
<b>ACCESSIBILITY THROUGH LANGUAGE TRANSLATION</b> .....	<b>23</b>
<b>ACCESS TO INTERPRETERS</b> .....	<b>24</b>
<b>PROMOTING INTERCULTURAL UNDERSTANDING AND RESPECT</b>	
<b>FOR DIVERSITY IN THE WORKPLACE</b> .....	<b>25</b>
<b>Conclusion</b> .....	<b>26</b>
<b>Appendix:</b>	
Provincial Ministries and Crown Corporations Submissions for the 2018/19 Report on Multiculturalism .....	27



# Minister's Message

## FROM THE MINISTER OF TOURISM, ARTS AND CULTURE



As the Minister for Tourism, Arts and Culture, it is my pleasure to present the Annual Report on Multiculturalism for 2018/19. This report provides an in-depth view of the work that was done across government from April 2018 to

March 2019, to ensure that government services and initiatives are culturally sensitive, accessible and responsive to the diversity of our population.

For the first time, this year's report includes a new section that summarizes and analyzes areas of activity across government by key themes. I am impressed by the breadth and scope of activity being undertaken in all areas that live up to the principles enshrined in B.C.'s Multiculturalism Act.

Diversity is a fundamental part of British Columbia's identity and one of the province's greatest strengths. Our government's role is to create an inclusive society in which our diverse population can participate freely and fully in the economic, social, cultural and political life of British Columbia.

Over the past year, our government has demonstrated progress on this commitment by:

- » Laying the ground work and passing legislative amendments to establish a new Office of the Human Rights Commissioner in 2019.
- » Honouring the 25<sup>th</sup> anniversary of the Multiculturalism Act.
- » Making information on government initiatives and programs available in multiple languages and providing interpreter services at events
- » Appointing B.C.'s first Parliamentary Secretary for Gender Equity, and using Gender-Based Analysis Plus (GBA+) to ensure gender equality is reflected in all budgets, policies, and programs.

- » Investing \$175,000 in the Respectful Workplace, Diversity and Gender Parity Fund that supports projects aimed at fostering fair, inclusive and safe work environments in B.C.'s creative industries.
- » Hosting the Multiculturalism and Anti-Racism Awards to acknowledge the remarkable people across B.C. who are enhancing multiculturalism and standing up to racism in their communities.

Additionally, the Minister of State for Trade, led a working group of 22 members with a broad range of expertise and strong community connections to gather public input regarding the establishment of a Chinese Canadian Museum.

As we strive to create a welcoming and inclusive province, a major measure of success will be our progress in reconciliation with Indigenous peoples. We're working with Indigenous partners to put the principles of the United Nations Declaration on the Rights of Indigenous People (UNDRIP) into action with a plan to implement UNDRIP into provincial law this fall. This commitment builds on the other work we are doing across government to advance reconciliation that includes: investing \$550 million over 10 years to support the construction of 1,750 affordable housing units for on-and off-reserve; dedicating \$50 million toward the work of the First Peoples' Cultural Council and First Nations communities to revitalize Indigenous languages; sharing gaming revenue with First Nations to support long-term self-government and self-determination; and implementing a new K-12 curriculum that makes sure all children in B.C. are taught about Indigenous culture and history.

We will continue our efforts towards true and lasting reconciliation with Indigenous peoples in British Columbia, as well as work to encourage respect, inclusiveness and understanding of our multicultural heritage. Our goal is to build a stronger B.C. and a better future for everyone.

Sincerely,

A handwritten signature in blue ink that reads "Lisa Beare".

Honourable Lisa Beare  
*Minister of Tourism, Arts and Culture,  
responsible for Sport and Multiculturalism*

# Foreword by Ravi Kahlon & Anne Kang



## FROM THE PARLIAMENTARY SECRETARIES FOR SPORT AND MULTICULTURALISM

We are honoured to join Minister Lisa Beare in presenting the Annual Report on Multiculturalism for 2018/19. This report details the ongoing work and progress from April 2018 to March 2019 to strengthen multiculturalism and ensure everyone has the opportunity to reach their full potential in our province.



Across government, and alongside community leaders, we are honouring our cultural diversity and acknowledging the contributions of people of all backgrounds. Ministries, agencies and Crown corporations have taken solid action in support of multiculturalism and the objectives in the British Columbia Multiculturalism Act.

We're proud of B.C.'s diverse heritage. It's part of the reason this province is such an amazing place to live. Celebrating our diversity is how we learn from each other and build understanding. It's also how we strengthen community ties. The sad reality is that incidents of racism and hate are increasing – both in Canada and around the world. This is unacceptable. Hatred, violence and bigotry have no place in society.

Our government remains firmly committed to fighting racism and discrimination in our province. From funding Organizing Against Racism and Hate (OARH) projects in 36 communities, to re-establishing B.C.'s Human Rights Commission,

we are taking action to foster respect and appreciation for B.C.'s cultural diversity. In the most recent round of Multiculturalism Grants, we provided funding to 76 non-profit community organizations for projects that challenge racism, build intercultural trust and understanding among British Columbians, and help foster a fully inclusive society.

Every person deserves to live free from fear and oppression, and to be able to fully express their cultural identity. We all need to work together to create a rich multicultural society that is free of discrimination and that nurtures cultural understanding and mutual respect.

In the coming year, we will be working in partnership to bolster appreciation and celebration of our diversity. A key part of this will be looking at new ways our government can combat racism and hate. There is still much to do, but we are confident that together, we will build a welcoming and inclusive province where our multicultural heritage is valued and protected.

Sincerely,

Ravi Kahlon

Anne Kang

# Multicultural Advisory Council Report

On behalf of the Multicultural Advisory Council, it is my pleasure to submit this summary of the Council's achievements in 2018/19.

The Council had the honour of meeting with Minister Beare or Parliamentary Secretary Kahlon on three occasions over the past year. We appreciated the opportunity to provide the Minister and Parliamentary Secretary with our shared and individual perspectives on ways the Province could advance priorities related to multiculturalism and anti-racism.

A key concern of the Council in 2018/19 was the continued, significant rise in reported hate crime and hate-based incidents across Canada and B.C., even considering the barriers facing communities' capacity to report incidents, which is also an area of great concern. The Council urged the Minister and Parliamentary Secretary to look at ways the



*Pictured from left to right: Amir Bajehkian, Ismaël Traoré, Melanie Matining, Parliamentary Secretary Anne Kang, Hana Woldeyes, Parliamentary Secretary Ravi Kahlon, Milan Singh, Tracy Wideman, David Wong (not in photo: Christine Marie Anonuevo, Patricia Barkaskas, Angela Hollinger, Hira Rashid, Shelley Rivkin)*

Province could address these issues and we were pleased to see the Parliamentary Secretary go on to lead a series of community consultations to inform new initiatives that address racism and hate in 2019/20.

We also welcomed the opportunity to provide the ministry with feedback on the Multiculturalism Grants Program. With our advice, the ministry redesigned the program to better reflect our priorities of promoting greater intercultural understanding and trust, reducing systemic barriers faced by racialized communities and addressing racism.

Council members were keen to participate in and have the opportunity to speak at milestone events, including a ceremony to recognize the 25<sup>th</sup> anniversary of the Multiculturalism Act in November 2018 at the B.C.'s Legislature's Hall of Honour and at the Multiculturalism and Anti-Racism Awards event in Vancouver on March 21, 2019, coinciding with the International Day for the Elimination of Racial Discrimination. I want to particularly thank Hana Woldeyes and Hira Rashid who represented the Council at the awards with strong messages about the need to address Islamophobia and commit to meaningful change.

As the new incoming Chair of the Council I greatly appreciated the leadership of former chair, Naveen Girn, throughout 2018/19, and the expertise and contributions of all the Council members, including incoming Vice-Chair Melanie Matining. Their strong commitment to addressing racism and systemic inequities and building a more inclusive province, is an inspiration.

Sincerely,

Handwritten signature of Tracy Wideman in blue ink.

Tracy Wideman  
*Chair, Multicultural Advisory Council*

# Introduction

British Columbia has a rich history of diversity, including a vast number of diverse groups, each with their own unique languages, cultures, traditions and histories. British Columbia is home to Métis peoples, Inuit peoples and more than 200 distinct First Nations living both on reserves and in urban areas. Since the late 1700s, the cultural landscape of British Columbia has continued to diversify through the arrival of European and Asian settlers, along with Black, and Indigenous peoples from across the continent. Our cultural, ethnic and religious diversity grows with the arrival of more than 40,000 new immigrants annually, along with high numbers of tourists, international students and other temporary visitors from all over the world.



*The 46<sup>th</sup> Vancouver Chinatown Spring Festival Parade, 2019*

The B.C. government recognizes that it must be proactive in promoting understanding and respect between British Columbians and ensuring that all residents have equal opportunities. The impacts of colonization, racism and discrimination of Indigenous peoples and other racialized communities are realities that the B.C. government and all British Columbians continue to come to terms with. In recent years, the government has worked

with Indigenous partners and other cultural communities to take positive steps to acknowledge historical wrongs, undertake redress and reconciliation initiatives, and improve representation and access, recognizing there is much more work to be done.

Government's commitment to bring provincial laws into alignment with the United Nations Declaration on the Rights of Indigenous People's, and to implement the Truth and Reconciliation Commission's Calls to Action and the recommendations from the National Inquiry into Missing and Murdered Indigenous Women and Girls continue to propel this work forward.

A significant cross-government accomplishment in 2018/19, supported by the Attorney General, was the laying of the ground work and the passing of legislative amendments to establish a new Office of the Human Rights Commissioner. This independent office's official mandate is the promotion and protection of human rights for all British Columbians.



*BC tables human rights commission legislation in November 2018*

In 2018, the Province also celebrated the 25<sup>th</sup> anniversary of British Columbia's Multiculturalism Act. B.C.'s Multiculturalism policy directs the Government of British Columbia to preserve and enhance multiculturalism by promoting cross

cultural understanding and recognizing that:

*"...the diversity of British Columbians as regards race, cultural heritage, religion, ethnicity, ancestry and place of origin is a fundamental characteristic of the society of British Columbia that enriches the lives of all British Columbians..."*

The Act calls for the full participation of British Columbians in every aspect of society. It commits ministries and Crown corporations to implement services, programs and policies in a manner that is sensitive and responsive to the multicultural reality of British Columbia and to report on their progress through the Annual Report on Multiculturalism.

This report highlights the wide breadth of initiatives that government undertook between April 1, 2018 and March 31, 2019 to ensure that public services, programs and initiatives are culturally sensitive, relevant and accessible and that the B.C.

Public Service reflects the diverse population it serves. The report is divided into two parts:

- » **Part One** is a summary of achievements specifically related to the promotion of multiculturalism in 2018/19. These efforts were primarily led by the Ministry of Tourism, Arts and Culture that had lead responsibility for multiculturalism and the administration of the Multiculturalism Act during this time period.
- » **Part Two** is a summary of how all ministries and Crown corporations in British Columbia met their obligations under the Multiculturalism Act in 2018/19. This section highlights leading practices, policies, programs and services implemented across government aimed at supporting the values and principles of the Multiculturalism Act.



*Hundreds of thousands of British Columbians gathered to celebrate Vaisakhi at the 2019 Surrey Nagar Kirtan*

**The Multiculturalism Act requires all B.C. ministries and Crown corporations to:**

- a.** recognize and promote the understanding that multiculturalism reflects the racial and cultural diversity of British Columbians;
- b.** promote cross cultural understanding and respect and attitudes and perceptions that lead to harmony among British Columbians of every race, cultural heritage, religion, ethnicity, ancestry and place of origin;
- c.** promote the full and free participation of all individuals in the society of British Columbia;
- d.** foster the ability of each British Columbian, regardless of race, cultural heritage, religion, ethnicity, ancestry or place of origin, to share in the economic, social, cultural and political life of British Columbia in a manner that is consistent with the rights and responsibilities of that individual as a member of the society of British Columbia;
- e.** reaffirm that violence, hatred and discrimination on the basis of race, cultural heritage, religion, ethnicity, ancestry or place of origin have no place in the society of British Columbia;
- f.** 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;
- g.** recognize the inherent right of each British Columbian, regardless of race, cultural heritage, religion, ethnicity, ancestry or place of origin, to be treated with dignity;
- h.** generally, carry on government services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia.

According to the 2016 census, 1.3 million or 28.3 % of British Columbians were immigrants.<sup>1</sup> If the current trend is maintained, more than one in two people in 2036 will be either an immigrant or a second-generation individual in Vancouver (between 69% and 74%) and Abbotsford-Mission (between 52% and 57%).<sup>2</sup>

Most British Columbians (89%) believe that ethnic and cultural diversity is important.<sup>3</sup> Although British Columbians support multiculturalism, there is a growing awareness of the difficulties faced by diverse populations. For example, 28% of British Columbians respondents in a recent study were concerned over the rise of racist incidents.<sup>4</sup>

Police-reported hate crimes have risen in several Canadian jurisdictions, including British Columbia, since 2015. In 2018, the City of Vancouver had the highest proportional rate of reported hate crimes among Canada's cities - moving from third place in a single year to surpass Montreal and Toronto.<sup>5</sup> Groups often targeted by hate crime in British Columbia include Jewish, Muslim, Black, LGBTQ2S+, East Asian, Southeast Asian, South Asian and Indigenous populations.<sup>6</sup> Under-reporting of hate crime is a concern, with Statistics Canada estimating that as many as two in three victims do not file reports with authorities.<sup>7</sup>

British Columbian Ethnic Origin 2016 Census	
First Nations, Inuit, Métis origins	313,375
Canadian origins	866,530
European origins	2,867,080
Asian origins	1,312,445
Latin, Central, South American origins	69,920
African origins	59,985
Oceania origins	41,125
Caribbean origins	25,010

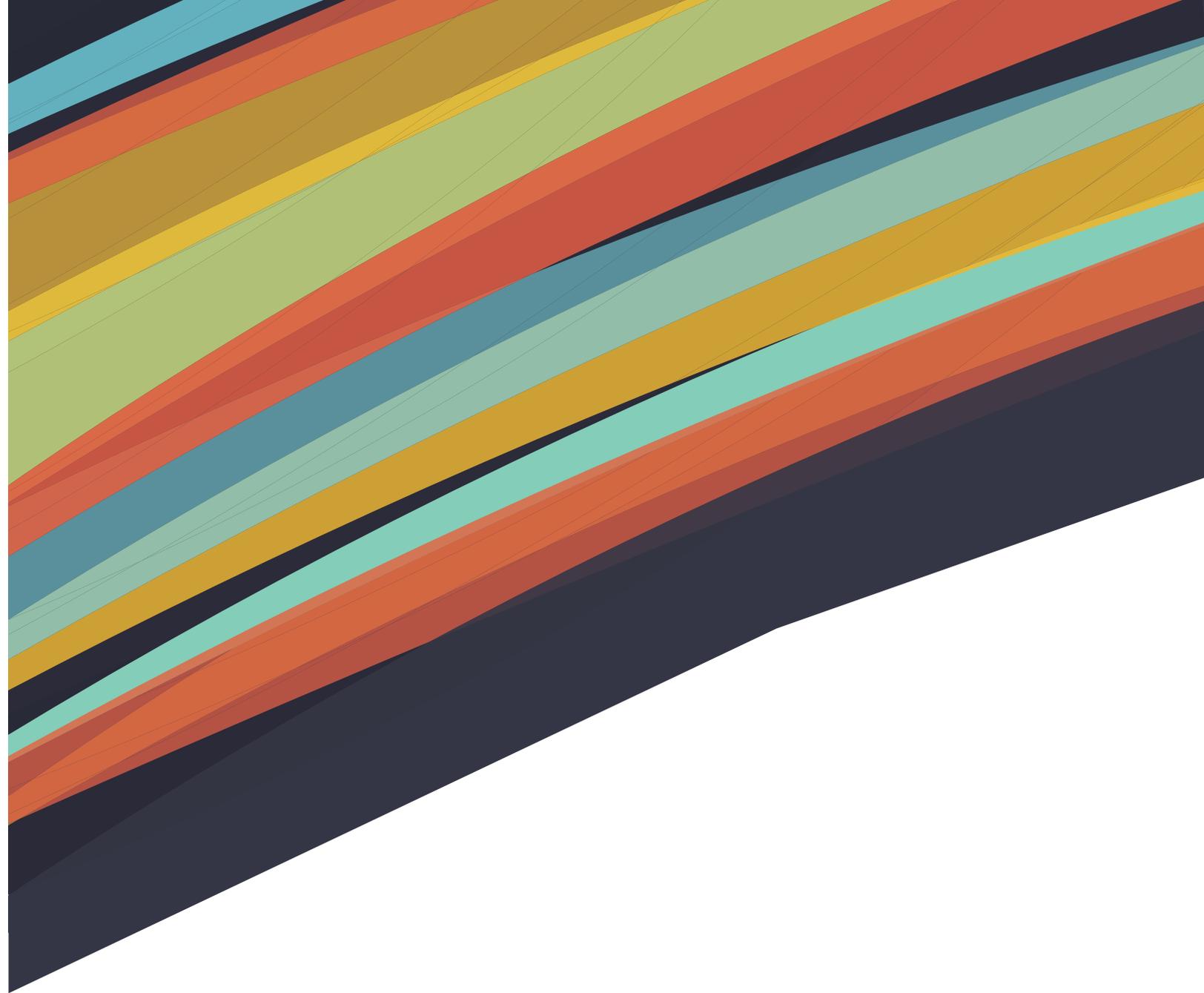


Source: Statistics Canada 2016 Census of Population. Note: Census respondents could report multiple ethnic origins so the combined total is slightly higher than BC's total population of 4.5 million.



Left: Moose Hide Campaign, 2019  
Below: National Indigenous Peoples Day, 2018





# Part One: Multiculturalism in 2018/19

# Part One: Multiculturalism in 2018/19

Led by the Ministry of Tourism, Arts and Culture, several multiculturalism initiatives were undertaken in 2018/19 with the goal of fostering a society that values and embraces diversity and inclusion across all sectors. Key highlights of this work included:

- » Redesigning the Province's Multiculturalism Grants Program, with the advice of the Multicultural Advisory Council, to better reflect new priorities of fostering greater trust and understanding between British Columbians, reducing racism and systemic barriers. Grants were issued for 76 new community projects across B.C.
- » Funding 36 B.C. communities to deliver locally-led anti-racism and anti-hate projects through the Organizing Against Racism and Hate (OARH) program. A provincial meeting of OARH providers was held in March 2019 to share success stories and feedback on ways the program could be enhanced to better address racism and hate in B.C.



*BC Organizing Against Racism and Hate Network Meeting, 2018*

- » Creating greater opportunities to profile the positive socio-economic impacts of multiculturalism, including: recognizing the 25<sup>th</sup> anniversary of the Multiculturalism Act; holding the first celebration inside the Parliament buildings during Multiculturalism Week; and proudly honouring B.C.'s diversity champions at a provincial Anti-racism & Multiculturalism Awards ceremony on the International Day for the Elimination of Racial Discrimination on March 21, 2019.
- » Launching an e-version of the book *Celebration: Chinese Canadian Legacies in British Columbia* and distributing the hard cover book to public schools, post secondary institutions, libraries and visitor centres across B.C.
- » Establishing the Chinese Canadian Museum Working Group, holding eight regional community tri-lingual consultations (English, Cantonese and Mandarin) in five different locations and working in partnership with the City of Vancouver to establish a Chinese Canadian Museum.



*Chinese Canadian Museum Consultation, 2019*

- » Providing just under \$1.2M in partnership with Sport Canada to the BC Sport Participation Program which aims to increase sport participation in Indigenous, under-represented and/or marginalized populations (new or recent Canadians, low income, females, disability and older adult populations).
- » In support of Government's commitment to the United Nations Declaration on the Rights of Indigenous Peoples and the Truth and Reconciliation Commission's Calls to Action, providing \$1.4M to the Indigenous Sport, Physical Activity and Recreation Council to deliver sport opportunities across the province to Indigenous peoples.
- » Releasing the BC Arts Council's new strategic plan, *New Foundations: 2018-2022*, that identifies equity, diversity and access as key priorities. The plan includes a commitment to improve access to funding programs while building principles of equity throughout the organization at every level to better support meaningful and genuine forms of diversity in arts and culture.
- » Working with Creative BC towards equitable access of regional and diverse applicants to the \$7.5M Amplify BC Fund through specific outreach efforts and grant assessment criteria.
- » Investing \$500,000 through Amplify BC to support Indigenous artists and industry professionals through the First Peoples' Cultural Council (FPCC), with a focus on increasing opportunities for Indigenous music industry professionals to engage in knowledge transfer, skill development and the creation of new business opportunities.
- » Investing \$250,000 into the Knowledge Network's BC Documentary History Project: commemorating the 150<sup>th</sup> anniversary of B.C.'s entry into Confederation in 2021. This project will tell the stories of the people, events and diverse cultures that have shaped B.C.'s rich history.
- » Providing one-time funding to Creative BC to initiate a Respectful Workplace, Diversity and Gender Parity Fund that supported 15 projects that delivered training on these topics to creative sector industry organizations and networks.
- » Through Creative BC's Industry Initiatives Fund, supporting initiatives and projects that ensure diversity within the ecosystem of the creative industries – such as the Vancouver South Asian Film Festival, Women in Film, and the Vancouver Queer Film Festival.



*BC artists are featuring the vibrancy and diversity of the province's arts and culture sector, with some groups benefiting for the first time from the latest round of BC Arts Council grants, 2019.*

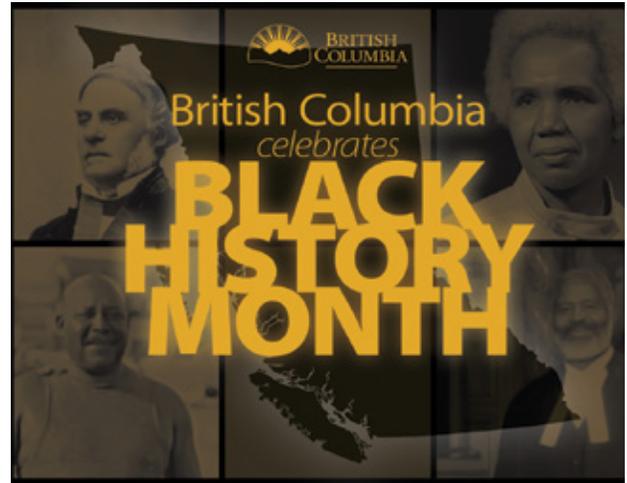
## MULTICULTURALISM GRANTS

Sample projects funded under the Province's Multiculturalism Grants Program in 2018/19 included:

- » **Folk Lok Live Borderless project:** Through dance, music and storytelling, this project in Surrey brought Indian and Pakistani-Canadians together to improve trust, connections and understanding of each other's shared Punjabi culture and history.
- » **Vancouver Holocaust Centre Society for Education and Remembrance:** Half-day symposia were delivered in school districts throughout the province to more than 7,000 senior secondary students and their teachers aimed at exploring the causes, signs and consequences of prejudice, racism, antisemitism and stereotyping in society.
- » **Nanaimo Literacy Association project:** Through verbal and written exchange, this project brought together 10 Indigenous and refugee youth to share their stories of living in Nanaimo with a focus on the common aspects of their experience and the importance of working together to increase inclusion.



*British Columbia recognizes Yom Ha'Shoah and remembers the Holocaust, 2018*



In 2018/19, the provincial government issued more than 20 multiculturalism-themed proclamations and statements to recognize and promote awareness of significant days, weeks or months.

**"Black people were pioneers in this province — economic, cultural and spiritual leaders, renowned athletes, and they held pivotal roles in B.C.'s government. In 1858 James Douglas, born in Guyana to a Black mother and a Scottish father, became the first British governor of the united provinces of Vancouver Island and British Columbia. Douglas set out to abolish slavery and welcomed 800 Black people to Vancouver Island from San Francisco, where they had faced violent discrimination. British Columbian Rosemary Brown became the first Black woman elected to a provincial legislature in Canada in 1972, and Emery Barnes was the first Black person to be elected speaker in any Canadian province in 1994. The legacy of Black pioneers and contributions of many Black people throughout B.C. history have helped build this province."**

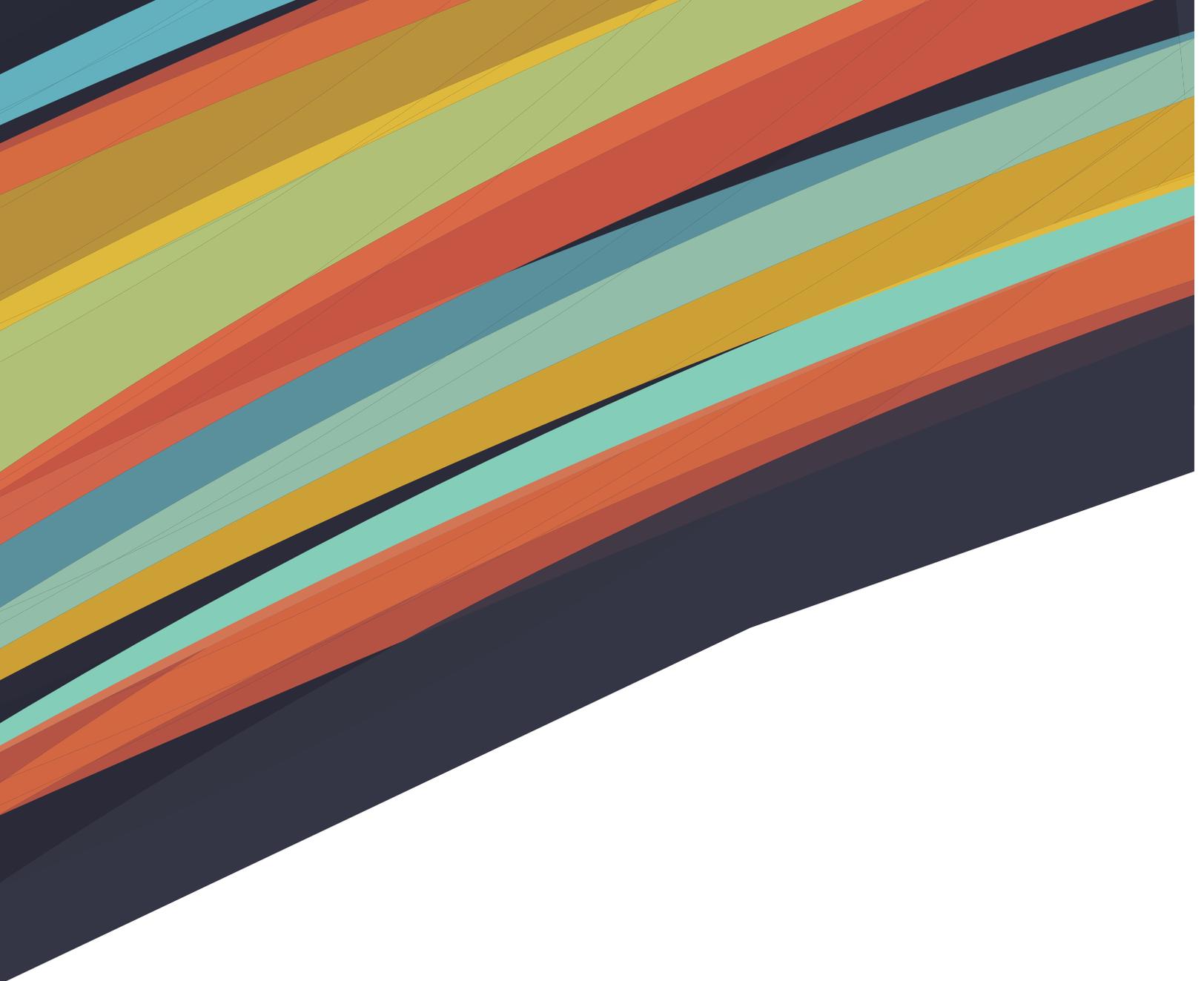
*- From a Statement by Premier John Horgan in recognition of Black History Month, Feb 1, 2019*

## CELEBRATING MULTICULTURALISM

In November 2018, Multiculturalism Week provided a special opportunity to celebrate the 25<sup>th</sup> anniversary of the Multiculturalism Act. A special ceremony was held in the Legislature's Hall of Honour. On March 21, 2019, the International Day for the Elimination of Racial Discrimination, the Province launched a new Multiculturalism and Anti-Racism Awards program to recognize the outstanding contributions of British Columbians committed to promoting multiculturalism and eliminating racism. Forty-one British Columbians were honoured at the ceremony, with five receiving awards.



Upper: Multiculturalism and Anti-Racism Awards, 2019 Lower: 2019 Nowruz Celebration at the BC Legislature



**Part Two:**  
The BC Multiculturalism Act Across  
Ministries and Crown Corporations

# Part Two: The BC Multiculturalism Act across Ministries and Crown Corporations

The following section provides key themes and analysis of the individual submissions made by all 46 B.C. government ministries and Crown corporations to fulfil their annual reporting requirements under the Multiculturalism Act. This section highlights the leadership and innovation that was taken in many areas across government in 2018/19 to ensure that services and programs are delivered in a manner that is sensitive and responsive to the multicultural reality of B.C. Complete submissions from each ministry and Crown corporation are included in Appendix A for further review.

## EQUAL OPPORTUNITIES FOR EMPLOYMENT AND ADVANCEMENT

During the 2018/19 year, ministries and Crown corporations continued to create a more diverse workforce, advising of a range of activities aimed at fostering a diverse and inclusive workplace and efforts to recruit and retain underrepresented equity groups. In the 2018 Work Environment Survey, the BC Public Service made gains in representation from all four specified equity groups compared to the previous 2015 survey:

- » Women 62.6%  
(up from 61.6% in 2015)
- » Indigenous peoples 4.3%,  
(up from 3% in 2015)
- » Visible minorities 17.4 %  
(up from 15.1% in 2015)
- » People with disabilities 5.1%  
(up from 4.5% in 2015)

Ministries reported that recent corporate priorities to support Gender Based Analysis Plus (GBA+) training, BC Public Service 3 Year Diversity and Inclusion Action Plan, and the promotion and use of Indigenous Cultural Competencies positively influenced inclusive hiring practices.

Some ministries reported implementing strategic hiring processes, while many ministries created Indigenous-specific positions to improve representation of Indigenous peoples within government. Several ministries and Crown corporations cited the Indigenous Youth Internship Program and Work Able internships as instrumental in helping them create a more diverse workforce.

## ANTI-DISCRIMINATION AND ANTI-RACISM TRAINING

Many ministries and Crown corporations reported that anti-discrimination and anti-racism training was incorporated into the overall training provided to their staff. They reported that they provided training to frontline, managerial and executive staff in the following areas: Culturally Responsive Service Delivery, Fair and Transparent Hiring Practices, Unconscious Bias Training, GBA+, Inclusive Leadership practices, Inclusive Meetings, Team Diversity, Anti-Harassment, Indigenous Cultural Safety, Respectful Workplace, Expect Respect and a Safe Education (ERASE), Diversity and Inclusion, Standards of Conduct and Collective Agreements. Many expressed plans or an interest in providing future diversity training, especially related to reconciliation and cultural agility workshops.

**Table 1: Ministries and Crown corporations that reported holding anti-discrimination and anti-racism training or initiatives with employees**

	NUMBER	PERCENTAGE
Ministries and Crown corporations that reported providing anti-discrimination and anti-racism training to employees	26	56%
Ministries and Crown corporations that reported providing Indigenous cultural competency training to employees	27	58%
Ministries and Crown corporations that reported providing Indigenous focused anti-racism initiatives	24	52%

### PROMOTING MULTICULTURALISM

Ministries and Crown corporations were asked to provide information about the unique ways they promote multiculturalism. Of the 46 respondents, approximately 52% reported they actively promoted events highlighting cultural diversity with staff or partners. In 2018/19, ministries and Crown corporations recognized a range of days and events including: Multiculturalism Week,

National Indigenous Peoples Day, Louis Riel Day, Lunar New Year, Nowruz, Diwali, Vaisakhi, Black History Month, Cinco de Mayo, Hanukkah, Orange Shirt Day, Pink Shirt Day and Pride, among others. Several reported holding unique events to promote dialogue on multiculturalism and inclusion themes, highlighted in Table 2.

**Table 2: Highlights – Ministries and Crown corporations that reported on events promoting Multiculturalism**

<b>BC Hydro</b>	Employee Networks jointly hosted “Inclusion is Everyone’s Job”. Over 160 employees participated in a discussion centred on the experiences of exclusion based on real life examples – and workshopped ideas on how to integrate inclusion habits into daily work. The online event page resonated with employees with stories receiving over 3,500 views.
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<p><b>BC Housing Management Commission</b></p>	<p>BC Housing held its annual Canadian Multiculturalism Day Celebration, which has grown over the last 15 years to become one of its biggest and most-anticipated employee events. With celebrations held in every BC Housing office around the province, over 300 employees participated in traditional Indigenous welcome ceremonies and coming-to-Canada stories, as well as music, dance and cuisine from all over the world. Employees marked their ancestral origins on a large map showing that BC Housing has employees who come from over 60 countries and regions around the world.</p>
<p><b>British Columbia Council for International Education</b></p>	<p>British Columbia Council for International Education hosted two events on intercultural awareness and capacity building: A Symposium on Interculturalization, Internationalization and Indigenization in Vancouver that offered new techniques and modules for practitioners from all sectors (K-12, Language and Post-secondary) to consider learning and understanding from various perspectives; and an Intercultural Symposium in Victoria to share and collaborate in training on best practices when working with diverse student populations.</p>

**CONSIDERATION OF MULTICULTURALISM POLICY IN DEVELOPING POLICIES, PROGRAMS, AND SERVICES**

Ministries and Crown corporations were asked how they incorporated multiculturalism policy when developing policies, programs and practices. The application of multiculturalism policy promotes the identification and understanding of the unique needs and circumstances of various ethno-cultural populations and the removal of unnecessary obstacles to ensure equitable access.

Ministries and Crown corporations frequently mentioned using the Gender-Based Analysis Plus (GBA+) tool to do this analysis. To ensure

government policies, programs and services are working for all British Columbians, we must understand the different ways people experience the world.

GBA+ is used to assess how diverse groups of people may experience policies, programs and initiatives. The “plus” indicates that the analysis goes beyond sex and gender and includes the examination of a range of other identity factors (e.g. Indigeneity, age, education, language, race, ability, class, etc.) The goal of GBA+ is to continue to advance evidence-informed policy-making, and to monitor the spending of public money.

Under the leadership of B.C.’s Gender Equity Office, GBA+ is being rolled out across the public service through training and support for ministry’s and Crown Corporations.

**Table 3: Highlights – Ministries and Crown corporations that reported applying a diversity and inclusion lens in developing policies, programs and services**

<p><b>Ministry of Social Development and Poverty</b></p>	<p>The ministry consulted with employees of diverse backgrounds throughout the province to create the People Plan. It is a coherent strategy to develop its diverse workforce and provide excellent service to its diverse and changing clientele. Two of the identified strategies in the plan include implementing a diversity and inclusion strategy and establishing a mandatory training list, including cross-cultural skills.</p>
<p><b>Ministry of Advanced Education, Skills and Training</b></p>	<p>To reduce access barriers, the ministry increased annual funding from \$18.5 million to \$24 million and confirmed the elimination of tuition fees for English Language Learning and Adult Basic Education programs at public post secondary institutions and continuing education departments.</p>
<p><b>Industry Training Authority</b></p>	<p>Through the Canada-BC Workforce Development Agreement, the Industry Training Authority delivered pre-apprenticeship trades training for members of underrepresented groups (including women and Indigenous people) and worked alongside industry to reduce harassment and eliminate discrimination.</p>
<p><b>Legal Services Society</b></p>	<p>Legal Services Society developed a new strategic framework to address the unique cultural needs of diverse clients and ensure affordable quality legal services. Legal Services Society expanded their services, to include family law services in 12 different languages, as well as providing 26,153 legal information and educational materials for Indigenous peoples.</p>

The Ministry of Finance reported that approximately 8,000 public servants participated in GBA+ training and presentations in 2018/19. Ministries and Crown corporations used this intersectional approach to assess potential impacts of policies, programs and services on diverse groups.

**PARTNERSHIPS TO SUPPORT DIVERSITY AND INCLUSION**

The majority of ministries and Crown corporations reported having established partnerships and memorandums of understanding with relevant bodies to develop culturally appropriate programs, services and policies. Partnerships were developed with immigrant serving organizations, universities, non-governmental organizations, First Nations and other governments at the municipal, provincial and federal levels.

**72%**

**Reported having partnerships that supported diversity**

**Table 4: Highlights – Ministries and Crown corporations that reported partnerships supporting diversity and inclusion**

<p><b>Ministry of Transportation and Infrastructure</b></p>	<p>The ministry worked with community organizations to install Stop of Interest signs to highlight the history of the Gur Sikh Temple, Doukhobor settlements, Japanese Canadian Internment sites as well as signs featuring history from the Pacheedaht and Ditidaht First Nations.</p>
<p><b>Insurance Corporation of British Columbia</b></p>	<p>ICBC’s Ethnicity Employee Resource Group partnered with the Immigrant Employment Council of British Columbia to connect skilled immigrants with ICBC employees in a mentoring capacity. The Mentor Connect program helps newcomers to Canada learn about the Canadian context of their profession, while providing the employee mentors with valuable leadership skills. For this initiative, Open Door Group presented Insurance Corporation of British Columbia with the Workplace Diversity &amp; Inclusion Champion Award.</p>
<p><b>Ministry of Tourism, Arts and Culture</b></p>	<p>In partnership with CreativeBC, the ministry invested \$175,000 towards the Respectful Workplace, Diversity and Gender Parity Fund that supports projects aimed at fostering fair, inclusive and safe work environments in B.C.’s creative industries.</p>
<p><b>Royal British Columbia Museum</b></p>	<p>In partnership with the University of the Fraser Valley, the Royal BC Museum conducted over 93 Punjabi family history interviews from across the province. A subsequent exhibit Haq &amp; History: The Punjabi Canadian Legacy Project A Quest for Community Voices was co-curated with community members and opened in March 2019 at the museum to celebrate Sikh Heritage Month and Asian Heritage Month.</p>
<p><b>Ministry of Indigenous Relations and Reconciliation</b></p>	<p>Ministry of Indigenous Relations and Reconciliation and the Ministry of Forests, Lands, Natural Resource Operations and Rural Development partnered with the Ktunaxa Nation Council to host a cultural workshop in Cranbrook in March 2019. The workshop maximized experiential learning through the delivery of the blanket exercise, storytelling from an Elder and archaeology research demonstrations</p>

## COLLECTION OF DIVERSITY DATA

Fulsome data collection creates the solid foundation needed to develop sound, inclusive and equitable policies and programs in government. Several ministries and Crown corporations reported analyzing and making use of diversity-related data to better understand the effects of their programs, policies and services and to ensure they address the needs of all British

Columbians. For example, data from the 2018 Work Environment Survey (WES) was used by ministries and Crown corporations as a way to better understand the composition of their workforce. Ministries and Crown corporations also reported they conducted outreach, consultation and surveys to gain a better understanding of the communities they serve.

**Table 5: Highlights – Ministries and Crown corporations that reported on collecting diversity data**

<p><b>Community Living British Columbia</b></p>	<p>Community Living British Columbia (CLBC) continued to administer its annual 'Include Me!' survey that measures quality of life outcomes in the areas of independence, social participation and well-being of the individuals CLBC supports. Informational materials on the survey are available in 10 languages. CLBC also offered interpreter services, including Assisted Sign Language interpretation, to individuals who participated in the survey process. The research firm involved with this initiative hires surveyors with a wide variety of backgrounds, cultures and ethnicities. Those who participate by phone can complete the survey in a variety of languages.</p>
<p><b>Ministry of Education</b></p>	<p>Through a Human Rights Tribunal Special Activities Approval, the Teacher Regulation branch collects data on ethnic identity from certified teachers regulated by the branch. The goal is to use this information to contribute to the ongoing efforts of education partners to ensure that B.C.'s complement of certified teachers is reflective of our student population and broader society. As part of the \$2.2 million 2018/19 school district grant initiative, school districts were asked to use data from the Student Learning Survey and other data sources to determine where diverse or vulnerable populations may require additional resources/support.</p>

## ACCESSIBILITY THROUGH LANGUAGE TRANSLATION

Seventy-six per cent of the 46 ministries and Crown corporations reported that they have made their materials and/or websites accessible in multiple languages. These ministries and Crown corporations were successful in identifying potential barriers for individuals with literacy skills in languages other than English and provided their clients with the

tools to overcome obstacles created by language barriers. Having materials translated in multiple languages also helped ministries and Crown corporations to increase their outreach to clients and citizens. Some ministries and Crown corporations that don't directly serve the public also translated their materials in order to engage with international stakeholders. Other Crown corporations and ministries indicate future plans to translate materials.

**Table 6: Highlights – Ministries and Crown corporation that reported on providing websites and materials translated into various languages**

<p><b>Ministry of Mental Health and Addictions</b></p>	<p>Ministry of Mental Health and Addiction's Strategic Priorities and Initiatives division worked to expand the StopOverdoseBC stigma reduction campaign into multiple languages and cultural contexts to reach diverse communities across B.C. Existing educational materials (rack cards and wallet cards) were translated into Punjabi, and simplified and traditional Chinese, with the aim of increasing awareness around overdose and the impact of stigma, and to ensure language is never a barrier to accessing life-saving information and support. The resources will be added to new translated pages on StopOverdoseBC.</p>
<p><b>Ministry of Education</b></p>	<p>Public libraries continue to play a critical role in offering a diverse range of cultural resources in both of Canada's official languages. A \$21,500 grant from the Government of B.C. Francophone Affairs Program, via the Canada – British Columbia Agreement on French Language Services, will provide access to more French materials, eBooks and audiobooks through Library2Go – a shared library collection. This will significantly increase the French content available throughout B.C. public libraries.</p>
<p><b>Ministry of Environment and Climate Change</b></p>	<p>BC Parks worked to accommodate the many different languages spoken by B.C. residents and visitors in online and printed materials. Similarly, the ministry's Integrated Pest Management Program accommodated agricultural producers for whom English is a second language by offering pesticide certification exams in Punjabi, Chinese and Vietnamese.</p>
<p><b>BC Securities Commission</b></p>	<p>Don't Be Part of a Fraud campaign ran across English mainstream media and on radio in Mandarin, Cantonese and Punjabi. The campaign encouraged people to visit InvestRight.org which provides in-language resources about fraud awareness.</p>
<p><b>Ministry of Jobs, Trade and Technology</b></p>	<p>In 2018, the BC Provincial Nominee Program distributed promotional materials to prospective immigrants in French, Arabic, Simplified Chinese, Hindi, Farsi and Spanish.</p>

## ACCESS TO INTERPRETERS

Some ministries and Crown corporations reported offering interpretive services in over 170 languages. More than half (58%) of the ministries and Crown corporations that responded had plans and processes in place identifying how to access interpreters and interpretation services that are available to the public and clients. Some ministries and Crown corporations have contracted language interpretation services through third-party agencies, while others leveraged the language skills of their employees, reporting that the public and clients could access programs and services in additional languages.

# 76%

**Reported providing translated materials.**

**Table 7: Highlights – Ministries and Crown corporations that reported providing interpreters**

<p><b>Ministry of Labour</b></p>	<p>In January 2019, the Employment Standards branch launched a pilot project to incorporate multilingual service delivery into its free Information Line. Callers can access branch staff with the support of simultaneous translation in over 140 languages. This new service reflects the ministry’s commitment to supporting all clients in B.C.’s diverse workplaces.</p>
<p><b>Ministry of Children and Family Development</b></p>	<p>The ministry initiated the South Fraser Multicultural Family Preservation Program, providing culturally appropriate services for families involved with Child Protection in Punjabi, Cantonese, Mandarin, Tagalog and Arabic. The ministry also provided first-time parents with in-home support to monitor their baby’s health and development in 11 languages (in partnership with MOSAIC and Vancouver Native Health), expanded language options for Provincial Centralized Screening and hired a Cantonese-speaking therapist to serve the needs of Chinese Canadian communities in South Surrey.</p>
<p><b>BC Assessment</b></p>	<p>BC Assessment’s Language Skill Bank, currently representing 23 different languages, connected employees with customers who required support in a language other than English, as well as language-specific media, local governments and community. With a new media monitoring system that includes translations of ethnic language media coverage about BC Assessment, the agency is building a stronger connection with the province’s diverse communities.</p>

**PROMOTING INTERCULTURAL UNDERSTANDING AND RESPECT FOR DIVERSITY IN THE WORKPLACE**

In 2018/19, provincial institutions continued to uphold the B.C. government’s corporate commitment to diversity and inclusion in the workplace. The majority of institutions (72%) reported creating diversity champions, diversity and inclusion committees, and other related initiatives.

72%

**Reported creating diversity champions, diversity and inclusion committees and other related initiatives.**

**Table 8: Highlights – Ministries that promote intercultural understanding and respect for diversity in the workplace**

<p><b>Ministry of Jobs, Trade and Technology</b></p>	<p>The ministry’s Immigration Programs branch formed a People &amp; Culture Committee composed of representatives from each work unit to support and foster ongoing efforts to improve organizational culture and promote an inclusive environment conducive to participation, engagement and empowerment of all team members.</p>
<p><b>Ministry of Public Safety and Solicitor General</b></p>	<p>The ministry established a Champions Table for the justice and public safety sector to coordinate sector reforms within the specific topic areas of workforce cultural safety and humility, and engagement approaches to effectively inform legislation, policies and programming that impact Indigenous peoples.</p>
<p><b>British Columbia Liquor Distribution Branch (LDB)</b></p>	<p>LDB’s Respect Matters is an educational initiative designed to build a respectful workplace for employees and supervisors. In 2018/2019, 544 employees received the training. To date, over 4,500 supervisors, managers and employees have taken the training. LDB is working to further integrate Respect Matters into everyday business through communication campaigns, newsletters and staff communications.</p>

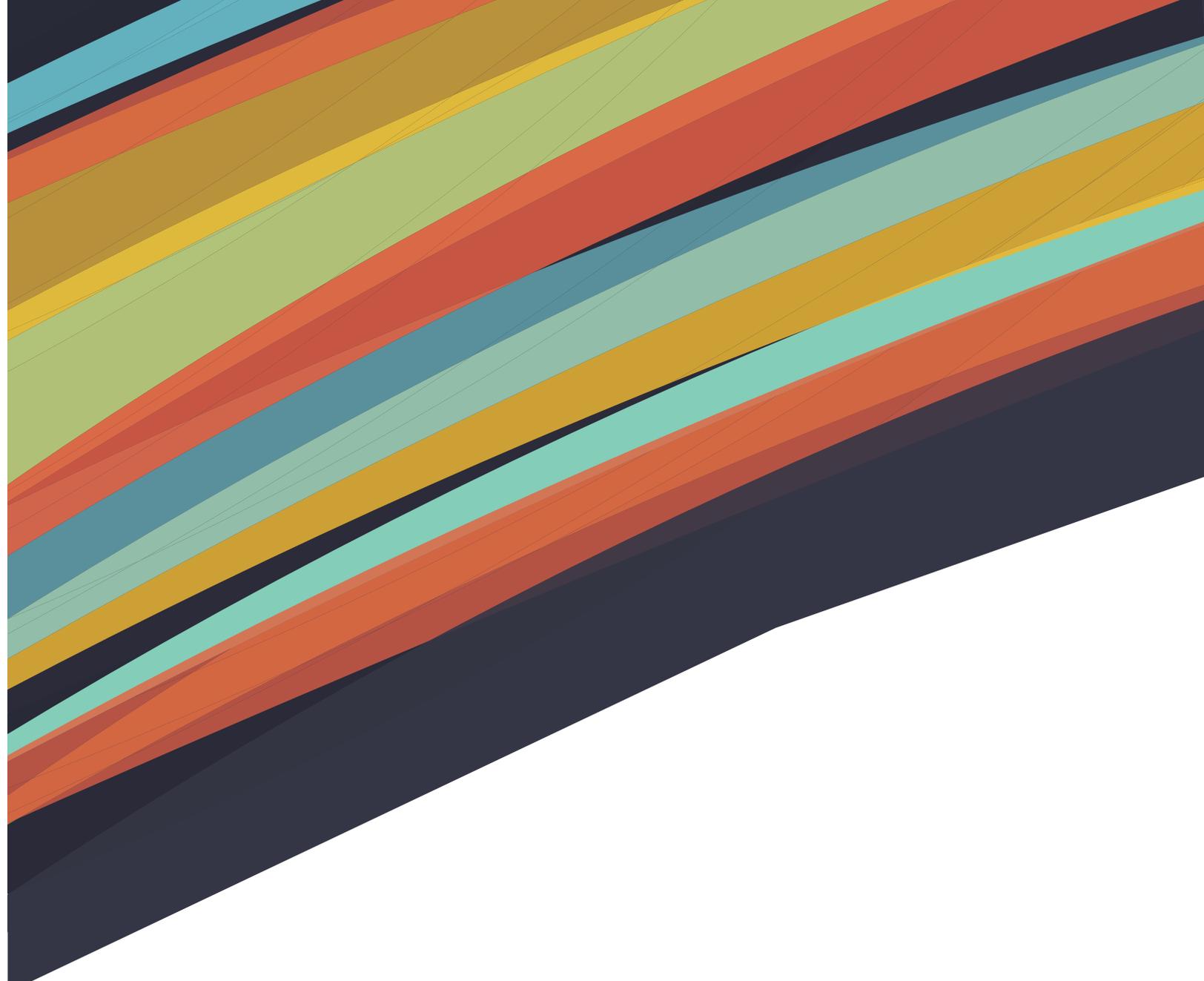
# Conclusion

Throughout all the reports submitted, a key, resounding theme is the strong commitment of all government ministries and Crown corporations to reconciliation with Indigenous peoples. While reconciliation and multiculturalism are significantly distinct concepts, they intersect in this report where both are concerned with reducing systemic barriers, promoting respect and inclusion, and ensuring that government programs and services are responsive and sensitive to the needs and realities of B.C.'s truly diverse population.

Through the themes and highlights provided above, as well as in the detailed reports provided in the appendix, it is evident that government ministries and Crown corporations are making clear strides in implementing outreach, support and inclusion initiatives for all British Columbians. Working in tandem with other initiatives such as GBA+, the Diversity and Inclusion Action Plan and reconciliation efforts across government, a key goal of this report is to provide an overview of accomplishments and opportunities for government agencies in implementing the Multiculturalism Act. Information received this year will help guide future reports and provide benchmarks to measure progress on an ongoing basis.

## ENDNOTES

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**Appendix:**  
Provincial Ministries and Crown  
Corporations Submissions for the  
2018/19 Report on Multiculturalism

## MINISTRY OF ADVANCED EDUCATION, SKILLS AND TRAINING

### Mandate

The Ministry of Advanced Education, Skills and Training provides leadership and direction for post-secondary education and skills training in British Columbia to ensure citizens from across the province and from every background have opportunities to thrive, succeed and reach their full potential. Underlying our ministry's work is the premise that equitable, affordable, accessible, relevant, and responsive education and skills training leads to good-paying, sustainable jobs, provides numerous benefits to individuals, communities and societies, and builds up our economy.

### Executive Commitment to Multiculturalism

We acknowledge the strength gained in our workplace and in our province by embracing diversity, and we understand the role our organization has to play in that regard. Our executive work to ensure diverse perspectives are embedded in our workplace culture and our programs, policies, and services. Our employees are supported as active participants in this work.

Our approach to multiculturalism is guided by the corporate Diversity and Inclusion Action Plan. Our commitment to multiculturalism through post-secondary education and skills training is demonstrated in our approach to supporting English Language Learners, promoting International Education, and ensuring increased participation of equity-seeking groups in the skilled workforce.

The government is delivering on the Truth and Reconciliation Commission Calls to Action and adopting the United Nations Declaration on the Rights of Indigenous Peoples. Underpinning the work of the ministry is a commitment to advancing true, lasting reconciliation with Indigenous peoples in British Columbia.

## Key Practices, Policies and Programs in Support of Multiculturalism

- » Since September 2017, tuition-free English Language Learning programs have provided permanent residents, Canadian citizens and refugees the opportunity to gain the English language skills needed to transfer to post-secondary education and obtain work that is commensurate with their education and experience.
- » The ministry works closely with key partners, including the British Columbia Council for International Education, to support the international education sector in the Province.
- » The ministry continues to engage with partners to develop a balanced and strategic approach to international education that benefits all regions and communities of the province by promoting the global two-way flow of students, educators and ideas.
- » Through StudentAidBC, approximately 1,800 eligible students in 2018/19 were supported with grant and loan funding while studying abroad at designated post-secondary institutions.
- » Through the Canada-BC Workforce Development Agreement, the Industry Training Authority delivers pre-apprenticeship trades training for members of underrepresented groups (including women and Indigenous people) facing barriers to entering trades occupations.
- » The BC's Career Guide for Indigenous People 2018 Edition is a valuable resource to help students and job seekers from Indigenous communities navigate the career and educational landscape.
- » Through the Canada-BC Labour Market Development Agreement, the Sector Labour Market Partnership program assists employers in addressing sector workforce challenges, including systemic barriers facing underrepresented groups, through diversity

and inclusion initiatives and opportunities for increased First Nations participation in the tech sector.

- » The ministry works with Indigenous peoples through the First Nations Education Steering Committee, Métis Nation BC, and the Indigenous Adult and Higher Learning Association. This is done in collaboration with Indigenous post-secondary education and training partners on a comprehensive post-secondary strategy that responds to the Truth and Reconciliation Commission's Calls to Action and the UN's Declaration on the Rights of Indigenous Peoples.
- » Funding for the implementation of Aboriginal Service Plans provided to 11 public post-secondary institutions to support initiatives for Indigenous learners, strengthen partnerships and collaboration in Indigenous post-secondary education, and increase the receptivity and relevance of post-secondary institutions and programs for Indigenous learners, including providing support for initiatives that address systemic barriers.

### Highlights of Initiatives in 2018/19

- » Increased annual funding from \$18.5 million to \$24 million to eliminate tuition fees for English Language Learning and Adult Basic Education programs.
- » Engaged with government officials from China, India, Japan, Kenya, the Netherlands, South Korea and Vietnam to highlight opportunities for two-way student exchanges, education cooperation, and joint research initiatives.
- » Collaborated with the Ministry of Jobs, Trade and Technology, settlement service provider organizations, post-secondary institutions and the Affiliation of Multicultural Societies and Service Agencies to help identify support services that international students require while studying in British Columbia and after graduation.

- » British Columbia played an integral role in the new strategic direction of the Forum of Labour Market Ministers and its renewed focus on Inclusive Growth and continued work on Foreign Credential Recognition.
- » Committed funding to assist the University of Victoria to begin an Indigenous law program. This was in response to Truth and Reconciliation Commission's Call to Action 50 to fund the establishment of Indigenous law institutes for the development, use, and understanding of Indigenous laws.
- » Committed nearly \$20 million in 2018/19 in combined funding to the Aboriginal Community-Based Training Partnerships program (\$9.3 million) and Indigenous Skills Training Development Fund (\$10 million), to provide Indigenous people opportunities to access skills training programs in their communities.
- » Developed new culturally responsive Research Guidelines for the Sector Labour Market Partnerships program to improve accessibility for Indigenous peoples and First Nations.

### Developing Ministry Culture:

- » Committed to building Gender-Based Analysis Plus (GBA+) competencies and capacity by leveraging learning and best practices and applying more consistently a GBA+ framework to new and existing initiatives.
- » Developed a ministry-specific plan for the implementation of the Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples. This included establishing a training plan, and culture-building activities such as: talking circle formats, land acknowledgments, and facilitating a reflection circle on the Whose Land is it Anyway curriculum.
- » Offered continued support and employment opportunities through the Indigenous Youth Internship Program.

- » Continued expansion of the implementation of the Culturally Responsive Service Delivery Learning Framework across the Ministry's Workforce Innovation and Skills Training branches.

### **Success Story**

On September 1, 2017, The Ministry of Advanced Education, Skills and Training launched a province-wide program that waives tuition and fees for youth formerly in care at all 25 public post-secondary institutions and Native Education College. In July 2018, the ministry expanded the program to foundation and apprenticeship training programs at 10 union-based training providers as eligible institutions offering the waiver.

The expansion of this program breaks down barriers and increases access to post-secondary education for children and youth formerly in care, the majority of whom are Indigenous. Education is the great equalizer, and the ministry is committed to ensuring these individuals have equitable access to the skills and education needed to reach their full potential.

Eight hundred and six former youth in care have now accessed post-secondary education and skills training through the Provincial Tuition Waiver Program. This is an increase of 326% since government launched the program. The ministry continues to work with post-secondary institutions, partners, and community organizations to empower former youth to be successful throughout their post-secondary journey.

## MINISTRY OF AGRICULTURE

### Mandate

The Ministry of Agriculture is responsible for supporting and enabling the production, marketing, processing and merchandising of agriculture and seafood products; the institution and carrying out of advisory, research, promotional, sustainability and adaptation, food safety or plant and animal health programs, projects or undertakings relating to agriculture and seafood; and the collection of information and preparation and dissemination of statistics relating to agriculture and seafood.

### Executive Commitment to Multiculturalism

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

The ministry uses the Diversity and Inclusion Action Plan to guide hiring practices, ensuring inclusive hiring and recruitment of diverse talent.

The ministry corporately funds 1-2 Indigenous Youth Intern programs per fiscal year and promotes the broader use of this program to its branches as part of the hiring process. It has created two Indigenous agrologist roles to focus specifically on the agricultural interests of Indigenous people.

### Key Practices, Policies and Programs in Support of Multiculturalism

The Ministry of Agriculture provides a range of education and program outreach and tools in the languages of prominent communities represented in the B.C. agricultural sector. This includes the following actions and activities:

- » Translating the on-farm Food Safety GAP Manual (a manual to assist producers to improve on-farm food safety practices) into four languages: Spanish, Punjabi, Mandarin and French.
- » Translating the farm worker informational video and booklets on personal hygiene and sanitation.
- » Providing periodic interpretation for non-English-speaking producers and the general public who make inquiries at the ministry's Abbotsford office.
- » Conducting educational workshops by staff that utilize translators to meet the language needs of the participants.
- » Reprinting translated signage with key food safety messaging to maintain their availability.
- » Meat inspection staff have utilized many languages to more effectively communicate with the operators and staff in our provincially licensed abattoirs.
- » Offering translation services (Punjabi) at industry extension meetings on plant health issues, in cooperation 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 (BRM) program information and online videos in Punjabi on the ministry's website.
- » Developing outreach materials on critical plant pests in both English and Punjabi, to reach the majority of growers of these commodities affected by the plant pests.

### Highlights of Initiatives in 2018/19

#### Draft 10 Principles Implementation Plan

- » The Ministry of Agriculture has developed an implementation plan, which sets out the actions that the ministry will take in order to achieve the Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples.
- » A key initiative under the implementation plan that the Ministry of Agriculture is currently pursuing is an Indigenous cultural intelligence

program delivered by Strategic Human Resources, which uses a blended learning approach for all ministry staff.

- » The Ministry of Agriculture has identified that actions to be taken should include the development of a training session for existing staff to create an immediate baseline for Indigenous cultural intelligence training. The ministry will investigate strategies to encourage increased cultural intelligence of the seafood and agri-food sector. Ministry policies and processes will be updated to reflect a comprehensive Indigenous reconciliation training plan for new and existing ministry staff. Processes will be developed to record and share collaborative experiences in order to reflect on challenges and successes and revise processes to improve outcomes for establishing partnerships. Existing legislation, regulations and policies will be reviewed to ensure support for collaborative relationships and recognition of Indigenous rights.

### Export Market Development

- » Completed five Export Market How-To Guides for secondary markets identified in the AGRI-JTT International Market Development Strategy, including Germany, Spain, Thailand, the United Arab Emirates and Indonesia.
- » Developed a 2019 Export-Ready Business Catalogue, which was translated in four languages (English, Chinese, Korean and Japanese) to help connect domestic and international food buyers with B.C. producers and exporters.

### Business Development

Under the new Canadian Agriculture Partnership Agreement, the business development programs are:

- » Supporting the inclusiveness and increased representation of underrepresented groups such as new entrants, youth, women, persons with disabilities and Indigenous peoples through program evaluations, research

and needs assessments, and targeted programming and communications activities.

- » Providing \$100,000 in the B.C. Indigenous Agriculture Development Program to support communities and organizations to identify and develop agriculture and agri-food opportunities.
- » Providing \$150,000 in the Knowledge Transfer Events program to facilitate knowledge and technical transfer for producers and processors that includes providing peer learning, educational networking and relationship building opportunities for underrepresented and target groups such as new entrants, youth, women, persons with disabilities and Indigenous Peoples.
- » Initiating the Indigenous Agriculture Inventory (IAI) Research Project to scan Indigenous agriculture and agri-food activities and perspectives on the opportunities and challenges of the sector. The research will address key knowledge gaps surrounding Indigenous agriculture and provide information necessary to continue to improve the alignment of sector supports to the needs and interests of Indigenous agricultural enterprises in B.C.

### Youth Development

- » Provide \$63,000 to 4-H British Columbia to support comprehensive farm safety programming for youth, outreach to potential new members and the formation of new clubs from under-represented groups such as Indigenous and urban youth.
- » Initiate research and consultation to develop an Indigenous Youth Agriculture Strategy.

### Success Stories

- » Ongoing support for agriculture business development for Indigenous communities; response to information inquiries; and facilitation for enhancing business networks.

- » Resources, workshops and skills training developed and delivered to Indigenous clients to promote and support the start-up and growth of agri-food businesses and projects. Specifically, developed an Introduction to Community Greenhouses Toolkit for communities assessing different options and planning greenhouse development. This toolkit will be rolled out as workshops in the 2019/20 fiscal year.
- » Forming the Minister's Indigenous Advisory Group on Agriculture to provide strategic advice and inform priorities on how to better support the interests and objectives of Indigenous communities and businesses engaging in land-based agriculture and related economic development activities in accordance with the objective of advancing a new relationship between Indigenous peoples and the ministry.
- » Support for Indigenous producers through the Canadian Agriculture Partnership programs such as the B.C. Indigenous Agriculture Development Program and Environmental Farm Plan program.
- » Continued support for local food initiatives and participation with the Indigenous Food Systems Steering Committee.
- » Presented at the Indigenous Green Economy Conference and CANDO Links to Learning Conference in Vancouver on Agriculture as a Community Economic Development Opportunity.
- » 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, in a variety of leadership and agriculture youth development programs across the province and that involves youth from many cultural backgrounds.

## MINISTRY OF ATTORNEY GENERAL AND MINISTRY OF PUBLIC SAFETY AND SOLICITOR GENERAL

### Mandate

The Ministry of Attorney General and the Ministry of Public Safety and Solicitor General 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 the ministries is to administer justice, deliver public safety services and programs, and provide legal advice to government. The Ministry of Attorney General and Ministry of Public Safety and Solicitor General 2018/19 - 2020/21 Service Plan communicates ministry responsibilities and strategic priorities and explains how progress toward ministry goals and objectives will be measured.

### Executive Commitment to Multiculturalism

The ministries are strongly pursuing improvements throughout the justice and public safety sector, working in collaboration with leaders, participants and stakeholders across the sector. Throughout 2018/19, this work was informed by increasing engagement with Indigenous leadership and communities to build stronger relationships and improve health and wellbeing outcomes for Indigenous peoples across British Columbia. The ministries are committed to applying an Indigenous lens to support culturally responsive and relevant policies, programs and services that address the unique needs of Indigenous peoples. This is consistent with government's commitment to true, lasting reconciliation and implementation of the United Nations Declaration on the Rights of Indigenous Peoples, the Calls to Action of the Truth and Reconciliation Commission, and the Draft 10 Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples. The ministries are also committed to implementing Gender-Based Analysis Plus (GBA+) across the sector in budget processes and policy, legislation and program development.

## Key Practices, Policies and Programs in Support of Multiculturalism

### Ministry of Attorney General

- » The Gaming Policy and Enforcement branch offers clinical counselling and prevention services in multiple languages including Cantonese, Mandarin, Punjabi, Korean, and some First Nations languages. Interpreters/translators are offered to clients receiving clinical services when there is no provider who speaks the client's first language, and prevention initiatives are modified to complement each of the cultural groups identified by these languages. The Gambling Helpline, facilitated through Morneau Shepell, offers services in 200 different languages and dialects as well.
- » The Responsible and Problem Gambling Program (RPGP) provides Indigenous services provincially, which are developed and delivered by service providers with First Nations heritage. A train-the-trainer program that provides Narrative Therapy instruction to allied professionals in remote and Indigenous communities has been implemented and expanded.
- » The Legal Services branch assists the ministry and advises other client ministries to ensure compliance with the Charter of Rights and Freedoms, the Human Rights Code and the Multiculturalism Act, as well as all other laws applicable in B.C.
- » Aboriginal Family Healing Court Conferences address the overrepresentation of Indigenous children in care: a three-year pilot in New Westminster will provide a culturally appropriate court process for Indigenous families who are already involved with the court system due to a child protection concern and is intended to try to resolve the disagreement before the case escalates to a trial.
- » The Court Services branch maintains a pool of over 240 court interpreters who provide

free interpretation services at Criminal, Youth, Traffic, and Family Court hearings, in over 50 spoken languages as well as visual language interpreters for deaf and hard of hearing individuals.

- » The BC Prosecution Service (BCPS) continues to ensure the organization's publications, especially recruitment and retention materials, appropriately reflect inclusive language and are translated into languages other than English and French whenever possible. The BCPS also continues to provide professional development training on cultural safety and awareness to both Crown Counsel and administrative staff.
- » The Liquor and Cannabis Regulation Branch (LCRB) has a plan in place to work one on one with non-medical cannabis retail store applicants within Indigenous jurisdictions (reserves, treaty settlement land and Nisga'a Land), recognizing the diverse needs of Indigenous communities across B.C.
- » The Justice Services branch (JSB) serves on the B.C. Cross-Ministry Asylum Seeker Contingency Planning Committee to provide insight and information on legal aid service requirements of asylum seekers arriving at irregular border crossings.

### Highlights of Initiatives 2018/19

#### Ministry of Attorney General

- » In partnership with the Ministry of Public Safety and Solicitor General, established a Champions Table to coordinate sector reforms within the specific topic areas of workforce cultural safety and humility, and engagement approaches to effectively inform legislation, policies and programming that impact Indigenous peoples.
- » The RGP program has completed work with an Indigenous filmmaker to document the skills and knowledge of Indigenous communities. In engaging Indigenous communities in the creation of this work, the

RGP hopes to build important relationships based on principles of reconciliation, continued dialogue, trust, and respect.

- » The Legal Services branch created a Diversity and Inclusion Committee, with the goal of actively advancing substantive diversity and inclusion within the branch.
- » A Smart Online Guide will leverage cognitive services and natural language processing to overlay Court Services branch's online services to help guide users through software service applications and provide real-time translation into multiple languages. The first service will be an Online Divorce Assistant. Initially, three languages will be tested and evaluated (French, Punjabi and Mandarin), and upon successful testing, the service may be expanded to include other languages.
- » The BCPS translated a number of new and updated Crown Counsel Policies - including the Introduction, Charge Assessment Guidelines (CHA 1), and Intimate Partner Violence (IPV 1) - into eight languages, in addition to English and French, in order to be responsive to the communities being served and to increase access to justice. The BCPS also began having executive-level discussions and presentations on the importance of diversity and inclusion and reflecting the communities being served.
- » The LCRB began the development of printed materials to aid groups of restaurant licensees with English as a second language, such as licensees within the Chinese, Vietnamese and Punjabi communities. This will help them operate their establishments safely and in accordance with the rules by supporting equal access to information.
- » The ministry provides funding to the Legal Services Society (LSS) in support of LSS's multiculturalism-related initiatives and to support LSS's expansion of its Parent Legal Centres across the province.

## Key Practices, Policies and Programs in Support of Multiculturalism

### Ministry of Public Safety and Solicitor General

- » Community Safety and Crime Prevention Branch (CSCP) provides over \$37 million in ongoing annual funding for services and supports to victims, witnesses and family members impacted by crime and violence. This includes specialized multicultural and Indigenous victim services such as: (a) \$1.4 million for 11 multicultural outreach service programs delivered to 10 communities in up to 24 languages, to ensure immigrant and visible minority women receive culturally appropriate assistance; (b) \$1.25 million for 19 victim service and violence against women programs that serve only Indigenous clients and/or are delivered by Indigenous organizations; (c) a dedicated Indigenous court support worker providing services to both the New Westminster and North Vancouver Indigenous courts; and (d) VictimLink BC, a toll-free, province-wide 24/7 help line that provides emergency crisis support and referrals to victims of crime, in more than 110 languages.
- » CSCP continues to prioritize community-led initiatives that promote healing and rebuilding of Indigenous individuals, families and/or communities affected by violence and trauma. Since 2014, over \$2.9 million in grant funding has been provided through the Civil Forfeiture Crime Prevention and Remediation Grant Program, including just over \$1.0 million awarded in spring 2019 to support 36 projects promoting holistic approaches to Indigenous healing and rebuilding.
- » In May 2017, the Chief Coroner and CEO of the First Nations Health Authority signed the BC Coroners Service Declaration of Commitment to Cultural Safety and Humility as demonstration of the agency's commitment to culturally safe death investigation practices. Coroners Service policies have been revised to reflect First Nation communities' practice

of designating a spokesperson to liaise with the family when a death occurs, rather than the nearest relative. Coroners Service staff and service providers are also aware of, and work to achieve, culturally appropriate services given cultural differences in how death is understood (e.g. the timeline requirements for disposition of the deceased in First Nations laws).

- » Policing and Security Branch (PSB) cost shares with Public Safety Canada (48/52 per cent) for the provision of a dedicated policing service to many First Nation communities in the province. The goal of the First Nation Policing Program is to ensure that First Nation communities receive enhanced policing services that are culturally sensitive and responsive to the needs of the communities they serve. Under the First Nation Community Policing Service, police officers spend one hundred percent of their on-duty time policing First Nation communities. Where possible, police officers assigned to a First Nation community are Indigenous or familiar with the culture and traditions of the First Nation. Since 2014/15 there has been an authorized strength of 108.5 police members providing an enhanced service to 132 First Nation communities in B.C. through 55 Community Tripartite Agreements.

Furthermore, 10 First Nation communities within the Stl'atl'imx Nation receive service from a Designated Police Unit called the Stl'atl'imx Tribal Police Service that provides culturally sensitive policing and law enforcement. In addition, the treaty Tsawwassen First Nation has an agreement with the City of Delta for the dedicated services of one Delta police officer to provide an enhanced service to their citizens. The Province also supports an Integrated First Nations Policing Unit to provide enhanced policing services to the Squamish First Nation and Tsleil-Waututh First Nation comprised of members from the RCMP and West Vancouver Police Department.

- » British Columbia recognizes the importance of incorporating issues relating to diversity and policing into its overall law enforcement agenda. As a result, PSB leads the Provincial Committee on Diversity and Policing comprised of senior police officers, other law enforcement partners, and representatives from B.C.'s diverse communities. The purpose of the committee is to actively engage in the development of strategic relationships between the police, government, and the province's diverse communities for the purpose of removing barriers to build and strengthen effective and transparent communications and cooperation. Ultimately, the committee aims to foster the trust and respect required to support and sustain a civil society.
- » In 2018, PSB continued to support the roll-out of the British Columbia Fair and Impartial Policing (BC FIP) course, which aims to promote an understanding of the science of implicit bias, how bias may impact decision-making, and to recognize and reduce its influence. B.C. police have been encouraged to complete this course within three years of launch (October 2019).
- » To address violence by men within intimate male-female relationships in certain cultural communities, BC Corrections developed the Relationship Violence Prevention Program – Cultural Edition. The program is adapted from the 10-session Respectful Relationship Program and the 17-session Relationship Violence Program. This program introduces offenders to the range of abuse that occurs in relationships, including abuse that occurs in cultural communities. The program requires the men to explore some of the underlying factors that contributed to their resorting to abusive behaviours. The sessions and exercises are done in the client's native language (e.g., Cantonese, Hindi).
- » The Responsible Driver Program is a remedial program for drivers with prohibitions related to drinking and/or drug use and driving. Every

Canadian province and many jurisdictions throughout the world have similar programs and they have been shown to reduce the risk of repeat alcohol and/or drug-related motor vehicle collisions and convictions. British Columbia contracts with Stroh Health Care to deliver the program province-wide. In addition to English, Stroh Health Care offers sessions in different languages including Punjabi, Hindi, Cantonese, Mandarin, Korean, Vietnamese and Spanish. Stroh Health Care also welcomes translators into counselling sessions.

- » As part of British Columbia's Enhanced Traffic Enforcement Program, public awareness radio messages promoting the B.C. Chiefs of Police's targeted road safety campaigns are produced and broadcast on multi-ethnic radio stations broadcasting in Cantonese, Mandarin and Punjabi languages. B.C.'s northern First Nations radio station also receives targeted advertising to help combat impaired, distracted and high-risk driving.
- » Emergency Management BC (EMBC) continues to ensure that all new and existing programs and services, legislative/regulatory initiatives, and communication and public education materials embrace inclusion and are accessible to people from diverse racial, ethnic and socioeconomic backgrounds given the fact that natural disasters can have a significant and disproportionate impact on these communities.
- » Implementation of a bi-lateral service agreement with Indigenous Services Canada, which allows EMBC to provide a similar level of enhanced emergency management services and supports to all First Nation communities in B.C., has provided for training to approximately 264 participants in over 20 First Nation communities.
- » Hiring processes in the justice and public safety sector are regularly reviewed to ensure Indigenous Relations Behavioural Competencies are included in role profiles across the sector. Competition processes have also been improved by including

gender-neutral pronouns, non-biased/culturally sensitive language and expressing a true desire to commit to a diverse and inclusive workforce. In addition, training and experiential education is available for all staff members of both the Ministry of Attorney General and the Ministry of Public Safety and Solicitor General, often jointly with community and organizational partners, to support multicultural awareness, discrimination prevention and Indigenous cultural safety and humility.

### Highlights of Initiatives Undertaken in 2018/19

#### Ministry of Public Safety and Solicitor General

- » Training for all new coroners now includes a component delivered by the First Nations Health Authority to assist coroners' understanding of First Nations history, spiritual beliefs and practices, and generally on death practices in different communities.
- » Work on provincial policing standards to promote unbiased policing continued in 2018/19. Building on what was heard during stakeholder engagement, PSB expanded the scope of the standards to include police stops and street checks by police. Consultation on draft standards is ongoing.
- » Shift-BC is a new pilot funded under Public Safety Canada's Community Resilience Fund aimed at countering radicalization-to-violence and violent extremism in B.C. through secondary prevention. Shift uses the emerging, evidence-based Hub model to facilitate early intervention in vulnerable participants. Shift-BC has partnered with the Ministry of Tourism, Arts and Culture's Multiculturalism Branch to revamp and facilitate the development of the cross-ministry BC Hate Crimes/Anti-Hate Working Group, with participation from the BC Hate Crimes Integrated Police Unit and the Vancouver Police Department Hate Crimes Unit. Shift is also committed to incorporating the values of multiculturalism and cultural safety into its overall program's operations.

- » The Cannabis Legalization and Regulation Secretariat, in collaboration with Government Communications and Public Engagement, developed a provincial website to ensure British Columbians have access to information about B.C.'s non-medical cannabis laws. GetCannabisClarity.ca is available in English, Mandarin, Cantonese, Punjabi and Korean.
- » BC Corrections has improved its data collection practices for capturing Indigenous identity by: (a) developing a script to guide staff when asking inmates/clients about their Indigenous identity to assist in directing clients to culturally relevant services; and (b) making changes to the case management and business intelligence systems to capture an Indigenous client's home community/First Nation to facilitate connections to community supports.
- » BC Corrections has developed resources for staff, in the form of Information Sheets, to support an increased understanding of Indigenous cultural differences and to ensure more culturally responsive services are being delivered.
- » The BC Road Safety Strategy recognizes the vulnerability of Indigenous peoples and the unique challenges they face. The Moving to Vision Zero: Road Safety Strategy Update and Showcase of Innovation in British Columbia emphasises that improved communication and engagement with all British Columbia citizens, particularly local communities, stakeholders, and First Nations, is essential for moving toward Vision Zero. It also recognizes that Indigenous peoples sustain a disproportionate burden of motor vehicle crash consequences. To help address some of these unique road safety challenges, the Safe Roads and Communities Working Committee is developing an Indigenous Community Traffic Safety Strategy. Initial work on this project has focused on discussions with Indigenous communities and organizations to inform shared learning and understanding of

the varying road safety issues that Indigenous communities face.

- » The Province adopted the United Nations Sendai Framework for Disaster Risk Reduction in October 2018 which is the global standard for reducing and managing risk. It is a shared responsibility model with an all-of-society approach for identifying and assessing risks and strengthening governance to address those risks and to build back better in recovery. The goal of the Sendai Framework is to prevent new and reduce existing disaster risks through the implementation of measures and actions that prevent and reduce hazard exposure and vulnerability to disaster, increase preparedness for response and recovery, and thus strengthen community resilience.
- » The Province is also engaged in several other emergency management initiatives that are considerate, reflective and inclusive of our multicultural diversity including:
  - Modernizing the Emergency Program Act;
  - Actioning the Chief Chapman-Abbott Wildfire and Flood Report recommendations;
  - Implementing the Bi-lateral Service Agreement with Indigenous Services Canada (ISC) to provide enhanced emergency management services to First Nations;
  - Signing the Collaborative Emergency Management Agreement between EMBC, ISC, the Ministry of Indigenous Relations and Reconciliation and the BC Wildfire Service (BCWS) with the Tsilhqot'in Nation;
  - Approving the Tripartite Memorandum of Understanding on Emergency Management between EMBC, BCWS, ISC and the First Nations Leadership Council;

- Establishing of six Emergency Management Partnership Tables with First Nations; Expanding funding eligibility under the Community Emergency Preparedness Fund to First Nation communities;
- Translation;
- \$1 million in new funding for Indigenous Cultural Safety and Humility training to support emergency management personnel assisting Indigenous communities during emergencies; and
- Translation of Prepared BC guides serving the public, local authorities, Indigenous communities and schools.

- » As part of the implementation of the United Nations Declaration on the Rights of Indigenous Peoples recommendations and Truth and Reconciliation Commission Calls to Action, work has begun to develop Indigenous Justice Cultural Safety and Humility training targeted to justice and public safety sector front line staff.

### Success Stories

Reconciliation through Partnerships in Emergency Management (EMBC)

In keeping with the Province's commitment to the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP), EMBC has utilized a series of approaches to engage and partner with First Nations to improve emergency management services, ensure more resilient communities, build capacity, and foster understanding among B.C. communities.

Overarching provincial-level agreements with First Nation organizations and the federal government, regional-level partnership agreements and approaches, and specific actions at both the provincial and regional level, including the establishment of six Regional Partnership Tables with

First Nations, have all been initiated to achieve the indisputable rights as outlined in UNDRIP and the Truth and Reconciliation Commission's Calls to Action, address recommendations for change from various reviews, and manage emergencies and the evolving risks associated with climate change.

The result of these initiatives has been the development of a deeper understanding of the issues we face together in protecting our populations, lands and water in the face of the public health and safety, national security, and economic threats posed by climate change.

## MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

### Mandate

The primary focus of the Ministry of Children and Family Development (MCFD) is to support 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's approach is to deliver inclusive, culturally respectful, responsive and accessible services that support the well-being of children, youth and families in B.C.

The ministry delivers on its mandate through approximately 5,336 ministry staff working in partnership with Delegated Aboriginal Agencies (DAAs), Indigenous service partners, approximately 6,364 contracted community social service agencies and foster homes, as well as cross-government and social-sector partners.

### Executive Commitment to Multiculturalism

The ministry is deeply committed to providing culturally appropriate services to the diverse communities within B.C. This includes staff training and recruitment, developing culturally appropriate programming, and offering our services as often as possible in the client's language of choice.

Given the over-representation of Indigenous children, youth and families in the child welfare system, MCFD's primary focus has been on Indigenous reconciliation and jurisdiction. We see this work as consistent with our commitment to the UN Declaration on the Rights of Indigenous Peoples (UNDRIP) and our ministry's commitment to working together with Indigenous peoples to improve outcomes.

Taking into consideration a number of reports and recommendations made to the ministry, including Grand Chief Ed John's report Indigenous Resilience, Connectedness and Reunification – From Root Causes to Root Solutions, and the Truth and Reconciliation Commission Calls to Action, we have refocused our strategic priorities to shift from reactive responses to transformative approaches,

focusing holistically on what is needed to meet the needs of the children, youth and families we serve.

### Key Practices, Policies and Programs in Support of Multiculturalism

- » Continuously expanding our services in the languages of the communities we serve to ensure that families from diverse cultural backgrounds can fully communicate their needs when accessing ministry supports.
- » Utilizing the Aboriginal Policy and Practice Framework to chart a path towards restorative policy and practice that honours Indigenous peoples' cultural systems of caring and resiliency. The framework applies to all policies and practices involving Indigenous children, youth and families.
- » Using the Circle process, ministry staff bring people together to collectively plan, make decisions and commit to actions that ensure the well-being of Indigenous children, youth and families.
- » Implementing wise practices from the Indigenous Recruitment & Retention eGuide to support culturally safe policies and services for Indigenous children, youth, families and communities. In 2018/19, these wise practices contributed to a 41% increase in self-identifying Indigenous employees within the ministry (from 210 to 296), the second highest percentage of Indigenous employees within the provincial government (6.8%), and the hiring of 10 Indigenous Youth Interns from the Public Service Agency's Indigenous Youth Internship Program (more than doubling our ministry's average of four interns per year), and an increase in requests from supervisors to learn how to support their Indigenous employees in culturally safe ways.
- » Continuing to offer learning opportunities for all ministry employees to strengthen their Indigenous cultural awareness, sensitivity, agility, and safety. In 2018/19, 675 ministry employees participated in San'yas Cultural Safety online courses, 251 employees and

community partners participated in the experiential workshop Building Bridges Through Understanding the Village, and 350 employees participated in Reconciliation Dialogue and Cultural Agility workshops. These learnings allow participants to discover Indigenous worldviews, explore the impacts of colonization, and discover ways they can contribute to reconciliation in their own practice.

- » Supporting the Provincial Director of Child Welfare's Youth Advisory Council (YAC), which represents a diverse range of age groups, cultural groups, gender identities, ministry staff and Delegated Aboriginal Agencies. YAC meets quarterly to discuss and provide recommendations regarding services and policies impacting children, youth and families.

### Highlights of Initiatives in 2018/19

- » In line with UNDRIP and Grand Chief Ed John's recommendations in Indigenous Resilience, Connectedness and Reunification – From Root Causes to Root Solutions, the ministry amended the Child, Family and Community Services Act (CFCSA) to reflect the rights of First Nations, Métis and Inuit peoples to be involved in child-welfare decisions to keep their children out of government care, safe in their home communities, and connected to their communities and cultures.
- » Strengthened culturally appropriate early learning and child care through the expansion of Aboriginal Head Start programs in B.C. This supports the Province's Childcare BC goals to improve access to child care by supporting British Columbians in need of support – from young parents, to children with special needs and Indigenous communities.

### The ministry, with our partners, delivered customized training:

- » The gathering, Walking Together with Children, Youth and Families in Respect for their Inherent Right to Culture and Connection, was held in January 2019 to support over 400

front-line ministry staff and DAAs to re-imagine their work in the context of Indigenous reconciliation and the changes to CFCSA.

- » The Campbell River Local Service Area hosted a learning and cultural event, Sacred Gifts Golden Threads. Staff, foster parents, and service providers came together to learn from Elders and Cultural Keepers with a focus on the cultures of Kwakwaka'wakw, Nuu-chah-nulth, Coast Salish and Métis.

### To support cultural safety and positive cultural identity for Indigenous children, youth and families receiving services, the ministry:

- » Developed a ministry-wide Smudge Policy. This policy recognizes that smudging, the use of tobacco and other medicines is a part of the Indigenous traditional way of life and therefore permitted in appropriate spaces.
- » Developed a Culturally Safe Workspace Guide to support the ministry and partners in creating culturally safe spaces within our buildings.
- » With South Island Wellness Society, established the first of nine 'Community Houses' to create a safe environment where staff can work with families and communities.
- » Funded a Hul'q'umi'num language course for members of Snuneymuxw nation.

### To expand language services, the ministry and our partners:

- » Provided first-time parents with in-home support to monitor their baby's health and development in 11 languages (in partnership with Mosaic and Vancouver Native Health).
- » Expanded language options for Provincial Centralized Screening.
- » Hired a Cantonese-speaking therapist to address the needs of Chinese communities in South Surrey.

- » Initiated the South Fraser Multicultural Family Preservation Program, providing culturally appropriate services for families involved with Child Protection (provided in Punjabi, Cantonese, Mandarin, Tagalog and Arabic).

## Success Stories

### Connecting Youth to Culture and Caring

A mural reflecting the Spirit bear and northwest rainforest is painted on the cinder-block wall of the Indigenous space at Burnaby Youth Custody Services. It is richly-detailed and symbolizes a new path of hope for youth in custody.

The mural theme – We Create Brighter Tomorrows – was created by youth working alongside staff and guided by Elders to artistically express a safer, productive and spiritual path as an alternative to a life of substance misuse and crime. After conceptualizing the design – and the placement of the sun, eagle, salmon and other elements – the youth worked alongside the Indigenous artist who shared his wisdom.

This initiative and many others at the Burnaby and Prince George custody centres help youth to build confidence, develop life skills for healthy choices, and create deeper cultural ties and connections. In partnership with school districts and Indigenous teachers, the youth can receive school credits and learn employable skills including:

- » How to build hand drums from cedar and elk hide and how to master hide tanning;
- » Woodworking, building and painting Dragon Boats; and
- » Bee-keeping and crop-pollination skills for agri-business.

These restorative practices build confidence and skills, and celebrate strong cultural ties for youth, while showing the importance of giving back to society. The youth learn to care for their communities with the knowledge that when you know better, you can do better.

## MINISTRY OF CITIZENS' SERVICES

### Mandate

Dedicated to making life better for British Columbians, the Ministry of Citizens' Services delivers key services that people rely on and creates opportunities for local communities and businesses to benefit from government's purchasing power.

As detailed in the 2018/19 Service Plan, the ministry provides for the expansion of high-speed internet connectivity in rural and Indigenous communities, strategic direction throughout government to modernize information management and technology resources, prompt and relevant responses to Freedom of Information requests and trusted data services to government agencies. The ministry also manages the province's real estate assets, technology systems and equipment, and leverages procurement to increase business opportunities and create rewarding jobs to benefit individuals, families and communities.

### Executive Commitment to Multiculturalism

Sustaining the work of Citizens' Services are two shared commitments: reconciliation with Indigenous peoples, and consideration of how diverse groups of British Columbians may experience our policies, programs and initiatives. The ministry is working to implement the United Nations Declaration of the Rights of Indigenous Peoples, Truth and Reconciliation Commission's Calls to Action, and Gender-Based Analysis Plus policy and budgeting.

The ministry is strengthening HR management practices across the organization, creating strategic partnerships, and promoting corporate and ministry priorities including diversity and inclusion and how they link to our work.

The BC Procurement Strategy is focused on providing best value while also creating social, environmental and economic benefits for British Columbians. The ministry is partnering with federal and local governments in rural and Indigenous communities to ensure local digital infrastructure is affordable, accessible and business-friendly.

### Key Practices, Policies and Programs in Support of Multiculturalism

Executive sponsorship of programming:

- » Moose Hide Campaign – In addition to encouraging discussion and participation among ministry employees, and providing Moose Hide pins to citizens, the Service BC Centre teams opened the dialogue within 65 communities across BC by speaking out against gender-based violence to promote gender equity, healthy relationships, and positive ideas of masculinity.
- » 'Truth and Reconciliation – Action with Intent' theme during the Corporate Learn @ Work Week, where staff could take advantage of two events that supported the important and ongoing dialogue on truth, reconciliation, diversity and inclusion.
- » A Collective Approach to Reconciliation Using the 94 Calls to Action, presented by a long-time Indigenous rights advocate and respected Elder.
- » Government-to-Government Support of Indigenous Ways of Learning presented by BC Public Service employees and members of the Aboriginal Speakers Bureau.
- » UniverCITZy, the ministry's annual training event, where courses included: Building Bridges through Understanding the Village, Holding Inclusive Meetings, Intersectionality and Diversity, Understanding Team Diversity, Reconciliation, and The Blanket Exercise.
- » Promoted and advanced government's updated gender equity policies including promotion of the Gender-Based Analysis Plus (GBA+) staff training.
- » The Connecting British Columbia program has expanded access to high-speed internet in rural and Indigenous communities. Since July 2017, projects to connect more British Columbians with high-speed internet are underway or completed in more than 455 communities, of which 75 are Indigenous.

- » The Service BC Contact Centre recognizes the importance and an ongoing commitment to foster diversity and inclusivity in our communities by: providing interpreter services in 130 languages, with the option of keeping the interpreter on the call if the caller is transferred to another provincial program and seeking to increase the number of available First Nation languages.

### Highlights of Initiatives in 2018/19

- » The ministry is strengthening its commitment to diversity and inclusion by developing a three-year Diversity and Inclusion Framework.
- » Representation on the Public Service Agency's development review team for Diversity and Inclusion training.
- » Working to provide better access to public buildings for employees and citizens as part of government's commitment to improving accessibility in B.C. Initiatives include a Barrier-Free Program and a Universal Washroom Strategy.
- » Entering into a secondment agreement with the Coastal First Nation – Great Bear Initiative Society. The ministry is working to engage Indigenous communities on government's digital strategy and planning, with the objective to accelerate community digital development, providing further opportunities and access to education and health services, growing local economies, and helping people stay connected.
- » Providing Ministry of Social Development and Poverty Reduction (SDPR) services in 37 Service BC centres. Expanding the level of services means helping many people, often with multiple barriers including new immigrants requiring assistance, in their transition to Canadian citizenship.
- » Ministry staff around the province celebrated multiculturalism by transforming their workplaces into culinary United Nations where staff enjoyed foods from around the world.

- » The BC Procurement Strategy, released in June 2018, includes specific actions to create social benefits for British Columbians. The Social Impact Procurement Guidelines help ministries consider social value when purchasing goods and services, with a focus on supplier diversity and workforce development.
- » The Indigenous Procurement Initiative, a coordinated government approach to procurement with Indigenous businesses and communities in partnership with the Ministry of Indigenous Relations and Reconciliation.
  - o 2018/19 activities included province-wide engagement with Indigenous partners, organizations, businesses and communities to gather feedback that will inform the development of recommendations to increase Indigenous participation in government's procurement opportunities.
  - o Next steps include developing a report on engagement outcomes for validation by participants.

### Success Stories

In Vernon, employees took part in the sixth annual Bollywood Bang, an evening where everyone is invited to wear South Asian attire and enjoy a cultural experience like no other, including Indian cuisine, Bhangra dancers and a live DJ. Since 2013, Bollywood Bang's east meets west concept has brought people together and celebrates diversity while raising \$250,000 for local charities. This event was founded and organized by Service BC employee, Dalvir Nahal, who was recognized by the Minister and Premier for receiving the British Columbia Multiculturalism and Anti-Racism award in 2019 for her work raising awareness of Sikh culture, history, and breaking down cultural barriers in the Okanagan.

## MINISTRY OF EDUCATION

### Mandate

The Ministry of Education places student success at the centre of its mandate, by continually focusing on improving results and ensuring equity of access and outcomes for all learners. The ministry's mandate is to develop the "educated citizen", which is defined as the intellectual, human, social and career development of students. The ministry works together with school districts, communities, public libraries, and other partners to create a solid education foundation for the upcoming generation of British Columbia's citizens.

### Executive Commitment to Multiculturalism

The Government of British Columbia is committed to recognizing and honouring the diversity of all citizens of the province. Diversity amongst people is one of the most prominent features of our society and our schools. Over the years, B.C. has made an increasing commitment to a school system, with teaching and operational practices, that honours diversity and promotes human rights.

The Ministry of Education, and all boards of education and independent school authorities, are committed to ensuring every student across B.C. has the same learning opportunities, no matter their background or what community they reside in. The ministry works to enhance respect for all cultures throughout the school system. Ministry staff are united in their commitment to expanding success within the school system, for students of all cultures, and to promote, through our curriculum and related resources, global and cultural understanding.

### Key Practices, Policies and Programs in Support of Multiculturalism

- » Bullying Awareness Day, also known as Pink Shirt Day, is celebrated provincially each year as well as within the ministry.
- » The Orange Shirt Campaign – Every Child Matters remembers the experiences of former students of Residential Schools and is a commitment to ongoing reconciliation

in Canada. Orange Shirt Day is recognized annually at the ministry, and all employees were encouraged to wear orange on September 30, 2018.

- » The ministry annually supports the Moose Hide Campaign, held this year on February 13, 2019. 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 the various provincial events.
- » Through a Human Rights Tribunal Special Activities Approval, the Teacher Regulation branch collects data on ethnic identity from certified teachers regulated by the branch. The goal is to use this information to contribute to the ongoing efforts of education partners to ensure that B.C.'s complement of certified teachers is reflective of our student population and broader society.
- » The ministry is working in partnership with the First Nations Educational Steering Committee (FNESC) and the First Nations Schools Association (FNSEA) to create a unique approach to the certification and regulation of teachers in First Nations schools in B.C. that aligns with British Columbia Tripartite Education Agreement (BCTEA) and reflects our commitment to the Truth and Reconciliation Commission's (TRC) Calls to Action and United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP).
- » Consistent with the calls to action of the Truth and Reconciliation Commission of Canada, the Ministry of Education continues to demonstrate its commitment to establishing a new and respectful relationship between Indigenous and non-Indigenous people. These respectful relationships are at the root of several of the recommendations provided in the November 2015 report on Aboriginal education by British Columbia's Office of the Auditor General.
- » The Province's K-12 curriculum includes equity and inclusiveness as an underlying principle.

These principles are also embedded in provincial assessment policies.

- » Elements of the curriculum relevant to multiculturalism include the abilities students need to thrive as individuals, to understand and care about themselves and others, and to find and achieve their purpose in the world, such as:
  - Positive personal and cultural identity.
  - Social awareness and responsibility.
  - Personal awareness and responsibility.
- » Daily StrongStart BC programs, in many B.C. schools, are invaluable for children aged 0 to 5, who are new to Canada and speak languages other than English.
- » The Ready, Set, Learn program supports school and community-based events that foster positive connections between families and the school system.
- » In association with BC Budget 2018, the Early Learning Framework is being updated with input from Indigenous and racialized groups and is being written to resist language, concepts, and pedagogies that perpetuate legacies of colonization and marginalization of Indigenous peoples.
- » The ministry provides supplemental funding to boards of education to enable school districts to provide necessary supports and services to school-age students who need language development assistance.
- » The ministry provides learning resources to school districts to assist educators in meeting the needs of English Language Learners (ELL) and its Policy Guidelines document was updated in 2018/19.
- » Learning a second language is mandatory for all students from Grades 5 to 8. The ministry works closely with the Government of Canada to support education in French and French language learning in the province. Programs include:

- Destination Clic, a summer immersion program for Francophone students who are immersed in French language and culture on university campuses.
- Explore, a summer program where students are immersed in French language and culture on university campuses across Canada that has been expanded to offer this opportunity to students aged 13 and up.
- The Odyssey program supports participants to work full time as language assistants in classrooms across Canada.
- British Columbia - Quebec Exchange Program. Each fall, French Immersion or Francophone programs students and their families welcome Quebec students, with whom they were matched, into their homes.
- » The Mental Health in Schools and the Mental Health and Addictions provincial team have engaged in consultation and outreach mechanisms to gather input from Indigenous and diverse populations within communities.
- » Equity in Action Project supports school districts to identify promising practices, as well as barriers and challenges impacting Indigenous student achievement and success. A Framework and Equity Scan Toolkit has also been developed.
- » The ministry has implemented the Expect Respect and a Safe Education (ERASE) Strategy, a comprehensive prevention and intervention initiative designed to promote safe and caring schools. The ERASE Strategy includes a comprehensive training program for educators and community partners. To date, more than 18,000 have been trained across the province.
- » The ministry supports free and equitable access to public library services across British Columbia and works with library partners, to assist libraries, boards and staff in building strong multicultural, inclusive, multi-lingual and culturally sensitive collections.

## Highlights of Initiatives in 2018/2019

- » In July 2018, the ministry signed the British Columbia Tripartite Education Agreement (BCTEA) that is a five-year agreement intended to initiate further systemic changes that will improve outcomes for First Nation Students. The Agreement focuses on: equitable student funding; meeting transportation needs to make attending public schools more accessible for First Nation students living on reserve; encouraging local education agreements between First Nations and school districts to increase accountability; and, establishing outreach teams to help school districts build capacity toward improving First Nation student outcomes and removing existing barriers.
- » In association with BC Budget 2018, which includes a strong focus on quality care for early learners and enhancing the professionalism of the early care and learning sector, the ministry has initiated the Changing Results for Young Children program. This program focuses on a strengthened understanding of quality practices associated with increasing the social and emotional well-being of young children. Indigenous communities are engaging in the process across B.C. In the lower mainland, multicultural partner organizations are actively participating in this initiative.
- » In connection to updating the B.C. Early Learning Framework, the ministry is creating new resource materials for families that describe play as a critical component for children's learning, development and well-being. These resource materials are being translated into eight languages.
- » The ministry has established a memorandum of understanding with Métis Nation BC to support the development and implementation of Métis early learning (ages 0-8) cultural resources in British Columbia. Métis Nation BC will translate resource materials for families into Michif and include any cultural adaptation as identified by Métis Nation BC.
- » As part of B.C.'s commitment to create safe and inclusive learning environments for all students, the ministry collaborated with the ARC Foundation and the BC Confederation of Parent Advisory Councils (BCCPAC) to create new resources for parents regarding Sexual Orientation and Gender Identity (SOGI) inclusive education. The resources include brochures and videos and are available in multiple languages.
- » Public libraries continue to play a critical role in offering a diverse range of cultural resources in both of Canada's official languages. A \$21,500 grant from the Government of B.C. Francophone Affairs Program, via the Canada – British Columbia Agreement on French-Language Services, will provide access to more French materials eBooks and audiobooks through Library2Go, a shared library collection. This will significantly increase the French content available through public libraries.
- » As part of the \$2.2 million 2018/19 school district grant initiative, school districts were asked to use data from the Student Learning Survey (and other data sources) to determine where diverse or vulnerable populations may require additional mental health resources/ support and consult with Indigenous community partners to ensure co-construction in mental health activities.
- » Aligned with the Mental Health in Schools initiative, the ministry is developing online training resources focused on Compassionate Learning Communities – Trauma-informed Practice. This comprehensive approach to supporting school staff understanding of the impact of adverse childhood experiences and trauma includes emphasis on cultural safety and the power of culture in developing resiliency and connection.
- » The Ministry of Education is working with the First Nations Education Steering Committee (FNESC) and Indigenous Services Canada to establish a Student Data Committee, whose purpose is to collaborate on data and analytics that support implementation of B.C. Tripartite

Education Agreement (BCTEA) toward improved Indigenous student outcomes. As part of the Committee's work, joint initiatives will be undertaken, such as enhanced reporting on Aboriginal student outcomes.

- » The 2019 Learning Division all-staff professional development day focused on diversity and inclusion. It included GBA+ training and a cultural connections workshop aligned with implementing the Truth and Reconciliation Commission's Calls to Action and respecting the United Nations Declaration on the Rights of Indigenous Peoples.
- » The Ministry of Education contributed to a panel discussion at the November 2018 UBC Symposium "Our Multicultural Village: Supporting Refugee Children and Families in B.C."

### Success Stories

- » The 2019 School Community Mental Health Conference embraced a diverse audience of participants with representatives from across B.C. communities.
- » The ministry continues to work with the First Nations Schools Association to fulfill commitments in the B.C. Tripartite Education Agreement (BCTEA) to graduate adult learners in First Nations Schools with the Adult Dogwood.
- » As part of the curriculum redesign, concepts related to multiculturalism were embedded throughout the curriculum. Social Studies, and Physical and Health Education in particular, have strong focus on multiculturalism and diversity.

## MINISTRY OF ENERGY, MINES AND PETROLEUM RESOURCES

### Mandate

The Ministry of Energy, Mines and Petroleum Resources is responsible for British Columbia's electricity, alternative energy, oil, natural gas and related infrastructure, and the Province's mining and mineral exploration sectors. These sectors are made up of diverse interests that explore for and produce oil, natural gas, coal and other valuable minerals and that develop energy and electricity generation, transmission and distribution infrastructure. To support government's climate objectives, the ministry focuses on advancing energy efficiency and clean or renewable energy sources and technologies, making sure that the energy we use, develop and export is the cleanest possible.

### Executive Commitment to Multiculturalism

The Ministry of Energy, Mines and Petroleum Resources executive remains committed to respectful, honest, trustworthy and ethical behaviour, and diversity in all its communications and actions. The executive ensures policies, programs and decisions across government support the establishment of thriving and competitive electricity, alternative energy, oil, natural gas, mining and mineral exploration industries that are environmentally and socially responsible. The current focus is on building awareness and accountability for all by demonstrating cultural acceptance and mutual understanding and supporting ongoing dialogue.

### Key Practices, Policies and Programs in Support of Multiculturalism

Some ministry-wide examples of multiculturalism-related activities that took place in 2018-19 include:

- » The ministry has been supportive and responsive to developing new and innovative solutions with Indigenous partners in a manner that supports self-determination and enhances community and regional economic opportunities and employment.

- » The ministry participates in the Indigenous Youth Internship Program (IYIP), Student Coop Program, and Work-Able Program.
- » The ministry applies a cultural change approach to project implementation and inclusiveness.
- » The ministry identified a Gender-Based Analysis Plus (GBA+) lead and encouraged all staff to participate in GBA+ training opportunities.

### Highlights of Initiatives in 2018/19

The ministry developed a draft Reconciliation Plan to guide ministry objectives and actions related to the UNDRIP Draft Principles that guide the B.C. Public Service on relationships with Indigenous peoples and the Truth and Reconciliation Commission Calls to Action.

## MINISTRY OF ENVIRONMENT AND CLIMATE CHANGE STRATEGY

### Mandate

The Ministry of Environment and Climate Change Strategy is responsible for the protection, management and conservation of B.C.'s water, land, air and living resources. It administers the Province's parks and protected areas; monitors and enforces compliance with environmental laws and regulations; manages discharges to the environment from human activities; and protects B.C.'s biodiversity, ecosystems, native species and natural habitats. It mitigates and manages the risks and consequences from climate change, including developing plans to meet carbon pollution reduction targets; responds to the impacts of climate change; and oversees provincial environmental assessment.

### Executive Commitment to Multiculturalism

The ministry supports the provincial government's commitment to multiculturalism, including true, lasting reconciliation with Indigenous peoples in B.C. as it moves towards fully adopting and implementing the United Nations Declaration on the Rights of Indigenous (UNDRIP) and the Calls to Action of the Truth and Reconciliation Commission. In November 2018, the ministry approved a draft implementation plan to make functional shifts in the ministry to achieve government-to-government relationships based on recognition of Indigenous title, rights and jurisdiction treaty rights. Relationships include involving Indigenous peoples in the effective decision making and governance of our shared home and ensuring the space for the operation of Indigenous jurisdictions and laws. The ministry is committed to engaging Indigenous peoples in economic development and stewardship of project opportunities. The ministry supports large forestry offset projects with coastal Indigenous communities, as well as the development of carbon benefit sharing agreements and forestry modelling on behalf of and with Indigenous partners.

### Key Practices, Policies and Programs in Support of Multiculturalism

- » Natural resource ministries jointly developed a diversity and inclusiveness toolkit to provide managers, groups and individuals with team building exercises, a diversity assessment tool, and links to additional resources.
- » The ministry's commitment to multiculturalism includes working with Indigenous peoples; preserving and caring for cultural assets; providing new and diverse visitor experiences in parks based on Indigenous heritage and culture; and considering heritage effects in the environmental assessment process.
- » The ministry collaborates with Indigenous nations on environmental assessments and seeks to achieve consensus on key process decisions. In addition to fulfilling its common law consultation obligations, the new Environmental Assessment Act received Royal Assent in November 2018 and includes an identified purpose of supporting reconciliation by recognizing the inherent jurisdiction of Indigenous Nations and using the best available Indigenous knowledge in environmental assessments.
- » The new Environmental Assessment Act also includes provisions that require that the assessment of disproportionate effects on distinct populations, including populations identified by gender, be considered in every environmental assessment.
- » The ministry works with Indigenous communities on economic development agreements for activities appropriate within protected areas when reconciliation agreements or collective management agreements are in place.
- » The ministry collaborates with Indigenous communities on park management plans to identify and recommend strategies for protecting Indigenous interests.

- » The ministry encourages outreach and understanding with non-English speaking British Columbians in a variety of ways. For example, a list of translators allows staff in the ethnically diverse Surrey location to communicate with clients in a variety of languages including: Afrikaans, Cantonese, Danish, French, Hindi, Korean, Mandarin, Polish, Punjabi, Spanish, Urdu and Vietnamese.
- » BC Parks works to accommodate the many different languages spoken by B.C. residents and visitors in its online and printed materials. For example, the BC Parks Lower Mainland brochure is available online in English, French, simplified Chinese, traditional Chinese and Punjabi. Similarly, the ministry's Integrated Pest Management Program accommodates agricultural producers for whom English is a second language by offering pesticide certification exams in Punjabi, Chinese and Vietnamese.
- » The ministry participates in the Indigenous Youth Internship Program, hiring skilled Indigenous youth in various business areas.

### Highlights of Initiatives in 2018/19

- » In 2018, the ministry continued to provide restorative justice training in Indigenous communities and introduced the restorative justice model to the Yukon conservation officer service to support their own implementation of the model.
- » In April 2018, the ministry provided funding to the First Nations Fisheries Council (FNFC) to work together to create a framework for Indigenous engagement on Water Sustainability Act policy and regulation development in keeping with UNDRIP. FNFC convened a regionally representative First Nations working group to provide advice on the project.
- » The ministry provided a workshop to environmental assessment staff with a presentation on "Revitalizing our Engagement with Indigenous Peoples" given by Dr. Roshan

Danesh (April 16-17, 2019) and a presentation on Indigenous Law to all staff given by Dr. John Borrows (May 16, 2019).

- » The ministry worked on negotiating various data sharing agreements with several Indigenous organizations and concluded an agreement on May 23, 2018 with the Okanagan Nation Alliance through the Okanagan Basin Water Board. The intent of data sharing agreements is to share, publish and store data under the BC Open Government Licence, and to provide training on provincial databases and data reporting tools.
- » In October 2018, the ministry finalized a guidance manual to assist regional compliance staff in engaging and building meaningful and respectful relationships with local Indigenous communities. The manual provides information on how to prepare for and begin engagement, including cultural differences to consider; ministries to contact; policies to review; and possible topics to research before meeting with Chiefs, council members, and community representatives.
- » In 2018, the ministry undertook engagement with Indigenous communities in support of the development of CleanBC, which launched in December 2018.
- » In March 2019, the ministry and Forest, Lands, Natural Resource Operations and Rural Development reached agreement with West Moberly and Sauteau First Nations on a draft partnership agreement to support recovery of caribou in the Peace region.
- » The ministry developed partnerships with two First Nations to hire enforcement officers to work under the supervision and mentorship of local conservation officers. These new officers will enforce their own nations' laws alongside provincial natural resource laws. Training for these positions is expected to be completed in the spring of 2019.

- » The ministry launched a three-day introductory land guardian training course in response to request from several Indigenous communities. The focus of this training is on how guardians and conservation officers can work together to protect natural resources in their traditional territories.

### Success Stories

- » On April 3, 2018 the BC Parks Student Ranger program launched to provide young people throughout B.C. with opportunities to acquire diverse job skills while working in the province's spectacular natural environment. The program included a 30% Indigenous hiring target to help protect sensitive ecosystems while preserving the natural, cultural and historical values that British Columbians cherish.
- » In 2018/19, with the support of the Pauquachin First Nation and the **WSÁNEĆ** Leadership Council, students at the **ŁÁU, WELNEW** Tribal School successfully petitioned government to re-name John Dean Park to **ŁÁU, WELNEW**/John Dean Park to include the Indigenous name for the mountain in the park. **ŁÁU, WELNEW** translates to "place of refuge."
- » In August 2018, a memorandum of understanding between the Xeni Gwet'in First Nation and B.C. Conservation Officer Service (COS) came into effect. It aims to foster an understanding of Xeni Gwet'in First Nation's customs, traditions, cultural and spiritual practices, as well as traditional knowledge. It also promotes communication and collaboration between the COS and the Xeni Gwet'in First Nation, allowing for joint enforcement with the Tsilhqot'in Title Land Rangers.
- » In March 2018, five Nicola Chiefs and the ministry signed a memorandum of understanding to collaboratively address issues relating to water management and

governance in the Nicola Watershed, resulting in the Nicola Government-to-Government Forum.

- » Seven Secwepemc communities and the ministry signed a commitment on March 14, 2019 to collaborate on a long-term reconciliation agreement focused on implementing inherent rights, improving community well-being and advancing government-to-government relationships.
- » The ministry partnered with the First Nations Energy and Mining Council on behalf of the First Nations Leadership Council in the development of the new Environmental Assessment Act. The ministry provided funding to support collaboration that began early in the environmental assessment revitalization process. That funding is continuing into the implementation phase.

## MINISTRY OF FINANCE

### Mandate

The Ministry of Finance's vision is innovative, collaborative and transparent. The mission of the ministry is based on trusted partners delivering responsible, consistent and valued financial and fiscal services, leadership and advice.

### Executive Commitment to Multiculturalism

The ministry ensures policies and legislation are consistent with the principles and objectives of multiculturalism, and continually strives to modify and improve ministry programs and services to ensure that they are supportive of B.C.'s multicultural society. The ministry executive is committed to a work environment that values diversity and inclusiveness and supports a respectful work environment. 2018 Workforce Profile Reports from BC Stats indicate the Ministry of Finance has the following self-reported representation: visible minorities 29.5%, Indigenous peoples 2.7%

### Key Practices, Policies and Programs in Support of Multiculturalism

- » The ministry's Taxpayer Fairness and Service Code is based on the principle of providing fair and equitable service that meets the needs of all ministry clients.
- » The ministry makes financial and program information available in a variety of languages, including French, Chinese (traditional and simplified), Punjabi, Tagalog, and increasingly in languages such as Farsi and Korean. Government Communications and Public Engagement staff assist a wide range of ethnic media with queries about financial issues and interview requests with the Minister. The ministry also is informed on important issues to members of the multicultural community and promotes their participation in the annual budget consultation process.
- » Government is committed to creating a fairer and more inclusive society and supporting greater diversity on public sector organization boards. Provincial appointments that represent

the diversity of B.C. will better serve and support the population at large. The Crown Agency and Board Resourcing Office is working to ensure guidelines are in place to facilitate an open, transparent and merit-based process for provincial appointments, resulting in effective public sector organization boards that reflect the diversity of B.C.

- » The Lieutenant Governor's office, as part of its prescribed duties, hosts foreign dignitaries on a regular basis. This includes court calls at Government House from the Consuls General of any of the 80 plus countries that are represented in B.C., and ambassadors that are visiting from Ottawa. Consequently, the ministry is invited to participate in many of these countries' national holidays or related festivities. By having the Lieutenant Governor participate in any of these events, a light is shone on the activities of that nation.
- » Citizenship ceremonies are held every July 1<sup>st</sup>, where new Canadians of many cultures become new citizens. Last year, 150 new Canadians were sworn in for Canada's 150<sup>th</sup> year.
- » An Indigenous back to school picnic is hosted at Government House, where 150 plus local Indigenous students receive back packs full of school supplies, and a barbecue is hosted for their families, where over 2,000 are served lunch.
- » The ministry is implementing human resource programs and initiatives aimed at diversifying the workforce including recruitment, orientation, leadership and supervisory development, and recognition.
- » There is expanded use of the Indigenous Relations Behavioural Competencies (IRBCs) in job postings, recruitment assessment process, and employees' My Performance Plans.
- » The ministry is participating in the Draft Principles Champions Committee and has a representative on the Strategic HR cross-ministry working group. Both representatives

participate in meetings and planning days among other activities to further integrate the draft principles into ministry culture and service delivery.

### Highlights of Initiatives in 2018/19

- » The Gender Equity Office (GEO) was established in the ministry in April of 2018 to support the Parliamentary Secretary for Gender Equity, reporting to the Minister of Finance. Part of the GEO's mandate is to ensure that gender equity is reflected in all budgets, policies, and programs across government. In order to achieve this mandate, the GEO is implementing Gender-Based Analysis Plus (GBA+) in the public service. GBA+ is an analytical process used to assess how diverse groups of women, men and non-binary people may experience policies, programs and initiatives. The "plus" in GBA+ acknowledges that GBA goes beyond biological (sex) and socio-cultural (gender) differences. We all have multiple identity factors that intersect to make us who we are; GBA+ also considers many other identity factors, like race, ethnicity, religion, age, and mental or physical disability
- » Budget 2019 included a section titled Analysis for Equity and Fairness signalling government's commitment to gender equity and GBA+.
- » Treasury Board Staff requires ministries to describe the GBA+ analysis that has been conducted, beginning with Budget Instructions for 2019 (Phase 1 – Fall 2018) and extending to Cabinet and Treasury Board submissions (Phase 2).
- » Ministry-wide learning events (FIN talks) included diversity and inclusion workshops and discussion topics including GBA+ and Real Life; Working, Living, and Playing Together Safely in a Time of Reconciliation; and Diversity, Engagement, and Words Matter.

### Success Stories

- » In July 2018, the Deputy Ministers' Council approved a three-year phased implementation plan for Gender-Based Analysis Plus (GBA+).

- » The Gender Equity Office (GEO) in the Ministry of Finance is responsible for the roll-out and implementation of GBA+ across ministries. This included developing and facilitating GBA+ training sessions for leadership, which was then extended to all public servants. The GEO encouraged public servants to take the online GBA+ orientation developed by the federal government. Since the initial GBA+ roll-out in October 2018, the GEO has provided in-person training to 935 public servants and delivered shorter GBA+ presentations to 1,400 public servants. Additionally, 3,343 public servants have completed the online training course. Approximately, 8,000 public servants were exposed to GBA+ in 2018/19.

## MINISTRY OF FORESTS, LANDS, NATURAL RESOURCE OPERATIONS AND RURAL DEVELOPMENT

### Mandate

The ministry is responsible for land and resource management in British Columbia, including the protection of the Province's archaeological and heritage resources as well as ensuring sustainable management of forest, wildlife, water and other land-based resources, and works with Indigenous and rural communities to strengthen and diversify their economies. The ministry is also responsible for wildfire management and facilitates public access to a wide range of recreational activities such as hunting, fishing and access to the B.C.'s wilderness and backcountry.

### Executive Commitment to Multiculturalism

The ministry is committed to building an organization that recognizes and celebrates diversity. This includes fostering a corporate culture of diversity that is built on trust and respect, is free of barriers, and where government policies (such as merit-based recruitment and hiring, and intolerance for discrimination and harassment) are adhered to. The executive team works to ensure diverse perspectives are embedded into our workplace culture and approach to our programs, policies, and services. The ministry encourages inclusion by providing access to discrimination prevention courses and diversity training opportunities for all levels of the organization.

### Key Practices, Policies and Programs in Support of Multiculturalism

The ministry reviews and evaluates policies, programs and services continuously to ensure they are fair, equitable and free of barriers. We recognize the many benefits of eliminating discrimination from the workplace and continue to support programs on building diversity and respectful workplaces in the public service. We continue to uphold the standards of conduct and develop policies aimed to create an inclusive work environment and to ensure compliance with the Charter

of Rights and Freedoms, the Human Rights Code, and the Multiculturalism Act

- » The ministry strongly supports government's commitment to diversity and inclusion supporting the BC Public Service's Diversity and Inclusion Action Plan three-year action plan and currently has a dedicated webpage linking to an extensive range of resources.
- » Our executive team committed early to support GBA+ by having the Gender Equity office provide an awareness session, established an executive sponsor for the program (Diane Nichols, Chief Forester) and has reviewed training participation and discussed strategy to increase further awareness within the ministry.
- » One of the key actions / mandate commitments of the ministry is to implement UNDRIP & the TRC Calls to Action. For example: implementing the 10 Draft Principles and transforming policies, programs and legislation to reduce barriers to reconciliation and collaboration.
- » Encouraged all staff to participate in the Diversity and Inclusion survey that was launched in January 2019, and achieved a 46% respondent rate, compared to 41% of the BCPS.
- » The Provincial Historic Places Recognition Program seeks to identify and celebrate historic places for their diverse heritage values, with a goal to tell a more complete story of the people, places and events that have contributed to the development of B.C.
- » Ongoing support for and participation in the Aboriginal Youth Internship Program.

## MINISTRY OF HEALTH

### Mandate

The mandate of the Ministry of Health is to guide and enhance the Province's health services to ensure British Columbians are supported in their efforts to maintain and improve their health. The vision of the ministry is a sustainable health system that supports people to stay healthy and, when they are sick, provides high-quality publicly funded health-care services that meet their needs. The goals of the Ministry of Health is to support the health and well-being of British Columbians by ensuring a focus on service delivery areas requiring strategic repositioning, and delivering high-quality health services, and an innovative and sustainable public health-care system.

### Executive Commitment to Multiculturalism

The Ministry of Health is responsible for quality, appropriate, cost effective and timely health services in B.C. and works with health authorities, care providers, agencies and other groups to ensure care addresses the unique needs of patients and specific patient groups. Guiding values to serve all British Columbians include: focus on patients and respect for specific needs and diversity; equitable access to services; access for all to quality culturally safe health services; and, appropriateness, providing the right service at the right time in the right setting.

### Key Practices, Policies and Programs in Support of Multiculturalism

- » The ministry considers the diversity and health needs of citizens when developing strategies, policies and programs to serve multicultural and Indigenous populations.
- » The Provincial Health Officer and the ministry regularly report on the progress of the Tripartite Framework Agreement on First Nations Health Governance and on the promotion of health of First Nations and Indigenous peoples to strengthen cultural safety in the health system.

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- » The ministry is a signatory of the Declaration of Commitment to Cultural Safety and Humility in Health Services Delivery for First Nations and Aboriginal Peoples in B.C. (July 2015), along with the First Nations Health Authority (FNHA), regional health authorities, health regulatory bodies and Doctors of BC.
- » The ministry reviews documents to ensure inclusion of culturally appropriate First Nations and Indigenous perspectives and considers urban Indigenous and Métis health issues when developing policies, strategies and programs.
- » The ministry supports the development of baseline measures relating to the provincial health system's responsiveness to the needs of First Nations peoples.
- » Through provincial health workforce planning, the ministry works closely with FNHA and the regional health authorities to ensure that First Nations and Indigenous needs are reflected in workforce-related data collection, analysis and strategy.
- » The ministry provides funding to many organizations and programs that support Indigenous and multicultural communities. Select examples include:
  - Patients as Partners funds several programs including UBC's interCultural Online Health Network.
  - The Food Skills for Families program addresses multicultural, new immigrant and Indigenous diversity.
  - The Practice Ready Assessment program assesses internationally educated family physicians for licensure in B.C.
  - Research, Evaluation and Knowledge Management Fund proponents must address gender-based analysis and Indigenous knowledge systems and methodologies.

- » Ministry materials and services are often available in multiple languages, including materials for QuitNow, Fair PharmaCare and online birth registration.
- » The ministry hires Indigenous youth interns annually, including three in 2018-19.
- » Ministry staff are encouraged to take San'yas Indigenous Cultural Safety Training from the Provincial Health Services Authority (PHSA), as well as training related to diversity and inclusion and from the B.C. Public Service Agency (PSA).
- » The ministry promotes staff awareness of Indigenous and multicultural events and programs, such as National Indigenous Peoples Day, Orange Shirt Day, the Moose Hide Campaign, GBA+ and the PSA's Diversity & Inclusion Action Plan.

### Highlights of Initiatives in 2018-19

- » The ministry provided funding for the Pathways to Healing Program in the Comox Valley, which provides culturally safe, one-on-one support to perinatal women with vulnerabilities.
- » Age-friendly grants were provided to First Nations communities to support creation of healthy, responsive communities for Elders. A total of \$729,500 in age-friendly grants were provided in 2019.
- » Through a Healthy Schools BC call for proposals to First Nations Schools, 22 grants were awarded to support Indigenous student wellbeing, including mental health, physical activity, healthy eating and sexual health.
- » In July 2018, the First Nations Health Council, the Government of British Columbia, and the Government of Canada signed the memorandum of understanding – Tripartite Partnership to Improve Mental Health and Wellness Services and Achieve Progress on the Determinants of Health and Wellness. The MoU

supports community-driven and Nation-based planning to develop, renew, or redesign health and wellness plans, implemented

- » through flexible funding to meet First Nations needs and priorities, and addressing the social determinants of health.
- » In 2018-19, the ministry partnered with the FNHA, regional health authorities, and primary care partners to strengthen cultural safety and Indigenous engagement through the new strategic initiative on integrated, team-based primary care.
- » In response to the report commissioned by government after the unprecedented 2017 wildfire season, Addressing the New Normal: 21<sup>st</sup> Century Disaster Management in British Columbia, the ministry's Emergency Management Unit has been working with FNHA to improve emergency management support to, and in collaboration with, First Nations communities.
- » The ministry and PHSA conducted a Primary Care Telephone Interpreting Service Pilot Project from October 1, 2017 to March 31, 2019 to determine the demand and associated costs of providing telephone interpreting services for patient provider interactions in family practices. Although the pilot project has ended and going through evaluation, this service is still available to primary care providers.

### Success Stories

- » The ministry partnered with the Esquimalt and Songhees First Nations, the Royal BC Museum and TimberWest to create an enduring symbol of Indigenous strength, resilience, and healing. In November 2018, the "Crossing Cultures and Healing" totem pole was unveiled at 1515 Blanshard Street in Victoria. The totem pole signifies the ministry's commitment to ongoing and meaningful reconciliation. Over 300 ministry employees participated in the carving process (employees from the Ministry of Mental Health and Addictions were also invited to take part) with master carvers Tom

and Perry LaFortune as an experiential exercise of cultural humility.

- » Indigenous Health Learning Circles was a project developed by the ministry to enhance the confidence and ability of ministry employees to consistently and adequately apply an Indigenous health and wellness lens to policy development. The overall goal was to develop a learning environment that creates space for safe dialogue and enhances theoretical and practical understandings of Indigenous wellness and determinants that influence Indigenous health issues. This project aligns with the Draft Principles that Guide the Province of British Columbia's Relationships with Indigenous Peoples.

## MINISTRY OF INDIGENOUS RELATIONS AND RECONCILIATION

### Mandate

The Ministry of Indigenous Relations and Reconciliation (MIRR) leads the Government of British Columbia in efforts toward true, lasting reconciliation with Indigenous peoples in the province. In collaboration with Indigenous peoples, the ministry is developing a reconciliation vision that will guide the implementation of the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP), the Truth and Reconciliation Commission (TRC) of Canada's Calls to Action, and the Tsilhqot'in Supreme Court Decision.

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

### Executive Commitment to Multiculturalism

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 peoples in B.C., 64% are First Nations, 33% are Métis and just under 1% are Inuit. Approximately 78% of self-identified Indigenous peoples live off reserve. Of that 78%, 60% of Indigenous people 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 fulsome understanding of the cultural and historic diversity of Indigenous peoples in B.C.

### Key Practices, Policies and Programs in Support of Multiculturalism

B.C. is committed to a relationship with Indigenous peoples that is based on respect and recognition. A key priority for the ministry is to work collaboratively and respectfully with Indigenous people to establish a clear cross-government vision of

reconciliation to guide the adoption of the United Nations Declaration on the Rights of Indigenous Peoples and the Truth and Reconciliation Commission's Calls to Action. Reconciliation touches upon all social, economic, cultural aspects, and it includes First Nations governance and jurisdiction. In addition, the ministry is working to develop an implementation plan for the Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous People, to guide the work of the public service.

Also, through collaboration with Indigenous peoples and the federal government, the Province is working to improve the quality of life for Indigenous peoples through new economic partnerships, resource development revenue sharing, and closing gaps in health, education, skills training, and employment. Government's commitment to transforming its relationship with Indigenous peoples means deep and meaningful engagement and equally meaningful consideration of Indigenous perspectives in our decision-making processes. This is an "all-of government" accountability, which is why the Province's commitment to adopt and implement the UNDRIP and the TRC's Calls to Action is in every minister's mandate letter.

The ministry is guided by several documents that influence the ways in which we do work, as well as the work itself. They include, but are not limited to, the Truth and Reconciliation Commission Final Report, the Métis Nation Relationship Accord II, and the Concrete Actions: Transforming Laws, Policies, Processes and Structures document. Further information is found here: <https://www2.gov.bc.ca/gov/content/environment/natural-resource-stewardship/consultingwith-first-nations/first-nations-negotiations/reconciliation-other-agreements>

### Highlights of Initiatives in 2018/19

#### First Peoples' Cultural Council

The ministry's mandate letter includes supporting Indigenous communities seeking to revitalize their languages. In Budget 2018, B.C. allocated a \$50 million grant to the First Peoples' Cultural Council

(FPCC) to help revitalize Indigenous languages in B.C. and address the current language crisis.

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

MIRR and the Ministry of Jobs, Trade and Technology (JTT) partnered for a third year with the BC Assembly of First Nations (BCAFN) on their Economic Development and Fiscal Relations Strategy. BCAFN's achievements include: the development of a First Nations Economic Development Toolkit; hosting annual province-wide forums with First Nations, industry and government; and establishing a Champions Table, comprised of First Nations Chiefs and industry CEOs along with the Business Council of BC, which created the Indigenous Intern Leadership Program.

### **Indigenous Procurement Initiative**

The BC Procurement Strategy, released in June 2018, includes an initiative to develop a coordinated government approach to procurement with Indigenous businesses and communities. In early 2019, the Province undertook engagement with Indigenous partners, businesses and communities across the province to inform the development of the approach and the recommendations for moving forward.

### **Ktunaxa Cultural Workshops**

MIRR and the Ministry of Forests, Lands, Natural Resource Operations and Rural Development (FLNR) partnered with the Ktunaxa Nation Council (KNC) to host a cultural workshop in Cranbrook in March 2019. The workshop maximized experiential learning through the delivery of the blanket exercise, storytelling from an Elder and archaeology research demonstrations. The workshop exemplifies the commitment of the KNC to their Vision: "Strong, healthy citizens and communities, speaking our languages and celebrating who we are and our history in our ancestral homelands, working together, managing our lands and resources, within a self-sufficient, self-governing Nation."

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

MACIW was established in 2011 and provides advice to government on how to improve the quality of life for Indigenous women in B.C. In 2018/19, the Province committed to providing \$689,000 over two years to a new offering of the Giving Voice Project, where funding is available for community-based events that would "Give Voice" to stopping violence against Indigenous women and girls.

### **Support for Community-Based Healing**

The ministry provided funding to support healing and rebuilding among families of missing and murdered Indigenous women and girls. In 2018/19, \$36,000 was provided to host a healing ceremony for Kwakwaka'wakw families that took place May 19, 2018 in Yalis (Alert Bay). The event was a critical success that saw the incorporation of traditional cultural practices and ceremonies from start to finish into a gathering designed to promote healing and wellness.

### **First Nations Liaisons – Emergency Management**

Many First Nations were critically affected by the record-breaking floods and wildfires in 2018. Homes were lost, thousands of people were displaced, and communications were hampered by power outages and overwhelmed resources. MIRR staff supported Emergency Management BC (EMBC) to provide direct support to First Nations in areas of emergency management, including planning, response and recovery. Staff continue to provide support to EMBC initiatives related to recovery and planning.

### **Indigenous Relations Resource Centre**

The Indigenous Relations Resource Centre (IRRC) is a website located on the B.C. Government's @Work Site, dedicated to sharing information about the Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples, acknowledging the traditional territories plus reconciliation related resources.

## Success Stories

- » On November 16, 2018, Métis and provincial government representatives gathered on the front lawn of the B.C. Parliament Buildings to proclaim Louis Riel Day and celebrate the contributions of the Métis people to British Columbia. Louis David Riel (1844 – 85) was a political leader and champion of Métis rights and culture.
- » On September 30, 2018, the ministry held a staff event to commemorate Orange Shirt Day to witness and honour the healing journey of residential school survivors and their families and send the reminder that every child matters. The campaign was founded on the stories of residential school survivor Phyllis Webstad, who wore an orange shirt on her first day of residential school and had it taken from her.
- » National Indigenous Peoples Day: The Many Faces of Reconciliation. June 21, 2018 marked the 22<sup>nd</sup> National Indigenous Peoples Day (NIPD) in Canada celebrating the diversity of Indigenous cultures and the unique contributions Indigenous peoples make throughout our province. The ministry held a celebration in partnership with Royal Roads University, the University of Victoria, Camosun College, Indigenous Sport, Physical Activity & Recreation Council (ISPARC), Power to Be, and the First Nations Health Authority. All made significant contributions for NIPD, featuring canoe races and celebrating Indigenous cultures.

## MINISTRY OF JOBS, TRADE AND TECHNOLOGY

### Mandate

The Ministry of Jobs, Trade and Technology manages government services that help support and maintain the strong and diverse economy that British Columbians need for long-term prosperity. It's the ministry's mandate to grow B.C.'s technology sector, champion innovation, support economic development throughout the province and promote B.C. internationally as a preferred place to invest and do business. The ministry supports a growing small business sector with supports and services needed to grow, innovate and create jobs. Small business continues to drive job creation, productivity and economic growth.

### Executive Commitment to Multiculturalism

The ministry's executive is committed to promoting cultural diversity and providing a respectful environment free from discrimination and harassment. Cultural diversity and increased participation and engagement by all cultures are vitally important to create a strong and vibrant social and economic future for all British Columbians. The ministry supports initiatives that create a culturally diverse workforce through the provision of discrimination prevention training, and onboarding and orientation to the Standards of Conduct for new employees.

Across the province, employees are encouraged to recognize and value the multicultural environment in which they work and live. The ministry fosters an inclusive workplace through its support of the Economy Sector Professional Development Program, which offers workshops on topics identified by ministry staff, including sessions on fair and transparent hiring practices, effective communication and empowerment. These were offered in multiple cities and in a web-based format to maximize access to staff across the province. The ministry also introduced a personality assessment tool that focuses on valuing diversity. Additionally, through the provision of settlement and integration services for newcomers, the ministry supports the social inclusion, well-being, and economic

prosperity of individuals from around the world who choose to make British Columbia their permanent or temporary home, contributing to the multicultural fabric of our province.

### Key Practices, Policies and Programs in Support of Multiculturalism

- » The ministry recognizes the wide-ranging social and economic benefits associated with multiculturalism. A strong commitment is made to providing information about provincial programs and opportunities in multiple languages and culturally appropriate formats, whether for newcomers, visitors or those considering coming to B.C. to settle, work or invest. For example, our employees are reflective of B.C.'s diversity and are able to provide services in over 20 different languages.
- » The Investment, Innovation and Technology division continued its tradition of employing an intern through the Indigenous Youth Internship Program (IYIP).
- » As a destination province, B.C. continues to receive a high number of migrants, both those that arrive on a temporary basis and those that plan to settle in B.C. for the long term. The ministry supports the attraction and selection of immigrants, including skilled workers, entrepreneurs and students, and facilitates their successful integration in the province. B.C. welcomes immigrants from around the world, with the vast majority of newcomers arriving from Asia, the Middle East and Europe.
- » Through the delivery of BC Settlement and Integration Services, the ministry provides \$5.6 million annually in support and services to newcomer clients who are not eligible for federal settlement services, including temporary residents, refugee claimants, and naturalized citizens. This involves working collaboratively with other ministry partners, such as Advanced Education, Skills and Training, Ministry of Social Development and Poverty Reduction, Ministry of Housing and

Municipal Affairs, Ministry of Children and Family Development as well as key municipal and community stakeholders.

- » The Career Paths for Skilled Immigrants Program is an employment and skills upgrading program for internationally trained professionals and recent immigrants to find work within their profession. Initial data from the program for 2018/19 demonstrates strong gains in client employment and wage outcomes. The ministry provides \$5.68 million in funding annually for the program, complemented by \$2 million in federal funding.
- » As of 2019, the ministry funds \$1 million per year through the Credential Assessment Improvement Fund to enhance credential recognition for internationally trained professionals arriving in B.C., including funding for regulators to improve assessment processes and for community organizations to help employers to identify, hire and retain skilled newcomers.
- » In 2018, the Immigration Programs branch (IPB), through the BC Provincial Nominee Program (BC PNP), nominated 6,500 people from 111 different countries for permanent residency. This economic immigration program contributes to a thriving multicultural society by impacting the fundamental demographics of the province.
- » In March 2019, the BC PNP introduced the Entrepreneur Immigration – Regional Pilot, encouraging communities with populations under 75,000 to be active participants in attracting entrepreneurs from around the world to establish businesses. By connecting potential immigrants with local economic developers, settlement organizations and community groups in advance of their settlement in Canada, the likelihood of retaining successful new entrepreneurs is increased.

- » The BC PNP offers promotional materials in a variety of languages. For example, an overview of the Entrepreneur Immigration stream of the BC PNP is available in French, Arabic, Simplified Chinese, Hindi, Persian and Spanish. If a client contacts the BC PNP office and is unable to communicate in English, staff speak multiple languages (a reference list is maintained).
- » Immigration Programs branch formed a People & Culture Committee composed of representatives from each work unit to support and foster ongoing efforts to improve organizational culture and promote an inclusive environment conducive to participation, engagement and empowerment of all team members.
- » The Investment, Innovation and Technology division values and pursues diversity, and supports Indigenous economic development, through a secretariat for the Indigenous Business and Investment Council (IBIC). IBIC's mandate is to help improve Indigenous participation in the economy, promote Indigenous businesses and entrepreneurs, and inspire First Nation and industry partnerships. Additionally, the division creates tools, information and networks to grow and strengthen Indigenous communities.
- » IBIC participated in 12 trade shows and events to support Indigenous economic development. The shows and events were an opportunity to meet and engage with Indigenous business people, First Nation community leaders, and industry representatives. They also provided an opportunity to promote the IBIC website's resource links, the Indigenous Business Listings (IBL) database, success stories and video profiles.
- » The Investment, Innovation and Technology division created the Indigenous Economic Development Joint Office (IJO) along with the Ministry of Indigenous Relations and Reconciliation. The IJO will work to advance Government's commitment to true and lasting reconciliation.

- » The Investment, Innovation and Technology division initiated the Indigenous Economic Development & Reconciliation Speakers Series. The series seeks to build public sector capacity, both in terms of awareness of Indigenous economic development perspectives, and the ability to engage and support Indigenous organizations and peoples in pursuing economic opportunity.
- » Small business programs and services continued to be available in multiple languages through websites, telephone lines, program guides, videos and customer support services.
- » Guides produced by the ministry – Starting a Small Business, Import / Export and Starting a Franchise in B.C. are available in Chinese (traditional), Chinese (simplified), Korean and Punjabi. The ministry has also developed an Indigenous Small Business Resource handout, which summarizes the suite of small business tools and resources available for Indigenous communities and businesses.
- » The ministry encourages Indigenous communities to participate in the BizPaL and Mobile Business Licence (MBL) programs. Tsawwassen First Nation is the first Indigenous BizPaL program participant and the shíshálh Nation is the first MBL agreement partner.
- » Funded in part by the ministry as B.C.'s premier business services provider, Small Business B.C. provides a wide range of services to the public. All British Columbians have access to these services by phone, e-mail, internet or webinar, and drop-in access is available at the Small Business BC head office location in Vancouver. Small Business BC provides its core services in both Canadian official languages as part of its association with the federal Canada Business Network. Through a referral partnership with La Société de Développement économique de la Colombie-Britannique (SDECB), Small Business BC has added to its capacity to offer an expanded range of business services in French. Small Business BC staff are currently able to respond to clients in five languages

representing the largest newcomer populations in British Columbia – Cantonese, Mandarin, Punjabi, Spanish and Tagalog.

- » The Regulatory and Service Improvement branch supports good policy development by ensuring that all changes to B.C.'s regulatory framework use the Regulatory Impact Checklist to identify and mitigate any negative impacts that may disproportionately affect specific groups, including small business owners, immigrants and other vulnerable groups. According to Statistics Canada, British Columbia has the highest percentage of residents in Canada whose first language is neither English nor French (23 %) and the highest representation of small businesses owned by visible minorities (12 %).

### Highlights of Initiatives in 2018/19

- » Initiated the Indigenous Economic Development & Reconciliation Speakers Series. The series seeks to build public sector capacity, both in terms of awareness of Indigenous economic development perspectives, and the ability to engage and support Indigenous organizations and peoples in pursuing economic opportunity.
- » Continued to support the Indigenous Business and Investment Council to provide policy advice to government.
- » Continued to enhance the Indigenous Business Listing (IBL), a database that helps connect industry with Indigenous partners and suppliers. To date, there are more than 1,200 Indigenous companies listed, and information on all 203 First Nations communities across B.C.
- » Hosted panels at the Union of BC Municipalities and other events, fostering dialogue between Indigenous and non-Indigenous communities.
- » Expanded the Export Navigator Pilot Program to offer specialized support for businesses owned by Indigenous peoples, women and youth.

- » In collaboration with the BC Public Service Agency, via BC Stats, successfully launched the Diversity and Inclusion survey to the public service, the results of which will be used to improve related human resources policies and practices, as well as the mandate of the Gender Equity Office.
- » Expanded the BC Settlement and Integration Services Program and Career Paths for Skilled Immigrants Program through a 45% funding increase.

### Success Stories

*“After arriving in B.C. as an experienced financial Ministry of Labour analyst holding a PhD degree in Finance, I applied for over 100 related jobs in two months, and never heard back from any of them. I became very discouraged, so much so I wanted to return to my country. Instead, a friend introduced me to the Career Paths for Skilled Immigrants program. During the program I learned how to tailor my resume and write a new cover letter, I learned how to prepare for an interview and even practiced interview situations with the instructors. I then reapplied to relevant jobs and was invited for several interviews in just the first month. Finally, I started a new job as a customer service representative at a bank. Career Paths helped me advance by supporting me to enroll for the Canadian Securities Course, which I passed successfully. This helped me get a promotion within just two months after starting my job.”*

S. Shahryari, a client from the Career Paths for Skilled Immigrants Program.

## 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.

### Executive Commitment to Multiculturalism

The Ministry of Labour's pursuit 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. Ministry executive established a framework strategy to operationalize Diversity and Inclusiveness principles into the ministry's culture and signalled its importance by supporting PSA-led programs like the Work Able Internship. Ministry executive directed that all ministry legislative and policy initiatives utilize a Gender Based Analysis Plus (GBA+) lens to ensure that a broad range of gender, cultural and economic perspectives were considered throughout the ministry's work. The ministry supports initiatives that create a culturally diverse workforce through the provision of discrimination prevention training and onboarding, and orientation to the Standards of Conduct for new employees. In addition, ministry executive has incorporated Indigenous competencies into our hiring practices. Throughout the province, employees are encouraged to recognize and value the multicultural environment in which they work and live.

### Key Practices, Policies and Programs in Support of Multiculturalism

- » The Employers' Advisers Office (EAO) continues to work with the ministry in the implementation of the Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples.
- » In its recruitment of six new staff members in 2018, the EAO hired candidates that are fluent in a variety of languages. As a result of this recruitment focus, the EAO has gained further capacity to serve its clients.

- » The Workers' Advisers Office (WAO) continues to provide factsheets in three languages.
- » The WAO also administers Start a New Inquiry, which helps clients to request advice and assistance via an online application form.
- » WAO is seeking to increase its diversity through identifying multilingual applicants in hiring competitions.
- » Both the WAO and the EAO utilize WorkSafeBC's Language Line, which allows both organizations to provide services in over 40 languages to injured workers and employers in B.C.
- » The Employment Standards branch (ESB) is working with the Consular Alliance for Migrant Workers to provide additional supports to our diverse client group and ensure all workers and employers can access the branch's services.
- » Information sessions are held by the ESB for new immigrant workers, temporary foreign workers and their employers, multicultural groups and business owners.
- » ESB is working to increase its diversity and to expand services in languages other than English by employing recruitment strategies, for all new hires, that target candidates who speak languages other than English, with a particular focus on Punjabi and/or Cantonese.
- » The ministry's three administrative tribunals have a commitment to recruit and identify candidates from the diverse communities they serve. The chairs of the tribunals are committed to diversity, inclusion and access.

### Highlights of Initiatives in 2018/19

- » The ministry created a plan to support staff in beginning to build a culture of respect, understanding and reconciliation with Indigenous Peoples and to implement Call to Action number 57 from the Truth and Reconciliation Commission.
- » Planning began for implementation within the ministry of the Draft Principles that

Guide the Province of British Columbia's Relationship with Indigenous Peoples. The plan includes 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 to expand ministry staff's self-awareness and Indigenous cultural competencies.

- » In November 2018, the Temporary Foreign Worker Protection Act was passed and received Royal Assent. The ministry has been engaged in extensive consultations with stakeholders in the lead-up to bringing the legislation into force, including groups that represent vulnerable temporary foreign workers and consulates.
- » In January 2019 the Employment Standards branch (ESB) launched a new pilot project to incorporate multi-lingual service delivery into its free Information Line. Callers can access branch staff with the support of simultaneous translation in over 140 languages. This new service reflects the branch's commitment to supporting all clients in BC's diverse workplaces.
- » This year ESB undertook an Accessibility Audit of its web-based content to find opportunities to improve access to the branch's website for those clients who use screen readers or other software supports to promote an inclusive service delivery model.
- » The Workers' Advisers Office (WAO) is developing an intake process that provides an opportunity for an Indigenous person to self-identify if they choose to the branch's intake process.

## MINISTRY OF MENTAL HEALTH AND ADDICTIONS

### Mandate

The Ministry of Mental Health and Addictions sets the provincial strategic direction to transform B.C.'s mental health and addictions system. To realize our mandate, the ministry undertakes a whole-of-government, multi-systems approach in partnership with other ministries, Indigenous peoples, service delivery partners, researchers, local and federal levels of government, families, youth, advocates and people with lived experience. As outlined in the Service Plan, the ministry works with partner ministries and external stakeholders to meet government's priorities of developing and implementing a mental health and addictions strategy and responding to the overdose emergency.

### Executive Commitment to Multiculturalism

The executive team works to ensure that diverse perspectives are embedded into the workplace culture and the approach to strategy design, policies and initiatives.

The ministry encourages inclusion through its leadership and by providing equal access to training and development in areas including diversity and inclusion, Gender-Based Analysis Plus (GBA+), respectful workplace and cultural safety and humility. These commitments are aligned with and reflected in the Ministry of Mental Health and Addictions strategic plan, ministry and divisional business plans, and through leadership practices such as our operating principles.

The ministry's vision, mission and goals support the objectives of respect, inclusion and serving the cultural diversity of the province because they are geared towards the mental well-being of every citizen. This means collaborating with our partners, including Indigenous partners, to ensure that programs and services meet the unique needs of diverse population groups and local communities.

### Key Practices, Policies and Programs in Support of Multiculturalism

The ministry continues to incorporate diversity and inclusion, multiculturalism, building a respectful workplace and cultural safety into its core work, human resource materials, programs, training and internal communications including essential training for all staff that included San'ya's Indigenous Cultural Safety Training and Gender-Based Analysis Plus (GBA+).

Examples include:

- » Hosting Indigenous Youth Interns
- » Signed a Tripartite agreement with Canada and the First Nations Health Council in support of the social determinants of mental health and wellness and self-determination for First Nations in B.C.
- » Signed a Declaration of Commitment to Cultural Safety and Humility with the First Nations Health Authority.
- » Supporting the inclusion of First Nations and Métis perspectives in provincial planning and decision-making through establishing a partnership with the First Nations Health Authority through renewing a letter of understanding and committing to establishing a formal partnership structure with the Métis Nation BC.
- » Continue to collaborate with the First Nations Health Authority and other health partners on the creation of a Cultural Safety and Humility Change Leadership Strategy.
- » Co-chair the Overdose Response Public Engagement Working Group with First Nations Health Authority.
- » Partnered with health authorities to expand clinics that provide services to underserved populations in the community e.g., Roshni Clinic in Surrey.
- » Ministry of Mental Health and Addictions recognizes that gender, ethnicity, age, sexual and gender identity and living in poverty

can be barriers to accessing services. The forthcoming Mental Health and Addictions Strategy has been developed and will be implemented with a strong multicultural and equity lens to ensure the mental health and substance use needs of all British Columbians are met.

- » The Strategy will include a set of policy and practice principles critical to the successful implementation of a transformed mental health and addictions system of care. These principles include a focus on equity and cultural safety, along with trauma-informed, and person-centred care.

### Highlights of New Initiatives in 2018/19

- » Made an organizational commitment to adopt and implement the National Standard of Canada on Psychological Health and Safety in the Workplace to recognize and promote the understanding that multiculturalism reflects the racial and cultural diversity of the ministry including essential training for all staff in Psychological Health and Safety in the Workplace.
- » Conducted targeted public engagement sessions with diverse cultural communities to better understand their unique experiences and needs and to inform the Mental Health and Addictions Strategy. Sessions were facilitated by the Minister and included separate meetings with South Asian Canadians, Chinese Canadians and refugees, newcomers and immigrants. Learnings from these sessions also led to the development of new multicultural anti-stigma campaigns that will be launched in the coming months.
- » Formed two StopOverdoseBC advisory groups to help inform the development of a multicultural anti-stigma campaign targeted to South Asian and Chinese Canadians.
- » Hired a professional advertising agency with diverse experience in multicultural marketing to develop a culturally relevant approach that was appropriate, accessible and effective.

- » Translated life-saving print and web resources into Punjabi and simplified and traditional Chinese to help ensure that language is never a barrier to accessing life-saving information and anti-stigma messaging.

### Success Stories

In fall 2018, as the Minister participated in targeted consultation sessions to inform the development of the Province's Mental Health and Addictions Strategy, it became clear that specific populations in B.C. were experiencing knowledge and communication gaps around overdose prevention, substance use and mental health. Consultation participants from the South Asian and Chinese Canadian community were forthcoming with their desire to be actively involved in the planning and implementation of customized campaigns to help support the ministry's efforts. In response, the Partnerships and Engagement branch of Ministry of Mental Health and Addictions' Strategic Priorities and Initiatives division worked to expand the StopOverdoseBC stigma reduction campaign into multiple languages and cultural contexts to reach diverse communities across B.C.

Developing an approach that was culturally appropriate, accessible and effective was key. To achieve this, two StopOverdoseBC advisory committees were established, comprising members of South Asian and Chinese Canadian communities. The campaign expansion was done in consultation with these advisory groups, as well as with guidance from a creative agency that specializes in multicultural marketing.

Existing educational materials (rack cards and wallet cards) were translated into Punjabi, simplified and traditional Chinese, with the aim of increasing awareness around overdose and the impact of stigma, and to ensure language is never a barrier to accessing life-saving information and support. The resources will be added to new translated pages on StopOverdoseBC and promoted through targeted print, digital and radio ads. The campaign is scheduled to launch in summer 2019.

## MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING

### Mandate

The Ministry of Municipal Affairs and Housing (MAH) takes leadership in supporting local governments, not-for-profit organizations and residents to build vibrant and healthy communities that are well governed, liveable, safe, economically resilient, and socially and environmentally responsible; and provides British Columbians with access to more affordable, safe and appropriate housing through policy and programs, technical codes and standards, and services for landlords and tenants.

### Executive Commitment to Multiculturalism

The ministry recognizes that a rich multicultural society helps to nurture acceptance, understanding and mutual respect. Diversity is vitally important in creating strong and vibrant communities for all British Columbians. The ministry executive is committed to building a strong organization that embraces diversity in the workplace. The ministry works to build communities that recognize and value cultural diversity, and that promote collaborative relationships among levels of government, community groups and citizens. More specifically, the ministry provides advice and program support through partnerships to encourage improved relationships between local governments and First Nations that can lead to reconciliation at the local level. MAH delivers programs and services that are designed to treat everyone fairly, equitably and respectfully. The executive enables activities for staff that promote awareness of diversity and multiculturalism, including training, development and employee engagement activities.

Multiculturalism is embraced in the workplace, and the ministry strives to be a welcoming organization that values diversity and treats individuals respectfully and without discrimination. In addition to offering training and capacity building, MAH executive is using the 2018 Work Environment Survey (WES) to better understand the composition of its workforce. WES data is being used to

identify stretch goals to support the organization's commitment to becoming more diverse and reflective of the citizens it serves.

### Key Practices, Policies and Programs in Support of Multiculturalism

- » Announced as part of Budget 2018, the Build BC programs announced are now accessible for Indigenous partners on or off reserve.
- » The ministry has a dedicated Build BC Indigenous Housing Program with funds devoted to both on and off reserve housing, the first time any provincial jurisdiction in Canada has made this commitment.
- » The ministry has been actively participating in policy discussions with the Aboriginal Housing Management Association and the First Nations Housing and Infrastructure Committee around Indigenous program administration and self governance.
- » The ministry actively supports multi-cultural events and initiatives, including promoting awareness and participation in National Indigenous Peoples Day and sponsoring Multiculturalism Week activities. This provides an important opportunity to celebrate the province's rich diversity and distinct cultural perspectives.
- » MAH is pursuing numerous Reconciliation initiatives, including:
  - o Participating in the Indigenous Youth Internship Program, which provides unique employment experiences within the ministry to Aboriginal youth. Through this program, the ministry provides a meaningful opportunity to support Indigenous youth to build professional skills and networks, to develop leadership skills, and to share their culture with others.
  - o Ministry executive actively supported the Moose Hide Campaign by encouraging staff to draw upon the Indigenous cultural practice and ceremony as a way of

engaging all people in the work towards ending domestic and gender-based violence.

- MAH sponsored a two-day training session offered by the Attorney-General's Indigenous Legal Relations unit about the key principles regarding legal obligations that government has to Indigenous peoples in making decisions that affect them. The aim of the training was to help staff learn the history and current state of engagement and how to apply it to various teams' day-to-day work. One hundred and twelve staff participated in the training.
- MAH piloted a capacity building approach to Reconciliation by hosting a series of eight workshop sessions as part of a monthly speakers' series, developing an interactive bulletin board and circulating a newsletter to support implementation of the 10 Draft Principles that Guide BC's Relationship with Indigenous Peoples at a staff level. These voluntary activities saw a 30% divisional participation rate and were organized by a small, staff-led working group.

- » The ministry fully embraces the implementation of Gender-Based Analysis Plus (GBA+) and this will allow the ministry to be more responsive to the diverse needs and identities of the people we serve. Key initiatives include:
  - Offering in-person orientation workshops and ongoing online training opportunities for all staff;
  - Featuring GBA+ in a ministry-wide all staff meeting; and
  - Creating a ministry-wide working group to facilitate integration of the GBA+ processes, identify success measures for GBA+ implementation in all areas of the ministry, support more granular divisional working groups and case studies,

and champion training and assessment methodology.

- » Building GBA+ and other multicultural, inclusive criteria into program design, including:
  - Infrastructure Grants: In 2018 the Governments of Canada and British Columbia announced the signing of the Investing in Canada Infrastructure Program (ICIP), which will invest over \$2.85 billion in green infrastructure, public transportation, community and cultural assets, and rural and northern infrastructure. These projects will be cost-shared with the Province, local governments, Indigenous recipients and other partners. Cultural benefits will be widely and fairly and distributed across the province once projects are approved and implemented.
- » Community Gaming Grants: Grants supported a wide variety of cultural celebrations and activities, including local festivals, heritage associations, public safety programs and parent advisory councils.
- » This year, the team incorporated GBA+ conditions as part of the capital grants funding requirements. From April 1, 2018 to March 31, 2019, in support of multiculturalism and Indigenous culture, the Community Gaming Grants program provided:
  - \$10.9 million to not-for-profit organizations that provide multicultural programming (sharing culture with the broader community), including cultural festivals, fairs, Indigenous programming, and arts, music, dance and theatre groups that share a variety of different cultural perspectives with the broader community. Over \$2 million to not-for-profit Indigenous organizations to support a variety of services and initiatives ranging from friendship centres to cultural societies, and support for elders in their communities. The Fraser Region Aboriginal Friendship Centre Association received a \$250,000 Capital Project grant

to build a new, quality, and accessible Indigenous childcare facility for infants and toddlers. Six major Capital Project Grants to non-profit organizations that support multicultural programming, Indigenous programming and multicultural arts, including an \$18,000 grant to the Victoria Multicultural Society to help renovate their facilities and install accessible washrooms, a \$10,290 grant to the Cowichan Valley Intercultural and Immigrant Aid Society to build a playground for their refugee childcare center, and a \$250,000 grant to the Greater Vancouver International Film Festival Society.

### Highlights of Initiatives in 2018/19

- » Local Government Division, Governance and Structure branch made participation in local government elections more widely accessible to British Columbians by investing over \$10,000 to publish and distribute 7,500 copies of the Voter's Guide to Local Elections in British Columbia in English, French, traditional Chinese, simplified Chinese, Korean, Farsi (Persian) and Punjabi to 189 local governments across British Columbia.
- » In recognition that societal expectations can rapidly evolve, the Community Gaming Grants branch updated its Capital Projects Guideline to incorporate a Gender-Based Analysis Plus (GBA+) lens, ensuring that grants are awarded to organizations who are most inclusive of all members of the community. The application now requires details on if the proposed project will be open and accessible to people of all ages, abilities, sexual orientation, gender identify and expression (LGBTQ2S+), ethnicities, cultural backgrounds, religions, languages, under-represented communities and socio-economic conditions, except in instances where the exclusion of some group is required for another group to be effectively serviced.

### Success Story

The Residential Tenancy branch is regularly invited to discuss landlord tenant rights on the Punjabi radio station RED FM.

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

### Mandate

The Ministry of Social Development and Poverty Reduction focuses on reducing poverty, creating opportunities, and increasing inclusion. As described in the 2018/19 Service Plan, the purpose of the ministry is to provide strategic leadership and quality services that empower the broad range of British Columbians in need to share in the Province's prosperity, to participate fully in their community, and to reach their full potential.

### Executive Commitment to Multiculturalism

Ministry leadership is committed to supporting the cultural diversity of its staff and providing inclusive services that are sensitive to the ministry's culturally diverse clientele. This means supporting the B.C. government's three-year Diversity Action Plan to strengthen diversity and inclusion; the Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples; the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP); and the Truth and Reconciliation Commission's Calls to Action.

### Key Practices, Policies and Programs in Support of Multiculturalism

To support diversity and inclusion for its diverse staff and clientele the ministry has:

- » Supported the implementation of the B.C. government Diversity Action Plan and the Draft Principles.
- » Created a ministry People Plan that includes creating a ministry diversity and inclusion strategy.
- » Highlighted diversity and inclusion in hiring practices through:
  - Work Able co-ops
  - Indigenous Youth Internships
  - Using Indigenous Relations Behavioural Competencies in job postings

- » Emphasized the importance of diversity and inclusiveness in the employee Standards of Conduct through onboarding processes and group mentoring programs.
- » Continued to support the Employee Advisory Council, the liaison between employees and the ministry executive committee for human resource policies and operational feedback that included policies and suggestions on diversity and inclusiveness.
- » Encouraged and promoted multiculturalism through potlucks featuring foods from various cultures, training such as Diversity in the BC Public Service, and articles in the ministry's online newsletter.
- » Continued using ministry employees (who speak approximately 150 languages) for interpreter services when interacting with the ministry's clients from diverse backgrounds before using external interpretation services.
- » Supported WorkBC service providers who provide a full range of employment services to British Columbians in need, including immigrants, refugees, Indigenous Peoples and Francophones. Program services included:
  - Case management in languages other than English (available in 10 designated bilingual communities)
  - Specialized immigrant service providers
  - Personal Counselling for Employment Readiness for violence and/or abuse survivors
  - Foreign Credential Evaluation
  - Prior Learning Assessment
  - English as a Second Language (ESL) Training
  - Language Interpretation Services
  - Employment-readiness workshops such as Career Planning and Identifying and Accessing Transferable Skills

- Job Search and/or Job Start Financial Supports

### Highlights of Initiatives in 2018/19

Creating the People Plan involved consultations with employees of diverse backgrounds throughout the province. It is a coherent strategy by the ministry to develop its diverse workforce towards a common vision of providing excellent service to its diverse and changing clientele.

- » It is a three-year human resource development plan with three objectives:
  - Building capacity
  - Building capability
  - Building commitment
- » Two of the identified strategies in the plan are:
  - The formulation of a diversity and inclusion strategy
  - The establishment of a list of mandatory and recommended skill development training, which will include development of important competencies such as cross-cultural skills
- » Developed a plan for the implementation of the Draft Principles in the ministry.

### Success Stories

#### Thriving Where I Am Planted

*“Is there discrimination towards immigrants in Vancouver?” I asked a Canadian consul prior to the big move to the Great White North. She implied that many Canadians are immigrants.*

*Spring 2011, I was a bud and had competed in a federal newcomers’ program. By the time autumn colours changed, and the leaves fell, a career had dawned as I interned at the Immigration, Refugees and Citizenship Canada.*

*It was refreshing to fly by with the changing seasons, and to shift gears from working for the Philippine government to the Canadian public*

*sector. Two years later, I rolled into the ministry as an Employment and Assistance Worker.*

*Diversity was celebrated by recognizing employees’ cultures and talents and how these led to understanding of the ministry’s clientele. Staff were tapped to do interpretations. Multilingual resources were available. Anti-bullying measures and Indigenous peoples’ heritage were discussed. Accommodations for workers to observe their religious practices were in place. I had organized fun cultural potlucks and a national costume day.*

*I remember a time when I was the only visible minority at the front office. About a year after, new hires came and defined a more diverse face to mirror the ministry’s diverse clientele.*

*It had been an enriching journey! Indeed, Canada is multicultural, each one giving their gifts that continually build up this multicultural society. My thoughts over discrimination had vanished eons ago.*

by Adona Hamto, Employment and Assistance Worker.

## MINISTRY OF TOURISM, ARTS AND CULTURE

### Mandate

The Ministry of Tourism, Arts and Culture (TAC) integrates the tourism sector with the vibrant arts, culture and sport sectors to promote British Columbia as an inclusive place to live, visit and invest. The Mandate Letter for the ministry emphasizes the importance of moving forward on the Calls to Action of the Truth and Reconciliation Commission and reviewing policies, programs and legislation to determine how to bring the principles of the United Nations Declaration on the Rights of Indigenous Peoples into action in British Columbia. As the lead ministry for multiculturalism, the minister is supported by a Parliamentary Secretary for Multiculturalism with a mandate to develop new strategies to combat racism and increase respect and tolerance among British Columbians.

### Executive Commitment to Multiculturalism

As the lead ministry responsible for multiculturalism, the ministry is committed to promoting the principles and policies of the Multiculturalism Act across government. The ministry is responsible for coordinating this annual Report on Multiculturalism with the goal of ensuring that government services and programs align with the values of inclusion, equality and justice. The ministry recognizes that a society that celebrates B.C.'s multicultural heritage helps to nurture acceptance, understanding and mutual respect. Diversity, increased participation and engagement by all cultures are vitally important to creating strong and vibrant communities for all British Columbians. The ministry executive is committed to building a strong and capable organization that embraces diversity in the workplace. 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. TAC delivers programs and services that are designed to treat everyone fairly, equitably and respectfully. The executive supports staff activities that promote awareness of diversity and

multiculturalism, including training, development and employee engagement activities.

### Key Practices, Policies and Programs in Support of Multiculturalism

The ministry promoted a culture of diversity and inclusion throughout the year by supporting staff learning about Gender Based Analysis Plus initiative. The ministry also supported staff to learn and incorporate the Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples into their work and approaches. The ministry continued to support the Indigenous Youth Internship Program and encouraged staff involvement in an Indigenous Writer's Book Club.

Ministry programs and grants supported effective and inclusive communities by facilitating opportunities for participation in cultural tourism and activities, arts and sport as well as through the ministry's dedicated multiculturalism and anti-racism programs.

Key initiatives in 2018/19 included:

- » Le Centre culturel francophone de Vancouver (Le Centre) received provincial funding through both BC Arts Council project funding and the Community Gaming Grants program for support related to the delivery of over 30 concerts and performances in four annual event series and festivals. The concerts involved the work of Francophone and Francophile artists.
- » More than 220 projects in 150 communities throughout B.C. received a total of \$7.6 million in B.C./Canada 150 grants. Organizations with a culture or heritage mandate responsible for a museum, archive or historic place were eligible for this funding, including non-profit organizations, First Nation Band Councils, Aboriginal Friendship Centres, local governments and post-secondary institutions. The grants will create meaningful legacies honouring the province's unique and diverse histories, culture, heritage and contribution to the nation.

- » Funding of \$1.4 million (from the ministry) was provided to the Indigenous Sport, Physical Activity and Recreation Council (ISPARC) to support the implementation of the Aboriginal Sport, Recreation and Physical Activity Strategy. This contributed to improving the health outcomes of Indigenous people across British Columbia by supporting and encouraging physically active communities and by expanding access to sport, recreation and physical activity opportunities.
- » The BC Sports Hall of Fame and Museum houses the Indigenous Sport Gallery – the only one of its kind in Canada. Through ministry funding, ISPARC worked with the Hall of Fame to update the Aboriginal Sport Gallery with more interactive displays and to strengthen storytelling throughout the facility. This unique gallery, which honours achievement in professional and amateur sport, won the 2019 Outstanding Achievement Award from the Canadian Museums Association.
- » The ministry provided support to the Chinese-Canadian Community Advisory Committee, as well as secretariat support for the Multicultural Advisory Council, a legislated body created to provide advice to the Minister responsible for Multiculturalism and to oversee the production of this Report on Multiculturalism.
- » In 2018/19, the ministry continued to support the Organizing Against Racism and Hate (OARH) program that enabled communities across the province to collaboratively develop ways to address incidents of racism and hate crime. OARH committees in 36 communities actively worked to combat racism and discrimination. The ministry hosted an OARH Network Meeting in Vancouver on March 21, 2019 that was attended by more than 40 community leaders who came together to share success stories and learn from one another about how to more effectively address racism and hate issues.
- » In 2018/19, the ministry supported 76 non-profit community organizations with a total investment of \$300,000 through its

Multiculturalism Grants Program. Organizations across the province received grants of up to \$4,000 each to undertake projects and initiatives aimed at improving cross-cultural understanding and trust between British Columbians, addressing systemic barriers and challenging racism.

- » In 2018/19, the Province continued to implement projects that highlighted the substantial contributions Chinese Canadians have made to the culture, history and economic prosperity of B.C., including unveiling monuments honouring the Chinese Canadian legacy in Lytton and Yale and distributing the book “Celebration: Chinese-Canadian Legacies in British Columbia” to public school districts, public post secondary institutions, libraries, museums and visitor centres across B.C.
- » The Tourism Events Program contributed over \$4 million to support marketing and promotion to attract visitors to special events across the province. Events ranged from local celebrations of community culture to major sporting and cultural performances, including the Festival of Lights international fireworks competition in Vancouver, the World Accordion and Tango Festival in Victoria and the Artwells Festival of All Things Art in the Cariboo community of Wells.
- » The Resort Municipality Initiative provides support to tourism-dependent communities. In 2018/19, it provided \$10.5 million that helped stage a variety of community cultural events and developed amenity infrastructure in communities such as Fernie and Harrison Hot Springs.
- » TAC Tourism branch helped conduct a key event in support of reconciliation with First Nations in 2018/19, when it supported the Semiahmoo First Nation of White Rock to have an improperly-removed totem pole re-installed in a prominent position at Peace Arch International Park at a public event where Premier John Horgan offered an official apology.

- » The BC Sport Participation Program – funded equally by the Province and the Government of Canada – provides grants to provincial and community organizations to deliver sport programs to under-served population groups including Indigenous and new Canadians. In 2018/19, this funding supported DIVERSECity – an organization supporting newcomers to Surrey, Delta, Langley and White Rock – and is targeting \$75,000 for new programs to support newcomers across the province.

### Highlights of Initiatives in 2018/19

- » Creative BC was provided \$175,000 in funding for the Respectful Workplace, Diversity and Gender Parity Fund. This pilot project provided grants to initiatives that helped to create and maintain fair, inclusive and safe work environments in B.C.'s creative industries.
- » In alignment with New Foundations - Strategic Plan for the British Columbia Arts Council: 2018-2022, the BC Arts Council integrated principles of equity, diversity and access throughout all funding programs and policies to ensure fair and equal access to cultural production and enjoyment.
- » On March 21, 2019, the International Day for the Elimination of Racial Discrimination, the Province launched a new Multiculturalism and Anti-Racism Awards program to recognize the outstanding contributions of British Columbians committed to promoting multiculturalism and eliminating racism. Forty-one British Columbians were honoured at the ceremony by the Premier, with five receiving awards. In the words of youth award recipient Nada El Masry, "this award makes me feel grateful and humble, but it also is a reminder of the work that we still need to do. It's recognition, but it's also a responsibility. I want to live up to those standards. We need to continue to engage in de-colonial work. We need to engage in critical multiculturalism work and anti-racism."

### Success Stories

In 2018/19, through the Multiculturalism Grants program, the ministry supported Vantage Point to deliver training to 30 board members from multiple B.C. non-profit organizations on how to develop and nurture diversity and inclusion in their organizations. The Board Diversity & Inclusion Workshop equipped board volunteers with tools to create a culture that actively embraces a spectrum of voices and lived experiences. Participants learned strategies that supported their confidence in approaching conversations about this important topic and gained skills to attract and engage diverse new members. All participants reported that they learned specific tools that they would bring back to their organizations to advance their organizations' diversity and inclusion work.

## MINISTRY OF TRANSPORTATION AND INFRASTRUCTURE

### Mandate

The Ministry of Transportation and Infrastructure plans transportation networks, provides transportation services and infrastructure, develops and implements transportation policies, and administers many related acts, regulations and federal-provincial funding programs. The ministry strives to build and maintain a safe and reliable transportation system and provide affordable, efficient and accessible transportation options for all British Columbians. This work includes investing in road infrastructure, public transit, cycling network improvements and other green modes of transportation, reducing transportation-related greenhouse gas emissions, and strengthening the economy through the movement of people and goods.

### Executive Commitment to Multiculturalism

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 GBA+ is reflected in all budgets, policies and programs.

### Key Practices, Policies and Programs in Support of Multiculturalism

- » In response to the announcement in May 2018 releasing the 10 Draft Principles, the ministry's Associate Deputy Minister and two leads were identified to develop and launch a comprehensive framework called the Journey Towards Reconciliation.
- » The ministry strives to continue to attract, develop and retain a workforce that reflects and serves the diverse and numerous cultures

of British Columbians, including participating in initiatives such as the Indigenous Youth Internship Program (IYIP), and WorkAble Internship Program.

- » The ministry's executive supports the Employee Advisory Forum (EAF), which is made up of approximately three dozen employees and represents diversity in age, gender and culture as well as a variety of geographic locations, type of work and business units they represent. The EAF's mission is to improve the work environment.
- » EIT/GIT (Engineer-in-Training) and TELP (Technician Entry-level) programs provide participants with early-career opportunities to experience the diversity of the ministry in a series of assignments leading towards a clear career path in engineering and technical disciplines.
- » The Office of the BC Container Trucking Commissioner publishes all bulletins, notices, orders and other communications materials for trucking companies and has drivers in both English and Punjabi. The complaint hotline also offers both English and Punjabi language resources to respond to complaints.
- » The Stop of Interest (SOI) sign program was introduced in 1958 as a B.C. Centennial Project. These signs are intended to provide a familiar, durable and highly-visible roadside format for the interpretation of people, places and events that shaped B.C. Recently installed Stop of Interest signs have highlighted the Gur Sikh Temple, Japanese Canadian Internment history as well as the signs featuring history from the Sts'xum, Sexqéltkemoc te Secwepemc, Kitsumkalum, Nisga'a, Snuneymuxw, Diitiida and Pacheedaht First Nations.
- » The ministry is an ongoing participant in a variety of federal/provincial/territorial tables associated with the Councils of Ministers and Deputy Ministers Responsible for Transportation and Highway Safety. Leaders of the five National Indigenous Organizations were invited to meet with the Council

of Ministers in January 2019 to increase understanding of transportation priorities and perspectives. Ministry staff also participate on the Community of Practice on Indigenous Relations, a forum for facilitating collaboration among provincial, territorial and federal transportation departments that discusses common issues, shares information and best practices on Indigenous issues.

- » Web/multimedia and internal communications provide online information to all employees about the resources available to promote inclusiveness and diversity, including 28 diversity focused intranet articles, 38 TranBC Twitter, Facebook, Instagram and Blog posts, six executive emails promoting multiculturalism, and an enhancement to the resources, tools and supports on an intranet page.

### Highlights of New Initiatives in 2018/19

- » Within the Journey Towards Reconciliation framework, five pillars have been identified, two of which focus on providing employees with training, tools and resources to support Indigenous relations and cultural awareness. Also, a comprehensive inventory of the ministry's current Workforce Programs is being developed to allow the ministry to integrate the Principles, along with information from the United Nations Declaration of the Rights of Indigenous Peoples and the Truth and Reconciliation Commission Calls to Action. A committee has been struck with representation from across the ministry and partners beyond to help implement the robust framework, which will be launched along with accompanying strategies in June 2019.
- » The ministry is currently developing a sign policy for Indigenous communities. Through a pilot project, the ministry installed a "welcome" sign for the Splatšin community, which included the community logo, directions to community supported facilities and the use of Indigenous language.
- » In 2019, the Passenger Transportation branch

will explore opportunities to enhance its cross-cultural customer service by creating communications materials in additional languages e.g., French, Cantonese and Punjabi.

- » In June 2018, the Province responded to Greyhound's withdrawal of inter-city bus service in the north by working with BC Transit to launch BC Bus North as a 12-month interim service. Five Indigenous community organizations have established BC Bus North accounts to support their students and clients.
- » The 2018 EAF annual general meeting included a presentation on the Draft 10 Principles that Guide the Province's Relationship with Indigenous Peoples, as well as the introduction of a cultural self-assessment tool. The EAF has fully adopted and promotes the use of Words Matter: The Inclusive Language Guidelines into all communications.

### Success Stories

The Highway 16 Action Plan, an innovative partnership between the Province, First Nations, BC Transit, local governments and others, to deliver inclusive, community-inspired solutions to ensure safe, reliable and affordable options for First Nations and remote communities along Highway 16 now travels along four different routes and moves over 1,000 passengers per month.

In addition, the community vehicle component of the plan is providing 2,500 rides per month, and the First Nations Driver Education Program, which provides training for Class 7L, 7N, 5 and 4 licenses, has seen over 200 students participate to-date.

The ministry has developed successful partnerships through our projects along the Trans Canada Highway with five Secwepemc communities: Williams Lake Indian Band for Highway 97 Lexington to WLIB IR; Cayoose Creek Indian Band for Lillooet Station Bridge; and Xaxli'p for the Highway 99 10 Mile Slide. The partnerships with these communities focused on building capacity and supporting their business and joint ventures to deliver on portions of construction.

## CROWN CORPORATIONS

### BC ASSESSMENT

#### Mandate

BC Assessment (BCA) is a provincial Crown corporation, created in 1974 under the Assessment Act, and governed by a Board of Directors. BCA's mandate is 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 2 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 to Multiculturalism

BC Assessment's executive management supports multiculturalism initiatives and employment diversity at the operational level. BCA's Service Plan outlines the goals, strategies and performance measures for the organization, including assisting First Nations in the exercise of their jurisdiction over real property taxation, helping build capacity in First Nations to administer their taxation system to establish a stable tax base to support their local community.

#### Key Practices, Policies and Programs in Support of Multiculturalism

BC Assessment has a diverse workforce of about 700 employees located in 15 offices across B.C., representing a variety of cultures, with over 20 languages represented in written and/or spoken form.

The Communications and Government Relations department is responsible for internal communications as well as external distribution of public information including community media relations and advertising. The Director, Local Government and First Nations Customers and the Manager, First Nations Customers attend multiple conferences each year, including the First Nations Tax

Administrators Association, and host presentations for local government agencies regarding collaboration and specific First Nations assessment and taxing topics.

Each January, BC Assessment's commitment to diversity is reflected during the annual Property Assessment Communications Campaign, which includes translated advertising and outreach through community media.

BC Assessment's People Division (Human Resources) continues to support diversity in the workplace with regards to age, culture, and gender in their hiring practices, as well as through community outreach. In the past year, BC Assessment has attended a handful of recruitment outreach events, connecting BCA's Talent Acquisition team with newly immigrated Canadians, providing recruitment support and training. The attendees are encouraged to pursue career opportunities with BC Assessment, and both temporary and permanent appointments have been filled utilizing this partnership.

#### Highlights of Initiatives in 2018/19

- » In preparing the 2019 Assessment Roll, BC Assessment provided assessment services to eight Taxing Treaty First Nations, the Sechelt Indian Self Government District, and through private contracts, 86 other First Nations that have the authority to establish independent real property taxation systems.
- » Members of BC Assessment's People Division volunteer on behalf of the organization at the Intercultural Association (ICA) in Victoria, providing ICA members, many of whom are new to Canada, with in person/group or phone sessions regarding recruitment best practices in Canada.
- » BC Assessment continues to grow its internal volunteer Language Skill Bank, currently representing 23 different languages. This bank is a resource for staff to connect employees with customers who require support in a language other than English.

- » Staff with additional language skills are available to make presentations to and respond to media, local governments and community organizations to ensure timely and accurate information about the property assessment process and annual assessment roll.
- » BC Assessment's 2019 Property Assessment Communications Campaign included advertising for radio and print media in both Punjabi and Chinese.

### Success Stories

BC Assessment's customers include all owners of the province's two million properties. 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 for 2019, BC Assessment trained and utilized two new additional media spokespeople with Chinese and South Asian language skills. These represent the most commonly-spoken non-English languages in B.C. Also, new in 2019, BC Assessment implemented a new media monitoring system that includes translations of multi-language media coverage about BC Assessment. This has enabled BC Assessment to attain a stronger understanding and connection with the province's diverse communities and their connections with us.

## BRITISH COLUMBIA COUNCIL FOR INTERNATIONAL EDUCATION (BCCIE)

### Mandate

The purpose of BCCIE is to promote international education in and for the Province of British Columbia, and to enhance British Columbia's international reputation for excellence in education. We work collaboratively with the Ministry of Advanced Education, Skills and Training, partner ministries including the Ministry of Education and the Ministry of Jobs, Trade and Technology, and with schools, districts, and institutions to deliver on the international education priorities of the Province.

### Executive Commitment to Multiculturalism

BCCIE's work aligns with the values of multiculturalism and encourages respect, tolerance and substantial knowledge of other cultures and creeds. BCCIE incorporates this into its hiring practices wherever possible and considers linguistic diversity when posting all positions. In addition, executive management at BCCIE supports staff to engage in cultural experiences at work. Professional development opportunities hosted through BCCIE support internationalization and global citizenry, two of BCCIE's core values.

Supporting reconciliation with Indigenous people is a key commitment of government including moving forward on the Truth and Reconciliation Commission (TRC) Calls to Action and consideration of the principles of the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP). As part of its work to promote diversity and strengthen intercultural awareness and inclusiveness, BCCIE supports the Indigenization of schools and institutions through education and training and seeks opportunities to promote connections between Indigenous and international students.

### Key Practices, Policies and Programs in Support of Multiculturalism

- » BCCIE continues to strengthen the British Columbia Study Abroad Consortium – a consortium of post-secondary study abroad providers to encourage more B.C. students to

study in other countries and more and smaller institutions to become engaged in this activity.

- » Works closely with the Ministry of Education to administer study abroad scholarships to China, Japan, Colombia, Spain, France, Netherlands and Italy for students and teachers in B.C. and facilitated other study abroad opportunities for B.C. students and teachers including facilitating a group of K-12 First Nations students to study abroad in New Zealand. In 2018/19, BCCIE distributed 34 scholarships under this program.
- » Appointed Canada's national secretariat in the University Mobility in Asia and the Pacific (UMAP) Consortium. UMAP promotes student exchanges among 570 colleges and universities in 35 countries in Asia and on the Pacific Rim.
- » Continues to support capacity building of the international education sector in B.C. through events, conferences, and roundtables – many directly supportive of the goals of multiculturalism and advancing internationalization.

### Highlights of Initiatives in 2018/19

- » Led outgoing delegations to Southeast Asia, China and Mexico. In addition, BCCIE hosted incoming delegations from China, Philippines, Vietnam and the United States to support further education collaboration.
- » Hosted two events on intercultural awareness and capacity building: A Symposium on Interculturalization, Internationalization and Indigenization in Vancouver that offered new techniques and modules for practitioners from all sectors (K-12, Language and Post-secondary) to consider learning and understanding from various perspectives; and an Intercultural Symposium in Victoria to share and collaborate in training on best practices when working with diverse student populations.
- » Participated in respectful workplace training in December 2018 that included topics such as unconscious bias.

## BC GAMES SOCIETY

### Mandate

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 to Multiculturalism

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 our game plan.

### Key Practices, Policies and Programs in Support of Multiculturalism

- » Society staff have communications skills in French, German and Estonian
- » Staff cultural backgrounds include Estonian, Trinidadian, Italian, German and Scottish providing for some sharing of backgrounds, foods at staff functions, and holiday traditions that then allows for a greater understanding of each other
- » Host community mayors and committees recruit their boards of directors and general volunteers to reflect the diversity of the community
- » Host communities take great pride in highlighting the cultural diversity of their region by way of inclusion in opening and closing ceremonies, games' time entertainment and hospitality
- » The society continues its longstanding partnership with BC's Indigenous sport sector through a memorandum of understanding with the Indigenous Sport, Physical Activity & Recreation Council (ISPARC).

### Highlights of Initiatives in 2018/19

- » 47 athletes, coaches and officials attending the Kamloops 2018 BC Winter Games self declared through their registration as being of Aboriginal descent.
- » Through BC Games Society's annual Mandate Letter, we continue to collaborate with sport system partners to promote the growth of ethnic and aboriginal sport.
- » In partnership with ISPARC, Canoe / Kayak BC, BC Lacrosse Association and Basketball BC, BC Games Society has established new opportunities for increased participation by Indigenous athletes and coaches.
- » First Nations artist Jamin Zuroski designs were once again a part of Team BC's ceremonial uniforms when the team marched into the opening ceremony or received their medals at the Red Deer 2019 Canada Winter Games.

### Success Stories

The Cowichan 2018 BC Summer Games Society worked closely with the Hul'qumi'num people, specifically the Cowichan Tribes to ensure their culture was celebrated and respected during the planning and implementation of the Games. Beyond the protocol for including a Board position for a key representative and working with the Chief to showcase their dance and song, these BC Games took the relationship to an entirely new level with cultural training opportunities, greater involvement of ceremonial opportunities and the first ever traditional language project. Investments by the First Peoples Cultural Council and the Ministry of Tourism, Arts and Culture financially supported the initiative lead by visionary employees and staff of the Cowichan 2018 BC Summer Games.

## BC HOUSING MANAGEMENT

### Mandate

BC Housing is the provincial Crown agency that develops, manages and administers subsidized housing options across the province. BC Housing also licences residential builders, administers owner builder authorizations and carries out research, education and programming that benefit the residential construction industry, consumers and the affordable housing sector. BC Housing's mission is making a positive difference in people's lives and communities through safe, affordable and quality housing. BC Housing works with about 800 non-profit housing providers and help over 110,000 households in 200 communities throughout British Columbia.

### Executive Commitment to Multiculturalism

BC Housing's commitment to multiculturalism began in 1994 with a multiculturalism policy committing to an environment that supports and advances multiculturalism in the workplace and BC Housing programs. This policy makes clear the expectation that all staff members respect multiculturalism in BC Housing's workplace and in working with tenants, clients, partners, the public and the broad range of communities we serve.

BC Housing expanded on this commitment by adopting a Diversity & Inclusion (D&I) Framework in 2013/2014 as part of the CEO-led People Strategy.

The 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 creative, flexible and productive.
- » A diverse workforce, within an atmosphere of respect and inclusion, builds service capacity and makes us more responsive, sensitive and helpful to those we serve.

### Key Practices, Policies and Programs in Support of Multiculturalism

Ongoing initiatives that support the objectives of the Multiculturalism Act:

- » Diversity & Inclusion Framework led by BC Housing's CEO, outlining our strategy to positively impact the workplace experience of employees, improve our ability to attract and retain diverse talent, enhance the capabilities of our employees in all interactions and ensure a culture of inclusion.
- » Respect in the Workplace training mandatory for all employees, in-person and experiential.
- » Diversity & Inclusion committee employee resource group, championing multiculturalism throughout the organization.
- » Employee-led events including Black History Month, Persian New Year, Lunar New Year, Filipino Day, Christmas, Hanukkah, Diwali, Aussie Day and many more events and learning opportunities.
- » Director of Indigenous Relations who works in our executive office, advises and supports all branches and works with Indigenous housing sector.
- » During Multiculturalism Day Celebrations in every BC Housing office around B.C., over 300 employees celebrated with speakers, multicultural food, music, dance and traditional dress from around the world.
- » National Indigenous Peoples Day events in every office with speakers, Elders, food, music and art activities.
- » Working Effectively with Indigenous Peoples training in every branch.
- » QMUNITY's Understanding LGBTQ Communities training throughout B.C.
- » Support for immigrants and refugees through core services, including housing and support via our housing registry, rent subsidy programs and partnership with Immigrant Services

Society of BC (ISSBC) on the build of Welcome Centre, a transitional housing and support services hub for newcomers.

- » Women's Transition Housing and Supports to address the housing and support needs of women and children fleeing violence in culturally appropriate ways and aligned with principles of cultural safety.
- » Indigenous Homeless Outreach provides urban and rural off-reserve Indigenous people who are homeless or at risk of homelessness direct access to housing and other community resources in a culturally-sensitive manner.
- » Training support for Indigenous communities through our SkillsPlus Program, helping individuals and Band employees build their skills and capacity in housing and building maintenance.
- » Aboriginal Housing Management Association (AHMA) partnerships to address the need for appropriate Indigenous social housing through a range of housing options.
- » Progressive Aboriginal Relations (PAR) Gold Certification by the Canadian Council of Aboriginal Business (CCAB).
- » British Columbia Multicultural Awards 2017 Government Award.

### Highlights of Initiatives in 2018/19

New initiatives that support the objectives of the Multiculturalism Act this year:

- » Indigenous reconciliation strategy process, working with partners and nations throughout B.C.
- » Unconscious Bias training for all employees, with specialized sessions for hiring managers.
- » Moose Hide Campaign event bringing culturally sensitive awareness and action to the issue of gender-based violence across Canada.
- » Employee Resource groups forming to support and celebrate diversity.

- » UNDRIP and TRC training to introduce employees to the United Nations Declaration on the Rights of Indigenous People and the Truth & Reconciliation Commission of Canada's 94 Calls to Action.
- » New relationships this year include connections through our SkillsPlus skills training program with the Xwisteon (Bridgeriver Band) from Lillooet, the Sema:th (Sumas First Nation) from Abbotsford and the Shxw'ōwhámel First Nation from Hope.

Expanding Partnerships continue to build relationships with organizations including: MOSAIC, ISS of BC, Vancouver Aboriginal Friendship Centre, Indigenous Corporate Consulting, QMUNITY, Muslim Friendship Centre of BC, Kwikwetlem First Nation, Musqueam First Nation and Inclusion Works Canada. We are also members of the Canadian Centre for Diversity & Inclusion (CCDI), Pride at Work Canada and the Canadian Council for Aboriginal Business.

### Success Stories

Canadian Multiculturalism Day has grown over the last 15 years to be one of BC Housing's biggest and most-anticipated employee events. With celebrations held in every BC Housing office around the province, over 300 employees celebrated the incredible cultural diversity that makes us – and all of Canada – who we are. This year's celebrations included:

- » Traditional Welcome: Lil'wat Elder Seis'lom opened the festivities, welcomed participants with songs in the Lil'wat language and gave thanks to the Coast Salish peoples on whose lands we come together.
- » Our Stories: Employees shared their family coming-to-Canada stories and shared information about their cultures and heritage.
- » World music: Drumming, singing and dance was performed by guests and by BC Housing employees. This year included a celebration of traditional Nigerian songs and dances.

- » Multicultural Cuisine: A beautiful lunch buffet with foods from around the world, chosen by employees and identified as representative of their cultural ancestry.
- » Culture Stations: Attendees visit stations with displays, information, cultural artifacts, great stories and even snacks from ancestral lands.
- » Map Station: Continuing our annual tradition, employees mark their ancestral homes on a large map of the world. This impressive map, which hangs in a prominent spot in our Home Office year-round, shows that as a group we've descended from over 60 countries around the world.

## BC HYDRO

### Mandate

BC Hydro generates and provides electricity to 95% of B.C.'s population and serves over four million people. Our mission is to provide reliable, affordable, clean electricity throughout B.C., safely. We are guided by our values: we are safe, we are here for our customers, we are one team, we act with integrity, we respect our Province, we are forward thinking.

### Executive Commitment to Multiculturalism

In 2018/19 the president and chief operating officer, Chris O'Riley, sent a clear message that an inclusive and harassment-free workplace is critical for the organization to achieve our objectives. As a result, all executives and managers at BC Hydro have a performance objective related to creating an inclusive and harassment-free workplace. The president and chief operating officer signed on to pledges that support diversity, such as: the President's Group (B.C. business leaders who are champions for more accessible, inclusive workplaces), the Minerva Face of Leadership Pledge (supports progress toward diversity) and the Electricity and Human Resources Canada Leadership Accord (supports for gender diversity). The chief human resources officer chairs a Safe Workplace taskforce; members include leadership from Operations, Safety and the Union and Ethics. The role of the taskforce is to safeguard the well-being, mental health and safety of all employees.

### Key Practices, Policies and Programs in Support of Multiculturalism

- » The Social Responsibility policy states our vision for a diverse workforce representing the communities we serve; the Employee and Workplace policy commits to equal access to employment and advancement opportunities. These policies are reflected in our mandatory Respectful Workplace Training and annual refresher for all employees.
- » All new employees are asked to participate in the BC Hydro census; data collected is compiled in quarterly workforce reports that

detail the representation of women, visible minorities, Aboriginal people and people with disabilities at BC Hydro.

- » BC Hydro has a merit-based hiring practice. Recent changes to the process clarified posting principles and applied more rigorous standards.
- » The Annual Employee Engagement Survey asks questions about diversity and inclusion including questions about behaviours (discrimination/harassment), values (is diversity valued) and inclusion (trust and respect, encouragement to share opinions). In 2018, these questions received a 76% favourable response.
- » BC Hydro continues to engage customers in their preferred language through real-time translation services in our call center (English, Cantonese, Mandarin and Punjabi). Our "brown out" calendar helps us manage planned outages around significant religious holidays and/or cultural events to minimize impacts in the community.
- » BC Hydro is implementing the United Nations Declaration on the Rights of Indigenous Peoples. Efforts include a statement of Indigenous principles, a guide to support employees in communicating with Indigenous people in the course of their work and three related educational modules. The modules cover employee awareness of the Indigenous principles, how to apply them and how to put them into practice in the regions. BC Hydro also has a dedicated team to enrich our relationship with First Nations, understand regional labour supply and increase Indigenous representation.
- » BC Hydro has four Employee Resource Groups or Networks. The Women's Network, the Cultural Exchange Network, the RAIN Network (Indigenous employees) and the PRIDE Network (LGBT2Q+). Each of the four employee networks, including the Cultural Exchange Network (Multicultural Network) have an executive sponsor to support

their vision, coach and motivate leaders as obstacles arise and leverage their influence to help achieve results. Twice a year, the networks are invited with their executive sponsors to a meeting with the president and chief operating officer to discuss emerging issues and systemic barriers identified by the network.

- » In June, BC Hydro engages employees on the importance of our relationship with Indigenous people and First Nations. An awareness campaign culminates in the annual celebration of National Aboriginal Day. At BC Hydro headquarters in Vancouver and Burnaby cultural celebrations are held featuring traditional dance, storytelling and food. Employees are encouraged to attend events to celebrate the contribution that Indigenous People have made to Canada.
- » BC Hydro volunteers continue to support the engineering regulatory body, the Association of Professional Engineers and Geoscientists of BC, as assessors of credentials and applications of internationally trained professionals for the purpose of providing provisional, entry-level membership to the association.

### Highlights of Initiatives in 2018/19

- » In 2018/19, four additional questions were added to the annual employee engagement survey to better understand employee experience and perceptions about inclusion at BC Hydro.
- » In 2018/19 BC Hydro received our third consecutive gold-level certification award for Progressive Aboriginal Relations from the Canadian Council for Aboriginal Business. BC Hydro is one of 17 companies in Canada to achieve gold status, and one of two utilities to receive a gold designation.
- » In 2019/19 the Cultural Exchange Network hosted sessions at both headquarters on Unconscious Bias. Network executive sponsors and other members of the executive team attended the events. The goal of the sessions

was to raise awareness that all people have unconscious biases, to make space to discuss the topic, and to provide tools and resources for mitigation or further exploration.

- » In 2018/19 the PRIDE Network organized a diverse group of employees to participate in the 2018 Pride Parade to walk in the 40<sup>th</sup> annual Vancouver Pride Parade. The team marched in shirts reading “The Power to be you”. The Vancouver Pride Parade is a celebration of inclusivity and recognition of lesbian, gay, bisexual, transgendered, two- spirited, queer or questioning people (LGBT2Q+).
- » In 2018/2019 BC Hydro adjusted the BC Hydro census to remove references to “race”. Consensus in biological and social sciences is that race is a social construct, not a biological attribute. Scientists are adopting the term “ancestry” to describe human diversity. This shift is also being adopted by BC Stats and Stats Canada.
- » In 2018/2019 BC Hydro refreshed the Respectful Workplace Training content for both employees and managers to make it a more immersive experience and to ensure employees understand their role in contributing to an inclusive and harassment-free workplace.

### Success Stories

BC Hydro hosted an event in partnership with the Immigrant Employment Council of BC, the Applied Science Technologists & Technicians of BC, the Engineer & Geoscientists BC, the BC Hydro Power Pioneers, BC Hydro’s Recruitment team and the Cultural Exchange Network. The purpose of the event was to provide information, tools and resources to help new immigrants be successful in finding meaningful work in the BC Labour Market. Participants at the session were professional engineers and procurement specialists. The event educated them about Canadian recruitment norms, and exercises allowed new immigrants to practice specific skills in a group environment.

Mentorship from subject matter experts and peer-coaching was well received by participants.

### **Inclusion Events**

The Employee Networks jointly hosted a session called “Inclusion is Everyone’s Job”. Over 160 employees participated. The president and COO encouraged employees to think about how to be more inclusive and provided examples such as be welcoming to new people, take special care of individuals who are more prone to experience exclusion and to speak up when employees witness or experience exclusion. Participants were split into small groups to discuss scenarios related to the lived-experiences of exclusion provided by the networks – and the session ended by providing resources and practical ideas to integrate inclusion habits into daily work. The internal story about the event resonated with employees receiving over 3,500 views and 22 comments. The video shown at the event was watched over 1,000 times.

## BC IMMIGRANT INVESTMENT FUND LTD.

### Mandate

The BC Immigrant Investment Fund (BCIIF) is a Crown corporation wholly owned by the Province of British Columbia. BCIIF is responsible for managing British Columbia's allocation of funds committed by new immigrants to Canada under the federal Immigrant Investor program (IIP). The BCIIF supports the growth of B.C.'s venture capital ecosystem, economic development and job creation by investing in a combination of infrastructure loans, money market instruments and making venture capital investments. BCIIF's venture investments are made through its subsidiary, the B.C. Renaissance Capital Fund (BCRCF) Ltd., which has invested \$110 million in venture capital investments through two portfolios. Portfolio 1 -the BCRCF- has committed \$85 million to date, and has invested in the key technology sectors of digital media, information technology, life sciences, and clean tech. Portfolio 2 -the BC Tech Fund- has invested approximately \$25 million to date, of its total \$100 million commitment, and invests in B.C.-based venture capital funds and B.C.-based technology companies. The purpose of the venture investments is to earn financial returns, develop venture capital capacity in B.C., and increase the growth of domestic B.C. tech companies.

### Executive Commitment to Multiculturalism

BCIIF's management team and board of directors seek opportunities to support diversity and multiculturalism throughout all areas of corporate planning and operations. With a public sector lending portfolio, BCIIF responds to the diverse needs of British Columbians. The corporation also supports opportunities to showcase British Columbia's multicultural workforce and to attract new international talent to B.C. through investment in venture capital across British Columbia. The corporation also targets its venture capital ecosystem building efforts on growing diverse talent, which includes helping to grow representation at the fund manager, investor and entrepreneur level.

### Key Practices, Policies and Programs in Support of Multiculturalism

BCIIF integrates diversity into its corporate culture by fostering a work environment that encourages and respects individual and cultural differences. Specific examples of our commitment to diversity include:

- » Hiring based on skills and competencies, while also ensuring that its employees and board of directors reflect the diversity of our province.
- » Advertising, promotional materials and public reporting documents incorporate inclusive language and images.
- » Training for staff on cultural agility, Indigenous cultural safety, and GBA+ is available.

## BC LIQUOR DISTRIBUTION BRANCH

### Mandate

The Liquor Distribution Branch (LDB) is one of two branches of government under the Ministry of the Attorney General responsible for the beverage alcohol and non-medical cannabis industries in British Columbia. Responsible stewardship of liquor and cannabis sales in 2018/19 generated \$1.104 in net income to support vital public services including health care and education for British Columbians. As one of B.C.'s top employers recognized more than 10 times over, the LDB employs approximately 4,600 people in their BC Liquor Stores, BC Cannabis Stores, Head Office, Wholesale Customer Centres, and Distribution Centres.

### Executive Commitment to Multiculturalism

With stores located in urban and rural communities throughout British Columbia, the LDB is in a unique position to demonstrate its commitment to multiculturalism through 40 million customer visits each year.

At the LDB, responsibility for equity, diversity and multiculturalism is shared between the executive members. These executive-level roles are responsible for ensuring that multiculturalism is reflected in their operational areas. They review the Workplace Environment Survey results, with scores related to diversity being an important part of this review and make plans on how to increase diversity.

### Key Practices, Policies and Programs in Support of Multiculturalism

Multiculturalism is reflected in all operational areas and at all LDB locations. The LDB promotes a work environment that is free from discrimination, harassment and bullying where all employees are to be treated with respect and dignity.

The LDB's Respect Matters is an educational initiative designed to further build its respectful workplace. There are two components of the Respect Matters training program – an employee version and a supervisor/manager version. Respect Matters helps clarify and reinforce LDB's Standards

of Conduct and encourages best practices for creating a respectful and welcoming workplace environment for employees, as well as our customers.

The key message from the Respect Matters program is that every employee needs to take the necessary actions to work with others to foster an environment that is free of discrimination, harassment, and bullying. Supervisors, managers and senior leaders are responsible for ensuring their workplace fosters and supports an inclusive environment that honours all employees.

In 2018/2019, 544 employees received the training. To date, over 4,500 supervisors, managers and employees have taken the training.

Currently, the LDB is working to further integrate the key messages from Respect Matters training into LDB's everyday business through communication campaigns, newsletters and shift-starters. In addition, new courses will be created for Supervisors/Managers and one for all employees that provides practical advice and skills for creating a respectful workplace atmosphere. These courses will complement internal respect-related communications that will be happening throughout the year.

### Highlights of Initiatives in 2018/19

Building cultural competency in our organization aligns with our corporate vision: Service, Relationships, Results. Through being aware of the context in which we work, we can better serve and build relationships both internally and externally, to drive better results, every day.

A diversity and inclusion strategy will be developed over the next year. Along with the courses listed below, additional initiatives will be part of the diversity and inclusion strategy. Building cultural competence and making the LDB a culturally safe workplace will be accomplished through the following plan for LDB executives, starting 2019.

### Commitments to future initiatives:

- » Orange Shirt Day: Orange Shirt Day is an initiative to remember and honour survivors, families and communities impacted by residential schools. On September 30, LDB staff were encouraged to wear an orange shirt and engage in conversation about how LDB and individuals can commit to reconciliation.
- » Moose Hide Campaign: The Moose Hide Campaign is an Indigenous grassroots campaign, founded in 2011, where Indigenous and non-Indigenous men stand up against violence toward women and children. LDB organizational members across the province will be encouraged to continue their participation in this campaign.

### Valuing Diversity:

Valuing diversity is woven into the LDB's culture – from BC Liquor Stores to head office and the distribution centres – and our employees reflect this diversity.

- » In select BC Liquor Stores, cultural celebrations and holidays such as Chinese New Year and Diwali are recognized. In addition to recognition of these cultural events, the LDB ensures a wide product selection is available to meet the cultural needs of customers throughout the year.
- » Diversity is further incorporated in fundraising efforts. Each year, the LDB's Support Dry Grad Campaign accepts applications from public school districts, independent and private (First Nation, religious and other) schools throughout British Columbia. In 2018, six Indigenous schools/programs participated in the Dry Grad campaign. BC Liquor Store employees encouraged our customers to donate \$278,158 and since 2003, over \$6.8 million to Support Dry Grad.

### Customer Awareness:

- » As part of BC's mixed model retail system, the LDB is committed to providing customers – wholesale and retail – with an enhanced

shopping environment, increased product selection and a high level of service. The LDB purchases beverage alcohol for BC Liquor Stores from hundreds of international suppliers featuring wine from 31 countries, spirits from 54, and beers from 27. All of these products reflect the diverse beverage alcohol needs of British Columbia's multicultural population.

- » Throughout the year, BC Liquor Stores host numerous multicultural food and wine pairing events for customers and supports various cultural celebrations with in-store signage, website, displays and special events including Diwali, Chinese New Year, Cinco de Mayo and Hanukkah.
- » TASTE magazine – the LDB's complementary in-store magazine – raises multicultural awareness by including food and beverage alcohol pairings, recipes and features from around the world, such as the cuisines of India, Italy, Portugal, Spain and France. TASTE magazine is available in all of the LDB's 197 BC Liquor Stores throughout British Columbia and has around 400,000 readers.
- » In-store displays routinely feature product from major wine regions around the world, such as British Columbia, Argentina, Australia, Chile, France, Germany, Italy, New Zealand, Portugal, South Africa, Spain and the United States.

## BC OIL AND GAS COMMISSION

### Mandate

We provide British Columbia with regulatory excellence in responsible energy resource development by protecting public safety, safeguarding the environment and respecting those who are affected.

### Executive Commitment to Multiculturalism

The Commission's executive and management is committed to enhancing a culture of inclusiveness and diversity. The Commission continues to build a workplace where ethnicity, gender, social, experiential, cultural, life stage and thinking styles are all valued and respected. The Commission's formalized values include "respect", which is our commitment to listen, accept and value diverse perspectives. This supports respect for all staff, stakeholders and Indigenous groups. Embracing differences allows the Commission to attract and retain talent from diverse segments of the workforce and strengthen the organization. This includes a variety of initiatives as well as developing new measures to enhance engagement with Indigenous groups to ensure it respects those affected by energy resource development activities.

The intended outcomes of the executive's commitment to diversity and inclusiveness are:

- » Service delivery that is reflective of the partnerships and B.C. communities the Commission serves.
- » A work environment that respects individuals and their unique perspectives and engages its employees.
- » Maximizing innovation and creativity by leveraging diversity and inclusiveness in the Commission's culture.

### Key Processes, Policies, and Programs in Support of Multiculturalism

- » Statistical analysis is used within the Commission to identify knowledge gaps in relationships with Indigenous people. Surveys

are conducted to gauge levels of satisfaction with the Commission and how it consults with First Nations.

- » The Commission consults with First Nations on oil and gas applications that occur on Crown land. Outreach projects conducted by the Commission to First Nations include "Commission 101's", and "Water 101's", which aim to give an overview of the Commission and its mandate, and an explanation of the decision-making process employed by the Commission regarding industry water use for oil and gas activities.
- » The Commission offered internal training for staff to understand the core aspects of the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and Truth and Reconciliation Commission's (TRC) calls to action in 2018 and will be delivering Indigenous Relations corporate training in summer 2019. The Commission has tools for staff to explore self-directed awareness of First Nations in B.C., such as the First Nations Relations Resource Centre, which helps to track engagement with First Nations, information on communities, opportunities for learning about First Nations culture, etc.
- » Efforts are taken to diversify the workforce through the Indigenous Education Program, which partly aims to raise awareness of the Commission to communities, provide training and employment opportunities to Indigenous people, and potentially highlight the opportunities that may be available at the Commission for suitably trained individuals.
- » The Commission supports and sponsors cultural heritage days in First Nations communities. The Commission also initiated the first Aboriginal Liaison Pilot Program with Doig River First Nation, which provides First Nations with a designated liaison who works to share information between all government natural resources agencies and their home community. This program has been expanded to 11 communities across northern B.C.

- » The Commission has initiatives and programs that incorporate the TRC's Calls to Action, the principles of UNDRIP, and B.C.'s 10 Draft Principles for fostering relationships with Indigenous people. These initiatives include developing community emergency response plans, terms of engagement (memorandum of understandings), reclamation projects, and providing other government agencies with information of interest to First Nations, including parks and protected areas, and the Province's caribou recovery plans.

### Highlights of Initiatives in 2018/19

The 2018-19 fiscal year saw the implementation of several initiatives with Indigenous communities, including the Indigenous Education Program, Stay in School Program, and the Winter Warmers program, offered for the first time outside northeast B.C.

The Indigenous Education Program was offered through two post-secondary institutions, Vancouver Island University and the University of Northern B.C. The courses offered at VIU were an Environmental Monitoring Certificate and a Land Reclamation Certificate. UNBC offered an Environmental Technician Certificate at two locations, North Vancouver and Fort St. John. The Commission committed almost \$270,000 through costs of courses, scholarship opportunities, and Oil and Gas Research and Innovation Society (OGRIS) funding.

The Winter Warmers program provided warm winter boots to the children in First Nations communities affected by recent wildfire activities across the central Interior, along the route of the Coastal GasLink pipeline.

### Success Stories

The Indigenous Education Program was a success for its first year. Feedback from the institutions and participants suggested that completion rate of the courses was high (greater than 90 %), the participants came from a wide number of communities in B.C., and participants found the course contents relevant to their fields of interest.

The Winter Warmers Program, in conjunction with Kamik Canada, has been previously well received in communities in northeast B.C., and in the 2018-19 fiscal year the program was extended to communities along the Coastal GasLink route across the central Interior who were affected by wildfires in the past two fire seasons (2017 and 2018).

## BC PAVILLION CORPORATION

### Mandate

BC Pavilion Corporation's (PavCo) mandate is to generate economic and community benefit for the people of British Columbia through prudent management of public facilities. PavCo owns and operates two world-class public facilities located in downtown Vancouver: BC Place and the Vancouver Convention Centre.

### Executive Commitment to Multiculturalism

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. A Workplace Diversity policy was created by employees and approved by PavCo's executive in 1997 and was further revised in November 2018.

### Key Practices, Policies and Programs in Support of Multiculturalism

The multicultural nature of the PavCo's business, clients and staff is highly valued and discrimination among its workforce or clients is not tolerated, as outlined in PavCo's Code of Conduct. Ongoing support is provided to enhance and integrate multicultural sensitivity within the organization. All employment advertisements to fill vacant positions within PavCo include an employment equity statement and encourage applications from diverse groups. Qualification requirements are explained in generic language in order to ensure fairness and equitability when assessing applicants' credentials. Equal acceptance, opportunity and appreciation of all staff are the responsibility of each business unit in order to retain staff and develop their skills, knowledge and abilities.

PavCo is committed to creating a workforce representative of the population it serves while providing equal access to hiring, advancement and training opportunities. The culturally diverse workforce represents a variety of international backgrounds, including Chinese, East Indian, Indo-Fijian, Filipino, Iranian, Iraqi, Mexican, Nigerian, South American, Japanese, Serbo-Croatian,

Taiwanese and many more. Front-line and service desk staff are multilingual and provide an opportunity for visitors, guests or clients to identify and take advantage of interpretative services. Resource lists are also available detailing languages spoken by staff

### Highlights of Initiatives in 2018/19

PavCo's A Workplace Diversity policy was updated in November 2018 to reflect a modern, best-in-class workplace standard. The revised policy on Workplace Diversity states: "PavCo celebrates diversity and is committed to treating all of its employees and customers with dignity and respect. PavCo strives to create a workforce representative of the population it serves. All qualified persons will have equal access to hiring, advancement and training opportunities in a safe work environment free from any form of harassment or discrimination."

### Success Stories

- » In order to attract qualified candidates from diverse backgrounds, recruitment advertisements all contain information about PavCo's commitment to diversity in the workplace. The organization continues to recruit from a wide variety of sources, including: a number of colleges, job boards and social networks, where there is a high representation of multicultural and diverse individuals.
- » During 2018/19, all new employees participated in a Respectful Workplace seminar, which emphasizes mutual respect, mutual responsibility and communication skills. All new employees also participate in an orientation that includes an emphasis on the organization's core values of Trust & Respect, Accountability, Innovation, Teamwork and Service Excellence. The Human Resources team is trained in workplace diversity and multicultural sensitivity and able to assist employees and managers with respect to PavCo's commitments and obligations in employment equity and human rights.

- » The Vancouver Convention Centre is the provincial flagship for conventions, trade and consumer shows, meetings and special events. The facility hosted more than 530 events in 2018/19 that brought to the province thousands of people from around the globe representing a myriad of different cultures and backgrounds.
- » During 2018/19, the Vancouver Convention Centre was host to many cultural events and celebrations including the 2018 Western Canada North American Irish Dance Championships, the Coastal Lunar Lanterns display on Jack Poole Plaza, and more. Other examples include:
  - Journey to Freedom Day - Dreams and Builds Gala - Miss Chinese Vancouver Pageant 2018 - The Islands of Tahiti Dinner - Eid-Al-Adha Prayer and Festival 2018 - Nunavut Regulator Engagement Session - 39<sup>th</sup> Annual Catholic Educators' Conference - The 2018 Convention of Jehovah's Witnesses
- » In celebration of Canada Day 2018, the Convention Centre held an open house inviting the community to experience different aspects of our facility and to showcase its impact as an intersection for multicultural and diverse events both local and international. Over 25,000 people from different cultural backgrounds attended the open house.
- » BC Place is Canada's premier stadium, welcoming more than 1 million people from around the world every year to the home of international sport and live entertainment in Western Canada. The team at BC Place continues to focus on delivering best-in-class experiences to a wide range of guests from around the world. Workplace diversity and multiculturalism practices play an important role in supporting that goal.
- » BC Place supported its team licensees, the Vancouver Whitecaps FC and BC Lions Football Club, in efforts to embrace the values of multiculturalism and diversity. An

initiative launched by the Whitecaps FC and MLS titled "Soccer for All", signifies that "everyone is welcome to MLS, regardless of race, color, religion, national origin, gender, gender identity, disability, sexual orientation or socioeconomic status." The BC Lions and CFL continued the "Diversity is Strength" campaign in 2018/19, highlighting emphasizing that "our strength comes from diversity - be that of heritage, orientation, religion, ability, thought, and so much more."

- » At BC Place, guest restroom facilities are designated as Female, Male, Family or Gender Neutral. Furthermore, BC Place continues to implement a gender-neutral policy to help in educating staff in this regard.
- » In 2018/19, the Convention Centre and BC Place worked with the B.C. Government to support the campaign to raise awareness of Human Rights Day.
- » BC Place and the Vancouver Convention Centre together utilized their stadium roof, as well as the Cauldron and District Marker illuminations, to support diverse community initiatives including Pride, Global Day of Inclusion, International Day of Friendship, Human Rights Day, World Humanitarian Day, Power To Be, Citizenship Week, International Day of the Girl, International Day of Persons with Disabilities, National Day of Remembrance & Action on Violence against Women, Human Rights Day, Multiculturalism Day and many more.

## BC TRANSIT

### Mandate

BC Transit is charged with coordinating public transportation systems throughout British Columbia outside of Metro Vancouver. BC Transit operates under the British Columbia Transit Act, which provides it with a mandate to: plan, acquire, construct or cause to be constructed, public passenger transportation systems and rail systems that support regional growth strategies, official community plans and the economic development of transit service areas; provide for the maintenance and operation of those systems and; enter into commercial revenue opportunities in respect of the authority's assets and resources.

### Executive Commitment to Multiculturalism

BC Transit's mission is "Through the strength of our people and partners, we provide safe, effective, and efficient customer-focused transportation solutions." As outlined in our Annual Service Plan Report, BC Transit's objectives are:

- » Increased Ridership
- » Financial Management
- » Operational Excellence
- » Strong People and Partnership

BC Transit's strength is its people. To demonstrate this commitment and accountability in multiculturalism, one of BC Transit's objectives is "Strong People and Partnerships." BC Transit's 2017/2018 Annual Service Plan Report supports this objective by having a performance measure called "Strengthen Our People", which is measured through bi-annual employee engagement scores. In 2017, BC Transit's overall engagement score increased by four points since the previous work environment survey conducted in 2015. As part of the bi-annual work environment survey, employees are asked to rate the statement, "My workplace values diversity in people and backgrounds." In 2017, the score for this statement increased by three points since 2015.

BC Transit's success depends on creating an

adaptable, socially responsible organization that lives its values and attracts new employees and partnerships, while developing and retaining its existing employees and partnerships.

BC Transit's values include:

- » Safety
- » Customer Service
- » Sustainability
- » Integrity
- » Innovation
- » Collaboration

With integrity and collaboration as two of BC Transit's six core values, BC Transit is committed to conducting itself honestly and respectfully, while cultivating strong partnerships. At the beginning of 2018, nine human resources employees enrolled in Indigenous Awareness Training to promote multiculturalism in the organization.

### Key Practices, Policies and Programs in Support of Multiculturalism

As a public transportation service, BC Transit supports diversity and multiculturalism with employees, partners and customers through the following policies:

- » Recruitment and Selection: This policy ensures BC Transit attracts and retains qualified employees of all backgrounds following four principles: fairness, credibility, equal opportunity and merit.
- » Bullying and Harassment: This policy promotes the well-being of BC Transit employees by identifying and preventing bullying and harassment in the workplace.
- » Code of Conduct: A component of BC Transit's Code of Conduct is to promote a culture where all employees, customers and service providers are treated with dignity and respect and are valued as individuals. The diversity section emphasises that BC Transit values the backgrounds, experiences, perspectives and

talents of all individuals and strives to create a workforce that reflects the diversity of the communities it serves. All new employees are required to sign BC Transit's Code of Conduct as a condition of employment.

BC Transit reinforces its policies through a confidential reporting process called AlertLine, in place since 2010 to support employees and promote a culture free from discrimination by enabling BC Transit employees to voice concerns that may compromise BC Transit's Code of Conduct. AlertLine is available 24/7 by telephone or online and is managed through a third-party provider. AlertLine is promoted through new employee orientations, brochures, posters, wallet cards and BC Transit's employee intranet, The Hub.

All three of BC Transit's collective agreements (MoveUP Local 378, CUPE Local 4500 and Unifor Local 333) include articles on harassment and discrimination and acknowledgment of human rights. The collective agreements specify that every employee has the right to work in an environment of mutual respect, free from discrimination and harassment. As part of Unifor's collective agreement, all new Unifor members are required to complete anti-harassment training. A women's advocate program, which is jointly run by Unifor and BC Transit provides specifically trained workplace representatives who assist employees with concerns such as workplace harassment and abuse.

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.

In the Central Fraser Valley region, the BC Transit Rider's Guides have included a Punjabi translation since 2007.

### Highlights of Initiatives in 2018/19

- » September 2018 launch of Sun Rivers Tk'emlups te Secwepemc route.
- » NextRide launch in six communities – creating inclusivity for transit users with visual and

audio displays. Breaks down barriers for people listening/looking for a specific stop.

- » February 28, 2019 Pink Shirt Day - raise awareness of bullying, as well as raise funds to support programs that foster children's healthy self-esteem.
- » Feasibility study and engagement for service in Tofino Ucluelet Districts including the Hitacu First Nations community.
- » Feasibility study updated and supplied to local governments for potential service on Haida Gwaii.
- » May 22, 2018 May Day Parade – Partnership with the Victoria Harbour Cats and featuring their two new players from Cuba.
- » Launch of BC Bus North as an interim solution to support communities without access to long-haul service.
- » Refugee bus pass program Victoria – Extended to 2019.

## BRITISH COLUMBIA LOTTERY CORPORATION

### Mandate

BCLC operates under the provincial Gaming Control Act (2002) and within the legislative, regulatory and policy framework established by the Province. We offer exceptional gambling entertainment through: national and provincial lotteries; casino gambling; online gambling; commercial bingo and sports betting.

Vision: Gambling is widely embraced as exceptional entertainment for adults.

Mission: To conduct and manage gambling in a socially responsible manner for the benefit of British Columbians.

Integrity: The games we offer and the ways we conduct business are fair, honest, transparent and trustworthy.

Social Responsibility: Everything we do is done with consideration of its impact on and for the people and communities of British Columbia.

Respect: We value and respect our players, partners, the public and each other.

### Executive Commitment to Multiculturalism

BCLC is committed to being a leader in diversity and inclusion, reflecting British Columbia's diverse communities and workforce. BCLC's executive team oversees and led the development of a Diversity and Inclusion Strategy, which includes BCLC's approach to multiculturalism and promoting a fair, open, respectful and progressive workplace and business. The strategy is aimed at building a community where people value, respect and engage differences and diverse abilities.

BCLC's CEO, Jim Lightbody, is a member of the Presidents Group, an advisory committee to the provincial government that is focused on increasing employment opportunities for people with disabilities and championing more accessible, inclusive workplaces. As part of their ongoing commitment to diversity and inclusion, in September 2018, BCLC's executive team

underwent two days of immersive leadership training. In addition to meeting with leaders from all facets of life, including the CEO of Canada's largest social service agency that supports newcomers to the country, the team learned about the history of Indigenous people in Canada, from the Indigenous perspective.

### Key Practices, Policies and Programs in Support of Multiculturalism

- » BCLC's has a Diversity and Inclusion Committee comprised of executive, directors, managers and employees. The group serves as an advisory committee with a focus on building an awareness of the value of diversity across the company and supporting initiatives such as the creation and growth of employee resource groups:
- » BCLC is looking to create greater organizational awareness of diversity and inclusion through various internal communications channels, including lunch and learn sessions, and additional training opportunities:
  - In February 2019, a number of BCLC business leaders attended a Canadian Center for Diversity and Inclusion conference focused on how to leverage middle management as advocates of diversity, equity, inclusion and accessibility.
- » BCLC continues to work with the Nicola Valley Institute of Technology, B.C.'s Indigenous Public Post Secondary Institute, and attended their Aboriginal Career and Education Fair to promote job opportunities around the province.
- » BCLC provides responsible gambling information brochures and materials to players in seven languages, including English, French, Punjabi, Chinese, Vietnamese, Korean and Tagalog. Players can also access responsible gambling information through discussion with interpreters in Lower Mainland facilities. In addition, BCLC's Customer Support Centre is able to access translation services when assisting players and lottery retailers who have

English as a second language. Lottery retailer certification paper exams are also provided in English, Korean and Chinese.

- » BCLC has established mandatory annual respectful workplace training for leaders and employees in order to ensure all employees are aware of what is considered harassment, and what they can do if they experience or are witness it in the workplace. BCLC has a zero tolerance policy for harassment and is committed to ensuring all employees work in a respectful environment that is free from harassment. BCLC's commitment to ensuring a positive work environment for all employees regardless of race, ancestry or place of origin is reflected in the Standards of Ethical Business Conduct, which is reviewed and signed off each year by all employees.

### **Highlights of Initiatives in 2018/19**

BCLC is in the process of developing a formal Diversity & Inclusion Policy. The purpose of the policy is to create and foster a supportive and inclusive working environment in which all individuals realize their maximum potential regardless of their differences. Unconscious bias training is currently being developed and will be offered to all BCLC employees in the coming year.

## BRITISH COLUMBIA SECURITIES COMMISSION

### Mandate

The B.C. Securities Commission's mandate is to protect and promote the public interest by fostering a securities market that is fair and warrants public confidence and by fostering a dynamic and competitive securities industry that provides investment opportunities and access to capital.

### Executive Commitment to Multiculturalism

In alignment with the B.C. Government's commitment to support true and lasting reconciliation with Indigenous peoples in British Columbia, and in adopting and implementing the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and the Calls to Action of the Truth and Reconciliation Commission (TRC), the B.C. Securities Commission has developed and implemented Indigenous awareness training for all employees.

### Practices, Policies and Programs in Support of Multiculturalism

- » Mandatory training for all employees regarding Indigenous awareness.
- » In fiscal 2019, the B.C. Securities Commission ran advertising campaigns to educate B.C. investors about the investment fees and how to avoid investment fraud. Both campaigns ran on television and radio in five B.C. regions and included extensive digital media advertising province-wide. The Don't Be Part of a Fraud campaign ran across the province in English mainstream media and on radio in Mandarin, Cantonese and Punjabi. The campaigns encourage people to visit the BCSC's InvestRight.org website, which provides in-language resources about fraud awareness and prevention for B.C.'s South Asian and Chinese communities.

This year, B.C. Securities Commission updated the investment fraud warnings signs and published Chinese and Punjabi translations to InvestRight.

org. A new warning sign - The Trust Trap - is particularly relevant to tight-knit communities where people depend on friends and family for advice, as they adapt to a new country or culture.

- » B.C. Securities Commission's has a Discrimination, Bullying and Harassment prevention policy and we provide mandatory training to all employees on an ongoing basis.
- » B.C. Securities Commission's recruitment practices continue to focus on developing a workforce that is diverse, with a multitude of racial, religious and cultural backgrounds. Approximately 43% of all permanent full-time employees are from visible minorities.

## 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 (Basin) region that is defined in the Columbia Basin Trust Act. Our 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.

### Executive Commitment to Multiculturalism

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 2016-2020 outlines how the Trust will focus its efforts. This strategic document resulted from an extensive year-long Basin-wide process that engaged a diverse cross-section of residents. It states 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.

It also sets out a specific strategic priority around Indigenous relationships, striving for an increased understanding of Indigenous culture and heritage that creates a foundation for lasting and mutually beneficial partnerships. In relation to this strategic priority, the Trust has developed a framework of principles and practices that guides our work with Indigenous peoples, while still enabling us to be responsive and explore new ways to collaborate with Indigenous communities and residents in the Basin.

### Key Practices, Policies, and Programs in Support of Multiculturalism

The Trust further demonstrates its commitment to multiculturalism through the following ongoing practices, policies and programs:

- » The appointment process for the Trust board of directors and its composition are established in the Columbia Basin Trust Act. The Trust's board consistently has representation from the Ktunaxa Nation Council, through appointment by the Lieutenant Governor in Council.
- » The board of directors Competencies and Desired Diversity policy recognizes that diversity in age, gender, ethnicity and geography helps the Trust to effectively engage with Basin residents, to oversee the return of benefits to Basin residents and to prudently oversee the management of the Trust's investments.
- » The Trust has an Employee Code of Conduct policy that specifically addresses discrimination (including cultural discrimination) and provides options for employees to report any harassment under our Whistle Blower Policy. Every year, staff sign a declaration of their understanding and acceptance of the Code of Conduct.
- » An Indigenous cultural literacy program for our board of directors and staff is offered on an ongoing basis to ensure we have a foundation of appreciation and understanding of how to work together effectively. In developing and delivering this program and any Indigenous engagement activities, the Trust reflects on the Truth and Reconciliation Commission of Canada Calls to Action and the United Nation's Declaration on the Rights of Indigenous Peoples.
- » In 2017 the Trust developed the First Nations Housing Sustainability Initiative to support First Nations communities in the Basin with enhancing and increasing their local affordable housing. This three-year, \$5.5-million initiative offers support for asset management and capacity building, energy retrofits and repairs, and new builds. To date, the Trust is helping create 43 new affordable housing units and has helped to improve another 88 through this initiative.

## Highlights of Initiatives in 2018/19

The Trust also supports communities in identifying and achieving their priorities. When multicultural projects are prioritized by a community, the Trust considers providing support via a broad range of support methods. In 2018/19, the following Trust programs and initiatives supported community-initiated multicultural projects:

- » The Asset Management Initiative was developed between the Trust, BC Housing and Indigenous Services Canada (ISC) to support First Nations communities in the Basin with asset management, building assessments, asset planning, data management and capacity building – the first initiative of its kind in Canada.
- » Our Indigenous relationships efforts supported the Ktunaxa Nation Council to revitalize their culture through the Cultural Internship and Cultural Awareness programs, which develop knowledge, skills and resources to collect, maintain and share Ktunaxa cultural resources, and continue their nation building work through a self-determination initiative to educate and engage Ktunaxa communities and leadership around history, nationhood, governance and opportunities for the future.
- » The Ecosystem Enhancement Program supported the Lower Kootenay Band in restoring over 500 hectares of Yaqaan Nukiy lands back to natural flooding and fish access and benefit many fish and wildlife species on these culturally and ecologically important traditional hunting grounds, and **ʔaǰam** in enhancing ecosystem values on approximately 1,300 hectares of forested land, by work that reintroduced biological and heritage values and helped to improve range habitat for elk, deer and numerous other wildlife species.
- » The Social Connections Initiative supported the Aboriginal Friendship Society of Revelstoke in a project that connects the broader Early Years community with local Elders and Knowledge Keepers who will share traditional stories, knowledge and skills through

pre-existing forums such as play groups, professional development seminars and evening workshops.

- » The Public Arts Grants supported the acquisition and installation of permanent art by Basin artists in public spaces in communities, such as at **ʔakisqnuq** First Nation's new Columbia Lake Recreation Centre and Ktunaxa Nation Council's Council Building and Street Angel Building.
- » The Community Development Program supported the Kootenay Aboriginal Business Development Association to deliver business development service and support to aboriginal entrepreneurs throughout the Basin, and **ʔaǰam** to transition the Band Hall into a centralized and dedicated space for cultural based programming.

## Success Stories

Ktunaxa youth water stewards

In 2018, **ʔaǰamnik** youth (Ktunaxa youth from the community of **ʔaǰam**) were given a variety of opportunities to focus on water and understand its cultural and ecological significance.

With guidance from Ktunaxa cultural interpreters and water experts, the youth connected with water through activities, discussions and meaning making, examining water-related challenges and developing visions for their waterways' futures.

"We are supporting **ʔaǰamnik** youth to build their capacity to understand water not just as a resource to be consumed, but from a stewardship and cultural knowledge perspective," said project leader Michele A Sam. "Being on the lands and in the waters heals intergenerational trauma and stress, not only for our citizens, but also for our knowledge relationships, including our relationship with our homelands and the waters themselves. For some youth, these opportunities were integral first steps to being and becoming water stewards as defined within the Ktunaxa creation story.

With the support of Trust funding, **ʔaǰamnik** youth visited 10 key water bodies within the Ktunaxa **ʔamakʔis** – Ktunaxa territory - by the time they participated in the Columbia River Salmon Festival in Invermere in September 2018.

## COLUMBIA POWER CORPORATION

### Mandate

Columbia Power and joint venture partner Columbia Basin Trust own four hydroelectric facilities in the Columbia Basin with Columbia Power overseeing operations at each. Columbia Power uses 50 % of the income generated from these facilities to pay dividends to our shareholder, the Province of British Columbia, as well as provide community and First Nations sponsorship programs, a bursary and scholarship program for secondary schools and community colleges and develop and deliver environmental stewardship programs. The Trust uses the other 50 % to support efforts by residents of the region to create social, economic and environmental well-being in the Basin.

### Executive Commitment to Multiculturalism

Respect and integrity are core values of Columbia Power. In pursuit of Columbia Power's mandate, and consistent with the regulatory environment of British Columbia, Columbia Power's goal is to continuously build and maintain positive and meaningful relationships with those Indigenous groups in whose traditional territories Columbia Power is operating and maintaining their facilities.

### Key Practices, Policies and Programs in Support of Multiculturalism

- » First Nations Sponsorship Program
- » Participation in Ktunaxa Nation Annual General Assembly
- » Participation in Okanagan Nation Annual General Assembly
- » Ongoing staff training in Indigenous awareness and cultural literacy
- » Participation in the annual Okanagan Nation Salmon Feast
- » Participation in the annual Columbia River Salmon Festival

### Success Stories

First Nations participation was critical to the successful completion in 2018-19 of one of the remaining Owner commitments for the Waneta Expansion Project – the design, development and construction of a community harbour at Beaver Creek Provincial Park.

Technical and archaeological support was provided by the Ktunaxa Nation and Okanagan Nation during site development and construction with an archaeological study completed in 2017. The final structure design was adopted from a traditional First Nation's harbour design shared by the Ktunaxa Nation. The Ktunaxa Nation and Okanagan Nation will also contribute interpretive signage for the site with a grand opening community celebration planned in October 2019 that will feature participation and presentations by Ktunaxa Elders and cultural representatives.

## COMMUNITY LIVING IN BRITISH COLUMBIA

### Mandate

The Community Living Authority Act sets out 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.

### Executive Commitment to Multiculturalism

CLBC is committed to the continuous improvement of the way services and supports are delivered to the individuals and families it supports. This includes a growing number of individuals from culturally diverse backgrounds, their families and communities.

#### Key Practices, Policies and Programs in Support of Multiculturalism

- » Strengthening Relationships with Indigenous Communities – Community Living BC has an Indigenous Advisory Committee (IAC) with representatives from across the province to provide information and valuable input to CLBC operations/policy/procedures for the continuous improvement of service delivery to Indigenous people. The CLBC 2017-2020 strategic plan includes a goal to enhance relationships with Indigenous communities and to develop staff and organizational cultural competency. CLBC's Indigenous practice advisor also facilitates best practice guidance for service delivery to Indigenous individuals on a case by case basis.
- » Quality of Life Survey – CLBC's 'include Me!' survey each year measures quality of life outcomes in the areas of independence, social participation, and well-being of the individuals CLBC supports. Informational materials on the survey are available in 10 languages. CLBC also offered interpreter services, including Assisted Sign Language interpretation, to individuals who participated in the survey process. The research firm involved with this initiative hires surveyors with a wide variety of backgrounds, cultures and ethnicities. Those who participate

by phone can complete the survey in a variety of languages.

- » Editorial Board – CLBC's editorial board helps to ensure the perspectives of the people CLBC serves are present in the development of CLBC's communications, publications and other CLBC related projects and initiatives. The editorial board recruits members with diverse backgrounds from around the province. The board recognizes the importance of sharing and publishing stories that resonate with the diversity of those CLBC serves and works to include stories that represent different cultural backgrounds in CLBC's newsletter Celebrate Diverse Abilities.
- » Staff Training – An "Our Common Purpose" module remains an important part of CLBC's staff orientation training regarding cultural considerations, multiculturalism and disability. These sessions are facilitated by staff with a background working with diverse groups.
- » Interpretation Services – CLBC offers interpreter services for individuals and families in multiple languages if requested for meetings with CLBC staff.

### Highlights of Initiatives in 2018/19

- » Welcome Workshops – In 2018/19 Community Living BC updated how it welcomes and plans with the individuals and families it serves. As part of this update, welcome workshops were designed and tested with people from different cultural backgrounds, and those with English as a second language. To deliver these new workshops, CLBC has contracted with approximately 50 individuals and families it serves across B.C. to co-present welcome workshops. These presenters include those from diverse cultural and language backgrounds to ensure workshops are accessible and welcoming for diverse audiences, and presenters represent the diversity of the people attending them.
- » Better Serving People with Multiple and Complex Needs has been a key strategic

priority for CLBC over the past few years due to the current limited ability within and beyond CLBC to serve people who fall within this framework well (or at all). This past year, work has focused on cross government and agency collaborations including one project in Kamloops to explore opportunities for collaboration in service delivery between CLBC and Urban Indigenous-Serving Agencies; and a second to explore opportunities for collaboration in the Nanaimo area between Tillicum Lelum Peoples and organizations and CLBC.

- » Inclusive Housing – CLBC is an annual sponsor of, presenter at, and participant in the Housing Central Conference hosted by the BC Non-Profit Housing Association each fall. As part of inclusive housing presentations at this conference, CLBC produced video stories of people and families it serves from diverse cultural backgrounds to highlight what has worked for diverse families across B.C.
- » In 2018/19, CLBC began the practice of acknowledging the Indigenous Traditional Territories it holds events on.
- » Community Mapping Activities and Platform – In 2018/19 CLBC launched community mapping workshops and projects across the province where community members are invited to participate in activities that map the inclusive and welcoming social, cultural and other assets in their community. In partnership with the Family Support Institute, CLBC Community Councils the MyCommunityBC Platform, a searchable online database housing the community assets identified through the mapping events was also developed.
- » Leadership Training – CLBC provided training to CLBC's senior management team and People Services & Organization Development team on diversity and inclusion and unconscious bias through the Canadian Centre for Diversity and Inclusion. CLBC also provided training on Indigenous cultural awareness and working

effectively with Indigenous communities to managers, the senior management team and the CLBC Board through Indigenous Corporate Training.

### Success Stories

In 2018, CLBC worked with its Indigenous Advisory Committee to develop a poster to raise awareness in Indigenous communities of the supports and services CLBC provides. The poster is available on the CLBC website here: <https://www.communitylivingbc.ca/wp-content/uploads/2018/06/Indigenous-Awareness-Poster-June-2018.pdf>

## DESTINATION BC

### Mandate

Under the Destination BC Corp. Act, the Crown corporation is responsible for:

- » Marketing British Columbia domestically, nationally and internationally as a tourist destination;
- » Providing support for regional, sectoral, and community tourism marketing;
- » Providing industry leadership in tourism marketing;
- » Promoting training and development in relation to tourism marketing;
- » Providing support for visitor centres; and
- » Conducting tourism related market research.

### Executive Commitment to Multiculturalism

Destination BC's commitment to multiculturalism is reflected in its Standards of Conduct. The document defines how the organization creates a safe and healthy work environment where staff and all partners are treated with dignity and respect. In addition, as an organization that conducts business around the globe, the Corporation contracts with many international agencies and implements in-market activities in such a way that respects the diverse interests and cultural sensitivities that exist worldwide.

### Key Practices, Policies and Programs in Support of Multiculturalism

Respect for the individual is a core principle at Destination BC. Embracing diversity and inclusion as part of our organizational culture is key to our ability to achieve service expectations and to effectively partner with industry to promote and develop B.C.'s tourism sector. The organization adheres to and supports the Human Rights Code of British Columbia and the Canadian Human Rights Act, which protect individuals from harassment and other forms of discrimination. Destination BC's success depends on the integrity

of its systems and the people involved in providing products and services. The organization requires every employee to fulfill the promise to conduct business with professionalism and honesty, as reflected in the Standards of Conduct.

### Highlights of Initiatives Undertaken in 2018/19

- » Destination BC continued to fund and work with Indigenous Tourism BC (ITBC) 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's partnership with ITBC also supported Indigenous communities and entrepreneurs to participate in Destination BC's Destination Development program. Together with ITBC, Destination BC is working on new ways to advance the quality of visitor experiences, to assist in sustaining long-term demand for B.C.'s tourism industry.
- » Destination BC worked with key travel media outlets in B.C. and around the world to generate awareness of the tourism experiences B.C. has to offer. This includes providing story ideas for the locally based multicultural media outlets.
- » Destination BC worked with key international tour operators and other tourism partners to develop itineraries and promote tourism experiences and partners in a number of marketing activities with the objective to increase visitor volume and revenue from key target markets. Destination BC has in-market representation in Australia, Germany, Japan, China, the United Kingdom and Mexico.
- » Destination BC relaunched their consumer websites in English and in local language for the following markets: Germany, Mexico and China (simplified Chinese).

## Success Stories

In 2018, all staff at Destination BC participated in Working Effectively with Indigenous People, a workshop facilitated by Indigenous Corporate Training. This daylong session had a profound impact on attendants' understanding of Indigenous history in Canada and assisted with creating a better toolkit for building more productive relationships with Indigenous people. Several participants remarked it was the most meaningful seminar they had ever attended in their career.

## FIRST PEOPLES' HERITAGE, LANGUAGE, AND CULTURE COUNCIL

### Mandate

The mandate of First People's Culture Council (FPCC) is to assist B.C. First Nations in their efforts to revitalize their languages, arts and cultures. Since 1990, the FPCC has successfully distributed over \$50 million to British Columbia's First Nations and Indigenous communities to support their language, arts and culture projects.

### Executive Commitment to Multiculturalism

The FPCC Board of Directors is supported by a 34-member Advisory Committee, with one representative for each of the First Nations language groups in B.C. The Advisory Committee acts as a link to First Nations communities and brings community-based ideas and issues to the attention of FPCC. Internationally, we are involved in the Endangered Languages Project and the UNESCO 2019 Year of Indigenous Languages. In June 2019, FPCC hosted an international Indigenous Languages conference in Victoria, B.C. FPCC has also worked with Canada and First Nations governments to influence proposed federal Indigenous languages legislation.

### Key Practices, Policies, and Programs in Support of Multiculturalism

- » Provide opportunities for Indigenous communities in B.C. to receive funding for their language and art projects.
- » Develop programs and community development resources to support the revitalization of Indigenous languages, arts, and cultural heritage.
- » Offer advice and assistance to First Nations funding applicants to support their success.
- » Provide training in Indigenous communities to support FPCC programs in language revitalization and the arts.
- » Work in partnership with First Nations communities to document and restore fluency in First Nations languages.

- » Offer a network of information and opportunities to Indigenous artists and language champions.
- » Advise the government on issues related to Indigenous languages, arts and cultural heritage.
- » Educate and share information about the true cost of revitalizing Indigenous languages, arts and cultural heritage.
- » Advocate for B.C. Indigenous languages, arts and cultural heritage.

### Highlights of Initiatives in 2018/19

#### Reclaiming My Language: A Course for Silent Speakers

A new course for Silent Speakers assists those who know their language, but due to personal barriers are unable to speak it.

#### Language Gathering and Sharing Grants

FPCC offered grants for language-focused gatherings that bring together B.C. First Nations communities and organizations to share their information and resources and form positive relationships for future language revitalization projects and plans.

#### Language Archiving and Digitization

FPCC worked to support communities to document their languages and is developing a funding program for community language digitization projects to be launched in 2019.

#### FPCC Indigenous Music Initiative

In partnership with Creative BC FPCC launched funding for the Emerging Indigenous Music Industry Professionals and the Indigenous Music Recording Industry. In May 2018, both partners hosted the Indigenous Music Retreat to connect up-and-coming musicians and industry professionals with each other.

#### Arts Micro-Grants

The new Arts Micro-Grant program assists

Indigenous artists and collectives in B.C. with small grants to assist with extenuating circumstances and emergent needs, as well as to contribute to professional development in all artistic disciplines.

### Cultural Heritage Program

Through this funding, FPCC will be able to increase inter-generational transmission of Indigenous heritage and cultural knowledge; increase community capacity to support Indigenous cultural heritage through grants for best practices, increase capacity building, increase mentorships, and cultural infrastructure development, develop more training programs and tools; and continue with advocacy efforts. We will continue to invest in and develop a strong network of experts on the revitalization of Indigenous heritage and cultural knowledge.

### Success Stories

The Province's commitment to implement UNDRIP and the TRC's Calls to Action and advocacy by FPCC resulted in an allocation of \$50 million in March 2018 to support the revitalization of Indigenous languages in B.C. As a result of increased grant funding in both Indigenous languages and arts in 2018/19, FPCC was able to deliver \$11.4 million in grants to communities, which exceeded the target of \$2.4 million. We also trained 814 people in skills related to language revitalization (the target was 189) and attended 123 events (the target was 25).

Nationally, we dedicated efforts to develop and support federal Indigenous languages legislation informed by the input of First Nations people. FPCC also continued to provide input on languages as a technician on the National Assembly of First Nations Chiefs' Committee on Languages.

- » Internationally, we support the Endangered Languages Project (ELP), a collaborative online initiative that brings together language champions, linguistic scholars and the public to strengthen the world's Indigenous and endangered languages. ELP brought language training to more than 450 language champions and allies from over 60 countries.
- » FPCC also brought international attention

to Indigenous languages in B.C. through involvement with the UNESCO 2019 International Year of Indigenous Languages (IYIL), which included planning for an international language revitalization conference in June 2019 with the First Peoples' Cultural Foundation. In 2019, FPCC met with high-level dignitaries, ambassadors and Indigenous language leaders from around the world to support the launch of the IYIL.

- » FPCC developed a monitoring and evaluation plan that is underway and will be completed in 2019/20. It involves in-depth engagement with staff, the Board of Directors and the Advisory Committee. Work on this initiative has supported us to adjust and strengthen several performance measures. As a result of this new work, new measures will be introduced in the next Service Plan.
- » FPCC's technology improvements to the FirstVoices.com website have made it faster, more stable, and more secure. First Nations communities can document their languages much more easily - increasing documentation of language data. As a result, in 2018/19, FPCC saw a significant increase in the percentage of B.C. First Nation languages and dialects archived on FirstVoices.com, from 9.8% to 15.7%. FPCC also invested in training and outreach, including providing video conferencing support to communities to upload data.

## FOREST ENHANCEMENT SOCIETY OF BC

### Mandate

In its Constitution, the purposes of Forest Enhancement Society of BC are to advance the environmental and resource stewardship of British Columbia's forests by: preventing and mitigating the impact of wildfires; improving damaged or low-value forests; improving habitat for wildlife; supporting the use of fibre from damaged and low-value forests; and treating forests to improve the management of greenhouse gases. Advocate for the environmental and resource stewardship of B.C. Crown forests, and do all such other things as are incidental and ancillary to the attainment of the foregoing purposes and the exercise of the powers of FESBC. FESBC achieves these purposes by granting funds to third parties who implement projects and treatments on the land base.

### Executive Commitment to Multiculturalism

Core Values of the Forest Enhancement Society of BC speak to who we are (as opposed to what we do). They transcend human differentiators (race, culture, religion, class). They are enduring, never changing over time and are independent of historic, current or future events.

#### Society Core Values:

1. Safety: We believe in safe, responsible and productive work environments.
2. Stewardship: We believe in a strategic approach to stewardship that balances environmental, economic, social, cultural and Indigenous values while helping to ensure responsible and sustainable use of B.C.'s forests for the lasting benefit of British Columbians.
3. Working Collaboratively: We believe that working collaboratively with our partners in a transparent manner can substantially extend our ability to enhance B.C.'s forests.
4. Open and Proactive Communication: We believe open, proactive communication

is critical to our success.

5. Science-informed decision making: We believe that the management of B.C.'s forests relies on sound science and the guidance of professionals, while at the same time we also respect the value of traditional knowledge.
6. Accountability: We believe in managing with integrity and fiscal prudence in a manner that ensures accountability to the public, our funders and our partners.
7. Excellence: We believe that a culture of organizational excellence, continuous improvement and professionalism is essential in maintaining the trust of the public and our partners.

### Key Practices, Policies and Programs in Support of Multiculturalism

FESBC endorses the recommendations of the Truth and Reconciliation Commission and its calls to action as well as the implementation of the United Nations Declaration of the Rights of Indigenous Peoples. Up to 2018, 30% of the projects funded by FESBC are led by First Nations proponents or have significant First Nations participation (49 projects valued at \$44 million). This is not surprising given that both First Nations and FESBC have a great interest in the enhancement of B.C.'s Crown forests.

### Success Stories

In the West Coast Region in the Haida Gwaii District, Taan Forest, an enterprise established by HaiCo in 2010 to manage forests incorporating Haida values, is working on a forest rehabilitation project funded by the Forest Enhancement Society of BC (FESBC). The project, valued at \$344,000, is locally supported to achieve long term restoration objectives in areas within the Yakoun River drainage. One of Taan Forest's goals is to have a permanent silviculture crew on Haida Gwaii comprised of members of the Haida Nation. The project is also assisting the crew to focus on restoring wildlife habitat for salmon, black bear and raptors while at the same time creating economic benefits of employment and enhanced value of forest products such as Western Red Cedar.

## FOREST INNOVATION INVESTMENT

### Mandate

Forestry Innovation Investment (FII) is the Government of British Columbia's market development agency for forest products. FII works collaboratively with industry trade associations, other levels of government, including the Government of Canada and other provinces, and with research institutions to enhance the value of B.C.'s forest resources and strengthen employment throughout the province. By doing so FII works to support the government's commitment to build a strong, sustainable, innovative economy that works for the people of B.C. FII's mandate is specified in a Mandate Letter issued by the Minister of Jobs, Trade and Technology.

### Executive Commitment to Multiculturalism

The FII executive is committed to delivering the organization's services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia, and to the cultural and social contexts of all locations where activities are delivered. FII operates in an international context and the executive is committed to ensuring all staff in B.C. and in offshore locations, receive the training and support necessary to engage in cross-cultural activities.

FII's human resources mandate is to:

- » Provide equal opportunity employment in accordance with the principles of the BC Human Rights Act and the Canadian Human Rights Act;
- » Ensure that all staff treat others in the workplace with respect and dignity; and
- » Provide a work environment free of violence, harassment and discrimination.

### Key Practices, Policies and Programs in Support of Multiculturalism

- » FII's head office staff of 23 speak a combined nine languages including English, Japanese, Hindi, Gujarati, Marathi, Punjabi, German, Gaelic and French. In addition, staff of FII

subsidiary companies in China, India and Vietnam speak multiple local languages and regional dialects. FII also provides funding to partner organizations to deliver programming in multiple markets.

- » Recognizing the importance of having local resources who understand local languages, cultural and business practices, FII places a priority on locally engaged, experienced staff in its operations in China, India and Vietnam. The majority of staff are local hires, who bring a 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.
- » Multicultural understanding is integral to FII's operations and is fostered each year through regular visits to B.C. by international staff and visitors, outgoing travel to foreign markets undertaken with and on behalf of industry and government, as well as through annual planning sessions that include the local and foreign staff from FII and its partners in government, industry and the research community.
- » In 2018/2019, FII funded an extensive suite of market development efforts in regions around the world, including China, Japan, South Korea and Vietnam in East Asia; India in South Asia; Europe; and the US and Canada in North America.
- » Undertaking market development activities in other countries not only delivers economic growth and jobs to B.C.'s forest sector, but also contributes greatly to deepening the bonds between multiple ethnicities and communities within B.C. and our partners in markets around the world.
- » Many of the programs funded by FII become catalysts for building technical, educational and community exchanges with B.C., thereby enhancing cross-cultural understanding and mutual respect.

- » One key document used to instill multiculturalism principles at FII is our Standards of Conduct Policy. This document contains information and guidelines in support of the Company's values and workplace behaviour expectations and is reinforced to all employees through inclusion in: FII's Policy Manual; Employee Orientation and Onboarding Plan; and annual workshops on Standards of Conduct.

### Highlights of Initiatives in 2018/19

FII delivered mandatory workplace behaviour and Standards of Conduct training to FII staff in January 2019, including new staff joining FII's China team. Expanding on previous year's training programs, FII utilized a local law firm to expand on topic areas related to appropriate workplace behaviour, Human Rights Law and avenues available for bringing forward complaints.

### Success Stories

- » FII organizes and leads trade missions to priority markets on an annual basis to help strengthen relationships with key stakeholders and to connect B.C. suppliers with overseas partners and buyers. These trade missions are an important piece to the cross-cultural understanding and relationship building required to do business in these markets.
- » In 2018/19, FII organized the annual forest sector mission to Asia with more than 50 delegates from B.C.'s forest sector, First Nations and government. The mission saw the largest First Nations participation to date, with a delegation from the B.C. First Nations Forestry Council.
- » Led by the Minister of Forests, Lands, Natural Resource Operations and Rural Development, the mission visited Tokyo, Japan and Seoul, Korea. Forest industry delegates then continued to China for an industry-only program delivered by FII and the Canada Wood Group. The 2018 mission focused on strengthening existing and developing new relationships, raising the profile of B.C. forest

products, and identifying opportunities to advance the use of wood in key Asian markets.

## INDUSTRY TRAINING AUTHORITY

### Mandate

**VISION** To create an inclusive, world-class training and apprenticeship system for British Columbians.  
**MISSION** To build the trades careers that build B.C.

The Industry Training Authority (ITA) oversees, manages and improves the provincial industry training system. It promotes trades training and careers, supports the progression of training participants, certifies individuals with existing skills, and works to align training outcomes with workplace needs.

Issuing credentials, which is the core outcome of ITA's work, is done based either on successful completion of a training program or on a formal validation of existing skills.

ITA invests in training services delivered in part through two sets of partnerships and collaborates with many other stakeholders. ITA serves two customer groups:

- » Training participants and Challengers benefit from skill development and/or recognition, which facilitates improved employment and advancement opportunities.
- » Employers and industry benefit from access to a growing pool of workers with verified skills that align with labour market needs.

ITA is also a key contributor to broader efforts to support employment growth and economic competitiveness for British Columbia as a whole.

ITA's mandate and accountabilities are defined in Part 3 of the Industry Training Authority Act, and are elaborated on each year through a Government Mandate Letter that is signed by ITA's Board members and by the Minister responsible (see [www.itabc.ca/corporatereports/government-mandate-letter](http://www.itabc.ca/corporatereports/government-mandate-letter)).

## Executive Commitment to Multiculturalism

ITA develops and implements targeted initiatives designed to increase participation in industry training and trade certification with groups including Indigenous peoples and new immigrants.

### Key Processes, Policies, and Structures in Support of Multiculturalism

ITA's Customer Service team members, who interact daily with apprentices and employer sponsors, and who answer general inquiries from the public about trades training, speak the following six languages: Cantonese, French, Hindi, Mandarin, Punjabi and Spanish.

ITA fully supports employees who want to celebrate their culture and share that culture with co-workers.

ITA's strategic plan supports a commitment to working with Indigenous peoples to jointly design and deliver effective and culturally appropriate trades training to Indigenous peoples and communities, based on their self-determined needs. In 2018, ITA developed an Indigenous Inclusion Strategy designed to ensure that all ITA operations pertaining to education and employment align with The United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and Truth and Reconciliation Commission of Canada (TRC) Calls to Action.

ITA staff is also encouraged to attend graduation ceremonies around the province like the Vancouver Lower Mainland Aboriginal Community Career Employment Services Society (ACCESS) that celebrate students graduating from their trades courses. These programs are designed to help members of the urban Indigenous community overcome barriers that may stand in the way of success and self-sufficiency. The Vancouver Community College (VCC) Introduction to Culinary Skills Training Program, funded through the Workforce Development Agreement, offers eligible immigrants the opportunity to explore the professional cook trade, and gain experience in major downtown hotels through a work experience

agreement. Many of these participants go onto employment in those same kitchens and continue with their training and start an apprenticeship.

#### Highlights of Initiatives In 2018-19

ITA continued to deliver programs for three target groups using funds made available through the Workforce Development Agreement (WDA). ITA has agreements with 13 service providers, delivering 23 programs offering a range of pre-apprenticeship and employment programs.

- » Four Indigenous Peoples in Trades Training Programs
- » Four Women in Trades Training Programs
- » Fifteen serve a range of under-represented populations (Indigenous peoples, women, immigrants, youth) and other British Columbians facing barriers to entering trades occupations.

Working with the Immigrant Employment Council of BC (IEC-BC), ITA's director of human resources authored *Onboarding Newcomers, a Toolkit for BC Employers*. The toolkit helps employers demystify immigrant hiring and outlines easy, proactive human resource strategies to hire and retain immigrant talent. It illustrates how purposeful initiatives can support any employer to be more diverse and inclusive.

ITA played an integral role in developing the pilot for IEC-BC's FAST Program. Originally, FAST was developed as a comprehensive pre-arrival employment program for immigrants to provide occupation-specific competencies and skills assessments, as well as pathways to alternative careers and credentialing. The program is of tremendous value to all skilled immigrants and Canadian employers. By providing competency-based assessments, FAST will offer a much-needed support to immigrants seeking opportunities in Canada as well as Canadian employers looking for their next hire. Additionally, ITA is a member of the ASCENT Project Reference Group - IEC-BC's newest program focused on soft skill development for newcomers. ITA has provided feedback on a core set of soft skills competencies that ASCENT

will develop into training content for newcomers. As ASCENT is developed, HR Tech Group will be involved in discussions and an iterative review of project outputs that will be developed for service providing organizations.

In 2018/19, ITA's Indigenous Initiatives team held two Employer Trades Forums in cooperation with local First Nations to educate employers and have an open discussion about Indigenous culture, employment issues and challenges, and how to attract and retain Indigenous employees.

Since 2008/09, these programs have assisted more than 13,000 unemployed and/or low-skilled people to explore and pursue trades careers.

#### Success Stories

To better incorporate Indigenous culture into trades training, the Industry Training Authority is working with training providers to bring traditional knowledge and practices to the Professional Cook training program. Working with Indigenous knowledge keepers, chefs and foragers, ITA - in a pilot program with Okanagan College - created a trades training curriculum intended to foster understanding and respect, while showcasing the health benefits of Indigenous foods, and incorporating elements of history and important topics like food security.

## INNOVATE BC

### Mandate

Every day, we at Innovate BC come to work to serve and celebrate innovation in British Columbia, helping our industries grow, while ensuring the benefits of our thriving technology sector are felt by people in all regions of our province.

### Executive Commitment to Multiculturalism

Innovate BC plays a leadership role in furthering technology innovation in all regions of British Columbia through the delivery of programs and services to technology entrepreneurs, established companies and post-secondary students of all ethnicities, cultures and orientations.

Innovate BC's partners in industry and academia uphold the same principles – that everyone, regardless of gender, sexual orientation, ethnicity, colour, religion or ability, has the right to participate in Innovate BC-supported education and entrepreneurial training programs that benefit their company.

Innovate BC seeks to embody equality through its employment and operational practices to ensure that no one is denied opportunity for reasons unrelated to ability.

### Key Practices, Policies and Programs in Support of Multiculturalism

- » Recruitment and hiring are based on the qualifications, skills and training of all candidates. A wide range of cultural origins can be seen around the Innovate BC office. Team members have been born on every continent except for Antarctica and Australia. Further, Innovate BC team members are proficient in 13 languages combined, including: English, French, Spanish, Japanese, Mandarin, Cantonese, Portuguese, Polish, Croatian, Arabic, Italian, Ukrainian, and Shanghainese.
- » Innovate BC is committed to creating fun and engaging activities and events that are inclusive of all staff. Included among these are

opportunities that showcase different cultures. Innovate BC staff are also encouraged to initiate opportunities for all staff to give back to our community and benefit others of varying economic, social and cultural backgrounds.

- » Innovate BC provides financial support to 10 organizations in the BC Acceleration Network that deliver the Venture Acceleration Program to entrepreneurs throughout B.C. Each of these organizations works closely with entrepreneurs of all ethnic backgrounds and cultures in their respective communities.
- » When hosting or promoting an event, Innovate BC attempts to generate a multicultural group of attendees.
- » Innovate BC met with delegations from Germany, Vietnam, UK, India, and Italy.

### Highlights of Initiatives in 2018/19

- » Innovate BC was a co-host of the #BCTECHSummit on March 11-13, 2019. The three-day event was not only the largest tech conference in Western Canada, but also offered opportunities for multiculturalism:
- » Six distinct B.C. Regional Houses showcased how technology is driving growth and innovation across the province. The regions were: Indigenous / Stelmexw (all of B.C.), Vancouver Island & Sunshine Coast, Thompson Okanagan, Kootenays, Northeast - Cariboo and North Coast - Nechako.
- » The First Nations Technology Council and First Peoples' Cultural Council were exhibitors at the Summit.
- » Elder Bob Baker of the Squamish Nation opened both plenary sessions with an Indigenous performance
- » Delegates came from 19 countries
- » Sessions that highlighted diversity: How Women Are Taking A Leadership Role in Industry 4.0 Among the Americas; Kootenay Regional House Party

- » Exhibitors at the event were from across Canada, the United States and Europe
- » The 2019 #BCTECH Summit garnered high levels of media coverage, and Innovate BC ensured a multicultural media landscape. To supplement English language reporting, French, Cantonese and South Asian reporters also provided media coverage of the event.

## THE INSURANCE CORPORATION OF BRITISH COLUMBIA

### Mandate

ICBC is committed to providing customers with insurance products and services they count on and the coverage they need, while making insurance rates fair and affordable. As part of its mandate, ICBC provides vehicle and driver licensing services, vehicle registration services and fines collection on behalf of the provincial government. ICBC invests in fraud prevention and road safety initiatives to promote a safer driving environment throughout B.C.

### Executive Commitment to Multiculturalism

ICBC is committed to supporting diversity and inclusion as a way to improve both our employee and customer experience. As the province becomes increasingly diverse, ICBC continues to see the opportunity and responsibility to understand and better respond to the changing needs of our workforce and customers.

### Key Practices, Policies and Programs in Support of Multiculturalism

- » ICBC's employee intranet includes a diversity and inclusion website. The site offers employees and managers access to information, statistics, stories, tools, resources, memberships and online diversity training.
- » ICBC is a founding partner of the Canadian Institute of Diversity and Inclusion. In 2018, ICBC employees and leaders had the opportunity to actively participate in various learning opportunities available to members.
- » ICBC has seven Employee Resource Groups (Indigenous Peoples, Living with Disabilities, LGBTQ2+, Ethnicity, Parents @ICBC, Wellness, and Women in Leadership) as a way to increase a sense of inclusion and community among all employees. Each comprises employees who either represent or are supporters of that group. This grassroots movement empowers group members to discuss current

issues and opportunities and helps ICBC to identify barriers to inclusion and encourage suggestions to enable the full participation of all employees.

- » In 2018 ICBC celebrated Multiculturalism Week, led by the Ethnicity Employee Resource Group celebrating traditional dress and food, sharing stories and other traditions with co-workers.
- » The Indigenous Peoples Employee Resource Group celebrated National Indigenous Peoples Day on June 21, 2018, featuring a presentation from a Squamish First Nations elder and traditional Indigenous cuisine. ICBC employees participated in the Friendship Walk down Commercial Drive, and the celebrations at Trout Lake Park, where an ICBC booth was set up to connect with customers about the Employee Resource Groups and the Indigenous Peoples ERG specifically.
- » ICBC delivers "New to BC" information presentations at multicultural centres to help new residents (primarily immigrants to Canada) understand ICBC claims, insurance and licensing policies and services, along with an overview of B.C.'s road rules and driving tips.
- » ICBC provides two dedicated 1-800 telephone lines to better assist Punjabi and Cantonese or Mandarin speaking customers who have had an accident. This service offers customers the ability to immediately report a claim in Punjabi, Cantonese or Mandarin so that they fully understand the claims process and can more easily get access to their eligible benefits.

ICBC offers interpreter services at all ICBC-operated driver licensing locations. If a customer visits a driver licensing office and English isn't their first language, we'll connect them with an interpreter on the phone to help them speak with our customer service representatives. This over-the-phone interpretation service is available in 170 languages.

## Highlights of Initiatives in 2018/19

- » ICBC's Leadership Development program was redesigned in 2018, adding unconscious bias training and inclusive leadership practices to the curriculum.
- » In 2018 the Ethnicity Employee Resource Group and the Immigrant Employment Council of British Columbia partnered to connect skilled immigrants with ICBC employees in a mentoring capacity. The Mentor Connect program helps newcomers to Canada learn about the Canadian context of their profession, while providing the employee mentors the opportunity to celebrate diversity and develop valuable leadership skills.
- » ICBC Recruitment recently initiated a partnership with Access Futures, an Indigenous community career services organization, with the purpose of considering their clients for future roles within ICBC's Material Damage department.

## Success Stories

- » Currently less than half the people in B.C. First Nations communities have a driver's licence. This can be a major barrier to obtaining employment, especially in rural areas. In 2018, ICBC helped the Haisla First Nation in northwestern B.C. to establish the first driver training school to be run by and for B.C. First Nations people, with a training curriculum adapted to an Indigenous context.
- » At their Untapped Awards gala in November 2018, the non-profit Open Door Group presented ICBC with the Workplace Diversity & Inclusion Champion Award in the large business category (500-plus employees). For more information on the award refer to <https://untappedseries.ca/>
- » According to an internal survey conducted in 2015, ICBC staff speak more than 55 different languages. A follow up survey in 2018 also

showed ICBC improved the representation of Indigenous peoples (from 1.8% in 2011 to 3.5% in 2018) and visible minorities (from 21.5% in 2011 to 37.1% in 2018) in its workforce in the past seven years.

- » The Parents @ ICBC Employee Resource group conducted a fundraising drive in December 2018 with the proceeds donated to the Urban Native Youth Association. ICBC matched employee donations through its Giving Back to Communities program.

## KNOWLEDGE NETWORK CORPORATION

### Mandate

Knowledge Network is British Columbia's viewer supported public broadcaster. Our mandate is to: provide unique, quality educational programming to British Columbians; promote lifelong learning by providing quality educational programming; inform and educate British Columbians about their province and about issues that are relevant to them; provide British Columbians with a unique television experience; and, collaborate with the independent television and web media production sectors in British Columbia.

### Executive Commitment to Multiculturalism

- » Knowledge Network strives to provide British Columbians with content that reflects and supports the diversity of B.C. voices and experiences. It is fundamental to our role as B.C.'s public broadcaster.
- » Trust, integrity and quality are the three Knowledge Network corporate values to inform decision-making. We serve the public interest and reflect diverse points of view within our organization and through programming on our television and streaming services.

### Key Practices, Policies and Programs in Support of Multiculturalism

Reflecting the multicultural diversity of our province through programming is an integral part of our public mandate. It is continually reinforced at seasonal broadcast schedule reviews and meetings with employees at all levels. Highlights include:

- » East Is East - A weekly anthology series dedicated to documentaries about life in the Asia Pacific region. Programming in 2018/19 included *The Asian Century*, examining major political events in Asia and the leading figures behind them; and *Mumbai Railway*, exploring the world's busiest railway at the Chhatrapati Shivaji Terminus in India.

- » Looking at Edward Curtis - a Knowledge Original by B.C. Indigenous filmmaker Marie Clements that explores the Pacific Northwest work of photographer Edward Curtis from an Indigenous perspective.
- » The Story of China - the history of China includes great rulers, scientists and philosophers who shaped it, and the cultural traditions that endure to this day.
- » Exodus: Our Journey Continues - follows the lives of migrants who made the dangerous journey to Europe in the midst of the biggest refugee crisis since WWII.
- » All Our Father's Relations - three siblings, whose mother was Musqueam First Nation, travel to their father's village in China to understand the challenges their parents faced and how it fractured their lives.
- » Knowledge Kids featured many programs that reflect B.C.'s diversity to our youngest viewers, including *16 Hudson* about four kids who live in an apartment building with different backgrounds - Iranian, Irish/East Indian, Chinese and Haitian.

### Highlights of Initiatives in 2018/19

#### B.C. Documentary History Project

- » 1871– A four-part historical documentary series completed development and a creative team was recruited including producer/researcher Leena Minifie (Gitxaala Nation) and writer Gelerah Derabi.
- » People, Places, Things - 150 B.C. Short Films by B.C. filmmakers started development on stories about B.C. history from diverse perspectives including Indigenous perspectives.
- » To support the development of new talent for the B.C. Documentary History Project, Knowledge Network hosted a "boot camp" for 53 B.C. filmmakers. Accomplished Haida filmmaker Helen Haig Brown and Dene filmmaker Marie Clements were both actively

involved with the participants, which included emerging Indigenous filmmakers.

- » Indigenous Awareness Lunch & Learn - Knowledge Network invited our neighbour NVIT (Nicola Valley Institute of Technology) to provide an information session for Knowledge Network staff on Indigenous cultural awareness and practice.
- » imagineNATIVE Sponsorship - Knowledge Network sponsored the Canadian Indigenous film and media arts festival that showcased the Knowledge Original Looking at Edward Curtis by Dene filmmaker Marie Clements.

## LEGAL SERVICES SOCIETY

### Mandate

LSS is BC's legal aid provider. Established by the Legal Services Society Act in 1979, LSS is an independent agency that provides legal information, advice and representation services to people with low incomes. LSS also provides legal education programs for community advocates and social services providers throughout BC. LSS is funded primarily by the provincial government and receives grants from the Law Foundation and Notary Foundation.

### Executive Commitment to Multiculturalism

LSS's commitment to multiculturalism is reflected in LSS's new strategic framework, which sets out four goals and supporting objectives and strategies that help to ensure our services address the unique cultural needs of our diverse clients. The four new goals are:

1. Advancing reconciliation with Indigenous peoples by improving access to justice
2. Tailoring services to address the unique needs of our diverse clients
3. Developing a quality assurance program to ensure LSS offers quality services
4. Influencing systemic changes within the justice system

In 2018, LSS also established the Indigenous Services (IS) Division to better meet the needs of Indigenous peoples in B.C. and to advance our organizational commitment to the justice provisions of the Calls to Action of the Truth and Reconciliation Commission (TRC), the United Nations Declaration on the Rights of Indigenous Peoples (the UN declaration), and Grand Chief Ed John's report on Indigenous child welfare in BC. The IS Division coordinates meaningful relationships and engagement between Indigenous peoples and LSS, provides strategic direction and expertise on Indigenous issues, develops and implements innovative legal aid services for

Indigenous people, and supports Indigenous services integration throughout LSS.

### Key Practices, Policies and Programs in Support of Multiculturalism

- » LSS ensures its services are accessible to all communities. Our Intake team can arrange interpretation services for clients applying for representation and advice services, and LSS staff can also communicate with, and assist clients in, more than 20 languages.
- » LSS offers legal representation for eligible clients with criminal, family, child protection or immigration matters. When a client qualifies for representation by a legal aid lawyer, LSS staff consider each client's language and/or cultural background when determining which lawyer should be offered the opportunity to represent them. While this is not always possible, every effort is taken to find a lawyer that speaks the client's language, and who understands the impact that their culture may have on their legal matter.
- » Should a client need to be connected with a lawyer who does not speak their language or does not have a full understanding of their cultural background, that lawyer is able to employ interpretation and translation services as part of their contract for representation services.
- » LSS provided advice to 3,774 clients through Family LawLINE. Family LawLINE is able to provide advice, with the assistance of interpreters, in multiple languages through CanTalk.
- » LSS provided advice to 16,794 clients through the Brydges Line, which is a province-wide toll-free telephone service with interpretation services available to all callers, available 24 hours a day to assist people who are arrested and/or detained and need legal advice.

### Highlights of Initiatives in 2018/19

LSS established the IS Division in 2018 to advance the justice provisions of the TRC Calls to Action,

the United Nations Declaration on the Rights of Indigenous Peoples, and Grand Chief Ed John's report on child welfare in BC. In 2018/19, the Division created LSS's 5-year Reconciliation Action Plan (RAP), which sets out 20 strategies and 52 related actions LSS will take to implement three goals in support of reconciliation:

5. Advance reconciliation through education
6. Advance reconciliation by fostering equity for Indigenous peoples
7. Advance reconciliation by empowering Indigenous peoples

Other initiatives that were undertaken in 2018/19 in support of the objectives of the Multiculturalism Act include:

- » Opening seven new Parents Legal Centres (PLCs) in Campbell River, Smithers/Hazelton, Williams Lake, Prince George, Duncan, Kamloops, and Victoria which focus on Indigenous families who are at risk of having their children removed from the family home. In 2018/19 PLCs accepted 374 new service requests.
- » Delivering Indigenous cultural training to 115 staff and 41 service providers, to increase the knowledge and awareness of Indigenous people and culture, stereotyping, and the consequences and legacies of colonialism.
- » Enhancing Indigenous online resources by revamping the Aboriginal Legal Aid in BC website to improve the quality and usability of the information for Indigenous clients.
- » Developing an Indigenous engagement plan.
- » Adding a new tariff item to encourage lawyers to provide cultural support for Indigenous families and Child, Family and Community Services Act clients.
- » Expanded the Gladue report program by increasing the number of Gladue reports prepared for clients and increasing the number of Gladue writers on the LSS roster to 40.

Gladue report is a type of pre-sentencing and bail hearing report that a Canadian court can request when considering sentencing an offender of Aboriginal background.

- » Distributing 101,522 public legal information and educational materials in 12 different languages, including 26,153 publications for Aboriginal people.
- » Assisting clients 486 times through an Aboriginal Community Legal Worker.

## PARTNERSHIPS BC

### Mandate

Partnerships BC's vision is to be a recognized leader in evaluating, structuring and implementing delivery solutions for complex public infrastructure projects while consistently delivering value to our clients.

Partnerships BC's mandate is to support the public sector in meeting its infrastructure needs by providing leadership, expertise and consistency in the procurement of complex capital projects by utilizing private sector innovation, services and capital to deliver measurable benefits for taxpayers.

The following goals support Partnerships BC's vision and mandate:

- » Meet procurement objectives associated with complex infrastructure projects;
- » Deliver value add to our clients and engage stakeholders effectively; and
- » Maintain a responsive and resilient organization.

### Executive Commitment to Multiculturalism

Partnerships 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.

The company is dedicated to maintaining a professional workplace where individuals are treated with respect. In addition, Partnerships BC is committed to maintaining open access to its services and initiatives regardless of client's cultural background.

### Highlights of Initiatives in 2018/19

Partnerships BC continued 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.

## REAL ESTATE COUNCIL OF BC

### Mandate

The mandate of the Real Estate Council of BC (RECBC) is to protect the public interest by enforcing the licensing and licensee conduct requirements of the Real Estate Services Act. RECBC is responsible for licensing individuals and brokerages engaged in real estate sales, rental and strata property management, enforcing entry qualifications, investigating complaints against licensees and imposing disciplinary sanctions in order to raise the competency and conduct of real estate licensees in B.C. and promote consumer confidence.

### Executive Commitment to Multiculturalism

The following is one of RECBC's organizational values, embedding diversity as a foundational principle for RECBC: "We are open and transparent, we collaborate and seek diverse perspectives."

In its 2018/19 Service Plan, RECBC committed to initiatives to: support strong employee engagement, retention and recruitment, and to build capacity across business areas to help us deliver on our mandate; and expand RECBC's information and resources for the public, to make sure that the public is informed about the duties and obligations to expect from a real estate licensee.

### Key Practices, Policies and Programs in Support of Multiculturalism

- » RECBC works with the Crown Agencies and Board Resourcing Office at the Ministry of Finance to actively seek out women, visible minorities, Indigenous peoples, persons with disabilities, LGBTQ2S+ individuals and others who may contribute to diversity, to fill open Council member positions.
- » RECBC provides free interpretation/translation services to complainants, witnesses and licensees in investigative processes and in hearings, upon request.
- » RECBC provides key consumer resources in multiple languages on its website:

English, French, Spanish, Punjabi, Persian, simplified and traditional Chinese, and seeks opportunities to promote those resources through multicultural media channels.

### Highlights of Initiatives in 2018/19

- » New consumer information resources in multiple languages were developed and introduced as part of mandatory disclosures to inform real estate consumers about the services to expect from real estate professionals.
- » RECBC developed and approved a Diversity & Inclusion Policy that commits to having a workforce reflective of the qualities and differences in the population it serves, as well as inclusion.
- » RECBC introduced processes to make recruitment and selection inclusive at every stage and reduce unconscious bias.
- » RECBC accommodates flexible work options based on business requirements to accommodate differences and support the building of diverse teams.
- » RECBC is contracting with a third-party provider to provide mandatory training to all staff on Respect in the Workplace, including discussion of discrimination and rights under the Human Rights Code.
- » RECBC considers diversity (e.g. ethnicity, gender, geographic, age, background, perspective) as one of the factors in determining appointment of members to hearing panels.

### Success Stories

In 2018, RECBC introduced new consumer disclosure forms that licensed real estate professionals are required to present to clients and consumers in the course of delivering real estate services, to help ensure that consumers have adequate information to make informed decisions in their own best interests. Each form includes approximately two pages of consumer information, written in

plain language and presented in infographic style to enhance the accessibility of the information. While real estate professionals in BC must meet an established standard of proficiency in English in order to qualify for licensing, RECBC recognized that real estate consumers have a wide variety of linguistic backgrounds. To help ensure that this important consumer protection information reached a diverse audience, RECBC developed and distributed the mandatory forms in simplified and traditional Chinese, Punjabi, Spanish, Persian and French. These forms were accessed 17,228 times between June 2018 and June 2019, providing a key source of multilingual real estate information for consumers.

## ROYAL BC MUSEUM

### Mandate

The Royal British Columbia Museum was created under the Museum Act (2003) to fulfil the government's fiduciary role as a public trustee of specimens, artefacts, the archives of government and private archival records and other materials that illustrate the natural and human history of British Columbia; to communicate knowledge of human history through exhibitions, research and programs; and to hold collections for current and future generations of British Columbians. In its 2018/19 Mandate Letter, government directed the Royal BC Museum and Archives to continue its focus on the following strategic priority actions:

- » Continue to address the Truth and Reconciliation Commission (TRC) Calls to Action.
- » Work closely with First Nations to advance cultural reconciliation by supporting Indigenous people seeking the return of ancestral remains and cultural objects to their communities.
- » Continue to take a leadership role by increasing the Royal BC Museum's presence across the province with regional outreach – with the goal of making the museum and archives more available to all British Columbians.

### Executive Commitment to Multiculturalism

The Royal BC Museum has a clearly articulated the diversity policy, and diversity (embracing differences) is one of its corporate values.

The Royal BC Museum supports researchers interested in the impact and knowledge of Indigenous people, the stories of immigration, multiculturalism, and cultural activities within British Columbia.

The Royal BC Museum:

- » Strives to explain the human, natural and archival history of the Province of BC and is the only institution in B.C. with a province-wide mandate that assumes this role.
- » Continues to commit to diversity in the workplace through hiring practices that encourage applications from under-represented groups for all positions.
- » Continues to offer relevant and engaging exhibitions and educational programs to temporary staff, students and volunteers; and provides specific diversity/cultural awareness training for front line customer service staff.
- » Presents controversial issues in an objective way and is perceived by the community as a place that presents balanced views.
- » Continues to engage in the process of repatriating ancestral remains and sacred cultural material through First Nations Repatriation program and provides support to the Treaty Negotiations office.
- » Creates learning programs that reflects a diversity of interests,
- » Supports the development of exhibitions, undertakes research and acquires collections which provide opportunities for visitors to learn more about the many ethnic groups that make up British Columbia.
- » Documents its activities which are directly related to the Truth and Reconciliation Commission's Final Report: Honouring the Truth; Reconciling for the Future by specifically outlining thematic areas and projects that the Royal BC Museum has taken; supports major initiatives at the national level related to multiculturalism.

### Key Practices, Policies and Programs in Support of Multiculturalism

- » Staff at the Royal BC Museum speak the following languages in addition to English: Arabic, Cantonese, Cebuano, Dutch, German,

French, Japanese, Mandarin, Polish, Spanish and Xaad Kill (Haida). Volunteers who greet visitors (Lobby Hosts) also speak multiple languages. Both groups of people make visitors from all cultures feel welcome in their own language when possible. The Royal BC Museum has approximately 600 volunteers who reflect the diversity of the community. Volunteer positions offer an opportunity for practicing the language for those who have English as a second language. Over 49 languages are spoken by a large group of Volunteers, including two First Nations Languages.

- » Offer international internships to university students in various museum studies.
- » Partner with Indigenous communities; specialists, and elders to deliver a number of learning programs.
- » Consult with Indigenous communities and continue to foster a strong relationship with the First Peoples Cultural Council to continue to enhance the award-winning exhibition “Our Living Languages”.
- » Provide no-charge admission to all Indigenous peoples; and all Indigenous people have direct and free access to their belongings, both in the museum and archives collections
- » The Indigenous Repatriation Program Strategic Plan 2017-2020 identifies nine principles through which the museum and archives will transform its approach to working alongside Indigenous people to create meaningful change in its structure and operations.
- » The Indigenous Operational Policy ensures that sacred objects and ancestral remains be repatriated quickly upon request and acknowledges the museum and archives responsibility to support reconciliation and collaboration with Indigenous peoples of the province.

## Highlights of Initiatives in 2018/19

- » Two collections from the Royal BC Museum, the Vancouver Island Treaties and the Ida Halpern fonds, were accepted for inscription on the Canadian Commission for UNESCO’s Canada Memory of the World register. Highly valued by the Indigenous communities, inscription on the register is recognition of the significance of these records.
- » June 2018 Annual Victoria Indigenous Cultural Festival – Nations gather for Indigenous cultural celebrations at Royal BC Museum. Songhees and Esquimalt hosted a three-day international event including celebrating National Indigenous Peoples Day June 21<sup>st</sup> recognizing the cultures and contributions of the First Nations, Inuit and Metis Indigenous Peoples in Canada, formerly called National Aboriginal Day.
- » Royal BC Museum celebrated Canada past and present over three days including Penny Carnival, honouring traditional territories. Lekwungen dancers (Songhees Nation) opened each day and included Folklore dancers Viva Mexico, Taiko drummers and Bucan Bucan, a gypsy folk band.
- » July to November – A special project at the Royal BC Museum, two master carvers, brothers from the Tsawout First Nations carved a reconciliation totem pole with the theme, ‘Crossing cultures and healing’. The project is in partnership with the Ministry of Health and was raised outside the provincial health ministry building.
- » The Royal BC Museum’s collection of Indigenous belongings was profiled on CHEK TV This Week in History.
- » Indigenous Cultural Acumen training program was delivered to all staff by Dr. Robert Hancock, a Cree-Metis and an Adjunct Assistant Professor of Anthropology at the University of Victoria. This training was developed by the Office of Indigenous Academic and Community Engagement at the University of Victoria.

- » Volunteers and Security personnel took part in The Indigenous Ways of Being and Knowing: Integrating Indigenous Values into our Work Environment delivered by Leslie McGarry. McGarry worked with the Learning Team to develop the Eagles Program that focuses on the pre- and post-contact histories represented in the gallery and highlights the cultural diversity of First Peoples in BC.
- » Continued with significant interventions within the First Peoples Gallery, to ensure Indigenous voice, content and participation is included in a modern perspective.
- » Installed information kiosks throughout the galleries that allows for visitors to read information about what they are seeing in seven different languages. (English, French, Spanish, German, Japanese, Chinese and Korean).
- » The Punjabi Canadian Legacy Project (PCLP) moved into its fourth year of community engagement. In partnership with University of Upper Fraser Valley, learning and curatorial staff are working on preparing over 93 family history interviews from across regions in B.C. for online sharing, as well as on the transition of the PCLP to a fully community-led history and legacy project.
- » In partnership with the University of Victoria, the Royal BC Museum has supported five years of research into Japanese Internment and Displacement (Landscapes of Injustice). This seven-year project will now move into the development of an exhibition with the Royal BC Museum assisting the Nikkei National Museum in Vancouver.
- » Learning programs for K-12 students continue to build in popularity with teachers and students alike. The E.A.G.L.E. (Education and Appreciation Garnered through Listening and Exploring) program, delivered by an Indigenous educator, has sold out with nearly 170 classes [5,000+ students] registering for this museum-based cultural awareness program.

- » The popular program, “Wonder Sunday” designed for children and their families and included the celebration of Chinese New Year throughout the month of February.

### Success Stories

- » The Punjabi Canadian Legacy Project (PCLP), was recognized at the 2018 BC Museums Association Awards for Outstanding Achievement with two kudos: Honourable Mention for Impact and Engagement, and Innovation Award Nomination. In 2018, peers in the BC Museums Association also named the project as one of a select few “Change Makers” and was featured in the Winter 2018 issue of the BCMA’s periodical, Roundup.
- » Based on the PCLP community work throughout BC in 2014-2018, the Pocket Gallery exhibit Haq & History: The Punjabi Canadian Legacy Project A Quest for Community Voices opened in March 2019 to celebrate Sikh Heritage Month and Asian Heritage Month.

Initiatives from the TRC response:

Digital repatriation of Indigenous materials: prioritizing materials with Indigenous content for digitization; providing digital copies of records to Indigenous families and communities; an 1887 government file describing in detail early settler-Indigenous conflict in the East Kootenays was provided to the Ktunaxa Nation Council.

- » Identification of and sharing of information in collections on Residential Schools, through the creation of a reference guide dedicated to helping those researching the history of Residential Schools in British Columbia.
- » Indigenization of BC Archives catalogue by reviewing our description standards and consulting with archival institutions across North America to create a plan to incorporate traditional knowledge, community restrictions, and Indigenous language diacritics into our catalogue entries.

- » Established a program to provide Indigenous communities and individuals with reproductions of records documenting their cultural heritage free-of-charge.
- » Publication Kwäday Dän Ts'inchj: Teachings from Long Ago Person Found (2017) is a collaborative partnership between the museum, archives, and Indigenous communities.

The Royal BC Museum holds over seven million artifacts, the single-most important repository of B.C. history. Our story has an exciting future - we have a bold plan to breathe new life into the museum and archives and ensure it continues to fascinate and inspire many generations to come.

Our plan is about fulfilling our promise to the citizens of the province. That means enhancing our commitment to education. We see the Royal BC Museum as an educational hub, a place where learners of all ages can access our shared history. In an increasingly fast-paced world, we plan to do more to create more educational spaces within the museum and archives, and more digital platforms to allow others to access the collections.

We strive to ensure that all people who visit the museum and archives see themselves reflected within our exhibition galleries, museum collections and archival holdings – no matter their culture of origin. This will take time and effort. We are actively participating in research (such as the projects listed above), and in building relationships with communities across the province to support our mandate to protect, preserve and showcase the human history and natural landscapes that documents the heritage of British Columbia. This also means continuing to strengthen our relationships with Indigenous communities, ensuring their voices and knowledge are heard and reflected within our work, and that we contribute to our visitors having a better understanding of Indigenous stories and their contributions to the fabric of British Columbia.



FOR MORE INFORMATION VISIT US ONLINE:  
[WWW.GOV.BC.CA](http://WWW.GOV.BC.CA)

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